

CITY OF CRYSTAL

RESOLUTION No. 2012- 57

**RESOLUTION REPORTING ON
STATE PERFORMANCE MEASURES**

WHEREAS, the State Legislature created the Council on Local Results and Innovation which set a standard set of ten performance measures for cities that will aid residents, taxpayers and state and local elected official in determining the efficiency of local services; and

WHEREAS, the measures will aid in evaluating residents' satisfaction with local services; and

WHEREAS, Crystal is eligible for a reimbursement; and


WHEREAS, the Crystal City Council approved Resolution #2011-56 on June 21, 2011, declaring Crystal's adoption of the State Performance Measures and program and agreeing to file the reporting requirements as required by the State Auditor's office.

NOW, THEREFORE, BE IT RESOLVED by the Crystal City Council that the city of Crystal declares that:

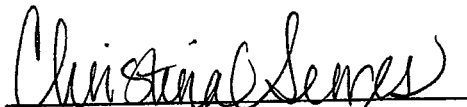
1. The City has adopted the ten performance measures developed by the Council; and
2. The City is in the process of implementing a local performance measurement system as developed by the Council based on the community survey results; and
3. The City has surveyed its residents on the services included in the performance benchmarks; and
4. The City will report the results of the community survey, including the ten performance measures to its residents through publication in the city newsletter and on the website.

BE IT FURTHER RESOLVED THAT the results of the community survey and performance measures be provided to the Office of the State Auditor.

Approved this 19th day of June, 2012.


ReNae J. Bowman, Mayor

ATTEST:


Christina Serres, City Clerk

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55414

2012 CRYSTAL RESIDENTIAL
QUESTIONNAIRE
FINAL APRIL 2012

Hello, I'm _____ of Decision Resources, Ltd., a nationwide polling firm located in Minneapolis. We've been retained by the City of Crystal to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- | | |
|--|---|
| 1. Approximately how many years have you lived in Crystal? | LESS THAN TWO YEARS....3%
TWO TO FIVE YEARS.....9%
SIX TO TEN YEARS.....19%
ELEVEN TO TWENTY YEARS21%
21 TO 30 YEARS.....19%
OVER THIRTY YEARS.....30%
DON'T KNOW/REFUSED.....0% |
| 2. In what city and state was your last residence located? | UNSURE.....1%
ALWAYS CRYSTAL.....12%
MINNEAPOLIS.....34%
ROBBINSDALE.....11%
NEW HOPE.....6%
REST OF METRO AREA...11%
GREATER MINNESOTA.....5%
OUTSIDE OF MINNESOTA...7%
PLYMOUTH.....3%
GOLDEN VALLEY.....3%
BROOKLYN PARK/CENTER...4%
ST LOUIS PARK/EDINA....2%
RICHFIELD/BLOOMINGTON..2% |
| 3. As things now stand, how long in the future do you expect to live in Crystal? | LESS THAN ONE YEAR....3%
ONE TO TWO YEARS.....2%
TWO TO FIVE YEARS.....5%
SIX TO TEN YEARS.....11%
OVER TEN YEARS.....74%
DON'T KNOW/REFUSED.....6% |
| 4. How would you rate the quality of life in Crystal -- excellent, good, only fair, or poor? | EXCELLENT.....26%
GOOD.....65%
ONLY FAIR.....8%
POOR.....1%
DON'T KNOW/REFUSED.....0% |

5. What do you like MOST about living in Crystal?	UNSURE.....2%
	LOCATION.....26%
	NEIGHBORHOOD/HOUSE....18%
	SHOPPING.....6%
	PARKS AND RECREATION...7%
	SAFE.....5%
	FRIENDLY PEOPLE.....10%
	CLOSE TO JOB.....2%
	QUIET.....9%
	SMALL TOWN FEEL.....13%
	SCHOOLS.....2%
	SCATTERED.....2%
6. What do you think is the most serious issue facing the City of Crystal today?	UNSURE.....19%
	NOTHING.....25%
	HIGH TAXES.....21%
	RISING CRIME.....15%
	STREET MAINTENANCE....5%
	TRAFFIC CONGESTION....3%
	RUNDOWN PROPERTIES....2%
	HOME FORECLOSURES.....3%
	CITY SERVICES.....2%
	SCATTERED.....5%
7. How would you rate the general sense of community among Crystal residents -- excellent, good, only fair, or poor?	EXCELLENT.....12%
	GOOD.....71%
	ONLY FAIR.....16%
	POOR.....1%
	DON'T KNOW/REFUSED....1%

Changing topics....

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor?

