

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

City of Shakopee
Residential Survey
FINAL DECEMBER 2014

Hello, I'm _____ of the Morris Leatherman Company, a polling firm located in Minneapolis. We have been retained by the City of Shakopee to speak with a random sample of residents about issues facing the community. This survey is being conducted because the City Council and City Staff are interested in your opinions and suggestions about current and future city needs. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported.

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|---|----------------------------|
| 1. Approximately how many years have you lived in Shakopee? | LESS THAN TWO YEARS.....5% |
| | TWO TO FIVE YEARS.....14% |
| | FIVE TO TEN YEARS.....18% |
| | TEN TO TWENTY YEARS....23% |
| | 20 TO 30 YEARS.....20% |
| | OVER THIRTY YEARS.....20% |
| | DON'T KNOW/REFUSED.....0% |
| 2. What do you like most, if anything, about living in Shakopee? | DON'T KNOW/REFUSED.....2% |
| | SMALL TOWN FEEL.....23% |
| | NEIGHBORHOOD/HOUSING...18% |
| | QUIET/PEACEFUL.....15% |
| | SAFE.....8% |
| | SENSE OF COMMUNITY.....6% |
| | FRIENDLY PEOPLE.....14% |
| | SCHOOLS.....5% |
| | PARKS/TRAILS.....2% |
| | LOCATION.....5% |
| | SCATTERED.....2% |
| 3. What do you think is the most serious issue facing Shakopee today? | DON'T KNOW/REFUSED.....3% |
| | NOTHING.....27% |
| | HIGH TAXES.....11% |
| | RISING CRIME.....11% |
| | POOR SPENDING.....4% |
| | CITY COUNCIL ISSUES.....6% |
| | GROWTH.....17% |
| | SCHOOL FACILITIES.....12% |
| | LACK OF BUSINESSES.....3% |
| | SCATTERED.....6% |

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|----|---|--|
| 4. | How would you rate the quality of life in Shakopee - excellent, good, only fair, or poor? | EXCELLENT.....27%
GOOD.....66%
ONLY FAIR.....7%
POOR.....0%
DON'T KNOW/REFUSED.....0% |
| 5. | How would you rate the strength of community identity and the sense of neighborliness in Shakopee -- excellent, good, only fair or or poor? | EXCELLENT.....21%
GOOD.....62%
ONLY FAIR.....16%
POOR.....1%
DON'T KNOW/REFUSED.....0% |
| 6. | All in all, do you think things in Shakopee are generally headed in the right direction, or do you feel things are off on the wrong track? | RIGHT DIRECTION.....81%
WRONG TRACK.....17%
DON'T KNOW/REFUSED.....2% |

Moving on....

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|----|---|--|
| 7. | Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low in comparison with neighboring cities? | VERY HIGH.....9%
SOMEWHAT HIGH.....34%
ABOUT AVERAGE.....46%
SOMEWHAT LOW.....2%
VERY LOW.....0%
DON'T KNOW/REFUSED.....10% |
|----|---|--|

In 2013, the actual percentage of your property taxes going to the City of Shakopee was about 33 percent.

- | | | |
|----|---|--|
| 8. | Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current level? | FAVOR.....53%
OPPOSE.....39%
DON'T KNOW/REFUSED.....8% |
|----|---|--|

IF "OPPOSE," ASK: (n=157)

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|----|---|---|
| 9. | What city services would you be willing to see cut? | DON'T KNOW/REFUSED.....7%
NOTHING/CUT WASTE.....62%
ADMINISTRATION.....19%
POLICE.....3%
PARKS AND RECREATION...8%
PUBLIC WORKS.....2% |
|----|---|---|

10. And, would you favor or oppose an increase in YOUR city property tax if it were used to improve and enhance current city services?

