

Dakota County, Minnesota

Citizen Survey

Report of Results

April 2004

Prepared by:



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Executive Summary

Methods

- The Dakota County Citizen Survey was administered by phone to a representative sample of 700 residents from March 3 to March 21, 2004. A total of 100 surveys were completed in each of seven County Commissioner Districts. The response rate was 15%.
- The margin of error is no greater than plus or minus 3.7 percentage points around any given percent based on the entire sample (700 completed interviews).
- When possible, comparisons between survey years are made through the conversion of ratings to a 100-point scale.

Quality of Life

- Dakota County residents were asked to rate the overall quality of life in the County. Forty-three percent of respondents gave the overall quality of life a rating of "excellent." Dakota County's overall quality of life was higher than ratings given by other counties in the normative data set.
- Over one-quarter of respondents reported that their location was the one thing they liked most about living in Dakota County.

Issues Impacting the Community

- Survey respondents were asked what they felt was the most serious issue facing the County. The most frequently identified issue was growth and development (22% of respondents), followed by schools (12%), taxes (10%) and traffic congestion (9%).
- As for health concerns facing the community, respondents consider underage drinking, obesity and youth tobacco use to be concerns. About one-third of respondents rated each of these as a major health concern.

Quality of Service Delivery

- Ninety-four percent of County residents reported "somewhat" or "strongly" approving of the job the Dakota County Board is doing.
- Of the 16 County services respondents were asked to rate, County libraries were rated the highest (80 on the 100-point scale), followed by County parks and recreation (77 out of 100) and EMS and ambulance services (76 out of 100).
- The lowest rated services include services to low income residents (54 out of 100) and public transportation/transit services (48 out of 100). While these were the lowest rated services, each was considered above the norm.
- When comparisons to other counties were available (12 out of the 16 services), no Dakota County service was rated lower than the norm.
- More than eight in ten residents "somewhat" or "strongly" agreed with statement, "I feel I receive good value for the County taxes I pay" (87% of respondents).

Contacting County Government

- Half of respondents said that they had visited or telephoned a County government office within the previous 12 months. Of those making contact with the County government, half of respondents rated their overall impression of Dakota County as "excellent."

Public Information

- Weekly community newspapers were considered a “major” source by 45% of respondents. County employees and community meetings were considered “not a source” by about half of respondents.
- More respondents reported using other County residents, the Internet and cable television programming to be greater sources of information about the County in 2004 than in 2001.

Parks and Recreation

- Survey respondents were given three options for how the County could pay for the costs incurred by the park system and asked which they would prefer. About half of respondents said there should be fees for special uses.
- A greater percentage of respondents agreed with the statement “More parkland and open space should be acquired now to serve the present population of Dakota County” in 2004 (41% of respondents) than in 2001 (29%).

Policy Questions

- County residents were asked whether they would support or oppose increasing their property tax to maintain services at current levels. Fifty-five percent of respondents said they would “somewhat” or “strongly support” a property tax increase. This level of support was similar to the support in 2001 (54%).
- Just 7% of County residents said that there were County services that had been lost that they would like to see restored.
- Two-thirds of residents “somewhat” or “strongly” agreed that current levels of service should be improved to decrease congestion, even if it results in increased taxes.

Survey Background

Survey Purposes

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

Dakota County chose to collaborate on this survey project with neighboring Scott County. The two counties worked together with National Research Center, Inc. to develop a survey instrument with a set of shared questions as well as questions unique to each county. This report includes Dakota County's results. Appendix F compares the results from Scott and Dakota.

Methods

The Dakota County Citizen Survey was administered by phone to a representative sample of 700 residents from March 3 to March 21, 2004. A total of 100 surveys were completed in each of seven County Commissioner Districts. The response rate was 15%. The survey instrument itself appears in Appendix H.

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

Open ended responses and "other" responses appear verbatim in Appendix C.

"Don't Know" Responses and Rounding

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 D. 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 tables and graphs display the responses from respondents who had an opinion about a specific item.

The tables displayed in the report may not always total to exactly 100% due to rounding or multiple responses.

Understanding the Results

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 3.7 percentage points around any given percent reported for the entire sample (700 completed surveys). For each County Commissioner District, the margin of error rises to approximately plus or minus 10 percentage points as each District has a sample size of 100.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative or frequency questions were made on 4 or 5 -point scales with 1 representing the best rating, the scales had different labels (e.g. "Very Satisfied," "Excellent," "Most Important"). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "Excellent," then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale ("neither satisfied nor

dissatisfied"), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100 – in this case, the most positive response possible. The .95 confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus three points on the 100-point scale.

Comparing to the 2001 Survey Results

The 2004 survey results are presented along with the 2001 data when available. The wording of a number of questions changed between the 2001 and 2004 surveys, and differences are noted in the appropriate tables. In order to make the results comparable between the two survey years, statistical adjustments have been made to the 2001 data to account for any question and scale differences. These adjustments are based on National Research Center's analysis of nearly 400 citizen surveys from across the nation. Differences of four or more points between average ratings on the 100-point scale in 2001 and 2004 are noted as "statistically significant."

Comparing to Other Survey Results

Because certain kinds of services tend to be thought less well of than others, it is best to understand relative quality ratings by comparing services in one jurisdiction to the same services in other jurisdictions. For example, sheriff services tend to be better appreciated by residents of most American jurisdictions than conditions of county roads so it is better not to hold road maintenance services to the same standard as sheriff services. Where possible, the better comparison is from Dakota County services to similar services provided by other counties. This way we can better understand if "good" is good enough for Dakota County service evaluations.

Comparisons to the nation are provided when similar questions are included in our database, and there are at least five other counties in which the question was asked. (The list of counties included in the normative comparisons appears in Appendix G.) Where comparisons are available, three numbers are provided in the table in addition to the mean rating. The first is the rank assigned to Dakota County's rating among counties where a similar question was asked. The second is the number of counties that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (fifth highest out of 25 jurisdictions' results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of counties with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Dakota County's rating is equal to or better than 80 percent of the ratings from other counties. Conversely, 20 percent of the counties where a similar question was asked had higher ratings.

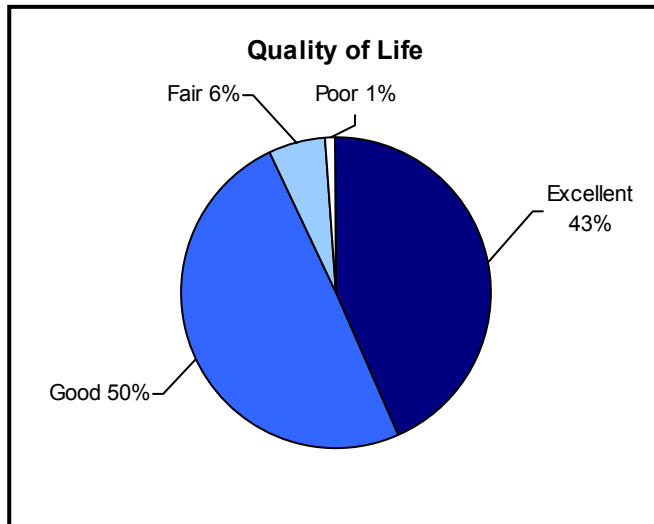
Alongside the rank and percentile appears a comparison: "above the norm," "below the norm" or "similar to the norm." This evaluation of "above," "below" or "similar to" comes from a statistical comparison of Dakota County's rating to the norm (the average rating from all the comparison counties where a similar question was asked). Differences of four or more points on the 100-point scale between Dakota's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Dakota's ratings and the normative comparison are less than four points, they are marked as "similar to" the norm.

The national data are represented visually in a chart that accompanies each table. Dakota County's percentile for each compared item is marked with a black line on the chart.

Report of Results

Quality of Life

Dakota County residents were asked to rate the overall quality of life in the County. Forty-three percent of respondents gave the overall quality of life a rating of "excellent," and about half (50%) rated the quality of life as "good."



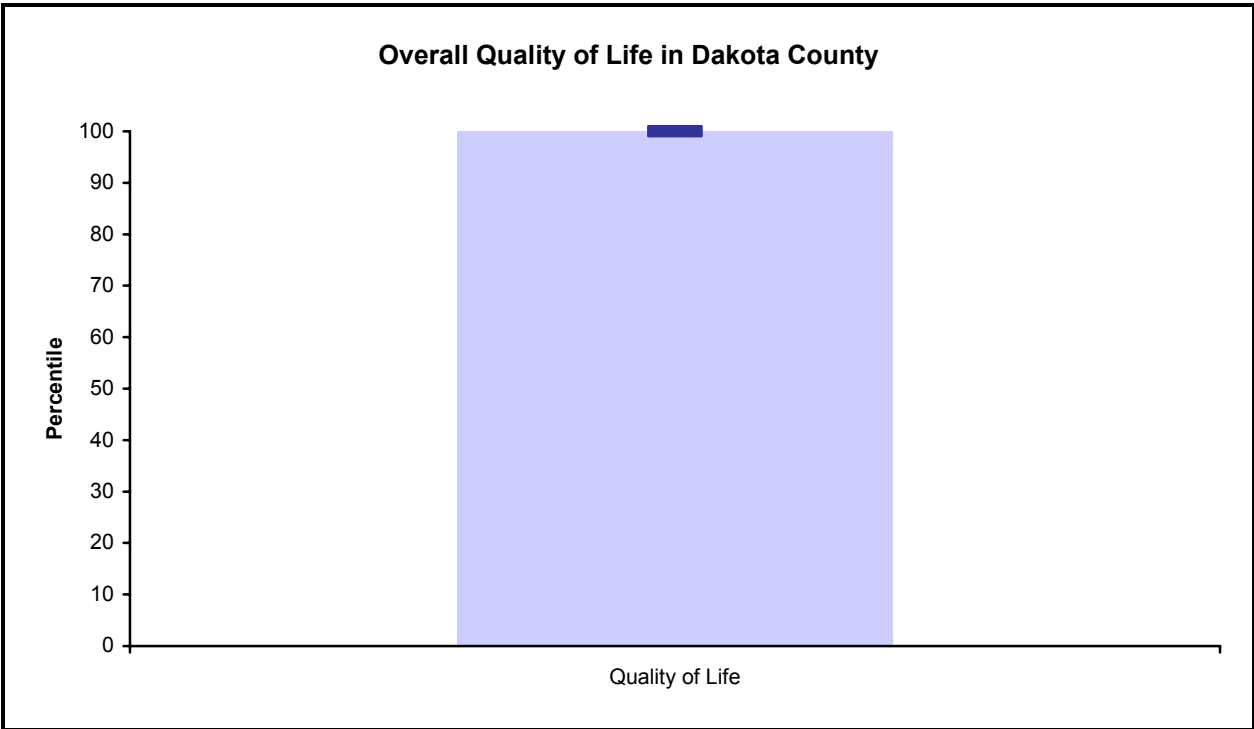
These ratings also were converted to a 100-point scale where 100 equals "excellent" and 0 equals "poor" for comparison to Dakota County's 2001 survey and evaluations of residents in counties across the nation. Dakota County's average rating on the 100-point scale was 78. This rating was similar to the 2001 rating (76 on the 100-point scale). Dakota County's overall quality of life was higher than ratings given by other counties in the normative data set (see chart and table on the following page).

2004 Overall Quality of Life

	Percent of Respondents					Average rating on the 100-point scale (100 = Excellent, 0 = Poor)
	Excellent	Good	Fair	Poor	Total	
How would you rate your overall quality of life?	43%	50%	6%	1%	100%	78

Comparison by Year: Overall Quality of Life

	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Year of survey	
	2004	2001
How would you rate your overall quality of life?	78	76



Quality of Life Rating					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Overall quality of life in Dakota County	78	1	6	100%	Above the norm

Unprompted responses to a question about the one thing that residents like most about living in Dakota County appear in the following table. Over one-quarter of respondents (27%) identified the location of the County as the thing they liked most. Other popular responses were the parks/lakes (7% of respondents), the schools (6%), that the County is rural (5%), and its small town feel (5%). (Note that most of the “other” responses have been coded into more descriptive categories in the table below. The full set of “other” responses appears in Appendix C.)

Responses in 2004 were fairly similar to responses in 2001. In both years, location was the most liked characteristic of living in Dakota County. Fewer residents cited the rural quality of the county in 2004 (just 5% of respondents vs. 20% in 2001). Most other categories were rated similarly in 2004 and 2001.

Comparison by Year: One Thing Respondent Likes Most About Living in Dakota County

What one thing do you like most about living in the County?	Percent of Respondents*	
	2004	2001
Location	27%	28%
Parks/lakes	7%	4%
Schools	6%	8%
Rural	5%	20%
Small town feel	5%	5%
My neighborhood	4%	7%
Safe	4%	3%
Services	4%	2%
Convenience/accessibility	4%	NA
Open space	3%	NA
Quality of life in general	3%	NA
Quiet	3%	5%
Home	2%	NA
Peaceful	2%	NA
People	2%	5%
Shopping	2%	4%
Low prices, taxes, etc.	2%	0%
Job opportunities	1%	NA
Close to family/friends	1%	NA
City/rural mix	1%	NA
Condition of roads	1%	NA
Growth/development rate	1%	NA
Environment/scenery	1%	NA
Good economy	0%	NA
Libraries	0%	NA
Weather	0%	NA

Comparison by Year: One Thing Respondent Likes Most About Living in Dakota County

What one thing do you like most about living in the County?	Percent of Respondents*	
	2004	2001
Transportation	0%	NA
Space	0%	NA
Unsure	2%	6%
No reason	4%	NA
Other	3%	3%
Total	100%	100%

**Statistical significance not tested*

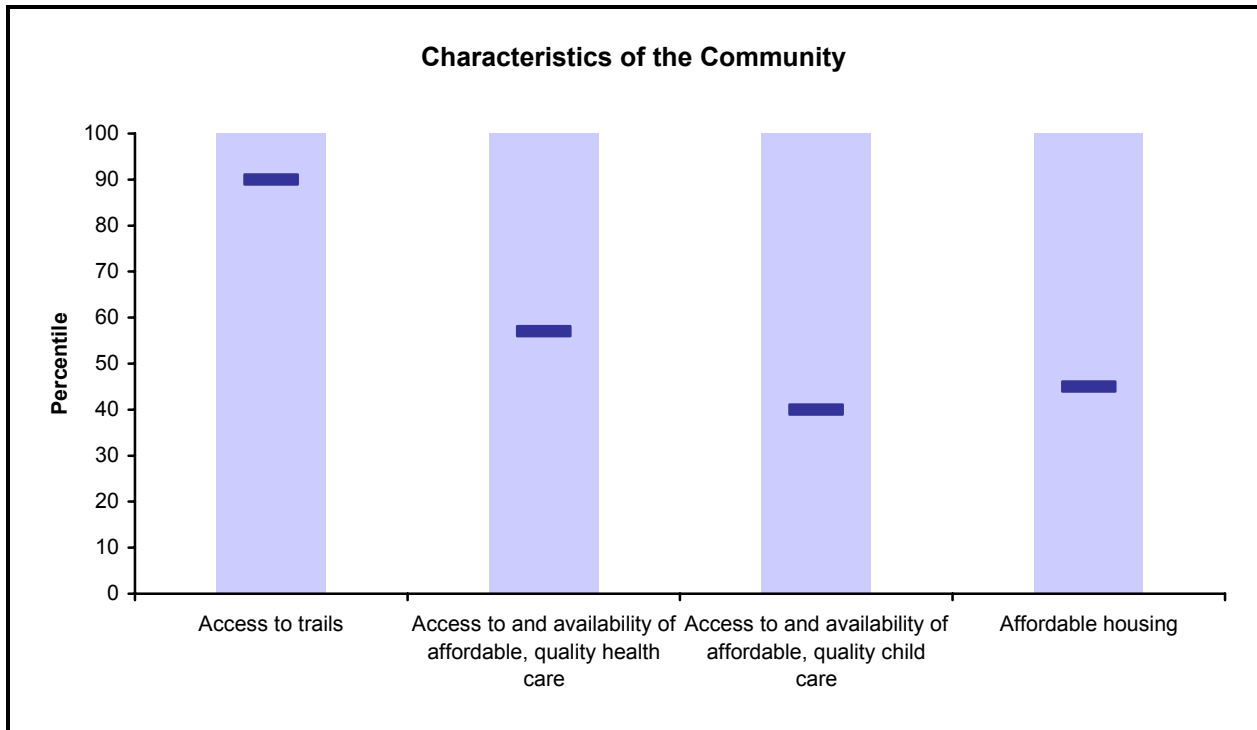
Those responding to the survey were given a set of community characteristics to rate. The highest rated characteristics were access to parks (average rating of 79 on the 100-point scale) and access to trails (71 out of 100), both above “good.” Receiving ratings that averaged about “good” were police attitude (68 out of 100), preservation of Dakota County history (65 out of 100), and access to open space (64 out of 100). Affordable housing (50 out of 100) received the lowest average rating which was midway between “fair” and “good.”

2004 Ratings of Community Characteristics

	Percent of Respondents					Average rating on the 100-point scale (100 = Excellent, 0 = Poor)
	Excellent	Good	Fair	Poor	Total	
Access to parks	44%	50%	5%	1%	100%	79
Access to trails	32%	53%	13%	3%	100%	71
Police attitude	29%	54%	11%	6%	100%	68
Preservation of Dakota County history	18%	61%	18%	2%	100%	65
Access to open space	23%	52%	19%	6%	100%	64
Access to and availability of affordable, quality health care	20%	55%	17%	8%	100%	62
Access to and availability of affordable, quality childcare	15%	55%	23%	7%	100%	59
Affordable housing	11%	42%	32%	15%	100%	50

Comparison to National County Norms

Four of the eight characteristics could be compared to average ratings from other counties. Dakota County's ratings were higher than the norm for access to and availability of affordable, quality health care and access to trails. Average ratings for affordable housing and access to and availability of affordable, quality child care were lower than the norm for counties.



Characteristics of the Community					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Access to parks	79	NA	NA	NA	NA
Access to trails	72	2	5	90%	Above the norm
Police attitude	68	NA	NA	NA	NA
Preservation of Dakota County history	65	NA	NA	NA	NA
Access to open space	64	NA	NA	NA	NA
Access to and availability of affordable, quality health care	62	4	7	57%	Above the norm
Access to and availability of affordable, quality child care	59	4	5	40%	Below the norm
Affordable housing	50	7	11	45%	Below the norm

Safety

County residents assessed their feelings of safety from different types of crime and in two locations in the County. Ninety-four percent of respondents said they felt “somewhat” or “very safe” from violent crimes (average rating of 84 on the 100-point scale) and about nine in ten respondents felt at least “somewhat” safe from property crimes (77 out of 100). Safety from nuisance crimes like vandalism or noise violations received an average rating of 74 on the 100-point scale. Comparisons to other counties were available for ratings of safety from property crimes and violent crimes. Dakota County’s average ratings were higher than the norm in both of these areas.

Residents reported feeling more safe in their neighborhoods (90 on the 100-point scale) than in Dakota County parks (83 out of 100). The average rating for safety in neighborhood was higher in 2004 than in 2001. This may be attributed a slight difference in question wording between the surveys. The 2001 survey included the phrase “walking alone” which was omitted from the 2004 survey.