	EXC	GOO	FAI	POO	DKR
8. Fire services?	53%	38%	1%	1%	8%
9. Quality of drinking water?	19%	66%	14%	2%	0%
10. Maintenance and repair of city streets?	14%	63%	20%	4%	0%
11. Snow and ice removal on city streets?	25%	60%	13%	3%	0%
12. Condition and maintenance of parks, recreation facilities and trails?	26%	62%	10%	0%	3%
13. Response to code violations, such as housing maintenance, motor vehicle parking, and long grass?	7%	67%	12%	4%	11%

14. Building inspection and obtaining permits?	9%	61%	7%	1%	22%
15. Police services?	56%	39%	3%	1%	2%
16. Animal control programs?	12%	69%	8%	0%	12%
17. City recreational programs and services for children, adults and seniors?	20%	65%	5%	0%	10%
18. Elimination of blighted properties?	13%	65%	13%	2%	8%

Now, I would like to re-read you that list of city services. For each one, please tell me if you consider it be an essential city service, a very important city service, a somewhat important city service, or not a very important service at all.

	ESS	VRI	SMI	NAA	DKR
19. Fire services?	83%	17%	0%	0%	0%
20. Quality of drinking water?	54%	44%	3%	0%	0%
21. Maintenance and repair of city streets?	52%	47%	2%	0%	0%
22. Snow and ice removal on city streets?	53%	47%	0%	0%	0%
23. Condition and maintenance of parks, recreation facilities and trails?	15%	65%	20%	0%	0%
24. Response to code violations, such as housing maintenance, motor vehicle parking, and long grass?	17%	69%	13%	0%	1%
25. Building inspection and obtaining permits?	16%	72%	11%	0%	1%
26. Police services?	79%	21%	0%	0%	0%
27. Animal control programs?	21%	64%	14%	1%	0%
28. City recreational programs and services for children, adults and seniors?	15%	65%	18%	1%	1%
29. Elimination of blighted properties?	20%	71%	8%	1%	1%

Now, for the final time I am going to read the list of city services. Given the current economic and financial environment, the city may have to make some additional tough choices in the next couple of years with respect to scaling back or eliminating certain city services. For each of the following please tell me if you would support an increase in funding for the service, keep the funding for the service at its current level, make cuts in the funding for the service, or eliminate funding for the service.

(ROTATE)

	INC	MAI	CUT	ELM	DKR
30. Fire services?	11%	87%	1%	0%	1%
31. Quality of drinking water?	8%	91%	1%	0%	1%
32. Maintenance and repair of city streets?	11%	87%	2%	0%	1%
33. Snow and ice removal on city streets?	8%	91%	1%	0%	1%
34. Condition and maintenance of parks, recreation facilities and trails?	2%	87%	10%	0%	1%
35. Response to code violations, such as housing maintenance, motor vehicle parking, and long grass?	5%	86%	7%	0%	2%
36. Building inspection and obtaining permits?	3%	90%	5%	0%	3%
37. Police services?	14%	85%	1%	0%	1%
38. Animal control programs?	2%	87%	9%	0%	2%
39. City recreational programs and services for children, adults and seniors?	5%	87%	7%	0%	2%
40. Elimination of blighted properties?	8%	87%	3%	0%	2%
41. Would you favor or oppose an increase in city property taxes if it were needed to maintain city services at their current level?	FAVOR.....31% OPPOSE.....53% DON'T KNOW/REFUSED....16%				
42. In comparison with neighboring suburban communities, do you feel that property taxes in Crystal are very high, somewhat high, about average, somewhat low, or very low?	VERY HIGH.....11% SOMEWHAT HIGH.....33% ABOUT AVERAGE.....43% SOMEWHAT LOW.....1% VERY LOW.....0% DON'T KNOW/REFUSED....13%				
43. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	EXCELLENT.....6% GOOD.....75% ONLY FAIR.....12% POOR.....1% DON'T KNOW/REFUSED.....6%				

Thinking about water quality and storm water management.....

44.	How much would you be willing to see your utility bill increase per year to pay for preserving and improving water quality and storm water management in the city? (CHOOSE A RANDOM STARTING POINT) Let's say, would you be willing to pay an additional \$___ per year? (DEPENDING ON RESPONSE, CHOOSE THE NEXT HIGHER OR LOWER CATEGORY) How about \$___ per year? (REPEAT PROCESS)	NOTHING.....53% \$10.00.....20% \$20.00.....11% \$30.00.....2% \$40.00.....1% \$50.00.....1% \$60.00.....0% \$70.00.....0% DON'T KNOW/REFUSED....12%
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Moving on....

