



City of Blaine, MN

2012 Citizen Survey

Report of Results
August 2012



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Executive Summary

Survey Background and Methods

The Blaine Citizen Survey gives residents the opportunity to rate their satisfaction with the quality of life in the city, the community's amenities and satisfaction with local government. The survey gathers community-wide feedback on what is working well and what is not and helps map out residents' priorities for community planning and resource allocation. It serves as a consumer report card for Blaine; providing a check-in with residents to make sure the City policies and services are on course. This is the first time National Research Center, Inc. (NRC) conducted the Blaine Citizen Survey.

The Blaine Citizen Survey was administered by mail to 1,200 randomly selected households within the city, equally distributed among the three wards. Of those households receiving the survey, 436 residents responded to the mailed and Web questionnaires, giving a response rate of 37%. The margin of error is plus or minus five percentage points around any given percentage for the entire sample. Survey results were weighted so that the characteristics of gender, age, tenure (rent versus own) and housing unit type (attached versus detached) are represented in proportions reflective of the entire city.

Blaine's results are compared in this report to those of other jurisdictions around the nation as well as to those of other jurisdictions in Minnesota. These comparisons were made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions.

Summary of Survey Findings

The 2012 Blaine Citizen Survey results reveal positive resident opinions overall of life in Blaine. Quality of life, government performance, characteristics of the community, City services and City employees all received high marks when compared to other jurisdictions across the nation and in Minnesota. Residents also were highly involved in many community events and activities. Among features of the community, new development, housing options, shopping and business and service establishments were particularly highly rated.

- ❖ Blaine received ratings above or much above other U.S. communities in 53 of 83 comparisons and above or much above other Minnesota communities in 41 of 81 comparisons.

Traffic and volunteer opportunities were two themes for potential improvement in Blaine.

- ❖ Traffic flow and traffic signal timing were among the lowest rated aspects of Blaine. Traffic signal timing also was the most commonly mentioned service that residents would like to see increased by the City.
 - Traffic flow on major streets was rated "excellent" or "good" by 39% of residents and traffic at intersections by 33% of residents.
 - Traffic signal timing was the lowest rated City service (43% "excellent" or "good") and was rated much below the national and state benchmarks.
- ❖ Volunteer opportunities were perceived as being in short supply in Blaine and residents indicated that they volunteered much less often than residents in other jurisdictions.

- Ratings of opportunities to volunteer in Blaine were rated below national benchmarks and much below state benchmarks.
- About one-third (35%) of residents had volunteered in Blaine at least once in the last year.

Residents were of multiple minds about athletic field maintenance, seeing it both as a source of pride in the community and also a possible place to reduce service.

- ❖ Eight in ten residents thought that athletic field maintenance in Blaine was either “excellent” or “good.”
- ❖ About half thought that this City service was “essential” or “very important.”
- ❖ Athletic field maintenance quality ratings and the City’s overall service quality ratings were closely linked.
- ❖ Though a small proportion of respondents, more residents proposed reducing the effort made toward athletic field maintenance than any other service (25 individual respondents).

The sources of information that residents reported using today often were the same sources they said they would prefer to use in the future, led by the City’s newsletter.

- ❖ Nine in 10 residents reported going to the City’s newsletter for information and said they would like to continue doing so in the future.
- ❖ Residents reported being open to receiving regular mail and email from the City.

Community interest in a community center with sports facilities was present, but not strong.

- ❖ Indoor and outdoor sports facilities were seen as at least “very” important by a quarter of respondents.
- ❖ While just over half of respondents generally supported the idea of building a community center, when respondents were asked about their support or opposition to a property tax increase to fund the effort, opposition outpaced support.

Survey Background

Survey Purpose

The City of Blaine contracted with National Research Center, Inc. (NRC) to conduct its 2012 community-wide resident survey. The Blaine Citizen Survey serves as a consumer report card for Blaine by providing residents the opportunity to rate the quality of life in the city, as well as the community's amenities, service delivery and their satisfaction with local government. The survey also gives residents a chance to provide feedback to government on what is working well and what is not, and to communicate their priorities for community planning and resource allocation.

The focus on the quality of service delivery and the importance of services helps council, staff and the public to set priorities for budget decisions and lays the groundwork for tracking community opinions about the core responsibilities of Blaine City government, helping to assure maximum service quality over time.

This type of survey addresses the key services that local governments provide to create a quality community. It is akin to private sector customer surveys that are used regularly by many corporations to monitor where there are weaknesses in product or service delivery before customers defect to competition or before other problems from dissatisfied customers arise.