FAVOR.....	30%
OPPOSE.....	64%
DON'T KNOW/REFUSED.....	6%

IF "FAVOR," ASK: (n=121)

11. What city services would you like to see improved or enhanced?

DON'T KNOW/REFUSED....	15%
PARKS AND RECREATION..	19%
POLICE.....	14%
FIRE.....	1%
STREET REPAIR.....	26%
ECONOMIC DEVELOPMENT..	25%

12. 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.....	13%
GOOD.....	65%
ONLY FAIR.....	19%
POOR.....	1%
DON'T KNOW/REFUSED.....	3%

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? (ROTATE)

	EXCL	GOOD	FAIR	POOR	DK/R
13. Police protection?	40%	50%	8%	1%	1%
14. Fire protection?	45%	50%	1%	0%	5%
15. Storm drainage and flood control?	17%	54%	16%	2%	12%
16. Park maintenance?	25%	60%	12%	1%	3%
17. City-sponsored recreation programs?	20%	63%	10%	0%	7%

Now, for the next four city services, please consider only city-maintained streets and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Highway 169, and County Roads 16,17, 83, and 101 should not be considered. How would you rate

	EXCL	GOOD	FAIR	POOR	DK/R
18. City street repair and maintenance?	14%	54%	25%	7%	1%
19. Snow plowing?	27%	55%	16%	2%	0%

	EXCL	GOOD	FAIR	POOR	DK/R
20. Street lighting?	18%	50%	27%	5%	1%
21. Maintenance of sidewalks and trails?	14%	61%	21%	3%	2%

Recently, the City changed its garbage and recycling pickup hauler....

22. How would you rate the current garbage and recycling pickup -- excellent, good, only fair or poor?	EXCELLENT.....	15%
	GOOD.....	67%
	ONLY FAIR.....	16%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	2%

Moving on....

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on the nuisances.

	TOO TOU	NOT TOU	ABO RIG	DK/ REF
23. Weeds and tall grass on residential properties?	2%	21%	75%	2%
24. Animal control?	1%	12%	86%	1%
25. Junk cars?	1%	22%	76%	2%
26. Messy yards?	0%	27%	72%	2%
27. Noise?	2%	22%	75%	1%
28. Improper storage of garbage and recycling bins visible from the street?	5%	15%	77%	3%

Currently, the City of Shakopee generally enforces codes concerning residential property when a complaint is made. Some cities take a more active approach and inspect residential neighborhoods for code violations every couple of years.

29. Would you favor or oppose a more active approach by the City in the enforcement of residential property codes? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....	17%
	FAVOR.....	39%
	OPPOSE.....	27%
	STRONGLY OPPOSE.....	13%
	DON'T KNOW/REFUSED.....	5%

Thinking about another topic....

- | | | |
|-----|--|---|
| 30. | Do you feel safe in the City of Shakopee? | YES.....93%
NO.....6%
DON'T KNOW/REFUSED.....1% |
| 31. | Do you feel safe in your immediate neighborhood walking alone at night? | YES.....81%
NO19%
DON'T KNOW/REFUSED.....1% |
| 32. | How would you rate the amount of police patrolling in your neighborhood -- too much, about the right amount or not enough? | TOO MUCH.....2%
ABOUT RIGHT AMOUNT.....78%
NOT ENOUGH.....20%
DON'T KNOW/REFUSED.....0% |
| 33. | How would you rate the amount of traffic enforcement by the police in your neighborhood -- too much, about right amount or not enough? | TOO MUCH.....2%
ABOUT RIGHT AMOUNT.....76%
NOT ENOUGH.....21%
DON'T KNOW/REFUSED.....0% |
| 34. | How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious? | VERY SERIOUS.....7%
SOMEWHAT SERIOUS.....26%
NOT TOO SERIOUS.....36%
NOT AT ALL SERIOUS.....32%
DON'T KNOW/REFUSED.....0% |
| 35. | And, how serious of a problem are stop sign violations in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious? | VERY SERIOUS.....6%
SOMEWHAT SERIOUS.....21%
NOT TOO SERIOUS.....33%
NOT AT ALL SERIOUS.....40%
DON'T KNOW/REFUSED.....0% |
| 36. | Please tell me which one you consider to be the greatest concern in Shakopee? If you feel that none of these problems are serious, just say so. (ROTATE 00-06) | |