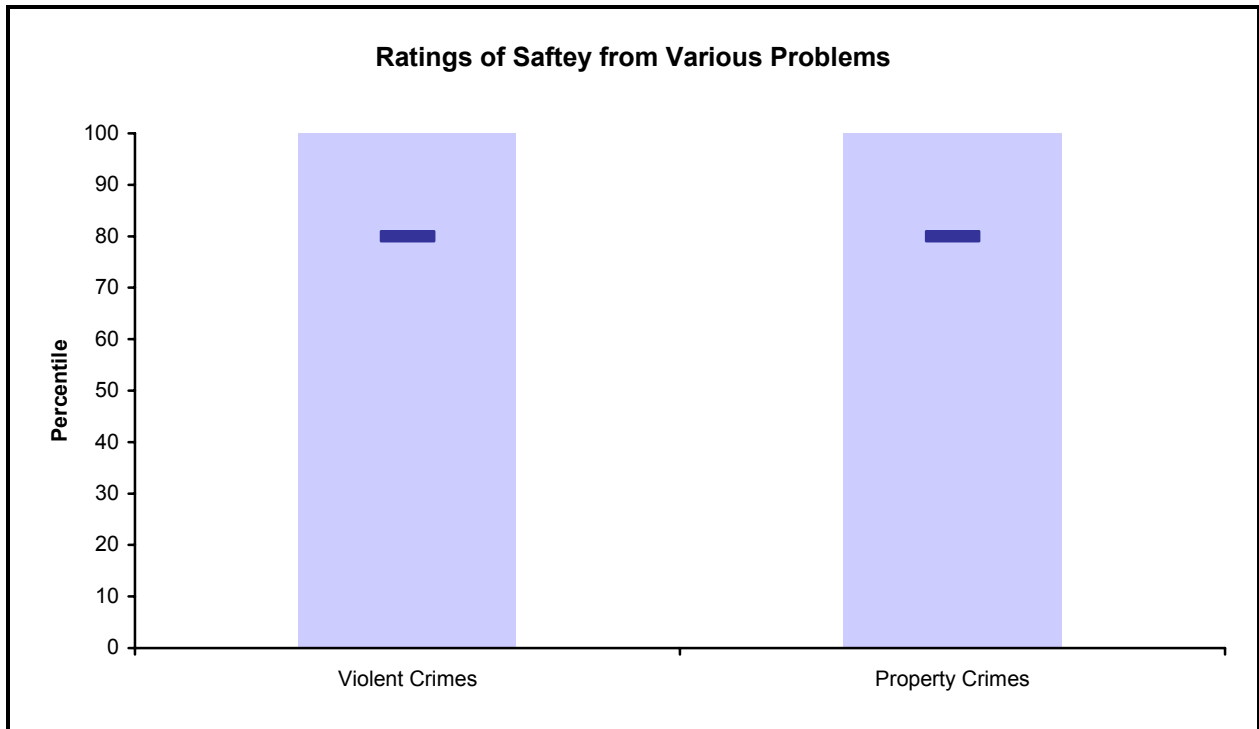
2004 Safety in Dakota County						
	Percent of Respondents					Average Rating on the 100-point Scale (100 = Very safe, 0 = Very unsafe)
	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Total	
In neighborhood*	74%	23%	3%	0%	100%	90
From violent crimes	56%	38%	5%	1%	100%	84
In Dakota County parks	54%	41%	5%	1%	100%	83
From property crimes	41%	48%	10%	1%	100%	77
From nuisance crimes	39%	48%	11%	3%	100%	74

*Question wording in 2001 included the phrase “walking alone,” which was omitted in the 2004 survey.

Comparison by Year: Safety in Dakota County		
	Average Rating on the 100-point Scale (100 = Very safe, 0 = Very unsafe)	
	Year of survey	
	2004	2001
In neighborhood*	90	82

Cells shaded in grey indicate statistically significant differences.

*Question wording in 2001 included the phrase “walking alone,” which was omitted in the 2004 survey.



Ratings of Safety From Various Problems					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Violent crimes	84	2	5	80%	Above the norm
Property crimes	77	2	5	80%	Above the norm

Issues Facing the Community

Survey respondents provided unprompted responses to a question about the most serious issue facing the County. The most frequently identified issue was growth and development (22% of respondents). About one in ten residents mentioned schools (12%), taxes (10%) or traffic congestion (9%) as the most serious issue. (Note that most of the “other” responses have been coded into more descriptive categories in the table below. The full set of “other” responses appears in Appendix D.)

Growth and development was considered the highest concern for respondents in 2004 (22%) and 2001 (25%). Schools and taxes were the next most serious concerns in both years, though slightly less concern was expressed for each in 2004. Most of the remaining categories were similar in the two years.

Comparison by Year: Most Serious Issue Dakota County is Facing		
What do you feel is the most serious issue facing the County at this time?	Percent of Respondents*	
	2004	2001
Growth/development	22%	25%
Schools	12%	21%
Taxes	10%	15%
Traffic congestion	9%	7%
Condition of roads	5%	3%
Crime	4%	7%
Affordable housing	3%	0%
Economic development	3%	NA
Budget	3%	NA
Amount of County services	2%	NA
Jobs	2%	NA
Preserving natural areas	2%	NA
Teen drug/alcohol use	2%	NA
Transportation	2%	NA
Keeping farms	1%	NA
Lack of businesses/attracting businesses	1%	3%
Pollution	1%	NA
Quality of County services	1%	NA
Lack of health services	1%	NA
Land/land use	1%	NA
Amount of housing	1%	NA
Affordable property	0%	NA
Lack of recreational opportunities	0%	NA
Loss of rural feel	0%	NA
Native American land issues	0%	NA
Politics/political issues	0%	NA
Quality housing	0%	NA
Traffic law enforcement	0%	NA
Zoning laws	0%	NA
Population	0%	NA
Airport	0%	2%

Comparison by Year: Most Serious Issue Dakota County is Facing

What do you feel is the most serious issue facing the County at this time?	Percent of Respondents*	
	2004	2001
Racial problems	0%	NA
Planning	0%	NA
No issue	5%	NA
Other	4%	6%
Total	100%	**

*Statistical significance not tested

**The total for 2001 data does not equal 100, as some categories from 2001 were not included in 2004.

Eight potential community problems were presented to respondents. None of the problems received an average rating higher than approximately midway between a “moderate” and a “minor problem.” The two issues identified as most problematic were growth and traffic congestion, with each considered a “major problem” by about three in ten respondents. Crime and poverty were the least problematic, with less than one respondent in ten selecting “major problem” to describe each.

2004 Ratings of Potential Problems

	Percent of Respondents					Average rating on the 100-point scale (100 = Not a problem, 0 = Major problem)
	Major problem	Moderate problem	Minor problem	Not a problem	Total	
Growth	31%	34%	20%	15%	100%	40
Traffic congestion	30%	37%	22%	12%	100%	38
Drinking and driving	22%	38%	30%	11%	100%	43
Taxes	18%	40%	29%	13%	100%	46
Domestic violence	11%	32%	43%	15%	100%	54
Child abuse and neglect	11%	30%	47%	13%	100%	54
Crime	7%	38%	43%	12%	100%	53
Poverty	6%	29%	48%	16%	100%	58

Also included on the survey were potential health concerns. Underage drinking was identified as a “major” health concern by one-third of respondents. Another three in ten respondents said that obesity was a “major” health concern in the County, and 27% said youth tobacco use was a “major concern.” Just 7% of residents believed indoor air quality to be a “major concern” and about one-quarter felt that it was not at all a concern, making it the most positively rated potential concern.

2004 Health Concerns in Dakota County						
	Percent of Respondents					Average rating on the 100-point scale (100 = Not at all a concern, 0 = Major concern)
	Major concern	Moderate concern	Minor concern	Not at all a concern	Total	
Underage drinking	33%	40%	20%	7%	100%	34
Obesity	30%	39%	21%	10%	100%	37
Youth tobacco use	27%	33%	26%	13%	100%	42
Physical inactivity	22%	38%	27%	13%	100%	44
Sexually transmitted diseases	18%	26%	41%	15%	100%	51
Exposure to secondhand smoke	18%	28%	36%	18%	100%	52
Unplanned pregnancy	17%	32%	38%	13%	100%	49
Preparedness for bioterrorism and natural disasters	16%	31%	38%	15%	100%	51
Depression	14%	36%	36%	14%	100%	50
Abuse or neglect of older people	14%	25%	44%	17%	100%	55
Inadequate care and parenting for infants and young children	13%	30%	44%	14%	100%	53
Suicide	10%	26%	46%	18%	100%	57
Indoor air quality	7%	23%	44%	26%	100%	63

Evaluation of County Services

Satisfaction with County Government

Ninety-four percent of County residents reported “somewhat” or “strongly” approving of the job the Dakota County Board is doing. The average rating was a 71 on the 100-point scale. The rating in 2004 was higher than the adjusted 2001 rating (65 out of 100). The question was worded very similarly in the two years, though the scale was presented in an alternative way in 2001 where respondents were asked whether they approved or disapproved of the job the Board was doing, and then if they felt strongly that way.

2004 Approval Rating of Job Dakota County Board is Doing						
	Percent of Respondents					Average rating on the 100-point scale (100 = Strongly approve, 0 = Strongly disapprove)
	Strongly approve	Somewhat approve	Somewhat disapprove	Strongly disapprove	Total	
From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the County Board is doing?	22%	72%	4%	2%	100%	71

Comparison by Year: Approval Rating of Job Dakota County Board is Doing		
	Average rating on the 100-point scale (100 = Strongly approve, 0 = Strongly disapprove)	
	Year of survey	
	2004	2001
From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the County Board is doing?	71	65

Cells shaded in grey indicate statistically significant differences.

*Response scale was worded slightly differently in 2001.

Satisfaction with County Services

Dakota County residents provided ratings of 16 County services. The highest average rating was given to the County libraries (80 on the 100-point scale). The next most highly rated services were County parks and recreation (77 out of 100), EMS and ambulance services (76 out of 100), the trail and bikeway system in the County (73 out of 100), and Sheriff services (70 out of 100), all at or above "good." The lowest rated service was public transportation/transit services with an average rating of 48 on the 100-point scale.

2004 Ratings of Service Delivery						
	Percent of Respondents					Average rating on the 100-point scale (100 = Excellent, 0 = Poor)
	Excellent	Good	Fair	Poor	Total	
County libraries	48%	45%	6%	1%	100%	80
County parks and recreation	39%	54%	6%	1%	100%	77
EMS and ambulance services	36%	58%	5%	1%	100%	76
Trail and bikeway system in County	32%	57%	10%	1%	100%	73
Sheriff services	24%	62%	11%	2%	100%	70
Snow and ice removal on County roads	26%	51%	16%	7%	100%	65
Public health services	16%	63%	18%	3%	100%	64
Environmental protection	15%	62%	20%	4%	100%	63
Child protection services	16%	61%	20%	3%	100%	63
Social services to seniors	15%	61%	20%	4%	100%	62
Services to youth	14%	60%	22%	5%	100%	61
Condition of County roads	14%	56%	23%	7%	100%	59
Employment support services	12%	58%	23%	8%	100%	58
Social services to needy	13%	56%	23%	8%	100%	58
Services to low income residents	10%	55%	23%	12%	100%	54
Public transportation/transit services	12%	42%	27%	20%	100%	48

Comparison to 2001 Evaluations

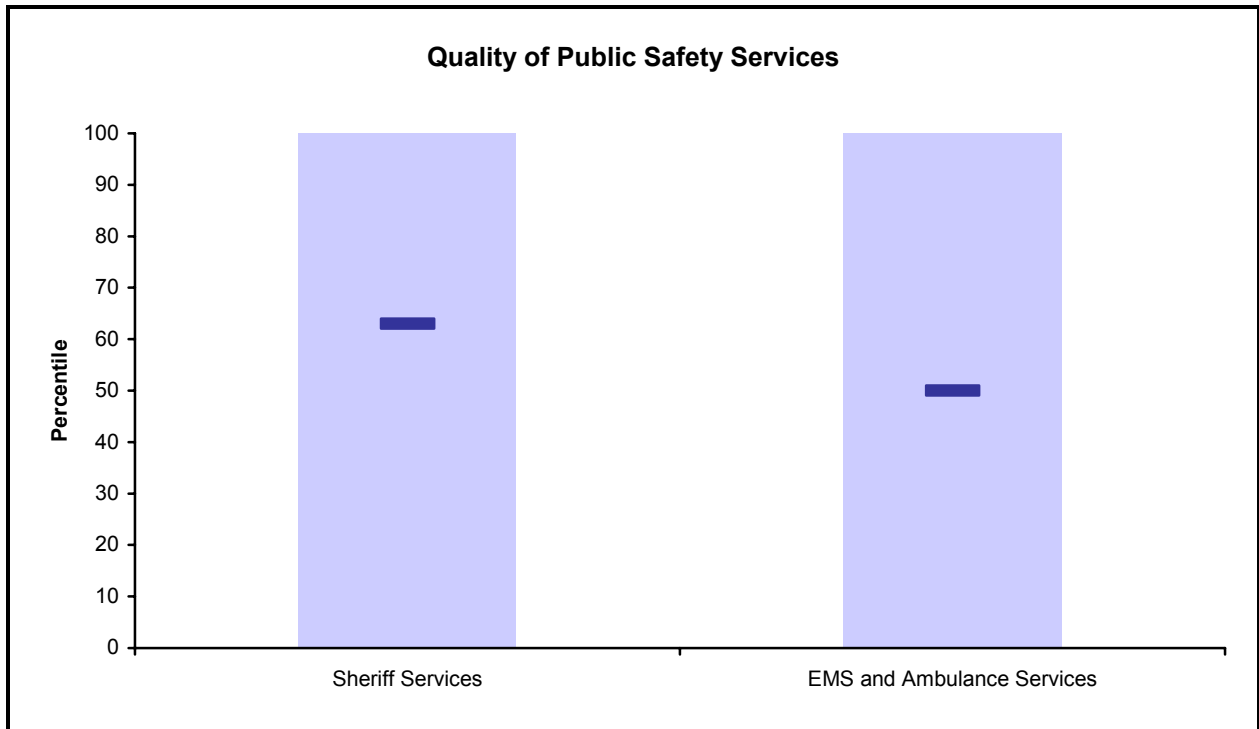
Six service ratings from 2004 were compared to adjusted 2001 ratings. Four of the services received similar ratings in the two years: County libraries (80 out of 100 in 2004 vs. 82 in 2001), County parks and recreation (77 vs. 76), the trail and bikeway system in the County (73 vs. 70), and Sheriff services (70 vs. 72). Two services earned a lower average rating in 2004 than in 2001: snow and ice removal on County roads (65 in 2004 vs. 73 in 2001) and the condition of County roads (59 vs. 63). A change in wording could account for some of the change. In 2001, respondents were asked to rate the snow and ice removal operations rather than just the removal and the County road system rather than the condition of County roads.

Comparison by Year: Ratings of Service Delivery		
	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Year of survey	
	2004	2001
County libraries	80	82
County parks and recreation	77	76
Trail and bikeway system in County	73	70
Sheriff services	70	72
Snow and ice removal on County roads*	65	73
Condition of County roads	59	63

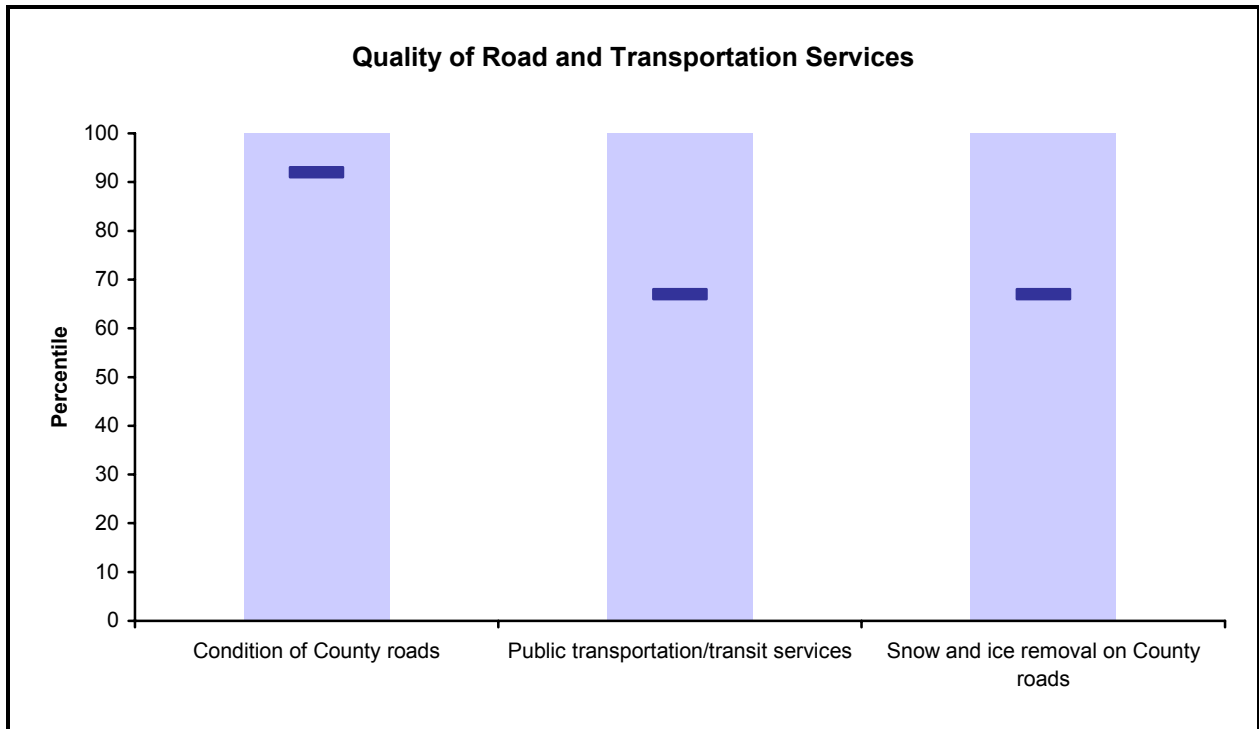
*Different wording?

Comparison to National County Norms

The County received average ratings higher than the norm for nine services: Sheriff services, condition of County roads, public transportation/transit services, snow and ice removal on County roads, County libraries, County parks and recreation, public health services, services to youth, and services to low income residents. Three services were given average ratings that were similar to other counties: EMS and ambulance services, social services to seniors, and social services to the needy.

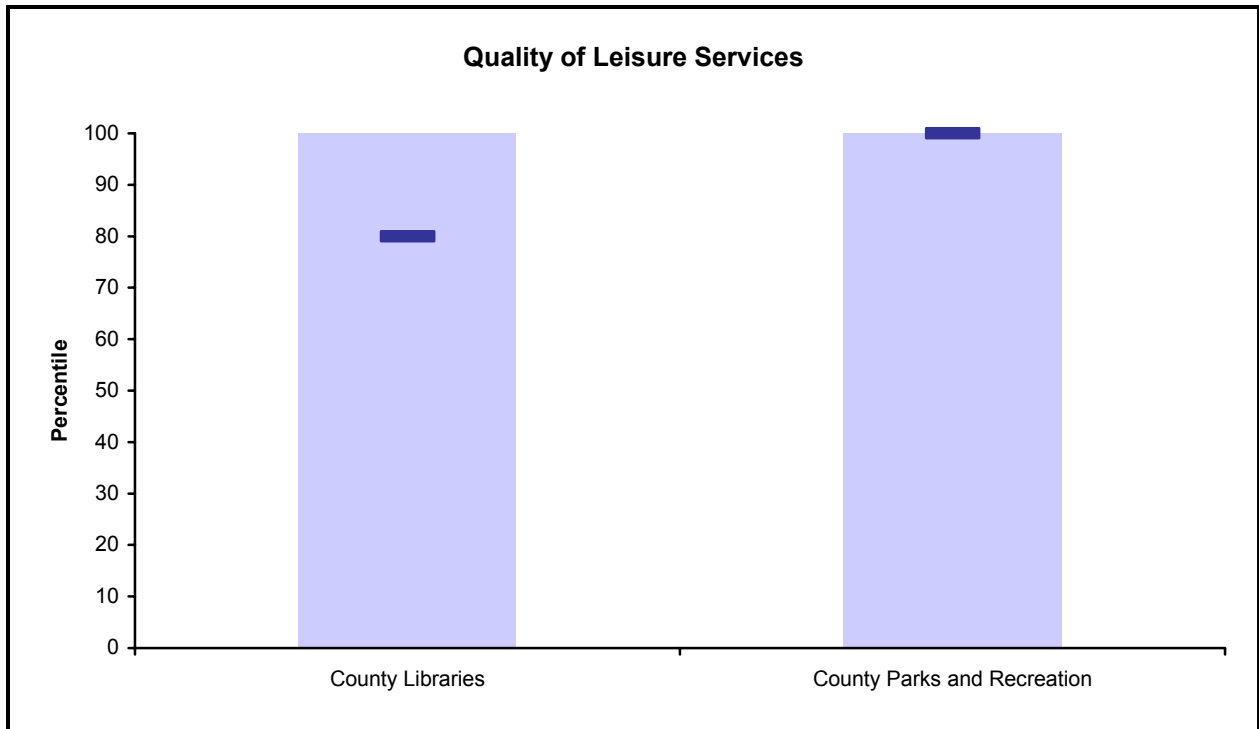


Quality of Public Safety Services					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Sheriff services	70	10	24	63%	Above the norm
EMS and ambulance services	76	6	10	50%	Similar to the norm

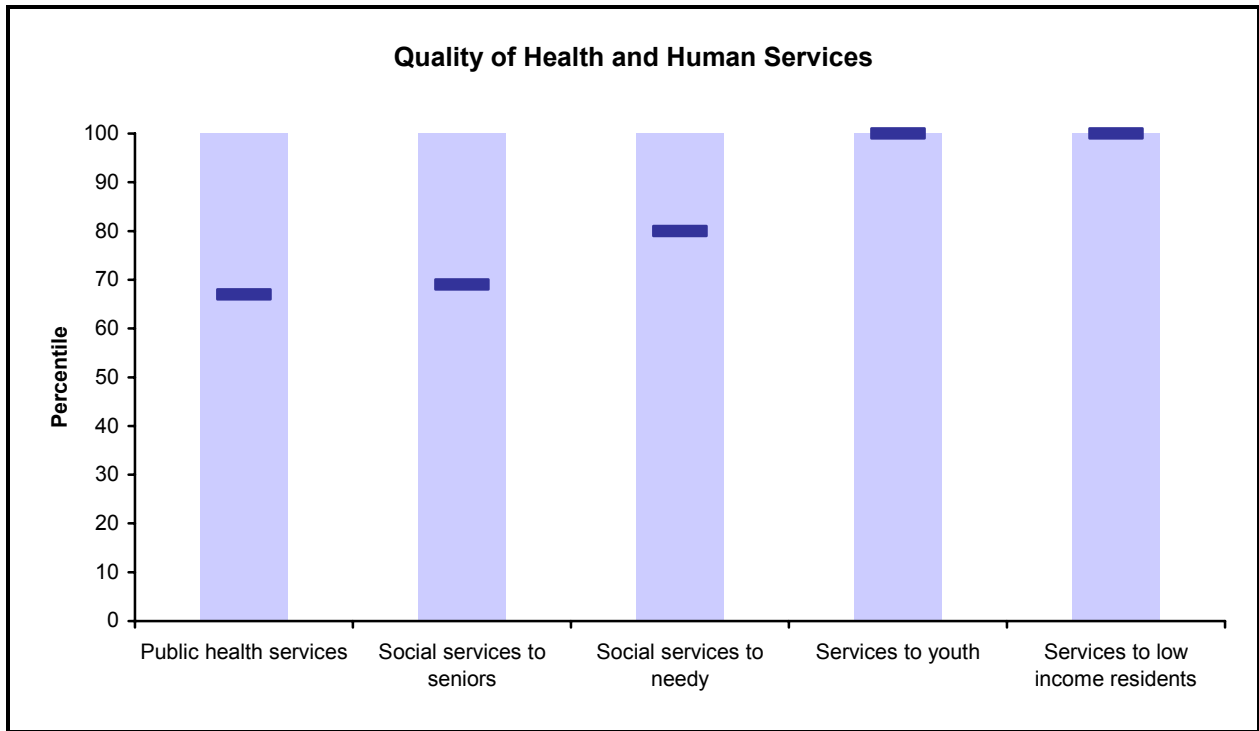


Quality of Road and Transportation Services

	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Condition of County roads	59	2	13	92%	Above the norm
Public transportation/transit services	48	4	9	67%	Above the norm
Snow and ice removal on County roads	65	3	6	67%	Above the norm



Quality of Leisure Services					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
County libraries	80	2	5	80%	Above the norm
County parks and recreation	77	1	7	100%	Above the norm



Quality of Health and Human Services

	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Public health services	64	4	9	67%	Above the norm
Social services to seniors	62	5	13	69%	Similar to the norm
Social services to needy	58	2	5	80%	Similar to the norm
Services to youth	61	1	9	100%	Above the norm
Services to low income residents	54	1	6	100%	Above the norm

Comparison of Quality and Awareness

The Dakota County citizen survey is designed to capture County residents' perceptions of various aspects of community life.