45.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Crystal runs things?	YES.....62% NO.....31% DON'T KNOW/REFUSED....7%
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46.	How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little?	GREAT DEAL.....6% FAIR AMOUNT.....43% VERY LITTLE.....51% DON'T KNOW/REFUSED....1%
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47.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....18% SOMEWHAT APPROVE.....64% SOMEWHAT DISAPPROVE....8% STRONGLY DISAPPROVE....2% DON'T KNOW/REFUSED....9%
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IF OPINION STATED IN QUESTION #47, ASK: (n=364)

48.	Why do you feel that way?	UNSURE.....3% GOOD JOB.....37% NO PROBLEMS.....36% LISTEN.....4% GOOD CITY SERVICES....6% DON'T LISTEN.....3% COULD IMPROVE.....4% POOR CITY SPENDING....3% HIGH TAXES.....3% SCATTERED.....1%
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49.	How much first-hand contact have you had with the Crystal City Staff -- quite a lot, some, very little, or none at all?	QUITE A LOT.....5% SOME.....40% VERY LITTLE.....43% NONE AT ALL.....12% DON'T KNOW/REFUSED....0%
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50. From what you have seen or heard, how would you rate the job performance of the Crystal City Staff -- excellent, good, only fair, or poor?	EXCELLENT.....8% GOOD.....74% ONLY FAIR.....10% POOR.....1% DON'T KNOW/REFUSED.....8%
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IF RATING GIVEN IN QUESTION #50, ASK: (n=366)

51. Why did you rate city staff as _____?	UNSURE.....3% GOOD JOB.....62% FRIENDLY.....14% HELPFUL.....13% DON'T LISTEN.....5% POOR CITY SPENDING.....2% SCATTERED.....1%
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Let's talk about public safety in Crystal....

52. During the past year, have you been involved in or observed a situation in which a member of the Crystal Police Department was present in an official capacity? (WAIT FOR RESPONSE) Was this at a public ceremonial event, such as a DARE graduation or awards ceremony?	YES/YES.....12% YES/NO.....20% YES/UNSURE.....2% NO.....67% DON'T KNOW/REFUSED.....0%
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IF "YES/YES," "YES/NO," OR "YES/UNSURE," ASK: (n=132)

53. Was the situation one involving traffic violations, investigation of a crime, providing emergency services, public service information, or something else?	TRAFFIC VIOLATIONS....21% INVESTIGATION.....11% EMERGENCY SERVICES....32% PUBLIC SERVICE.....24% SOMETHING ELSE.....11% DON'T KNOW/REFUSED.....1%
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54. Would you say the way the police department handled the situation was excellent, good, only fair, or poor?	EXCELLENT.....51% GOOD.....41% ONLY FAIR.....4% POOR.....3% DON'T KNOW/REFUSED.....2%
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55. Would you say the time it took the police department to respond was prompt?	YES.....92% NO.....3% DON'T KNOW/REFUSED.....5%
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56. Would you say the police department personnel were courteous and acted in a professional manner?	YES.....91%
	NO.....5%
	DON'T KNOW/REFUSED.....5%

I would like to read you a short list of prevention services provided by the Crystal Police Department. For each one, please tell me if you are aware of that service. For those you know about, please tell me whether you or members of this household have in the past or are currently using the service.

	UNAWAR	AW/USE	AW/NOT	DK/REF
57. Crime prevention, such as Neighborhood Watch?	8%	34%	58%	0%
58. Home Security survey?	47%	9%	42%	3%
59. DARE -- the Drug Abuse Resistance Program for school children?	11%	17%	73%	0%
60. Traffic enforcement?	22%	17%	61%	1%

I would like to read you a short list of problems which may impact suburban communities. For each one, please tell me if you think it is a major problem, a minor problem, or not a problem at all in Crystal.

	MAJOR	MINOR	NTSRC	DK/RF
61. Domestic abuse?	6%	39%	39%	16%
62. Violent crime, such as robbery and assault?	9%	42%	39%	11%
63. Child neglect and abuse?	4%	24%	52%	20%
64. Senior neglect and abuse?	2%	19%	56%	23%
65. Alcohol and drug abuse?	18%	53%	19%	10%

Thinking about your own neighborhood for a moment....

66. Would you feel safe walking alone at night in your neighborhood?	YES.....69%
	NO.....30%
	DON'T KNOW/REFUSED.....2%

67. Are there any areas of the city where you would feel unsafe walking alone at night? (IF "YES," ASK:) Where would they be?	UNSURE.....12% NO.....43% PARKS.....8% EVERYWHERE.....23% BASS LAKE ROAD.....3% PARKING LOTS.....3% WEST BROADWAY.....2% NORTH SIDE OF CITY.....2% SCATTERED.....4%
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Moving on....