Violent crime.....2%
 Traffic speeding.....12%
 Drugs.....25%
 Youth crimes and vandalism.....19%
 Identity theft.....1%
 Business crimes, such as shoplifting
 and check fraud.....7%
 Residential crimes, such as burglary,
 and theft.....16%
 SOMETHING ELSE (DISTRACTED DRIVING).....1%
 ALL EQUALLY.....0%
 NONE OF THE ABOVE.....15%
 DON'T KNOW/REFUSED.....2%

Continuing....

The Shakopee Park and Recreation system is composed of the Community Center, Ice Arena, Sand Venture Aquatic Park, larger community parks, smaller neighborhood parks, trails, and community athletic fields. For each of the following facilities, first, tell me if you or members of your household have used it during the past year. Then, for those you have used, please rate them as excellent, good, only fair or poor. If you have no opinion, just say so....

	NOT	EXC	GOO	FAI	POO	DKR
37. The Community Center?	34%	17%	42%	7%	1%	0%
38. The Ice Arena?	59%	12%	25%	3%	1%	0%
39. Sand Venture Aquatic Park?	60%	15%	24%	1%	0%	0%
40. Larger community parks?	26%	26%	45%	3%	0%	0%
41. Smaller neighborhood parks?	27%	27%	41%	6%	0%	0%
42. Trails?	28%	21%	42%	9%	1%	0%
43. Community athletic fields?	44%	16%	39%	2%	0%	0%

IF "ONLY FAIR" OR "POOR" FOR ANY COMPONENT, ASK: (n=79)

44. Why did you rate _____ as (only fair/poor)?

NOT ENOUGH LIGHTS, 8%; LACK OF SENIOR PROGRAMS, 5%;
 LACK OF TRAILS, 3%; BETTER TRAIL UPKEEP, 15%; TRASH IN
 PARKS, 20%; NEED MORE AMENITIES IN COMMUNITY CENTER,
 22%; NEED SECOND SHEET OF ICE, 14%; NEED UPGRADES, 3%;
 HIGH COST TO MAINTAIN AQUATIC PARK, 3%; SCATTERED, 7%.

45. In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?

YES.....	95%
NO	5%
DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=18)

46. What additional recreational facilities would you like to see the City offer?

FOR SENIORS, 17%; RIVER ACCESS, 11%; INDOOR POOL, 22%; SECOND SHEET OF ICE, 22%; MORE AMENITIES AT FITNESS CENTER, 22%; SCATERED, 6%.

47. Have you or members of your household participated in any City park and recreation programs?

YES.....	23%
NO.....	76%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (n=92)

48. Which ones?

BASEBALL/SOFTBALL, 36%; SWIMMING, 5%; ADULT EDUCATION, 3%; HOLIDAY EVENTS, 2%; FITNESS, 14%; SOCCER, 13%; BASKETBALL, 2%; SENIOR PROGRAMS, 2%; HOBBY CLASSES, 2%; FOOTBALL, 7%; HOCKEY, 3%; SOCIAL EVENTS, 10%.

49. Were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with your experience?

VERY SATISFIED.....	75%
SOMEWHAT SATISFIED....	21%
SOMEWHAT DISSATISFIED..	3%
VERY DISSATISFIED.....	1%
DON'T KNOW/REFUSED.....	0%

50. Does the current mix of City park and recreation programming meet the needs of your household?

YES.....	95%
NO.....	4%
DON'T KNOW/REFUSED.....	1%

IF "NO," ASK: (n=17)

51. What program(s) do you feel are lacking?

UNSURE, 6%; SENIOR PROGRAMS, 24%; ADULT PROGRAMS, 12%; SKATING, 35%; SWIMMING, 24%.