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

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

the bottom half of the other (higher quality and lower awareness or lower quality and higher awareness) and some services were in the bottom half of both lists.

Ratings of awareness were compared to ratings of quality (see the following table). Services for which less than 19% of respondents said "don't know" were defined as having higher awareness. Lower awareness services were those for which more than 19% of respondents reported "don't know."

Services with lower relative quality were those receiving an average rating of 63 or lower, while higher relative quality service had an average rating of over 63.

Also included in the table is a reminder of the position of each service relative to normative data for other counties. By considering these data in concert with one another, Dakota County can identify those services about which residents are relatively more aware, but are considered of lower relative quality. As shown in the following table, there was no service about which residents were more aware and that received a quality rating that was below the norm.

		Relative Service Quality and Awareness			
		Relative Perceived Quality			
		Higher		Lower	
Relative Resident Awareness	Higher	Above the norm	<ul style="list-style-type: none"> County libraries County parks and recreation Snow and ice removal on County roads 	Above the norm	<ul style="list-style-type: none"> Condition of County roads Public transportation/transit services
		Similar to the norm	<ul style="list-style-type: none"> EMS and Ambulance Services 	Similar to the norm	
		Below the norm		Below the norm	
		No norm available for: Trail and bikeway system in County		No norm available for: Environmental protection	
	Lower	Above the norm	<ul style="list-style-type: none"> Sheriff Services Public health services 	Above the norm	<ul style="list-style-type: none"> Services to youth Services to low income residents
		Similar to the norm		Similar to the norm	<ul style="list-style-type: none"> Social services to seniors Social services to needy
		Below the norm		Below the norm	
		No norm available for: Child protection services		No norm available for: Employment support services	

County Libraries

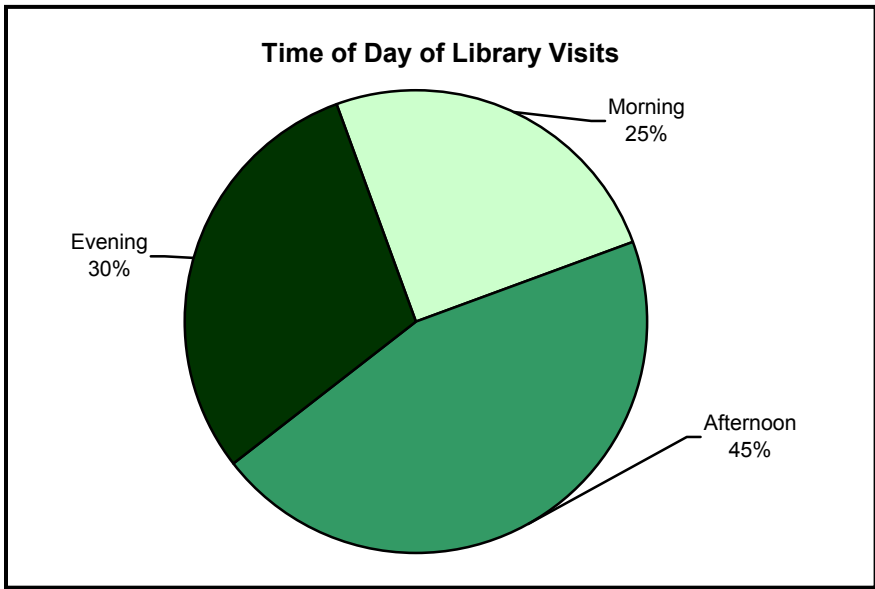
The survey included a set of questions about Dakota County libraries. About four-fifths of respondents said they had visited a County library at least once in the past three months. This was similar to 2001, when 80% of respondents reported themselves in that category.

2004 Frequency of Visiting a Dakota County Library	
How often visited Dakota County Library	Percent of Respondents
Never	21%
Once or twice	31%
3 to 6 times	27%
More than 6 times	21%
Total	100%

Comparison by Year: Frequency of Visiting a Dakota County Library		
How often visited Dakota County Library	Year of survey	
	Percent of Respondents	
	2004	2001
Ever	79%	80%
Never	21%	20%

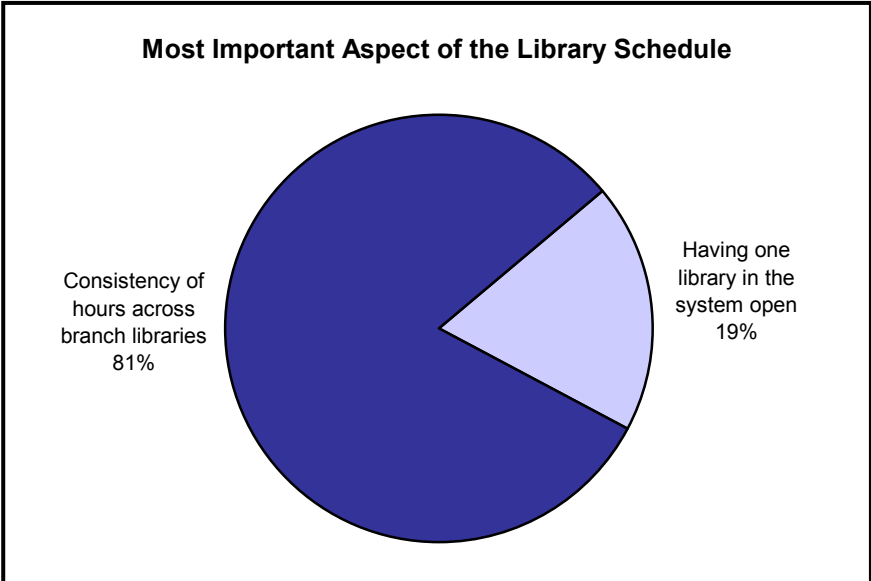
Residents were asked on which day of the week they would be most likely to visit the library. Responses were distributed across the seven days of the week, with the greatest percentage saying that they would go on Saturday (36%) and the fewest respondents saying that they would go on Thursday (6%), Friday (7%), or Sunday (6%).

Most Likely Day of the Week to Visit the Library	
Day of week of library visit	Percent of Respondents
Monday	10%
Tuesday	15%
Wednesday	20%
Thursday	6%
Friday	7%
Saturday	36%
Sunday	6%
Total	100%



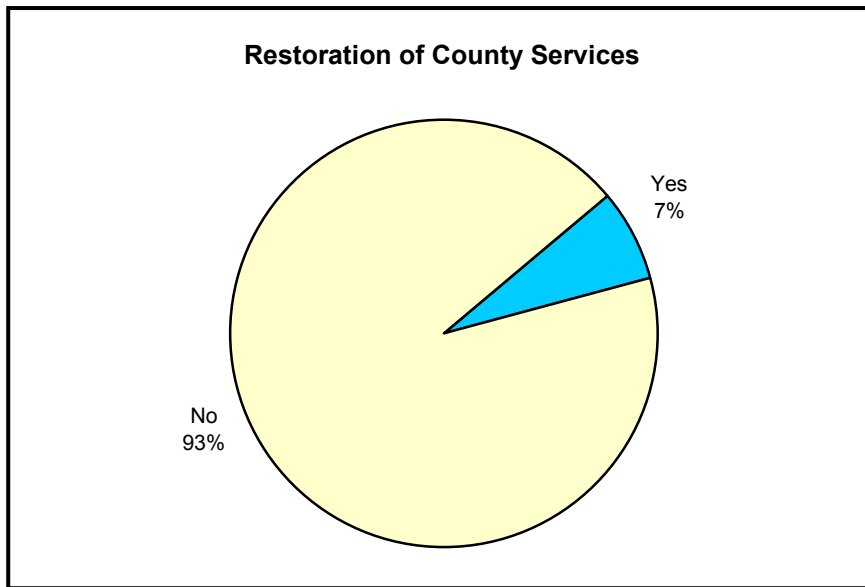
Still thinking about when they would be most likely to go to the library, respondents next answered a question about the most likely time of day for their visit. One-quarter of respondents said they would go in the morning, 45% offered that afternoon was more likely, and 30% suggested that they would make their visit in the evening.

In case County libraries must reduce their hours, Dakota County wanted to know whether residents would prefer that one library remain open or that branch libraries have consistent hours. At a rate of four to one, respondents preferred consistent hours across branch libraries over a single library being open.



Restoration of County Services

Just 7% of County residents said that there were County services that had been lost that they would like to see restored. Ninety-three percent did not feel that there were any services that they thought should be restored.



Those who said that they did want to see Dakota County services restored were asked to identify those services. The largest category of unprompted responses was about library hours; about one-quarter of respondents wanted to see longer library hours restored. (Note that most of the "other" responses have been coded into more descriptive categories in the table below. The full set of "other" responses appears in Appendix D.)

County Services Desired to be Restored

	Percent of Respondents
Longer library hours	24%
Education funding	7%
Additional childcare vouchers/subsidized childcare	6%
Mental health services	6%
Child/youth services	6%
No services	5%
Health services	5%
Visits from public health nurses	4%
Snow and ice removal	4%
Disability services	4%
Low income services	4%
Senior services	3%
Local extension programs (e.g., 4h, master gardener programs)	2%
Drug treatment	2%
Transportation	2%
More police programs	1%
Other	31%

Public Trust

Survey respondents were read four statements about Dakota County government and asked the extent to which they agreed or disagreed with each statement. More than eight in ten residents “somewhat” or “strongly” agreed with statements about receiving good value for the County taxes they pay (87% of respondents), feeling that the County does a good job managing tax dollars (88%), and feeling that the County government listens to citizens (82%). Each of these statements received an average rating that was between “somewhat agree” (67 on the 100-point scale) and “strongly agree” (100 on the 100-point scale). The remaining statement: “I feel I know about the work of the County Board” received an average rating of 42 on the 100-point scale.

Two of these statements also were included on the 2001 survey. In 2004, residents gave higher ratings to the statement: “I feel I receive good value for the County taxes I pay” (71 in 2004 vs. 61 in 2001) and similar ratings to knowing about the work of the County Board (42 in 2004 vs. 45 in 2001). Question wording between survey years varied slightly, in that the 2001 survey asked respondents to rate how much they felt they knew about the work of the County Board and the tax value statement was evaluated on a different scale.

There were two statements that could be compared to other counties. “I feel I receive good value for the Dakota County taxes I pay” and “Dakota County government listens to citizens” both received higher ratings than other counties in the normative data set.

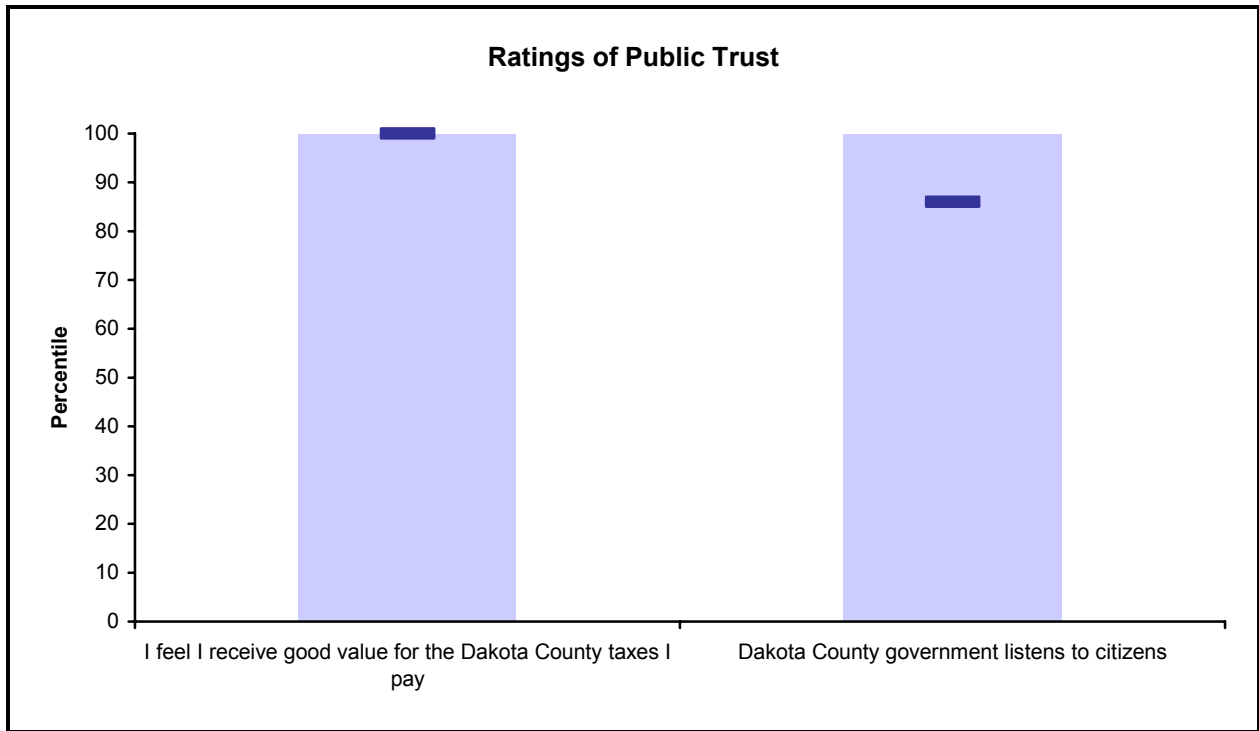
2004 Public Trust Ratings						
	Percent of Respondents					Average Rating on the 100-point Scale (100 = Strongly agree, 0 = Strongly disagree)
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	
I feel I receive good value for the County taxes I pay	32%	55%	8%	5%	100%	71
Overall, I feel that Dakota County does a good job of managing tax dollars and limiting spending to essential programs and services	25%	63%	7%	6%	100%	69
I feel the County government listens to citizens	19%	63%	12%	6%	100%	65
I feel I know about the work of the County Board	7%	36%	33%	24%	100%	42

Comparison by Year: Public Trust Ratings

	Average Rating on the 100-point Scale (100 = Strongly agree, 0 = Strongly disagree)	
	Year of survey	
	2004	2001
I feel I receive good value for the County taxes I pay*	71	61
I feel I know about the work of the County Board*	42	45

Cells shaded in grey indicate statistically significant differences.

** Question wording in 2001 different from 2004 survey*



Ratings of Public Trust

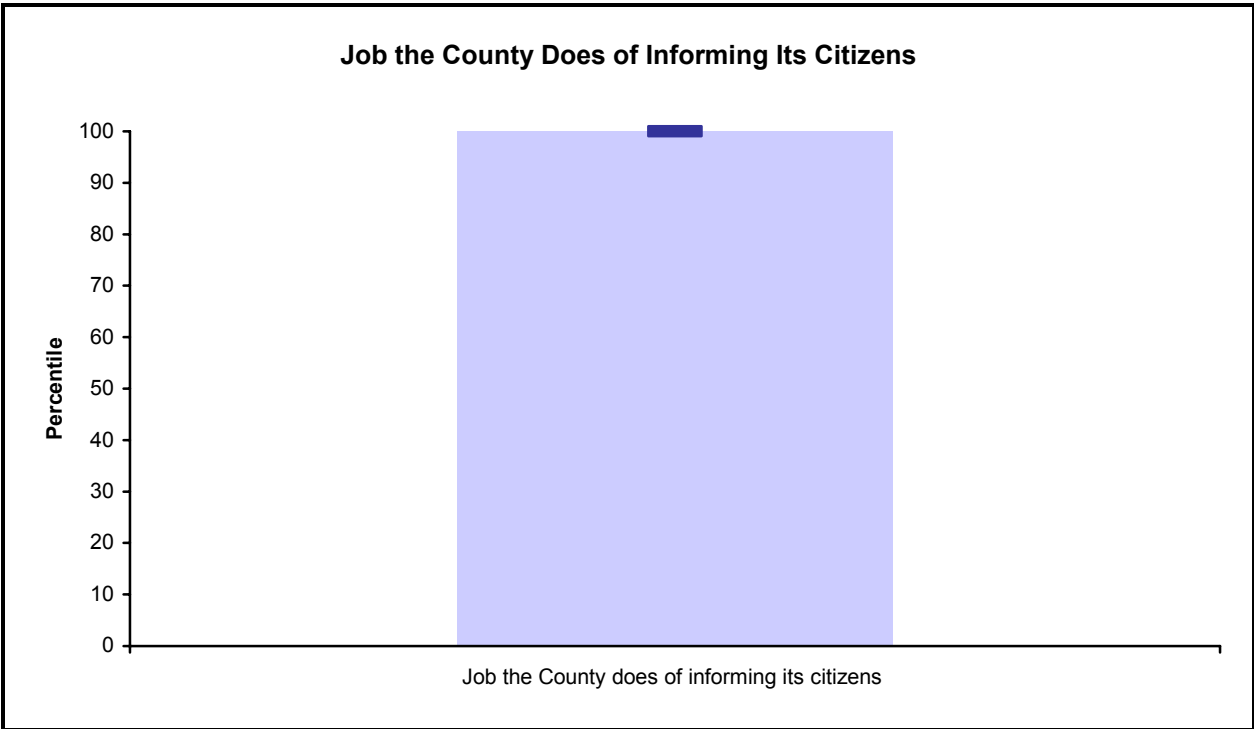
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
I feel I receive good value for the Dakota County taxes I pay	71	1	8	100%	Above the norm
Dakota County government listens to citizens	65	2	7	86%	Above the norm
Overall, I feel that Dakota County does a good job of managing tax dollars and limiting spending to essential programs and services.	69	NA	NA	NA	NA

Eighteen percent of Dakota County residents reported that the County does an “excellent” job of informing its citizens. Half said the County does a “good” job, one-quarter said the job is “fair” and just 6% said it is “poor.” The average rating of 60 on the 100-point scale in 2004 is slightly lower than the adjusted 2001 rating (64 out of 100). When compared to average ratings from other counties, Dakota’s rating is above the norm.

