



Dakota County, MN

2019 Resident Survey Report of Results

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Executive Summary

Survey Background

Understanding the needs of residents is important to Dakota County Commissioners and senior leaders, so it has conducted a regular, periodic survey of residents' opinions. This report includes Dakota County survey results dating back to 2001. In 2019, Dakota County was joined by four other Minnesota counties (Washington, St. Louis, Olmsted and Scott), working together with the National Research Center, Inc. (NRC), to develop a survey instrument with a set of shared questions, as well as questions unique to each County.

The Dakota County Resident Survey was administered by mail to 3,850 randomly selected households in January 2019, distributed among the seven County Commissioner Districts. Of the approximately 3,718 households that received a survey in the mail (the other surveys were sent to vacant households), 974 surveys were completed, providing a response rate of 26%.

Because Dakota County has administered a resident survey before, comparisons could be made between 2019 responses and those from prior years. The most recent survey was conducted in 2016. 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 62 other counties around the nation, comparisons made possible through NRC's national benchmark database. This database contains resident perspectives gathered in resident surveys from more than 600 jurisdictions, including cities and counties.

Survey Highlights

Quality of life for Dakota County residents is at an all-time high.

- ◆ Dakota County residents rated their overall quality of life in the county at 80 points on the 100-point scale, or between "excellent" and "good," which was similar to the rating given in 2016, and has steadily increased since 2011. Ratings of overall quality of life were much higher than ratings given in other counties across the nation.
- ◆ When identifying what they liked most about living in Dakota County, about one-quarter of residents said the quality of life in general is what they liked most (23%) and parks/lakes was selected by 12% of respondents.
- ◆ Residents also appreciated various characteristics of the County, including the county as a place to live (80 points, or a rating between "good" and "excellent"), as a place to raise a family (79) and outdoor recreational opportunities (76). Each of these aspects received ratings that were higher than the national county averages.
- ◆ Survey respondents also reported feeling safe in various locations throughout the county including in County office buildings, libraries and courtrooms (90 points, or close to "very safe" on the 100-point scale), in schools or places of worship (88) and in their neighborhood (87). Many of these locations with the highest ratings were new survey items in the 2019 survey.

Survey respondents are still worried about affordable housing in the county.

- ◆ When asked, in their own words, what they thought was the most serious issue facing Dakota County, affordable housing topped the list, with 20% of respondents making a comment related to this topic, an increase from 2016 (11%).
- ◆ The availability of affordable housing was among the lower rated County characteristics (43 points on the 100-point scale) and ratings have been declining since 2013 (53). Although it was the lowest rated community characteristic, Dakota County's rating was still much higher than the national county benchmark.
- ◆ In 2019, a new question was included on the survey about what type of housing residents felt was most needed in their community. Of the eight listed options (from which respondents could choose up to three), the options most frequently selected were affordable housing for older adults (42%), affordable family housing (38%) and another market-rate stand-alone single-family housing (38%).

Evaluations of County services remain positive, which is reflected in the ratings for County government performance.

- ◆ In 2019, the overall quality of County services received a rating of 68 on the 100-point scale, which was similar to ratings given in 2016 and much higher than the national county average.
- ◆ As in the past three surveys, in 2019 County parks and recreation (average rating of 85), County libraries (85), trail and bikeway systems (81) and Sheriff deputies patrol services (70) were services that received scores that were above 67 points (or "good").
- ◆ Ratings of County services generally were stable from 2016 to 2019 with two notable gains: the condition of County roads improved from 61 points in 2016 to 66 points in 2019 (the highest rating to-date) and the assessment process and property tax system improved from 49 points to 54 points. Additionally, Dakota County libraries and snow and ice removal were rated much higher than the national county average.
- ◆ Most residents in 2019 approved of the job the Dakota County Board is doing, providing an average of 70, or just above "somewhat approve." (Only 8% of respondents somewhat or strongly disapproved of the job the County Board is doing, while 92% strongly or somewhat approved.)
- ◆ Ratings for other aspects of the County Government performance were between "good" and "fair" on the 100-point scale, with the highest ratings going to the job the County does supporting the quality of life in the county (65) and providing information to residents (64). While ratings for most aspects of government performance remained stable, the overall confidence in the Dakota County government has been inching upward since 2013 (58 points in 2013 vs 62 in 2019).
- ◆ When compared to ratings given to other counties across the U.S., Dakota County government performance ratings were higher or much higher for each of the five aspects that could be compared.

While support for increasing property taxes to maintain services at current levels has increased since 2013, Dakota County residents remain divided about the idea.

- ◆ When asked about support for or opposition to increasing property taxes to maintain services at current levels, Dakota County residents have remained divided, with roughly half opposed to the idea and roughly half supporting it in every survey implementation. Support was at its lowest level in 2013, when only 41% supported an increase to maintain County service levels. However, support has increased since 2013; 46% supported the idea in 2016 and in 2019, 51% supported it.

Residents voiced widespread support for using County funds to keep cities' drinking water sources free of contaminants.

- ◆ Dakota County is working on a long-range Groundwater Plan that could include various programs or regulations to protect and improve groundwater resources (the source of drinking water in Dakota County). Survey respondents were asked which potential programs or regulations they would support. Only 6% of respondents answered that they would not support any of them. The most popular option was using County funds to keep drinking water sources free of contaminants – 8 in 10 respondents supported this option.
- ◆ Just over half of respondents indicated they would support using County funds to protect land as a way to limit contamination of groundwater supplies.

The highway in Dakota County residents are most likely to feel needs congestion improvements is County Road 42/150th Street.

- ◆ In 2019, survey respondents were able to write in their own words which highway in Dakota County they thought was in most need of safety improvements and which one was in need of congestion improvements.
- ◆ About 68% of respondents wrote in a highway in need of **congestion** improvements; Co Rd 42/150th St topped the list, mentioned by 27% of survey participants who wrote in a response. Fifteen percent of respondents who wrote in a highway considered MN-77/Cedar Ave/Co Rd 23 most in need of improvements and 13% cited I-35.
- ◆ Of the roughly 58% of survey participants who chose to write in a highway in need of **safety** improvements, 16% mentioned MN-3/Hwy3/S Robert Tr, followed by I-35 (12%), US-52 (12%) and Co Rd 42/150th St (11%).

Most residents whose workplace is outside Dakota County are happy with their employment and commuting situation.

- ◆ A new question related to economic development was included in this survey. Because 2/3 of Dakota County workers commute outside the County to their jobs, an effort was made to understand factors that influence where people choose to work. A series of scenarios that might describe their situation was presented to survey respondents, who then indicated which applied to their particular circumstances.

- ◆ Almost half of respondents said their workplace was inside the County, or they were not employed. (It should be noted that this category would include those who are retired and choose not to work.)
- ◆ Among other respondents, the most common scenarios chosen to describe their situation indicated satisfaction with their situation. However, 1 in 10 respondents did say that the job skills they have are not a fit for the jobs available in the County, and a similar proportion indicated that the jobs in Dakota County that match their skills do not pay enough.

Survey Background

Survey Purpose

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

In 2019, Dakota County collaborated with Olmsted, Scott, St. Louis and Washington Counties on this survey project. The five counties worked together with the 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 presents Dakota County's results. Comparisons of any questions asked by at least one of the other four participating counties can be found in *Appendix E: Survey Results Compared to Other Participating Minnesota Counties*.

Survey Methods

The Dakota County Resident Survey was administered by mail to 3,850 randomly selected households within the county in January 2019, distributed among the seven County Commissioner Districts. (A map of the Commissioner Districts can be found on page 195 in *Appendix G: Survey Methodology*.) Of the approximately 3,718 households that received a survey in the mail (the other surveys were sent to vacant households), 974 surveys were completed, providing a response rate of 26%. Typical response rates to a broad resident survey of this type generally range from 10% to 30%. The survey was available online accessible via a web link provided on the cover letter accompanying each wave of the mailed survey. About 11% percent of the completed surveys were web-based (110); average rates for web-based responses vary but typically range from 2% to 15%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence interval around *an average* score on the 100-point scale will be no greater than plus or minus two points based on all respondents. The 95 percent confidence level for this survey of 974 residents is generally no greater than plus or minus four percentage points *around any given percent* reported for all survey respondents.

For comparisons among subgroups, the margin of error is less precise and rises to approximately plus or minus 5% around any given *percent* for subgroup sizes of 400 to plus or minus 10% for sample sizes of 100, and for smaller subgroup sizes (i.e., 50), the margin of error rises to 14%. When comparing *average* ratings among subgroups, the margin of error is plus or minus three points for subgroup sizes of 400 and is approximately plus or minus six points for subgroup sizes of 100.

Survey results were weighted so that age, gender, tenure (rent versus own), housing unit type (detached versus attached) and District of residence were represented in the proportions reflective of the entire community. (For more information on the survey

methodology, see *Appendix G: Survey Methodology*. A copy of the questionnaire and mailing materials are included in *Appendix H: Survey Materials*.)

Reporting the Results

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be zero on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. (More explanation is provided on page 199 in *Appendix G: Survey Methodology*.)

Rounding

When a figure for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Don't Know Responses

On many of the questions in the survey, respondents gave an answer of “don't know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Responses to Survey Questions* and is noted in the tables and figures in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

Comparing Survey Results Over Time

Because this survey was the 8th in a series of citizen surveys, the 2019 results are presented along with past ratings when available. Differences between years, as presented in the body of the report, can be considered statistically significant if they are four points or more on the 100-point scale or six percentage points or more around any given percent. Trend data for Dakota County represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Dakota County survey data were collected by telephone in 2001, 2004, 2006 and 2008. In 2011, the County switched data collection from telephone to mail and continued with mail in 2013 and 2016. As a consequence of the switch in methodology, a decline from 2008 to 2011 in virtually all ratings was both expected and observed. In the previous survey administration by telephone in 2008, a small sample of residents was surveyed by mail to explore the magnitude of the differences between telephone and mail survey responses in

Dakota County. Using 2008 survey research conducted by NRC in Dakota County that compared mail and telephone responses, as well as NRC's analysis of national trends comparing telephone and mail responses, NRC adjusted the findings from 2001 to 2008 to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from telephone to mail.

Comparing Survey Results by Geographic and Demographic Subgroups

Selected survey results were compared by demographic characteristics of survey respondents and geographic area of residence. Comparisons by geographic area are displayed in graphical form and discussed throughout the body of the report (the full set of results by location and demographic characteristics can be found in *Appendix C: Survey Results by Respondent Characteristics*).

Comparing to Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. It is difficult to judge what is small or large without comparing to benchmarks.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from more than 600 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.

Jurisdictions in NRC's normative database are distributed across the country and range from small to large in population size. Comparisons may be made to all jurisdictions or to subsets of jurisdictions within a given region or population category. 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 high SAT scores in any teen household, bring pride and a sense of accomplishment.

National county benchmark comparisons have been included in the report when available, and all available benchmarks are shown in *Appendix F: Benchmark Comparisons*. A list of the jurisdictions to which Dakota County was compared is also found in that appendix. Benchmark comparisons have been provided when similar questions on the Dakota County survey are included in NRC's database 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 for quality ratings were available, the County's results were generally noted as being "higher" than, "lower" than or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Dakota County's rating to the

benchmark where a rating is considered “similar” if it is within the margin of error; “higher” or “lower” if the difference between Dakota County’s rating and the benchmark is greater than, but no more than twice the margin of error; and “much higher” or “much lower” if the difference between Dakota County’s rating and the benchmark is more than twice the margin of error.

Additionally, comparisons to the other four Minnesota Counties participating in the survey coalition with Dakota County can be found in *Appendix E: Survey Results Compared to Other Participating Minnesota Counties*.

Quality of Life and Community

Dakota County residents rated their overall quality of life in the county. On a 100-point scale where zero equals “poor” and 100 equals “excellent,” Dakota County’s average rating was 80, similar to the rating given in 2016, but steadily increasing since 2011.

Dakota County’s overall quality of life was much higher than ratings given by other counties across the nation (see *Appendix F: Benchmark Comparisons*).

Figure 1: Overall Quality of Life, 2019

How would you rate your overall quality of life in Dakota County?

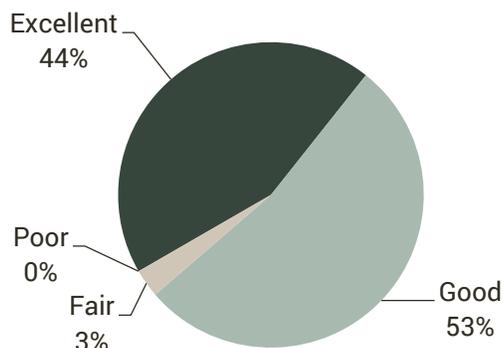
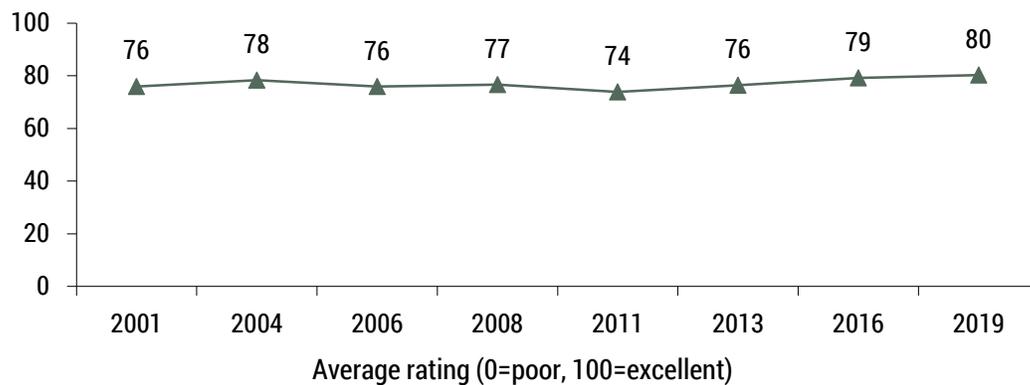


Figure 2: Average Rating of Overall Quality of Life in Dakota County by Year

How would you rate your overall quality of life in Dakota County?



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

Respondents in Districts 3, 4, 6 and 7 gave statistically higher ratings to the overall quality of life in Dakota County compared to respondents in Districts 1, 2 and 5 (see Figure 37 for a map of Commissioner Districts in *Appendix C: Survey Results by Respondent Characteristics*).

Survey respondents identified the one thing that they liked most about living in Dakota County. As in previous years, the location of the county topped the list in 2019, with about one-third of respondents selecting it as the one thing they liked most about living in Dakota County. About one-quarter of residents said the quality of life in general is what they liked most (23%) and parks/lakes was selected by 12% of respondents. Fewer than 10% of respondents selected each of the remaining seven categories listed on the survey.

When compared to previous years, responses were relatively stable. Much of the variability over time in percentages and relative order likely is attributable to the change in question wording and structure.

Figure 3: Like Most About Living in County By Year

What one thing do you like most about living in Dakota County?	2019	2016	2013	2011	2008	2006	2004	2001
Location	36%	36%	38%	31%	26%	28%	27%	31%
Quality of life in general	23%	21%	16%	22%	5%	4%	3%	0%
Parks/lakes	12%	10%	7%	9%	10%	8%	7%	4%
My neighborhood	9%	9%	10%	11%	4%	5%	4%	7%
Rural character	7%	3%	4%	3%	7%	4%	5%	22%
Schools	6%	4%	6%	6%	6%	8%	6%	9%
Open space	3%	4%	7%	4%	4%	4%	3%	0%
Low taxes	2%	2%	3%	3%	0%	3%	4%	0%
People	2%	2%	2%	2%	5%	4%	2%	6%
Small town feel	N/A	6%	6%	6%	6%	3%	5%	5%
Other*	1%	4%	4%	5%	27%	30%	36%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Prior to 2011, this was an open-ended question where respondents were able to answer using their own words, and the telephone interviewer reported the response in the most appropriate category. The most frequently selected categories from surveys prior to 2011 comprised most of the response options on the mailed surveys, from which respondents were instructed to choose one option from the list provided

In 2019, 'small town feel' was removed as a response option. In 2016, 2013 and 2011, this question was presented as fixed response (i.e., respondents were presented a list of items from which to choose), whereas, between 2008 and 2001, this question was open-ended (i.e., no list presented). It is important to note that "location" was the first item listed (top left) on the survey; while we cannot determine that this placement influenced the results, there is potential that placement of options has an impact on the overall results.

** When a respondent identified an unlisted, or "other," item, the response was captured verbatim. These responses appear in Appendix B: Verbatim Responses to Survey Questions.*

County Characteristics

When asked to rate various characteristics as they related to the County as a whole, 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 is equivalent to “excellent.”

Dakota County as a place to live received the highest average rating (80 on the 100-point scale or between “good” and “excellent”) and has remained stable since 2013 (see Figure 4 on the following page). Dakota County as a place to raise a family and outdoor recreational opportunities in Dakota County received the next highest average ratings (79 and 76, respectively, on the 100-point scale, or just above “good”). Availability of affordable housing (43 points) and availability of quality and affordable child care (49) were rated less positively, between “good” and “fair” on the 100-point scale.

When comparisons to 2016 were available, ratings were generally stable. However, the county as a place to retire increased from 58 points in 2016 to 64 points in 2019, and the availability of affordable housing continued a downward trend from 53 points in 2013 to 49 points in 2016 to 43 points in 2019.

Ratings of Dakota County characteristics were compared to those given by residents in other counties nationwide. Where comparisons were available, ratings tended to be higher or much higher in Dakota County compared to the benchmark (see Figure 5 on the following page).

Ratings given by respondents living in the seven different County Commissioner Districts were compared. Residents who lived in District 2 tended to give higher ratings to various characteristics of Dakota County, such as the county as a place to retire and the economic health of Dakota County, than those who lived in other districts. Ratings were also compared by a selection of demographic characteristics of the survey respondents. Those who had lived in Dakota County for more than 20 years tended to give higher ratings to County characteristics than residents who had lived in the county for less time (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 4: Average Ratings of County Characteristics by Year

Please rate each of the following characteristics of Dakota County.	Average rating (0=poor, 100=excellent)							
	2019	2016	2013	2011	2008	2006	2004	2001
Dakota County as a place to live	80	78	77	NA	NA	NA	NA	NA
Dakota County as a place to raise a family	79	76	NA	NA	NA	NA	NA	NA
Outdoor recreational opportunities in Dakota County	76	75	68	67	NA	NA	NA	NA
Overall image or reputation of Dakota County	71	68	66	67	NA	NA	NA	NA
Dakota County as a place to work †	71	67	NA	NA	NA	NA	NA	NA
Economic health of Dakota County	67	65	60	NA	NA	NA	NA	NA
Availability of bike and pedestrian transportation options	66	64	NA	NA	NA	NA	NA	NA
Dakota County as a place to retire †	64	58	60	58	NA	NA	NA	NA
Sense of community	63	61	57	NA	NA	NA	NA	NA
Openness and acceptance of people with diverse backgrounds	59	57	58	60	NA	NA	NA	NA
Availability of employment opportunities †	59	NA						
Availability of quality, affordable child care †	49	NA						
Availability of affordable housing †	43	49	53	49	47	46	50	NA

† Note: in 2019, at least 20% of respondents answered “don’t know” to these items (see Appendix A: Responses to Survey Questions). Proportions shown in the figure are of those who had an opinion.

Prior to 2016, 'outdoor recreational opportunities' was 'recreational opportunities' and 'availability of affordable housing' was 'availability of quality affordable housing.' New questions in 2016 were "Dakota County as a place to work," "Dakota County as a place to raise a family," and "Availability of bike and pedestrian transportation options." All other questions were new in 2011 except for "Availability of affordable housing." Several question parts were worded differently in earlier surveys. In 2006 and 2004, availability of affordable housing was affordable housing; availability of quality, affordable child care was access to affordable quality childcare. These questions were not asked in 2001.

Figure 5: Community Characteristics Benchmarks

Please rate each of the following characteristics of Dakota County.	Comparison to benchmark
Dakota County as a place to live	Much higher
Dakota County as a place to work	Much higher
Dakota County as a place to retire	Higher
Dakota County as a place to raise a family	Much higher
Sense of community	Higher
Openness and acceptance of people with diverse backgrounds	Higher
Outdoor recreational opportunities in Dakota County	Much higher
Economic health of Dakota County	Much higher
Availability of employment opportunities	Much higher
Availability of quality, affordable child care	Higher
Availability of affordable housing	Much higher
Overall image or reputation of Dakota County	Much higher

Community-wide Problems

Survey respondents evaluated a list of potential problems as being a “major problem,” a “moderate problem,” a “minor problem,” or “not a problem” in Dakota County. When converted to the 100-point scale where zero equals “not a problem” and 100 equals “major problem,” most potential issues were thought to be between a “minor” problem or “not a problem” (between 45 and 26). As in past years, taxes were viewed as most problematic, with an average rating of 47 on the 100-point scale, while homelessness was viewed as least problematic, with an average rating of 26.

When comparisons to 2016 were available, ratings generally remained stable, except for poverty which was seen as less of a problem in 2019 compared to 2016. Additionally, while taxes as a problem was regarded similarly in 2019 compared to 2016, the 2019 rating was lowest observed since 2008, and the same as what had been seen in 2004.

Residents who lived in District 1 were more likely to rate crime and taxes as a problem than residents who lived in other Districts. Residents who were age 35 or older tended to rate taxes, traffic safety, poverty and homelessness as more of a problem than residents who were younger than 35 (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 6: Average Ratings of Potential Problems by Year

Please rate, to what degree, each of the following is a problem in Dakota County.	Average rating (0=not a problem, 100=major problem)							
	2019	2016	2013	2011	2008	2006	2004	2001
Taxes	45	47	48	51	50	NA	45	NA
Traffic congestion	39	41	40	42	43	50	52	NA
Crime	37	38	39	39	35	44	38	NA
Poverty †	34	40	39	36	32	36	33	NA
Traffic safety	33	36	34	36	NA	NA	NA	NA
Homelessness †	26	27	NA	NA	NA	NA	NA	NA

† Note: in 2019, at least 20% of respondents answered “don’t know” to poverty and homelessness (see *Appendix A: Responses to Survey Questions*). Proportions shown in the figure are of those who had an opinion. The scale differed between years. In 2008, the bottom of the scale read “not at all a problem,” whereas in 2004, 2006, 2011, 2013 and 2016, it read “not a problem.” These questions were not asked in 2001.

Most Serious Issue Facing Dakota County

Respondents identified, in their own words, the most serious issue facing Dakota County. The responses were captured verbatim and grouped into categories that best fit the response. Affordable housing (20%) was the most frequently mentioned issue, followed by taxes (12%) and growth and development (10%). Fewer than 1 in 10 residents wrote in issues related to the other categories mentioned. About 13% of respondents wrote in an “other” response that could not be grouped into a theme. The “other” responses, along with all comments, appear in *Appendix B: Verbatim Responses to Survey Questions*

Compared to 2016, more people in 2019 wrote in comments about affordable housing, and this concern has been steadily increasing since 2013. The proportion of comments related to the other serious issues mentioned in 2019 were on par with those in 2016.

Because of a methodological change (fixed-response options in 2011 versus an open-ended question in all other years), it is recommended that the reader make little of the differences between the 2011 responses and the responses for all other survey years.

Figure 7: Most Serious Issue Facing Dakota County By Year

What do you feel is the most serious issue facing Dakota County at this time?	Percent of respondents							
	2019	2016	2013	2011*	2008	2006	2004	2001
Affordable housing	20%	11%	6%	5%	4%	4%	3%	0%
Taxes	12%	10%	16%	20%	17%	13%	10%	16%
Growth/development	10%	8%	0%	12%	17%	24%	22%	27%
Crime and safety issues	9%	12%	14%	3%	5%	6%	4%	8%
Traffic congestion	9%	5%	9%	6%	7%	8%	9%	7%
Economic development	6%	4%	6%	12%	3%	2%	3%	0%
Sense of community, diversity, etc.	4%	6%	9%	0%	0%	0%	0%	0%
Condition of roads	4%	6%	2%	8%	6%	4%	5%	4%
Schools	4%	5%	3%	13%	7%	10%	12%	22%
Homelessness and poverty	3%	5%	0%	0%	0%	0%	0%	0%
Public transportation	2%	4%	0%	0%	0%	0%	0%	0%
Updating infrastructure	1%	3%	0%	0%	0%	0%	0%	0%
Government spending	1%	2%	4%	0%	0%	0%	0%	0%
Pollution/environmental concerns	1%	1%	0%	0%	0%	0%	0%	0%
Quality of county services	1%	1%	0%	0%	0%	0%	0%	0%
Jobs	0%	2%	7%	17%	3%	2%	2%	0%
Preserving natural areas/protecting natural resources	0%	1%	3%	0%	1%	1%	2%	0%
Teen drug/alcohol use	0%	1%	1%	0%	2%	1%	2%	0%
Noise pollution	0%	1%	0%	0%	0%	0%	0%	0%
No issue	0%	2%	2%	0%	4%	6%	5%	0%
Other	13%	10%	7%	2%	14%	7%	14%	14%

These percentages represent the 449 respondents who chose to write in a response. In 2011, this question was presented as fixed response (i.e., respondents were presented a list of items from which to choose), whereas, between 2008 and 2001 along with 2013 and 2016, this question was open-end. In 2013, "crime and safety issues" was "crime" and "sense of community, diversity, etc." was "sense of community." New items in 2016 were "pollution/environmental concerns," "quality of county services," "homelessness and poverty," "public transportation," and "noise pollution."

*This question was a single response question in 2011 but an open-ended question in all other survey years, so any differences should be interpreted cautiously. When provided a list to choose from, a respondent may bypass their first thought (say, "taxes") as the list reminds them of a more serious issue (like their jobs), while in an interview or given the opportunity to write anything, a respondent would more likely stay with their first thought.

Safety in Dakota County

Residents were asked how safe they felt from different types of crimes, as well as safety in different county locations (see Figure 8 on the following page). 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 is equivalent to “very safe.”

Almost all of the items received an average rating that was equal to “somewhat” safe or better. Respondents reported feeling the safest while in County office buildings, libraries and courtrooms and while in schools or places of worship in Dakota County (88 and 90 points, respectively, or close to “very safe”), both new items added to the 2019 survey. Residents felt less safe from electronic crimes (e.g., identity theft, phone scams), providing an average rating of 58 or between “somewhat safe” and “somewhat unsafe.” In other words, survey respondents said they feel safer in our county buildings (libraries, courtrooms, service centers) than in any other place that were evaluated through the survey, including their schools, churches, neighborhoods, parks, or on roads.

Where comparisons to prior survey years were available, ratings generally were similar between 2019 and 2016, and most have remained stable since the baseline of the question. However, safety in neighborhoods has been trending up since 2011.

Two of the 11 safety ratings could be compared to safety ratings in other counties across the country; Dakota County was rated much higher than the benchmark for safety from property crimes and violent crimes.

Residents living in Districts 1 and 2 reported lower feelings of safety from violent crimes and from gang activity than residents living in other areas. Respondents age 55 or older reported lower feelings of safety from various types of crime, including violent crimes, illegal drug activity and domestic violence, than residents who were younger. Residents who earned less than \$35,000 per year indicated that they felt less safe from domestic violence than those who earned more, while those earning \$100,000 per year or more reported the highest rates of feeling safe from violent crimes, gang activity and while in their neighborhood (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 8: Average Ratings of Perceptions of Safety in Dakota County by Year

Please rate how safe or unsafe you feel from the following in Dakota County.	Average rating (0=very unsafe, 100=very safe)							
	2019	2016	2013	2011	2008	2006	2004	2001
While in County office buildings, libraries, courtrooms	90	NA						
While in schools or places of worship in Dakota County	88	NA						
While in your neighborhood	87	83	80	75	83	84	86	78
From domestic violence	86	84	83	NA	NA	NA	NA	NA
From violent crimes (e.g., rape, assault, robbery)	83	81	80	80	80	73	79	NA
From gang activity	83	NA						
While using Dakota County parks and trails	80	78	78	78	76	77	78	NA
While driving on roads within Dakota County	76	72	NA	NA	NA	NA	NA	NA
From property crimes (e.g., burglary, theft)	74	72	70	72	72	67	72	NA
From illegal drug activity (e.g., manufacturing or selling drugs)	69	68	66	67	NA	NA	NA	NA
From electronic crimes (e.g., identity theft, phone scams)	58	61	62	NA	NA	NA	NA	NA

Respondents could identify an unlisted, or “other,” type of activity or location. The response was captured verbatim and appear in in Appendix B: Verbatim Responses to Survey Questions.

Prior to 2019, 'from illegal drug activity (e.g., selling drugs)' included 'manufacturing' in parenthesis and 'from electronic crimes (e.g., identity theft, phone scams)' was 'from identity theft (e.g., fraud, scams, credit card theft).' Several question parts were worded differently in earlier surveys. 'From identify theft (e.g., fraud, scams, credit card theft)' was 'From identify theft.' 'While driving on roads within Dakota County' was "From drunk or impaired drivers on County roads" in 2013, 'From drunk drivers on County roads" in 2011 and "from drunk driving when traveling within the county" in 2008 and "traveling on county roads" in 2006; safety "While in your neighborhood" was a separate question in 2008; "In Dakota County parks" and "on trails in Dakota County parks" were combined in 2006 as follows: "on Dakota County parks and trails" and remained for 2008 and 2011 but was reworded in 2013 to "While using Dakota County parks and trails." "From identity theft" was a new question in 2013. 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." 'Other, please specify' was a new question in 2016.

Figure 9: Feelings of Safety Benchmarks

Please rate how safe or unsafe you feel in Dakota County.	Comparison to benchmark
From property crimes (e.g., burglary, theft)	Much higher
From violent crimes (e.g., rape, assault, robbery)	Much higher

Health Concerns

As in previous years, respondents assessed various potential health concerns in Dakota County. Average ratings for all listed health concerns, where zero equals “not at all a concern” and 100 equals “major concern,” fell between a “moderate” and “minor” concern. Overweight adults and children (54 points) and bullying (52) were of greatest concern to respondents, with average ratings closer to a “moderate” concern than a “minor” concern. Tobacco use (including E-cigarettes and chewing tobacco), spread of infectious diseases, social isolation and environmental hazards (e.g., polluted water or toxic waste) were of less concern, with average ratings ranging from 36 to 38 points.

All 16 health concerns could be compared to 2016 and most ratings were stable. However, more respondents in 2019 compared to 2016 were concerned about bullying (with average ratings of 52 vs 48, respectively) and illegal use of prescribed medications (49 vs 44). A smaller proportion of respondents were concerned about the quality of parenting skills (46 points in 2019 vs 50 in 2016) and underage alcohol use (43 vs 47) over the three year period.

Residents who were age 55 or older, were female, who had lived in Dakota County for more than 20 years or who owned their homes, tended to rate various health concerns in Dakota County as more of a concern than their counterparts, including environmental hazards, alcohol use or abuse and illegal drug use, among others (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 10: Average Ratings of Health Concerns By Year

Please rate to what degree, if at all, each of the following is a health concern in Dakota County.	Average rating (0=not at all a concern, 100=major concern)							
	2019	2016	2013	2011	2008	2006	2004	2001
Overweight adults and children	54	56	58	59	58	55	54	NA
Bullying †	52	48	49	NA	NA	NA	NA	NA
Illegal drug use (e.g., heroin, cocaine, methamphetamine) †	49	50	49	55	57	63	NA	NA
Illegal use of prescribed medications (such as opioids) †	49	44	NA	NA	NA	NA	NA	NA
Depression, anxiety, and other mental illnesses	48	47	NA	NA	NA	NA	NA	NA
Abuse and neglect of children †	46	48	47	52	46	38	37	NA
Quality of parenting skills of parents of children ages 0-17 †	46	50	51	42	38	46	37	NA
The health and support of older adults	45	46	42	53	47	56	NA	NA
The health and support of persons with disabilities †	45	45	41	49	NA	NA	NA	NA
Abuse and neglect of older adults or vulnerable adults †	44	45	43	49	NA	NA	NA	NA
Underage alcohol use †	43	47	48	55	60	61	57	NA
Alcohol abuse among adults †	41	44	44	48	46	NA	NA	NA
Tobacco use (including E-cigarettes and chewing tobacco)	38	36	31	32	40	52	49	NA
Spread of infectious diseases †	37	38	36	NA	NA	NA	NA	NA
Social isolation †	37	35	NA	NA	NA	NA	NA	NA
Environmental hazards (e.g., polluted water or toxic waste)	36	36	37	38	NA	NA	NA	NA

† Note: in 2019, at least 20% of respondents answered "don't know" to these items (see Appendix A: Responses to Survey Questions). Proportions shown in the figure are of those who had an opinion.

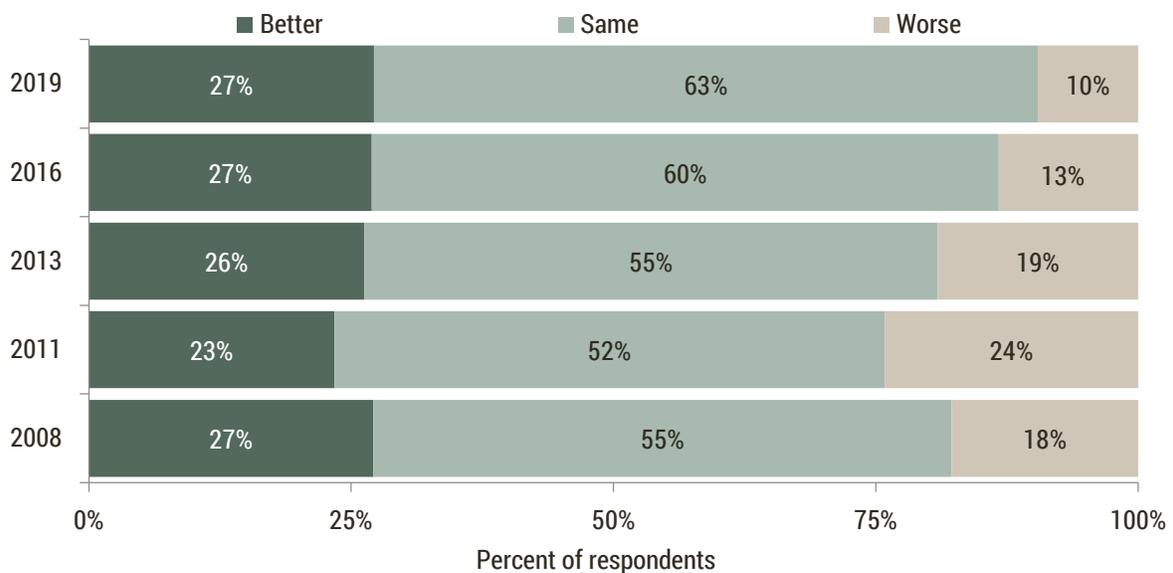
Prior to 2019, 'illegal drug use' and 'illegal use of prescribed medications' did not include any items in parenthesis and 'abuse and neglect of older adults or vulnerable adults' did not include 'vulnerable adults.' Several question parts were worded differently in earlier surveys. In 2013, 'Tobacco use (including E-cigarettes and chewing tobacco)' was 'Tobacco use' and 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 older adults' and 'The health and support of persons with disabilities' was asked in 2004 and "older adults" was "elderly" in 2011. In 2004, "Quality of parenting skills of parents of children ages 0-17" was inadequate care and parenting for infants and young children and in 2006, 2008 and 2011 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. "Suicide," "Bullying" and "Spread of infectious disease" were new questions in 2013. New questions in 2016 included 'Depression, anxiety, and other mental illnesses,' 'Social isolation,' and 'Illegal use of prescribed medications.'

Household Financial Status

When asked if they felt their household would be better off financially, worse off, or about the same a year from now, a majority of respondents (63%) felt their household’s financial status would be about the same. About one-quarter of residents thought their household would be better off financially in a year and about 1 in 10 said their household would be worse off. These assessments in 2019 were similar when compared to 2016.

Figure 11: Financial Status by Year

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?



Evaluation of Government Services

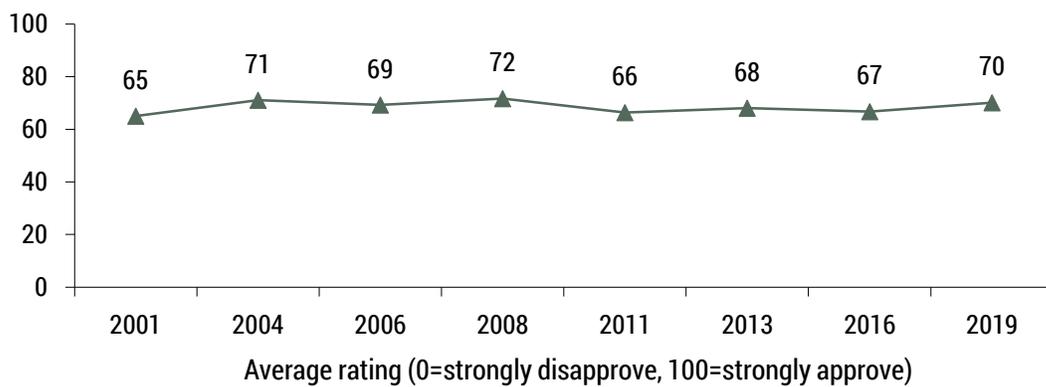
Residents completing the survey responded to a number of questions related to Dakota County government, leadership, employee performance and the quality of County services.

County Government Performance

Most residents in 2019 approved of the job the Dakota County Board is doing, providing an average rating of 70, or just above “somewhat approve.” This rating was similar to the 2016 and on par with most other survey years.