52. Do you or members of your household currently leave the city for park and recreation facilities or activities? (IF "YES," ASK:) What would that be?

NO, 69%; LAKES, 6%; POOLS, 6%; HEALTH CLUB, 3%; CHILDREN'S SPORTS, 3%; CAMPING, 3%; WINTER SPORTS, 3%; SCATTERED, 7%.

I would like to read you a list of park and recreation offerings which could be offered in Shakopee. For each one, please tell me if you would strongly support the use of city funding for that offering, somewhat support, somewhat oppose, or strongly oppose the use of city funding. (ROTATE)

	STS	SMS	SMO	STO	DKR
53. An indoor pool and aquatic center?	29%	38%	20%	12%	1%
54. An indoor playground?	16%	37%	26%	20%	2%
55. Expansion of the Fitness Center?	26%	37%	24%	12%	1%
56. A second sheet of ice?	13%	28%	37%	15%	8%
57. A multi-purpose artificial turf fieldhouse?	10%	33%	32%	22%	4%
58. Senior Center?	21%	37%	28%	11%	3%
59. Visual Arts Gallery?	12%	32%	34%	21%	1%
60. Community theater space?	7%	36%	34%	22%	1%
61. Community meeting space?	6%	31%	42%	20%	2%

The City has had discussions with the School District about the Central Family Center. The City could repurpose the building for community gathering space for recreation, programs and meetings.

62. Do you support or oppose the City repurposing the Central Family Center? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....	14%
	SUPPORT.....	45%
	OPPOSE.....	20%
	STRONGLY OPPOSE.....	15%
	DON'T KNOW/REFUSED.....	7%

Repurposing the Central Family Center and constructing some of the other proposed amenities could be funded in part by city property taxes. Suppose the City of Shakopee proposed a development which you considered to be reasonable.

63. How much would you be willing to see your property taxes increase to fund this construction? Let's say, would you be willing to see your monthly property taxes increase by \$____? (CHOOSE RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON RESPONSE) How about \$____ per month?

NOTHING.....	43%
\$3.00.....	16%
\$6.00.....	15%
\$9.00.....	10%
\$12.00.....	8%
\$15.00.....	3%
\$18.00.....	1%
OVER \$18.00 A MONTH....	1%
DON'T KNOW/REFUSED.....	4%

Continuing....

The City is currently studying moving the City Hall out of downtown, to a location adjacent to the current police station.

64. Would you support or oppose the relocation of City Hall from out of downtown? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	10%
SUPPORT.....	46%
OPPOSE.....	24%
STRONGLY OPPOSE.....	13%
DON'T KNOW/REFUSED.....	7%

The city is exploring options to reduce the noise from the railroad by creating quiet zones in the community. For each of the following, please tell me if you would strongly support, support, oppose or strongly oppose the use of city funding for that purpose if it lead to reduced noise from trains. (ROTATE)

STS SUP OPP STO DKR

65. Vehicle turning restrictions on Second Avenue near the railroad tracks.	8%	40%	30%	20%	3%
66. Street closures of up to three crossings over the railroad tracks between Marschall Road and Rahr Malting.	11%	40%	26%	21%	3%

Moving on....

67. Do you leave the City of Shakopee on a regular or daily basis to go to work? (IF "NO," ASK:) Do you work from home?

YES.....	39%
NO/YES.....	8%
NO/NO.....	54%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=154)

68. In what city is your job located?

BURNSVILLE, 13%; MINNEAPOLIS, 17%; SAINT PAUL, 8%;
EAGAN, 5%; CHASKA, 5%; BLOOMINGTON/EDINA, 14%;
LAKEVILLE, 2%; PRIOR LAKE, 8%; SAVAGE, 5%; EDEN
PRAIRIE, 11%; SCATTERED, 12%.