2004 Rating of the Job the County Does of Informing its Citizens						
	Percent of Respondents					Average rating on the 100-point scale (100 = Excellent, 0 = Poor)
	Excellent	Good	Fair	Poor	Total	
How would you rate the job the County does of informing its citizens?	18%	50%	25%	6%	100%	60

Comparison by Year: Rating of the Job the County Does of Informing its Citizens		
	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Year of survey	
	2004	2001
How would you rate the job the County does of informing its citizens?*	60	64

* Question wording in 2001 different from 2004 survey

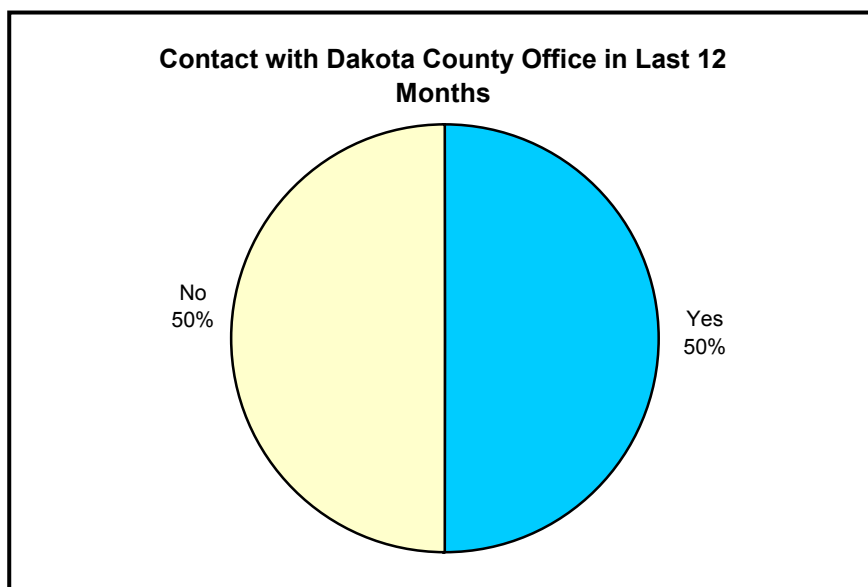


Job the County does of informing its citizens					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Job the County does of informing its citizens	60	1	7	100%	Above the norm

Contacting County Government

Recent Contact with the County

Half of respondents said that they had visited or telephoned a County government office within the previous 12 months.



Those who had contacted a government office were asked to identify the specific office. Of these unprompted responses, the most common departments were the License Center and Social/Community Services, each cited by 10% of respondents. The next most frequently contacted departments were the Tax office (9% of respondents) and the office of the Sheriff (6%). (Note that most of the "other" responses have been coded into more

descriptive categories in the table below. The full set of "other" responses appears in Appendix C.)

2004 Dakota County Department Contacted

Department contacted	Percent of Respondents
License Center	10%
Social/Community Services	10%
Taxes	9%
Office of the Sheriff	6%
Births and Deaths, Marriage and Passport Office	4%
Library	4%
Economic Assistance/Welfare/MFIP	3%
Housing Redevelopment Authority (HRA)/Community Development	3%
Highway/Transportation Department	3%
Office of the Recorder/Registrar	3%
Police Department	3%
Office of the Assessor	2%
Office of Administration	2%
Park System	2%
Civil Court	2%
Juror Information	2%
Juvenile Court	2%
Building Inspections	2%

2004 Dakota County Department Contacted

Department contacted	Percent of Respondents
Land Use/Planning and Zoning	2%
Public Health/MA/Medical Assistance/Minnesota Care	2%
Northern Service Center	2%
Office of the County Attorney	1%
Finance (e.g., Payments/Budgets/Vouchers)	1%
Minnesota Workforce Center	1%
Veterans Services	1%
Conciliation and Small Claims Court	1%
Family Court	1%
Adult Court	1%
Probation and Parole Office	1%
Public Works	1%
911 Dispatch	1%
Jail Facility	1%
Animal Control	1%
Employee Relations/Human Resources	1%
County Commissioners	1%
City Hall	1%
Auditor	1%
Property Records	1%
Environmental/Natural Resources	1%
Elections and Voter Registration	0%
Community Action Program (CAP) Agency	0%
Extension Service	0%
Solid Waste Disposal	0%
Public Affairs	0%
Public Transportation	0%
Mental Health Clinic	0%
Department of Motor Vehicles	0%
No office	0%
Other	3%
Total	100%

The Office of the County Attorney, Juvenile Court, and the License Center were the most commonly contacted departments by those responding to the survey in 2001. In 2004, the License Center continued to be commonly contacted by survey respondents, but Social and Community Services and Taxes were among the most highly contacted departments instead of the Office of the County Attorney and Juvenile Court.

Comparison by Year: Dakota County Department Contacted		
Department contacted	Percent of Respondents	
	2004	2001
License Center	10%	13%
Social/Community Services	10%	2%
Taxes	9%	3%
Births and Deaths, Marriage and Passport Office	4%	6%
Library	4%	2%
Economic Assistance/Welfare/MFIP	3%	7%
Office of the Assessor	2%	3%
Office of Administration	2%	3%
Park System	2%	1%
Civil Court	2%	0%
Juror Information	2%	1%
Juvenile Court	2%	13%
Office of the County Attorney	1%	15%
Finance (e.g., Payments/Budgets/Vouchers)	1%	6%
Minnesota Workforce Center	1%	6%
Veterans Services	1%	1%
Conciliation and Small Claims Court	1%	0%
Family Court	1%	3%
Elections and Voter Registration	0%	2%
Other	3%	3%
Total	100%	100%

Ratings of County Employees

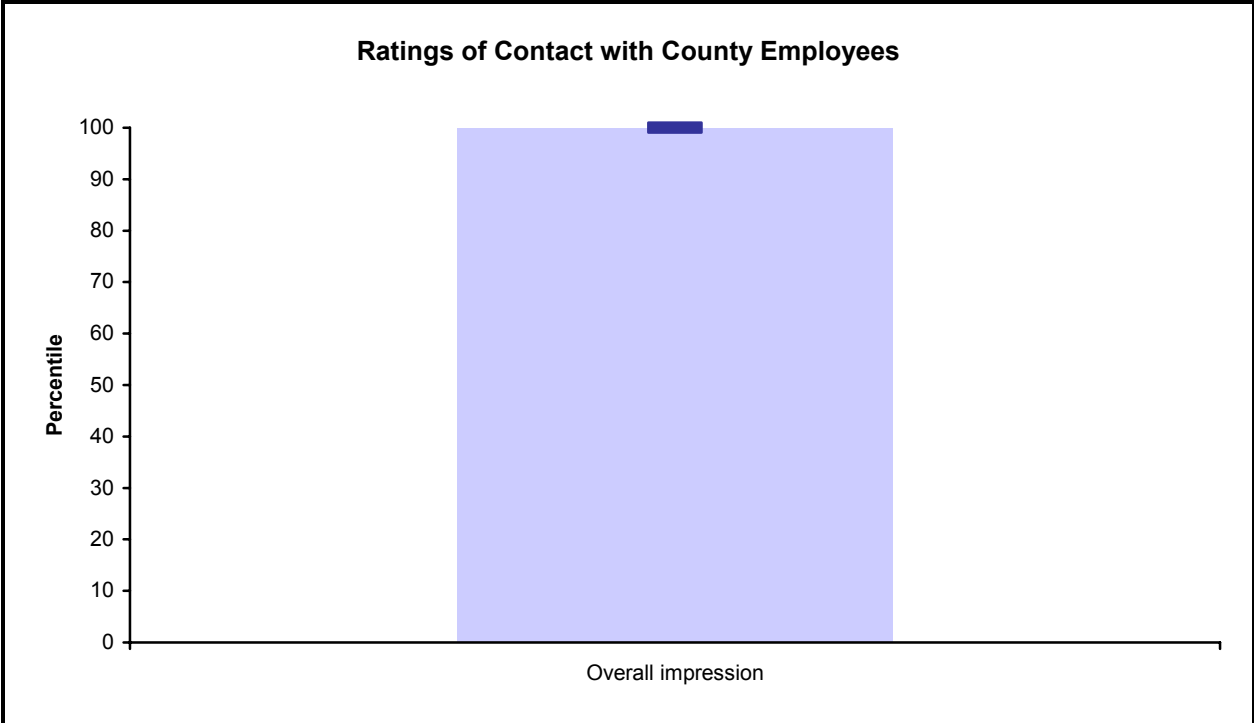
Residents who had contacted a government office rated their overall impression of Dakota County in their most recent contact. About half of respondents rated their impression as "excellent," 37% as "good," 7% as "fair," and 6% as "poor." The average rating of 76 on the 100-point scale in 2004 was higher than the rating of 68 in 2001 and higher than average ratings from other counties. However, the 2001 survey asked respondents to rate five aspects (convenience of the location, convenience of the operating hours of the facility, promptness of the service, and courtesy of the staff) of their last contact or visit using a five-point scale, where "five" was "excellent" and "one" was for "poor."

2004 Overall Impression of Dakota County in Most Recent Contact						
	Percent of Respondents					Average rating on the 100-point scale (100 = Excellent, 0 = Poor)
	Excellent	Good	Fair	Poor	Total	
Overall impression	49%	37%	7%	6%	100%	76

Comparison by Year: Overall Impression of Dakota County in Most Recent Contact		
	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Year of survey	
	2004	2001
Overall impression*	76	68

Cells shaded in grey indicate statistically significant differences.

*Question was worded slightly differently in 2001.



Ratings of Contact with County Employees					
	Dakota County Rating	Rank	Number of Jurisdictions for Comparison	Dakota County Percentile	Comparison of Dakota County Rating to Norm
Overall impression	76	1	7	100%	Above the norm

Public Information

Public Information Sources

Those responding to the survey indicated whether each of nine possible sources of information about the County was "major," "minor," or "not a source." Weekly community newspapers were considered a "major" source by 45% of respondents. Daily newspapers, television news broadcasts, and the Dakota County newsletter were called "major" sources by 42%, 41%, and 40% of residents, respectively. Least frequently cited as a "major source" were County employees (11%) and community meetings (10%). Each of those sources was considered "not a source" by about half of respondents.

2004 Use of Various Sources of Information about Dakota County

	Percent of Respondents			
	Major source	Minor source	Not a source	Total
Weekly community newspapers	45%	35%	20%	100%
Daily newspapers	42%	37%	21%	100%
Television news broadcasts	41%	39%	20%	100%
Dakota County newsletter, the "Dakota County Update"	40%	40%	20%	100%
Other County residents (e.g., neighbors or friends)	28%	51%	21%	100%
The Internet	27%	41%	33%	100%
Cable television programming	20%	39%	41%	100%
County employees	11%	39%	50%	100%
Community meetings	10%	38%	52%	100%

Weekly community newspapers and the Dakota County newsletter both lost ground as sources of information between 2001 and 2004. In 2004, the percentage of respondents considering weekly newspapers to not be a source of information about the County rose from 7% to 20%, and the percentage of respondents calling the County newsletter "not a source" increased from 13% to 20%. In 2004, more respondents reported using other County residents, the Internet, and cable television programming to be greater sources of information about the County. Respondents reported community meetings to be used similarly as a source in 2004 as in 2001.

Comparison by Year: Sources of Information

	Percent of Respondents					
	Year of survey					
	2004			2001		
	Major source	Minor source	Not a source	Major source	Minor source	Not a source
Weekly community newspapers	45%	35%	20%	53%	40%	7%
Dakota County newsletter, the "Dakota County Update"	40%	40%	20%	46%	41%	13%
Other County residents (e.g., neighbors or friends)	28%	51%	21%	19%	55%	25%
The Internet	27%	41%	33%	8%	31%	62%
Cable television programming	20%	39%	41%	12%	34%	53%
Community meetings	10%	38%	52%	7%	36%	57%

Computer and Internet Access

Eight in ten respondents reported accessing the Internet at least once a week. Nearly two-thirds of residents responding to the survey reported using the Internet on a daily basis, and 14% said they never access the Internet. In 2001, about 40% of respondents reported daily use of the internet at home. Three in ten respondents reported daily use of the internet at work. The 2004 survey asked respondents to report on their frequency of internet use, and did not differentiate between internet use at home and work.

2004 Frequency of Internet Access by Dakota County Residents

How often do you access the Internet?	Percent of Respondents
Never	14%
Daily	63%
2-6 times per week	12%
Once a week	5%
1 to 3 times per month	2%
Once a month	2%
At least once per year	2%
Total	100%

Unprompted responses about the information that residents would like to see on the Dakota County Web site appear in the table on the following page. One-quarter of respondents said they would like to access information about parks. Ten percent would like general information about the County, and 8% would like service information. (Note that most of the “other” responses have been coded into more descriptive categories in the table below. The full set of “other” responses appears in Appendix D.)

2004 Information Desired at Dakota County Web site			
	Percent of Respondents		Percent of Respondents
Park information (e.g., make a reservation at a regional park facility)	25%	Make an appointment for a County service	1%
General information about the County	10%	Register a complaint	1%
Service information	8%	Policies	1%
Researched property sales/information	5%	Public transportation schedules	1%
Meeting calendar, agenda, and/or minutes	5%	Economic development	1%
Job search	5%	Maps	1%
Apply for a library card and/or utilize library resources	4%	Registrations	1%
Budget documents	4%	Contact County commissioners	1%
Crime information-sex offenders	4%	Contact staff	1%
Recreation/entertainment information	4%	Historical information	1%
Recycling/waste disposal information	4%	Road condition/traffic information	1%
Pay fees, fines, or property taxes	3%	Planning information	1%
Zoning and code requirements	3%	Child care	1%
Library catalogs	3%	Reserve meeting space	0%
Education information	3%	Advisory committee	0%
Renew or apply for a license, permit, or other application	2%	Growth development information	0%
Data	2%	Environmental programs	0%
Attend a County event	2%	No purpose	17%
Health services information	2%	Other	7%

**Total may exceed 100% as respondents could give more than one answer.*

Parks and Recreation

Survey respondents were given three options for how the County could pay for the costs incurred by the park system and asked which they would prefer. About half of respondents said there should be fees for special uses, and the remaining respondents were split evenly between entrance fees and a general property tax levy.

2004 Preferred Method of Paying for Park System	
How would you recommend paying for the costs incurred by the park system in Dakota County?	Percent of Respondents
Entrance fees	24%
General property tax levy	24%
Fees for special uses	53%
Total	100%

County residents chose the statement that best fit their view regarding parks and open space from a list of three statements. Two statements, "More parkland and open space should be acquired now to serve the present population of Dakota County" and "More parkland and open space should be acquired now to serve the population of Dakota County in the year 2025" were each selected by about four in ten respondents. The remaining 20% said that the statement "We should not acquire more parkland or open space in Dakota County" best fit their view.

A greater percentage of respondents agreed with the statement "More parkland and open space should be acquired now to serve the present population of Dakota County" in 2004 (41% of respondents) than in 2001 (29%). Fewer respondents felt that parkland and open space should be acquired now to serve the future population (39% in 2004 vs. 48% in 2001), perhaps in part because the 2004 question referenced planning for the 2025 population, while the 2001 question referenced the year 2010. A similar proportion of respondents agreed in 2004 and 2001 that Dakota County should not acquire more parkland or open space.

2004 Parkland and Open Space Preferences	
View of parks and open space acquisition	Percent of Respondents
More parkland and open space should be acquired now to serve the present population of Dakota County	41%
More parkland and open space should be acquired now to serve the population of Dakota County in the year 2025	39%
We should not acquire more parkland or open space in Dakota County	20%
Total	100%

Comparison by Year: Parkland and Open Space Preferences

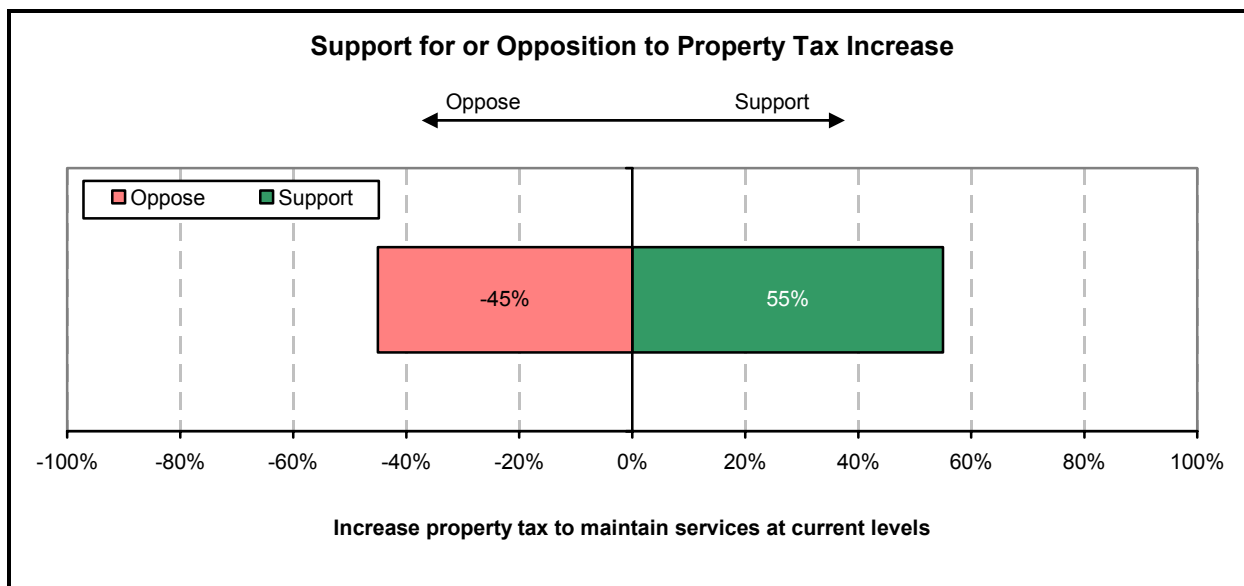
	Year of survey	
	2004	2001
	Percent of Respondents	Percent of Respondents
More parkland and open space should be acquired now to serve the present population of Dakota County	41%	29%
More parkland and open space should be acquired now to serve the population of Dakota County in the year 2025*	39%	48%
We should not acquire more parkland or open space in Dakota County	20%	23%

Cells shaded in grey indicate statistically significant differences.

**Question wording in 2001 referenced the year 2010.*

Policy Questions

As in 2001, County residents were asked whether they would support or oppose increasing their property tax to maintain services at current levels (though the scale used the word “favor” instead of “support” in 2001). Fifty-five percent of respondents said they would “somewhat” or “strongly support” a property tax increase. Strong support was offered by 12% of respondents compared with strong opposition from 22% of respondents. The percent of those respondents who supported increasing property taxes to maintain services at their current levels (55%) was similar to the support in 2001 (54%).



2004 Support for or Opposition to Property Tax Increase

	Percent of Respondents					Percent Strongly and Somewhat Support
	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Total	
Increase property tax to maintain services at current levels	12%	43%	23%	22%	100%	55%

Comparison by Year: Support for or Opposition to Property Tax Increase

	Percent Strongly and Somewhat Support	
	Year of survey	
	2004	2001
Increase property tax to maintain services at current levels	55%	54%

Four transportation scenarios were presented to respondents with which they could agree or disagree. Two-thirds of residents “somewhat” or “strongly” agreed that current levels of service should be improved to decrease congestion, even if it results in increased taxes, while 62% at least “somewhat” agreed that current levels of transportation service should be maintained, even if taxes increase, or reductions occur in other County programs. About half of respondents “somewhat” or “strongly” agreed with funding transportation projects at current levels, even if more congestion results and about one-third “somewhat” or “strongly” agreed with the scenario, “Reducing transportation funding, even if it results in more congestion, because other needs are more pressing.” This statement elicited strong disagreement from 31% of respondents.

2004 Agreement or Disagreement with Transportation Scenarios					
	Percent of Respondents				
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total
Improving current levels of service to decrease congestion, even if it results in increased taxes	20%	47%	19%	14%	100%
Maintaining current levels of transportation service, even if taxes increase, or reductions occur in other County programs	16%	46%	23%	16%	100%
Funding transportation projects at current levels, even if it results in more congestion	10%	38%	32%	19%	100%
Reducing transportation funding, even if it results in more congestion, because other needs are more pressing	7%	28%	34%	31%	100%

Respondent Demographics

Frequencies for demographic questions appear in the following section.