68. During the past year, have you been involved in or observed a situation in which a member of the West Metro Fire/Rescue District was present in an official capacity? (WAIT FOR RESPONSE) Was this at a public ceremonial event or awards ceremony?	YES/YES.....4% YES/NO.....9% YES/UNSURE.....0% NO.....87% DON'T KNOW/REFUSED.....0%
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IF "YES/YES," "YES/NO," OR "YES/UNSURE," ASK: (n=52)

69. Was the situation one involving fire services, rescue or medical services, or some other activity?	FIRE SERVICES.....39% RESCUE/MEDICAL.....52% OTHER.....10% DON'T KNOW/REFUSED.....0%
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70. Would you say the way the situation was handled was excellent, good, only fair, or poor?	EXCELLENT.....62% GOOD.....37% ONLY FAIR.....2% POOR.....0% DON'T KNOW/REFUSED.....0%
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71. Would you say the time it took to respond to the situation was prompt?	YES.....92% NO.....2% DON'T KNOW/REFUSED.....6%
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72. Would you say the West Metro Fire/Rescue District personnel were courteous and acted in a professional manner?	YES.....96% NO.....2% DON'T KNOW/REFUSED.....2%
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73. Do you have a working carbon monoxide detector installed in your home?	YES.....91% NO.....9% DON'T KNOW/REFUSED.....1%
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Changing topics....

Most communities have one of two systems for refuse collection. In a multiple collection system, like the City of Crystal, residents choose their hauler from several different companies serving the community. Several other cities use an organized collection system, where the City contracts with one or more haulers for the entire community. In a multiple collection system, residents have the ability to choose, but many neighborhoods may have numerous trucks collecting garbage on their street at different times throughout the day and week. In a organized collection system, all residents are assigned a specific hauler selected by the City by a bidding process regulated under state law. Only that company's truck appears in the neighborhood on a specific day. Some argue the City should change from the current system to extend the lifetime of roads and lower the cost of garbage collection for residents. Others argue the City should keep the current system to allow residents to have a choice on their garbage hauler, but also to protect smaller garbage haulers.

74. Would you favor or oppose the City of Crystal changing from the current system in which residents may choose from several different haulers to a system where the City chooses a hauler for the whole community? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....8% FAVOR.....27% OPPOSE.....27% STRONGLY OPPOSE.....25% DON'T KNOW/REFUSED....14%
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IF A RESPONSE IS GIVEN, ASK: (n=346)

75. Could you tell me one or two reasons for your decision?	UNSURE.....4% LIKE CURRENT HAULER...23% LOWER COST.....8% LIKE CHOICE.....36% LESS TRUCK TRAFFIC....17% LESS DAMAGE TO ROADS..11% SCATTERED.....1%
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Moving on....

76. During the past year, have you contacted by telephone or in person any staff member at any City of Crystal facility?	YES.....27% NO.....73% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (n=109)

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|-----|--|--|
| 77. | On your last contact with City staff, which department did you reach -- Police, Finance and Utility Billing, Planning and Development, Public Works and Engineering, Parks and Recreation, Building and Housing Inspection, the Community Center, General Information, or Administration and City Council? | POLICE.....16%
FINANCE/UTILITY BILL..12%
PLANNING/DEVELOPMENT...8%
PUBLIC WORKS/ENGIN....14%
PARK AND REC.....11%
BUILDING/HOUSING INSP.12%
COMMUNITY CENTER.....4%
GENERAL INFORMATION...18%
ADMIN/CITY COUNCIL.....4%
OTHER.....2%
DON'T KNOW/REFUSED.....0% |
| 78. | What was the nature of your last contact -- obtain general information, make a complaint, report something, register for a program, apply for a permit, schedule an inspection, reserve a facility or something else? | GENERAL INFORMATION...30%
COMPLAINT.....24%
REPORT SOMETHING.....14%
REGISTER FOR PROGRAM..11%
APPLY FOR PERMIT.....11%
SCHEDULE INSPECTION....0%
RESERVE FACILITY.....0%
SOMETHING ELSE.....10%
DON'T KNOW/REFUSED.....0% |

Thinking about that last contact, for each of the following characteristics, please rate the City of Crystal facility or staff as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POR	DKR
79. Courtesy of the Information Desk receptionist?	33%	62%	0%	4%	1%
80. Efficiency of the Information Desk receptionist?	33%	62%	2%	3%	1%
81. Waiting time for service?	27%	65%	6%	2%	0%
82. Ease of reaching a department staff member who could help you?	28%	69%	2%	2%	0%
83. Efficiency of the department staff?	30%	63%	1%	6%	0%
84. Courtesy of the department staff?	37%	58%	1%	5%	0%

Moving on....