69. How many minutes does it take you to get to work?

FIVE MINUTES OR LESS	0%
SIX TO TEN MINUTES	1%
11 TO 15 MINUTES	15%
16 TO 20 MINUTES	20%
21 TO 25 MINUTES	23%
26 TO 30 MINUTES	20%
OVER 30 MINUTES	21%
DON'T KNOW/REFUSED	1%

70. How would you rate the ease of getting to and from work -- excellent, good, only fair or poor?

EXCELLENT	12%
GOOD	53%
ONLY FAIR	27%
POOR	4%
DON'T KNOW/REFUSED	3%

71. Do you or anyone in your household ride public transit on a regular basis?

YES	13%
NO	86%
DON'T KNOW/REFUSED	1%

72. Are there any changes you would make to public transit so it is more convenient for you?

UNSURE, 2%; NO, 86%; EXTENDED HOURS, 4%; MORE
DESTINATIONS, 3%; MORE FREQUENT PICK-UP TIMES, 2%;
SCATTERED, 3%.

73. Are you familiar with the Blue Express of Minnesota Valley Transit Authority?

YES	50%
NO	50%
DON'T KNOW/REFUSED	0%

Apart from major construction projects in the city....

74. How would you rate the ease of getting from place to place within the City of Shakopee - excellent, good, only fair or poor?

EXCELLENT	16%
GOOD	69%
ONLY FAIR	14%
POOR	1%
DON'T KNOW/REFUSED	1%

Moving on....

I would like to read you a list of characteristics of a community. For each one, please tell me if you think Shakopee currently has too many or too much, too few or too little, or about the right amount.

	MANY MUCH	FEW/ LITT	ABOUT RIGHT	D.K./ REF.
75. service establishments, such as dry cleaners and auto repair shops?	5%	9%	87%	0%
76. retail shopping opportunities?	1%	44%	55%	0%
77. entertainment establishments?	1%	36%	63%	1%
78. dining establishments?	2%	41%	57%	0%

Now, I'd like to ask you some questions about your shopping habits....

79. Excluding gasoline, what do you consider to be your principal retail shopping area?

REFUSED, 1%; TARGET/SHAKOPEE, 31%; WALMART/SHAKOPEE, 23%; CUB/SHAKOPEE, 21%; EDEN PRAIRIE MALL, 5%; KOHLS/SHAKOPEE, 4%; DOWNTOWN SHAKOPEE, 5%; BURNSVILLE MALL, 2%; MALL OF AMERICA, 2%; SCATTERED, 6%.

80. Again, excluding gasoline, about what percentage of your retail shopping dollar is spent in Shakopee business establishments?	NOTHING.....	0%
	1% TO 25%.....	21%
	26% TO 50%.....	36%
	51% TO 75%.....	25%
	OVER 75%.%.....	18%
	DON'T KNOW/REFUSED.....	0%
81. Excluding gasoline, on average, how often do you make any purchases of goods or services for yourself or your household from business establishments in Shakopee -- daily, weekly, two or three times per month, monthly, rarely, or never?	DAILY.....	23%
	WEEKLY.....	46%
	TWO/THREE MONTHLY.....	19%
	MONTHLY.....	11%
	RARELY.....	2%
	NEVER.....	0%
	DON'T KNOW/REFUSED.....	0%

As the City of Shakopee plans for development in the future....

82. Not including restaurants, what type of retail stores would you like to see attracted to the City of Shakopee?

UNSURE, 3%; NOTHING, 33%; CLOTHING, 9%; GROCERY STORE, 21%; HOME IMPROVEMENT, 3%; NOVELTY SHOPS, 3%; SPORTING GOODS, 4%; SHOE STORE, 2%; DEPARTMENT STORE, 11%; DISCOUNT DEPARTMENT STORE, 5%; DISCOUNT RETAIL STORE, 7%.