Figure 12: Average Ratings of County Board Approval by Year

To what extent do you approve or disapprove of the job the Dakota County Board is doing? †



† Note: in 2019, at least 20% of respondents answered “don’t know” to this question (see Appendix A: Responses to Survey Questions). Proportions shown in the figure are of those who had an opinion.

*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.”

Resident perceptions about various aspects of the Dakota County government performance were measured through the survey (see Figure 13 on the following page). Ratings for each aspect of the County Government were between “good” and “fair” on the 100-point scale, where zero equals “poor” and 100 equals “excellent.” Respondents rated the job the County does supporting the quality of life in the county and providing information to residents positively, with an average ratings of 65 and 64 points, respectively. Residents gave somewhat lower ratings to the job Dakota County government does at listening to residents (55) and managing tax dollars (54).

Ratings for most aspects of the County government performance have remained stable over the last three survey iterations, with the exception of the overall confidence in the Dakota County government which has been slowly inching upward since 2013 (58 points in 2013 vs 62 in 2019).

When compared to ratings given to other counties across the U.S., Dakota County government performance ratings were higher or much higher for each of the five aspects that could be compared, including providing information to residents and the value of services for the taxes paid to Dakota County, as examples (see Figure 14 on the following page). When compared to the four other Minnesota counties who surveyed with Dakota County in 2019, Dakota Ratings were highest in all categories (see Table 123 in *Appendix E: Survey Results Compared to Other Participating Minnesota Counties*).

Residents who lived in District 3 gave higher ratings to various aspects of government performance, such as the job Dakota County government does of providing information to residents and generally acting in the best interest of the community, than residents who lived in other districts (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 13: Average Ratings of Perception of Government By Year

Please rate the following categories of Dakota County government performance.	Average rating (0=poor, 100=excellent)							
	2019	2016	2013	2011	2008	2006	2004	2001
Supporting the quality of life in the county	65	63	NA	NA	NA	NA	NA	NA
The job Dakota County government does of providing information to residents	64	63	61	57	52	59	60	64
Generally acting in the best interest of the community	63	61	60	NA	NA	NA	NA	NA
The value of Dakota County services to the quality of life in my neighborhood	62	60	60	55	64	53	NA	NA
Overall confidence in Dakota County government	62	60	58	NA	NA	NA	NA	NA
Effectively planning for the future of the county †	61	58	NA	NA	NA	NA	NA	NA
The value of services for the taxes paid to Dakota County	57	55	54	46	46	48	54	43
The job Dakota County government does of listening to residents †	55	52	54	48	48	44	47	NA
The job Dakota County government does at managing tax dollars †	54	54	52	44	45	48	51	NA

† Note: in 2019, at least 20% of respondents answered “don’t know” to this question (see Appendix A: Responses to Survey Questions). Proportions shown in the figure are of those who had an opinion.

Several question parts were worded differently in earlier surveys. “The job Dakota County government does of providing information to residents” was “the job Dakota County government does at informing residents” in 2011; “the value of Dakota County services to the quality of life in my neighborhood” was “the importance of Dakota County services to the quality of life in my neighborhood” in 2011. Items added in 2016 included “supporting the quality of life in the county” and “effectively planning for the future of the county.” Before 2011, respondents were asked how strongly they agreed or disagreed with several statements. As with the response scale and question wording, the wording of the items also changed: the job Dakota County government does at listening to residents was “feel Dakota government listens to citizens,” the value of services for the taxes paid to Dakota County was “feel I receive good value for the Dakota taxes I pay,” the job Dakota County government does at managing tax dollars was “overall, I feel that Dakota County does a good job of managing tax dollars,” and “the importance of Dakota County services to the quality of life in my neighborhood” was “feel that the services provided by Dakota County are important to the quality of life in my neighborhood.”

Figure 14: Perception of County Government Benchmarks

Please rate the following categories of Dakota County government performance.	Comparison to benchmark
The job Dakota County government does of providing information to residents	Higher
The job Dakota County government does of listening to residents	Higher
The value of services for the taxes paid to Dakota County	Much higher
The job Dakota County government does at managing tax dollars	Much higher
Generally acting in the best interest of the community	Much higher

Quality of County Services

Residents rated a number of individual County-provided services as well as the overall quality of services provided by Dakota County. The 2019 rating of 68 on the 100-point scale for overall quality of County services was similar to ratings given in 2016 and much higher than the national county average.

Figure 15: Average Ratings of Overall Quality of County Services by Year

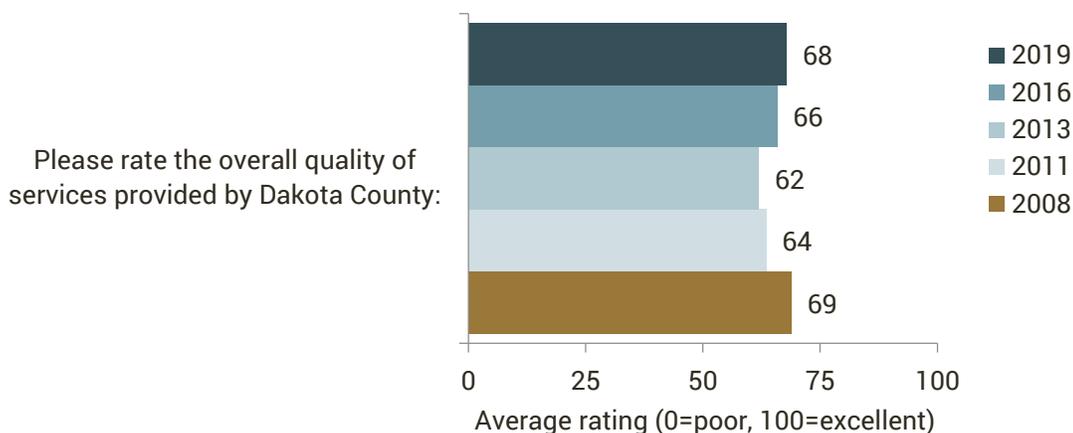


Figure 16: Overall Quality of Services Benchmark

Please rate each of the following services provided by Dakota County.	Comparison to benchmark
Overall quality of services provided by Dakota County	Much higher

Respondents assessed the quality of nine County services (see Figure 17 on the following page) and ratings were converted to a 100-point scale where zero is equal to “poor” and 100 represents “excellent.” As in the past three surveys, in 2019 County parks and recreation (average rating of 85), County libraries (85), trail and bikeway systems (81) and Sheriff deputies patrol services (70) received scores that were above 67 points (or “good”). Average ratings for other County services in 2019 fell between “fair” and “good” on the 100-point scale.

Overall, ratings of County services were stable from 2016 to 2019 with two notable gains: the condition of County roads improved from 61 points in 2016 to 66 points in 2019 (the highest rating to date) and the assessment process and property tax system improved from 49 points to 54 points.

Three of the 9 services could be compared to the national county averages. Dakota Sheriff deputies patrol services and park protection services were rated similar to the benchmark, while County libraries and snow and ice removal were rated much higher. The benchmark comparison for snow and ice removal is especially noteworthy, as the survey data were

collected in the winter months and the average resident rating was slightly higher for snow and ice removal item than the average rating for condition of county roads. (In fact, snow and ice removal may impact the rating of the condition of county roads.)

District 5 residents tended to give lower quality ratings to County libraries than those living in other districts, while District 1 residents were less likely than others to positively rate the assessment process/property tax system. Residents who lived in District 2 gave lower ratings than other residents to the condition of County roads (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 17: Average Ratings of County Services By Year

Please rate the following services provided by Dakota County.	Average rating (0=poor, 100=excellent)							
	2019	2016	2013	2011	2008	2006	2004	2001
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby or Miesville)	85	84	81	80	76	74	77	76
County libraries	85	82	84	80	81	78	80	82
Trail and bikeway system like the Mississippi River or Big Rivers Trail †	81	78	78	75	72	70	73	70
Sheriff deputies patrol and park protection services	70	68	77	70	69	70	70	72
Snow and ice removal on County roads	67	68	65	61	70	67	65	73
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	66	61	63	56	53	57	59	63
Prosecuting people accused of crimes †	62	60	NA	NA	NA	NA	NA	NA
Addressing important health issues in communities †	59	57	NA	NA	NA	NA	NA	NA
Assessment process/property tax system †	54	49	43	NA	NA	NA	NA	NA

† Note: in 2019, at least 20% of respondents answered “don’t know” to this question (see *Appendix A: Responses to Survey Questions*). Proportions shown in the figure are of those who had an opinion.

Prior to 2019, 'Sheriff deputies patrol and park protection services' did not include 'park protection'. New questions for 2016 included 'Addressing important health issues in communities' and 'Prosecuting people accused of crimes.' 'Assessment process/property tax system' was a new item in 2013.

Figure 18: Quality of Services Benchmarks

Please rate each of the following services provided by Dakota County.	Comparison to benchmark
County libraries	Much higher
Snow and ice removal on County roads	Much higher
Sheriff deputies patrol and park protection services	Similar

County Services by Recent Users

Those completing the survey were asked to evaluate several additional services provided by Dakota County but only if they had experienced them within the last two years. For most of these services, between 40% and 84% of respondents did not use the service and selected “don’t know/not applicable.”

Of those who had used the services within the last two years, the Recycling Zone (74) and employment support and the Workforce Center services (68) were awarded the highest marks, at or above “good” on the 100-point scale. Services for people experiencing mental illness received the lowest average rating (47 on the 100-point scale). Overall, user ratings of these services were similar in 2016 and 2019.

Figure 19: Average Ratings of County Services by Recent Users By Year

Please rate the following services provided by Dakota County only if you have experienced them within the last two years.	Average rating (0=poor, 100=excellent)							
	2019	2016	2013*	2011	2008	2006	2004	2001
Services at the Recycling Zone †	74	NA	NA	NA	NA	NA	NA	NA
Employment support/Workforce Center services †	68	59	51	49	51	NA	58	NA
Records, vital statistics, licensing, and vehicle registration	63	67	65	66	NA	NA	NA	NA
Information available on the County website †	63	NA	NA	NA	NA	NA	NA	NA
Services that protect neglected or abused children †	56	NA	NA	NA	NA	NA	NA	NA
Services for people with disabilities †	54	56	NA	NA	NA	NA	NA	NA
Financial assistance for low-income families †	53	49	57	NA	NA	NA	NA	NA
Services provided to older adults †	52	50	58	NA	NA	NA	NA	NA
Services for people experiencing mental illness †	47	40	NA	NA	NA	NA	NA	NA

† Note: in 2019, at least 20% of respondents answered “don’t know” to this question (see Appendix A: Responses to Survey Questions). Proportions shown in the figure are of those who had an opinion.

Prior to 2019, 'services for people with disabilities' was 'services for people with physical disabilities.' and 'services at the Recycling Zone' was included in the previous question about County services (asked of all respondents, not just those with experience). New questions for 2016 included 'Services for people with physical disabilities' and 'Services for people experiencing mental illness.' "Financial assistance for low-income families," "Services provided to older adults" and "Assessment process/property tax system were first asked in 2013. In 2013, 'Employment support/Workforce Center services' was 'Employment support services.' One question part was not included in 2006: "employment support services.

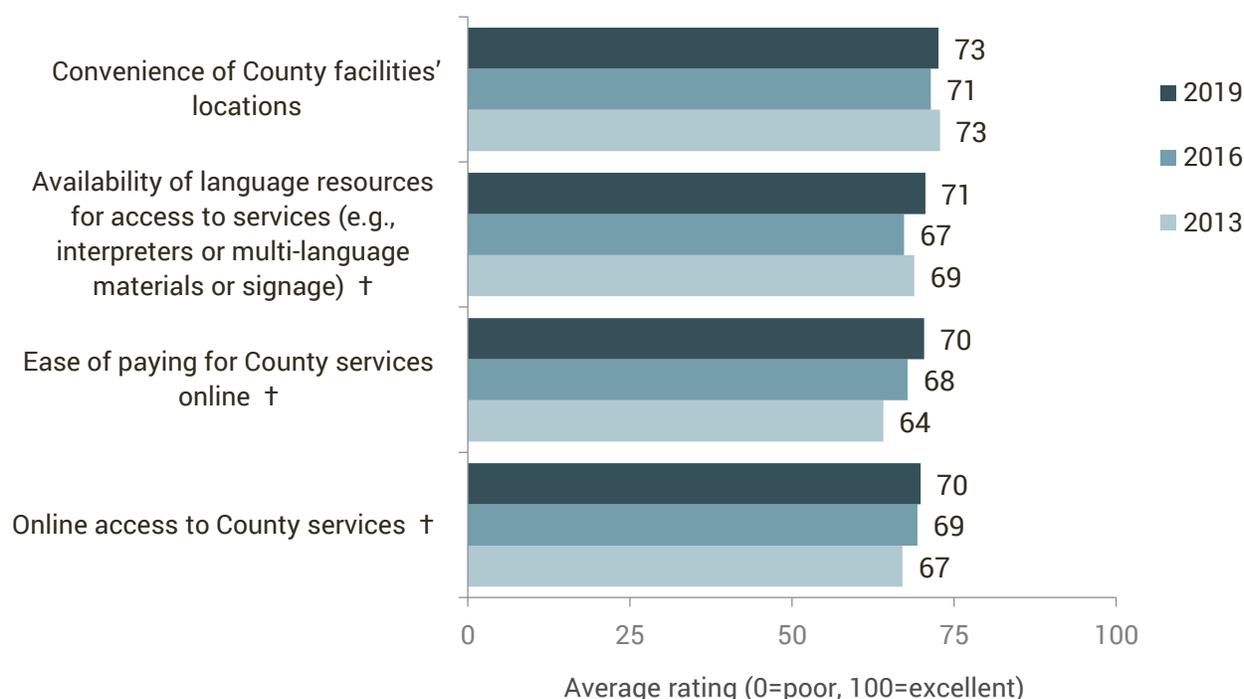
*Prior to 2016, many of these items were included in the larger services question but were pulled out in 2016 into a separate question for only those residents who had experienced these services within the last two years.

Access to County Services

Four aspects of accessing Dakota County services was measured on the survey and each was rated highly. The convenience of County facilities' locations was rated most positively, with an average rating of 73 on the 100-point scale, where zero equals "poor" and 100 equals "excellent." Similar evaluations were given to the availability of language resources, ease of paying for services online and online access of services.

These ratings generally were stable across survey years; however, the rating for the availability of language resources for access to services improved from 2019 compared to 2016.

Figure 20: Average Ratings of Access to County Services by Year



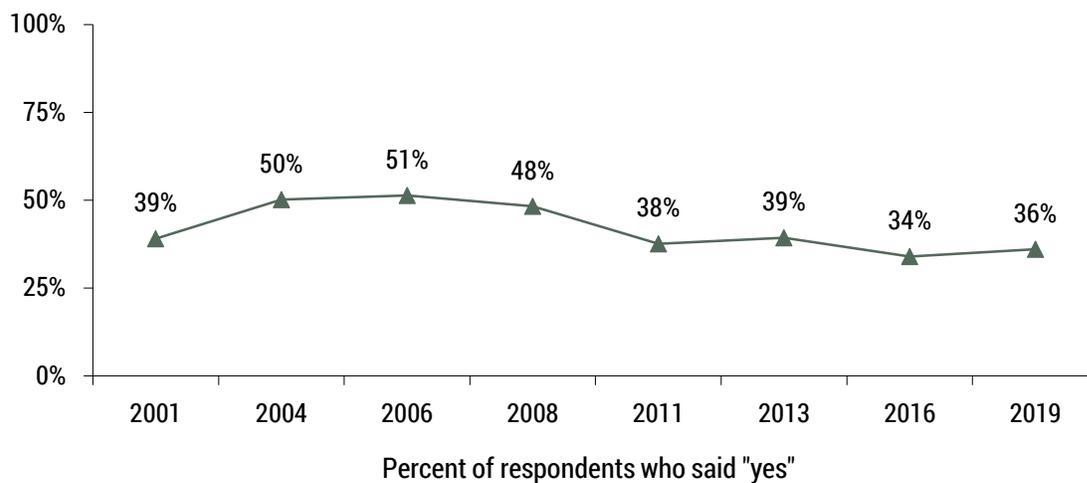
† Note: in 2019, at least 20% of respondents answered "don't know" to this question (see Appendix A: Responses to Survey Questions). Proportions shown in the figure are of those who had an opinion.

Interactions with County Government

About one-third of Dakota County residents said that they had visited, telephoned, or emailed any Dakota County government employee or office within the 12 months prior to the survey. This rate of contact has remained stable since 2011 and was lower than reported contact in other counties across the nation.

Figure 21: Government Office Contact by Year

Have you visited, telephoned, or emailed any Dakota County government office within the last 12 months?



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." In 2011, "email" was added as an additional method of contact. In 2013, 2016 and 2019, respondents were given the only options of "Yes" and "No."

The 36% of respondents who reported having contacted a County government office were asked about their impression of the employee with whom they had recently had contact.

Ratings of the overall impression of the interaction have remained stable over time, with an average rating of 76 on the 100-point scale in 2019. This rating was much higher than the national county benchmark comparison (see Figure 24 on the next page).

Figure 22: Overall Impression of Most Recent Contact with Dakota County by Year

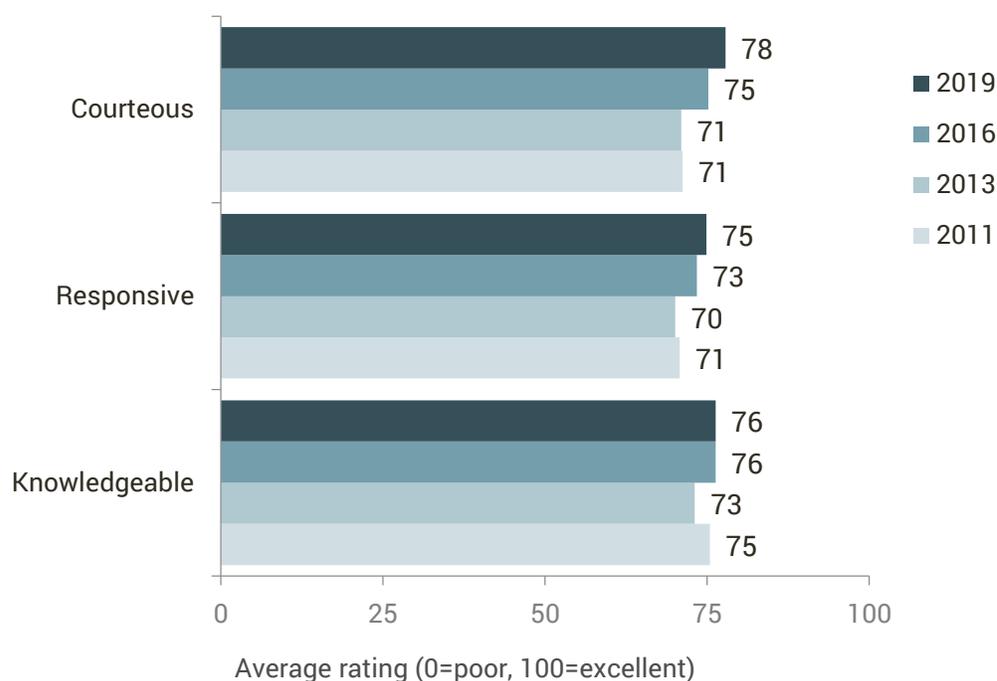
What was your impression of the employee(s) of Dakota County in your most recent contact?



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.

Average ratings for how knowledgeable, responsive and courteous county employees were during the interaction were also high, ranging from 75 to 78 in each of the three categories in 2019. These were the highest ratings observed in any of the previous surveys, although the increases were small. These ratings were similar to the national county benchmark comparisons,.

Figure 23: Average Ratings of County Employees by Year



Knowledge, courtesy and responsiveness were new survey items in 2011. In 2013, "Knowledge" was changed to "Knowledgeable," "Courtesy" to "Courteous" and "Responsiveness" to "Responsive."

Figure 24: County Employee Benchmarks

What was your impression of the employee(s) of Dakota County in your most recent contact? (Please rate each characteristic below.)	Comparison to benchmark
Knowledgeable	Similar
Responsive	Similar
Courteous	Similar
Overall impression	Much higher

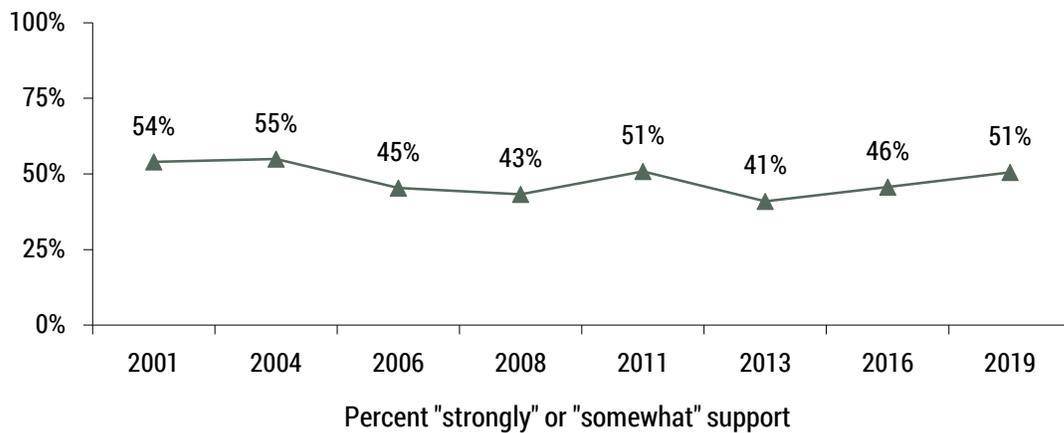
County Property Tax

When asked about support for, or opposition to, increasing property taxes to maintain services at current levels, Dakota County residents have remained divided, with roughly half opposed to the idea and roughly half supporting it in every survey since 2001. However, support increased since 2013, from 41% (the lowest level in any survey year) to 51% in 2019.

While support for increasing property taxes in order to maintain services at current levels has increased, much of the opposition is “strong” (20% strongly oppose), while most of the support is weaker, with only 9% who strongly support a property tax increase (see Table 20 in *Appendix A: Responses to Survey Questions*).

Figure 25: Level of Support for County Property Tax by Year

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?



Importance of Library Programs and Services

The survey asked residents about the importance of maintaining 10 library programs and services. Responses were converted to a 100-point scale where zero equals “not at all important” and 100 equals “essential.” The item deemed of greatest importance was providing popular title/current library materials, with an average rating of 74 on the 100-point scale. Other items of higher importance included access to computers and the internet, information about jobs, skills, literacy and careers, and community gathering space, each with an average rating of about “very important.”

The importance placed on providing streaming digital materials, and access to support for creative makers grew quite significantly from 2016 to 2019, with average importance ratings increasing by more than 20 points on the 100-point scale. The perceived importance of access to computers and the Internet also increased, with an 8-point gain from 2016 to 2019. Greater importance was also placed on offering library materials in other languages and provision of English as a second language resources services, with 11-point and 7-point increases, respectively, from 2016 to 2019.

Figure 26: Importance of Library Programs and Services by Year

How important, if at all, is it to provide the following library programs and services?	Average rating (0=not at all important, 100=essential)		
	2019	2016	2013
Popular titles/current library materials	74	71	69
Access to computers and the Internet	70	62	65
Information about jobs, skills, literacy, and careers	67	63	61
Community gathering space	65	NA	NA
Streaming digital materials (movies, music, e-books, e-audio books)	62	35	NA
English as a second language resources and services	61	55	48
Small business/economic development resources and services	60	55	55
Health and wellness programs and resources	60	60	55
Access to creative maker technology, equipment, or classes	56	33	NA
Library materials in other languages (Spanish, Somali, Russian, others)	53	44	43

Prior to 2019, 'streaming digital materials (movies, music, e-books, e-audio books)' was 'streaming movies and music (online),' 'access to computers and the Internet' was 'technology access, computer classes and training,' and 'access to creative maker technology, equipment, or classes' was 'technology to create and edit music and videos.' In 2013, 'Library materials in other languages (Spanish, Somali, Russian, others)' was 'World language resources (Spanish, Somali, Russian, others)'. This was a new question in 2013.

Respondents were also given the option to rate an “other” program or service and write in a response. These responses can be found in Appendix B: Verbatim Responses to Survey Questions.

Current Issues

In addition to questions that allow comparison of trends over time, the Dakota County Resident Survey contains questions in each survey about topics of current importance. This allows the County to gather residents' opinion about these issues.

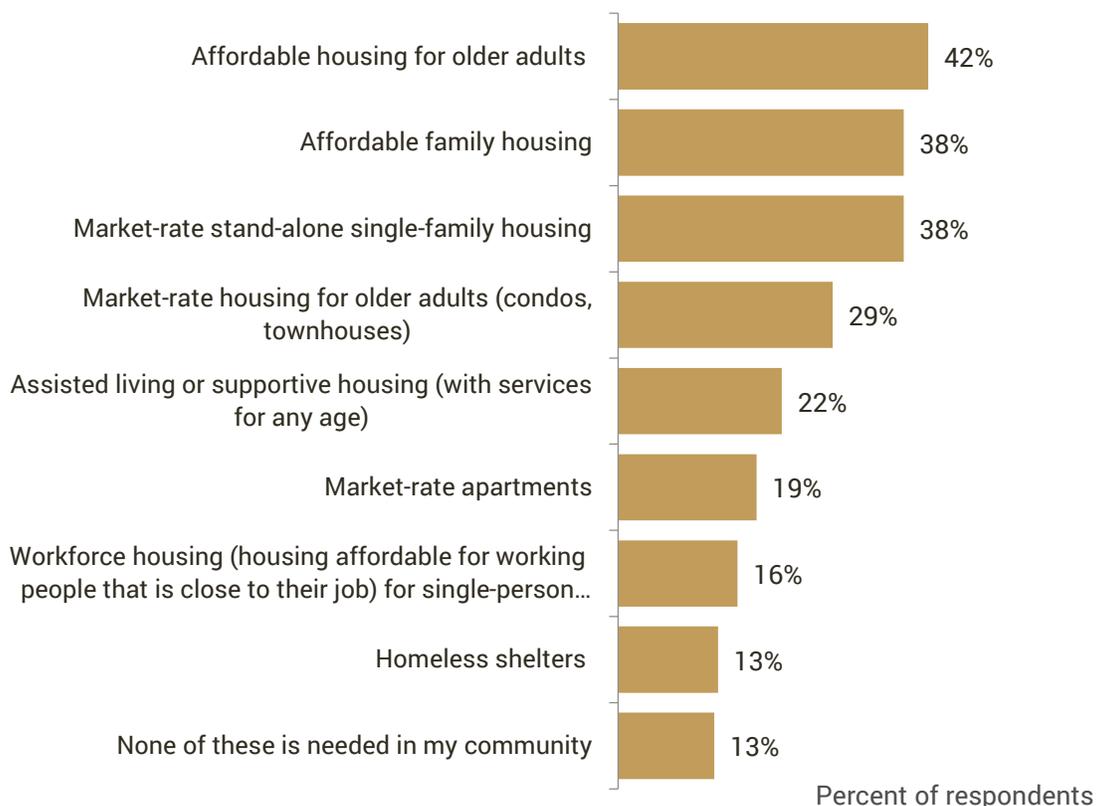
Housing Needs

In 2019 County and CDA staff worked together to develop a new question about a mutual interest: what type of housing County residents felt was most needed in their community. There were eight housing types presented (as well as an option to say none of them were needed), and respondents could choose up to three types.

The three housing types most often identified as being needed were affordable housing for older adults, affordable family housing, and market-rate stand-alone single-family housing; each of these was selected as one of the top three needs by 4 in 10 respondents. Market-rate housing for older adults was selected by 3 in 10 respondents.

Figure 27: Housing Needs, 2019

What type of housing is most needed in your community? Choose up to three (3).



Totals exceed 100% as respondents could select up to three options.

Investment in Preserved Land

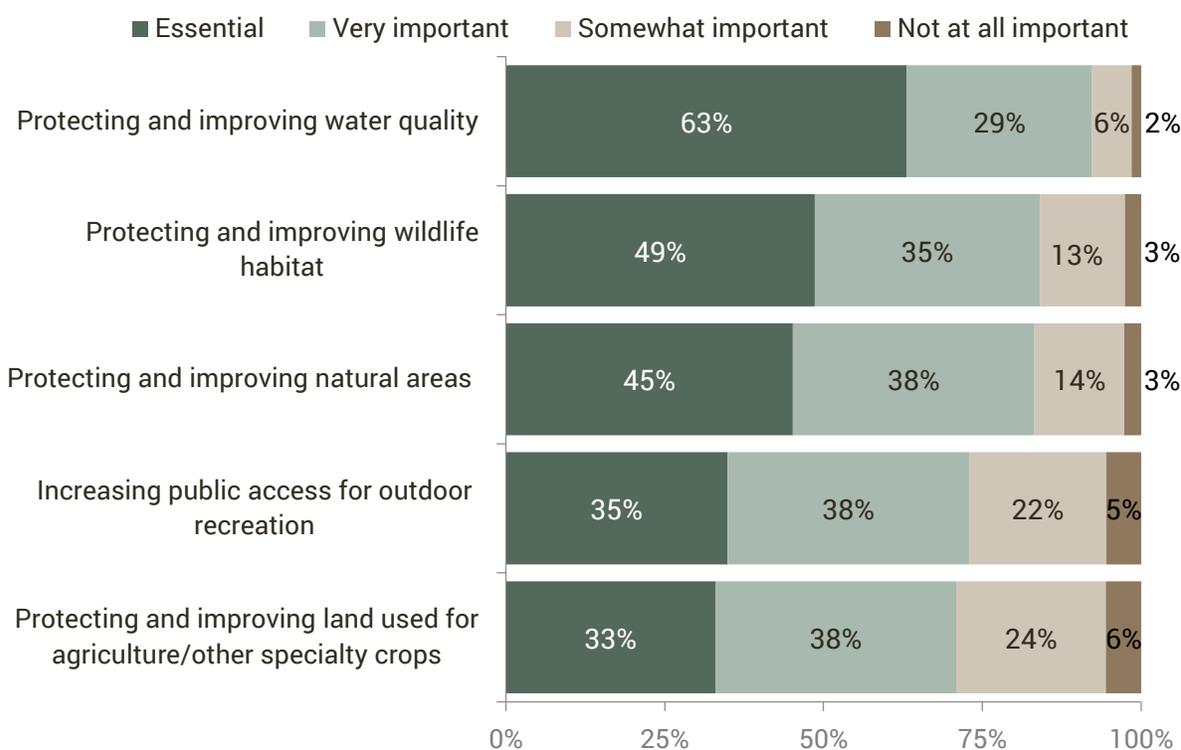
The importance that residents place on investing County funds to preserve land for a variety of purposes was assessed in the survey. The most important purpose from residents’ perspectives was to protect and improve water quality, with almost two-thirds considering this essential and another 3 in 10 considering it very important. Only 8% felt it was only somewhat important or not at all important.

Almost half of respondents considered it essential for the County to invest in preserved lands in order to protect and improve wildlife habitat or to protect and improve natural areas. Less than 2 in 10 respondents felt these purposes were only somewhat important or not at all important.

About 7 in 10 respondents deemed it essential or very important to increase public access for outdoor recreation or to protect and improve land used for agriculture, while about 3 in 10 considered this only somewhat important or not at all important.

Figure 28: Importance of Investing in Preserved Land, 2019

Since 2003, Dakota County and partners have preserved land outside of County parks for many public purposes. How important, if at all, is it to continue using County funds for these purposes?



Note: in 2018, 29% of respondents answered “don’t know” to this question. Proportions shown in the figure are of those who had an opinion.

Recycling in Dakota County

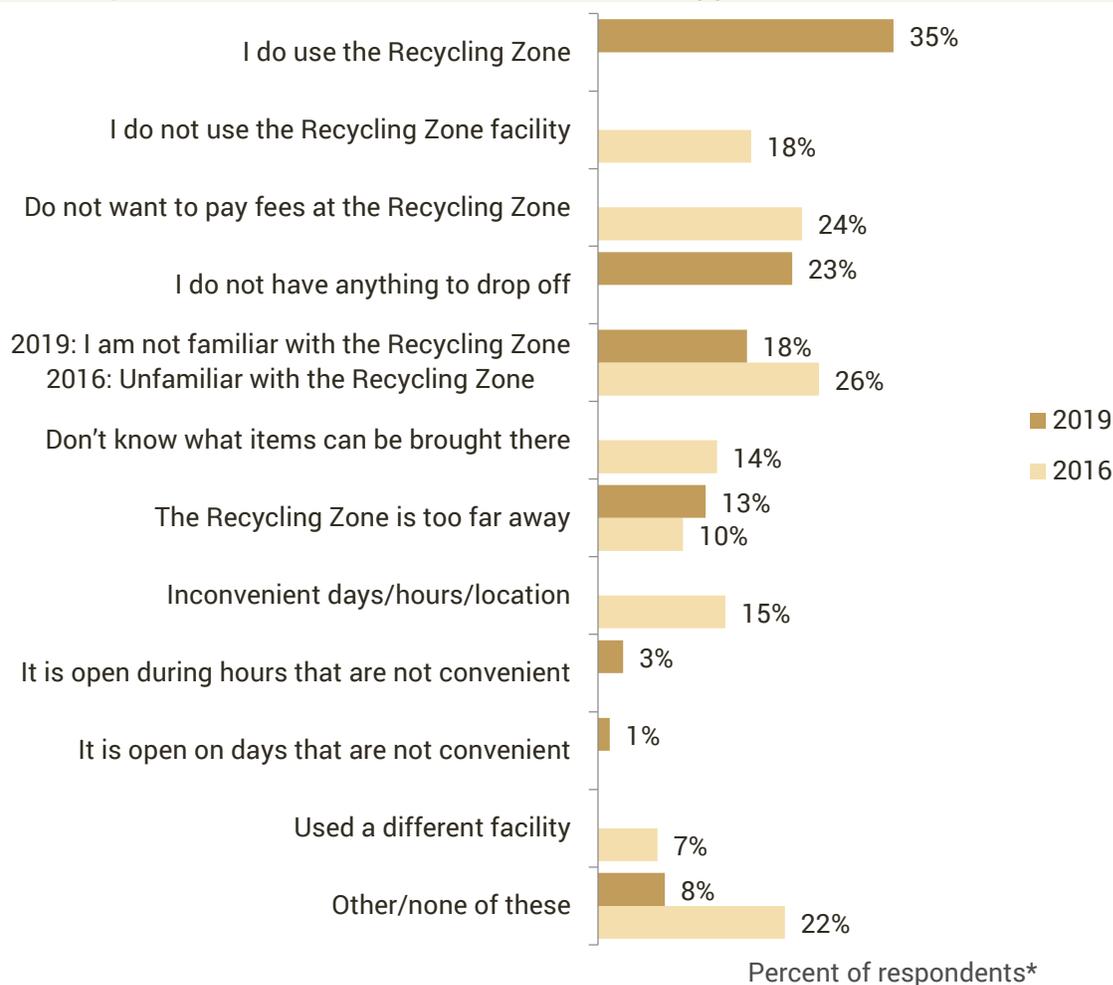
In 2019, a survey question was asked of all respondents about why they do not use the Recycling Zone. In 2016, a question about the Recycling Zone asked what situation(s) best described respondents' use of the Recycling Zone. In 2019, about a third of respondents said they do use the Recycling Zone. Among those who did not use the Recycling Zone, the top reason for not using it was not having anything to drop off (23% of all respondents).

Familiarity with the Recycling Zone may have increased, as in 2016 26% said one of the statements that applied to them was being unfamiliar with the Recycling Zone, while only 18% of respondents in 2019 said this was the main reason they did not use it. In both 2016 and 2019, about 1 in 10 respondents said the location was too far away. Very few in 2019 said the main reason they didn't use it was due to inconvenient operating hours or days.

Figure 29: Reasons for Not Using the Recycling Zone, 2019 and 2016

2016: Please indicate which of the following best describe your use of Dakota County's Recycling Zone facility in the last 12 months? (Please select up to three options.)

2019: Dakota County operates the Recycling Zone facility (in Eagan). If you have NOT used this facility in the last 12 months, please indicate the ONE reason that best describes why you do not.



* In 2016, totals add to more than 100%, as respondents could choose up to three items.