Aspects of Work and Commuting

Respondent Currently Employed for Pay

Are you currently employed for pay?	Percent of Respondents
Yes	75%
No	25%
Total	100%

Respondent Status, if not Employed

Respondent status, if not working	Percent of Respondents
Homemaker	20%
Retired	54%
Student	9%
Unemployed, looking for work	18%
Total	100%

Respondent Employed Full-time or Part-time

Working status	Percent of Respondents
Full-time	86%
Part-time	14%
Total	100%

City in Which Respondent Works

In what city do you primarily work?	Percent of Respondents
Minneapolis	16%
St. Paul	13%
Eagan	11%
Burnsville	10%
Bloomington	6%
Apple Valley	4%
Eden Prairie	3%
Farmington	3%
Hastings	3%
Lakeville	3%

City in Which Respondent Works

In what city do you primarily work?	Percent of Respondents
Richfield	3%
Edina	2%
South St. Paul	2%
West St. Paul	2%
Inver Grove Heights	1%
Maplewood	1%
Mendota Heights	1%
Minnetonka	1%
Prior Lake	1%
Savage	1%
St. Louis Park	1%
Plymouth	1%
Rosemount	1%
Roseville	1%
Woodberry	1%
Fridley	1%
Arden Hills	1%
White Bear Lake	1%
I work in a township	0%
Belle Plaine	0%
Chanhassen	0%
Chaska	0%
Jordan	0%
New Prague	0%
Northfield	0%
Shakopee	0%
Golden Valley	0%
Brooklyn Park	0%
Hopkins	0%
Red Wing	0%
Other	4%
Total	100%

Actual Length of Commute	
Actual work commute length	Percent of Respondents
5 minutes or less	9%
6 to 10 minutes	11%
11 to 15 minutes	15%
16 to 20 minutes	15%
21 to 25 minutes	12%
26 to 30 minutes	12%
Over 30 minutes	22%
Not applicable/work at home	4%
Total	100%

Reasonable Length of Commute	
Reasonable work commute length	Percent of Respondents
5 minutes or less	6%
6 to 10 minutes	8%
11 to 15 minutes	15%
16 to 20 minutes	20%
21 to 25 minutes	14%
26 to 30 minutes	23%
Over 30 minutes	13%
Not applicable/work at home	0%
Total	100%

Reasonable Length of Commute compared by Year		
Reasonable work commute length	Percent of Respondents	
	2004	2001
5 minutes or less	6%	5%
6 to 10 minutes	8%	19%
11 to 15 minutes	15%	16%
16 to 20 minutes	20%	21%
21 to 25 minutes	14%	7%
26 to 30 minutes	23%	20%
Over 30 minutes	13%	11%
Not applicable/work at home	0%	NA
Total	100%	100%

Volunteerism

Volunteered in Last 12 Months	
Volunteered in the last 12 months	Percent of Respondents
Yes	55%
No	45%
Total	100%

Number of Volunteer Hours Per Week	
Number of volunteer hours per week	Percent of Respondents
Less than 2 hours	35%
2 to 5 hours	37%
More than 5 hours but less than 10 hours	14%
More than 10 hours	15%
Total	100%

General Characteristics

Insurance Coverage	
Continuous health care coverage for past 12 months	Percent of Respondents
Yes	89%
No	11%
Total	100%

Respondent Household Income	
Household income	Percent of Respondents
Under \$25,000	13%
\$25,000 to less than \$50,000	19%
\$50,000 to less than \$75,000	27%
\$75,000 to less than \$100,000	21%
\$100,000 to less than \$150,000	15%
\$150,000 or more	6%
Total	100%

Respondent Age

Respondent age	Percent of Respondents
18 to 24 years	7%
25 to 34 years	23%
35 to 44 years	22%
45 to 54 years	25%
55 to 64 years	12%
65 years and over	11%
Total	100%

Household Members

	Average Number of Household Members
Number of children in household	2.0
Number of adults under age 65 in household	2.0
Number of adults over age 65 in household	1.4

Respondent Gender

Gender of respondent	Percent of Respondents
Female	49%
Male	51%
Total	100%

Appendix A: Detailed Survey Methodology

Survey Administration and Response Rate

Phone calls were made from March 3 to March 21, 2004 using a Computer-Assisted Telephone Interviewing system.¹ The survey was administered and the data were recorded electronically. A majority of the interviews were completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least three times before replacing with another number, with at least one of the attempts on either a weekend or weekday. The dispositions of the numbers dialed during the survey are listed in the table on the following page. A quota system was used to ensure that 100 surveys were completed in each of seven County Commissioner Districts.

A total of 10,167 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible for the survey. Of the approximately 4,702 households called², 700 completed interviews providing a response rate of 15%. Approximately 154 households refused the survey.

Dispositions of All Numbers Called for the 2004 Dakota County Citizen Survey	
Completed Interviews	700
Refusal	765
Respondent never available	1,151
Language problem	88
Always busy	147
No answer	3,774
Call blocking	19
Out of sample - other strata than originally coded	37
Fax/data line	356
Disconnected number	2,123
Cellular phone	5
Business, government office, other organizations	383
Quota filled	436
Miscellaneous	121
Total phone numbers used	10,167
I = Complete Interviews (1.1)	700
P = Partial Interviews (1.2)	62
R = Refusal and break off (2.1)	765
NC = Non Contact (2.2)	1,151
O = Other (2.0, 2.3)	202
e = estimated proportion of cases of unknown eligibility that are eligible ³	46%
UH = Unknown household (3.1)	3,940
Response Rate	
$I / ((I + P) + (R + NC + O) + e(UH + UO))$	15%

¹ CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

² Disconnected or business phone numbers were not included as eligible households. For 3,940 phone numbers where the eligibility status of the household was unknown, 46% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 46% of these numbers were included in the final response rate calculation.

³ The estimate of e is based on the proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

Data Analysis and Weighting

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

The demographic characteristics of the sample were compared to population norms for Dakota County and were statistically adjusted to reflect the larger population when necessary. The largest differences in opinion were found among County residents in different categories of age, gender, and income. Consequently, sample results were weighted using the population norms to reflect the appropriate percent of residents by age, gender, and income, and then adjusted to maintain the equal stratification by County Commissioner District. Other socio-demographic variables were also adjusted through the weighting as many of these characteristics are intercorrelated. The results of the weighting scheme are presented in the following table.

2004 Dakota County Citizen Survey Weighting Table			
Characteristic	Percent in Population		
	Population Norm⁴	Unweighted Data	Weighted Data
Sex and Age			
18-34 years of age	33%	16%	30%
35-54 years of age	47%	52%	47%
55+ years of age	21%	32%	23%
Female	51%	42%	49%
Male	49%	58%	51%
Females 18-34	16%	7%	15%
Females 35-54	24%	23%	24%
Females 55+	11%	13%	11%
Males 18-34	16%	9%	15%
Males 35-54	23%	29%	23%
Males 55+	9%	20%	12%
Household Income⁵			
Less than \$25,000	12%	9%	13%
\$25,000 to \$99,999	67%	71%	67%
\$100,000 or more	20%	20%	20%

⁴ Source: 2000 Census

⁵ Household income in 1999

Appendix B: Crosstabulation of Selected Questions by District

Overall Quality of Life by District							
	Average rating (100 = Excellent, 0 = Poor)						
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
How would you rate your overall quality of life?	74	74	78	78	79	79	77

Cells shaded grey indicate statistically significant differences

Characteristics of the Community by District							
	Average rating (100 = Excellent, 0 = Poor)						
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
Affordable housing	47	58	45	48	54	49	47
Access to and availability of affordable, quality health care	56	58	61	64	66	64	66
Access to and availability of affordable, quality childcare	62	55	59	55	67	55	58
Access to parks	79	76	84	83	79	78	76
Access to trails	69	72	79	71	70	68	68
Access to open space	63	66	67	66	59	63	62
Police attitude	65	63	67	69	72	75	66
Preservation of Dakota County history	69	70	68	63	59	63	63

Cells shaded grey indicate statistically significant differences

Ratings of Dakota County Services by District

	Average rating (100 = Excellent, 0 = Poor)						
	District 1	District 2	District 3	District 4	District 5	District 6	District 7
County libraries	83	82	79	79	81	81	84
County parks and recreation	74	76	79	78	78	73	76
Trail and bikeway system in County	72	74	75	71	68	70	71
Condition of County roads	54	59	66	65	59	61	62
Sheriff Services	72	71	72	69	72	71	69
EMS and Ambulance Services	76	73	77	71	78	79	79
Employment support services	56	63	59	56	60	55	54
Environmental protection	60	61	65	61	65	64	63
Public health services	61	67	61	62	65	69	63
Social services to seniors	60	68	58	65	67	59	56
Social services to needy	58	62	56	62	56	62	53
Services to youth	57	65	58	58	62	64	62
Services to low income residents	55	59	51	55	56	56	49
Child protection services	59	62	61	65	69	67	58
Public transportation/transit services	33	50	48	50	59	52	48
Snow and ice removal on County roads	62	72	73	69	69	69	70

Cells shaded grey indicate statistically significant differences

Appendix C: Verbatim Responses to Survey Questions

Question 4: What one thing do you like most about living in the County?

Verbatim responses to "Other"

- The city and county have treated me well
- Diversity of the city and country
- Family oriented
- Church
- Family friendly
- Well managed city
- Many opportunities for things to do
- We have lived here all of our lives
- Law enforcement
- The sun is behind me when I leave in the morning and when I come home
- Law enforcement
- Community
- Community
- The medical treatments for my kids are going well
- Biking and walking trails
- It is continuing to grow in a structured and safe way

Question 6: What do you feel is the most serious issue facing the County at this time?

Verbatim responses to "Other"

- The way single dads are treated by the county and its employees
- Home school opportunities
- Closing the detox in Hastings was very bad
- High cancer rate
- Child care
- Robert street
- Knowledge of existing social programs and senior programs
- Maintaining quality of life for families
- Expensive separate fire services
- People are on the welfare system too long
- Airport runway
- Daycare systems cut
- Loss of restorative justice
- Justice system
- Too big of a government center
- Bus strike
- 18 hole golf course
- Golf course
- Open space
- Lack of creativity in building
- Entertainment
- Lack of police patrols
- Reducing the amount of jet noise from the airport
- Traffic noise

Question 24: Information Desired at Dakota County Web site

Verbatim responses to "Other"

- Disabled people
- GIS system
- Progress reports
- Senior citizen options
- County board resolutions
- Terror alerts
- Information about the board
- Support and disability information
- Where to get a passport
- Voter registration
- Community resources for people with disabilities
- Human resources
- Self help resources
- Statistics
- Court information
- More volunteer services
- Energy assistance
- Passport info
- Statistics and information regarding preparations for bioterrorism
- Hunting
- Airport noise and pollution
- Affordable housing for single mothers
- Information about new non roadside bike trails
- Weather
- Question and answer website

- Noise control
- Also parenting information
- Bond issues

- Water restrictions
- Airport commission
- Air pollution problems

Question 41: Dakota County Department Contacted

Verbatim responses to "Other"

- I went to complain about airport noise ordinances
- Social security
- Hastings government center
- Engineering
- Recycling
- Hastings
- The Western
- West St. Paul services
- Engineering department
- Recreation

Question 46: County Services Desired to be Restored

Verbatim responses to "Other"

- Not having to pay co-pays for medical assistance
- We need an HRA program and section 8
- Shrub removal
- The historical society
- MFIP
- A life guard at Schulze lake
- Hazardous waste facility
- More judges
- Recycling center
- Court system
- Highway maintenance, for rock and gravel washouts
- Reopen section 8 program

Question 53: In what city do you primarily work?

Verbatim Responses to "Other"

- St. Bonafacius
- Cannon Falls
- Welch
- Atlanta, GA, after a 15 minute commute To the airport
- Cottage Grove
- Sunfish Lake
- Stillwater
- Bayport
- Wyoming, MN
- Hampton
- The whole south Metro area
- St Anthony
- Coon Rapids
- Ramsey
- All cities south of the river
- Wilmington
- Vermillion
- Columbia Heights

Appendix D: Complete Set of Frequencies

Question 3: Overall Quality of Life

How would you rate your overall quality of life?	Percent of Respondents
Excellent	43%
Good	49%
Fair	6%
Poor	1%
Don't know/refused	0%
Total	100%

Question 4: Thing Respondent Likes Most About Living in Dakota County

What one thing do you like most about living in the County?

	Percent of Respondents		Percent of Respondents
Good economy	0%	Shopping	2%
Home	2%	Small town feel	4%
Job opportunities	1%	Weather	0%
Libraries	0%	Close to family/friends	1%
Location	25%	Convenience/accessibility	4%
My neighborhood	4%	City/rural mix	1%
Open space	3%	Condition of roads	1%
Parks/lakes	7%	Growth/development rate	1%
Peaceful	2%	Low prices, taxes, etc.	2%
People	2%	Environment/scenery	1%
Quality of life in general	3%	Transportation	0%
Quiet	3%	Space	0%
Rural	4%	Unsure	2%
Safe	4%	No reason	4%
Schools	5%	Other	2%
Services	4%	Don't know/refused	7%
Total			100%

Question 5: Approval Rating of Job the Dakota County Board is Doing

From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the County Board is doing?	Percent of Respondents
Strongly approve	16%
Somewhat approve	54%
Somewhat disapprove	3%
Strongly disapprove	2%
Don't know/refused	25%
Total	100%

Question 6: Most Serious Issue Facing Dakota County

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

	Percent of Respondents		Percent of Respondents
Affordable housing	2%	Schools	10%
Affordable property	0%	Taxes	8%
Amount of County services	2%	Teen drug/alcohol use	2%
Condition of roads	4%	Traffic congestion	7%
Crime	3%	Traffic law enforcement	0%
Economic development	2%	Zoning laws	0%
Growth/development	18%	Population	0%
Jobs	2%	Transportation	2%
Keeping farms	0%	Budget	3%
Lack of businesses/attracting businesses	1%	Lack of health services	1%
Lack of recreational opportunities	0%	Land/land use	1%
Loss of rural feel	0%	Amount of housing	1%
Native American land issues	0%	Airport	0%
Politics/political issues	0%	Racial problems	0%
Pollution	1%	Planning	0%
Preserving natural areas	1%	No issue	4%
Quality housing	0%	Other	3%
Quality of County services	1%	Don't know/refused	19%
Total			100%

Question 7: Ratings of Community Characteristics

	Percent of Respondents					
	Excellent	Good	Fair	Poor	Don't know/refused	Total
Affordable housing	10%	38%	29%	14%	9%	100%
Access to and availability of affordable, quality health care	18%	49%	15%	7%	12%	100%
Access to and availability of affordable, quality childcare	8%	29%	12%	4%	48%	100%
Access to parks	43%	49%	5%	1%	2%	100%
Access to trails	30%	49%	12%	3%	6%	100%
Access to open space	22%	50%	18%	6%	4%	100%
Police attitude	26%	50%	10%	6%	8%	100%
Preservation of Dakota County history	15%	50%	15%	2%	18%	100%

Question 14: Preferred Method of Paying for Park System

How would you recommend paying for the costs incurred by the park system in Dakota County?	Percent of Respondents
Entrance fees	22%
General property tax levy	23%
Fees for special uses	50%
Don't know/refused	5%
Total	100%

Question 15: Parkland and Open Space Preferences

View of parks and open space acquisition	Percent of Respondents
More parkland and open space should be acquired now to serve the present population of Dakota County	40%
More parkland and open space should be acquired now to serve the population of Dakota County in the year 2025	38%
We should not acquire more parkland or open space in Dakota County	19%
None of these/other	1%
Don't know/refused	2%
Total	100%

Question 16: Rating of the Job the County Does of Informing its Citizens

How would you rate the job the County does of informing its citizens?	Percent of Respondents
Excellent	18%
Good	49%
Fair	25%
Poor	6%
Don't know/refused	2%
Total	100%

Question 17: Ratings of Potential Problems

	Percent of Respondents					
	Major problem	Moderate problem	Minor problem	Not a problem	Don't know/refused	Total
Crime	7%	38%	42%	12%	2%	100%
Taxes	17%	39%	28%	13%	4%	100%
Growth	30%	33%	20%	14%	3%	100%
Traffic congestion	30%	36%	22%	12%	1%	100%
Domestic violence	9%	25%	34%	12%	20%	100%
Poverty	6%	27%	45%	15%	8%	100%
Child abuse and neglect	8%	23%	36%	10%	24%	100%
Drinking and driving	20%	35%	27%	10%	8%	100%

Question 19: Support for or Opposition to Property Tax Increase

Increase property tax to maintain services at current levels	Percent of Respondents
Strongly support	12%
Somewhat support	41%
Somewhat oppose	23%
Strongly oppose	21%
Don't know/refused	4%
Total	100%

Question 20: Ratings of Potential Health Concerns

	Percent of Respondents					Total
	Major concern	Moderate concern	Minor concern	Not at all a concern	Don't know/refused	
Exposure to secondhand smoke	17%	27%	35%	18%	3%	100%
Youth tobacco use	26%	31%	25%	12%	6%	100%
Depression	12%	32%	32%	13%	12%	100%
Suicide	9%	22%	40%	15%	15%	100%
Underage drinking	31%	37%	19%	7%	7%	100%
Unplanned pregnancy	14%	27%	32%	11%	15%	100%
Abuse or neglect of older people	12%	22%	40%	16%	10%	100%
Inadequate care and parenting for infants and young children	11%	25%	37%	12%	15%	100%
Sexually transmitted diseases	15%	22%	34%	12%	17%	100%
Preparedness for bioterrorism and natural disasters	14%	27%	33%	13%	12%	100%
Indoor air quality	7%	22%	41%	24%	6%	100%
Physical inactivity	21%	35%	25%	13%	6%	100%
Obesity	28%	37%	20%	9%	6%	100%

Question 21: Ratings of Safety from Types of Crimes

	Percent of Respondents					Total
	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know/refused	
Property crimes	41%	48%	10%	1%	0%	100%
Violent crimes	56%	38%	4%	1%	1%	100%
Nuisance crimes	38%	48%	11%	3%	0%	100%

Question 22: Ratings of Safety in Various Locations

	Percent of Respondents					Total
	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know/refused	
In neighborhood	74%	23%	3%	0%	0%	100%
Dakota County parks	50%	38%	4%	1%	7%	100%

Question 23: Frequency of Internet Access

How often do you access the Internet?	Percent of Respondents
Never	14%
Daily	63%
2-6 times per week	12%
Once a week	5%
1 to 3 times per month	2%
Once a month	2%
At least once per year	2%
Don't know/refused	0%
Total	100%

Question 24: Information Desired at Dakota County Web site

	Percent of Respondents		Percent of Respondents
Renew or apply for a license, permit, or other application	1%	General information about the County	7%
Pay fees, fines, or property taxes	2%	Economic development	1%
Apply for a library card and/or utilize library resources	3%	Attend a county event	2%
Park information (e.g., make a reservation at a regional park)	18%	Maps	1%
Access public county records	1%	Registrations	0%
Researched property sales/information	3%	Library catalogs	2%
Make an appointment for a county service	0%	Contact County commissioners	1%
Register a complaint	1%	Contact staff	0%
Service information	6%	Historical information	1%
Meeting calendar, agenda, and/or minutes	4%	No purpose	13%
Newsletters	2%	Crime information-sex offenders	3%
Budget documents	3%	Recreation/entertainment information	3%
Policies	1%	Education information	2%
Public transportation schedules	0%	Road condition/traffic information	1%
Job search	4%	Growth development information	0%
Reserve meeting space	0%	Health services information	1%
Advisory committee	0%	Environmental programs	0%
Zoning and code requirements	2%	Planning information	1%
Department/employee contacts	1%	Child care	1%
Directions/hours of service	1%	Recycling/waste disposal information	3%
Project information	1%	Other	5%
Data	1%	Don't know/refused	27%

Question 27: Use of Various Sources of Information about Dakota County

	Percent of Respondents				
	Major source	Minor source	Not a source	Don't know/refused	Total
Cable television programming	19%	39%	41%	1%	100%
Daily newspapers	42%	37%	21%	1%	100%
Other County residents (e.g., neighbors or friends)	28%	50%	21%	1%	100%
County employees	11%	38%	49%	2%	100%
The Internet	26%	40%	32%	1%	100%
Weekly community newspapers	45%	35%	19%	1%	100%
Community meetings	10%	37%	52%	1%	100%
Dakota County newsletter, the "Dakota County Update"	40%	39%	20%	1%	100%
Television news broadcasts	41%	38%	20%	1%	100%

Question 28: Ratings of Service Delivery

	Percent of Respondents					
	Excellent	Good	Fair	Poor	Don't know/refused	Total
County libraries	47%	43%	5%	1%	4%	100%
County parks and recreation	38%	52%	6%	1%	3%	100%
Trail and bikeway system in County	29%	52%	9%	1%	9%	100%
Condition of County roads	14%	56%	22%	7%	0%	100%
Sheriff services	20%	51%	9%	2%	19%	100%
EMS and ambulance services	31%	50%	5%	1%	14%	100%
Employment support services	7%	37%	15%	5%	36%	100%
Environmental protection	13%	51%	16%	3%	17%	100%
Public health services	12%	47%	13%	3%	25%	100%
Social services to seniors	9%	40%	13%	3%	36%	100%
Social services to needy	9%	39%	16%	5%	31%	100%
Services to youth	11%	48%	17%	4%	20%	100%
Services to low income residents	6%	35%	15%	8%	36%	100%
Child protection services	10%	40%	13%	2%	34%	100%
Public transportation/transit services	10%	34%	22%	16%	18%	100%
Snow and ice removal on County roads	26%	50%	16%	7%	2%	100%