- | | | |
|-----|--|---|
| 85. | How would you rate the general appearance of your neighborhood -- excellent, good, only fair, or poor? | EXCELLENT.....19%
GOOD.....72%
ONLY FAIR.....9%
POOR.....1%
DON'T KNOW/REFUSED.....0% |
|-----|--|---|

86. During the past two years, has the general appearance of your neighborhood gotten better, worse or stayed about the same?	BETTER.....12% WORSE.....9% ABOUT THE SAME.....78% DON'T KNOW/REFUSED.....1%
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IF "WORSE," ASK: (n=37)

87. Why do you feel that way?	RUNDOWN HOUSES.....38% MESSY YARDS.....30% JUNK IN YARDS.....11% RUNDOWN RENTAL AREAS...5% JUNK CARS.....3% HOME FORECLOSURES.....11% SCATTERED.....3%
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88. How connected do you feel with other people living in your neighborhood -- very connected, somewhat connected, not too connected, or not at all connected?	VERY CONNECTED.....24% SOMEWHAT CONNECTED....58% NOT TOO CONNECTED.....16% NOT AT ALL CONNECTED...3% DON'T KNOW/REFUSED.....0%
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Currently, the City of Crystal housing maintenance codes requires the annual inspection of all rental housing units and sale inspection for all owner-occupied single and two-family residences at the time of sale.

89. How effective do you feel annual inspection and licensing of rental property has been in maintaining the condition of rental housing in the city -- very effective, somewhat effective, not too effective, or not at all effective?	VERY EFFECTIVE.....25% SOMEWHAT EFFECTIVE....48% NOT TOO EFFECTIVE.....6% NOT AT ALL EFFECTIVE...2% DON'T KNOW/REFUSED....20%
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90. And, how much of a difference do you think the mandated point-of-sale inspection has made on the condition of owner-occupied housing in the community -- a positive difference, no difference, or a negative difference?	POSITIVE.....60% NO DIFFERENCE.....25% NEGATIVE.....1% DON'T KNOW/REFUSED....15%
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As you may know, the City of Crystal contracts with other agencies to provide residents home improvement incentives rebates, as well as loans for home improvement projects.

91. Do you favor or oppose the City expanding these types of home improvement programs to residents? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....24% FAVOR.....62% OPPOSE.....3% STRONGLY OPPOSE.....1% DON'T KNOW/REFUSED....10%
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Also, on a voluntary basis, the City of Crystal purchases deteriorating and blighted properties, demolishes them and sells the lots for new home construction.

92. Do you favor or oppose the City continuing to purchase deteriorating and blighted properties for redevelopment? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....38% FAVOR.....52% OPPOSE.....2% STRONGLY OPPOSE.....0% DON'T KNOW/REFUSED.....8%
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93. Is the City of Crystal doing enough, too much or too little in providing residents and business owners opportunities to maintain and improve the appearance of their properties?	ENOUGH.....73% TOO MUCH.....3% TOO LITTLE.....12% DON'T KNOW/REFUSED....12%
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Turning to park and recreational opportunities....

94. Which of the following, if any, is your main source of information about park and recreational facilities and programs in the City of Crystal -- the City Newsletter and Recreation Brochure, the "Sun Post," City's Facebook page, information at city facilities, cable television, the City website, other people, recreation flyers in the schools, the Becker and Community Center marquees or something else?	NONE.....5% NEWSLETTER/REC BROC...59% SUN POST NEWSPAPER...23% CITY FACEBOOK PAGE....0% INFO AT FACILITIES....1% CABLE TELEVISION.....2% CITY WEBSITE.....4% OTHER PEOPLE.....4% RECREATION FLYERS.....3% MARQUEES.....0% SOMETHING ELSE (VOL.)..0% DON'T KNOW/REFUSED....0%
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95. How frequently do you visit a Crystal park or recreational facility, weather permitting -- once a week or more, twice a month, once a month, several times each year, or never?	ONCE A WEEK OR MORE...35% TWICE A MONTH.....14% ONCE A MONTH.....6% SEVERAL PER YEAR.....11% NEVER.....34% DON'T KNOW/REFUSED....0%
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IF "ONCE A WEEK OR MORE," "TWICE A MONTH," "ONCE A MONTH," OR "SEVERAL TIMES EACH YEAR," ASK: (n=262)

96. Which park or recreational facility do you use most often?	UNSURE.....2%
	BASSETT CREEK.....29%
	CRYSTAL COVE.....8%
	BECKER.....9%
	LION'S.....9%
	HIGHLAND.....4%
	WELCOME.....4%
	NEIGHBORHOOD PARK.....22%
	COMMUNITY CENTER.....10%
	SCATTERED.....4%

I would like to read you a short list of the current park and recreational facilities offered by the City of Crystal.