Groundwater Plan Programs

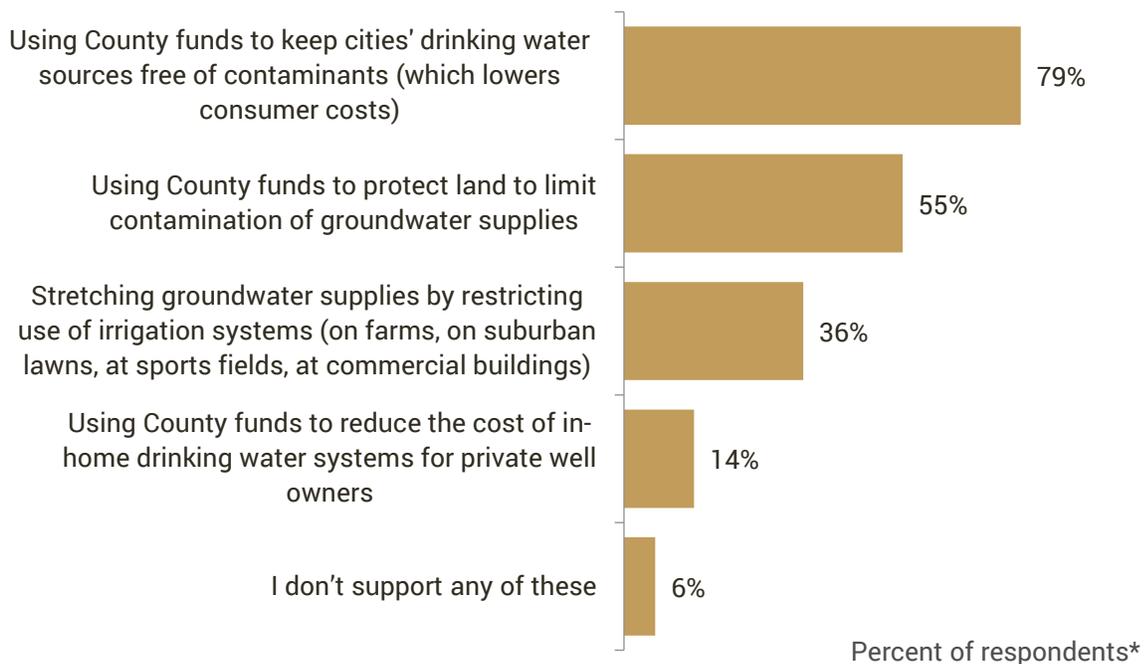
Dakota County is working on a long-range Groundwater Plan that could include various programs or regulations to protect and improve groundwater resources (the source of drinking water in Dakota County). Survey respondents were asked which potential programs or regulations they would support. Only 6% of respondents answered that they would not support any of the options. The most popular option was using County funds to keep drinking water sources free of contaminants; 8 in 10 respondents supported this option.

Just over half of respondents indicated they would support using County funds to protect land to limit contamination of groundwater supplies. For this question, survey participants could not explicitly express opposition to any of the items, but implicitly did so by not checking an item. This means that almost half (45%) of residents may oppose this option, although some of them may not necessarily support the option, but also not have strong opposition to it.

About a third would support stretching groundwater supplies by restricting use of irrigation systems. Only 14% indicated they would support using County funds to reduce the cost of in-home drinking water systems for private well owners.

Figure 30: Support for Groundwater Plan Programs, 2019

Dakota County is working on a long-range Groundwater Plan to protect and improve groundwater resources, the source of our drinking water. Please indicate which, if any, of these programs/regulations you support:



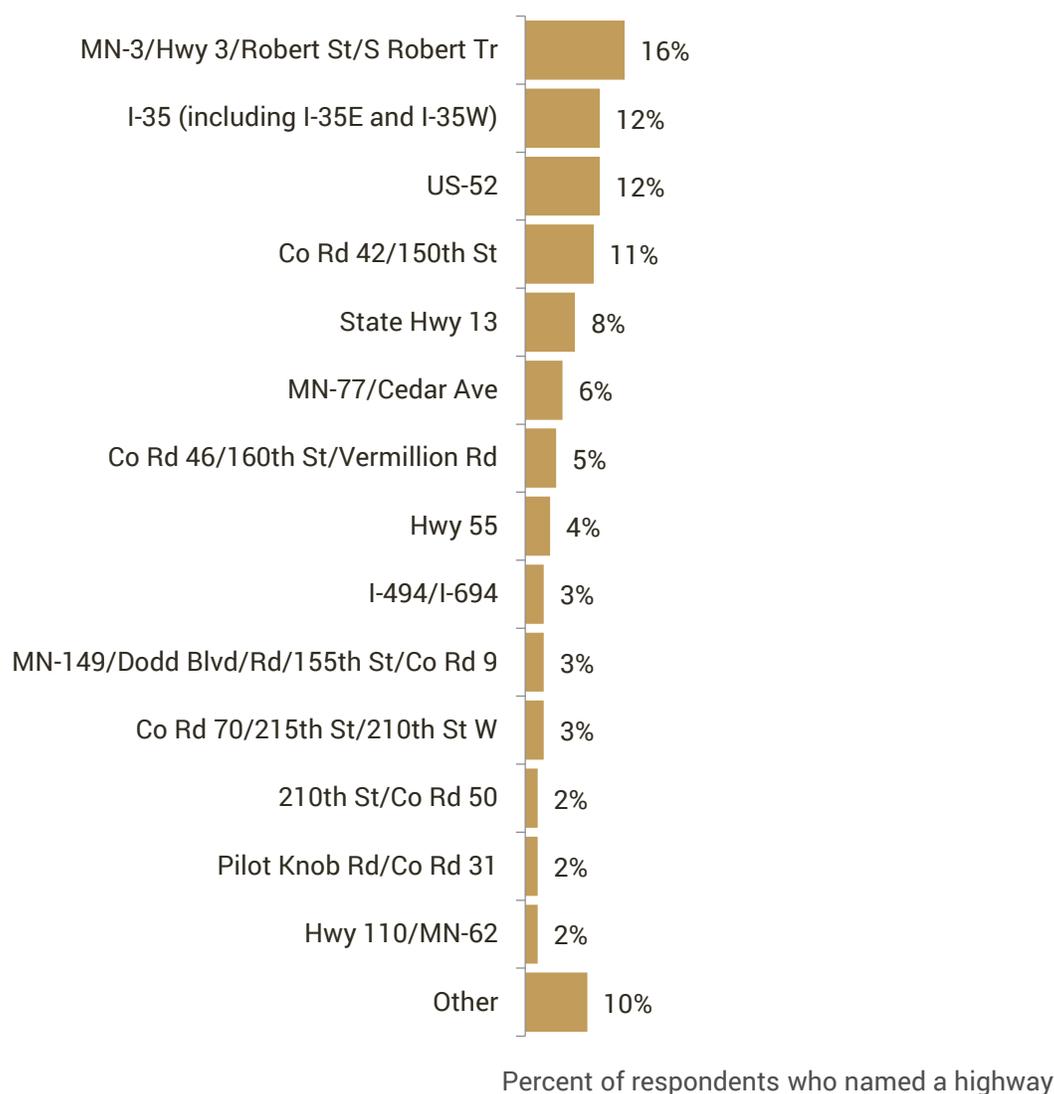
* Totals exceed 100% as respondents could select up to three options.

Highway Improvements

On the 2019 survey, respondents were asked which highway they thought was most in need of **safety** improvements, and could write in whatever highway came to mind (there were no response options to choose from). Of the 974 survey participants, 569 chose to write in a response, although 118 of those wrote "nothing" or "don't know" or something similar. Among the 451 who named a highway, the most frequently mentioned one was MN-3, named by 16% of respondents. I-35, US-52 and Co Rd 42 were the ones named next most frequently by 11% to 12% of respondents. (The verbatim write in responses can be found in *Appendix B: Verbatim Responses to Survey Questions*. The full set of coded highways can be found in Table 41 in *Appendix A: Responses to Survey Questions*.)

Figure 31: Highways Needing Safety Improvements, 2019

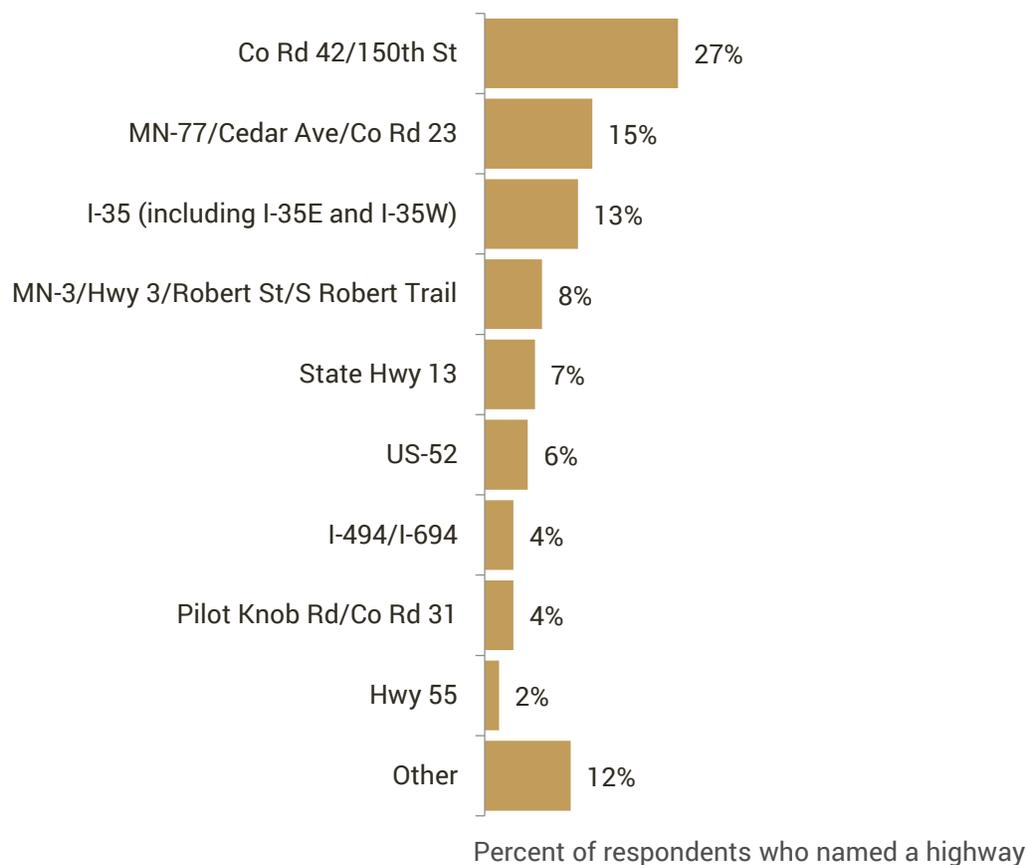
Which highway in Dakota County needs the most *safety* improvements?



Those completing the survey were also asked which highway in Dakota County was most in need of **congestion** improvements. Of the 974 survey participants, 642 chose to write in a response, although 79 of those wrote "nothing" or "don't know" or something similar. Among 563 respondents who named a highway, the highway mentioned most frequently was Co Rd 42; it was mentioned by 27% of respondents. The next most commonly cited highways were MN-77, mentioned by 15% of respondents and I-35, named by 13% of respondents. MN-3, Highway 13 and US-52 were mentioned by 6% to 8% of respondents. (The verbatim write in responses can be found in *Appendix B: Verbatim Responses to Survey Questions*. The full set of coded highways can be found in Table 43 in *Appendix A: Responses to Survey Questions*.)

Figure 32: Highways Needing Congestion Improvements, 2019

Which highway in Dakota County needs the most *congestion* improvements?



Resident Employment and Commute Situation

A new question related to economic development was included in this survey. Because two-thirds of Dakota County workers commute outside the County to their jobs, an effort was made to understand factors that influence where people choose to work. This new question also assessed whether respondents felt that there was a mismatch between the skills of Dakota County residents and the jobs available to them. A series of scenarios that might describe their situation was presented to survey respondents, who were asked to indicate which applied to their particular circumstances.

Almost half of respondents said either they do work within the county or they do not work (and could be retired; see Figure 33 on the next page). Among other respondents, the most common scenario chosen to fit their situation was that they were satisfied with their employer and their job outside the County, chosen by 3 in 10 respondents. Three in 10 respondents said that even though they work outside Dakota County, they choose to live in the County because of the quality of life or the community amenities. One-quarter of respondents felt their commute time was reasonable, even though they work outside the County. Two in 10 indicated that they feel committed to living Dakota County even though they work outside the County, and 16% said they were not interested in moving to a new home outside the County.

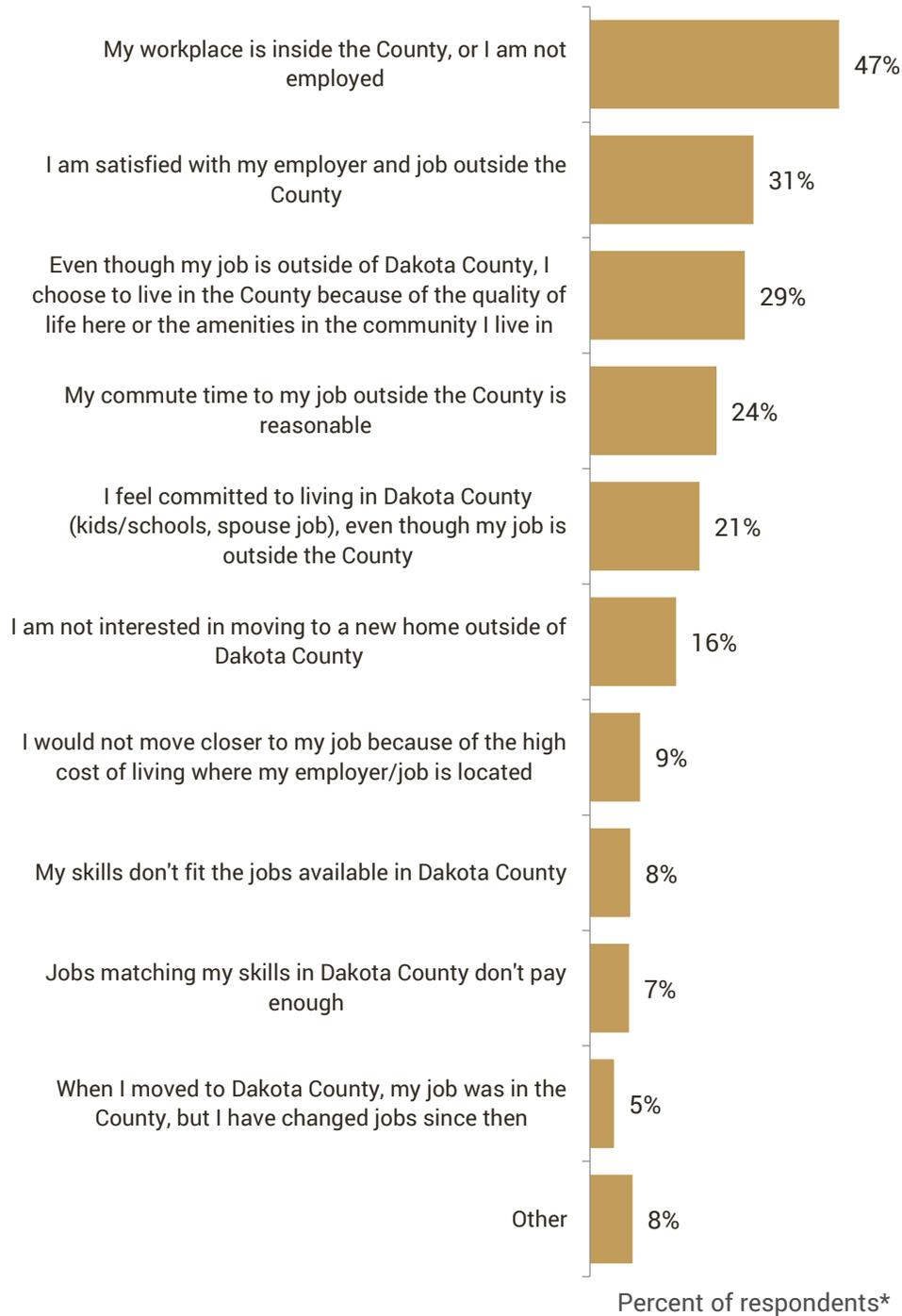
Just under 1 in 10 respondents said that the job skills they have are not a fit for the jobs available in the County, or that the jobs in Dakota County that do match their skills do not pay enough.

Additionally, respondents who indicated that they were employed were asked about their daily commute time from home to work and how that time might change if there were no traffic congestion. About one-quarter of respondents each said their commute time from home to work each day was 0 to 14 minutes (28%) and 20 to 29 minutes (25%). Another 21% said their one-way commute time was 15 to 19 minutes (see Table 48 on page 84). One-quarter of respondents reported a commute time of 30 minutes or more.

Overall, commute times from home to work would be shorter if there were no traffic congestion (see Table 50 on page 85). About 4 in 10 residents reported their commute time would be 0 to 14 minutes without traffic and one-quarter each said commute times from home to work of 15 to 19 minutes (23%) and 20 to 29 minutes (26%). About 1 in 10 said their trip from home to work without traffic would take 30 minutes or more.

Figure 33: Employment Situation, 2019

If you drive outside of Dakota County to get to your place of employment, please indicate which of the following factors apply to your situation. Please check all that apply.



* Totals exceed 100% as respondents could select more than one scenario.

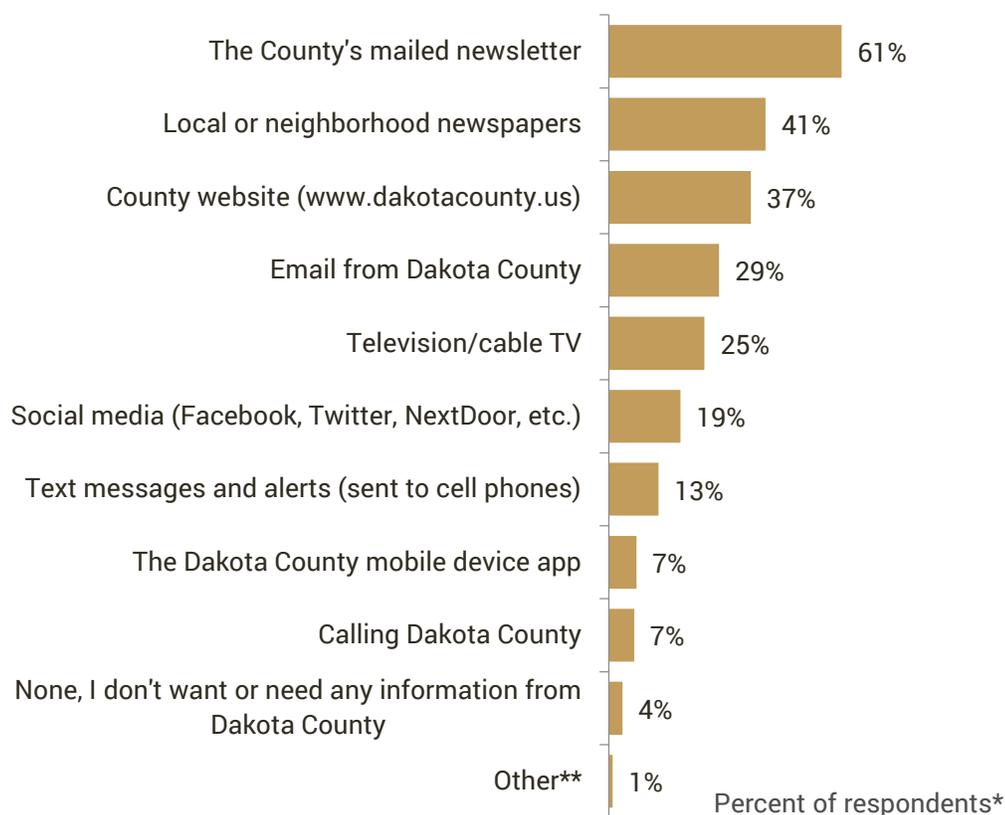
Public Information and Communication

Information Sources

Respondents were asked to indicate which three methods they preferred as a way to receive information about Dakota County. The County’s mailed newsletter was the top preference, with 6 in 10 saying this was one of their favored means of being informed. About 4 in 10 chose local or neighborhood newspapers as one of their preferred information sources, and about a third considered the Dakota County website one of their leading sources. Only four percent of respondents reported that they didn’t want or need any information from Dakota County.

Figure 34: Preference for Receiving Dakota County Information, 2019

Please indicate which of the following methods, if any, you prefer as a way to receive information about Dakota County. (Please select up to three methods.)



* Totals exceed 100% as respondents could select up to three methods.

** Respondents were also given the option to rate an “other” information source and write in a response. These responses can be found in in Appendix B: Verbatim Responses to Survey Questions.

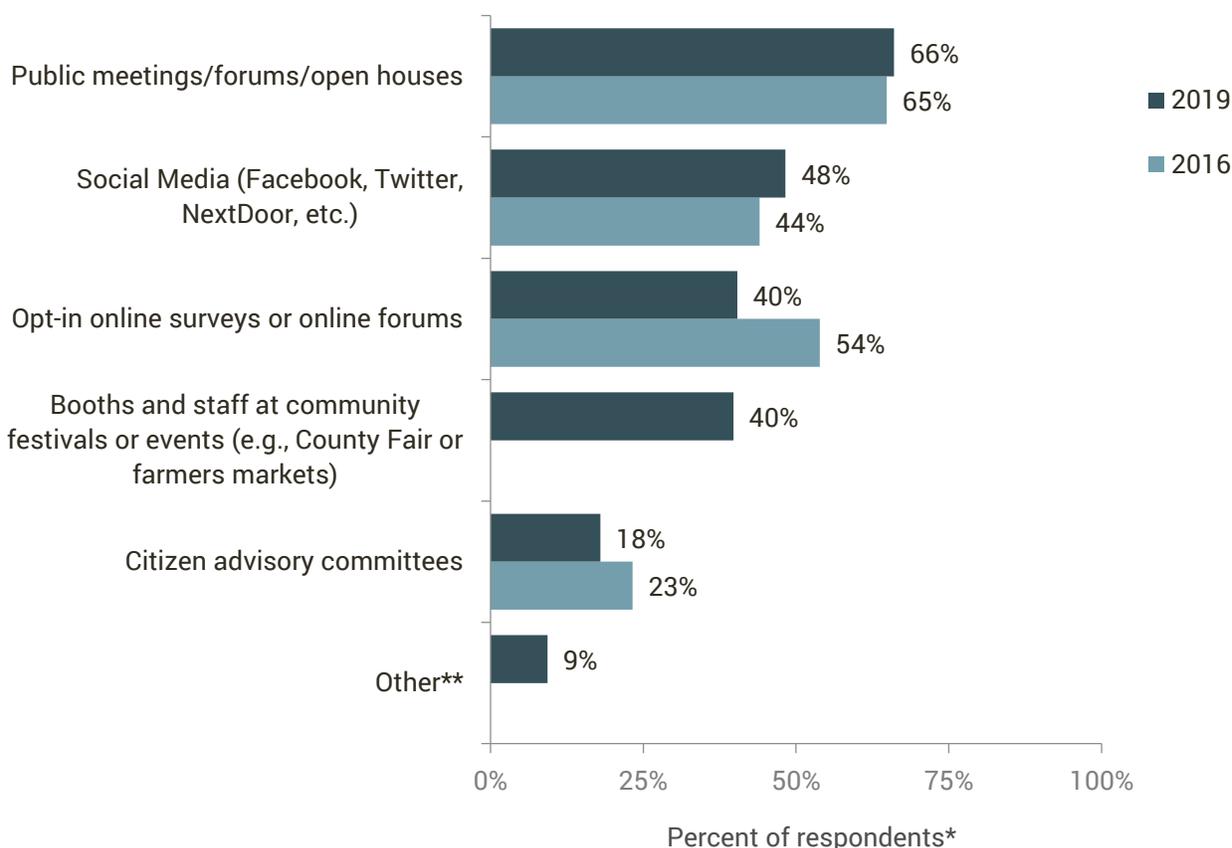
Resident Engagement Strategies

In addition to being asked their preferred way to get information about Dakota County from existing sources, those completing the survey were also asked what methods they believed Dakota County should use to **hear from** residents and to gain their insights and learn about their preferences for County services, activities, projects, decisions and plans.

About two-thirds of residents chose public meetings/forums/open houses as methods Dakota County should use to hear from residents, similar to what was seen in 2016. About half believed social media was a good listening tool for the County. About 4 in 10 thought online surveys or forums were a good method, a decline from what was seen in 2016. However, 4 in 10 did like the idea of the County setting up booths and staff at community festivals or events; this item was new in 2019.

Figure 35: Preferred Methods to Communicate with Residents by Year

Please indicate what methods you believe Dakota County should use to reach residents to learn about their preferences for County services, activities, projects, decisions and plans. (Please select all that apply.)



*Totals exceed 100% as respondents could select more than one method.

** Respondents were also given the option to rate an “other” information source and write in a response. These responses can be found in in Appendix B: Verbatim Responses to Survey Questions.

Prior to 2019, 'social media' did not include items in parenthesis; 'opt-in online surveys or online forums' was 'online survey' and 'Citizen advisory committees' was 'advisory panels.'

Accessing Information on the County Website

When asked what information was most valuable to them on the County website, the items most frequently indicated were information about parks (52%) and recycling information (50%). These were also the items most likely to be deemed valuable in 2016, but the proportion choosing these declined somewhat from 2016. Where comparisons could be made over time, most of the listed types of information were deemed less valuable compared to 2013; it may be that with growing internet access, and expectations that information can be found online, residents are less likely to consider the information “valuable” but just to be expected.

Figure 36: Useful Information on Dakota County’s Web Site By Year

What information on Dakota County’s website is most valuable to you?	Percent of respondents							
	2019	2016	2013	2011	2008	2006	2004	2001
Information about parks	52%	66%	NA	NA	NA	NA	NA	NA
Recycling information	50%	65%	71%	68%	9%	3%	NA	NA
Road/bridge construction projects	33%	40%	62%	53%	5%	1%	NA	NA
I don't use the County's website	31%	NA						
Contact information for County departments or staff	25%	27%	48%	NA	NA	NA	NA	NA
Property sales/information	24%	32%	53%	61%	3%	5%	5%	NA
Volunteer opportunities	14%	20%	NA	NA	NA	NA	NA	NA
Information about services for older adults	13%	19%	40%	NA	NA	NA	NA	NA
County budget information	13%	13%	40%	40%	3%	1%	4%	NA
Information about people charged with a crime	12%	17%	NA	NA	NA	NA	NA	NA
Information about the County Jail or its inmates	9%	9%	22%	NA	NA	NA	NA	NA
Other	2%	2%	7%	8%	26%	39%	NA	NA

* Totals exceed 100% as respondents could select more than one option. Prior to 2019, 'contact information for County departments or staff' was 'contacting County departments or staff.' In 2013, the question wording was 'What else would be useful for you to do on Dakota County's Web site?' In 2016, 'Information about parks' and 'Information about people charged with a crime' were new items. In 2011, 'Volunteer opportunities' was 'Register for volunteer activities,' In 2001 "Recycling information" was "Garbage and recycling," "County budget information" was "Budget documents" and "Property sales/information" was "Research property sales/information." This question was not asked in 2001.

Responses to the “other” types of information and services residents would like to access via the County website can be found in Appendix B: Verbatim Responses to Survey Questions.

In 2008 and earlier, this question was an open-ended question and in 2011 was converted to a set of fixed response options. In 2013 and 2016, these items were broken into two sets of questions; one regarding valuable information, the other useful tools or services. This change does limit the direct comparability of the data over time, so caution is advised regarding the interpretation of differences to data from 2011 and earlier.

Appendix A: Responses to Survey Questions

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a “don’t know” response option. These responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

The tables that follow include the proportion of respondents giving a “don’t know” response, when applicable. For questions that included a “don’t know” response, two sets of tables are provided in this appendix: the first with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items; and the second with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response.

Table 1: Question 1

How would you rate your overall quality of life in Dakota County?	Percent	Number
Excellent	44%	N=418
Good	53%	N=506
Fair	3%	N=24
Poor	0%	N=2
Total	100%	N=951

Table 2: Question 2

What one thing do you like most about living in Dakota County?	Percent	Number
Location	36%	N=346
Rural character	7%	N=68
Parks/Lakes/Trails	12%	N=116
Quality of life in general	23%	N=226
My neighborhood	9%	N=88
Schools	6%	N=53
Low taxes	2%	N=17
People	2%	N=15
Other*	1%	N=7
Open space	3%	N=27
Total	100%	N=965

* Survey respondents had the opportunity to write in a response for the “other” choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 3: Question 3 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is a problem in Dakota County.	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	21%	N=197	44%	N=422	26%	N=249	3%	N=25	7%	N=68	100%	N=961
Taxes	20%	N=194	30%	N=286	32%	N=306	11%	N=106	7%	N=63	100%	N=955
Traffic safety	30%	N=281	44%	N=415	21%	N=200	4%	N=41	2%	N=15	100%	N=952
Traffic congestion	24%	N=224	42%	N=401	24%	N=233	8%	N=76	2%	N=19	100%	N=952
Poverty	24%	N=226	34%	N=322	19%	N=180	3%	N=31	21%	N=199	100%	N=958
Homelessness	32%	N=307	31%	N=298	10%	N=98	2%	N=23	24%	N=231	100%	N=957

Table 4: Question 3 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is a problem in Dakota County.	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Crime	22%	N=197	47%	N=422	28%	N=249	3%	N=25	100%	N=893
Taxes	22%	N=194	32%	N=286	34%	N=306	12%	N=106	100%	N=892
Traffic safety	30%	N=281	44%	N=415	21%	N=200	4%	N=41	100%	N=937
Traffic congestion	24%	N=224	43%	N=401	25%	N=233	8%	N=76	100%	N=934
Poverty	30%	N=226	42%	N=322	24%	N=180	4%	N=31	100%	N=759
Homelessness	42%	N=307	41%	N=298	13%	N=98	3%	N=23	100%	N=726

Table 5: Question 4 - Including Don't Know Responses

Please rate each of the following characteristics of Dakota County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Dakota County as a place to live	45%	N=439	50%	N=479	4%	N=43	0%	N=1	0%	N=4	100%	N=966
Dakota County as a place to work	23%	N=220	34%	N=327	10%	N=98	2%	N=15	31%	N=297	100%	N=958
Dakota County as a place to retire	19%	N=183	37%	N=354	20%	N=188	3%	N=34	21%	N=204	100%	N=964
Dakota County as a place to raise a family	43%	N=417	40%	N=387	7%	N=71	1%	N=5	8%	N=78	100%	N=959
Sense of community	20%	N=195	48%	N=466	24%	N=234	4%	N=36	3%	N=30	100%	N=962
Openness and acceptance of people with diverse backgrounds	15%	N=144	44%	N=422	24%	N=233	6%	N=56	11%	N=102	100%	N=957
Outdoor recreational opportunities in Dakota County	37%	N=351	50%	N=484	9%	N=85	1%	N=6	4%	N=35	100%	N=961
Availability of bike and pedestrian transportation options	24%	N=227	45%	N=428	16%	N=154	5%	N=50	10%	N=97	100%	N=956
Economic health of Dakota County	16%	N=153	52%	N=502	14%	N=133	1%	N=11	17%	N=159	100%	N=959
Availability of employment opportunities	12%	N=115	36%	N=343	20%	N=187	4%	N=40	28%	N=262	100%	N=947
Availability of quality, affordable child care	6%	N=60	16%	N=147	16%	N=155	7%	N=63	55%	N=520	100%	N=946
Availability of affordable housing	5%	N=48	27%	N=257	33%	N=318	13%	N=127	22%	N=209	100%	N=959
Overall image or reputation of Dakota County	23%	N=222	64%	N=612	11%	N=103	0%	N=4	1%	N=13	100%	N=954

Table 6: Question 4 - Excluding Don't Know Responses

Please rate each of the following characteristics of Dakota County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Dakota County as a place to live	46%	N=439	50%	N=479	4%	N=43	0%	N=1	100%	N=962
Dakota County as a place to work	33%	N=220	50%	N=327	15%	N=98	2%	N=15	100%	N=661
Dakota County as a place to retire	24%	N=183	47%	N=354	25%	N=188	4%	N=34	100%	N=759
Dakota County as a place to raise a family	47%	N=417	44%	N=387	8%	N=71	1%	N=5	100%	N=881
Sense of community	21%	N=195	50%	N=466	25%	N=234	4%	N=36	100%	N=932
Openness and acceptance of people with diverse backgrounds	17%	N=144	49%	N=422	27%	N=233	7%	N=56	100%	N=855
Outdoor recreational opportunities in Dakota County	38%	N=351	52%	N=484	9%	N=85	1%	N=6	100%	N=926
Availability of bike and pedestrian transportation options	26%	N=227	50%	N=428	18%	N=154	6%	N=50	100%	N=859
Economic health of Dakota County	19%	N=153	63%	N=502	17%	N=133	1%	N=11	100%	N=799
Availability of employment opportunities	17%	N=115	50%	N=343	27%	N=187	6%	N=40	100%	N=685
Availability of quality, affordable child care	14%	N=60	35%	N=147	36%	N=155	15%	N=63	100%	N=426
Availability of affordable housing	6%	N=48	34%	N=257	42%	N=318	17%	N=127	100%	N=750
Overall image or reputation of Dakota County	24%	N=222	65%	N=612	11%	N=103	0%	N=4	100%	N=941

Table 7: Question 5 - Including Don't Know Responses

What do you feel is the most serious issue facing Dakota County at this time?	Percent	Number
Crime and safety issues	8%	N=39
Affordable housing	18%	N=85
Taxes	11%	N=50
Growth/development	9%	N=42
Sense of community, diversity, etc.	3%	N=16
Condition of roads	4%	N=18
Traffic congestion	8%	N=36
Schools	3%	N=16
Homelessness and poverty	3%	N=15
Economic development	5%	N=25
Public transportation	2%	N=10
Updating infrastructure	1%	N=6
Jobs	0%	N=1
Government spending	0%	N=2
Preserving natural areas/protecting natural resources	0%	N=0
Teen drug/alcohol use	0%	N=2
Pollution/environmental concerns	1%	N=5
Quality of county services	1%	N=3
Noise pollution	0%	N=1
No issue	0%	N=1
Other	12%	N=56
Don't know	8%	N=37
Total	100%	N=465

Survey respondents had the opportunity to write in a response for the "other" choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 8: Question 5 - Excluding Don't Know Responses

What do you feel is the most serious issue facing Dakota County at this time?	Percent	Number
Crime and safety issues	9%	N=39
Affordable housing	20%	N=85
Taxes	12%	N=50
Growth/development	10%	N=42
Sense of community, diversity, etc.	4%	N=16
Condition of roads	4%	N=18
Traffic congestion	9%	N=36
Schools	4%	N=16
Homelessness and poverty	3%	N=15
Economic development	6%	N=25
Public transportation	2%	N=10
Updating infrastructure	1%	N=6
Jobs	0%	N=1
Government spending	1%	N=2
Preserving natural areas/protecting natural resources	0%	N=0
Teen drug/alcohol use	0%	N=2
Pollution/environmental concerns	1%	N=5
Quality of county services	1%	N=3
Noise pollution	0%	N=1
No issue	0%	N=1
Other	13%	N=56
Total	100%	N=428

Survey respondents had the opportunity to write in a response for the “other” choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 9: Question 6 - Including Don't Know Responses

Please rate how safe or unsafe you feel in Dakota County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
From property crimes (e.g., burglary, theft)	35%	N=335	52%	N=506	10%	N=101	1%	N=11	1%	N=11	100%	N=965
From violent crimes (e.g., rape, assault, robbery)	56%	N=536	36%	N=343	6%	N=58	0%	N=4	2%	N=24	100%	N=965
From illegal drug activity (e.g., selling drugs)	32%	N=309	39%	N=375	15%	N=144	5%	N=46	9%	N=90	100%	N=964
From electronic crimes (e.g., identity theft, phone scams)	15%	N=144	44%	N=424	25%	N=243	6%	N=57	10%	N=92	100%	N=959
From domestic violence	56%	N=535	24%	N=230	4%	N=43	1%	N=7	15%	N=149	100%	N=964
From gang activity	51%	N=492	31%	N=301	5%	N=47	1%	N=10	12%	N=111	100%	N=961
While driving on roads within Dakota County	41%	N=392	48%	N=467	9%	N=85	1%	N=12	1%	N=10	100%	N=967
While in your neighborhood	64%	N=618	31%	N=301	4%	N=36	0%	N=3	1%	N=5	100%	N=963
While in County office buildings, libraries, courtrooms	68%	N=652	26%	N=254	1%	N=10	0%	N=1	5%	N=48	100%	N=965
While in schools or places of worship in Dakota County	58%	N=561	28%	N=275	1%	N=11	0%	N=1	12%	N=116	100%	N=965
While using Dakota County parks and trails	42%	N=408	45%	N=435	5%	N=52	0%	N=1	7%	N=68	100%	N=963
Other (please specify)	29%	N=58	19%	N=37	2%	N=4	3%	N=5	47%	N=93	100%	N=197

Survey respondents had the opportunity to write in a response for the “other” choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 10: Question 6 - Excluding Don't Know Responses

Please rate how safe or unsafe you feel in Dakota County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
From property crimes (e.g., burglary, theft)	35%	N=335	53%	N=506	11%	N=101	1%	N=11	100%	N=954
From violent crimes (e.g., rape, assault, robbery)	57%	N=536	36%	N=343	6%	N=58	0%	N=4	100%	N=941
From illegal drug activity (e.g., selling drugs)	35%	N=309	43%	N=375	16%	N=144	5%	N=46	100%	N=874
From electronic crimes (e.g., identity theft, phone scams)	17%	N=144	49%	N=424	28%	N=243	7%	N=57	100%	N=867
From domestic violence	66%	N=535	28%	N=230	5%	N=43	1%	N=7	100%	N=815
From gang activity	58%	N=492	35%	N=301	6%	N=47	1%	N=10	100%	N=850
While driving on roads within Dakota County	41%	N=392	49%	N=467	9%	N=85	1%	N=12	100%	N=957
While in your neighborhood	65%	N=618	31%	N=301	4%	N=36	0%	N=3	100%	N=958
While in County office buildings, libraries, courtrooms	71%	N=652	28%	N=254	1%	N=10	0%	N=1	100%	N=917
While in schools or places of worship in Dakota County	66%	N=561	32%	N=275	1%	N=11	0%	N=1	100%	N=849
While using Dakota County parks and trails	46%	N=408	49%	N=435	6%	N=52	0%	N=1	100%	N=896
Other (please specify)	56%	N=58	35%	N=37	4%	N=4	5%	N=5	100%	N=104