Question 35: Frequency of Visiting a Dakota County Library

How often visited Dakota County Library	Percent of Respondents
Never	21%
Once or twice	31%
3 to 6 times	27%
More than 6 times	21%
Don't know/refused	0%
Total	100%

Question 36: Most Likely Day of the Week to Visit the Library

Day of week of library visit	Percent of Respondents
Monday	8%
Tuesday	12%
Wednesday	16%
Thursday	5%
Friday	6%
Saturday	30%
Sunday	5%
Don't know/refused	17%
Total	100%

Question 37: Most Likely Time of Day to Visit the Library

Time of day of library visit	Percent of Respondents
Morning	24%
Afternoon	45%
Evening	29%
Don't know/refused	2%
Total	100%

Question 38: Most Important Aspect of Library Schedule

Preferred library hours	Percent of Respondents
Having one library in the system open	19%
Consistency of hours across branch libraries	78%
Don't know/refused	3%
Total	100%

Question 39: Agreement or Disagreement with Transportation Scenarios

	Percent of Respondents					Total
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/refused	
Reducing transportation funding, even if it results in more congestion, because other needs are more pressing	7%	26%	32%	29%	6%	100%
Funding transportation projects at current levels, even if it results in more congestion	10%	36%	31%	18%	6%	100%
Maintaining current levels of transportation service, even if taxes increase, or reductions occur in other County programs	15%	43%	22%	15%	5%	100%
Improving current levels of service to decrease congestion, even if it results in increased taxes	20%	45%	18%	14%	3%	100%

Question 40: Contact with Dakota County Office in Last 12 Months

Have you visited or telephoned any County government office within the last 12 months?	Percent of Respondents
Yes	50%
No	49%
Don't know/refused	1%
Total	100%

Question 41: Dakota County Department(s) Contacted

	Percent of Respondents		Percent of Respondents
Office of the Assessor	3%	Solid Waste Disposal	0%
Office of Administration	2%	Highway/Transportation Department	3%
Office of the County Attorney	1%	Public Affairs	1%
Finance (e.g., Payments/Budgets/Vouchers)	1%	Public Works	1%
Elections and Voter Registration	0%	Public Transportation	0%
Births and Deaths, Marriage and Passport Office	4%	Office of the Recorder/Registrar	3%
License Center	10%	Office of the Sheriff	6%
Taxes	9%	Public Health/MA/Medical Assistance/Minnesota Care	3%
Economic Assistance/Welfare/MFIP	3%	911 Dispatch	1%
Minnesota Workforce Center	1%	Jail Facility	1%
Social/Community Services	11%	Animal Control	1%
Park System	3%	Employee Relations/Human Resources	1%
Veterans Services	1%	Mental Health Clinic	0%
Civil Court	2%	Unsure	1%
Conciliation and Small Claims Court	1%	No office	0%
Family Court	1%	Department of Motor Vehicles	0%
Juror Information	3%	Police Department	3%
Juvenile Court	2%	County Commissioners	1%
Library	5%	City Hall	1%
Housing Redevelopment Authority (HRA)/Community Development	3%	Auditor	1%
Adult Court	1%	Property Records	1%
Probation and Parole Office	1%	Environmental/Natural Resources	0%
Building Inspections	2%	Northern Service Center	2%
Community Action Program (CAP) Agency	0%	Other	3%
Land Use/Planning and Zoning	3%	Don't know/refused	7%
Extension Service	0%		

Question 44: Overall Impression of Dakota County in Most Recent Contact	
Dakota County employee-overall impression	Percent of Respondents
Excellent	49%
Good	37%
Fair	7%
Poor	6%
Total	100%

Question 45: Would Like to See County Services Restored	
Are there any County services you would like to see restored?	Percent of Respondents
Yes	7%
No	91%
Don't know/refused	2%
Total	100%

Question 46: County Services Desired to be Restored	
	Percent of Respondents
Longer library hours	19%
Additional childcare vouchers/subsidized childcare	5%
Visits from public health nurses	3%
Local extension programs (e.g., 4h, master gardener programs)	1%
Snow and ice removal	3%
Mental health services	5%
No services	4%
Senior services	2%
Child/youth services	5%
Disability services	3%
Health services	4%
Drug treatment	2%
Low income services	3%
Education funding	6%
More police programs	1%
Transportation	2%
Other	24%
Don't know/refused	22%

Question 47: Public Trust Ratings

	Percent of Respondents					Total
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/refused	
I feel the County government listens to citizens	17%	57%	11%	5%	10%	100%
I feel I know about the work of the County Board	7%	34%	31%	23%	5%	100%
I feel I receive good value for the County taxes I pay	31%	54%	8%	5%	3%	100%
Overall, I feel that Dakota County does a good job of managing tax dollars and limiting spending to essential programs and services	23%	57%	6%	5%	8%	100%

Question 49: Respondent Household Income

Household's annual income	Percent of Respondents
Under \$25,000	12%
\$25,000 to less than \$50,000	17%
\$50,000 to less than \$75,000	24%
\$75,000 to less than \$100,000	19%
\$100,000 to less than \$150,000	13%
\$150,000 or more	5%
Don't know/refused	9%
Total	100%

Question 50: Respondent Currently Employed for Pay

Are you currently employed for pay?	Percent of Respondents
Yes	74%
No	25%
Don't know/refused	1%
Total	100%

Question 51: Respondent Status, if not Employed

Non-working status	Percent of Respondents
Homemaker	19%
Retired	51%
Student	9%
Unemployed, looking for work	17%
Don't know/refused	5%
Total	100%

Question 52: Respondent Employed Full-time or Part-time

Working status	Percent of Respondents
Full-time	86%
Part-time	14%
Don't know/refused	1%
Total	100%

Question 53: City in Which Respondent Works

In what city do you primarily work?

	Percent of Respondents		Percent of Respondents
I work in a township	0%	Prior Lake	0%
Apple Valley	4%	Richfield	2%
Belle Plaine	0%	Savage	1%
Bloomington	6%	Shakopee	0%
Burnsville	10%	South St. Paul	2%
Chanhassen	0%	St. Louis Park	0%
Chaska	0%	St. Paul	13%
Eagan	10%	West St. Paul	2%
Eden Prairie	2%	Golden Valley	0%
Edina	2%	Plymouth	1%
Farmington	3%	Rosemount	1%
Hastings	3%	Roseville	1%
Inver Grove Heights	1%	Brooklyn Park	0%
Jordan	0%	Woodberry	1%
Lakeville	3%	Fridley	1%
Maplewood	1%	Arden Hills	1%
Mendota Heights	1%	Hopkins	0%

Question 53: City in Which Respondent Works**In what city do you primarily work?**

	Percent of Respondents		Percent of Respondents
Minneapolis	15%	Red Wing	0%
Minnnetonka	1%	White Bear Lake	1%
New Prague	0%	Other	4%
Northfield	0%	Don't know/refused	3%
Total			100%

Question 54: Actual Length of Commute

Work commute-actual	Percent of Respondents
5 minutes or less	9%
6 to 10 minutes	11%
11 to 15 minutes	15%
16 to 20 minutes	15%
21 to 25 minutes	12%
26 to 30 minutes	12%
Over 30 minutes	22%
Not applicable/work at home	4%
Don't know/refused	0%
Total	100%

Question 55: Reasonable Length of Commute

Work commute-reasonable	Percent of Respondents
5 minutes or less	6%
6 to 10 minutes	8%
11 to 15 minutes	15%
16 to 20 minutes	20%
21 to 25 minutes	14%
26 to 30 minutes	22%
Over 30 minutes	13%
Not applicable/work at home	0%
Don't know/refused	1%
Total	100%

Question 56: Volunteered in Last 12 Months

Volunteered in the last 12 months	Percent of Respondents
Yes	55%
No	45%
Don't know/refused	0%
Total	100%

Question 57: Number of Volunteer Hours Per Week

Number of volunteer hours per week	Percent of Respondents
Less than 2 hours	34%
2 to 5 hours	36%
More than 5 hours but less than 10 hours	13%
More than 10 hours	15%
Don't know/refused	1%
Total	100%

Question 58: Respondent Age

Respondent age	Percent of Respondents
18 to 24 years	7%
25 to 34 years	23%
35 to 44 years	22%
45 to 54 years	24%
55 to 64 years	12%
65 years and over	11%
Refused	2%
Total	100%

Questions 59, 60, and 61: Household Members

	Average Number of Household Members
Number of children in household	2.0
Number of adults under age 65 in household	2.0
Number of adults over age 65 in household	1.4

Question 62: Insurance Coverage

Continuous health care coverage for past 12 months	Percent of Respondents
Yes	88%
No	11%
Don't know/refused	1%
Total	100%

Question 63: Respondent Gender

Respondent gender	Percent of Respondents
Female	49%
Male	51%
Total	100%

Appendix E: GIS Mapping of Selected Survey Questions

Maps of selected survey questions appear on the following pages.

Appendix F: Comparison of Dakota and Scott Counties

Cells shaded grey indicate statistically significant differences.

Quality of Life Ratings		
	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Dakota	Scott
How would you rate your overall quality of life?	78	73

One Thing Liked Most		
What one thing do you like most about living in the county?	Percent of Respondents*	
	Dakota	Scott
Good economy	0%	1%
Home	2%	3%
Job opportunities	1%	1%
Libraries	0%	0%
Location	27%	26%
My neighborhood	4%	2%
Open space	3%	4%
Parks/lakes	7%	4%
Peaceful	2%	3%
People	2%	3%
Quality of life in general	3%	3%
Quiet	3%	4%
Rural	5%	9%
Safe	4%	1%
Schools	6%	2%
Services	4%	1%
Shopping	2%	2%
Small town feel	5%	13%
Weather	0%	0%
Close to family/friends	1%	1%
Convenience/accessibility	4%	2%
City/rural mix	1%	1%
Condition of roads	1%	1%
Growth/development rate	1%	2%
Low prices, taxes, etc.	2%	1%
Environment/scenery	1%	1%
Transportation	0%	1%
Space	0%	1%
Unsure	2%	1%
No reason	4%	1%
Other	3%	3%

*Statistical significance not tested.

Ratings of the County Board

		Percent of Respondents	
		Dakota	Scott
From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the County Board is doing?	Approve	94%	86%
	Disapprove	6%	14%

Most Serious Issue Facing the County

What do you feel is the most serious issue facing the County at this time?	Percent of Respondents*	
	Dakota	Scott
Affordable housing	3%	1%
Affordable property	0%	0%
Amount of county services	2%	0%
Bridges/river crossings	0%	1%
Condition of roads	5%	4%
Crime	4%	3%
Economic development	3%	2%
Growth/development	22%	45%
Jobs	2%	1%
Keeping farms	1%	0%
Lack of businesses/attracting businesses	1%	1%
Lack of recreational opportunities	0%	0%
Loss of rural feel	0%	1%
Native American land issues	0%	0%
Politics/political issues	0%	0%
Pollution	1%	0%
Preserving natural areas	2%	0%
Quality housing	0%	0%
Quality of county services	1%	0%
Schools	12%	7%
Taxes	10%	12%
Teen drug/alcohol use	2%	1%
Traffic congestion	9%	7%
Traffic law enforcement	0%	0%
Zoning laws	0%	1%
Population	0%	0%
Transportation	2%	0%
Amphitheater	0%	1%
Budget	3%	3%
Lack of health services	1%	0%
Land/land use	1%	0%
Amount of housing	1%	0%
Airport	0%	0%
Racial problems	0%	0%
Planning	0%	0%
No issue	5%	3%
Other	4%	5%

*Statistical significance not tested.

Ratings of Community Characteristics

	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Dakota	Scott
Affordable housing	50	50
Access to and availability of affordable, quality health care	62	60
Access to and availability of affordable, quality childcare	59	57
Access to parks	79	70
Access to trails	71	63
Access to open space	64	61

Rating of the Job the County Does of Informing its Citizens

	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Dakota	Scott
How would you rate the job the County does of informing its citizens?	60	56

Ratings of Potential Problems

	Average rating on the 100-point scale (100 = Not a problem, 0 = Major problem)	
	Dakota	Scott
Crime	53	51
Taxes	46	38
Growth	40	34
Traffic congestion	38	38
Domestic violence	54	53
Poverty	58	59
Child abuse and neglect	54	56

Ratings of Safety

	Average rating on the 100-point scale (100 = Very safe, 0 = Very unsafe)	
	Dakota	Scott
Property crimes	77	77
Violent crimes	84	85
Nuisance crimes	74	75

Internet Use

How often do you access the Internet?	Percent of Respondents	
	Dakota	Scott
Never	14%	14%
Daily	63%	61%
2-6 times per week	12%	16%
Once a week	5%	4%
1 to 3 times per month	2%	2%
Once a month	2%	2%
At least once per year	2%	1%

Information Desired at County Web site		
	Percent of Responses*	
	Dakota	Scott
Access public county records	2%	1%
Advisory committee	0%	1%
Apply for a library card and/or utilize library resources	4%	1%
Apply to be a foster parent	0%	0%
Attend a county event	2%	4%
Budget documents	4%	3%
Child care	1%	1%
Contact county commissioners	1%	0%
Contact staff	1%	1%
Crime information-sex offenders	4%	3%
Data	2%	1%
Department/employee contacts	2%	1%
Directions/hours of service	2%	2%
Economic development	1%	2%
Education information	3%	4%
Environmental programs	0%	1%
General information about the county	10%	12%
Growth development information	0%	2%
Health services information	2%	0%
Historical information	1%	1%
Job search	5%	4%
Library catalogs	3%	2%
Make an appointment for a county service	1%	0%
Maps	1%	3%
Meeting calendar, agenda, and/or minutes	5%	5%
Newsletters	2%	2%
No purpose	17%	17%
Park information (e.g., make a reservation at a regional park facility)	25%	21%
Pay fees, fines, or property taxes	3%	4%
Planning information	1%	1%
Policies	1%	1%
Project information	2%	2%
Public transportation schedules	1%	0%
Recreation/entertainment information	4%	6%
Recycling/waste disposal information	4%	1%
Register a complaint	1%	2%
Registrations	1%	0%
Renew or apply for a license, permit, or other application	2%	4%
Researched property sales/information	5%	3%
Reserve meeting space	0%	0%
Road condition/traffic information	1%	3%
Service information	8%	6%
Subscribe to listserv	0%	0%
Zoning and code requirements	3%	1%
Other	7%	6%

*Statistical significance not tested.

Information Sources			
		Percent of Respondents	
		Dakota	Scott
Cable television programming	Major source	20%	14%
	Minor source	39%	38%
	Not a source	41%	48%
Daily newspapers	Major source	42%	37%
	Minor source	37%	36%
	Not a source	21%	27%
Other County residents (e.g., neighbors or friends)	Major source	28%	33%
	Minor source	51%	47%
	Not a source	21%	20%
County employees	Major source	11%	11%
	Minor source	39%	40%
	Not a source	50%	49%
The Internet	Major source	27%	24%
	Minor source	41%	37%
	Not a source	33%	39%
Weekly community newspapers	Major source	45%	53%
	Minor source	35%	33%
	Not a source	20%	14%
Community meetings	Major source	10%	8%
	Minor source	38%	45%
	Not a source	52%	47%
County newsletter*	Major source	43%	40%
	Minor source	36%	40%
	Not a source	22%	20%

*Dakota County newsletter, the "Dakota County Update"

*Scott County newsletter, the "Scott County SCENE"

Ratings of Service Delivery

	Average rating on the 100-point scale (100 = Excellent, 0 = Poor)	
	Dakota	Scott
County libraries	80	73
County parks and recreation	77	68
Trail and bikeway system in County	73	60
Condition of County roads	59	55
Sheriff Services	70	71
EMS and Ambulance Services	76	71
Employment support services	58	52
Environmental protection	63	58
Public health services	64	62
Social services to seniors	62	59
Social services to needy	58	58
Services to youth	61	54
Services to low income residents	54	54
Child protection services	63	60
Public transportation/transit services	48	44

Contact with County

		Percent of Respondents	
		Dakota	Scott
Have you visited or telephoned any County government office within the last 12 months?	Yes	50%	54%
	No	50%	46%

Department Contacted	Percent of Respondents*	
	Dakota	Scott
Office of the Assessor	2%	1%
Office of Administration	2%	3%
Office of the County Attorney	1%	4%
Finance (e.g., Payments/Budgets/Vouchers)	1%	0%
Elections and Voter Registration	0%	0%
Births and Deaths, Marriage and Passport Office	4%	5%
License Center	10%	20%
Taxes	9%	6%
Economic Assistance/Welfare/MFIP	3%	1%
Minnesota Workforce Center	1%	0%
Social/Community Services	10%	5%
Park System	2%	1%
Veterans Services	1%	1%
Civil Court	2%	1%
Conciliation and Small Claims Court	1%	2%
Family Court	1%	1%
Juror Information	2%	1%
Juvenile Court	2%	0%
Library	4%	3%
Housing Redevelopment Authority (HRA)/Community Development	3%	1%
Adult Court	1%	5%
Probation and Parole Office	1%	0%
Building Inspections	2%	3%
Community Action Program (CAP) Agency	0%	2%
Land Use/Planning and Zoning	2%	5%
Extension Service	0%	0%
Solid Waste Disposal	0%	1%
Highway/Transportation Department	3%	3%
Public Affairs	0%	1%
Public Works	1%	1%
Public Transportation	0%	1%
Office of the Recorder/Registrar	3%	2%
Office of the Sheriff	6%	5%
Public Health/MA/Medical Assistance/Minnesota Care	2%	1%
911 Dispatch	1%	0%
Jail Facility	1%	0%
Animal Control	1%	0%
Employee Relations/Human Resources	1%	0%
Mental Health Clinic	0%	1%
Department of Motor Vehicles	0%	3%
Police Department	3%	0%
County Commissioners	1%	0%
City Hall	1%	1%
Auditor	1%	0%
Property Records	1%	1%
Environmental/Natural Resources	1%	0%
Northern Service Center	2%	0%
No office	0%	0%
Other	3%	3%

*Statistical significance not tested.

Would Like to See County Services Restored

		Percent of Respondents	
		Dakota	Scott
Are there any County services you would like to see restored?	Yes	7%	5%
	No	93%	95%

Services Desired to be Restored

	Percent of Respondents*	
	Dakota	Scott
Longer library hours	24%	17%
Additional childcare vouchers/subsidized childcare	6%	0%
Visits from public health nurses	4%	0%
Local extension programs (e.g., 4h, master gardener programs)	2%	0%
Snow and ice removal	4%	0%
Mental health services	6%	0%
No services	5%	11%
Senior services	3%	9%
Child/youth services	6%	0%
Disability services	4%	13%
Health services	5%	0%
Drug treatment	2%	0%
Low income services	4%	7%
Education funding	7%	0%
More police programs	1%	10%
Transportation	2%	5%
Other	31%	29%

*Statistical significance not tested.

Public Trust

	Average Rating on the 100-point Scale (100 = Strongly agree, 0 = Strongly disagree)	
	Dakota	Scott
I feel the County government listens to citizens	65	61
I feel I know about the work of the County Board	42	48
I feel I receive good value for the County taxes I pay	71	63

Respondent Household Income

	Percent of Respondents*	
	Dakota	Scott
Under \$25,000	13%	12%
\$25,000 to less than \$50,000	19%	17%
\$50,000 to less than \$75,000	27%	27%
\$75,000 to less than \$100,000	21%	23%
\$100,000 to less than \$150,000	15%	15%
\$150,000 or more	6%	6%

*Statistical significance not tested.

Respondent Currently Employed for Pay

		Percent of Respondents*	
		Dakota	Scott
Are you currently employed for pay?	Yes	75%	79%
	No	25%	21%

*Statistical significance not tested.

Respondent Status, if not Employed

	Percent of Respondents*	
	Dakota	Scott
Homemaker	20%	22%
Retired	54%	65%
Student	9%	0%
Unemployed, looking for work	18%	12%

*Statistical significance not tested.

Respondent Employed Full-time or Part-time

	Percent of Respondents*	
	Dakota	Scott
Full-time	86%	86%
Part-time	14%	14%

*Statistical significance not tested.