IF TYPE OF STORE IS MENTIONED, ASK: (n=252)

83. Is there any specific _____ store you would like to see in the City of Shakopee?

UNSURE, 2%; NO, 3%; TRADER JOES/WHOLE FOODS, 9%; MENARDS, 3%; DICKS, 3%; SEARS/JC PENNEY, 8%; ALDI, 8%; RAINBOW/FESTIVAL, 4%; MARSHALLS/TJ MAXX, 4%; MACYS/HERBERGERS, 9%; MISSISSIPPI MARKET, 2%; HYVEE, 4%; LUNDS/BYERLYS, 4%; FAMILY DOLLAR/BIG LOTS, 3%; GANDER MOUNTAIN, 3%; BURLINGTON, 4%; SCATTERED, 27%.

Turning to restaurants....

84. In an average week, what percent of your meals do you eat out at a restaurant? NOTHING.....7% 1% TO 25%.....55% 26% TO 50%.....31% 51% TO 75%.....5% OVER 75%.....2% DON'T KNOW/REFUSED.....0%

85. And, about what percentage of your spending on restaurants is spent in Shakopee restaurant establishments? NOTHING.....9% 1% TO 25%.....34% 26% TO 50%.....21% 51% TO 75%.....14% OVER 75%.....23% DON'T KNOW/REFUSED.....0%

86. What type of restaurants would you like to see attracted to the City of Shakopee? (PROBE FOR SPECIFICS)

UNSURE, 3%; NONE, 31%; FAMILY STYLE, 18%; SPORTS BAR, 4%; BUFFET, 3%; FAST FOOD, 6%; FINE DINING, 2%; MEXICAN, 4%; SEAFOOD, 5%; STEAK HOUSE, 8%; ITALIAN, 9%; ASIAN, 3%; SCATTERED, 5%.

IF A TYPE OF RESTAURANT IS MENTIONED, ASK:

87. Is there any specific _____ restaurant you would like to see in the City of Shakopee?

UNSURE, 4%; NONE, 10%; SONIC, 5%; OUTBACK, 6%; OLD COUNTRY BUFFET, 7%; OLIVE GARDEN, 5%; DENNYS/PERKINS/IHOP, 11%; RED LOBSTER, 6%; SCATTERED STEAK HOUSES, 5%; BBW, 3%; WENDYS, 4%; SCATTERED ASIAN, 5%; SCATTERED ITALIAN, 7%; SCATTERED MEXICAN, 4%; CHAMPPS/APPLEBEES, 3%; SCATTERED GOURMET BURGERS, 5%; SCATTERED, 10%.

As the City of Shakopee continues development....

88. Do you support or oppose the City providing financial incentives to attract specific types of development? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....19%
	SUPPORT.....59%
	OPPOSE.....11%
	STRONGLY OPPOSE.....6%
	DON'T KNOW/REFUSED.....5%

Changing topics....

89. Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Shakopee runs things?	YES.....62%
	NO34%
	DON'T KNOW/REFUSED.....5%

During the past few years....

90. How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, very little, or none at all?	A GREAT DEAL.....6%
	A FAIR AMOUNT.....45%
	VERY LITTLE.....33%
	NONE AT ALL.....16%
	DON'T KNOW/REFUSED.....1%

91. 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.....5%
	APPROVE.....54%
	DISAPPROVE.....23%
	STRONGLY DISAPPROVE.....4%
	DON'T KNOW/REFUSED.....14%

IF A RATING IS GIVEN, ASK: (n=343)

92. Why did you rate them as _____?

NO PROBLEMS, 11%; GOOD PLANNING, 20%; GOOD FINANCIAL MANAGEMENT, 4%; GOOD COMMUNICATION, 16%; DON'T LISTEN, 4%; LISTEN, 8%; POOR SPENDING, 11%; POOR COMMUNICATION, 3%; GOOD JOB, 4%; COULD IMPROVE, 3%; HIGH TAXES, 3%; TOO MUCH GROWTH, 2%; GOOD CITY SERVICES, 4%; SAFE, 2%; DEVELOPMENT IS TOO SLOW, 3%; SCATTERED, 3%.

During the past few years....