Survey respondents had the opportunity to write in a response for the “other” choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 11: Question 7 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is a health concern in Dakota County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Environmental hazards (e.g., polluted water or toxic waste)	28%	N=258	34%	N=319	22%	N=201	7%	N=61	10%	N=95	100%	N=933
Tobacco use (including E-cigarettes and chewing tobacco)	27%	N=256	32%	N=304	19%	N=183	10%	N=93	11%	N=104	100%	N=940
Depression, anxiety, and other mental illnesses	16%	N=153	25%	N=236	28%	N=267	12%	N=115	18%	N=170	100%	N=940
Social isolation	24%	N=224	29%	N=271	20%	N=188	6%	N=61	21%	N=197	100%	N=940
Underage alcohol use	18%	N=166	27%	N=256	22%	N=206	9%	N=80	25%	N=234	100%	N=943
Alcohol abuse among adults	18%	N=164	31%	N=291	23%	N=215	7%	N=62	22%	N=203	100%	N=935
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	15%	N=140	25%	N=236	21%	N=198	14%	N=132	25%	N=234	100%	N=939
Bullying	12%	N=118	24%	N=229	25%	N=233	15%	N=139	24%	N=225	100%	N=943
Illegal use of prescribed medications (such as opioids)	15%	N=144	22%	N=209	21%	N=194	14%	N=129	28%	N=261	100%	N=937
The health and support of older adults	17%	N=156	30%	N=284	22%	N=206	12%	N=114	19%	N=180	100%	N=940
The health and support of persons with disabilities	16%	N=150	28%	N=266	22%	N=210	11%	N=99	23%	N=216	100%	N=942
Quality of parenting skills of parents of children ages 0-17	15%	N=137	31%	N=292	21%	N=195	12%	N=109	22%	N=210	100%	N=943
Overweight adults and children	10%	N=95	30%	N=282	28%	N=263	17%	N=160	15%	N=146	100%	N=946
Abuse and neglect of children	14%	N=128	31%	N=289	20%	N=190	11%	N=102	25%	N=233	100%	N=943
Abuse and neglect of older adults or vulnerable adults	15%	N=146	29%	N=272	17%	N=163	10%	N=98	28%	N=267	100%	N=946
Spread of infectious diseases	22%	N=204	32%	N=306	15%	N=144	7%	N=70	24%	N=223	100%	N=947

Table 12: Question 7 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is a health concern in Dakota County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Environmental hazards (e.g., polluted water or toxic waste)	31%	N=258	38%	N=319	24%	N=201	7%	N=61	100%	N=838
Tobacco use (including E-cigarettes and chewing tobacco)	31%	N=256	36%	N=304	22%	N=183	11%	N=93	100%	N=836
Depression, anxiety, and other mental illnesses	20%	N=153	31%	N=236	35%	N=267	15%	N=115	100%	N=770
Social isolation	30%	N=224	36%	N=271	25%	N=188	8%	N=61	100%	N=743
Underage alcohol use	23%	N=166	36%	N=256	29%	N=206	11%	N=80	100%	N=709
Alcohol abuse among adults	22%	N=164	40%	N=291	29%	N=215	8%	N=62	100%	N=732
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	20%	N=140	34%	N=236	28%	N=198	19%	N=132	100%	N=705
Bullying	16%	N=118	32%	N=229	32%	N=233	19%	N=139	100%	N=719
Illegal use of prescribed medications (such as opioids)	21%	N=144	31%	N=209	29%	N=194	19%	N=129	100%	N=676
The health and support of older adults	21%	N=156	37%	N=284	27%	N=206	15%	N=114	100%	N=760
The health and support of persons with disabilities	21%	N=150	37%	N=266	29%	N=210	14%	N=99	100%	N=726
Quality of parenting skills of parents of children ages 0-17	19%	N=137	40%	N=292	27%	N=195	15%	N=109	100%	N=733
Overweight adults and children	12%	N=95	35%	N=282	33%	N=263	20%	N=160	100%	N=800
Abuse and neglect of children	18%	N=128	41%	N=289	27%	N=190	14%	N=102	100%	N=710
Abuse and neglect of older adults or vulnerable adults	22%	N=146	40%	N=272	24%	N=163	14%	N=98	100%	N=679
Spread of infectious diseases	28%	N=204	42%	N=306	20%	N=144	10%	N=70	100%	N=724

Table 13: Question 8 - Including Don't Know Responses

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?	Percent	Number
Much better	4%	N=40
Somewhat better	22%	N=209
About the same	61%	N=580
Somewhat worse	9%	N=81
Much worse	1%	N=6
Don't know	3%	N=29
Total	100%	N=946

Table 14: Question 8 - Excluding Don't Know Responses

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?	Percent	Number
Much better	4%	N=40
Somewhat better	23%	N=209
About the same	63%	N=580
Somewhat worse	9%	N=81
Much worse	1%	N=6
Total	100%	N=917

Table 15: Question 9 - Including Don't Know Responses

Please rate each of the following services provided by Dakota County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
County libraries	53%	N=504	38%	N=359	2%	N=21	0%	N=1	6%	N=61	100%	N=946
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	53%	N=504	36%	N=337	3%	N=25	0%	N=1	8%	N=79	100%	N=946
Trail and bikeway system like the Mississippi River or Big Rivers trails	40%	N=371	35%	N=323	4%	N=40	0%	N=3	21%	N=195	100%	N=932
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	22%	N=206	51%	N=483	17%	N=160	4%	N=37	7%	N=63	100%	N=948
Snow and ice removal on County roads	25%	N=234	52%	N=491	18%	N=174	2%	N=23	3%	N=24	100%	N=947
Sheriff deputies patrol and park protection services	24%	N=227	45%	N=427	12%	N=111	2%	N=14	17%	N=161	100%	N=940
Assessment process/property tax system	12%	N=113	32%	N=304	26%	N=243	8%	N=79	21%	N=201	100%	N=941
Addressing important health issues in communities	9%	N=86	37%	N=344	19%	N=182	2%	N=21	32%	N=305	100%	N=938
Prosecuting people accused of crimes	11%	N=107	32%	N=296	14%	N=129	3%	N=31	40%	N=376	100%	N=939
Overall quality of services provided by Dakota County	18%	N=167	58%	N=540	12%	N=115	1%	N=11	11%	N=100	100%	N=933

Table 16: Question 9 - Excluding Don't Know Responses

Please rate each of the following services provided by Dakota County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
County libraries	57%	N=504	41%	N=359	2%	N=21	0%	N=1	100%	N=884
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	58%	N=504	39%	N=337	3%	N=25	0%	N=1	100%	N=867
Trail and bikeway system like the Mississippi River or Big Rivers trails	50%	N=371	44%	N=323	5%	N=40	0%	N=3	100%	N=737
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	23%	N=206	55%	N=483	18%	N=160	4%	N=37	100%	N=885
Snow and ice removal on County roads	25%	N=234	53%	N=491	19%	N=174	2%	N=23	100%	N=923
Sheriff deputies patrol and park protection services	29%	N=227	55%	N=427	14%	N=111	2%	N=14	100%	N=779
Assessment process/property tax system	15%	N=113	41%	N=304	33%	N=243	11%	N=79	100%	N=739
Addressing important health issues in communities	14%	N=86	54%	N=344	29%	N=182	3%	N=21	100%	N=633
Prosecuting people accused of crimes	19%	N=107	53%	N=296	23%	N=129	6%	N=31	100%	N=563
Overall quality of services provided by Dakota County	20%	N=167	65%	N=540	14%	N=115	1%	N=11	100%	N=833

Table 17: Question 10 - Including Don't Know Responses

Please rate the following services provided by Dakota County only if you have experienced them within the last two years.	Excellent		Good		Fair		Poor		Don't know/not applicable		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Employment support/Workforce Center services	6%	N=54	9%	N=76	4%	N=37	1%	N=5	80%	N=666	100%	N=837
Financial assistance for low-income families	4%	N=30	6%	N=51	7%	N=60	2%	N=18	81%	N=669	100%	N=828
Records, vital statistics, licensing, and vehicle registration	18%	N=161	42%	N=383	18%	N=165	5%	N=41	17%	N=153	100%	N=903
Services for people with disabilities	3%	N=22	11%	N=95	7%	N=59	2%	N=18	77%	N=644	100%	N=838
Services for people experiencing mental illness	3%	N=24	7%	N=60	9%	N=73	4%	N=29	78%	N=644	100%	N=830
Services that protect neglected or abused children	2%	N=19	8%	N=67	4%	N=35	2%	N=14	84%	N=697	100%	N=832
Information available on the County website	11%	N=98	34%	N=290	12%	N=108	2%	N=21	40%	N=346	100%	N=862
Services provided to older adults	3%	N=24	11%	N=94	9%	N=73	3%	N=22	75%	N=632	100%	N=844
Services at the Recycling Zone	22%	N=195	28%	N=249	7%	N=61	1%	N=13	42%	N=373	100%	N=892

Table 18: Question 10 - Excluding Don't Know Responses

Please rate the following services provided by Dakota County only if you have experienced them within the last two years.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Employment support/Workforce Center services	31%	N=54	45%	N=76	21%	N=37	3%	N=5	100%	N=171
Financial assistance for low-income families	19%	N=30	32%	N=51	38%	N=60	11%	N=18	100%	N=159
Records, vital statistics, licensing, and vehicle registration	21%	N=161	51%	N=383	22%	N=165	6%	N=41	100%	N=750
Services for people with disabilities	11%	N=22	49%	N=95	31%	N=59	9%	N=18	100%	N=195
Services for people experiencing mental illness	13%	N=24	32%	N=60	39%	N=73	16%	N=29	100%	N=186
Services that protect neglected or abused children	14%	N=19	50%	N=67	26%	N=35	11%	N=14	100%	N=135
Information available on the County website	19%	N=98	56%	N=290	21%	N=108	4%	N=21	100%	N=516
Services provided to older adults	11%	N=24	44%	N=94	34%	N=73	10%	N=22	100%	N=213
Services at the Recycling Zone	38%	N=195	48%	N=249	12%	N=61	3%	N=13	100%	N=519

Table 19: Question 11 - Including Don't Know Responses

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	Percent	Number
Strongly support	8%	N=74
Somewhat support	38%	N=363
Somewhat oppose	27%	N=253
Strongly oppose	19%	N=175
Don't know	8%	N=79
Total	100%	N=943

Table 20: Question 11 - Excluding Don't Know Responses

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	Percent	Number
Strongly support	9%	N=74
Somewhat support	42%	N=363
Somewhat oppose	29%	N=253
Strongly oppose	20%	N=175
Total	100%	N=864

Table 21: Question 12

Have you visited, telephoned, or emailed any Dakota County government office within the last 12 months?	Percent	Number
Yes	36%	N=333
No	64%	N=591
Total	100%	N=925

Table 22: Question 13 - Including Don't Know Responses

What was your impression of the employee(s) of Dakota County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledgeable	48%	N=163	38%	N=129	7%	N=25	6%	N=20	1%	N=4	100%	N=342
Responsive	46%	N=156	38%	N=127	10%	N=33	6%	N=20	1%	N=3	100%	N=338
Courteous	50%	N=171	37%	N=126	6%	N=21	5%	N=18	1%	N=3	100%	N=339
Overall impression	47%	N=159	37%	N=125	9%	N=32	5%	N=17	1%	N=4	100%	N=336

This question was only asked of those who reported having contact with a Dakota County government office.

Table 23: Question 13 - Excluding Don't Know Responses

What was your impression of the employee(s) of Dakota County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledgeable	48%	N=163	38%	N=129	7%	N=25	6%	N=20	100%	N=338
Responsive	46%	N=156	38%	N=127	10%	N=33	6%	N=20	100%	N=335
Courteous	51%	N=171	37%	N=126	6%	N=21	5%	N=18	100%	N=337
Overall impression	48%	N=159	37%	N=125	10%	N=32	5%	N=17	100%	N=332

This question was only asked of those who reported having contact with a Dakota County government office.

Table 24: Question 14 - Including Don't Know Responses

Please rate these aspects of accessing Dakota County services.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Convenience of County facilities' locations	26%	N=241	52%	N=479	8%	N=75	1%	N=12	12%	N=112	100%	N=918
Online access to County services	19%	N=173	41%	N=375	10%	N=87	1%	N=12	29%	N=266	100%	N=913
Ease of paying for County services online	14%	N=122	26%	N=230	7%	N=65	1%	N=5	53%	N=477	100%	N=899
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	6%	N=55	9%	N=85	3%	N=24	1%	N=6	81%	N=731	100%	N=901

Table 25: Question 14 - Excluding Don't Know Responses

Please rate these aspects of accessing Dakota County services.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Convenience of County facilities' locations	30%	N=241	59%	N=479	9%	N=75	1%	N=12	100%	N=806
Online access to County services	27%	N=173	58%	N=375	13%	N=87	2%	N=12	100%	N=647
Ease of paying for County services online	29%	N=122	54%	N=230	16%	N=65	1%	N=5	100%	N=422
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	33%	N=55	50%	N=85	14%	N=24	3%	N=6	100%	N=170

Table 26: Question 15 - Including Don't Know Responses

Please rate the following categories of Dakota County government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The job Dakota County government does of providing information to residents	16%	N=151	49%	N=449	19%	N=175	2%	N=20	14%	N=126	100%	N=921
The job Dakota County government does of listening to residents	7%	N=66	29%	N=262	18%	N=165	4%	N=40	42%	N=384	100%	N=916
The value of services for the taxes paid to Dakota County	10%	N=92	43%	N=394	25%	N=229	4%	N=38	17%	N=156	100%	N=909
The job Dakota County government does at managing tax dollars	7%	N=67	35%	N=321	23%	N=209	5%	N=49	29%	N=264	100%	N=910
The value of Dakota County services to the quality of life in my neighborhood	13%	N=123	51%	N=470	19%	N=173	3%	N=27	13%	N=120	100%	N=913
Generally acting in the best interest of the community	15%	N=134	50%	N=457	19%	N=173	2%	N=20	14%	N=126	100%	N=911
Supporting the quality of life in the county	17%	N=154	50%	N=458	17%	N=160	2%	N=15	14%	N=130	100%	N=916
Effectively planning for the future of the county	13%	N=117	40%	N=361	19%	N=170	3%	N=28	26%	N=234	100%	N=911
Overall confidence in Dakota County government	13%	N=122	55%	N=500	20%	N=186	3%	N=24	9%	N=83	100%	N=915

Table 27: Question 15 - Excluding Don't Know Responses

Please rate the following categories of Dakota County government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The job Dakota County government does of providing information to residents	19%	N=151	57%	N=449	22%	N=175	2%	N=20	100%	N=794
The job Dakota County government does of listening to residents	12%	N=66	49%	N=262	31%	N=165	7%	N=40	100%	N=532
The value of services for the taxes paid to Dakota County	12%	N=92	52%	N=394	30%	N=229	5%	N=38	100%	N=753
The job Dakota County government does at managing tax dollars	10%	N=67	50%	N=321	32%	N=209	8%	N=49	100%	N=646
The value of Dakota County services to the quality of life in my neighborhood	16%	N=123	59%	N=470	22%	N=173	3%	N=27	100%	N=793
Generally acting in the best interest of the community	17%	N=134	58%	N=457	22%	N=173	3%	N=20	100%	N=784
Supporting the quality of life in the county	20%	N=154	58%	N=458	20%	N=160	2%	N=15	100%	N=787
Effectively planning for the future of the county	17%	N=117	53%	N=361	25%	N=170	4%	N=28	100%	N=677
Overall confidence in Dakota County government	15%	N=122	60%	N=500	22%	N=186	3%	N=24	100%	N=832

Table 28: Question 16 - Including Don't Know Responses

To what extent do you approve or disapprove of the job the Dakota County Board is doing?	Percent	Number
Strongly approve	13%	N=123
Somewhat approve	43%	N=399
Somewhat disapprove	4%	N=35
Strongly disapprove	2%	N=14
Don't know	38%	N=354
Total	100%	N=926

Table 29: Question 16 - Excluding Don't Know Responses

To what extent do you approve or disapprove of the job the Dakota County Board is doing?	Percent	Number
Strongly approve	22%	N=123
Somewhat approve	70%	N=399
Somewhat disapprove	6%	N=35
Strongly disapprove	2%	N=14
Total	100%	N=572

Table 30: Question 17

Please indicate which of the following methods, if any, you prefer as a way to receive information about Dakota County. (Please select up to three methods.)	Percent*	Number*
Local or neighborhood newspapers	41%	N=382
The County's mailed newsletter	61%	N=568
Calling Dakota County	7%	N=62
Email from Dakota County	29%	N=269
The Dakota County mobile device app	7%	N=67
Television/cable TV	25%	N=233
County website (www.dakotacounty.us)	37%	N=346
Social media (Facebook, Twitter, NextDoor, etc.)	19%	N=175
Text messages and alerts (sent to cell phones)	13%	N=121
None, I don't want or need any information from Dakota County	4%	N=34
Other:	1%	N=10

*Totals exceed 100% as respondents could select up to three responses. Survey respondents had the opportunity to write in a response for the "other" choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 31: Question 18

Please indicate what methods you believe Dakota County should use to reach residents to learn about their preferences for County services, activities, projects, decisions and plans. (Please select all that apply.)	Percent*	Number*
Public meetings/forums/open houses	66%	N=583
Social Media (Facebook, Twitter, NextDoor, etc.)	48%	N=426
Opt-in online surveys or online forums	40%	N=357
Booths and staff at community festivals or events (e.g., County Fair or farmers markets)	40%	N=351
Citizen advisory committees	18%	N=159
Other	9%	N=82

** Totals exceed 100% as respondents could select up to three responses. Survey respondents had the opportunity to write in a response for the “other” choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.*

Table 32: Question 19

What information on Dakota County's website is most valuable to you? (Please select all that apply.)	Percent*	Number*
I don't use the County's website	31%	N=287
Recycling information	50%	N=459
Information about parks	52%	N=472
Property sales/information	24%	N=222
Road/bridge construction projects	33%	N=299
County budget information	13%	N=119
Volunteer opportunities	14%	N=127
Information about services for older adults	13%	N=116
Information about the County Jail or its inmates	9%	N=81
Information about people charged with a crime	12%	N=114
Contact information for County departments or staff	25%	N=232
Other (please specify)	2%	N=21

* Totals exceed 100% as respondents could select up to three responses. Survey respondents had the opportunity to write in a response for the "other" choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 33: Question 20 - Including Don't Know Responses

How important, if at all, is it to provide the following library programs and services?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Popular titles/current library materials	40%	N=371	34%	N=314	14%	N=132	3%	N=25	9%	N=87	100%	N=929
Small business/economic development resources and services	21%	N=188	32%	N=295	25%	N=223	7%	N=62	16%	N=141	100%	N=908
Information about jobs, skills, literacy, and careers	29%	N=222	35%	N=260	18%	N=136	6%	N=42	12%	N=94	100%	N=754
Streaming digital materials (movies, music, e-books, e-audio books)	26%	N=236	31%	N=286	24%	N=225	7%	N=67	11%	N=105	100%	N=918
Access to computers and the Internet	37%	N=345	30%	N=279	17%	N=152	6%	N=56	10%	N=90	100%	N=923
Access to creative maker technology, equipment, or classes	18%	N=133	32%	N=240	25%	N=194	9%	N=70	16%	N=124	100%	N=761
Community gathering space	29%	N=263	32%	N=288	25%	N=224	5%	N=44	10%	N=94	100%	N=913
Health and wellness programs and resources	22%	N=206	34%	N=310	26%	N=240	7%	N=69	10%	N=93	100%	N=918
English as a second language resources and services	24%	N=218	31%	N=285	22%	N=203	9%	N=78	14%	N=132	100%	N=916
Library materials in other languages (Spanish, Somali, Russian, others)	19%	N=169	27%	N=244	25%	N=223	14%	N=125	16%	N=148	100%	N=909
Other (please specify)	23%	N=75	25%	N=80	12%	N=40	6%	N=20	34%	N=110	100%	N=325

Survey respondents had the opportunity to write in a response for the "other" choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 34: Question 20 - Excluding Don't Know Responses

How important, if at all, is it to provide the following library programs and services?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Popular titles/current library materials	44%	N=371	37%	N=314	16%	N=132	3%	N=25	100%	N=842
Small business/economic development resources and services	25%	N=188	38%	N=295	29%	N=223	8%	N=62	100%	N=768
Information about jobs, skills, literacy, and careers	34%	N=222	39%	N=260	21%	N=136	6%	N=42	100%	N=660
Streaming digital materials (movies, music, e-books, e-audio books)	29%	N=236	35%	N=286	28%	N=225	8%	N=67	100%	N=813
Access to computers and the Internet	41%	N=345	34%	N=279	18%	N=152	7%	N=56	100%	N=832
Access to creative maker technology, equipment, or classes	21%	N=133	38%	N=240	30%	N=194	11%	N=70	100%	N=637
Community gathering space	32%	N=263	35%	N=288	27%	N=224	5%	N=44	100%	N=819
Health and wellness programs and resources	25%	N=206	38%	N=310	29%	N=240	8%	N=69	100%	N=825
English as a second language resources and services	28%	N=218	36%	N=285	26%	N=203	10%	N=78	100%	N=784
Library materials in other languages (Spanish, Somali, Russian, others)	22%	N=169	32%	N=244	29%	N=223	16%	N=125	100%	N=761
Other (please specify)	35%	N=75	37%	N=80	19%	N=40	9%	N=20	100%	N=215

Survey respondents had the opportunity to write in a response for the “other” choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 35: Question 21 - Including Don't Know Responses

Since 2003, Dakota County and partners have preserved land outside of County parks for many public purposes. How important, if at all, is it to continue using County funds for these purposes?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Increasing public access for outdoor recreation	33%	N=314	37%	N=343	21%	N=194	5%	N=50	4%	N=38	100%	N=939
Protecting and improving natural areas	44%	N=415	37%	N=350	14%	N=130	3%	N=24	2%	N=23	100%	N=942
Protecting and improving land used for agriculture/other specialty crops	32%	N=295	36%	N=340	23%	N=211	5%	N=50	4%	N=38	100%	N=934
Protecting and improving water quality	62%	N=582	29%	N=269	6%	N=57	1%	N=14	2%	N=21	100%	N=942
Protecting and improving wildlife habitat	47%	N=447	35%	N=326	13%	N=123	3%	N=24	2%	N=22	100%	N=942

Table 36: Question 21 - Excluding Don't Know Responses

Since 2003, Dakota County and partners have preserved land outside of County parks for many public purposes. How important, if at all, is it to continue using County funds for these purposes?	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Increasing public access for outdoor recreation	35%	N=314	38%	N=343	22%	N=194	5%	N=50	100%	N=901
Protecting and improving natural areas	45%	N=415	38%	N=350	14%	N=130	3%	N=24	100%	N=919
Protecting and improving land used for agriculture/other specialty crops	33%	N=295	38%	N=340	24%	N=211	6%	N=50	100%	N=896
Protecting and improving water quality	63%	N=582	29%	N=269	6%	N=57	2%	N=14	100%	N=921
Protecting and improving wildlife habitat	49%	N=447	35%	N=326	13%	N=123	3%	N=24	100%	N=920

Table 37: Question 22

What type of housing is most needed in your community? Choose up to three (3).	Percent*	Number*
market-rate housing for older adults (condos, townhouses)	29%	N=266
market-rate stand-alone single-family housing	38%	N=353
market-rate apartments	19%	N=171
workforce housing (housing affordable for working people that is close to their job) for single-person households	16%	N=148
None of these is needed in my community	13%	N=119
affordable housing for older adults	42%	N=384
affordable family housing	38%	N=353
assisted living or supportive housing (with services for any age)	22%	N=203
homeless shelters	13%	N=124

* Totals exceed 100% as respondents could select up to three responses.

Table 38: Question 23

Dakota County operates the Recycling Zone facility (in Eagan). If you have NOT used this facility in the last 12 months, please indicate the ONE reason that best describes why you do not.	Percent	Number
I do use the Recycling Zone	35%	N=294
It is open during hours that are not convenient	3%	N=25
It is open on days that are not convenient	1%	N=12
Other/none of these	8%	N=66
I am not familiar with the Recycling Zone	18%	N=148
The Recycling Zone is too far away	13%	N=107
I do not have anything to drop off	23%	N=193
Total	100%	N=845

Table 39: Question 24

Dakota County is working on a long-range Groundwater Plan to protect and improve groundwater resources, the source of our drinking water. Please indicate which, if any, of these programs/regulations you support:	Percent	Number
Stretching groundwater supplies by restricting use of irrigation systems (on farms, on suburban lawns, at sports fields, at commercial buildings)	36%	N=327
Using County funds to reduce the cost of in-home drinking water systems for private well owners	14%	N=128
Using County funds to keep cities' drinking water sources free of contaminants (which lowers consumer costs)	79%	N=724
Using County funds to protect land to limit contamination of groundwater supplies	55%	N=509
I don't support any of these	6%	N=57
Total	100%	N=917

Table 40: Question 25 - Including Don't Know Responses

Which highway in Dakota County needs the most safety improvements?	Percent	Number
MN-3/Hwy 3/Robert St/S Robert Tr	13%	N=74
State Hwy 13	6%	N=34
I-35 (including I-35E and I-35W)	9%	N=54
Pilot Knob Rd/Co Rd 31	2%	N=9
US-52	10%	N=55
Hwy 55	3%	N=19
US-61	0%	N=2
Cliff Rd/Co Rd 32	1%	N=6
Co Rd 42/150th St	9%	N=50
Co Rd 46/160th St/Vermillion Rd	4%	N=21
Wentworth Ave	1%	N=3
MN-56	0%	N=1
CSAH 63	0%	N=1
MN-77/Cedar Ave	5%	N=28
Co Rd 86/280th St	0%	N=1
Hwy 110/MN-62	2%	N=11
MN-316	1%	N=3
I-494/I-694	2%	N=12
CSAH 5	0%	N=0
Bay St	0%	N=2
185th St	0%	N=3
210th St/Co Rd 50	2%	N=9
Co Rd 70/215th St/210th St W	2%	N=14
Akron Ave/Co Rd 73	0%	N=0
Annapolis St	0%	N=0

Which highway in Dakota County needs the most safety improvements?	Percent	Number
Yankee Doodle Rd/Co Rd 28	0%	N=2
CSAH 47	0%	N=2
MN-149/Dodd Blvd/Rd/155th St/Co Rd 9	2%	N=14
Flagstaff Ave	0%	N=2
Hamburg Ave	0%	N=2
Co Rd 23	0%	N=1
Lexington Ave	0%	N=1
Livingston Ave	0%	N=1
McAndrews Rd	0%	N=0
Old Concord Blvd	0%	N=0
Southview Blvd	0%	N=0
Other	2%	N=10
Nothing/don't know	21%	N=118
Total	100%	N=569

Table 41: Question 25 - Excluding Don't Know Responses

Which highway in Dakota County needs the most safety improvements?	Percent	Number
MN-3/Hwy 3/Robert St/S Robert Tr	16%	N=74
State Hwy 13	8%	N=34
I-35 (including I-35E and I-35W)	12%	N=54
Pilot Knob Rd/Co Rd 31	2%	N=9
US-52	12%	N=55
Hwy 55	4%	N=19
US-61	0%	N=2
Cliff Rd/Co Rd 32	1%	N=6
Co Rd 42/150th St	11%	N=50
Co Rd 46/160th St/Vermillion Rd	5%	N=21
Wentworth Ave	1%	N=3
MN-56	0%	N=1
CSAH 63	0%	N=1
MN-77/Cedar Ave	6%	N=28
Co Rd 86/280th St	0%	N=1
Hwy 110/MN-62	2%	N=11
MN-316	1%	N=3
I-494/I-694	3%	N=12
CSAH 5	0%	N=0
Bay St	1%	N=2
185th St	1%	N=3
210th St/Co Rd 50	2%	N=9
Co Rd 70/215th St/210th St W	3%	N=14
Akron Ave/Co Rd 73	0%	N=0
Annapolis St	0%	N=0

Which highway in Dakota County needs the most safety improvements?	Percent	Number
Yankee Doodle Rd/Co Rd 28	0%	N=2
CSAH 47	0%	N=2
MN-149/Dodd Blvd/Rd/155th St/Co Rd 9	3%	N=14
Flagstaff Ave	1%	N=2
Hamburg Ave	0%	N=2
Co Rd 23	0%	N=1
Lexington Ave	0%	N=1
Livingston Ave	0%	N=1
McAndrews Rd	0%	N=0
Old Concord Blvd	0%	N=0
Southview Blvd	0%	N=0
Other	2%	N=10
Total	100%	N=451

Table 42: Question 26 - Including Don't Know Responses

Which highway in Dakota County needs the most congestion improvements?	Percent	Number
MN-3/Hwy 3/Robert St/S Robert Trail	7%	N=43
State Hwy 13	6%	N=40
I-35 (including I-35E and I-35W)	12%	N=75
Pilot Knob Rd/Co Rd 31	4%	N=25
US-52	5%	N=35
Hwy 55	2%	N=12
US-61	1%	N=4
Cliff Rd/Co Rd 32	1%	N=7
Co Rd 42/150th St	24%	N=154
Co Rd 46/160th St/Vermillion Rd	1%	N=8
MN-62/Hwy 110	1%	N=6
MN-77/Cedar Ave/Co Rd 23	13%	N=86
MN-316	0%	N=2
I-494/I-694	3%	N=22
CSAH 5	0%	N=1
185th St	0%	N=2
Co Rd 50/210th Street/240th Street	1%	N=8
Co Rd 70/215th St/210th St W	1%	N=8
Yankee Doodle Rd/Co Rd 28	0%	N=2
CSAH 47/Northfield Blvd	0%	N=0
MN-149/Dodd Blvd/Rd	1%	N=7
Old Concord Blvd	0%	N=0
2nd St	0%	N=1
MN-40	0%	N=0
Co Rd 45	0%	N=0

Which highway in Dakota County needs the most congestion improvements?	Percent	Number
Diamond Path	0%	N=0
I-94	0%	N=1
Other	2%	N=11
Nothing/don't know	12%	N=79
Total	100%	N=642

Table 43: Question 26 - Excluding Don't Know Responses

Which highway in Dakota County needs the most congestion improvements?	Percent	Number
MN-3/Hwy 3/Robert St/S Robert Trail	8%	N=43
State Hwy 13	7%	N=40
I-35 (including I-35E and I-35W)	13%	N=75
Pilot Knob Rd/Co Rd 31	4%	N=25
US-52	6%	N=35
Hwy 55	2%	N=12
US-61	1%	N=4
Cliff Rd/Co Rd 32	1%	N=7
Co Rd 42/150th St	27%	N=154
Co Rd 46/160th St/Vermillion Rd	1%	N=8
MN-62/Hwy 110	1%	N=6
MN-77/Cedar Ave/Co Rd 23	15%	N=86
MN-316	0%	N=2
I-494/I-694	4%	N=22
CSAH 5	0%	N=1
185th St	0%	N=2
Co Rd 50/210th Street/240th Street	1%	N=8
Co Rd 70/215th St/210th St W	1%	N=8
Yankee Doodle Rd/Co Rd 28	0%	N=2
CSAH 47/Northfield Blvd	0%	N=0
MN-149/Dodd Blvd/Rd	1%	N=7
Old Concord Blvd	0%	N=0
2nd St	0%	N=1
MN-40	0%	N=0
Co Rd 45	0%	N=0

Which highway in Dakota County needs the most congestion improvements?	Percent	Number
Diamond Path	0%	N=0
I-94	0%	N=1
Other	2%	N=11
Total	100%	N=563

Table 44: Question 27

If you drive outside of Dakota County to get to your place of employment, please indicate which of the following factors apply to your situation. Please check all that apply.	Percent*	Number*
My workplace is inside the County, or I am not employed	47%	N=363
I am satisfied with my employer and job outside the County	31%	N=239
When I moved to Dakota County, my job was in the County, but I have changed jobs since then	5%	N=35
Even though my job is outside of Dakota County, I choose to live in the County because of the quality of life here or the amenities in the community in which I live	29%	N=226
I feel committed to living in Dakota County (kids/schools, spouse job), even though my job is outside the County	21%	N=160
My skills don't fit the jobs available in Dakota County	8%	N=59
Jobs matching my skills in Dakota County don't pay enough	7%	N=57
I am not interested in moving to a new home outside of Dakota County	16%	N=126
I would not move closer to my job because of the high cost of living where my employer/job is located	9%	N=73
My commute time to my job outside the County is reasonable	24%	N=184
Other	8%	N=62

* Totals exceed 100% as respondents could select more than one response. Survey respondents had the opportunity to write in a response for the "other" choice in the survey question. Please see Appendix B: Verbatim Responses to Survey Questions to review the verbatim responses.

Table 45: Question D1

How long have you lived in Dakota County?	Percent	Number
Less than 2 year	7%	N=66
2-5 years	16%	N=151
6-10 years	12%	N=110
11-15 years	11%	N=102
16-20 years	11%	N=110
Over 20 years	44%	N=417
Total	100%	N=954

Table 46: Question D2

Which of the following best describes you?	Percent	Number
Employed full-time	57%	N=458
Employed part-time	11%	N=91
Employed, seeking better job or more hours	2%	N=13
Homemaker	3%	N=28
Retired	24%	N=192
Unemployed, looking for work	1%	N=9
Student	2%	N=13
Total	100%	N=804

Table 47: Question D3 - Including Don't Know Responses

On average, how long does it take you to travel to work each day (from home)?	Percent	Number
0 to 14 minutes	27%	N=182
15 to 19 minutes	20%	N=138
20 to 29 minutes	24%	N=165
30 to 44 minutes	16%	N=110
45 to 60 minutes	8%	N=53
60 or more minutes	1%	N=4
Not sure/Don't know	5%	N=34
Total	100%	N=686

Table 48: Question D3 - Excluding Don't Know Responses

On average, how long does it take you to travel to work each day (from home)?	Percent	Number
0 to 14 minutes	28%	N=182
15 to 19 minutes	21%	N=138
20 to 29 minutes	25%	N=165
30 to 44 minutes	17%	N=110
45 to 60 minutes	8%	N=53
60 or more minutes	1%	N=4
Total	100%	N=652

Table 49: Question D4 - Including Don't Know Responses

How long would the same trip take, if there was no traffic congestion at all?	Percent	Number
0 to 14 minutes	39%	N=264
15 to 19 minutes	22%	N=151
20 to 29 minutes	25%	N=168
30 to 44 minutes	8%	N=55
45 to 60 minutes	1%	N=6
60 or more minutes	0%	N=2
Not sure/Don't know	5%	N=37
Total	100%	N=682

Table 50: Question D4 - Excluding Don't Know Responses

How long would the same trip take, if there was no traffic congestion at all?	Percent	Number
0 to 14 minutes	41%	N=264
15 to 19 minutes	23%	N=151
20 to 29 minutes	26%	N=168
30 to 44 minutes	9%	N=55
45 to 60 minutes	1%	N=6
60 or more minutes	0%	N=2
Total	100%	N=645

Table 51: Question D5

Which category contains your age?	Percent	Number
18-24	3%	N=25
25-34	23%	N=218
35-44	18%	N=172
45-54	18%	N=169
55-64	16%	N=149
65-74	13%	N=124
75-84	7%	N=65
85+	3%	N=30
Total	100%	N=951

Table 52: Question D6

Which gender do you identify with most closely?	Percent	Number
Female	52%	N=485
Male	47%	N=442
Identify another way	1%	N=8
Total	100%	N=935

Table 53: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	59%	N=567
House attached to one or more houses (e.g., a duplex or townhome)	19%	N=181
Building with two or more apartments or condos	19%	N=186
Manufactured or mobile home	1%	N=8
Other	1%	N=14
Total	100%	N=955

Table 54: Question D8

Is this house, apartment, or mobile home...	Percent	Number
Rented	25%	N=238
Owned (including with an outstanding mortgage)	75%	N=698
Total	100%	N=936

Table 55: Question D9

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	96%	N=897
Yes, I consider myself to be Spanish, Hispanic or Latino	4%	N=40
Total	100%	N=936

Table 56: Question D10

What is your race?	Percent*	Number*
American Indian or Alaskan Native	1%	N=10
Asian, Asian Indian or Pacific Islander	7%	N=63
Black or African American	3%	N=33
White	88%	N=828
Other	3%	N=26

* Totals exceed 100% as respondents could select more than one response.

Table 57: Question D11

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
Children age 17 years and under	22%	N=128	23%	N=132	9%	N=54	2%	N=14	1%	N=5	42%	N=238	100%	N=571
Adults under age 65 years	23%	N=171	55%	N=400	9%	N=64	4%	N=31	1%	N=6	8%	N=55	100%	N=728
Adults age 65 years and over	28%	N=141	18%	N=94	0%	N=2	0%	N=0	1%	N=3	53%	N=271	100%	N=510

Table 58: Question D12

Please indicate your household's annual income:	Percent	Number
Under \$15,000	3%	N=23
\$15,000-\$24,999	7%	N=67
\$25,000-\$34,999	6%	N=58
\$35,000-\$49,999	9%	N=81
\$50,000-\$74,999	21%	N=190
\$75,000-\$99,999	16%	N=139
\$100,000-\$149,999	17%	N=154
\$150,000-\$199,999	12%	N=106
\$200,000 or more	8%	N=72
Total	100%	N=888

Appendix B: Verbatim Responses to Survey Questions

Following are verbatim responses to open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammatical or other mistakes. Within each question the responses are in alphabetical order.