City in Which Respondent Works

In what city do you primarily work?	Percent of Respondents*	
	Dakota	Scott
I work in a township	0%	1%
Apple Valley	4%	0%
Belle Plaine	0%	3%
Bloomington	6%	8%
Burnsville	10%	7%
Chanhassen	0%	3%
Chaska	0%	4%
Eagan	11%	4%
Eden Prairie	3%	5%
Edina	2%	3%
Elko	0%	0%
Farmington	3%	0%
Hastings	3%	1%
Inver Grove Heights	1%	0%
Jordan	0%	4%
Le Sueur	0%	0%
Lakeville	3%	3%
Maplewood	1%	0%
Mendota Heights	1%	0%
Minneapolis	16%	11%
Minnetonka	1%	2%
New Prague	0%	3%
Northfield	0%	0%
Prior Lake	1%	7%
Richfield	3%	1%
Savage	1%	6%
Shakopee	0%	12%
South St. Paul	2%	0%
St. Louis Park	1%	0%
St. Paul	13%	4%
West St. Paul	2%	0%
Golden Valley	0%	1%
Plymouth	1%	1%
Rosemount	1%	0%
Roseville	1%	0%
Brooklyn Park	0%	1%
Woodberry	1%	0%
Fridley	1%	0%
Arden Hills	1%	0%
Hopkins	0%	0%
Red Wing	0%	0%
Waconia	0%	1%
White Bear Lake	1%	0%
Other	4%	4%

*Statistical significance not tested.

Reasonable Length of Commute

	Percent of Respondents*	
	Dakota	Scott
5 minutes or less	6%	4%
6 to 10 minutes	8%	11%
11 to 15 minutes	15%	12%
16 to 20 minutes	20%	18%
21 to 25 minutes	14%	13%
26 to 30 minutes	23%	23%
Over 30 minutes	13%	13%
Not applicable/work at home	0%	5%

**Statistical significance not tested.*

Volunteered in Last 12 Months

	Percent of Respondents*	
	Dakota	Scott
Yes	55%	57%
No	45%	43%

**Statistical significance not tested.*

Respondent Age

	Percent of Respondents*	
	Dakota	Scott
18 to 24 years	7%	4%
25 to 34 years	23%	28%
35 to 44 years	22%	26%
45 to 54 years	25%	21%
55 to 64 years	12%	8%
65 years and over	11%	12%

**Statistical significance not tested.*

Household Members

	Average Number of Household Members	
	Dakota	Scott
Number of children in household	2.0	2.0
Number of adults under age 65 in household	2.0	2.0
Number of adults over age 65 in household	1.4	1.4

Respondent Gender		
	Percent of Respondents*	
	Dakota	Scott
Female	49%	50%
Male	51%	50%

**Statistical significance not tested.*

Appendix G: List of Counties in the Normative Comparisons

2004 Citizen Survey: Normative County Population Estimates					
Geographic Area	Population estimates				Percent Change
	July 1, 2000	July 1, 2001	July 1, 2002	July 1, 2003	2000 to 2003
Adams County, IA	4,478	4,414	4,386	4,371	-2.39%
Albemarle County, VA	84,600	85,801	86,594	87,670	3.63%
Boulder County, CO	271,320	276,971	278,712	278,231	2.55%
Broomfield County, CO	39,441	40,230	40,800	42,169	6.92%
Broward County, FL	1,632,440	1,670,537	1,704,364	1,731,347	6.06%
Chesterfield County, VA	260,960	265,530	270,814	276,840	6.09%
Clarke County, IA	9,193	9,169	9,174	9,242	0.53%
Collier County, FL	254,071	264,484	275,898	286,634	12.82%
Dakota County, MN	357,812	363,775	368,886	373,311	4.33%
Denver County, CO	555,410	561,559	558,379	557,478	0.37%
Des Moines County, IA	42,287	41,949	41,439	41,247	-2.46%
Douglas County, CO	180,404	198,061	211,577	223,471	23.87%
Douglas County, GA	92,708	95,630	98,511	102,015	10.04%
Genesee County, NY	60,324	59,978	59,929	60,020	-0.50%
Hennepin County, MN	1,117,680	1,123,786	1,121,890	1,121,035	0.30%
Iowa County, IA	15,713	15,819	15,806	15,920	1.32%
Jackson County, OR	181,840	183,851	186,650	190,077	4.53%
James City County, VA	48,510	49,661	51,453	53,487	10.26%
Kitsap County, WA	232,526	235,033	238,510	240,719	3.52%
Larimer County, CO	252,938	259,755	264,036	266,610	5.41%
Lee County, FL	443,789	459,074	475,548	492,210	10.91%
Los Alamos County, NM	18,295	17,743	18,305	18,802	2.77%
Louisa County, IA	12,176	12,214	12,212	12,201	0.21%
Marion County, IN	860,385	863,368	862,499	863,251	0.33%
Marion, GA	7,186	7,173	7,178	7,170	-0.22%
Marquette County, WI	14,613	14,600	14,717	14,853	1.64%
Miami-Dade County, FL	2,260,242	2,287,814	2,316,519	2,341,167	3.58%
Multnomah County, OR	661,392	668,969	675,438	677,813	2.48%
Ontario County, NY	100,398	101,061	101,793	102,445	2.04%
Orange County, FL	902,318	926,499	944,735	964,865	6.93%
Palm Beach County, FL	1,135,655	1,159,253	1,188,309	1,216,282	7.10%
Pickens County, SC	111,050	111,821	112,056	112,859	1.63%
Pinellas County, FL	922,208	923,825	925,246	926,146	0.43%
Platte County, MO	74,207	75,956	77,812	79,390	6.98%
Polk County, IA	375,761	380,075	384,631	388,606	3.42%
Prince William County, VA	283,837	298,135	311,630	325,324	14.62%
Roanoke County, VA	85,751	85,976	86,237	87,329	1.84%
Sacramento County, CA	1,230,039	1,266,145	1,301,627	1,330,711	8.18%
San Luis Obispo County, CA	247,678	250,760	252,064	253,118	2.20%
Scott County, MN	91,099	97,531	103,781	108,578	19.19%
Stafford County, VA	93,619	98,693	104,805	111,021	18.59%
Winnebago County, WI	157,028	157,833	158,467	158,500	0.94%
Yellowstone County, MT	129,553	130,528	131,834	133,191	2.81%
York County, SC	165,697	169,561	173,766	178,070	7.47%

Source: US Census Bureau, "Annual Estimates of the Population for Counties: April 1, 2000 to July 1, 2003"

Appendix H: Survey Instrument

The Scott/Dakota County 2004 Residential Survey

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

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

In order to keep our survey representative of *Scott/Dakota County*'s population, I would like to speak to the adult member in your household who most recently had a birthday. **[YEAR OF BIRTH IS NOT TO BE CONSIDERED AS LONG AS THE PERSON IS 18 YEARS OR OLDER]** Is that you? [IF NOT:] May I speak with that person, please?

[REPEAT FIRST PARAGRAPH IF THE BIRTHDAY PERSON IS NOT THE PERSON WHO ANSWERED THE PHONE]

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

1. What county do you live in?

1. Scott
2. Dakota
3. OTHER
4. DON'T KNOW/REFUSED

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

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

[IF Q1=1, DISPLAY] SCOTT COUNTY

1. BELLE PLAINE (DISTRICT 1)
2. BELLE PLAINE TOWNSHIP (DISTRICT 1)
3. BLAKELEY TOWNSHIP (DISTRICT 1)
4. CEDAR LAKE TOWNSHIP (DISTRICT 2)
5. CREDIT RIVER TOWNSHIP (DISTRICT 2)
6. ELKO (DISTRICT 2)
7. HELENA TOWNSHIP (DISTRICT 1)
8. JACKSON TOWNSHIP (DISTRICT 1)
9. JORDAN (DISTRICT 1)
10. LOUISVILLE TOWNSHIP (DISTRICT 1)
11. NEW MARKET (DISTRICT 2)
12. NEW MARKET TOWNSHIP (DISTRICT 2)
13. NEW PRAGUE (DISTRICT 1)
14. SAND CREEK TOWNSHIP (DISTRICT 1)
15. SAVAGE
16. SHAKOPEE
17. SPRING LAKE TOWNSHIP (DISTRICT 2)
18. ST. LAWRENCE TOWNSHIP (DISTRICT 1)
19. PRIOR LAKE (DISTRICT 4)
53. DON'T KNOW/REFUSED

**[SKIP TO 2A]
[SKIP TO 2B]**

**[IF "DON'T KNOW/REFUSED":
"Thank you, but we're looking to**

**Speak with residents of specific cities within Scott County."]
TERMINATE INTERVIEW**

[IF Q1=2 DISPLAY] DAKOTA COUNTY

- 20. APPLE VALLEY (DISTRICT 7)
- 21. BURNSVILLE
- 22. CASTLE ROCK TOWNSHIP (DISTRICT 1)
- 23. COATES (DISTRICT 1)
- 24. DOUGLAS TOWNSHIP (DISTRICT 1)
- 25. EAGAN
- 26. EMPIRE TOWNSHIP (DISTRICT 1)
- 27. EUREKA TOWNSHIP (DISTRICT 1)
- 28. FARMINGTON (DISTRICT 1)
- 29. GREENVALE TOWNSHIP (DISTRICT 1)
- 30. HAMPTON (DISTRICT 1)
- 31. HAMPTON TOWNSHIP (DISTRICT 1)
- 32. HASTINGS (DISTRICT 1)
- 33. INVER GROVE HEIGHTS
- 34. LAKEVILLE (DISTRICT 6)
- 35. LILYDALE (DISTRICT 3)
- 36. MARSHAN TOWNSHIP (DISTRICT 1)
- 37. MENDOTA (DISTRICT 3)
- 38. MENDOTA HEIGHTS (DISTRICT 3)
- 39. MIESVILLE (DISTRICT 1)
- 40. NEW TRIER (DISTRICT 1)
- 41. NININGER TOWNSHIP (DISTRICT 1)
- 42. NORTHFIELD (DISTRICT 1)
- 43. RANDOLPH (DISTRICT 1)
- 44. RANDOLPH TOWNSHIP (DISTRICT 1)
- 45. RAVENNA TOWNSHIP (DISTRICT 1)
- 46. ROSEMOUNT (DISTRICT 7)
- 47. SCIOTA TOWNSHIP (DISTRICT 1)
- 48. SOUTH ST. PAUL (DISTRICT 2)
- 49. SUNFISH LAKE (DISTRICT 2)
- 50. VERMILLION (DISTRICT 1)
- 51. VERMILLION TOWNSHIP (DISTRICT 1)
- 52. WATERFORD TOWNSHIP (DISTRICT 1)
- 53. WEST ST. PAUL (DISTRICT 2)
- 54. DON'T KNOW/REFUSED

[SKIP TO 2C]

[SKIP TO 2D]

[SKIP TO 2E]

**[IF DON'T KNOW/REFUSED:
"Thank you, but we're looking to speak with residents of specific cities within Dakota County."]
TERMINATE INTERVIEW**

[IF Q2= 15, 16, 20, 24, OR 32 ASK 2; ELSE SKIP TO Q3]

[IF Q2=15 SAVAGE, ASK:]

2A. Do you live south of Highway 42 and west of O'Connell Road?

- 1. Yes (District 2)
- 2. No (District 5)
- 3. DON'T KNOW/REFUSED

**[IF "DON'T KNOW/REFUSED":
"Thank you, but we're looking to speak with residents of specific cities within Scott County."]
TERMINATE INTERVIEW**

[IF Q2=16 SHAKOPEE, ASK:]

2B. Do you live south of Highway 169 and west of Canterbury Road (Highway 83)?

1. Yes (District 4)
2. No (District 3)
3. DON'T KNOW/REFUSED

**[IF "DON'T KNOW/REFUSED":
"Thank you, but we're looking to
speak with residents of specific
cities within Scott County."]
TERMINATE INTERVIEW**

[IF Q2=20 BURNSVILLE, ASK:]

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

1. Yes (DISTRICT 5)
2. No (DISTRICT 6)
3. DON'T KNOW/REFUSED

**[IF "DON'T KNOW/REFUSED":
"Thank you, but we're looking to
speak with residents of specific
cities within Dakota County."]
TERMINATE INTERVIEW**

[IF Q2=24 EAGAN, ASK:]

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

1. Yes (DISTRICT 3)
2. No (DISTRICT 4)
3. DON'T KNOW/REFUSED

**[IF "DON'T KNOW/REFUSED":
"Thank you, but we're looking to
speak with residents of specific
cities within Dakota County."]
TERMINATE INTERVIEW**

[IF Q2=32 INVER GROVE HEIGHTS, ASK:]

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

1. yes (DISTRICT 2)
2. No (DISTRICT 4)
3. DON'T KNOW/REFUSED

**[IF "DON'T KNOW/REFUSED":
"Thank you, but we're looking to
speak with residents of specific
cities within Dakota County."]
TERMINATE INTERVIEW**

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

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

[DO NOT READ]

4. What one thing do you like most about living in *Scott/Dakota* County? [DO NOT READ LIST.]

1. GOOD ECONOMY
2. HOME
3. JOB OPPORTUNITIES
4. LIBRARIES

5. LOCATION
6. MY NEIGHBORHOOD
7. OPEN SPACE
8. PARKS/LAKES
9. PEACEFUL
10. PEOPLE
11. QUALITY OF LIFE IN GENERAL
12. QUIET
13. RURAL
14. SAFE
15. SCHOOLS
16. SERVICES
17. SHOPPING
18. SMALL TOWN FEEL
19. WEATHER
20. UNSURE
21. NO REASON
98. OTHER
99. DON'T KNOW/REFUSED

[SPECIFY; ADD CODES AS NECESSARY]

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

1. STRONGLY APPROVE
2. SOMEWHAT APPROVE
3. SOMEWHAT DISAPPROVE
4. STRONGLY DISAPPROVE
5. DON'T KNOW/REFUSED

[DO NOT READ]

6. **What do you feel is the most serious issue facing *Scott/Dakota County* at this time? [DO NOT READ LIST: PLEASE PROBE FOR SPECIFIC ANSWERS. PROBING FOR MEANINGFUL RESPONSE IS IMPORTANT. ALLOW ONLY ONE.]**

1. AFFORDABLE HOUSING
2. AFFORDABLE PROPERTY
3. AMOUNT OF COUNTY SERVICES
4. BRIDGES/RIVER CROSSINGS
5. CONDITION OF ROADS
6. CRIME
7. ECONOMIC DEVELOPMENT
8. GROWTH/DEVELOPMENT
9. JOBS
10. KEEPING FARMS
11. LACK OF BUSINESSES/ATTRACTING BUSINESSES
12. LACK OF RECREATIONAL OPPORTUNITIES
13. LOSS OF RURAL FEEL
14. NATIVE AMERICAN LAND ISSUES
15. PARKING
16. POLITICS/POLITICAL ISSUES
17. POLLUTION
18. PRESERVING NATURAL AREAS
19. QUALITY HOUSING
20. QUALITY OF COUNTY SERVICES
21. SCHOOLS
22. TAXES
23. TEEN DRUG/ALCOHOL USE

- 24. TRAFFIC CONGESTION
- 25. TRAFFIC LAW ENFORCEMENT
- 26. ZONING LAWS
- 27. NO ISSUE
- 98. OTHER
- 99. DON'T KNOW/REFUSED

[SPECIFY; ADD CODES AS NECESSARY]

7. Please tell me if you think each of the following characteristics of *Scott/Dakota County* is excellent, good, fair, or poor. How about...?[ROTATE A-L][RE-READ SCALE AS NEEDED]

- a. Affordable housing
- b. Access to and availability of affordable, quality health care
- c. Access to and availability of affordable, quality childcare
- d. Access to parks
- e. Access to trails
- f. Access to open space
- g. Police attitude (DAKOTA ONLY)
- h. Preservation of Dakota County history (DAKOTA ONLY)
- i. Air quality (SCOTT ONLY)
- j. Water quality (SCOTT ONLY)
- k. Job opportunities (SCOTT ONLY)
- l. Recreational opportunities (SCOTT ONLY)

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

[DO NOT READ]

[SCOTT COUNTY ONLY]

8. Would you prefer that Scott County leave its parks in their natural state or add recreational activities? [DO NOT READ LIST.]

- 1. Leave County parks in their natural state
- 2. Add recreational activities to County parks
- 3. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

9. Do you think Scott County should provide [ROTATE A-I] in its parks? [OKAY TO PROMPT EACH WITH: How about _____, Do you think Scott County should provide this in its parks?]

- a. Camping
- b. Swimming
- c. Trails
- d. Golfing
- e. Picnic Areas
- f. Roller Blade/Skateboard Parks
- g. Playground equipment
- h. Boat landing
- i. Rental equipment

- 1. Yes
- 2. No
- 3. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

10. **Do you strongly support, somewhat support, somewhat oppose, or strongly oppose the Scott County acquiring parkland that would otherwise be privately developed?**

1. Strongly support
2. Somewhat support
3. Somewhat oppose
4. Strongly oppose
5. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

11. **Stop me when you hear the level of additional property tax per household that you are willing to pay to acquire and develop parkland in Scott County: [READ IST]**

1. \$101 - \$120
2. \$81 - \$100
3. \$61 - \$80
4. \$41 - \$60
5. \$21 - \$40
6. \$1 - \$20
7. \$0
8. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

12. **I would like to read you a short list of regional parks in Scott County. For each one, please tell me if you have visited the park during the past 12 months. [READ LIST]**

- a. Cleary Lake Park
- b. Murphy-Hanrehan Park
- c. Spring Lake Park
- d. Murphy's Landing

1. YES/VISITED
2. NO/NOT VISITED
3. DON'T KNOW/REFUSED

[IF 12A-D ALL="NO" SKIP TO 16]

[DO NOT READ]

[SCOTT COUNTY ONLY]

13. **For each park, please tell me whether you have used the trails within the park during the past 12 months. How about for [READ LIST]:**

- a. Cleary Lake Park
- b. Murphy-Hanrehan Park
- c. Spring Lake Park
- d. Murphy's Landing

1. YES/USED TRAIL
2. NO/NOT USED TRAIL
3. DON'T KNOW/REFUSED

[DAKOTA COUNTY ONLY]

14. **How would you recommend paying for the costs incurred by the park system in Dakota County? Would you prefer the use of entrance fees, the general property tax levy, or fees for special uses (such as campground registration) to pay for parks?**

1. Entrance fees
2. General property tax levy

- 3. Fees for special uses
- 4. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA COUNTY ONLY]

15. Which of the following statements comes closest to your view? [RE-READ STATEMENTS AS NECESSARY]

- a. I think that more parkland and open space should be acquired now to serve the present population of Dakota County.
- b. I think that more parkland and open space should be acquired now to serve the population of Dakota County in the year 2025.
- c. I think we should not acquire more parkland or open space in Dakota County.

- 1. Statement A
- 2. Statement B
- 3. Statement C
- 4. NONE OF THESE/OTHER [DO NOT READ]
- 5. DON'T KNOW/REFUSED [DO NOT READ]

16. How would you rate the job the County does of informing its citizens? Would you say it is excellent, good, fair, or poor?

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

17. Now I'm going to read you a list of possible problems in *Scott/Dakota County*. Please tell me to what degree, if at all, each of these is a problem in *Scott/Dakota County*. [OKAY TO PROMPT WITH:] How about [ROTATE A THROUGH I], is this not a problem, a minor problem, a moderate problem, or a major problem?

- a. Crime
- b. Taxes
- c. Growth
- d. Traffic congestion
- e. Domestic violence
- f. Poverty
- g. Child abuse and neglect
- h. Drinking and driving (DAKOTA ONLY)
- i. Teen pregnancy (SCOTT ONLY)

[RE-READ SCALE AS NECESSARY]

- 1. Major problem
- 2. Moderate problem
- 3. Minor problem
- 4. Not a problem
- 99. DON'T KNOW/REFUSED [DO NOT READ]

[SCOTT COUNTY ONLY]

18. **Scott County might consider substituting a portion of County property tax with an alternative tax. Which of the following options would you prefer to replace a portion of your property tax? Would it be...** [ROTATE 1-5. READ LIST. DO NOT READ OTHER OPTIONS, BUT USE IF RESPONDENT PICKS A DIFFERENT OPTION]

1. Local sales tax
2. Increase user fees
3. Ticket or entertainment tax
4. Economic development fees
5. Gambling/gaming revenue
6. GAS OR TRANSPORTATION TAX [DO NOT READ]
7. INCREASE PERMIT FEES [DO NOT READ]
8. INCOME TAX [DO NOT READ]
9. FLAT FEES [DO NOT READ]
10. ADVERTISING [DO NOT READ]
11. TOLL ROADS [DO NOT READ]
12. VEHICLE REGISTRATION (WHEELAGE) TAX [DO NOT READ]
13. NO SUGGESTION [DO NOT READ]
98. OTHER [DO NOT READ. SPECIFY.]
99. DON'T KNOW/REFUSED [DO NOT READ]

[DAKOTA COUNTY ONLY]

19. **Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?**

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

[DAKOTA COUNTY ONLY]

20. **I would like to know to what degree, if at all, each of the following is a health concern in Dakota County. [ROTATE A-M. READ LIST. OKAY TO PROMPT WITH: How about, is it a major concern, a moderate concern, a minor concern, or not at all a concern?]**

- a. Exposure to secondhand smoke
- b. Youth tobacco use
- c. Depression
- d. Suicide
- e. Underage drinking
- f. Unplanned pregnancy
- g. Abuse or neglect of older people
- h. Inadequate care and parenting for infants and young children
- i. Sexually transmitted diseases
- j. Preparedness for bioterrorism and natural disasters
- k. Indoor air quality
- l. Physical inactivity
- m. Obesity

[RE-READ SCALE AS NECESSARY]

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

21. **Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe from [ROTATE A-C] in *Scott/Dakota County*? [RE-READ SCALE AS NEEDED.]**

- a. Property crimes (e.g., burglary, theft)
- b. Violent crimes (e.g., rape, assault, robbery)
- c. Nuisance crimes (e.g., vandalism, noise violations)

[RE-READ SCALE AS NECESSARY]

- 1. Very safe
- 2. Somewhat safe
- 3. Somewhat unsafe
- 4. Very unsafe
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

[DAKOTA COUNTY ONLY]

22. Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe [ROTATE A-B]?