- 97. Please tell me which facility is most important to your household? (ROTATE)
- 98. Which one is second most important? (ROTATE AND RE-READ LIST; OMITTING FIRST CHOICE)
- 99. Which is least important?

	MST	SEC	LST
Baseball fields.....	3%	1%	4%
Outdoor basketball courts.....	1%	2%	5%
Soccer fields.....	1%	1%	1%
Softball fields.....	1%	1%	3%
Picnic areas.....	7%	8%	3%
Playground equipment.....	16%	6%	2%
Crystal Cove Aquatic Center.....	4%	7%	2%
Tennis courts.....	0%	0%	3%
Outdoor volleyball courts.....	1%	1%	4%
Crystal Community Center.....	12%	13%	2%
Walking trails and pathways.....	20%	21%	2%
Nature areas.....	14%	18%	3%
Disc golf course.....	1%	1%	9%
Skate park.....	0%	0%	11%
Becker Bandshell.....	0%	1%	2%
Forest gymnasiums.....	0%	0%	3%
Hockey rinks.....	0%	1%	5%
Community garden.....	10%	9%	3%
Dog park.....	2%	2%	18%
NONE (VOL.).....	5%	6%	12%
SOMETHING ELSE.....	1%	0%	0%
DON'T KNOW/REFUSED.....	2%	2%	4%

- | | |
|--|---|
| 100. Do you feel that the current mix of recreational opportunities sufficiently meets the needs of members of your household? | YES.....95%
NO.....5%
DON'T KNOW/REFUSED.....1% |
| 101. What additional recreational opportunities would you like to see the City of Crystal offer residents? | UNSURE.....22%
NOTHING.....62%
TEEN PROGRAMS.....7%
TRAILS.....6%
BALLFIELDS.....2%
SCATTERED.....2% |
| 102. In the past year, have you or any members of this household participated in city-sponsored recreational programs? | YES.....25%
NO.....75%
DON'T KNOW/REFUSED.....0% |

IF "YES" IN QUESTION #102, ASK: (n=98)

- | | |
|--|---|
| 103. How much of a value do you feel city-sponsored recreational programs are for the fees you pay -- excellent, good, only fair, or poor? | EXCELLENT.....20%
GOOD.....78%
ONLY FAIR.....2%
POOR.....0%
DON'T KNOW/REFUSED.....0% |
| 104. Were you generally satisfied or dissatisfied with the program(s)? | SATISFIED.....100%
DISSATISFIED.....0%
DON'T KNOW/REFUSED.....0% |

IF "NO" IN #102, ASK: (n=302)

- | | |
|---|---|
| 105. Could you tell me one or two reasons why you and household members do not participate in city-sponsored recreation activities? | UNSURE.....2%
NO TIME.....17%
NO INTEREST.....31%
USE OTHER PROGRAMS.....4%
AGE/HEALTH.....36%
NO CHILDREN.....9%
CHILDREN TOO YOUNG.....1%
SCATTERED.....1% |
|---|---|

I would like to read you a short list of the current park and recreational programs offered by the City of Crystal.

106. Please tell me which program is most important to your household? (ROTATE)
107. Which one is second most important? (ROTATE AND RE-READ LIST; OMITTING FIRST CHOICE)

108. Which is least important?

	MOST	SEC	LEAST
Programs or open swimming at the swimming pool.....	8%	9%	8%
Youth sports or programs.....	19%	6%	10%
Teen sports or programs.....	5%	15%	2%
Adult sports or programs.....	7%	5%	10%
Community events.....	19%	19%	4%
Trips and outings.....	2%	10%	12%
Outdoor concerts.....	5%	12%	12%
Senior citizen programs.....	21%	6%	10%
Handicapped adaptive recreation programs.....	4%	5%	9%
NONE (VOL.).....	8%	10%	20%
SOMETHING ELSE.....	1%	1%	0%
DON'T KNOW/REFUSED.....	3%	4%	5%

109. Do you or members of your household regularly leave the City of Crystal to use leisure-time recreational facilities or programs in other cities? (IF "YES," ASK:)	UNSURE.....	29%
What types of facilities or programs are you using elsewhere?	LAKES/BOATING.....	19%
	TRAILS.....	8%
	CHILDREN'S SPORTS.....	2%
	NO.....	37%
	CHILDREN'S PROGRAMS....	2%
	SCATTERED.....	3%

Changing topics....