Question 2: What one thing do you like most about living in Dakota County? (other)

- ◆ All of the above.
- ◆ Born here, 1929.
- ◆ can\'t pick one
- ◆ Events in area.
- ◆ Great transit service to Minneapolis
- ◆ Grew up here.
- ◆ I don't drive.
- ◆ In asst living place.
- ◆ lower housing costs
- ◆ Medical-Senior housing.
- ◆ N/A.
- ◆ None of the above.
- ◆ Progressive Planning.
- ◆ Raised here
- ◆ RIVER.
- ◆ Safety.
- ◆ Shopping.

Question 5: What do you feel is the most serious issue facing Dakota County at this time?

Affordable housing

- ◆ Affordable housing. \$995.00 mon. re. for especially old apartment. Need more buses or schedule later at night-11 PM. Land Lord just walk in your apartment not giving you notice all the time.
- ◆ Affordable housing
- ◆ Affordable housing & homeless.
- ◆ Affordable housing and daycare; high tech limited jobs.
- ◆ Affordable housing doesn't always have access to public transit.
- ◆ Affordable housing for low income people and seniors.
- ◆ Affordable housing for low/mid class
- ◆ Affordable housing for senior citizens.
- ◆ Affordable housing for seniors on a fixed income.
- ◆ Affordable housing for seniors.

- ◆ Affordable housing, and an east-west highway other than CR. 42.
- ◆ Affordable housing, not just for singles or those receiving assistance. Not all 55+ have huge nest eggs to pay high \$\$\$ for the 'senior living' apartments that are building up. Transportation - buses, Eagan has 35E splitting it down the middle. It's not a cohesive community from that regard, this is reflected in the bus system
- ◆ Affordable housing.
- ◆ Affordable housing. But education for our young with new careers is also on the list, along with removing freeloaders on welfare. Need to provide some way to bring folks of different races together so we get used to seeing each other.
- ◆ Affordable Rentals.
- ◆ Affordable single family homes.
- ◆ Affordable single family housing
- ◆ Availability of affordable single-family homes.
- ◆ Available affordable housing.
- ◆ Available housing for 1st time home buyers.
- ◆ Building of low income housing, outlet mall, Aldi instead of high paying jobs/ community.
- ◆ Child care costs and affordable housing.
- ◆ Child care options.
- ◆ Cost of housing and accountability of landlords/management.
- ◆ Cost of housing.
- ◆ COST OF LIVING.
- ◆ Having modern affordable housing and city centers.
- ◆ Housing

- ◆ Housing
- ◆ Housing and taxes are equal.
- ◆ Housing availability.
- ◆ Housing costs are high.
- ◆ Housing costs for young people.
- ◆ Housing for low income.
- ◆ Housing- none for handicapped.
- ◆ Lack of affordable housing, no place to downsize.
- ◆ Lack of affordable housing.
- ◆ Middle class affordable highway.
- ◆ More affordable housing.
- ◆ New house developments, house too expensive need to build more affordable homes.
- ◆ Not a lot of affordable apartments to rent.
- ◆ Not enough affordable housing for senior citizens.
- ◆ Not enough affordable housing, especially for seniors.
- ◆ NOT ENOUGH HOUSES FOR SALE.
- ◆ NOT ENOUGH HOUSING.
- ◆ Rent being raised yearly.
- ◆ Safe & Affordable housing & enough food for poor people.
- ◆ The increase in bldg. code regulations causing steep rise in cost of housing.
- ◆ The increase in expensive housing. Starter homes are becoming harder to find.
- ◆ The price of house is high. Buying a house is hard.
- ◆ TRULY AFFORDABLE HOUSING.

Taxes

- ◆ And state high taxes.
- ◆ Collecting too much taxes.
- ◆ Continuing to manage tax dollars.
- ◆ FARMINGTON'S TAXES.
- ◆ high property taxes
- ◆ High property taxes.
- ◆ High Taxes
- ◆ HIGH TAXES.
- ◆ High taxes.
- ◆ Income tax.
- ◆ INCREASING PROPERTY TAXES.
- ◆ INCREASING TAXES.
- ◆ KEEPING REAL ESTATES TAXES LOW.
- ◆ Keeping taxes down & quality of life up.
- ◆ Keeping taxes down.

- ◆ Keeping taxes low
- ◆ Keeping taxes low by increasing business base.
- ◆ Keeping taxes low while giving good service.
- ◆ Maintaining current level of services without raising property taxes to the point of causing problems for retired people.
- ◆ minnesota taxes
- ◆ MINNESOTA TAXES- VERY DIFFICULT FOR RETIRED PEOPLE.
- ◆ My property taxes keep going up & the aesthetics of neighborhood keep going down. Junk in yards, poor yard & home maint.
- ◆ NO MORE TAX INCREASE.
- ◆ Probably taxes, they are growing really fast
- ◆ Property taxes are climbing disproportionately in relationship to market values and inflation rates.
- ◆ Property taxes too high.
- ◆ PROPERTY TAXES TOO HIGH.
- ◆ Property taxes.
- ◆ Property taxes.
- ◆ PROPERTY TAXES.
- ◆ PROPERTY TAXES.
- ◆ Providing services to all who need them but not taxing residents to afford it.
- ◆ Raising taxes, senior broke, no children in school.
- ◆ Rising property taxes.
- ◆ Rising property taxes.
- ◆ Rising taxes and traffic conjection
- ◆ Tax rates in Farmington. Need more commercial.
- ◆ taxes and size of government growing larger than perhaps really needed.
- ◆ Taxes are high!
- ◆ Taxes are too high
- ◆ Taxes are too high.
- ◆ TAXES INCREASE.
- ◆ Taxes on everyone.
- ◆ Taxes- schools.
- ◆ Taxes with all the new housing. Why are taxes so high?
- ◆ TAXES.

- ◆ Taxes.
- ◆ Taxes.
- ◆ TAXES.
- ◆ Taxes.
- ◆ TAXES.
- ◆ Taxes.
- ◆ Taxes.
- ◆ TOO MUCH MONEY FOR BIKE TRAILS- TEARING UP ROBERT ST. SENIORS CAN'T AFFORD IT- LOT OF SENIORS IN WSP.
- ◆ TOO MUCH TAX DOLLARS GOING TO NON-TAXPAYERS.
- ◆ Water and Taxes
- ◆ WORRIED ABOUT RISING TAXES.

Growth/development

- ◆ Adaptation to growth.
- ◆ Congestion.
- ◆ Crowding out wildlife, commissioners not listening to people.
- ◆ CROWDING.
- ◆ DEVELOPMENT TAKING UP TOO MUCH FROM LAND.
- ◆ Development.
- ◆ Enough school to accommodate the growing population.
- ◆ Expansion.
- ◆ Fast Growth.
- ◆ Growing fast.
- ◆ Growing population.
- ◆ Growing too fast- building too many homes on Farmland.
- ◆ Growth- AFFORDABLE HOUSING.
- ◆ Growth of people no more f&b options available.
- ◆ Growth within Eureka Township.
- ◆ Growth.
- ◆ Growth.
- ◆ How to stay both small and good?
- ◆ Increasing population= increasing problems & less open space & rural life.
- ◆ Keeping up with the growth.
- ◆ Managing growth & sprawl, therefore transportation.
- ◆ MANAGING GROWTH.
- ◆ Not a lot of room for new houses to be built.
- ◆ Over development of multi-family housing.
- ◆ Over Expansion (Housing).
- ◆ Over is dense housing.
- ◆ Over population and affordable housing.

- ◆ Overbuilding, loss of traditional rural character, especially in southern suburbs.
- ◆ Over-development and loss of agricultural land.
- ◆ POPULATION GROWTH.
- ◆ Population growth.
- ◆ Rapid development & loss of natural habitat, wildlife.
- ◆ RAPID GROWTH & INSUFFICIENT PUBLIC TRANSPORTATION.
- ◆ Rapid growth and too much affordable housing & amount of money spent to support non English speakers.
- ◆ Rapid growth resulting in traffic congestion.
- ◆ Rapid growth/ drugs.
- ◆ Sprawl- chain restaurants rather than unique distribution span.
- ◆ Sprawl. Having to drive everywhere is ecologically and financially a challenge. Opportunities for public transport aren't readily obvious.
- ◆ Too many ;houses taking over the farm land
- ◆ Too many houses and multi-family buildings are being built causing far too much traffic, especially at major intersections like Cedar Ave and Cty 42. Also, every time something new is built more trees are cut down. Example is all the new housing being built off Pilot Knob Road.
- ◆ Too many housing units being developed and job opportunities.
- ◆ Too many people- getting congested> too many drivers on the road- towns. Should be able to drive till you're turned 18.
- ◆ TOO MANY PEOPLE- RAPID GROWTH!
- ◆ Too many people therefore more crime.
- ◆ Too much building going on.
- ◆ Too much building, nature is beautiful.

Crime and safety issues

- ◆ As a state we need to address gun laws to make every county safer. We need to reduce opiod issues and we need to provide more options for the homeless
- ◆ COPS/SPEEDING.
- ◆ Crime
- ◆ Crime
- ◆ Crime
- ◆ Crime, affordable housing.
- ◆ CRIME, HOMELESSNESS, TRANSPORTATION.
- ◆ Crime.

- ◆ DISTRACTED DRIVING.
- ◆ Drivers speeding.
- ◆ Drug sales/ homelessness.
- ◆ Drug trafficking
- ◆ Drug use and sales in neighborhoods near parks.
- ◆ Drugs & dirty police.
- ◆ Drugs & Drug Traffic.
- ◆ Drugs and Home Security.
- ◆ Drugs in any county.
- ◆ Drugs.
- ◆ Elimination of crime.
- ◆ House break-ins.
- ◆ Increased crime and traffic congestion.
- ◆ It seems that property crime is increasing. Also, people seem to use Bernard Street as a dragstrip on weekend nights.
- ◆ Keeping it safe long term.
- ◆ Lack of traffic law enforcement.
- ◆ Managing traffic safety (for example Hwy 3 by Aldi/Rudy's). The growth in the area increases risks and traffic issues on main roads like Hwy 3.
- ◆ not enough flashing yellow arrows!
- ◆ Opioids.
- ◆ Petty crime.
- ◆ Random thefts, burglaries.
- ◆ Rise in crime.
- ◆ safety and health
- ◆ Seems like drugs.
- ◆ Some of the schools- specifically in Burnsville have a reputation for being unsafe w/ fighting etc.
- ◆ West St. Paul crime.
- ◆ With the influx of some unsavory characters; crime.

Traffic congestion

- ◆ Expanding road traffic.
- ◆ HWY 52 @ Downtown St. Paul.
- ◆ Increase traffic congestion.
- ◆ Potential traffic congestion with new Viking, practice facility.
- ◆ Road traffic as we build more homes.
- ◆ Too much traffic on Hwy. 3. Not enough lanes.
- ◆ Traffic
- ◆ TRAFFIC- ACCESS TO ST. PAUL & MPLS.
- ◆ Traffic and increased population compared to the past projections.

- ◆ Traffic- commute times.
- ◆ Traffic congestion & shortage of recreational places.
- ◆ Traffic congestion as more building occurs.
- ◆ Traffic congestion- need for those transportation.
- ◆ Traffic congestion on Cedar Ave thru Apple Valley.
- ◆ Traffic congestion on Cedar, Ever increasing taxes, Lack of consideration to expand the Apple valley transit system to meet the increase in population. Buses are congested resulting in people standing on almost every route, parking is getting to be an issue at the transit station.
- ◆ Traffic congestion with new Vikings facility.
- ◆ Traffic congestion. Roads.
- ◆ Traffic in some areas.
- ◆ Traffic on 35 back-up during rush hour.
- ◆ Traffic on Cedar. Too many lights.
- ◆ TRAFFIC ON HIGHWAYS.
- ◆ Traffic safety & crime.
- ◆ Traffic safety congestion.
- ◆ Traffic safety.
- ◆ Traffic violators & speed. Every day I see traffic over so some mph in 4 posted speed limits.
- ◆ Traffic.
- ◆ Traffic.
- ◆ Traffic.

Economic development

- ◆ "Something" to entice more people to visit. "Higher end restaurants?"
- ◆ Burnsville mall & places to eat for seniors.
- ◆ Downtown- need more shops & really need more restaurants all over Lakeville- people leave the area to eat.
- ◆ Economic health.
- ◆ Economic Health.
- ◆ Empty businesses.
- ◆ I feel there is a lot of vacant commercial buildings, and more keep being built rather than filling current empty ones.
- ◆ I would like to see more economic growth, shopping, restaurant etc.
- ◆ Inability to get new businesses in Hastings.
- ◆ Inability to keep/ replace large retailers. TRAFFIC SAFETY!!!
- ◆ Income imbalance. Some very poor cities, some more wealthy. Need to spread wealth more equitably.
- ◆ KEEPING BUSINESS TO HELP WITH TAX BASE.
- ◆ Keeping businesses up & going.

- ◆ Lack of businesses to support the tax base. Building very quickly and not having the traffic infrastructure in place to handle all of the additional traffic.
- ◆ Lack of retail options, lack of family restaurants, lack of indoor play space where I live in Dakota Co.
- ◆ Lack of retail, restaurants & fast foods (other than McDonalds).
- ◆ More fast food restaurants in Inver Grove Heights.
- ◆ Not enough excellent dining.
- ◆ Not enough retail.
- ◆ Places to shop.
- ◆ RETAIL & RESTAURANT OPTIONS.
- ◆ Shopping (Grocery/ Lg. Variety), Restaurants.
- ◆ Stores and businesses leaving.
- ◆ Survival of businesses in the area
- ◆ Vacant Businesses.
- ◆ We are losing lots of stores.

Sense of community, diversity, etc.

- ◆ Barriers to growing a diverse population
- ◆ Education about diversity & the Muslim faith coming into this community.
- ◆ Encouraging diversity.
- ◆ homogenization
- ◆ I live in Lakeville and work in Eagan. I think Dakota County as a whole is on the conservative side ... and in fiscal ways that may be good, but in inclusivity/welcoming ways, it's not as good. I think improvements could be made to make all Dakota County residents feel like they belong.
- ◆ Lack of diversity in schools
- ◆ Lack of diversity inclusion.
- ◆ Lack of diversity.
- ◆ Lack of inclusion for those with criminal histories as there are too many limits where they can live which can make them go underground. You need to find a way allow them to live in society, not ostracize them which will lead to reoffending.
- ◆ NO SENSE OF PRIDE ABOUT LIVING HERE. BEST THING WE'RE GOT IS WALMART HOW SAD IS THAT.
- ◆ Non English speaking people.
- ◆ POLITICS & IMMIGRATION.

Condition of roads

- ◆ Broadband options and roads- potholes.
- ◆ Increase in rent, taxes, food etc. No stop lites where needed or lites on. Can't see at nite/ Concord.
- ◆ Lakeville takes the cheapest way on roads (construction).
- ◆ PLOWS THAT DON'T PLOW ALL THE WAY TO THE CURB!
- ◆ Poor road surfaces in residential areas.

- ◆ Quality of Roads- (freeways & city streets).
- ◆ ROAD CONDITION.
- ◆ Road conditions after bad weather.
- ◆ Road construction.
- ◆ Road maintenance- township rural roads are not maintained as they should be- make all township roads- under country care.
- ◆ Roads & lack of maintenance.
- ◆ ROADS KEEPING UP WITH ADDITIONAL NEW HOMES.
- ◆ ROADS.
- ◆ Roadwork.

Schools

- ◆ Affordable chair/ school deficit.
- ◆ Education
- ◆ EDUCATION.
- ◆ filling open jobs, skills training at the middle and high school level to help with the shortage in trades, manufacturing, etc. along with eliminating the stigma that comes with them, not everyone is built for a university and corporate work.
- ◆ High schoolers getting less sleep because of homework and then having to drive early to school. Late start for high schools a possible solution.
- ◆ Quality of schools.
- ◆ Runway public education costs.
- ◆ School budget issues
- ◆ School budget shortage.
- ◆ School budgets are way too high and administration is overspending on frivolous things like principal cars and elementary school tablets.....both not needed.....
- ◆ School class sizes.
- ◆ School safety.
- ◆ School system.
- ◆ Schools need more funding.
- ◆ The only issue affecting our family is that we send our children to a Catholic school outside Dakota County. Our main reason for doing so is a lack of schools in the county that are both academically solid and ethically based.

Homelessness and poverty

- ◆ BEGGAR MAN ON STREETS.
- ◆ Children living in impoverished conditions.
- ◆ Homelessness- affordable housing.
- ◆ Homelessness.

- ◆ Homelessness.
- ◆ Homelessness; taxes, mental health awareness training for police and EMTS.
- ◆ I know homeless persons were increasing this last year, most seeming to be migrating from other areas. I believe the upcoming construction planned for Wentworth Ave this year including extending the bike path from Dodd to Robert street will also make things much better as there are often people walking the sides of Wentworth in the dark and it can be hazardous. This opinions obviously only speak of West St Paul since that is where I reside.
- ◆ Lack of homeless shelters.
- ◆ Lack of shelters for homeless.
- ◆ Poverty.
- ◆ POVERTY.
- ◆ Poverty/ homelessness.
- ◆ Too many low income families- lack of searching for work which brings up welfare & crime.
- ◆ Too many low income housing, poverty, crime.

Public transportation

- ◆ Bus service for the older people.
- ◆ I live in Farmington- lack of Public Transportation & Businesses.
- ◆ Lack of comprehensive, quality, affordable public transportation.
- ◆ Lack of light rail to downtown
- ◆ light rail up Cedar to downtown no downtown CBD feel
- ◆ Public transportation.
- ◆ Transportation for seniors is poor unless you have money.
- ◆ Transportation for those w/o a car.
- ◆ Transportation options.
- ◆ Transportation.
- ◆ TRANSPORTATION.

Updating infrastructure

- ◆ Civil engineering- roads, bridges, streets.
- ◆ Ensuring infrastructure stability and economic growth
- ◆ Infrastructure keeping up with population growth.
- ◆ keeping up with aging infrastructure
- ◆ Public infrastructure.

Government spending

- ◆ Getting too many public employees vs. contracting to public companies.
- ◆ Wasting money.

Pollution/environmental concerns

- ◆ Clean Water & Pedestrian friendly roads (Robert St./ Wentworth Thompson).
- ◆ Clean water.

- ◆ Climate Change/ Consolidate garbage & recycling collection. We currently have 5 diff. company trucks every Friday.
- ◆ ENVIRONMENTAL HEALTH.
- ◆ Tree removal in parks for stupid reasons.
- ◆ WHERE TO PUT GARBAGE.

Quality of county services

- ◆ County disability services could use more funding & oversight.
- ◆ Public services offered by comparison are low compared to surrounding areas.

Jobs

- ◆ Good employment opp. Too much in line of Service Ind's.
- ◆ Lack of industry/business with higher paying jobs.

Preserving natural areas/protecting natural resources

- ◆ Lack of trees.

Teen drug/alcohol use

- ◆ Kids at school using weed, LSD, etc.; they brag about it all the time for just have to be in the right group.

Noise pollution

- ◆ I do not like the train noise.
- ◆ my quiet neighborhood of many years ago is not that way any longer. Between the traffic volume and the diversity of the neighborhoods

No issue

- ◆ DON'T THINK WE HAVE A SERIOUS ISSUE.
- ◆ NO ISSUES.
- ◆ We have no issues.

Other

- ◆ "Believing that my Soc. Sec. Check is a "Benefit". It is not.
- ◆ Affordability- as a working lower income resident it's getting too expensive to live here.
- ◆ Affordability.
- ◆ Affordable child care.
- ◆ Aging communities as people become empty nesters while still having excellent education.
- ◆ All elected officials should be full time & some smaller communities should be consolidated.
- ◆ Build more freeway. If 77 can extend South through Cedar Ave. It will be great!
- ◆ CHILDREN ADDICTION TO SMART PHONES, GAMES, ETC..- TRUE FOR ENTIRE WORLD.
- ◆ Choosing sustainable retail and housing development.
- ◆ Disabled adult housing options
- ◆ For my family, it's group home availability for Disabled Adults!
- ◆ Has not kept up with community "North" of the river.
- ◆ Health care.

- ◆ Hospital more available to outlying areas.
- ◆ Immigration and refugee resettlement.
- ◆ It is a very expensive place to live particularly for retired people.
- ◆ KEEPING SIDEWALKS & PATH CLEARED IN WINTER.
- ◆ Lack of quality day care is affordable.
- ◆ Lack of support for our President.
- ◆ Lighting and clearing public sidewalks of snow/ ice.
- ◆ Local watershed funding major short fall. I'm near a flood potential. Rosemount!
- ◆ Low-income housing for people w/ disabilities.
- ◆ Maintaining the quality of life we now have.
- ◆ Maintenance in housing apts. snow removal. Carpet in Hall are dirty.
- ◆ Menral health issues & resources.
- ◆ Mental health issues.
- ◆ NOT ENOUGH CULVERTS OR HYVEE.
- ◆ people have no heart! kids are raising themselves, because both parents have to work to survive.
- ◆ Political Polarity.
- ◆ Putting rented homes in neighborhood with owned homes- Stop Allor.
- ◆ Robert Street Signal Hills.
- ◆ SEC. 8 HOUSING. TOO MUCH OF IT.
- ◆ See 3 above.
- ◆ Senior housing options.
- ◆ Senior Housing.
- ◆ Since I live in Burnsville and I'm handicapped & can only relate to Br. Roads are terrible. Hard for workers to cross streets even when marked or with lights.
- ◆ SOCIALIST LEANINGS.
- ◆ Somalian Community taking advantage of Govt Programs
- ◆ Storms closing.
- ◆ SUPPORT FOR AGING SENIORS.
- ◆ Texting while driving.
- ◆ The decline of AVHS.
- ◆ The Met Council forcing its way on to Dakota County and paying for all the inter city 'special interest' programs and projects. Leave Dakota County alone!
- ◆ Too many "bedroom community" areas.
- ◆ Too many immigrants!!!
- ◆ Too much multi-family housing.
- ◆ Walking with traffic where there is no shoulder nor side walk. It's a must! to have a car to live here.
- ◆ Waste management & water quality.

Don't know

- ◆ ?
- ◆ ? N/A.
- ◆ 1
- ◆ 1
- ◆ Can't think of one.
- ◆ Dakota County is huge- I can only respond about 2 towns.
- ◆ Don't know.
- ◆ Haven't lived here long enough to know.
- ◆ I don't have enough information to make a determination.
- ◆ I don't know
- ◆ I'm not sure.
- ◆ N/A.
- ◆ NEVER THOUGH ABOUT IT. NO ANSWER.
- ◆ no comment
- ◆ No idea.
- ◆ No opinion.
- ◆ NOT SURE!
- ◆ Not sure, have only lived here 4 months.
- ◆ Not sure.
- ◆ NOT SURE.
- ◆ Nothing comes to mind.
- ◆ Unsure.
- ◆ Unsure.
- ◆ UNSURE.
- ◆ Unsure. Do not feel informed as to what county government is working on.

Question 6: Please rate how safe or unsafe you feel in Dakota County. (other)

- ◆ 4 Bock walk to get to Elementary School very unsafe. Need a car to transport or bus.
- ◆ Adequate pedestrian crossing & bike trails(and even traffic signage)- Hwy. 13; Dodd Rd-North.
- ◆ Burnsville center, seems to attract people who aren't there to shop. Place need a good cleaning face lift.
- ◆ COMMERCIAL/ RETAIL SPACES.
- ◆ Dakota Co. very large- might be a difference- east/west etc.
- ◆ Dogs scared someone away while trying to break into my house one night.
- ◆ Doorbell ringing in the middle of the night.
- ◆ Feel unsafe on concord. No lights at nite!
- ◆ Have noticed an upswing.
- ◆ I feel safe in Dakota Cty.
- ◆ I own a German Shepherd.
- ◆ ICE HIKING TRAILS.
- ◆ In mall.
- ◆ In my area, we have noticed some homeless individuals living in our parks and harassing kids and adults
- ◆ In my building apartment above me- man always beat his wife or girlfriend.
- ◆ LAKE JULIA PARK.
- ◆ MAIL THEFT.
- ◆ Many are not local issues.
- ◆ N/A.
- ◆ No.
- ◆ None.
- ◆ Overall very safe
- ◆ Parking lots.
- ◆ People need to be aware of their surroundings.
- ◆ Pick w/ bartville, noisy, swearing.
- ◆ President.
- ◆ Prostitution.
- ◆ Retired me (67) & one sister (74).
- ◆ See gang graffiti in Parks, heard from officers deals of drugs sold in parks.
- ◆ Sex offenders way too many being allowed to move into Dak. Cty.
- ◆ Snow removal in housing pairing lot.
- ◆ STOP THIEVES FROM RIPPING OFF MAIL BOX.
- ◆ Too many drugs in our small town need to clean up.
- ◆ TRIBAL & INNER CITY GANGS ARE A COMING AND GROWING THREAT.
- ◆ Very safe place to live.
- ◆ while at work

Question 17: Please indicate which of the following methods, if any, you prefer as a way to receive information about Dakota County. (other)

- ◆ I WOULD HAVE LIKED A DAKOTA COUNTY DIRECTORY SO I KNEW ABOUT EVERYTHING IT HAS TO OFFER.
- ◆ Make it part of the NEWS.
- ◆ Seasonal activity books.
- ◆ US Mail.

Question 18: Please indicate what methods you believe Dakota County should use to reach residents to learn about their preferences for County services, activities, projects, decisions and plans. (other)

- ◆ Direct Mail.
- ◆ Don't know- use the workforce center.
- ◆ Don't know.
- ◆ Don't know.
- ◆ email
- ◆ E-mail.
- ◆ E-mail.
- ◆ E-mail.
- ◆ E-mail.
- ◆ Give us heads up on things in advance- then- we can "compliment" or complaint.
- ◆ I don't know- all I do know is phoning anyone is not the answer.
- ◆ I support but I do not use any of them!
- ◆ Improve customer service.
- ◆ Letters.
- ◆ Local newspaper.
- ◆ Local newspaper.
- ◆ Local newspaper.
- ◆ Magazine.
- ◆ mail
- ◆ mail
- ◆ Mail.
- ◆ Mail.
- ◆ Mail.
- ◆ Mail.
- ◆ Mailed newsletter.
- ◆ Mailed surveys.
- ◆ Mailed surveys. Voted on with transparency.
- ◆ MAIL-IN SURVEY.
- ◆ MAILINGS.

- ◆ Mailings.
- ◆ Mailings/ questionnaires.
- ◆ Mail-post.
- ◆ More in depth surveys, referendums, avoid social interest groups.
- ◆ N/A.
- ◆ NEWS PAGES.
- ◆ NEWS PAPER!
- ◆ Newsletter- I have no computer.
- ◆ Newsletter or notice. We are deaf.
- ◆ Newsletter, Local Newspaper.
- ◆ Newsletter.
- ◆ NEWSLETTER.
- ◆ Newspaper.
- ◆ Paper.
- ◆ Poll people all over the county, like this survey
- ◆ Put out paper.
- ◆ Quality report mailed to home's.
- ◆ Survey, like this.
- ◆ text and email
- ◆ Text.
- ◆ US MAIL.
- ◆ WEBSITE CONTENT OPTION(S).

**Question 19: What information on Dakota County's website is most valuable to you?
(other)**

- ◆ Child Care.
- ◆ Community education.
- ◆ County services of an kinds including human services and resources for disabled.
- ◆ Disability Services Resource guide/direction.
- ◆ DMV.
- ◆ Don't know.
- ◆ Employment opportunities.
- ◆ Employment Opportunities.
- ◆ G.I.S. SERVICES.
- ◆ Health.
- ◆ I am going to start looking at the website.
- ◆ I look when needed.
- ◆ Information on bans (burning) & restrictions (parking).
- ◆ LIBRARIES.
- ◆ Library

- ◆ Library programs.
- ◆ Library.
- ◆ Library.
- ◆ Local newspaper.
- ◆ Magazine.
- ◆ N/A.
- ◆ N/A.
- ◆ Never Gear on your website.
- ◆ Newspaper.
- ◆ No reply.
- ◆ None.
- ◆ Passport, marriage license info.
- ◆ People who are disabled.
- ◆ Property tax/ home values.
- ◆ Shredding.
- ◆ Very confusing.
- ◆ Voter info.

Question 20: How important, if at all, is it to provide the following library programs and services? (other)

- ◆ All.
- ◆ ARABIC
- ◆ Children programs/activities.
- ◆ CHILDREN'S ACTIVITIES.
- ◆ Children's programing.
- ◆ Classic Novels.
- ◆ Computer & phone instructions.
- ◆ Disparity between branches.
- ◆ Don't know.
- ◆ ENGLISH should be
- ◆ Extended hours another hour in a year or so.
- ◆ Family Programs RENO AROUND STAR WARS, ETC.
- ◆ Federal & State Tax Forms.
- ◆ I don't use library.
- ◆ Kids zone.
- ◆ Library Extensions Classes.
- ◆ Love the GALAXY updates.
- ◆ Media for Blind.
- ◆ More history books.
- ◆ MORE MAXIMS/ DISTRIBUTION.

- ◆ N/A.
- ◆ None.
- ◆ NOT AN INTEREST.
- ◆ Not use library.
- ◆ Outreach/ marketing.
- ◆ Parking.
- ◆ People should be learning English.
- ◆ Reading to children.
- ◆ RECEIVING RETURN PH. CALLS, AS REQUESTED.
- ◆ Resources for check out.
- ◆ Speakers- continuing education. We heard David Schultz speak at Burnhaven Library & Bud Sealy speak at West St. Paul- would enjoy more of these.
- ◆ Staff-educated/ Experienced.
- ◆ Students services/ support.
- ◆ Work space- internet.
- ◆ youth programming

Question 25: Which highway in Dakota County needs the most safety improvements?

◆ "Rural intersections"	◆ ?	◆ ?
need more indications	◆ ?	◆ ?
for stopping.	◆ ?	◆ ?
◆ #3.	◆ ?	◆ ?
◆ #3.	◆ ?	◆ ?
◆ #42 (good start!).	◆ ?	◆ ?
◆ #42.	◆ ?	◆ ? Most.
◆ #5.	◆ ?	◆ ??
◆ ?	◆ ?	◆ 052 Bay St Paul.
◆ ?	◆ ?	◆ 110
◆ ?	◆ ?	◆ 110
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13
◆ ?	◆ ?	◆ 13

◆ 13	◆ 3	◆ 316
◆ 13	◆ 3	◆ 35
◆ 13	◆ 3	◆ 35
◆ 149	◆ 3	◆ 35
◆ 160th St.	◆ 3	◆ 35
◆ 185 STREET LAKEVILLE EAST OF CTY. 50 to IPAVA.	◆ 3	◆ 35
◆ 185th St.	◆ 3	◆ 35 & 70
◆ 185th Street.	◆ 3	◆ 35 E
◆ 2 lane part of state Hwy. 55.	◆ 3	◆ 35 E.
◆ 210th St- East of Dodd.	◆ 3	◆ 35 E.
◆ 210th/50 Lakeville & Farmington area west & east.	◆ 3	◆ 35 E/ Pilot Knob.
◆ 3	◆ 3 ST Robert.	◆ 35 SPLIT B-VILLE.
◆ 3	◆ 31	◆ 35 w and 70
◆ 3	◆ 316	◆ 35/62
◆ 3	◆ 316	◆ 35E.
◆ 35W South.	◆ 42	◆ 35W
◆ 35W.	◆ 42	◆ 35w
◆ 35W.	◆ 42	◆ 46
◆ 35W.	◆ 42	◆ 46
◆ 35W.	◆ 42	◆ 46
◆ 35W.	◆ 42	◆ 46 & 47
◆ 35W.	◆ 42	◆ 46 & 52 where they meet is always congested & seems unsafe.
◆ 35W.	◆ 42	◆ 46 esp. at Diamond Path need stop light.
◆ 35W.	◆ 42	◆ 46/ General Sieben.
◆ 35W.	◆ 42	◆ 46/47
◆ 35W.	◆ 42	◆ 494
◆ 42	◆ 42	◆ 494
◆ 42	◆ 42	◆ 494
◆ 42	◆ 42	◆ 494
◆ 42	◆ 42	◆ 494
◆ 42	◆ 42	◆ 494
◆ 42	◆ 42 Cty. Rd.	◆ 494
◆ 42	◆ 42 Driver's speeding.	◆ 494
◆ 42	◆ 46	◆ 494

- ◆ Cedar.
- ◆ cliff
- ◆ Cliff Rd. between Pilot Knob and Hwy. 13.
- ◆ Cliff Road
- ◆ Cliff Road.
- ◆ Cliff Road.
- ◆ Cliff.
- ◆ Cnty. Rd. 3.
- ◆ Cnty. Rd. 42.
- ◆ Co Rd 3, South Robert Trail
- ◆ Co. R 42.
- ◆ Co. Rd. 46.
- ◆ Co. Rd. 47 & 46.
- ◆ Co. Rd. 47.
- ◆ Co. Rd. 70.
- ◆ Co. Road 46/47/Hastings.
- ◆ Corner of 140th and Pilot Knob going south needs turn loose.
- ◆ Corner of Diamond Path Rd. & Cty. Rd. 46- New Elementary School.
- ◆ Country Rd. 42.
- ◆ Country Roads.
- ◆ County 13.
- ◆ County 42.
- ◆ COUNTY 42.
- ◆ County Rd 42
- ◆ County Rd. 3- Rosemount.
- ◆ County Rd. 3.
- ◆ County Rd. 42
- ◆ County Rd. 42.
- ◆ COUNTY RD. 42.
- ◆ County Rd. 42.
- ◆ County Rd. 47 & 52.
- ◆ County Rd. 63.
- ◆ county road 3
- ◆ County Road- 42 Apple Valley Brno!
- ◆ County Road 42.
- ◆ County Road 42.
- ◆ County Road 42.
- ◆ County road 70 in lakeville
- ◆ County Road 9
- ◆ CR 42.
- ◆ CR 46 & Cedar- Walgreens/crossing 46.
- ◆ CR 46.
- ◆ CR 46.
- ◆ CR 46.
- ◆ CR 70 in Lakeville.
- ◆ CR. 42.
- ◆ CR. 86.
- ◆ Cty. 42.
- ◆ Cty. 46.
- ◆ Cty. 50.
- ◆ Cty. 70.
- ◆ Cty. Rd. #32 or Cliff Road.
- ◆ Cty. Rd. 42.
- ◆ Cty. Rd. 50 & Cedar.
- ◆ Cty. Rd. 70.
- ◆ Cty. Rd. 70.
- ◆ Do Not know.
- ◆ Do Not know.
- ◆ Dodd & Flagstaff.
- ◆ DODD BLVD
- ◆ Dodd Blvd.
- ◆ Dodd Blvd.- Lakeville.
- ◆ Dodd Hwy.
- ◆ Dodd Rd.
- ◆ Dodd Road.
- ◆ Dodd Road.
- ◆ Dodd.
- ◆ Dodd.
- ◆ Don't drive during those periods.
- ◆ Don't drive highways.
- ◆ Don't Drive.
- ◆ don't know
- ◆ Don't know
- ◆ Don't know- 24, 25, 26.
- ◆ Don't know.

- ◆ Yankee Doodle Hwy.
26.

Question 26: Which highway in Dakota County needs the most *congestion* improvements?