- | | |
|---|--|
| 93. How much first hand contact have you had with the Shakopee City staff -- quite a lot, some, very little, or none? | QUITE A LOT.....4%
SOME.....32%
VERY LITTLE.....45%
NONE.....19%
DON'T KNOW/REFUSED.....1% |
| 94. From what you have heard or seen, how would you rate the job performance of the Shakopee city staff -- excellent, good, only fair, or poor? | EXCELLENT.....12%
GOOD.....68%
ONLY FAIR.....12%
POOR.....0%
DON'T KNOW/REFUSED.....8% |
| 95. During the past year, have you contacted the City of Shakopee? | YES.....39%
NO.....61%
DON'T KNOW/REFUSED.....1% |

IF "YES," ASK: (n=154)

- | | |
|---|--|
| 96. On your last contact with City Hall, which Department did you contact -- the Police Department, Fire Department, Public Works, Ice Center, Natural Resources, Park and Recreation, Building Inspections, Engineering, Planning, Administration, the Finance Department, or the General Information Desk receptionist? | POLICE DEPARTMENT.....25%
FIRE DEPARTMENT.....1%
PUBLIC WORKS.....15%
ICE CENTER.....1%
NATURAL RESOURCES.....3%
PARKS AND REC.....18%
BUILDING INSPECT.....7%
ENGINEERING.....0%
PLANNING.....7%
ADMINISTRATION.....8%
FINANCE DEPT.....1%
GENERAL INFORMATION....13%
DON'T KNOW/REFUSED.....0% |
|---|--|

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
97. Courtesy of city staff?	36%	55%	8%	2%	0%
98. Ease of obtaining the service you needed?	36%	48%	11%	5%	0%
99. Helpfulness of city staff?	34%	54%	9%	3%	0%

Moving on.....

100. How would you rate the City's efforts in keeping you informed in a timely manner -- excellent, good, only fair, or poor?	EXCELLENT.....	12%
	GOOD.....	61%
	ONLY FAIR.....	22%
	POOR.....	4%
	DON'T KNOW/REFUSED.....	2%
101. What is your principal source of information about Shakopee City Government and its activities?	DON'T KNOW/REFUSED.....	0%
	NOTHING.....	6%
	CITY NEWSLETTER.....	27%
	LOCAL NEWSPAPER.....	34%
	CITY WEBSITE.....	15%
	WORD OF MOUTH.....	11%
	CABLE TV.....	5%
	SCATTERED.....	2%
102. How would you prefer to receive information about Shakopee City Government and its activities?	DON'T KNOW/REFUSED.....	0%
	NOTHING.....	4%
	CITY NEWSLETTER.....	34%
	LOCAL NEWSPAPER.....	31%
	CITY WEBSITE.....	16%
	WORD OF MOUTH.....	7%
	CABLE TELEVISION.....	5%
	E-MAIL.....	2%
	SCATTERED.....	1%
103. During the past year, did you receive the "Hometown Messenger," the City's newsletter mailed to residents three times a year?	YES.....	69%
	NO	31%
	DON'T KNOW/REFUSED.....	0%
IF "YES," ASK: (n=276)		
104. Do you or any members of your household regularly read it?	YES.....	84%
	NO	15%
	DON'T KNOW/REFUSED.....	1%

105. How would you evaluate its content and format -- excellent, good, only fair, or poor?	EXCELLENT.....15% GOOD.....70% ONLY FAIR.....12% POOR.....1% DON'T KNOW/REFUSED.....3%
--	--

106. How would you evaluate its usefulness -- excellent, good, only fair or poor?	EXCELLENT.....15% GOOD.....66% ONLY FAIR.....15% POOR.....1% DON'T KNOW/REFUSED.....3%
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City Council meetings are available for viewing on the local cable channel 16 and the city's website.

107. How often during the past year have you watched City Council meetings - frequently, occasionally, rarely or never?	FREQUENTLY.....8% OCCASIONALLY.....16% RARELY.....24% NEVER.....52% DON'T KNOW/REFUSED.....0%
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108. Do you have access to the Internet at home? (WAIT FOR RESPONSE) Do you have access to the Internet at work?	HOME ONLY.....39% WORK ONLY.....1% BOTH.....39% NEITHER.....22% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (n=313)

The City upgraded its website at the start of this year....