110. Which of the following, if any, is your primary source of information about community events going on in Crystal -- the City Newsletter and Recreation Brochure, the "Sun Post" newspaper, specific mailings from the City, cable television, other people, Becker Park and Community Center marquees the City website, the City social media or something else?	NOTHING.....	1%
	NEWSLETTER/REC BROC...	47%
	SUN POST NEWSPAPER....	35%
	CITY MAILINGS.....	8%
	CABLE TELEVISION.....	2%
	OTHER PEOPLE.....	4%
	MARQUEES.....	0%
	CITY WEBSITE.....	3%
	CITY SOCIAL MEDIA.....	0%
	E-MAIL.....	2%
	DON'T KNOW/REFUSED....	0%

111. And, which of the following, if any, is your principal source of information about City government and its activities -- the City Newsletter and Recreation Brochure, the "Sun Post" newspaper. specific mailings from the City, cable television, flyers, the City website, other people, the City social media or something else?	NOTHING.....2% NEWSLETTER/REC BROC...40% SUN POST NEWSPAPER...32% CITY MAILINGS.....17% CABLE TELEVISION.....3% FLYERS.....0% CITY WEBSITE.....3% OTHER PEOPLE.....3% SOCIAL MEDIA.....0% E-MAIL.....1% DON'T KNOW/REFUSED.....0%
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The City publishes a quarterly newsletter, "Crystal City Newsletter and Recreation Brochure," which is mailed to every address in the city.

112. Do you recall receiving the City newsletter during the past year? (IF "YES," ASK) Do you or any members of your household regularly read it?	NO.....12% YES/YES.....81% YES/NO.....7% DON'T KNOW/REFUSED.....1%
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IF "YES/YES," ASK: (n=322)

113. How would you rate the newsletter's content and clarity -- is it excellent, good, only fair, or poor?	EXCELLENT.....19% GOOD.....79% ONLY FAIR.....2% POOR.....0% DON'T KNOW/REFUSED.....0%
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114. How would you rate its format and readability -- excellent, good, only fair, or poor?	EXCELLENT.....20% GOOD.....79% ONLY FAIR.....2% POOR.....0% DON'T KNOW/REFUSED.....0%
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115. How effective is this city publication in keeping you informed about activities in the city -- very effective, somewhat effective, not too effective, or not at all effective?	VERY EFFECTIVE.....48% SOMEWHAT EFFECTIVE....51% NOT TOO EFFECTIVE.....1% NOT AT ALL EFFECTIVE...0% DON'T KNOW/REFUSED.....0%
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116. Are there any changes or improvements you would make to the Crystal City Newsletter? (IF "YES," ASK:) What would that be?	UNSURE.....6% NO.....87% MORE TIMELY.....6% SCATTERED.....1%
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117. Does your household currently subscribe to cable television, satellite television or neither?	CABLE.....60% SATELLITE.....22% NEITHER.....18% DON'T KNOW/REFUSED.....0%
--	--

IF "YES," ASK: (n=241)

118. Do you watch City Council meeting telecasts on Channel 16 frequently, occasionally, rarely, or not at all?	FREQUENTLY.....6% OCCASIONALLY.....28% RARELY.....17% NOT AT ALL.....49% DON'T KNOW/REFUSED.....0%
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119. Do you have access to the Internet? (IF "NO," ASK:) Do you expect to have access in the near future?	YES.....77% NO/YES.....2% NO/NO.....21% NO/UNSURE.....1% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (n=308)

120. Have you visited the City of Crystal's website?	YES.....56% NO.....44% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (n=172)