- | | | |
|-------------------------------------------------|-------------------------------|-----------------------------------------|
| ◆ ? | ◆ 35E & Cedar Ave. | ◆ Cedar Ave/77 |
| ◆ ? | ◆ 35E. | ◆ CEDAR Avenue. |
| ◆ ? | ◆ 35E. | ◆ Cedar. |
| ◆ ? | ◆ 35E. | ◆ Cedar. |
| ◆ ? | ◆ 35E. | ◆ Cedar. |
| ◆ ? | ◆ 35E. | ◆ Cedar. |
| ◆ ? | ◆ 35ES. | ◆ Cedar. |
| ◆ ? | ◆ 35W! | ◆ Cedar. |
| ◆ ? | ◆ 494 ;) | ◆ CEDAR/ 77 |
| ◆ ? | ◆ 77/ Cedar. | ◆ Cliff & Pilot Knob. |
| ◆ ? | ◆ All good. | ◆ Cliff Rd. |
| ◆ ? | ◆ All of them! | ◆ Cliff. |
| ◆ ? | ◆ Can't think of one. | ◆ Co. Road
46/47/Hastings. |
| ◆ ? | ◆ Cedar | ◆ CR42 |
| ◆ ? | ◆ cedar ave | ◆ CSAH 42-> It is AWFUL. |
| ◆ ? | ◆ CEDAR Ave, Apple
Valley. | ◆ Cty. 23/ Cedar. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Cty. 3- Robert Street |
| ◆ ? | ◆ CEDAR AVE. | ◆ Cty. Rd. 42/ Dodd
Road. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Do Not know. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Dodd & CEDAR light. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Dodd Blvd. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Dodd Road. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Dodd WEST of Cedar. |
| ◆ ? | ◆ CEDAR AVE. | ◆ Don't drive highways. |
| ◆ ? | ◆ CEDAR AVE. | ◆ don't know |
| ◆ ? Most. | ◆ CEDAR AVE. | ◆ Don't know (I don't like
driving). |
| ◆ ?? | ◆ CEDAR AVE. | ◆ Don't know. |
| ◆ ?? Then I'm out it
seems to be consistent. | ◆ CEDAR AVE. | ◆ Don't know. |
| ◆ 160th truck traffic! | ◆ CEDAR AVE. | ◆ Don't know. |
| ◆ 3- Robert St. | ◆ CEDAR AVE. | ◆ DON'T KNOW. |
| ◆ 35E | ◆ CEDAR AVE. | ◆ Don't know. |
| ◆ 35E | ◆ Cedar Ave. | ◆ Don't know. |
| | | ◆ Don't know. |

◆ Don't know.	◆ N/A.	◆ Pilot Knob.
◆ Don't know.	◆ N/A.	◆ Pilot Knob.
◆ DON'T KNOW.	◆ N/A.	◆ Pilot Knob.
◆ Don't know.	◆ N/A.	◆ Pilot Knob.
◆ DON'T KNOW.	◆ N/A.	◆ Robert St.
◆ Don't know.	◆ N/A.	◆ Robert St.
◆ Don't Know.	◆ N/A.	◆ Robert St.
◆ Don't know.	◆ N/A. Tolerable rush	◆ Robert Street.
◆ Don't know.	hour.	◆ Robert Trail/ 3
◆ Don't know.	◆ No.	◆ Robert.
◆ Don't know.	◆ none	◆ Same as above.
◆ Don't know.	◆ NONE.	◆ Same thing.
◆ Don't know.	◆ NONE.	◆ Same.
◆ Don't know.	◆ NONE.	◆ Same.
◆ F36 North.	◆ NONE.	◆ Same.
◆ Good Good East WEST	◆ Not aware.	◆ Same.
Roads.	◆ Not sure as I Do Not	◆ The County needs a
◆ HAPPY.	commute to work.	limited access east-
◆ Highway	◆ Not sure.	west highway from
13/Burnsville.	◆ Not sure.	Savage to US 5Z.
◆ Highway 3- South	◆ Not sure.	◆ Turn lanes.
Robert Trail.	◆ Not sure.	◆ Unknown.
◆ Highway 55- Hastings.	◆ Not sure.	◆ Unknown.
◆ HWY. 3 FROM BUTLER	◆ Not sure.	◆ Unknown.
TO MENDOTA RD.	◆ Not sure.	◆ Unknown.
HWY. 55- FROM	◆ OK.	◆ Unknown.
REFINERY TO	◆ Pilot Knob	◆ Unknown.
HASTINGS.	◆ Pilot Knob & Lexington.	◆ Unsure.
◆ Hwy. 42/ 35E/	◆ Pilot Knob Rd.	◆ Unsure.
Corridor.	◆ Pilot Knob Rd.	◆ Wakota Bridge Area.
◆ Hy. 77- Cedar Ave.	◆ Pilot Knob Road	◆ 62-494
◆ I don't know.	◆ Pilot Knob Road.	◆ Cedar (77) in Apple
◆ I35W	◆ Pilot Knob.	Valley
◆ idk	◆ Pilot Knob.	◆ I-35
◆ Interstate 35E	◆ Pilot Knob.	◆ County 42 & I-35 E, I-
◆ Lingston Ave. More	◆ Pilot Knob.	35 W.
Transit!!!	◆ Pilot Knob.	◆ 46/ 160th
◆ Most of my driving is	◆ Pilot Knob.	◆ CR 46/ 52.
North of Dakota CTY. &	◆ Pilot Knob.	◆ 46/47
out of state.	◆ Pilot Knob.	◆ 50/ 35W.
◆ N/A.	◆ Pilot Knob.	◆ 2nd St.

◆ CR 42.	◆ HWY. 42.	◆ 52
◆ CR 42.	◆ Hwy. 42.	◆ 52
◆ CR. 42 Burnsville.	◆ HWY. 42.	◆ 52
◆ CR. 42.	◆ HWY. 42.	◆ 52
◆ CR. 42.	◆ Hwy. 42.	◆ 52
◆ Cty. 42.	◆ Hwy. 42.	◆ 52
◆ CTY. 42.	◆ No sure County 42	◆ 52
◆ CTY. 42.	(Rosemount West).	◆ 52
◆ Cty. 42.	◆ NOT HIGHWAY BUT	◆ 52
◆ Cty. 42.	COUNTY RD. 42 IN	◆ 52
◆ CTY. 42.	BURNSVILLE.	◆ 52
◆ CTY. 42.	◆ Cty. Rd. 45 near B'ville	◆ 52
◆ Cty. 42.	Center.	◆ 52
◆ Cty. 42.	◆ 46 at Diamond Path.	◆ 52 @ Downtown St.
◆ Cty. 42.	◆ county road 46	Paul.
◆ Cty. 42.	◆ CR 46.	◆ 52 flashing lights by
◆ CTY. 42?	◆ Cty. 46.	entries/exists might
◆ Cty. Rd. 42 Nicollet,	◆ HIGHWAY 46	help.
entrance 35E. Mall	ROSEMOUNT EAST.	◆ 52 going north.
Entrance- BV.	◆ Hy. 46.	◆ 52 over bridge.
◆ CTY. RD. 42.	◆ 42 and 5.	◆ Highway 52.
◆ Cty. Rd. 42.	◆ 35, 13	◆ Hiway 52.
◆ Cty. Rd. 42.	◆ 50	◆ Hwy. 52.
◆ CTY. RD. 42.	◆ County 50.	◆ Hwy. 52.
◆ Cty. Rd. 42.	◆ Cty. Rd. 50 & Cedar.	◆ Hwy. 52.
◆ Cty. Rd. 42.	◆ Cty. Rd. 50.	◆ Hwy. 52.
◆ Cty. Rd. 42.	◆ 52	◆ Hy. 52.
◆ Cty. Rd. 42.	◆ 52	◆ US Highway 52
◆ Cty. Rd. 42.	◆ 52	◆ 55
◆ Cty. Rd. 42.	◆ 52	◆ 55
◆ High 42.	◆ 52	◆ 55
◆ highway 42	◆ 52	◆ 55
◆ Highway 42	◆ 52	◆ 55
◆ Highway 42	◆ 52	◆ 55
◆ Highway 42.	◆ 52	◆ 55
◆ Highway 42.	◆ 52	◆ 55 and Dodd.
◆ Highway 42.	◆ 52	◆ 55 from Hastings -
◆ Hwy. 42.	◆ 52	terrible in the morning
◆ Hwy. 42.	◆ 52	
◆ Hwy. 42.	◆ 52	

- ◆ The highway I use are fine. Freeway 494 brutal.
- ◆ 494 & 52
- ◆ 52 & 494
- ◆ 52, 494.
- ◆ 554 35E Connection.
- ◆ 494 & 35W; 52.
- ◆ South Robert Trail 494 135 W.
- ◆ 694 & 94 (not sure if I hate Dakota).

Question 27: If you drive outside of Dakota County to get to your place of employment, please indicate which of the following factors apply to your situation. (other)

- ◆ 90 year old female. Don't work now.
- ◆ Am not employed.
- ◆ Cannot work.
- ◆ Disabled.
- ◆ Don't wk. I'm retired.
- ◆ Don't work or drive anymore.
- ◆ Don't work.
- ◆ Family and community ties keep us from moving.
- ◆ Freelance (art/tutor/music recording) in the county 24/7.
- ◆ Goal place of live, good school, close to everything.
- ◆ Home business.
- ◆ home office
- ◆ I am retired and love to live in Dakota County.
- ◆ I am retired.
- ◆ I am retired. But when I worked.
- ◆ I commuted for 20 years for good reasons - blue collar living wage is need or dying rapidly in Dakota county.
- ◆ I do not drive outside Dak. Cty. for employment.
- ◆ I don't commute to my workplace anymore.
- ◆ I don't drive anymore as elderly.
- ◆ I DON'T WANT TO LIVE INA CITY! PERIOD!
- ◆ I don't work.
- ◆ I home office so not applicable to me.
- ◆ I like living in a less congested area, closer to open space.
- ◆ I like my neighbors
- ◆ I move to W St. Paul after I retired.
- ◆ I run a business out of my residence.
- ◆ I take the bus.

- ◆ I use MVTA services from Burnsville Transit Center to get to work everyday support a strong commitment to improving & increasing public transit options and more bike paths & lanes.
- ◆ I work from home for a remote company
- ◆ I work from home.
- ◆ I work in Dakota county
- ◆ I work in Dakota County
- ◆ I worked in another county, but am now retired.
- ◆ I'm on SSD.
- ◆ I'm retired & don't commute.
- ◆ I'm retired.
- ◆ It's a little far, but I love living here.
- ◆ Jobs are sparse for my degree level.
- ◆ My employer is in Ramsey County, but I provide services to other Dakota County residents in their home.
- ◆ My employer is inside the country. I have some job assignments outside.
- ◆ MY FAMILY LIVES IN DAKOTA COUNTY (SISTER).
- ◆ My husband & I are retired.
- ◆ My job can be remote- I don't think this counts as working in Dakota county.
- ◆ My job is NOT in a safe place to live - Lake & Chicago, Mpls.
- ◆ My job takes me to many different places.
- ◆ My workplace is in the county. I would not move because of kids schools, quality of life, community amenities.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A.
- ◆ N/A. Retired.
- ◆ NO COMMENT.
- ◆ Not applicable.
- ◆ NOT EMPLOYED.
- ◆ OFFICE IN DAK CTY, BUT WORK IN S-STATE & TRAVEL USA.
- ◆ RET.
- ◆ Retired
- ◆ Retired
- ◆ Retired & don't drive.

- ◆ Retired not sure about moving.
- ◆ Retired- not working.
- ◆ Retired.

- ◆ Retired.
- ◆ Retired.
- ◆ RETIRED.
- ◆ Rtd.
- ◆ Those with adverse backgrounds are usually not considered.
- ◆ TTS HOME!
- ◆ Unemployed/retired.
- ◆ within Dakota County
- ◆ Work from home.
- ◆ Work from home.

Appendix C: Survey Results by Respondent Characteristics

Understanding the Tables

For most of the questions, for ease of comparison, responses are shown as the average rating on the 100-point scale. For more information about this metric, please see the explanation on page 199 in *Appendix G: Survey Methodology*.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. 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 the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each in comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 59 on the following page, respondents in Districts 3, 4, 6 and 7 gave statistically higher ratings to the overall quality of life in Dakota County compared to respondents in Districts 1, 2 and 5 (which are designated as Columns A, B and E). This is indicated by an “A,” “B” and “E” in each cell for Districts 3, 4, 6 and 7. However, differences between those in District 3, 4, 6 and 7 are not statistically different from each other, as there is no letter to indicate this (i.e., the cells for District 6 does not contain a letter D, F or G). Ratings by those in Districts 1, 2 and 5 are also not statistically significant from each other, as none of these cells contains a letter from any of the other columns.

In some cases, survey results are displayed for subgroups within two characteristics, e.g., within sex and age of respondent. The lettering of the columns begins again on the next characteristic. So female is Column A, male is Column B, while age 18 to 34 years old is Column A again, followed by 35 to 54 years old in Column B and 55+ years old in Column C. Obviously, the letters in the in the cells only refer to differences within that characteristic, not to differences within the other characteristics.

Survey Results by District

Figure 37: Dakota County Commissioner Districts
Commissioner districts



Table 59: Overall Quality of Life by Commissioner District

How would you rate your overall quality of life in Dakota County? Average rating (0=poor, 100=excellent)	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	District 5 (E)	District 6 (F)	District 7 (G)
How would you rate your overall quality of life in Dakota County?	76	76	86 A B E	83 A B E	73	83 A B E	83 A B E

Table 60: Ratings of Community Characteristics by Commissioner District

Please rate each of the following characteristics of Dakota County. Average rating (0=poor, 100=excellent)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Dakota County as a place to live	79 E	77 E	87 A B E G	83 B E	71	84 A B E G	79 E
Dakota County as a place to work	73 E	66	82 A B D E G	73 E	62	75 B E G	67
Dakota County as a place to retire	59	63	74 A B D E F G	67 A E	57	60	66 E
Dakota County as a place to raise a family	78 E	72 E	84 A B E	80 B E	67	86 A B D E	83 B E
Sense of community	64 E	59	72 A B D E F G	62 E	55	65 B E	61 E
Openness and acceptance of people with diverse backgrounds	55	57	71 A B D E F G	59	58	56	57
Outdoor recreational opportunities in Dakota County	75	70	81 A B E F	79 B E	73	76 B	77 B
Availability of bike and pedestrian transportation options	68 E	62 E	72 B E	70 B E	54	67 E	67 E
Economic health of Dakota County	64	61	76 A B D E F G	69 B E	60	67 B E	70 A B E
Availability of employment opportunities	60	55	69 A B E F G	64 B E G	55	59	53
Availability of quality, affordable child care	45	36	66 A B D E F	49 B	46	49 B	56 B

Please rate each of the following characteristics of Dakota County. Average rating (0=poor, 100=excellent)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Availability of affordable housing	41	40	50 A B E F	44	42	42	46
Overall image or reputation of Dakota County	67	64	76 A B E	74 A B E	63	75 A B E	73 A B E

Table 61: Ratings of Problems by Commissioner District

Please rate, to what degree, if at all, each of the following is a problem in Dakota County. Average rating (0=not a problem, 100=major problem)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Crime	49 B C D E F G	42 C D F G	34	35	39 F	31	34
Taxes	64 B C D E F G	42 C	33	43 C	40	51 B C D E G	41 C
Traffic safety	42 C D E F	35 C	23	32 C	33 C	33 C	36 C
Traffic congestion	44 B C D	34	29	36	42 B C	44 B C D	42 B C
Poverty	41 C F G	45 C D F G	26	34 F	40 C F	26	33
Homelessness	29 F	36 C D F G	22	21	29 F	22	26

Table 62: Ratings of Safety by Commissioner District

Please rate how safe or unsafe you feel in Dakota County. Average rating (0=very unsafe, 100=very safe)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
From property crimes (e.g., burglary, theft)	72	69	77 B	71	72	77 B D	78 A B D E
From violent crimes (e.g., rape, assault, robbery)	79	76	87 A B	83 B	82 B	87 A B E	85 A B
From illegal drug activity (e.g., selling drugs)	57	58	74 A B	70 A B	71 A B	77 A B D	75 A B
From electronic crimes (e.g., identity theft, phone scams)	52	55	57	58	66 A B C D G	60 A	59
From domestic violence	85 B	79	82	88 B	89 B C	90 A B C	88 B C
From gang activity	77	75	87 A B	84 A B	83 A B	89 A B E	84 A B
While driving on roads within Dakota County	74	75	76	76	77	80 A B G	74
While in your neighborhood	85 B	79	88 B	86 B	83	92 A B C D E	90 A B D E
While in County office buildings, libraries, courtrooms	88	87	91	89	90	91 B	93 A B
While in schools or places of worship in Dakota County	85	87	89	89	87	89 A	91 A B E
While using Dakota County parks and trails	76	73	82 A B	81 B	81 A B	83 A B	81 A B

Table 63: Ratings of Health Concerns by Commissioner District

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Environmental hazards (e.g., polluted water or toxic waste)	45 B C D F	37 C F	27	37 C F	43 C F	29	38 C F
Tobacco use (including E-cigarettes and chewing tobacco)	48 C D E F	41 C	25	39 C	33	38 C	42 C E
Depression, anxiety, and other mental illnesses	52 D	55 C D F	45	38	49 D	45	55 C D F
Social isolation	41 D F	46 C D E F	35	31	36	33	41 D F
Underage alcohol use	53 C D E	49 C E	32	40	33	46 C E	45 C E
Alcohol abuse among adults	52 C D E F	46 C D F	37	35	39	35	48 C D E F
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	66 B C D E F G	53 C F	37	46	45	44	51 C
Bullying	61 C D E F	55 C E	43	49	46	51	56 C E
Illegal use of prescribed medications (such as opioids)	60 B C D E F	50 C	38	49 C	49 C	42	56 C F
The health and support of older adults	49	48	44	44	42	42	51 F
The health and support of persons with disabilities	50 F	52 E F	44	44	42	39	49 F
Quality of parenting skills of parents of children ages 0-17	51 E F	59 C D E F G	42	46	41	41	44

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Overweight adults and children	58 C	55	49	50	53	51	62 C D F
Abuse and neglect of children	49 C F	56 C F	38	49 C F	48 C F	37	51 C F
Abuse and neglect of older adults or vulnerable adults	48 C F	53 C E F	37	46 F	44 F	35	47 C F
Spread of infectious diseases	38 C	38 C	26	39 C	40 C	37 C	41 C

Table 64: Ratings of County Services by Commissioner District

Please rate each of the following services provided by Dakota County. Average rating (0=poor, 100=excellent)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
County libraries	84 E	85 E	88 E	84 E	78	85 E	89 A D E
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	83	80	89 A B E F	92 A B E F	80	84 B	87 B E
Trail and bikeway system like the Mississippi River or Big Rivers trails	81 E	79	89 A B E F G	86 B E F G	76	80	80
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	65 B	58	72 A B D G	65 B	67 B	67 B	65 B
Snow and ice removal on County roads	63	70 A F	72 A E F	69	66	64	69 A F
Sheriff deputies patrol and park protection services	66	71 E	77 A E	71 E	64	72 A E	71 E
Assessment process/property tax system	39	52 A	62 A B F	56 A	55 A	55 A	56 A
Addressing important health issues in communities	56	56	69 A B D E F G	61	58	59	58
Prosecuting people accused of crimes	59	57	66	62	62	64	61
Overall quality of services provided by Dakota County	61	63	73 A B	69 A	69 A	71 A B	68 A

Table 65: Ratings of County Services by Users by Commissioner District

Please rate each of the following services provided by Dakota County only if you have experienced them within the last two years. Average rating (0=poor, 100=excellent)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Employment support/Workforce Center services	53	64	79 A	75 A	61	79 A B E	71 A
Financial assistance for low-income families	40	59 A	71 A	69 A F G	52	49	47
Records, vital statistics, licensing, and vehicle registration	58	68 A E F G	72 A E F G	69 A E F G	57	59	60
Services for people with disabilities	48	47	60	65 B	55	58	59
Services for people experiencing mental illness	37	47	42	48	51	51	48
Services that protect neglected or abused children	55	57	47	62	52	56	61
Information available on the County website	60	63	71 A E F	62	60	62	66
Services provided to older adults	49	43	51	60 B	48	59 B	60 B
Services at the Recycling Zone	71	68	82 A B E F	81 A B E	64	74 E	75 E

Table 66: Ratings of Accessing County Services by Commissioner District

Please rate these aspects of accessing Dakota County services. Average rating (0=poor, 100=excellent)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Convenience of County facilities' locations	69	73	78 A E F	73	69	72	73
Online access to County services	68	70	74 E	72 E	64	70	71
Ease of paying for County services online	70	69	76 E	70	65	72	67
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	66	67	80 B G	75	70	74	65

Table 67: Ratings of Government Performance by Commissioner District

Please rate the following categories of Dakota County government performance. Average rating (0=poor, 100=excellent)	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
The job Dakota County government does of providing information to residents	61	61	75 A B D E F G	64	59	65 E	62
The job Dakota County government does of listening to residents	51	53	65 A B E F G	57	55	54	56
The value of services for the taxes paid to Dakota County	47	56 A	65 A B E F	63 A F	57 A	54 A	60 A
The job Dakota County government does at managing tax dollars	44	53 A	65 A B E F G	60 A F	55 A	51	56 A
The value of Dakota County services to the quality of life in my neighborhood	55	59	69 A B E	65 A	61	63 A	64 A
Generally acting in the best interest of the community	56	61	71 A B D E F G	64 A	61	65 A	62 A
Supporting the quality of life in the county	59	62	74 A B E F G	68 A	62	66 A	65
Effectively planning for the future of the county	56	61	69 A B E F G	62	58	61	61
Overall confidence in Dakota County government	55	63 A	71 A B D E F G	62 A	59	63 A	61 A

Survey Results by Age and Gender of Respondent

Table 68: Overall Quality of Life by Age and Sex of Respondent

How would you rate your overall quality of life in Dakota County? Average rating (0=poor, 100=excellent)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
How would you rate your overall quality of life in Dakota County?	81	82 C	78	80	81

Table 69: Ratings of Community Characteristics by Age and Sex of Respondent

Please rate each of the following characteristics of Dakota County. Average rating (0=poor, 100=excellent)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
Dakota County as a place to live	78	83 A C	79	81	80
Dakota County as a place to work	70	73	71	72	71
Dakota County as a place to retire	64	60	66 B	64	62
Dakota County as a place to raise a family	77	82 A C	78	80	79
Sense of community	64	62	62	65 B	61
Openness and acceptance of people with diverse backgrounds	61	57	59	58	60
Outdoor recreational opportunities in Dakota County	77	76	75	76	76
Availability of bike and pedestrian transportation options	62	66	68 A	65	66
Economic health of Dakota County	66	66	68	65	69 A
Availability of employment opportunities	60	62 C	56	57	61
Availability of quality, affordable child care	46	51	50	43	56 A
Availability of affordable housing	42	44	44	41	46 A
Overall image or reputation of Dakota County	71	71	70	71	71

Table 70: Ratings of Problems by Age and Sex of Respondent

Please rate, to what degree, if at all, each of the following is a problem in Dakota County. Average rating (0=not a problem, 100=major problem)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
Crime	33	33	43 A B	40 B	33
Taxes	37	47 A	50 A	45	46
Traffic safety	27	33 A	38 A B	35	32
Traffic congestion	38	35	43 B	41 B	36
Poverty	22	35 A	42 A B	38 B	29
Homelessness	18	24 A	34 A B	29 B	22

Table 71: Ratings of Safety by Age and Sex of Respondent

Please rate how safe or unsafe you feel in Dakota County.	18-34 years old	35-54 years old	55+ years old	Female	Male
Average rating (0=very unsafe, 100=very safe)	(A)	(B)	(C)	(A)	(B)
From property crimes (e.g., burglary, theft)	73	77 C	72	72	77 A
From violent crimes (e.g., rape, assault, robbery)	88 C	86 C	78	81	86 A
From illegal drug activity (e.g., selling drugs)	72 C	72 C	65	67	73 A
From electronic crimes (e.g., identity theft, phone scams)	63 C	62 C	52	59	58
From domestic violence	91 C	87 C	82	87	86
From gang activity	92 B C	87 C	73	82	85 A
While driving on roads within Dakota County	79 C	78	75	76	77
While in your neighborhood	86	89 C	85	85	89 A
While in County office buildings, libraries, courtrooms	93 C	91 C	87	90	91
While in schools or places of worship in Dakota County	92 B C	89 C	86	88	89
While using Dakota County parks and trails	83 B C	80	77	78	82 A

Table 72: Ratings of Health Concerns by Age and Sex of Respondent

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
Environmental hazards (e.g., polluted water or toxic waste)	28	34 A	43 A B	39 B	33
Tobacco use (including E-cigarettes and chewing tobacco)	33	34	45 A B	42 B	33
Depression, anxiety, and other mental illnesses	47	47	50	53 B	43
Social isolation	33	36	41 A	42 B	32
Underage alcohol use	32	40 A	52 A B	51 B	34
Alcohol abuse among adults	33	37	50 A B	47 B	35
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	34	46 A	60 A B	55 B	41
Bullying	40	52 A	58 A B	59 B	44
Illegal use of prescribed medications (such as opioids)	39	47 A	57 A B	53 B	43
The health and support of older adults	32	43 A	55 A B	49 B	41
The health and support of persons with disabilities	32	44 A	54 A B	50 B	39
Quality of parenting skills of parents of children ages 0-17	38	42	55 A B	49 B	42
Overweight adults and children	46	52 A	61 A B	56	51
Abuse and neglect of children	37	42	57 A B	49 B	42
Abuse and neglect of older adults or vulnerable adults	31	38 A	57 A B	47 B	39
Spread of infectious diseases	29	32	47 A B	37	36

Table 73: Ratings of County Services by Age and Sex of Respondent

Please rate each of the following services provided by Dakota County. Average rating (0=poor, 100=excellent)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
County libraries	84	86	84	86 B	84
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	85	87	84	86	85
Trail and bikeway system like the Mississippi River or Big Rivers trails	81	83 C	80	82	81
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	65	67	65	64	67
Snow and ice removal on County roads	62	68 A	70 A	65	69 A
Sheriff deputies patrol and park protection services	66	73 A	71 A	68	73 A
Assessment process/property tax system	62 B C	53	49	53	55
Addressing important health issues in communities	63 B	58	58	60	59
Prosecuting people accused of crimes	67 B C	61	58	59	65 A
Overall quality of services provided by Dakota County	69	68	67	67	69

Table 74: Ratings of County Services by Users by Age and Sex of Respondent

Please rate each of the following services provided by Dakota County only if you have experienced them within the last two years. Average rating (0=poor, 100=excellent)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
Employment support/Workforce Center services	66	71	67	67	71
Financial assistance for low-income families	47	52	59	55	52
Records, vital statistics, licensing, and vehicle registration	65	62	63	63	63
Services for people with disabilities	51	56	55	52	58
Services for people experiencing mental illness	61 B C	43	45	46	51
Services that protect neglected or abused children	56	58	53	52	60
Information available on the County website	65	62	63	64	63
Services provided to older adults	43	56 A	53	53	52
Services at the Recycling Zone	76	73	73	74	73

Table 75: Ratings of Accessing County Services by Age and Sex of Respondent

Please rate these aspects of accessing Dakota County services. Average rating (0=poor, 100=excellent)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
Convenience of County facilities' locations	73	74	72	74	72
Online access to County services	69	69	72	68	72 A
Ease of paying for County services online	71	67	73 B	71	70
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	73	66	73	70	70

Table 76: Ratings of Government Performance by Age and Sex of Respondent

Please rate the following categories of Dakota County government performance. Average rating (0=poor, 100=excellent)	18-34 years old	35-54 years old	55+ years old	Female	Male
	(A)	(B)	(C)	(A)	(B)
The job Dakota County government does of providing information to residents	63	62	66	63	65
The job Dakota County government does of listening to residents	59	53	56	56	56
The value of services for the taxes paid to Dakota County	62 B C	55	57	56	59
The job Dakota County government does at managing tax dollars	57	52	54	53	56
The value of Dakota County services to the quality of life in my neighborhood	63	62	62	62	63
Generally acting in the best interest of the community	65	62	64	64	63
Supporting the quality of life in the county	66	64	65	65	65
Effectively planning for the future of the county	63	61	60	61	62
Overall confidence in Dakota County government	63	62	62	62	63

Survey Results by Annual Household Income and Length of Residency

Table 77: Overall Quality of Life by Annual Household Income and Length of Residency

How would you rate your overall quality of life in Dakota County?	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
Average rating (0=poor, 100=excellent)	(A)	(B)	(C)	(D)	(A)	(B)	(C)
How would you rate your overall quality of life in Dakota County?	75	78	81 A	83 A B	78	81 A	81 A

Table 78: Ratings of Community Characteristics by Annual Household Income and Length of Residency

Please rate each of the following characteristics of Dakota County. Average rating (0=poor, 100=excellent)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
Dakota County as a place to live	77	78	80	84 A B C	76	81 A	82 A
Dakota County as a place to work	70	69	71	75	64	71 A	75 A
Dakota County as a place to retire	67 D	71 D	63	60	59	64	65 A
Dakota County as a place to raise a family	75	73	78	84 A B C	71	82 A	82 A
Sense of community	64	62	62	61	59	62	65 A
Openness and acceptance of people with diverse backgrounds	60	65 D	58	56	57	55	63 A B
Outdoor recreational opportunities in Dakota County	73	77	76	76	73	76	77 A
Availability of bike and pedestrian transportation options	70 D	68	65	61	61	63	70 A B
Economic health of Dakota County	68	64	65	68	61	65 A	71 A B
Availability of employment opportunities	56	55	60	60	52	58 A	63 A B
Availability of quality, affordable child care	48	37	49 B	50 B	44	50	52 A
Availability of affordable housing	43	39	41	48 B C	42	43	45
Overall image or reputation of Dakota County	69	67	70	72	66	70 A	73 A B

Table 79: Ratings of Problems by Annual Household Income and Length of Residency

Please rate, to what degree, if at all, each of the following is a problem in Dakota County. Average rating (0=not a problem, 100=major problem)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
Crime	40 D	39	36	34	36	34	40 B
Taxes	45	39	44	48 B	37	46 A	49 A
Traffic safety	35	30	31	35	27	35 A	35 A
Traffic congestion	36	39	41	40	35	38	42 A
Poverty	42 C D	37	30	34	29	32	38 A B
Homelessness	31 D	30	25	24	23	23	30 A B

Table 80: Ratings of Safety by Annual Household Income and Length of Residency

Please rate how safe or unsafe you feel in Dakota County.	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
Average rating (0=very unsafe, 100=very safe)	(A)	(B)	(C)	(D)	(A)	(B)	(C)
From property crimes (e.g., burglary, theft)	75	72	76	74	75	75	72
From violent crimes (e.g., rape, assault, robbery)	78	82	82 A	88 A B C	85 C	85 C	81
From illegal drug activity (e.g., selling drugs)	65	67	70	72 A	72	68	69
From electronic crimes (e.g., identity theft, phone scams)	60	65 C D	58	57	62 C	59	56
From domestic violence	77	87 A	87 A	90 A	90 B C	86	85
From gang activity	77	81	83 A	88 A B C	86 C	87 C	79
While driving on roads within Dakota County	76	77	76	77	77	76	77
While in your neighborhood	81	80	87 A B	91 A B C	83	88 A	88 A
While in County office buildings, libraries, courtrooms	88	89	90	91	91	90	89
While in schools or places of worship in Dakota County	85	88	88	90 A	89	89	88
While using Dakota County parks and trails	79	79	78	82 C	84 B C	78	79

Table 81: Ratings of Health Concerns by Annual Household Income and Length of Residency

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
Environmental hazards (e.g., polluted water or toxic waste)	41 D	40	35	32	33	35	38
Tobacco use (including E-cigarettes and chewing tobacco)	42 D	36	37	35	30	38 A	42 A
Depression, anxiety, and other mental illnesses	48	63 A C D	45	43	44	46	52 A B
Social isolation	39 D	54 A C D	34	32	36	37	38
Underage alcohol use	46 D	50 D	41	38	32	41 A	49 A B
Alcohol abuse among adults	46 C	47	39	39	34	38	47 A B
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	51	53	46	44	38	46 A	55 A B
Bullying	58 C D	57 D	50	45	44	50	57 A B
Illegal use of prescribed medications (such as opioids)	47	63 A C D	43	46	38	47 A	55 A B
The health and support of older adults	48 C	51 C	41	42	42	45	47
The health and support of persons with disabilities	48	45	43	43	40	45	47 A
Quality of parenting skills of parents of children ages 0-17	50 D	59 C D	45	40	33	45 A	53 A B

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
Overweight adults and children	55	64 C D	51	51	43	55 A	58 A
Abuse and neglect of children	53 C D	60 C D	43	38	39	42	53 A B
Abuse and neglect of older adults or vulnerable adults	46 C	57 A C D	38	39	37	40	50 A B
Spread of infectious diseases	37	48 A C D	34	34	31	33	42 A B

Table 82: Ratings of County Services by Annual Household Income and Length of Residency

Please rate each of the following services provided by Dakota County. Average rating (0=poor, 100=excellent)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
County libraries	86	85	86	83	83	86	85
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	84	84	87	86	83	85	86
Trail and bikeway system like the Mississippi River or Big Rivers trails	80	81	85 A D	79	77	82 A	83 A
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	63	64	67	66	65	66	66
Snow and ice removal on County roads	69	68	66	67	65	68	68
Sheriff deputies patrol and park protection services	69	69	70	73	70	72	70
Assessment process/property tax system	52	52	54	55	59 C	56 C	50
Addressing important health issues in communities	61	57	61	57	61	60	58
Prosecuting people accused of crimes	62	66	62	61	63	62	61
Overall quality of services provided by Dakota County	68	63	70 B	68	67	68	68

Table 83: Ratings of County Services by Users by Annual Household Income and Length of Residency

Please rate each of the following services provided by Dakota County only if you have experienced them within the last two years. Average rating (0=poor, 100=excellent)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
Employment support/Workforce Center services	73 B	56	67	74 B	65	71	69
Financial assistance for low-income families	57	56	49	71 C	60	49	52
Records, vital statistics, licensing, and vehicle registration	65	58	65	61	64	61	64
Services for people with disabilities	57 B	44	55	58	55	52	56
Services for people experiencing mental illness	47	53	53	44	51	48	46
Services that protect neglected or abused children	58	63	51	59	51	61	54
Information available on the County website	61	57	67 B	63	63	62	64
Services provided to older adults	53	43	54	63 B	49	50	57
Services at the Recycling Zone	65	69	75 A	75 A	71	74	75

Table 84: Ratings of Accessing County Services by Annual Household Income and Length of Residency

Please rate these aspects of accessing Dakota County services. Average rating (0=poor, 100=excellent)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
Convenience of County facilities' locations	72	75	73	72	71	72	74
Online access to County services	66	75 A	70	68	70	69	71
Ease of paying for County services online	65	74	69	71	64	70 A	75 A
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	75 D	70	70	62	68	72	71

Table 85: Ratings of Government Performance by Annual Household Income and Length of Residency

Please rate the following categories of Dakota County government performance. Average rating (0=poor, 100=excellent)	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(D)	(A)	(B)	(C)
The job Dakota County government does of providing information to residents	60	67	64	65	59	65 A	66 A
The job Dakota County government does of listening to residents	49	63 A	58 A	54	53	56	56
The value of services for the taxes paid to Dakota County	54	64 A D	58	56	57	58	57
The job Dakota County government does at managing tax dollars	52	59	54	53	55	55	54
The value of Dakota County services to the quality of life in my neighborhood	59	66 A	64 A	61	59	63	63
Generally acting in the best interest of the community	60	68 A	64	64	61	64	64
Supporting the quality of life in the county	62	66	66	66	63	65	66
Effectively planning for the future of the county	58	69 A D	62	59	57	63 A	62
Overall confidence in Dakota County government	60	62	63	63	60	62	63

Survey Results by Housing Unit Type and Housing Tenure (Rent or Own)

Table 86: Overall Quality of Life by Type of Housing Unit and Housing Tenure (Rent or Own)

How would you rate your overall quality of life in Dakota County? Average rating (0=poor, 100=excellent)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
How would you rate your overall quality of life in Dakota County?	82 B	78	78	81 A

Table 87: Ratings of Community Characteristics by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate each of the following characteristics of Dakota County. Average rating (0=poor, 100=excellent)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
Dakota County as a place to live	83 B	77	77	82 A
Dakota County as a place to work	72	71	70	72
Dakota County as a place to retire	63	65	64	64
Dakota County as a place to raise a family	81 B	76	74	81 A
Sense of community	63	62	64	62
Openness and acceptance of people with diverse backgrounds	58	60	63 B	57
Outdoor recreational opportunities in Dakota County	76	75	77	75
Availability of bike and pedestrian transportation options	66	65	69	65
Economic health of Dakota County	67	67	69	66
Availability of employment opportunities	60	57	59	59
Availability of quality, affordable child care	48	51	50	49
Availability of affordable housing	45 B	41	41	44
Overall image or reputation of Dakota County	71	69	71	71

Table 88: Ratings of Problems by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate, to what degree, if at all, each of the following is a problem in Dakota County. Average rating (0=not a problem, 100=major problem)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
Crime	38	36	35	37
Taxes	48 B	41	37	48 A
Traffic safety	33	34	33	33
Traffic congestion	39	40	36	40
Poverty	35	33	31	35
Homelessness	25	26	23	26

Table 89: Ratings of Safety by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate how safe or unsafe you feel in Dakota County. Average rating (0=very unsafe, 100=very safe)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
From property crimes (e.g., burglary, theft)	73	75	74	74
From violent crimes (e.g., rape, assault, robbery)	84	83	83	84
From illegal drug activity (e.g., selling drugs)	69	70	72	69
From electronic crimes (e.g., identity theft, phone scams)	57	60	65 B	57
From domestic violence	88 B	83	83	87 A
From gang activity	84	83	83	84
While driving on roads within Dakota County	77	76	77	77
While in your neighborhood	89 B	84	82	89 A
While in County office buildings, libraries, courtrooms	90	90	90	90
While in schools or places of worship in Dakota County	88	89	89	88
While using Dakota County parks and trails	80	80	81	80

Table 90: Ratings of Health Concerns by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
Environmental hazards (e.g., polluted water or toxic waste)	37	35	32	37 A
Tobacco use (including E-cigarettes and chewing tobacco)	39	36	33	39 A
Depression, anxiety, and other mental illnesses	47	49	47	48
Social isolation	36	39	36	37
Underage alcohol use	45 B	39	35	45 A
Alcohol abuse among adults	41	41	36	42 A
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	50 B	45	38	51 A
Bullying	53 B	48	46	53 A
Illegal use of prescribed medications (such as opioids)	51 B	44	40	51 A
The health and support of older adults	47	44	38	47 A
The health and support of persons with disabilities	45	45	40	46 A
Quality of parenting skills of parents of children ages 0-17	46	46	43	46
Overweight adults and children	53	54	53	53
Abuse and neglect of children	44	49 A	45	46
Abuse and neglect of older adults or vulnerable adults	44	42	36	46 A
Spread of infectious diseases	37	35	30	39 A

Table 91: Ratings of County Services by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate each of the following services provided by Dakota County. Average rating (0=poor, 100=excellent)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
County libraries	85	85	85	85
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	86 B	83	83	86
Trail and bikeway system like the Mississippi River or Big Rivers trails	82	81	82	81
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	66	65	65	66
Snow and ice removal on County roads	69 B	65	63	69 A
Sheriff deputies patrol and park protection services	72 B	68	67	72 A
Assessment process/property tax system	52	58 A	65 B	52
Addressing important health issues in communities	60	59	61	59
Prosecuting people accused of crimes	61	62	67 B	60
Overall quality of services provided by Dakota County	68	67	68	68

Table 92: Ratings of County Services by Users by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate each of the following services provided by Dakota County only if you have experienced them within the last two years. Average rating (0=poor, 100=excellent)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
Employment support/Workforce Center services	68	68	67	69
Financial assistance for low-income families	58	49	48	57
Records, vital statistics, licensing, and vehicle registration	62	64	66	62
Services for people with disabilities	53	57	59	52
Services for people experiencing mental illness	44	53 A	55 B	44
Services that protect neglected or abused children	52	58	61	52
Information available on the County website	60	68 A	71 B	61
Services provided to older adults	52	54	54	52
Services at the Recycling Zone	75 B	71	71	75

Table 93: Ratings of Accessing County Services by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate these aspects of accessing Dakota County services. Average rating (0=poor, 100=excellent)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
Convenience of County facilities' locations	72	73	73	72
Online access to County services	69	70	70	70
Ease of paying for County services online	72 B	67	70	70
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	70	70	71	70

Table 94: Ratings of Government Performance by Type of Housing Unit and Housing Tenure (Rent or Own)

Please rate the following categories of Dakota County government performance. Average rating (0=poor, 100=excellent)	Detached SF	Other	Rent	Own
	(A)	(B)	(A)	(B)
The job Dakota County government does of providing information to residents	64	64	63	64
The job Dakota County government does of listening to residents	55	57	56	55
The value of services for the taxes paid to Dakota County	56	59	62 B	56
The job Dakota County government does at managing tax dollars	54	55	58	53
The value of Dakota County services to the quality of life in my neighborhood	62	63	63	62
Generally acting in the best interest of the community	64	63	66	63
Supporting the quality of life in the county	65	65	68	64
Effectively planning for the future of the county	62	60	63	61
Overall confidence in Dakota County government	62	62	63	62

Appendix D: Survey Results by Year

For most of the questions, for ease of comparison, responses are shown as the average rating on the 100-point scale. For more information about this metric, please see the explanation on page 199 in *Appendix G: Survey Methodology*. Responses are shown where question wording from previous surveys was identical or similar to what was included on the 2019 survey. If the cells for a particular survey year are blank in any given table, that means the question was not asked that year. If the cells within a table contain an “.”, that means that particular item was not asked on that year’s survey. Where differences between years are four points or greater on the 100-point scale, they can be considered statistically significant.