109. Have you accessed the City's website this year?	YES.....62% NO.....38% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (n=194)

110. How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?	EXCELLENT.....19% GOOD.....74% ONLY FAIR.....6% POOR.....1% DON'T KNOW/REFUSED.....0%
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111. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?

EXCELLENT.....	20%
GOOD.....	67%
ONLY FAIR.....	13%
POOR.....	0%
DON'T KNOW/REFUSED.....	1%

112. What information would you like to see on the City of Shakopee's web site?

UNSURE, 10%; NOTHING/FINE AS IS, 19%; PARKS AND RECREATION, 9%; DEVELOPMENT PLANNING, 15%; CITY SPENDING, 5%; CITY SERVICES, 4%; COMMUNITY EVENTS, 11%; MEETING MINUTES, 7%; CRIME STATISTICS, 5%; SCHOOL INFORMATION, 4%; ROAD CONSTRUCTION, 4%; SEARCH FUNCTION, 3%; SCATTERED, 4%.

113. How would you rate the City's overall performance in communicating key local issues to residents in its publications, website, mailings, and on cable television -- excellent, good, only fair, or poor?

EXCELLENT.....	11%
GOOD.....	67%
ONLY FAIR.....	19%
POOR.....	2%
DON'T KNOW/REFUSED.....	1%

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

Could you please tell me how many people in each of the following age groups live in your household.

114. Persons 65 or over?

NONE.....	84%
ONE.....	9%
TWO OR MORE.....	7%

115. Adults under 65?

NONE.....	13%
ONE.....	28%
TWO.....	56%
THREE OR MORE.....	4%

116. School-aged children and pre-schoolers?

NONE.....	55%
ONE.....	20%
TWO.....	18%
THREE OR MORE.....	8%

117. Do you own or rent your present residence?

OWN.....	77%
RENT.....	23%
REFUSED.....	0%

118. What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.....5%
	25-34.....16%
	35-44.....23%
	45-54.....25%
	55-64.....19%
	65 AND OVER.....12%

119. What is the highest level of formal education you completed?	LESS THAN HS GRADUATE...4%
	HIGH SCHOOL GRADUATE...23%
	VO-TECH/TECH COLLEGE...10%
	SOME COLLEGE.....17%
	COLLEGE GRADUATE.....34%
	POST-GRADUATE.....11%
	DON'T KNOW/REFUSED.....1%

120. Which of the following categories represents your ethnicity -- White, African-American, Hispanic- Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	WHITE.....75%
	AFRICAN-AMERICAN.....3%
	HISPANIC-LATINO.....10%
	ASIAN-PACIFIC ISLANDER..9%
	NATIVE AMERICAN.....1%
	SOMETHING ELSE.....1%
	MIXED/BI-RACIAL.....1%
	DON'T KNOW.....0%
	REFUSED.....0%

And now, for one final question, keeping in mind that your answers are held strictly confidential....

121. Is your pre-tax yearly household income over or under \$75,000? IF "OVER," ASK: Is it over \$100,000? (IF "YES," ASK:) Is it over \$125,000? IF "UNDER," ASK: Is it under \$50,000?	UNDER \$50,000.....25%
	\$50,001-\$75,000.....20%
	\$75,001-\$100,000.....28%
	\$100,000-\$125,000.....15%
	OVER \$125,000.....7%
	DON'T KNOW/REFUSED.....6%

122. Gender	MALE.....49%
	FEMALE.....51%

123. PRECINCT OF CITY

1.....	10%
2.....	9%
3.....	7%
4.....	11%
5.....	7%
6.....	10%
7.....	6%
8.....	8%
9.....	6%
10.....	12%
11.....	7%
12A/B.....	7%
13.....	1%