- a. In your neighborhood
- b. In Dakota County parks

[RE-READ SCALE AS NECESSARY]

- 1. Very safe
- 2. Somewhat safe
- 3. Somewhat unsafe
- 4. Very unsafe
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

23. On average, how often do you access the Internet? Is it...

- 1. NEVER [DO NOT READ]
- 2. Daily
- 3. 2-6 times per week
- 4. Once a week
- 5. 1 to 3 times per month
- 6. Once a month
- 7. At least once a year
- 8. DON'T KNOW/REFUSED

**[IF SCOTT AND "NEVER" SKIP TO 25]
[IF DAKOTA AND "NEVER" SKIP TO 27]**

[DO NOT READ]

24. What kind of *Scott/Dakota County* service or information would you like to access via the Internet? [MULTIPLE RESPONSE. PROBE: Is there any other kind of *Scott/Dakota County* service or information that you would like to access via the Internet?] [DO NOT READ LIST: PLEASE PROBE FOR GREATEST SPECIFICITY]

- 1. RENEW OR APPLY FOR A LICENSE, PERMIT, OR OTHER APPLICATION
- 2. APPLY TO BE A FOSTER PARENT
- 3. PAY FEES, FINES, OR PROPERTY TAXES
- 4. APPLY FOR A LIBRARY CARD AND/OR UTILIZE LIBRARY RESOURCES
- 5. PARK INFORMATION (E.G., MAKE A RESERVATION AT A REGIONAL PARK FACILITY)
- 6. ACCESS PUBLIC COUNTY RECORDS
- 7. RESEARCHED PROPERTY SALES/INFORMATION
- 8. MAKE AN APPOINTMENT FOR A COUNTY SERVICE
- 9. REGISTER A COMPLAINT
- 10. SERVICE INFORMATION
- 11. MEETING CALENDAR, AGENDA, AND/OR MINUTES
- 12. NEWSLETTERS
- 13. BUDGET DOCUMENTS
- 14. POLICIES
- 15. PUBLIC TRANSPORTATION SCHEDULES

- 16. JOB SEARCH
- 17. RESERVE MEETING SPACE
- 18. ADVISORY COMMITTEE
- 19. ZONING AND CODE REQUIREMENTS
- 20. DEPARTMENT/EMPLOYEE CONTACTS
- 21. DIRECTIONS/HOURS OF SERVICE
- 22. PROJECT INFORMATION
- 23. DATA
- 24. GENERAL INFORMATION ABOUT THE COUNTY
- 25. ECONOMIC DEVELOPMENT
- 26. ATTEND A COUNTY EVENT
- 27. MAPS
- 28. REGISTRATIONS
- 29. LIBRARY CATALOGS
- 30. CONTACT COUNTY COMMISSIONERS
- 31. CONTACT STAFF
- 32. SUBSCRIBE TO LISTSERVE
- 33. HISTORICAL INFORMATION
- 34. NO PURPOSE
- 98. OTHER
- 99. DON'T KNOW/REFUSED

[SPECIFY]

[SCOTT COUNTY ONLY]

25. Prior to this survey, were you aware Scott County has a "home page" on the Internet?

- 1. Yes
- 2. No
- 99. DON'T KNOW/REFUSED

[IF "NO", SKIP TO 27]
[DO NOT READ]

[SCOTT COUNTY ONLY]

26. Have you ever visited Scott County's "home page" on the Internet?

- 1. Yes
- 2. No
- 99. DON'T KNOW/REFUSED

[DO NOT READ]

27. I am going to read you a list of potential sources of information about *Scott/Dakota County* government. Please tell me whether you use each as a major or minor source of information, or not at all. How about [ROTATE A-K.] [RE-READ SCALE AS NEEDED.]

- a. Cable television programming
- b. Daily newspapers
- c. Other County residents (e.g., neighbors or friends)
- d. *Scott/Dakota County* employees
- e. The Internet
- f. Weekly community newspapers
- g. Community meetings
- h. *Scott County* newsletter, the "Scott County Scene" (SCOTT ONLY)
- i. The radio (SCOTT ONLY)
- j. *Dakota County* newsletter, the "Dakota County Update" (DAKOTA ONLY)
- k. Television news broadcasts (DAKOTA ONLY)

[RE-READ SCALE AS NECESSARY]

- 1. Major source
- 2. Minor source
- 3. Not a source of information

4. DON'T KNOW/REFUSED

[DO NOT READ]

28. I'm going to read you a list of services provided by *Scott/Dakota County*. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor. How about [ROTATE A-R], [RE-READ SCALE AS NECESSARY.]

- a. County libraries
- b. County parks and recreation
- c. Trail and bikeway system in *Scott/Dakota County*
- d. Condition of County roads
- e. Sheriff services
- f. EMS and ambulance services
- g. Employment support services
- h. Environmental protection
- i. Public health services
- j. Social services to seniors
- k. Social services to needy
- l. Services to youth
- m. Services to low income residents
- n. Child protection services
- o. Public transportation/transit services
- p. Snow and ice removal on County roads (DAKOTA ONLY)
- q. Records, vital statistics, licensing, and vehicle registration (SCOTT ONLY)
- r. Land use and planning information (SCOTT ONLY)

[RE-READ SCALE AS NECESSARY]

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

[DO NOT READ]

[SCOTT COUNTY ONLY]

29. Which of the following Scott County branch libraries do you or members of your household use most often? Is it [ROTATE AND READ LIST]:

- 1. Belle Plaine [PROUNOUNCED: "Bell Plain"] Library
- 2. New Prague [PROUNOUNCED: "New Prayg"] Library
- 3. New Market Library
- 4. Savage Library
- 5. Prior Lake Library
- 6. Shakopee [PROUNOUNCED: "SHAH-koh-pee"] Library
- 7. Law Library in the Scott County Government Center
- 8. Jordan Library
- 9. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

30. In Scott County, there are a number of transportation services available to residents. Please tell me whether you have used each of these transportation services in the past 12 months. How about...? [ROTATE A-F]

- a. Scott County Transit
- b. Shakopee Dial-a-Ride
- c. Prior Lake's Laker Lines
- d. Minnesota Valley Transit Authority
- e. Southwest Metro Transit

f. Metro Transit

[RE-READ SCALE AS NECESSARY]

- 1. Yes
- 2. No
- 3. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

31. One possible improvement for transit in the County is adding park-n-rides to make using transit easier. How often might you leave your car in a conveniently located park-n-ride lot to ride transit if it took you where you wanted to go? Would it be... [READ LIST]

- 1. Several times per week
- 2. Once per week
- 3. Several times per month
- 4. Once per month
- 5. Randomly throughout the year
- 6. Never
- 7. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

32. I am going to read a list of service goals for Scott County. Please indicate the extent to which you support or oppose Scott County tax dollars being used for each of these service goals. How about...? [ROTATE A-F] [RE-READ SCALE AS NECESSARY]

- a. Maintaining mentally ill adults and children in their homes
- b. Preventing and controlling communicable diseases
- c. Preventing bioterrorism
- d. Maintaining seniors in their home communities
- e. Assisting unemployed County residents in finding and maintaining a job
- f. Increasing the independence of disabled County residents

[RE-READ SCALE AS NECESSARY]

- 1. Strongly support
- 2. Somewhat support
- 3. Somewhat oppose
- 4. Strongly oppose
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

33. I am going to read a list of state mandated services provided by Scott County. Should Scott County maintain current funding levels or increase funding to supplement [ROTATE A THROUGH E]? [ONLY IF RESPONDENT ASKS, OKAY TO EXPLAIN THAT "DECREASING SERVICE" IS NOT AN OPTION BECAUSE PROVISION OF THESE SERVICES IS MANDATED BY THE STATE.]

- a. County road maintenance and transportation
- b. Crime prevention and public safety
- c. Records, vital statistics, licensing, and vehicle registration
- d. Public health services
- e. Social services to low-income, disabled, or vulnerable children and adults

[RE-READ AS NECESSARY]

- 1. Maintain current funding
- 2. Increase funding
- 3. DON'T KNOW/REFUSED

[DO NOT READ]

[SCOTT COUNTY ONLY]

34. Now I have a list of discretionary services provided by Scott County. Should Scott County maintain current funding levels, increase funding to supplement the service, or decrease funding levels for [ROTATE A THROUGH F]? [RE-READ SCALE AS NECESSARY]

- a. County libraries
- b. County parks and recreation, including the trail and bikeway system
- c. Employment support services and economic development
- d. Environmental protection, including household hazardous waste disposal, recycling, and water monitoring
- e. Land use and planning information
- f. Transit services

[RE-READ SCALE AS NECESSARY]

- 1. Maintain current funding
- 2. Increase funding
- 3. Decrease funding
- 4. DON'T KNOW/REFUSED

[DO NOT READ]

[DAKOTA COUNTY ONLY]

35. How many times in the past 3 months have you or a member of your family visited a Dakota County Library? Was it... [READ LIST]

- 1. NEVER/0 TIMES
- 2. Once or twice
- 3. 3-6 times
- 4. More than 6 times
- 5. DON'T KNOW/REFUSED

[IF "NO" SKIP TO 39]

[DO NOT READ]

[DAKOTA COUNTY ONLY]

36. Thinking about when you might visit the library, on what day of the week would you most likely to go?

- 1. Monday
- 2. Tuesday
- 3. Wednesday
- 4. Thursday
- 5. Friday
- 6. Saturday
- 7. Sunday
- 8. DON'T KNOW/REFUSED

[DO NOT READ]

[DAKOTA COUNTY ONLY]

37. Are you most likely to visit the Library during the morning, the afternoon, or the evening?

- 1. Morning
- 2. Afternoon
- 3. Evening
- 4. DON'T KNOW/REFUSED

[DO NOT READ]

[DAKOTA COUNTY ONLY]

38. If the Library must reduce hours, which of the following is more important to you: having at least one library open somewhere in the County, or having consistency of hours across all branch libraries?

1. Having one library in the system open
 2. Consistency of hours across branch library
 3. DON'T KNOW/REFUSED
- [DO NOT READ]**

[DAKOTA COUNTY ONLY]

39. For each of the following scenarios, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. How about...? [ROTATE A-D] [RE-READ SCALE AS NECESSARY.]

- a. Reducing transportation funding, even if it results in more congestion, because other needs are more pressing.
- b. Funding transportation projects at current levels, even if it results in more congestion.
- c. Maintaining current levels of transportation service, even if taxes increase, or reductions occur in other county programs.
- d. Improving current levels of service to decrease congestion, even if it results in increased taxes.

1. Strongly agree
 2. Somewhat agree
 3. Somewhat disagree
 4. Strongly disagree
 5. DON'T KNOW/REFUSED
- [DO NOT READ]**

40. Have you visited or telephoned any *Scott/Dakota County* government office within the last 12 months?

1. Yes
 2. No
- [IF SCOTT AND "NO" SKIP TO 43]
[IF DAKOTA AND "NO" SKIP TO 45]
[DO NOT READ]**
99. DON'T KNOW/REFUSED

41. Which *Scott/Dakota County* office or department did you contact at that time? [DO NOT READ LIST]

1. OFFICE OF THE ASSESSOR
2. OFFICE OF ADMINISTRATION
3. OFFICE OF THE COUNTY ATTORNEY
4. FINANCE (E.G., PAYMENTS/BUDGETS/VOUCHERS)
5. ELECTIONS AND VOTER REGISTRATION
6. BIRTHS AND DEATHS, MARRIAGE AND PASSPORT OFFICE
7. LICENSE CENTER
8. TAXES
9. ECONOMIC ASSISTANCE/WELFARE/MFIP
10. MINNESOTA WORKFORCE CENTER
11. SOCIAL/COMMUNITY SERVICES
12. PARK SYSTEM
13. VETERANS SERVICES
14. CIVIL COURT
15. CONCILIATION AND SMALL CLAIMS COURT
16. FAMILY COURT
17. JUROR INFORMATION
18. JUVENILE COURT
19. LIBRARY
20. HISTORICAL SOCIETY
21. COUNTY FAIR
22. HOUSING REDEVELOPMENT AUTHORITY (HRA)/COMMUNITY DEVELOPMENT AGENCY (CDA)

- 23. ADULT COURT
- 24. PROBATION AND PAROLE OFFICE
- 25. BUILDING INSPECTIONS
- 26. COMMUNITY ACTION PROGRAM (CAP) AGENCY
- 27. LAND USE/PLANNING AND ZONING
- 28. EXTENSION SERVICE
- 29. SEPTIC SYSTEMS
- 30. SOLID WASTE DISPOSAL
- 31. WELL PERMITS AND TESTING
- 32. HIGHWAY/TRANSPORTATION DEPARTMENT
- 33. PUBLIC AFFAIRS
- 34. PUBLIC WORKS
- 35. PUBLIC TRANSPORTATION
- 36. OFFICE OF THE RECORDER/REGISTRAR
- 37. OFFICE OF THE SHERIFF
- 38. PUBLIC HEALTH/MA/MEDICAL ASSISTANCE/MINNESOTA CARE
- 39. 911 DISPATCH
- 40. JAIL FACILITY
- 41. ANIMAL CONTROL
- 42. EMPLOYEE RELATIONS/HUMAN RESOURCES
- 43. MENTAL HEALTH CLINIC
- 44. UNSURE
- 45. NO OFFICE
- 98. OTHER **[SPECIFY]**
- 99. DON'T KNOW/REFUSED

[SCOTT COUNTY ONLY]

42. **What was your impression of the employees of Scott County in your most recent contact? Would you rate [ROTATE A THROUGH C: READ LIST]? Was it excellent, good, fair, or poor?**

- a. Their courteousness
- b. Their knowledge
- c. Their responsiveness

[RE-READ SCALE AS NECESSARY]

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

[SCOTT COUNTY ONLY]

43. **Thinking about maximizing your access to Scott County offices, would you recommend maintaining current business hours, adding more evening and Saturday hours, adding access to County offices via the Internet, or developing satellite locations in communities?**

- 1. Maintaining current hours
- 2. Adding evening and Saturday hours
- 3. Adding access to County offices via the Internet
- 4. Developing satellite locations
- 5. DON'T KNOW/REFUSED **[DO NOT READ]**

[DAKOTA COUNTY ONLY]

44. **What was your overall impression of your most recent contact with Dakota County? Would you rate your contact as excellent, good, fair, or poor?**

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

[DO NOT READ]

45. Are there any *Scott/Dakota County* services that you have lost that you would like to see restored?

- 1. Yes
- 2. No
- 99. DON'T KNOW/REFUSED

[IF "NO" SKIP TO 47]

46. Which County services would you like to see restored? [MULTIPLE RESPONSE. DO NOT READ LIST]

- 1. LONGER LIBRARY HOURS
- 2. ADDITIONAL CHILDCARE VOUCHERS/SUBSIDIZED CHILDCARE
- 3. VISITS FROM PUBLIC HEALTH NURSES
- 4. LOCAL EXTENSION PROGRAMS (E.G., 4H, MASTER GARDENER PROGRAMS)
- 5. SNOW AND ICE REMOVAL
- 6. MENTAL HEALTH SERVICES
- 7. UNSURE
- 8. NO SERVICES
- 9. OTHER
- 10. DON'T KNOW/REFUSED

[SPECIFY]

47. I am going to read you a list of statements about *Scott/Dakota County* government. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements. The first is: [ROTATE A THROUGH C/D: READ LIST] Do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with this statement?

- a. I feel *Scott/Dakota County* government listens to citizens.
- b. I feel I know about the work of the *Scott/Dakota County* Board.
- c. I feel I receive good value for the *Scott/Dakota County* taxes I pay.
- d. Overall, I feel that Dakota County does a good job of managing tax dollars and limiting spending to essential programs and services. (DAKOTA ONLY)

[RE-READ SCALE AS NECESSARY]

- 1. Strongly agree
- 2. Somewhat agree
- 3. Somewhat disagree
- 4. Strongly disagree
- 5. DON'T KNOW/REFUSED

[DO NOT READ]

DEMOGRAPHIC QUESTIONS

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

48. In proximity to your home, what are the nearest cross streets? [REFERENCE ENTIRE NAME OF CROSS STREET (E.G., LANE, CIRCLE, STREET)]

_____ and _____

99. DON'T KNOW/REFUSED

[DO NOT READ]

**49. Please stop me when I reach the category that includes your household's annual income.
[READ LIST]**

1. Under \$25,000
2. \$25,000 to less than \$50,000
3. \$50,000 to less than \$75,000
4. \$75,000 to less than \$100,000
5. \$100,000 to less than \$150,000
6. \$150,000 or more
7. DON'T KNOW/REFUSED

[DO NOT READ]

50. Are you currently employed for pay?

1. Yes
2. No
3. DON'T KNOW/REFUSED

[IF "YES" SKIP TO 52]

[DO NOT READ]

51. Which of the following best describes you?

[RE-READ LIST AS NECESSARY]

1. Homemaker
2. Retired
3. Student
4. Unemployed, looking for work
5. DON'T KNOW/REFUSED

[SKIP TO 56]

[SKIP TO 56]

[SKIP TO 56]

[SKIP TO 56]

[DO NOT READ; SKIP TO 56]

52. Are you employed full-time or part-time?

[RE-READ LIST AS NECESSARY]

1. Full-time
2. Part-time
3. DON'T KNOW/REFUSED

[DO NOT READ]

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

1. I WORK IN A TOWNSHIP
2. APPLE VALLEY
3. BELLE PLAINE
4. BLOOMINGTON
5. BURNSVILLE
6. CHANHASSEN
7. CHASKA
8. EAGAN
9. EDEN PRAIRIE
10. EDINA
11. ELKO
12. FARMINGTON
13. HASTINGS
14. INVER GROVE HEIGHTS

- 15. JORDAN
- 16. LE SEUER
- 17. LAKEVILLE
- 18. MAPLEWOOD
- 19. MENDOTA HEIGHTS
- 20. MINNEAPOLIS
- 21. MINNETONKA
- 22. MONTGOMERY
- 23. NEW MARKET
- 24. NEW PRAGUE
- 25. NORTHFIELD
- 26. PRIOR LAKE
- 27. RICHFIELD
- 28. SAVAGE
- 29. SHAKOPEE
- 30. SOUTH ST. PAUL
- 31. ST. LOUIS PARK
- 32. ST. PAUL
- 33. WEST ST. PAUL
- 98. OTHER
- 99. DON'T KNOW/REFUSED

[SPECIFY]

[DAKOTA COUNTY ONLY]

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

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

[DO NOT READ] [SKIP TO 56]
[DO NOT READ]

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

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

[DO NOT READ]
[DO NOT READ]

56. In the past 12 months, have you volunteered in any community organization, like a church, neighborhood group, social service agency, or school association?

- 1. YES
- 2. NO
- 3. DON'T KNOW/REFUSED

[IF "NO" SKIP TO 58]

[DAKOTA COUNTY ONLY]

57. **About how many hours per week did you volunteer in the past 12 months?**

- 1. Less than 2 hours
- 2. 2 to 5 hours
- 3. More than 5 hours but less than 10 hours
- 4. More than 10 hours
- 5. DON'T KNOW/REFUSED [DO NOT READ]

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

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

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

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

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

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

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

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

[DAKOTA COUNTY ONLY]

62. **Have you had any health insurance coverage such as private employer, spousal, Medical Assistance, Medicare/Medicaid, or other coverage for the entirety of the past 12 months?**

- 1. Yes
- 2. No
- 3. DON'T KNOW/REFUSED [DO NOT READ]

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

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

- 1. FEMALE
- 2. MALE