Table 95: Question #1 by Year of Survey

How would you rate your overall quality of life in Dakota County?								
Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
How would you rate your overall quality of life in Dakota County?	80	79	76	74	77	76	78	76

Table 96: Question #2 by Year of Survey

What one thing do you like most about living in Dakota County?	2019	2016	2013	2011	2008	2006	2004	2001
Location	36%	36%	38%	31%	26%	27%	27%	31%
Rural character	7%	3%	4%	3%	8%	5%	5%	22%
Parks/Lakes/Trails	12%	10%	7%	9%	10%	9%	8%	4%
Quality of life in general	23%	21%	16%	22%	5%	4%	3%	0%
My neighborhood	9%	9%	10%	11%	3%	5%	4%	7%
Schools	6%	4%	6%	6%	6%	8%	6%	9%
Low taxes	2%	6%	6%	6%	6%	3%	5%	5%
People	2%	2%	2%	2%	5%	4%	2%	6%
Other	1%	4%	4%	5%	27%	30%	36%	16%
Open space	3%	4%	7%	5%	5%	6%	5%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Table 97: Question #3 by Survey Year

Please rate, to what degree, if at all, each of the following is a problem in Dakota County. Average rating (0=not a problem, 100=major problem)	2019	2016	2013	2011	2008	2006	2004	2001
Crime	37	38	39	39	35	44	38	
Taxes	45	47	48	51	50	.	45	
Traffic safety	33	36	34	36	.	.	.	
Traffic congestion	39	41	40	42	43	50	52	
Poverty	34	40	39	36	32	36	33	
Homelessness	26	27	

Table 98: Question #4 by Survey Year

Please rate each of the following characteristics of Dakota County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
Dakota County as a place to live	80	78	77	
Dakota County as a place to work	71	67	
Dakota County as a place to retire	64	58	60	58	.	.	.	
Dakota County as a place to raise a family	79	76	
Sense of community	63	61	57	
Openness and acceptance of people with diverse backgrounds	59	57	58	60	.	.	.	
Outdoor recreational opportunities in Dakota County	76	75	68	67	.	.	.	
Availability of bike and pedestrian transportation options	66	64	
Economic health of Dakota County	67	65	60	
Availability of employment opportunities	59	
Availability of quality, affordable child care	49	
Availability of affordable housing	43	49	53	49	47	46	50	
Overall image or reputation of Dakota County	71	68	66	67	.	.	.	

Table 99: Question #6 by Survey Year

Please rate how safe or unsafe you feel in Dakota County. Average rating (0=very unsafe, 100=very safe)	2019	2016	2013	2011	2008	2006	2004	2001
From property crimes (e.g., burglary, theft)	74	72	70	72	72	67	72	.
From violent crimes (e.g., rape, assault, robbery)	83	81	80	80	80	73	79	.
From illegal drug activity (e.g., selling drugs)	69	68	66	67
From electronic crimes (e.g., identity theft, phone scams)	58	61	62
From domestic violence	86	84	83
From gang activity	83
While driving on roads within Dakota County	76	72
While in your neighborhood	87	83	80	75	83	84	86	78
While in County office buildings, libraries, courtrooms	90
While in schools or places of worship in Dakota County	88
While using Dakota County parks and trails	80	78	78	78	76	77	78	.
Other (please specify)	81	73

Table 100: Question #7 by Survey Year

Please rate to what degree, if at all, each of the following is a health concern in Dakota County. Average rating (0=not at all a concern, 100=major concern)	2019	2016	2013	2011	2008	2006	2004	2001
Environmental hazards (e.g., polluted water or toxic waste)	36	36
Tobacco use (including E-cigarettes and chewing tobacco)	38	36	31	32	50	61	58	
Depression, anxiety, and other mental illnesses	48	47	
Social isolation	37	35	
Underage alcohol use	43	47	48	55	70	71	66	
Alcohol abuse among adults	41	44	44	48	55	.	.	
Illegal drug use (e.g., heroin, cocaine, methamphetamine)	49	50	49	55	67	72	.	
Bullying	52	48	49	
Illegal use of prescribed medications (such as opioids)	49	44	
The health and support of older adults	45	46	42	53	56	66	.	
The health and support of persons with disabilities	45	45	41	49	.	.	.	
Quality of parenting skills of parents of children ages 0-17	46	50	51	42	48	55	47	
Overweight adults and children	54	56	58	59	67	64	63	
Abuse and neglect of children	46	48	47	52	55	48	46	
Abuse and neglect of older adults or vulnerable adults	44	45	43	49	.	.	.	
Spread of infectious diseases	37	38	36	

Table 101: Question #8 by Year of Survey

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?	2019	2016	2013	2011	2008	2006	2004	2001
Much better	4%	3%	5%	4%	8%			
Somewhat better	23%	24%	21%	19%	19%			
About the same	63%	60%	55%	52%	55%			
Somewhat worse	9%	10%	16%	16%	12%			
Much worse	1%	3%	3%	8%	5%			
Total	100%	100%	100%	100%	100%			

Table 102: Question #9 by Survey Year

Please rate each of the following services provided by Dakota County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
County libraries	85	82	84	80	81	78	80	82
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)	85	84	81	80	76	74	77	76
Trail and bikeway system like the Mississippi River or Big Rivers trails	81	78	78	75	72	70	73	.
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	66	61	63	56	53	57	59	63
Snow and ice removal on County roads	67	68	65	61	70	67	65	73
Sheriff deputies patrol and park protection services	70	68	77	70	69	70	70	72
Assessment process/property tax system	54	49	43
Addressing important health issues in communities	59	57
Prosecuting people accused of crimes	62	60
Overall quality of services provided by Dakota County	68	66	62	64	69	.	.	.

Table 103: Question #10 by Users by Survey Year

Please rate each of the following services provided by Dakota County only if you have experienced them within the last two years. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
Employment support/Workforce Center services	68	59	51	49	51		58	
Financial assistance for low-income families	53	49	57	.	.		.	
Records, vital statistics, licensing, and vehicle registration	63	67	65	66	.		.	
Services for people with disabilities	54	56	
Services for people experiencing mental illness	47	40	
Services that protect neglected or abused children	56	
Information available on the County website	63	
Services provided to older adults	52	50	58	.	.		.	
Services at the Recycling Zone	74	

Table 104: Question #11 by Year of Survey

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	2019	2016	2013	2011	2008	2006	2004	2001
Strongly support	9%	6%	7%	7%	10%	10%	12%	
Somewhat support	42%	40%	34%	44%	34%	36%	43%	
Somewhat oppose	29%	29%	29%	23%	25%	27%	23%	
Strongly oppose	20%	26%	30%	27%	32%	28%	22%	
Total	100%	100%	100%	100%	100%	100%	100%	

Table 105: Question #11 by Year of Survey

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels? Average rating (0=strongly oppose, 100=strongly support)	2019	2016	2013	2011	2008	2006	2004	2001
To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	46	42	39	44	40	42	48	54

Table 106: Question #12 by Year of Survey

Have you visited, telephoned, or emailed any Dakota County government office within the last 12 months?	2019	2016	2013	2011	2008	2006	2004	2001
Yes	36%	34%	39%	38%	48%	51%	50%	
No	64%	66%	61%	62%	52%	49%	50%	
Total	100%	100%	100%	100%	100%	100%	100%	

Table 107: Question #13 by Survey Year

What was your impression of the employee(s) of Dakota County in your most recent contact? (Please rate each characteristic below.) Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
Knowledgeable	76	76	73	75
Responsive	75	73	70	71
Courteous	78	75	71	71
Overall impression	76	73	70	71	73	70	76	76

Table 108: Question #14 by Survey Year

Please rate these aspects of accessing Dakota County services. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
Convenience of County facilities' locations	73	71	73					
Online access to County services	70	69	67					
Ease of paying for County services online	70	68	64					
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage)	71	67	69					

Table 109: Question #15 by Survey Year

Please rate these aspects of accessing Dakota County services. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
The job Dakota County government does of providing information to residents	64	63	61	57	52	59	60	64
The job Dakota County government does of listening to residents	55	52	54	48	48	44	47	.
The value of services for the taxes paid to Dakota County	57	55	54	46	46	48	54	43
The job Dakota County government does at managing tax dollars	54	54	52	44	45	48	51	.
The value of Dakota County services to the quality of life in my neighborhood	62	60	60	55	64	53	.	.
Generally acting in the best interest of the community	63	61	60
Supporting the quality of life in the county	65	63
Effectively planning for the future of the county	61	58
Overall confidence in Dakota County government	62	60	58

Table 110: Question #16 by Year of Survey

To what extent do you approve or disapprove of the job the Dakota County Board is doing?	2019	2016	2013	2011	2008	2006	2004	2001
Strongly approve	22%	19%	18%	16%	27%	22%	22%	
Somewhat approve	70%	67%	70%	70%	63%	68%	72%	
Somewhat disapprove	6%	10%	8%	12%	8%	6%	4%	
Strongly disapprove	2%	4%	3%	2%	2%	4%	2%	
Total	100%	100%	100%	100%	100%	100%	100%	

Table 111: Question #16 by Year of Survey

To what extent do you approve or disapprove of the job the Dakota County Board is doing? Average rating (0=strongly disapprove, 100=strongly approve)	2019	2016	2013	2011	2008	2006	2004	2001
To what extent do you approve or disapprove of the job the Dakota County Board is doing?	70	67	68	66	72	69	71	65

Table 112: Question #20 by Survey Year

How important, if at all, is it to provide the following library programs and services? Average rating (0=not at all important, 100=essential)	2019	2016	2013	2011	2008	2006	2004	2001
Popular titles/current library materials	74	71	69					
Small business/economic development resources and services	60	55	55					
Information about jobs, skills, literacy, and careers	67	63	61					
Streaming digital materials (movies, music, e-books, e-audio books)	62	35	.					
Access to computers and the Internet	70	62	65					
Access to creative maker technology, equipment, or classes	56	33	.					
Community gathering space	65	.	.					
Health and wellness programs and resources	60	60	55					
English as a second language resources and services	61	55	48					
Library materials in other languages (Spanish, Somali, Russian, others)	53	44	43					
Other (please specify)	66	50	92					

Appendix E: Survey Results Compared to Other Participating Minnesota Counties

Understanding the Tables

Questions asked by more than one Minnesota County in 2019 are included in the following tables for comparison. Only results from the “scientific survey;” that is, from households that were randomly selected to participate in the survey, are included for Scott and St. Louis Counties. For most of the questions, for ease of comparison, the average rating on the 100-point scale is used. If the cells for a particular County are blank in any given table, that means the question was not asked on that County’s survey. If the cells within a table contain a “.”, that means that particular item was not asked on that County’s survey.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. 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 the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 113 on the next page, respondents in Dakota County (Column A) gave an average rating of 97 on the 100- point scale to their quality of life, and that cell contains B, C and D. This means that the Dakota County rating is statistically significantly higher than the ratings for Olmsted County (Column B), Scott County (Column C) and St. Louis County (Column D). The cell for the Washington County rating also contains a B, C and D, indicating that the Washington County rating was also higher than Olmsted, Scott and St. Louis. However, differences between Washington and Dakota County were not statistically significant, as the Dakota County cell does not contain an E, nor the Washington County cell an A. Additionally, the differences between ratings in Olmsted, Scott and St. Louis Counties were not statistically significantly different, as none of these cells contains a letter B, C or D.

Table 113: Overall Quality of Life by County

How would you rate your overall quality of life in {this}* County? Average rating 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
How would you rate your overall quality of life in {this}* County?	97 B C D	90	88	87	95 B C D

**Note: For each County's survey, this question used the name of the County. For this and subsequent tables in this appendix, the specific County name has been replaced with the generic {this} in brackets to avoid confusion.*

Table 114: Overall Quality of Life by County

How would you rate your overall quality of life in {this} County?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Excellent	44% B C D	30%	27%	25%	41% B C D
Good	53%	60%	61% A E	61% A	54%
Fair	3%	10% A E	10% A E	12% A E	5%
Poor	0%	1%	2% A E	1%	0%
Total	100%	100%	100%	100%	100%

Table 115: What Like Best by County

What one thing do you like most about living in {this} County? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Location	36% B E	16%	NA		25% B
Access to Twin Cities	NA	NA	19%		NA
Small town feel	NA	NA	NA		9%
Rural/small town feel	0%	10%	23% B		0%
Rural character	7%	NA	NA		NA
Open space/rural	NA	NA	NA		11%
Open space	3%	4%	NA		NA
Affordability	0%	0%	7%		NA
Parks/lakes	12% B E	6%	10% B		8%
Quality of life in general	23%	37% A E	0%		27%
My neighborhood	9%	10% C	6%		13% C
Schools	6% B	1%	4% B		5% B
Low taxes	2% B	NA	NA		1% B
People	2%	7% A E	NA		2%
Entertainment offerings	NA	NA	5%		NA
Suburban lifestyle	NA	NA	17%		NA
Job opportunities	NA	NA	2%		NA
Other	1%	8% A E	6% A E		1%
Total	100%	100%	100%		100%

Table 116: Quality of Life by County

How would you rate {this} County . . . Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
{This} County as a place to live	95 B D	86	94 B D	84	.
{This} County as a place to raise a family ¹	91 B D	87 D	89 D	79	.
{This} County as a place to work	83 C	84 C	72	.	.
{This} County as a place to retire	71 B C D	53	59 B	56	72 B C D

¹For Scott County, this was "as a place to raise children"

Table 117: Quality of Community Characteristics by County

How would you rate each of the following characteristics as they relate to (this) County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Openness and acceptance toward people of diverse backgrounds ¹	66	66	62	.	64
Employment opportunities ²	67 C D E	71 C D E	56 D	38	60 D
Educational opportunities ³	.	72 C D	41	66 C	.
Availability of affordable housing ⁴	41 B	24	47 A B	.	42 B
Availability of affordable quality child care ⁵	49 B	19	45 B	.	.
Availability of affordable health care	.	47	60 B	.	.
Public transportation options (bus, rail, etc.) ⁶	.	55 C E	42 E	.	33
Sense of community	71	.	.	.	67
Outdoor recreational opportunities ⁷	90 C D	.	82	79	89 C D
Availability of bike and pedestrian transportation options ⁸	76 C E	.	71 E	.	64
Overall image or reputation of (this) County	89 D	.	.	65	87 D

¹For Scott County, this was "Openness and acceptance of the community towards people of diverse backgrounds"

²For Dakota County, this was "Availability of employment opportunities"

³For Scott County, this was "Higher education opportunities for residents"

⁴For Scott County, this was "Availability of housing options for all incomes"

⁵For Olmsted County, this was "Availability of affordable child care"

⁶For Olmsted County, this was "Availability of public transportation options" while for Scott County it was "Regional public transit or bus system":

⁷For St. Louis County, this was "Recreational opportunities"

⁸For Dakota County, this was "Availability of bike and pedestrian transportation options" and for Washington County, it was "Bike and pedestrian transportation options"

Table 118: Feelings of Safety by County

Please rate how safe or unsafe you feel in {this} County. Average rating on a 100-point scale; 100=very safe, 0=very unsafe	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
While in county government buildings ¹	99	98	.	.	98
While in your neighborhood	96	95	97 B	.	96
While using {this} County parks and/or trails ²	94 B	82	.	.	95 B
From property crimes (e.g., burglary, theft)	88 B D	75	.	76	92 B D
From violent crimes (e.g., rape, assault, robbery)	93 B D	80	.	79	98 A B D
From illegal drug activity	78 B D	69 D	.	50	89 A B D
From identity theft (e.g., fraud, scams, credit card theft) ³	65	64	.	.	71 A B
From drunk or impaired drivers on County roads ⁴	.	65 D	.	49	75 B D
From distracted drivers on roads in the county ⁵	.	32	.	33	48 B D

¹For Dakota County, this was "While in County office buildings, libraries, courtrooms, for Olmsted County it was "While in Olmsted County Government buildings" and for Washington County it was "In county government buildings (e.g., County Government Center, libraries)"

²For Washington County, this was "In Washington County regional parks or trails"

³For Dakota County, this was "From electronic crimes (e.g., identity theft, phone scams)"

⁴For St. Louis County, this was "Intoxicated or impaired drivers"

⁵For Olmsted County, this was "From distracted drivers on County roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)" and for St. Louis County it was "Distracted drivers"

Table 119: Problems by County

Please rate to what degree, if at all, each of the following is a problem in {this} County: Average rating on a 100-point scale; 100=major problem, 0=not at all a problem	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Crime	37	49 A E	49 A E	61 A B C E	36
Traffic safety ¹	33	43 A E	43 A E	.	36
Traffic congestion	39	45 A E	55 A B E	.	41
Poverty	34	54 A C E	43 A E	67 A B C E	34
Homelessness	26	53 A C E	32 A E	63 A B C E	26
Availability of livable wage jobs	.	49 E	46	62 B C E	44
Taxes ³	45	65 A D E	67 A D E	55 A E	47
Affordability of housing	.	.	53 E	.	48

¹For Scott County, this was "Highway safety"

²For Olmsted County, this was "Lack of livable wage jobs" and for St. Louis County, it was "Lack of jobs"

³For Olmsted County, this was "High taxes"

Table 120: Most Serious Issue by County

What would you say is the most serious issue facing {this} County at this time? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Crime			9% E		3%
Taxes			33% E		16%
Education/Schools ¹			7%		6%
Condition of roads			4%		7% C
Traffic congestion			17% E		11%
Affordability of housing			16% E		11%
Availability of livable wage jobs			9%		NA
Jobs			NA		4%
Poverty			1%		NA
Homelessness			1%		NA
Aging of the population			2%		NA
Bike and pedestrian safety			1%		NA
Economic development			NA		3%
Too much growth/development			NA		23%
Not enough growth/development			NA		1%
Water quality			NA		11%
Other			NA		3%
Total			100%		100%

¹For Scott County, this was "Education," for Washington County, it was "Schools"

Table 121: Environmental Concerns by County

Please rate to what degree, if at all, each of the following is an environmental concern in (this) County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Exposure to radon		35			41 B
Quality of outdoor air		30			32
Safety of food in public establishments		28			27
Proper disposal of garbage		30			31
Quality of drinking water		34			57 B
Quality of water in lakes and streams		47			57 B
Quantity of useable water supply		33			50 B

Table 122: Health Concerns by County

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Bullying	52	55 E	60 A B E	64 A B C E	50
Depression, anxiety, and other mental illnesses ¹	48	64 A E	.	67 A E	52 A
Social isolation/lack of community connections ²	37	.	44 A	.	45 A
Suicide/attempted suicide	.	53 C E	48	62 B C E	48
Environmental hazards (polluted water, toxic waste)	36	40 A	.	.	.
Tobacco use (including e-cigarettes and chewing tobacco) ³	38	55 A C E	44 A	53 A C E	44 A
Underage alcohol use ⁴	43	54 A E	65 A B E	63 A B E	50 A
Alcohol abuse among adults ⁵	41	54 A E	59 A B E	67 A B C E	49 A
Illegal drug use ⁶	49	66 A E	.	79 A B E	52 A
Abuse of prescribed medications ⁷	49	62 A E	59 A E	73 A B C E	54 A
Health and support of older adults ⁸	45	54 A C E	48	64 A B C E	49
Health and support of people with disabilities ⁹	45	51 A	48	62 A B C E	49
The support of persons with mental health challenges ¹⁰	.	62	61	66 B C	.
Quality of parenting skills of parents of children ages 0-17	46	57 A	.	64 A B	.
The adequacy of school readiness for children	.	48 C	34	.	.
Spread of infectious diseases	37	41 A	.	.	38
Overweight adults	.	62	.	67 B E	61
Overweight children	.	64 E	.	61	58

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Overweight adults and children	54	.	57 A	.	.
Abuse and neglect of older adults	44	53 A E	50 A	61 A B C E	47 A
Abuse and neglect of children	46	57 A C E	51 A E	67 A B C E	45
Domestic violence	.	57 E	54 E	67 B C E	48
Sexually transmitted diseases	.	.	37	46 C	.
Vaping (e-cigarettes)	.	.	.	58	56

¹For Olmsted County, this was “Depression, anxiety, or other mental health challenges,” for St. Louis County it was “Depression and for Washington County it was “Depression/Anxiety”

²For Washington County, this was “Loneliness” and for Dakota County it was “Social isolation”

³For St. Louis County, this was “Tobacco use (smoking, chewing tobacco)” and for Washington County it was “Tobacco use”

⁴ For Scott County, this was “Alcohol and drug use by youth”

⁵For Scott County, this was “Alcohol and drug use by adults”

⁶For Dakota County, this was “Illegal drug use (e.g., heroin, cocaine, methamphetamine)”

⁷For Dakota County, this was “Illegal use of prescribed medications (such as opioids)” and for Olmsted County it was “Illegal use of prescribed medications”

⁸For Olmsted County, this was “The support of older adults”

⁹For Olmsted County, this was “The support of persons with disabilities”

¹⁰For Scott County, this was “Mental illness/mental health issues,” for St. Louis County it was “Availability of mental health services”

¹¹For Dakota County, this was “Abuse and neglect of older adults or vulnerable adults”

Table 123: Ratings of Government Performance by County

Please rate the following categories of County government performance. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
The job {this} County government does at informing residents	64 B C D	52 D	60 B D	45	62 B D
The job {this} County government does at listening to residents	55 B C D	44 D	52 B D	40	54 B D
The job {this} County government does at managing tax dollars	54 B C D E	40	44 B D	39	49 B C D
The value of services for the taxes paid to {this} County	57 B C D E	44	45 D	41	49 B C D
My knowledge of the work of the {this} County Board	.	40 E	.	.	36
Generally acting in the best interests of the community	63 B	51	.	.	.
Effectively planning for the future of the county	61 B D	48 D	.	39	.
The value of {this} County services to the quality of life in my neighborhood	62 B C E	54	58 B	.	59 B
Supporting the quality of life in the county	65 E	.	.	.	60
Overall confidence in {this} County government	62 D	.	.	46	.

Table 124: Approval Rating of Board by County

To what extent do you approve or disapprove of the job {this} County Board is doing?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly approve	22% D			13%	17%
Somewhat approve	70% D			63%	70%
Somewhat disapprove	6%			18% A	12% A
Strongly disapprove	2%			7% A E	1%
Total	100%			100%	100%

Table 125: Ratings of County Services by County

Please rate the quality of each of the following services provided by {this} County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Overall quality of services provided by {this} County	68 B C D E	61 D	60 D	48	66 B C D
Condition of County roads ¹	66 B C D E	55 D	56 D	42	62 B C D
Snow and ice removal on County roads	67 B D E	60 D	65 B D	54	64 B D
Recycling and drop-off services ²	74 B C	69 C	64	.	74 B C
County parks and recreation ³	85 B C E	68	72 B	.	82 B C
Land use, planning and zoning ⁴	.	52 D	53 D	46	.
Sheriff services ⁵	70	68	72 B	70	77 A B C D
Records, vital statistics, licensing, and vehicle registration ⁶	63 D	65 D	62 D	53	62 D
Property records (plats, surveys, recording & abstracting) ⁷	.	66	66	.	.
Assessment process/property tax system ⁸	54 B C D	50 D	47 D	42	.
Disaster preparedness and response ⁹	.	63 D	61 D	54	64 D
Services to older adults	52 D	52 D	55 D	47	59 A B D
Services to children and families ¹⁰	.	56 D	.	42	.
Services to veterans	.	51 D	56 D	42	58 B D
Mental health services ¹¹	47	47	50	.	55 A B
Public health services	.	57 D	.	52	.
Protecting vulnerable adults	.	52	57 B	.	.
Protecting children ¹²	56 D	55 D	62 A B D	44	.
Information available on the County website ¹³	63 B D	60 D	63 B D	53	.

Please rate the quality of each of the following services provided by (this) County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
County libraries	85 C E	.	79	.	81
Trails and bikeways ¹⁴	81 C	.	65		80 C
Employment and training services ¹⁵	68 C D	.	58 D	45	64 C D
Services for low income residents ¹⁶	53 D	.	54 D	44	.
Services for people with disabilities	54	.	57	.	.
911 dispatch services	.	.	80	78	77

¹For Dakota County, this was “Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)”; for Olmsted County, it was “Maintenance and repair of County roads”; for Scott County, it was “Surface condition of County roads” for St. Louis County it was “Maintenance of County roads” and for Washington County, it was “Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road”

²For Dakota County, this was “Services at the Recycling Zone”; for Olmsted County, it was “Recycling and drop-off services at the Recycling Center Plus”; for Scott County it was “Recycling and household hazardous waste disposal” and for Washington County, it was “Recycling and drop-off services at the Environmental Center”

³For Dakota County, this was “County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)”; for Olmsted County it was “County parks and recreation”; for Scott County it was “Regional parks” and for Washington County it was “County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park”

⁴For Olmsted County, this was “Land use, planning and zoning, including permitting”; for Scott County it was “Inspections and zoning services” and for St. Louis County it was “Land use services, including building and conditional use permitting:

⁵For Dakota County, this was “Sheriff deputies patrol and park protection services”; for Olmsted County it was “Sheriff’s Office services”; for Scott and St. Louis County it was “Sheriff patrol”

⁶For Olmsted County, this was “Vital records (birth/death/marriage certificates, driver’s licenses)”; for Scott County it was “Birth/death/marriage records, licensing, and vehicle registration” and for St. Louis County it was “Records and vital statistics”

⁷For Scott County, this was “Land records and other property information”

⁸For Scott County, this was “Property assessment and taxpayer services”

⁹For Scott and Washington Counties, this was “Disaster preparedness”

¹⁰For St. Louis County, this was “Services to youth”

¹¹For Dakota County, this was “Services for people experiencing mental illness”; for Olmsted and Washington County, it was “Mental and chemical health services”

¹²For Dakota County, this was “Services that protect neglected or abused children”

¹³For Olmsted County, this was “Accessibility and functionality of County website”; for Scott County, it was “Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)” and for St. Louis County it was “Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)”

¹⁴For Dakota County, this was “Trail and bikeway system like the Mississippi River or Big Rivers trails”; for Scott County this was “Trail and bikeway connectivity” and for Washington County it was “Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail”

¹⁵For Dakota County, this was “Employment support/Workforce Center services”; for St. Louis County, it was “Employment support” and for Washington County it was “Employment support/Workforce Center services”

¹⁶For Dakota County, this was “Financial assistance for low-income families”

Table 126: Support for or Opposition to a Property Tax Increase by County

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly support	9%		8%		
Somewhat support	42% C		37%		
Somewhat oppose	29%		30%		
Strongly oppose	20%		26% A		
Total	100%		100%		

Table 127: Contact with County Employees by County

Have you visited, telephoned, or emailed any County government office within the last 12 months?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Yes	36%	47% A	43% A	40%	54% A C D
No	64% B C E	53%	57% E	60% E	46%
Total	100%	100%	100%	100%	100%

Table 128: Ratings of Contact with County Employees by County

What was your impression of the employee(s) in your most recent contact? (Rate each characteristic below.) Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Knowledgeable	76	79 D	80 A D	74	77
Responsive	75 D	75 D	78 D E	69	72
Courteous	78 D	79 D	83 A D E	72	76 D
Overall impression	76 D	77 D	79 D E	68	73 D

Table 129: Preferred Way to Contact the County by County

How would you most prefer to contact {this} County for information, questions or concerns in the future? (Please check only one option.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Call a commissioner		5%	9% B	NA	
Call a staff person		36% C	21%	NA	
Attend a public meeting		3%	NA	NA	
Email a staff person		13%	36% B D	13%	
County website		39% C D	12%	31% C	
Use the County's social media (such as Facebook)		2%	3%	9% B C	
In-person visit to a government office		NA	8%	NA	
Go to a public meeting		NA	4%	NA	
Fill out an online survey		NA	4%	NA	
Direct mail		NA	NA	24%	
I am not interested in learning more about County services		NA	NA	8%	
No preference/don't know		NA	NA	16%	
Other		2%	3%	NA	
Total		100%	100%	100%	

Table 130: Sources of Information by County

Please rate the extent to which you use each of the following as sources of information about {this} County government, if at all. Percent reporting "major" or "minor source"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Daily Newspapers ¹		69% D	73% D	51%	83% B C D
Other county residents (such as neighbors or friends) ²		67%	.	73% B E	66%
County employees		83%	90% B D	85%	.
County web site		57%	66% B	70% B	75% B C
Other online resources		71%	77% B	.	77% B
Public/Community meetings		92%	92%	91%	96% B C D
Radio		78%	89% B D	75%	.
Phone calls to {this} County		81%	.	88% B	89% B
Reports, flyers or brochures		85%	.	86%	.
Television news broadcasts/cable TV		60%	69% B D	58%	72% B D
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)		80% C	74%	83% C	79% C
County Board meetings shown on cable access		.	97%	94%	.
Weekly community newspapers		.	52%	.	80% C
{This} County newsletter			65%		65%

¹For Olmsted County, this was "Newspapers" and for St. Louis County it was "Newspapers (print or online)"

²For Washington County, this was "Word of mouth (from friends, family, neighbors)"

Table 131: Importance of Park Activities and Services by County

How important, if at all, is it for each of the following park activities and services to be provided by {this} County? Average rating 100=essential, 0=not at all important"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Equipment rentals such as canoes, paddleboats, snowshoes, skis ¹		47			46
Community events		44			51 B
Programs for learning about nature and outdoor recreation		59			57
Trail and greenway systems that connect parks and recreation sites ²		62			60

¹For Washington County, this was "Renting equipment such as snowshoes, canoes, and bikes"

²For Washington County, this was "Off-road trail system that connects communities, county park system, and other destinations"

Table 132: Future Financial Situation by County

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?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Much better	4%		5%	4%	
Somewhat better	23%		23%	22%	
About the same	63%		62%	60%	
Somewhat worse	9%		9%	11%	
Much worse	1%		1%	3% A	
Total	100%		100%	100%	

Table 133: Why Not Work in County by County

If you drive outside of {this} County to get to your place of employment, please indicate which of the following factors apply to your situation. Please check all that apply.	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
I am not employed, or my workplace is in {this} County	47% C		35%		
I am satisfied with my employer and job outside the County	31%		41% A		
When I moved to {this} County, my job was in the County, but I have changed jobs since then	5%		3%		
Even though my job is outside of {this} County, I choose to live in the County because of the quality of life here or the amenities in the community in which I live	29%		30%		
I feel committed to living in {this} County (kids/schools, spouse job), even though my job is outside the County	21%		22%		
My skills don't fit the jobs available in {this} County	8%		14% A		
Jobs matching my skills in {this} County don't pay enough	7%		11% A		
I am not interested in moving to a new home outside {this} County	16%		18%		
I would not move closer to my job because of the high cost of living where my employer/job is located	9%		12%		
My commute time to my job outside the County is reasonable	24%		30% A		
Other	8%		7%		

Appendix F: Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. 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” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its sheriff services rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than sheriff services. More illuminating is how residents’ ratings of sheriff services compare to opinions about sheriff services in other communities and to resident ratings over time.

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 rate sheriff services lower than ratings given by residents in other counties with objectively “worse” departments. Benchmark data can help that sheriff department – or any County department – to understand how well citizens think it is doing.

While benchmarks provided a basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators respond to comparative results.

Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: How to Do Them, How to Use Them, What They Mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work^{1, 2}. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Communities in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all

¹ 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.

² 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.

jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community).

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.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from more than 600 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. Dakota County's survey results were compared to 61 other counties across the nation.

Interpreting the Results

Average ratings were compared when questions similar to those asked in Dakota County's survey were included in NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is Dakota County's rating on the 100-point scale. The second column is the rank assigned to Dakota County's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Dakota County's average rating to the benchmark.

Where comparisons for quality ratings were available, Dakota County's results were noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Dakota County's rating to the benchmark where a rating is considered "similar" if it is within five points of the average; "higher" or "lower" if the difference between Dakota County's rating and the benchmark is greater than five points; and "much higher" or "much lower" if the difference between Dakota County's rating and the benchmark is more than 10 points.

Comparisons for a number of items on the survey were not available in the benchmark database (e.g., some of the county services or aspects of government performance). These items are excluded from the benchmark tables.

National County Benchmark Comparisons

Table 134: Overall Quality of Life Benchmark

How would you rate your overall quality of life in Dakota County?	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
How would you rate your overall quality of life in Dakota County?	80	1	49	Much higher

Table 135: Quality of Life Benchmarks

Please rate each of the following characteristics of Dakota County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Dakota County as a place to live	80	6	40	Much higher
Dakota County as a place to work	71	4	40	Much higher
Dakota County as a place to retire	64	12	39	Higher
Dakota County as a place to raise a family	79	5	37	Much higher

Table 136: Community Characteristics Benchmarks

Please rate each of the following characteristics of Dakota County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	63	8	30	Higher
Openness and acceptance of people with diverse backgrounds	59	6	33	Higher
Outdoor recreational opportunities in Dakota County	76	3	32	Much higher
Economic health of Dakota County	67	1	28	Much higher
Availability of employment opportunities	59	4	36	Much higher
Availability of quality, affordable child care	49	5	28	Higher
Availability of affordable housing	43	10	34	Much higher
Overall image or reputation of Dakota County	71	5	36	Much higher

Table 137: Feelings of Safety Benchmarks

Please rate how safe or unsafe you feel in Dakota County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
From property crimes (e.g., burglary, theft)	74	1	6	Much higher
From violent crimes (e.g., rape, assault, robbery)	83	2	6	Much higher

Table 138: Overall Quality of Services Benchmarks

Please rate each of the following services provided by Dakota County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of services provided by Dakota County	68	3	46	Much higher

Table 139: Quality of Services Benchmarks

Please rate each of the following services provided by Dakota County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
County libraries	85	1	33	Much higher
Trail and bikeway system like the Mississippi River or Big Rivers trails	81	NA	NA	NA
Snow and ice removal on County roads	67	3	23	Much higher
Sheriff deputies patrol and park protection services	70	17	43	Similar
Financial assistance for low-income families	53	2	5	Similar
Services for people with disabilities	54	NA	NA	NA
Information available on the County website	63	2	5	Higher
Services provided to older adults	52	6	9	Similar
Services at the Recycling Zone	74	3	33	Much higher
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)	66	NA	NA	NA

Table 140: Contact with County Employees Benchmarks

Have you visited, telephoned, or emailed any Dakota County government office within the last 12 months?	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Have you visited, telephoned, or emailed any Dakota County government office within the last 12 months?	36%	30	36	Lower

Table 141: County Employee Benchmarks

What was your impression of the employee(s) of Dakota County in your most recent contact? (Please rate each characteristic below.)	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Knowledgeable	76	5	8	Similar
Responsive	75	4	9	Similar
Courteous	78	4	8	Similar
Overall impression	76	4	36	Much higher

Table 142: Perception of County Government Benchmarks

Please rate the following categories of Dakota County government performance.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
The job Dakota County government does of providing information to residents	64	1	5	Higher
The job Dakota County government does of listening to residents	55	1	8	Higher
The value of services for the taxes paid to Dakota County	57	5	43	Much higher
The job Dakota County government does at managing tax dollars	54	1	5	Much higher
Generally acting in the best interest of the community	63	1	28	Much higher

Communities Included in National County Benchmark Comparisons

Shown below are the counties that were included in the benchmark comparisons for Dakota County, with their population from the 2010 Census.