121. What type of information were you seeking on the website?	UNSURE.....2% JUST BROWSING.....29% GENERAL INFORMATION...22% PARKS AND RECREATION..18% COMMUNITY EVENTS.....5% CITY NEWS.....5% CODES AND ORDINANCES...9% CITY SERVICE INFO.....4% CRIME STATISTICS.....2% SCATTERED.....4%
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122. Did you find the information you were looking for?	YES.....97% NO.....1% DON'T KNOW/REFUSED.....2%
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123. Was the City's website easy to navigate?	YES.....95% NO.....5% DON'T KNOW/REFUSED.....1%
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124. Were you aware you could register for recreation classes or apply for a building permit on the City's website? (IF "YES," ASK:) Have you ever used these on-line services?	NO.....23%
	YES/YES.....30%
	YES/NO.....47%
	DON'T KNOW/REFUSED.....1%
125. Are there any additional services you would like to see available on the City's website?	UNSURE.....6%
	NO.....85%
	BETTER NAVIGATION.....4%
	REPORT CODE VIOLATIONS.2%
	EVENTS SCHEDULE.....2%
126. What type of information would you like to see on the City's website?	UNSURE.....32%
	GENERAL INFORMATION...28%
	PARKS AND RECREATION..10%
	COMMUNITY EVENTS.....9%
	CODES AND ORDINANCES...2%
	PLANNING/DEVELOPMENT...4%
	JOB LISTINGS.....4%
	COUNCIL MINUTES.....1%
	CITY SERVICE INFO.....5%
	CRIME STATISTICS.....6%

City Council meetings are streamed on the City's website....

127. Have you or members of your household watched a City Council meeting on the City's website?	YES.....7%
	NO.....93%
	DON'T KNOW/REFUSED.....1%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, whether you do or not, tell me if you would be likely or unlikely to use it IN THE FUTURE to communicate with the City of Crystal.

	NOT LIK	NOT NLK	NOT DKN	USE LIK	USE NLK	USE DKN	DK/REF
128. Podcasts?	2%	80%	9%	8%	2%	0%	0%
129. Blogs?	2%	77%	8%	11%	3%	0%	0%
130. Facebook?	0%	48%	5%	33%	14%	0%	0%
131. Twitter?	1%	71%	9%	12%	6%	0%	0%

Now, just a few more questions for demographic purposes....

Could you tell me how many people in each of the following age groups live in your household. Let's start oldest to youngest, and be sure to include yourself....

132. Seniors, 65 year old or older?	NONE.....	76%
	ONE.....	13%
	TWO OR MORE.....	11%
133. Adults between the age of 55 and 64 years old?	NONE.....	78%
	ONE.....	13%
	TWO.....	10%
134. Adults between the age of 18 and 54 years old?	NONE.....	34%
	ONE.....	18%
	TWO.....	43%
	THREE OR MORE.....	5%
135. School-aged children or pre-schoolers?	NONE.....	68%
	ONE.....	10%
	TWO.....	17%
	THREE OR MORE.....	6%
136. TOTAL (ADD COLUMN OF NUMBERS)	ONE.....	24%
	TWO.....	41%
	THREE.....	11%
	FOUR.....	18%
	FIVE.....	5%
	SIX OR MORE.....	2%
137. Do you own or rent your present residence?	OWN.....	75%
	RENT.....	25%
	REFUSED.....	0%
IF "OWN," ASK: (n=300)		
138. Which of the following categories would contain the approximate value of your residential property -- under \$125,000, \$125,001-\$200,000, \$200,001-\$275,000, or over \$275,000?	UNDER \$125,000.....	19%
	\$125,001-\$200,000.....	44%
	\$200,001-\$275,000.....	31%
	OVER \$275,000.....	4%
	DON'T KNOW/REFUSED.....	2%

The Metropolitan Council estimates that about thirty-six percent of the households in the Metropolitan Area spend more than thirty percent of their monthly income for housing. The City is interested in how widespread this may be in Crystal.

139. Would you say the percentage of your household's monthly income after taxes spent on either rent or mortgage payments is less than fifteen percent, fifteen percent to thirty percent, thirty-one percent to fifty percent, or more than fifty percent of your monthly income after taxes? I would be happy to help with the calculation if you would tell me your approximate pre-tax monthly household income and your monthly mortgage payment or rent.	LESS THAN 15%.....26% 15% - 30%.....46% 31% - 50%.....18% OVER 50%.....4% DON'T KNOW.....3% REFUSED.....2%
140. Which of the following categories contains your age, please?	18 - 24.....3% 25 - 34.....14% 35 - 44.....23% 45 - 54.....23% 55 - 64.....17% 65 AND OVER.....21% REFUSED.....0%
141. What is the last grade of formal education you completed?	LESS THAN HIGH SCHOOL..2% HIGH SCHOOL GRADUATE..25% VO-TECH SCHOOL.....11% SOME COLLEGE.....23% COLLEGE GRADUATE.....32% POST-GRADUATE.....8% REFUSED.....0%
142. Gender (DO NOT ASK)	MALE.....48% FEMALE.....52%
143. Zones (FROM LIST)	WARD ONE.....26% WARD TWO.....26% WARD THREE.....25% WARD FOUR.....24%