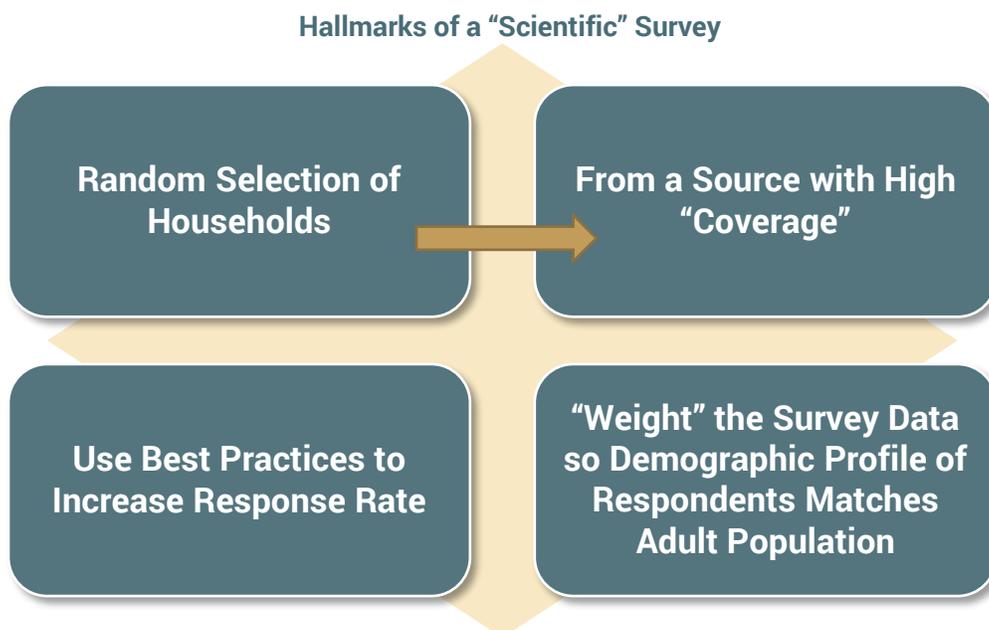
Adams County, CO.....	441,603	Maricopa County, AZ.....	3,817,117
Albemarle County, VA.....	98,970	Marin County, CA.....	252,409
Arapahoe County, CO.....	572,003	Mariposa County, CA.....	18,251
Athens-Clarke County.....	115,452	Maui County, HI.....	154,834
Baltimore County, MD.....	805,029	Mecklenburg County, NC.....	919,628
Boone County, KY.....	118,811	Mesa County, CO.....	146,723
Broomfield city, CO.....	55,889	Montgomery County, MD.....	971,777
Cabarrus County, NC.....	178,011	Nevada County, CA.....	98,764
Charles County, MD.....	146,551	Olmsted County, MN.....	144,248
Charlotte County, FL.....	159,978	Orleans Parish, LA.....	343,829
Chesterfield County, VA.....	316,236	Ottawa County, MI.....	263,801
Clackamas County, OR.....	375,992	Pasco County, FL.....	464,697
Dakota County, MN.....	398,552	Pitkin County, CO.....	17,148
Denver city, CO.....	600,158	Polk County, IA.....	430,640
Durham County, NC.....	267,587	Powhatan County, VA.....	28,046
El Dorado County, CA.....	181,058	Prince William County, VA.....	402,002
Escambia County, FL.....	297,619	Roanoke County, VA.....	92,376
Gunnison County, CO.....	15,324	San Francisco city, CA.....	805,235
Hanover County, VA.....	99,863	Sangamon County, IL.....	197,465
Honolulu County, HI.....	953,207	Santa Fe County, NM.....	144,170
Horry County, SC.....	269,291	Sarasota County, FL.....	379,448
Jackson County, MI.....	160,248	Scott County, MN.....	129,928
James City County, VA.....	67,009	St. Louis County, MN.....	200,226
Jefferson County, NY.....	116,229	Summit County, UT.....	36,324
Jefferson Parish, LA.....	432,552	Sunnyvale city, CA.....	140,081
Kansas City city, KS.....	145,786	Temecula city, CA.....	100,097
Lancaster County, SC.....	76,652	Washington County, MN.....	238,136
Lane County, OR.....	351,715	Washoe County, NV.....	421,407
Larimer County, CO.....	299,630	Wyandotte County, KS.....	157,505
Los Alamos County, NM.....	17,950	York County, VA.....	65,464
Loudoun County, VA.....	312,311		
Macomb County, MI.....	840,978		

Appendix G: Survey Methodology

The Dakota County Resident Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery and satisfaction with County government. The survey also permits residents to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation. The survey permits County staff and elected officials to hear from a broad range of the population. Dakota County funded this research. Please contact Jane Vanderpoel at 651-438-4423 or Jane.Vanderpoel@co.dakota.mn.us if you have any questions about the survey.

Hallmarks of a “Scientific” Survey

The figure below displays the unique features of a scientific survey. The survey conducted by National Research Center, Inc. on behalf of Dakota County was a scientific survey, implemented using survey research best practices to provide a picture of the opinions of all adults living in this County.



Developing the Questionnaire

The resident survey questionnaire for Dakota County was developed by starting with the version from the previous implementation in 2016. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2019 project. In an iterative process between Dakota County staff, staff from the survey project partner counties, and NRC staff, the final questionnaire was created. A copy can be found in *Appendix H: Survey Materials*.

Selecting Survey Recipients

The target population for the survey was adults who live within the geographic limits of Dakota County. The survey was designed as a mailed survey. The list from which survey recipients will be selected is referred to as a “sampling frame.” A sampling frame is chosen that will provide high “coverage,” meaning that almost every member of the target population has a chance of being selected.

Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), based on the Delivery Sequence File (DSF) used by the postal carriers to deliver the mail and updated every three months, usually provide the best representation of all households in a specific geographic location. A list of households within the zip codes serving Dakota County was purchased from Go-Dog Direct. They provided a list of addresses that were selected using a systematic selection, a procedure where every Nth item is chosen, a process which closely approximates a random selection.

A larger list than needed was sampled, as zip codes generally do not follow municipal boundaries and addresses outside of county limits would be eliminated. Each of the addresses purchased was geocoded, and identified as being inside or outside County boundaries, and if inside the County, assigned to one of the seven Districts. (A map of the Commissioner Districts can be found on the next page.) A random selection was made of 500 addresses within each District, with an additional 50 addresses sampled in District 7 and an additional 150 in Districts 2 and 5, as response rates in these Districts in the past had been lower. Multi-family addresses (identified as those including a unit number) oversampled at a rate of 5:3 compared to single family addresses. This oversampling is done as those who live in multi-family housing tend to respond to surveys at a lower rate than those in single family housing. A total of 3,850 household recipients were selected to be mailed the survey.

To ensure that survey results could be compared by District, a different color paper was used to print the survey for each District. A code for the color identifying the District was then data entered along with the responses to that survey. An individual within each household was randomly selected to complete the survey using the birthday method.³

Administering the Survey

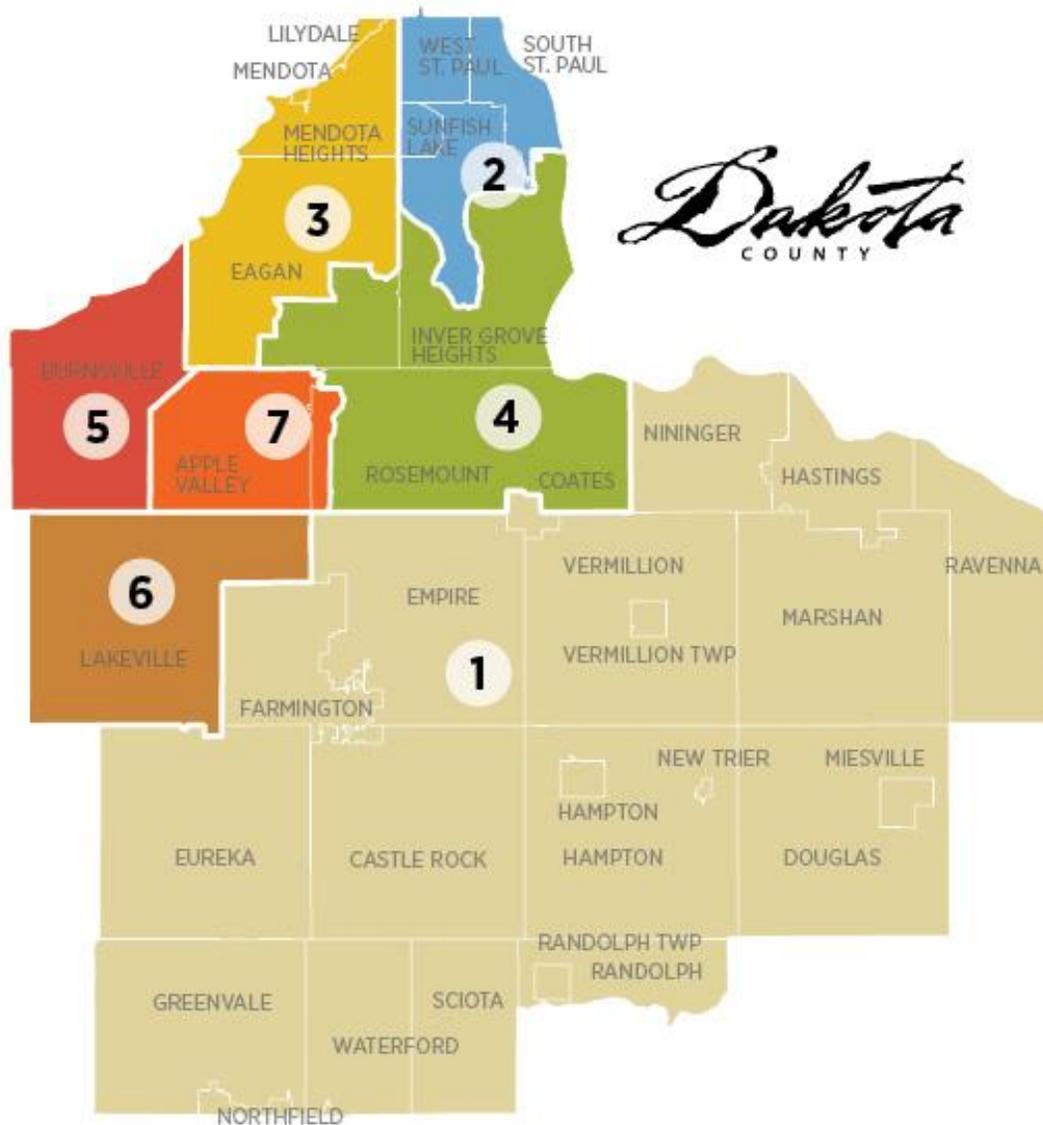
Households received three mailings each beginning in January 2019. Completed surveys were collected over the following weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent, the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the Chair of the County Board of Commissioners inviting the household to participate in the 2019 Resident Survey, a questionnaire and a postage-paid return envelope. The cover letter also contained a link to a URL where

³ The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.

recipients could choose to complete the survey online if they preferred that to doing a hard copy survey.

Figure 38: Map of Dakota County Commissioner Districts

Commissioner districts



A total of 974 completed surveys were received; 864 mailed hard copy surveys and 110 online surveys. About 3.4% of the surveys (132) were returned because they either had incorrect addresses or were received by vacant housing units. Of the estimated 3,718 remaining households, 974 completed the survey, providing a response rate of 26%. This method of calculating the response rate is in accordance with the AAPOR's response rate #2 for mailed surveys of unnamed persons.⁴ Typical response rates for a mailed resident survey range from 12% to 35%.

Table 143: Dakota County 2019 Resident Survey Response Rate

Commissioner District	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate
District 1	500	19	481	148	31%
District 2	650	30	620	134	22%
District 3	500	20	480	133	28%
District 4	500	17	483	136	28%
District 5	650	25	625	138	22%
District 6	500	12	488	128	26%
District 7	550	9	541	157	29%
Overall	3850	132	3718	974	26%

Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within a certain number of percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). The margin of error for this survey, with 974 respondents, is $\pm 3.1\%$.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC directly via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the

⁴ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

respondent checked three; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Analyzing the Results

Weighting the Data

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 comparing the demographic profile of survey respondents to that of the target population, which is all adults living in Dakota County. Weighting is a statistical adjustment where more weight is given to groups who responded at a lower rate than other groups, and less weight is given to those who responded at a higher rate. For example, in almost all surveys, younger people respond at a lower rate than older people. Weighting rebalances the profile. The theory behind this weighting is that younger people (or other groups who tend to underrespond) who did participate in the survey are more like the younger people who did NOT participate than they are like the older people who did respond to the survey.⁵

Initial weights were calculated using an Iterative Proportional Fitting model via a python raking algorithm plug-in to SPSS. These initial weights were trimmed so that no case was given a weight greater than 5. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the next page. All the variables in that table were used in the weighting scheme.

⁵ An example of how weighting works may be helpful. Hypothetically, suppose the population norm for gender was 50%/50%, but 70% of the surveys we received were from females, and 30% were from males. The weights we would need to apply to make our sample representative of the population would be 0.7143 for females (thereby giving each response **less** weight in the overall ratings) and 1.6667 for males (giving each response **more** weight overall). Let’s further suppose that these two groups had very different ratings of parks; females felt very favorably, with 80% of females giving a positive rating, and males felt much less favorable, with only 40% giving a positive rating. Given that we had more responses from women, if we did NOT weight the results, we would be left with a rosier picture of the perception of parks by residents than if we did weight the data. The unweighted average rating is 68% ($80\% \times 70\% + 40\% \times 30\%$), while the weighted average is 60% ($80\% \times 50\% + 40\% \times 50\%$).

Characteristic	Percent in Population	Percent in Sample	Weight to bring to 50%	Unwt'd Rating of Parks	Parks rating with proper weights
Female	50%	70%	0.714	80	(80 * .50)
Male	50%	30%	1.666	40	(40 * .50)
TOTAL	100%	100%	----	68	60

Table 144: Weighting Table 2019

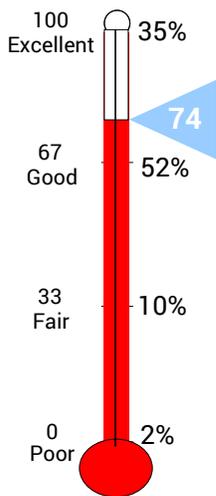
Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	26%	16%	25%
Own home	74%	84%	75%
Detached unit	59%	66%	60%
Attached unit	41%	34%	40%
Race and Ethnicity			
White alone, not Hispanic	83%	88%	83%
Hispanic and/or other race	17%	12%	17%
Sex and Age			
Female	51%	56%	52%
Male	49%	44%	48%
18-34 years of age	28%	8%	25%
35-54 years of age	37%	26%	36%
55+ years of age	34%	66%	39%
District*			
District 1	12%	15%	12%
District 2	13%	14%	14%
District 3	14%	14%	13%
District 4	12%	14%	12%
District 5	14%	14%	14%
District 6	23%	13%	21%
District 7	13%	16%	14%

¹Source: 5-year estimates from the 2017 American Community Survey

*Source: Sample list purchased from Go-Dog Direct

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be zero on the 100-point scale.



If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. This metric can sometimes be a little confusing. It is not the percent who rated the item as “excellent” or “good,” but an average rating spread out over 100 points. This scale can be thought of like the United Way fundraising thermometer – the greater the average rating, the closer to 100.

An example is shown in the table below of how survey responses to any particular item can be converted to the average rating on a 100-point scale. In this example, 32% of respondents gave an excellent rating, 46% a good rating and so on. The first step is to look only at the evaluative responses and eliminate the don’t know responses. The percents now total to 100% for just the excellent, good, fair and poor response options, as shown in the third column. The second step is to assign scale values to each response option. The third step is to create the average using these values – so taking the percent of respondents who gave each response, multiplying that by the value, and then summing them (in Step 4) to calculate the average rating. The thermometer image to the left represents how this rating can be considered like a United Way fundraising thermometer, where the average rating of 74 represents a thermometer that is about three-quarters full.

Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	32%	=32÷(100-11)=	36%	100	=36% x 100 =	36
Good	46%	=46÷(100-11)=	52%	67	=52% x 67 =	35
Fair	9%	=9÷(100-11)=	10%	33	=10% x 33 =	3
Poor	2%	=2÷(100-11)=	2%	0	=2% x 0 =	0
Don’t know	11%		--			
Total	100%		100%			74

Statistical Analysis

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix A: Responses to Survey Questions*.

Also included are results by selected respondent characteristics (*Appendix C: Survey Results by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. 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 the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked in this appendix.

Dakota County has up to eight years of data about resident perceptions of quality of life and quality of services delivered by the County. These comparisons to previous survey results are shown in the body of the report and in *Appendix D: Survey Results by Year*. Tests of statistical significance were not conducted for comparisons of results by survey year. Instead, a “rule of thumb” using the margin of error for differences in the two samples was used. Given the sample sizes and typical amount of variation observed, differences between survey years were considered significant if they were six or more percentage points or four or more points on the average rating on a 100-point scale. Obviously, in some cases there was more or less variation than the average, but for simplicity’s sake, this rule was used in all cases.

Comparing to Previous Survey Results

Dakota County survey data were collected by telephone in 2001, 2004, 2006 and 2008. In 2011, the County switched data collection from telephone to mail and has continued with mail since 2013. Switching data collection from telephone to mail was done to save costs, allow for more precise geographic sampling, cost-efficiently include cell phone-only households, gather more candid feedback and avoid interrupting residents with unwanted telephone calls. The growing rate of county households with only a cell phone challenged the County to ensure their inclusion, which is easier, less expensive and more accurate by mail than telephone.

Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a person on the telephone compared to offering anonymous opinions in private. Questions by telephone elicit more positive, optimistic, socially-desirable responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses.

As a consequence of the switch in methodology, a decline from 2008 to 2011 in virtually all ratings was both expected and observed. In the previous surveys by telephone in 2008, a

small sample of residents was surveyed by mail in order to explore the magnitude of the differences between telephone and mail survey responses in Dakota County. Using 2008 survey research conducted by NRC in Dakota County that compared mail and telephone responses, as well as NRC's analysis of national trends comparing telephone and mail responses, NRC adjusted the findings from 2001 to 2008 in order to allow comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from telephone to mail.

When results are reported as an average on the 100-point scale for a question that was asked similarly in previous years, a slight adjustment was made to permit direct comparison between telephone and mail results. (Results that are reported as percentages and compared over time were not adjusted.) While the adjusted findings for data prior to 2011 reasonably control for the expected change from telephone to mail data collection, the comparability of data over time does have some limitations. Not only is there sampling error in each survey administration, but also, the change in survey methods occurred after a three-year gap in surveying and some question wording was inconsistent among survey years. Important historic differences are noted in the appropriate tables and figures. (NRC also was able to introduce statistical adjustments for the data prior to 2011 to account for any question and scale differences when possible. These adjustments are based on NRC's analysis of resident surveys from across the nation.)

Appendix H: Survey Materials

The following pages contain a copy of the postcards, cover letters and survey questionnaire. The cover letters and postcards have a placeholder (bit.ly/XX) for the web survey URL link. The mailhouse inserted the correct link for each District into the materials.

Dear Dakota County Resident,

Your household has been randomly selected to participate in an anonymous survey of residents about your community and local government.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for providing us with your valued opinions!

Sincerely,



Liz Workman
Chair, Dakota County Board of Commissioners

Dear Dakota County Resident,

Your household has been randomly selected to participate in an anonymous survey of residents about your community and local government.

You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for providing us with your valued opinions!

Sincerely,



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Sincerely,



Liz Workman
Chair, Dakota County Board of Commissioners



Dakota County Administration Center
OPA – Jane Vanderpoel
1590 Highway .55
Hastings, MN 55033

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



Dakota County Administration Center
OPA – Jane Vanderpoel
1590 Highway .55
Hastings, MN 55033

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



Dakota County Administration Center
OPA – Jane Vanderpoel
1590 Highway .55
Hastings, MN 55033

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



Dakota County Administration Center
OPA – Jane Vanderpoel
1590 Highway .55
Hastings, MN 55033

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



Dear Dakota County Resident:

Dakota County Commissioners want to know what you think about your community and local government programs and services. You have been randomly selected to participate in the 2019 Dakota County Resident Survey that was mailed with this letter.

Please take a few minutes to fill out the enclosed survey. Your answers will help Dakota County Commissioners and staff make decisions that affect you, your family, and your community.

Your participation is very important – especially since your household is one of only a small number receiving this survey. We cannot replace you with someone else to complete this survey. We do not track addresses or names; your responses are completely anonymous.

So that we will get a scientifically reliable sample of Dakota County residents, please have the adult (age 18 or older) in your household who most recently had a birthday complete this survey. The adult's year of birth does not matter. After the appropriate member of the household spends a few minutes answering all the questions, please return the survey in the enclosed postage-paid envelope, or you can complete the survey online at:

bit.ly/XX

If you have questions about this survey, please contact Dakota County's survey manager Jane Vanderpoel, at 651-438-4423, or by email at jane.vanderpoel@co.dakota.mn.us.

Please help us make Dakota County a great place to live! Thank you for your help and participation.

Sincerely,

A handwritten signature in black ink that reads "Liz Workman". The signature is written in a cursive style.

Liz Workman
Chair, Dakota County Board of Commissioners



Dear Dakota County Resident:

About one week ago we sent you the enclosed survey that asks for your opinions about your community and local government. If you have already completed and returned the 2019 Dakota County Resident Survey, or you completed the survey online, we thank you and ask you to disregard this letter. **Do not complete the survey a second time** – please recycle this letter and survey form.

But -- if you haven't yet had a chance to get to the survey, please take a few minutes to complete it now. Your opinions are very important to us! Dakota County Commissioners sincerely want to know what you think, especially since your household is one of only a small number receiving this survey. You have been randomly selected to participate in this short survey; **your responses are not tracked, and will remain completely anonymous.**

To get a scientifically reliable sample of Dakota County residents, please have the adult (age 18 or older) in your household who most recently had a birthday complete this survey. The adult's year of birth does not matter.

After the appropriate member of the household spends a few minutes answering all the questions, please return the survey in the enclosed postage-paid envelope, or you can complete the survey online at:

bit.ly/XX

If you have questions about this survey, please contact Dakota County's survey manager, Jane Vanderpoel, at 651-438-4423, or by email at jane.vanderpoel@co.dakota.mn.us.

Please help us make Dakota County a great place to live! Thank you for your help and participation.

Sincerely,

A handwritten signature in black ink that reads "Liz Workman". The signature is written in a cursive style.

Liz Workman
Chair, Dakota County Board of Commissioners

Dakota County 2019 Residential Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only. Thank you.

1. How would you rate your overall quality of life in Dakota County?..... Excellent Good Fair Poor

2. What one thing do you like most about living in Dakota County?

- Location Quality of life in general Low taxes Open space
 Rural character My neighborhood People
 Parks/Lakes/Trails Schools Other (please specify) _____

3. Please rate to what degree, if at all, each of the following is a problem in Dakota County.

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime	1	2	3	4	5
Taxes.....	1	2	3	4	5
Traffic safety.....	1	2	3	4	5
Traffic congestion.....	1	2	3	4	5
Poverty.....	1	2	3	4	5
Homelessness.....	1	2	3	4	5

4. Please rate each of the following characteristics of Dakota County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Dakota County as a place to live.....	1	2	3	4	5
Dakota County as a place to work	1	2	3	4	5
Dakota County as a place to retire.....	1	2	3	4	5
Dakota County as a place to raise a family.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Openness and acceptance of people with diverse backgrounds	1	2	3	4	5
Outdoor recreational opportunities in Dakota County	1	2	3	4	5
Availability of bike and pedestrian transportation options	1	2	3	4	5
Economic health of Dakota County.....	1	2	3	4	5
Availability of employment opportunities.....	1	2	3	4	5
Availability of quality, affordable child care.....	1	2	3	4	5
Availability of affordable housing	1	2	3	4	5
Overall image or reputation of Dakota County	1	2	3	4	5

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

6. Please rate how safe or unsafe you feel in Dakota County.

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
From property crimes (e.g., burglary, theft)	1	2	3	4	5
From violent crimes (e.g., rape, assault, robbery).....	1	2	3	4	5
From illegal drug activity (e.g., selling drugs).....	1	2	3	4	5
From electronic crimes (e.g., identity theft, phone scams).....	1	2	3	4	5
From domestic violence.....	1	2	3	4	5
From gang activity.....	1	2	3	4	5
While driving on roads within Dakota County	1	2	3	4	5
While in your neighborhood	1	2	3	4	5
While in County office buildings, libraries, courtrooms.....	1	2	3	4	5
While in schools or places of worship in Dakota County.....	1	2	3	4	5
While using Dakota County parks and trails	1	2	3	4	5
Other (please specify: _____)	1	2	3	4	5

Dakota County 2019 Residential Survey

7. Please rate to what degree, if at all, each of the following is a health concern in Dakota County.

	<u>Not at all a concern</u>	<u>Minor concern</u>	<u>Moderate concern</u>	<u>Major concern</u>	<u>Don't know</u>
Environmental hazards (e.g., polluted water or toxic waste).....	1	2	3	4	5
Tobacco use (including E-cigarettes and chewing tobacco).....	1	2	3	4	5
Depression, anxiety, and other mental illnesses.....	1	2	3	4	5
Social isolation.....	1	2	3	4	5
Underage alcohol use.....	1	2	3	4	5
Alcohol abuse among adults.....	1	2	3	4	5
Illegal drug use (e.g., heroin, cocaine, methamphetamine).....	1	2	3	4	5
Bullying.....	1	2	3	4	5
Illegal use of prescribed medications (such as opioids).....	1	2	3	4	5
The health and support of older adults.....	1	2	3	4	5
The health and support of persons with disabilities.....	1	2	3	4	5
Quality of parenting skills of parents of children ages 0-17.....	1	2	3	4	5
Overweight adults and children.....	1	2	3	4	5
Abuse and neglect of children.....	1	2	3	4	5
Abuse and neglect of older adults or vulnerable adults.....	1	2	3	4	5
Spread of infectious diseases.....	1	2	3	4	5

8. 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?

- Much better
 Somewhat better
 About the same
 Somewhat worse
 Much worse
 Don't know

9. Please rate each of the following services provided by Dakota County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
County libraries.....	1	2	3	4	5
County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville).....	1	2	3	4	5
Trail and bikeway system like the Mississippi River or Big Rivers trails.....	1	2	3	4	5
Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42).....	1	2	3	4	5
Snow and ice removal on County roads.....	1	2	3	4	5
Sheriff deputies patrol and park protection services.....	1	2	3	4	5
Assessment process/property tax system.....	1	2	3	4	5
Addressing important health issues in communities.....	1	2	3	4	5
Prosecuting people accused of crimes.....	1	2	3	4	5
Overall quality of services provided by Dakota County.....	1	2	3	4	5

10. Please rate the following services provided by Dakota County *only* if you have experienced them within the last two years.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know/ not applicable</u>
Employment support/Workforce Center services.....	1	2	3	4	5
Financial assistance for low-income families.....	1	2	3	4	5
Records, vital statistics, licensing, and vehicle registration.....	1	2	3	4	5
Services for people with disabilities.....	1	2	3	4	5
Services for people experiencing mental illness.....	1	2	3	4	5
Services that protect neglected or abused children.....	1	2	3	4	5
Information available on the County website.....	1	2	3	4	5
Services provided to older adults.....	1	2	3	4	5
Services at the Recycling Zone.....	1	2	3	4	5

11. To what extent would you support or 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

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12. Have you visited, telephoned, or emailed any Dakota County government office within the last 12 months?

- Yes → Go to question #13 No → Skip to question #14

13. What was your impression of the employee(s) of Dakota County in your most recent contact? (Please rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledgeable.....	1	2	3	4	5
Responsive.....	1	2	3	4	5
Courteous.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

14. Please rate these aspects of accessing Dakota County services.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Convenience of County facilities' locations.....	1	2	3	4	5
Online access to County services.....	1	2	3	4	5
Ease of paying for County services online.....	1	2	3	4	5
Availability of language resources for access to services (e.g., interpreters or multi-language materials or signage).....	1	2	3	4	5

15. Please rate the following categories of Dakota County government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The job Dakota County government does of providing information to residents.....	1	2	3	4	5
The job Dakota County government does of listening to residents.....	1	2	3	4	5
The value of services for the taxes paid to Dakota County.....	1	2	3	4	5
The job Dakota County government does at managing tax dollars.....	1	2	3	4	5
The value of Dakota County services to the quality of life in my neighborhood.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Supporting the quality of life in the county.....	1	2	3	4	5
Effectively planning for the future of the county.....	1	2	3	4	5
Overall confidence in Dakota County government.....	1	2	3	4	5

16. To what extent do you approve or disapprove of the job the Dakota County Board is doing?

- Strongly approve Somewhat approve Somewhat disapprove Strongly disapprove Don't know

17. Please indicate which of the following methods, if any, you prefer as a way to receive information about Dakota County. (Please select up to three methods.)

- | | |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| <input type="radio"/> Local or neighborhood newspapers | <input type="radio"/> Television/cable TV |
| <input type="radio"/> The County's mailed newsletter | <input type="radio"/> County website (www.dakotacounty.us) |
| <input type="radio"/> Calling Dakota County | <input type="radio"/> Social media (Facebook, Twitter, NextDoor, etc.) |
| <input type="radio"/> Email from Dakota County | <input type="radio"/> Text messages and alerts (sent to cell phones) |
| <input type="radio"/> The Dakota County mobile device app | <input type="radio"/> <u>None</u> , I don't want or need any information from Dakota County |
| <input type="radio"/> Other: _____ | |

18. Please indicate what methods you believe Dakota County should use to reach residents to learn about their preferences for County services, activities, projects, decisions and plans. (Please select all that apply.)

- | | |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| <input type="radio"/> Public meetings/forums/open houses | <input type="radio"/> Booths and staff at community festivals or events (e.g., County Fair or farmers markets) |
| <input type="radio"/> Social Media (Facebook, Twitter, NextDoor, etc.) | <input type="radio"/> Citizen advisory committees |
| <input type="radio"/> Opt-in online surveys or online forums | |
| <input type="radio"/> Other: _____ | |

19. What information on Dakota County's website is most valuable to you? (Please select all that apply.)

- | | |
|---------------------------------------------------------|---------------------------------------------------------------------------|
| <input type="radio"/> I don't use the County's website | <input type="radio"/> Volunteer opportunities |
| <input type="radio"/> Recycling information | <input type="radio"/> Information about services for older adults |
| <input type="radio"/> Information about parks | <input type="radio"/> Information about the County Jail or its inmates |
| <input type="radio"/> Property sales/information | <input type="radio"/> Information about people charged with a crime |
| <input type="radio"/> Road/bridge construction projects | <input type="radio"/> Contact information for County departments or staff |
| <input type="radio"/> County budget information | <input type="radio"/> Other (please specify) _____ |

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20. How important, if at all, is it to provide the following library programs and services?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Popular titles/current library materials.....	1	2	3	4	5
Small business/economic development resources and services.....	1	2	3	4	5
Information about jobs, skills, literacy, and careers	1	2	3	4	5
Streaming digital materials (movies, music, e-books, e-audio books)	1	2	3	4	5
Access to computers and the Internet	1	2	3	4	5
Access to creative maker technology, equipment, or classes.....	1	2	3	4	5
Community gathering space	1	2	3	4	5
Health and wellness programs and resources	1	2	3	4	5
English as a second language resources and services.....	1	2	3	4	5
Library materials in other languages (Spanish, Somali, Russian, others) .	1	2	3	4	5
Other (please specify: _____)	1	2	3	4	5

21. Since 2003, Dakota County and partners have preserved land outside of County parks for many public purposes. How important, if at all, is it to continue using County funds for these purposes?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Increasing public access for outdoor recreation	1	2	3	4	5
Protecting and improving natural areas	1	2	3	4	5
Protecting and improving land used for agriculture/other specialty crops.....	1	2	3	4	5
Protecting and improving water quality.....	1	2	3	4	5
Protecting and improving wildlife habitat.....	1	2	3	4	5

22. What type of housing is most needed in your community? Choose up to three (3).

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <input type="radio"/> market-rate housing for older adults (condos, townhouses) <input type="radio"/> market-rate stand-alone single-family housing <input type="radio"/> market-rate apartments <input type="radio"/> workforce housing (housing affordable for working people that is close to their job) for single-person households <input type="radio"/> None of these is needed in my community | <ul style="list-style-type: none"> <input type="radio"/> affordable housing for older adults <input type="radio"/> affordable family housing <input type="radio"/> assisted living or supportive housing (with services for any age) <input type="radio"/> homeless shelters |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

23. Dakota County operates the Recycling Zone facility (in Egan). If you have NOT used this facility in the last 12 months, please indicate the ONE reason that best describes why you do not.

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <input type="checkbox"/> I do use the Recycling Zone <input type="checkbox"/> It is open during hours that are not convenient <input type="checkbox"/> It is open on days that are not convenient <input type="checkbox"/> Other/none of these | <ul style="list-style-type: none"> <input type="checkbox"/> I am not familiar with the Recycling Zone <input type="checkbox"/> The Recycling Zone is too far away <input type="checkbox"/> I do not have anything to drop off |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

24. Dakota County is working on a long-range Groundwater Plan to protect and improve groundwater resources, the source of our drinking water. Please indicate which, if any, of these programs/regulations you support:

- Stretching groundwater supplies by restricting use of irrigation systems (on farms, on suburban lawns, at sports fields, at commercial buildings)
- Using County funds to reduce the cost of in-home drinking water systems for private well owners
- Using County funds to keep cities' drinking water sources free of contaminants (which lowers consumer costs)
- Using County funds to protect land to limit contamination of groundwater supplies
- I don't support any of these

25. Which highway in Dakota County needs the most *safety* improvements _____

26. Which highway in Dakota County needs the most *congestion* improvements?..... _____

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27. If you drive outside of Dakota County to get to your place of employment, please indicate which of the following factors apply to your situation. Please check all that apply.

- My workplace is inside the County, or I am not employed
- I am satisfied with my employer and job outside the County
- When I moved to Dakota County, my job was in the County, but I have changed jobs since then
- Even though my job is outside of Dakota County, I choose to live in the County because of the quality of life here or the amenities in the community in which I live
- I feel committed to living in Dakota County (kids/schools, spouse job), even though my job is outside the County
- My skills don't fit the jobs available in Dakota County
- Jobs matching my skills in Dakota County don't pay enough
- I am not interested in moving to a new home outside of Dakota County
- I would not move closer to my job because of the high cost of living where my employer/job is located
- My commute time to my job outside the County is reasonable
- Other _____

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

D1. How long have you lived in Dakota County?

- | | |
|--------------------------------------------|-----------------------------------------|
| <input type="checkbox"/> Less than 2 years | <input type="checkbox"/> 11 to 15 years |
| <input type="checkbox"/> 2 to 5 years | <input type="checkbox"/> 16 to 20 years |
| <input type="checkbox"/> 6 to 10 years | <input type="checkbox"/> Over 20 years |

D2. Which of the following best describes you?

- Employed full-time
- Employed part-time
- Employed, seeking better job or more hours
- Homemaker → go to question #D5
- Retired → go to question #D5
- Unemployed, looking for work → go to question #D5
- Student → go to question #D5

D3. On average, how long does it take you to travel to work each day (from home)?

- | | |
|----------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> 0 to 14 minutes | <input type="checkbox"/> 30 to 44 minutes |
| <input type="checkbox"/> 15 to 19 minutes | <input type="checkbox"/> 45 to 60 minutes |
| <input type="checkbox"/> 20 to 29 minutes | <input type="checkbox"/> 60 or more minutes |
| <input type="checkbox"/> Not sure/Don't know | |

D4. How long would the same trip take, if there was no traffic congestion at all?

- | | |
|----------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> 0 to 14 minutes | <input type="checkbox"/> 30 to 44 minutes |
| <input type="checkbox"/> 15 to 19 minutes | <input type="checkbox"/> 45 to 60 minutes |
| <input type="checkbox"/> 20 to 29 minutes | <input type="checkbox"/> 60 or more minutes |
| <input type="checkbox"/> Not sure/Don't know | |

D5. Which category contains your age?

- | | | | |
|--------------------------------|--------------------------------|--------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 35-44 | <input type="checkbox"/> 55-64 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 45-54 | <input type="checkbox"/> 65-74 | <input type="checkbox"/> 85+ |

D6. Which gender do you identify with most closely?

- Female Male Identify another way

D7. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condos
- Manufactured or mobile home
- Other

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

- Rented
- Owned (including with an outstanding mortgage)

Please respond to both questions #D9 and #D10:

D9. Are you Spanish, Hispanic or Latino?

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

D10. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

D11. How many of each of the following, including yourself, live in your household?

Children age 17 years and under _____

Adults under age 65 years..... _____

Adults age 65 years and over _____

D12. Please indicate your household's annual income:

- | | |
|--------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Under \$15,000 | <input type="checkbox"/> \$75,000-\$99,999 |
| <input type="checkbox"/> \$15,000-\$24,999 | <input type="checkbox"/> \$100,000-\$149,999 |
| <input type="checkbox"/> \$25,000-\$34,999 | <input type="checkbox"/> \$150,000-\$199,999 |
| <input type="checkbox"/> \$35,000-\$49,999 | <input type="checkbox"/> \$200,000 or more |
| <input type="checkbox"/> \$50,000-74,999 | |

Thank you very much!

Please return the completed survey in the postage-paid envelope to:

National Research Center, Inc.,
PO Box 549, Belle Mead, NJ 08502