Methods

The 2012 Blaine Citizen Survey was conducted by mail and residents were provided with the option of returning the survey in a postage-prepaid envelope or completing the survey online. A prenotification postcard was mailed to 1,200 randomly selected households in May 2012. One week after the postcard mailed, these households were sent a survey packet. The packet included the survey, a letter from the mayor explaining the study, a postage-paid pre-addressed envelope in which to return their completed survey and the web address to the online version of the survey. Completed surveys were collected over the following six weeks. Twenty-four surveys were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,176 households, 436 submitted a completed survey (22 of which were completed via the Web) for a response rate of 37%.

The survey results were weighted by respondent gender, age, tenure (rent versus own) and housing type (attached versus detached) to ensure that the results are representative of the entire adult population in Blaine. For more information on the methodology see *Appendix D: Survey Methodology* and for a copy of the survey see *Appendix G: Survey Instrument*.

How the Results are Reported

For the most part, the full set of frequencies or the "percent positive" are presented in the body and narrative of the report. The percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," "essential" and "very important").

On many of the questions in the survey, respondents could give an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix B: Complete Set of Survey Results* and is discussed in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report,

unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

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

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The 95% confidence interval for this survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample (436 completed surveys).

Comparing Survey Results by Subgroups

Selected survey results were compared by certain demographic characteristics of survey respondents as well as by Ward. The comparisons of the survey results by geographic and demographic subgroups are discussed throughout the body of the report. These crosstabulations are presented in tabular form in *Appendix C: Comparison of Responses by Ward and Respondent Demographics*. Where differences between subgroups are statistically significant, the results in the tables are shaded grey.

Comparing Survey Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its fire protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than fire protection. More illuminating is how residents’ ratings of fire service compare to opinions about fire service in other communities and to resident ratings over time.

A police department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the city rate police services lower than ratings given by residents in other cities with objectively “worse” departments.

Benchmark data can help that police department – or any City department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. Resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in resident surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are

from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. This report includes comparisons to the entire nation as well as to other jurisdictions in the state of Minnesota.

Where comparisons for quality ratings were available, the City of Blaine's results were generally noted as being "above" the benchmark, "below" the benchmark or "similar" to the benchmark. For some questions – those related to resident behavior, circumstance or to a local problem – the comparison to the benchmark is designated as "more," "similar" or "less" (for example, residents contacting the City in the last 12 months). In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much less" or "much above"). These labels come from a statistical comparison of Blaine's rating to the benchmark, where a rating is considered "similar" if it is within the margin of error (2.8 points or less on the 100-point scale); "above," "below," "more" or "less" if the difference between Blaine's rating and the benchmark is greater the margin of error (greater than 2.8 points but 5.6 points or less); and "much above," "much below," "much more" or "much less" if the difference between Blaine's rating and the benchmark is more than twice the margin of error (greater than 5.6 points).

Survey Results

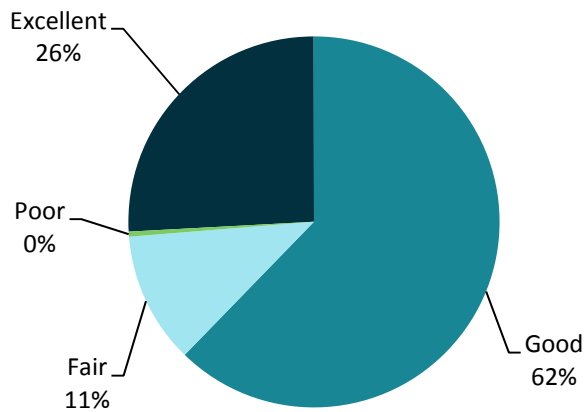
Quality of Life and Community

Quality of Life in Blaine

Blaine households that received the survey were asked to evaluate five aspects of life in Blaine, plus the overall quality of life. Most residents (88%) rated the overall quality of life in Blaine as either “excellent” or “good.” This rating was above the national benchmark and was similar to other jurisdictions in Minnesota.

Throughout this report, survey questions are compared by respondents’ Ward of residence as well as other demographic characteristics. Overall quality of life, for example, was rated most positively by residents of Ward 2 and similarly among different demographic subgroups (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 1: The Overall Quality of Life in Blaine



In addition to having a positive view of the overall quality of life in Blaine, residents generally gave positive ratings to the other five aspects of quality of life. Four in 10 (37%) residents thought Blaine was an “excellent” place to live and an additional 56% thought it was a “good” place to live. Blaine received high marks as a place to raise children (31% “excellent” and 58% “good”) and the neighborhoods in Blaine received similarly high ratings (35% “excellent” and 51% “good”). A majority of residents rated Blaine as a place to work (66% “excellent” or “good”) or retire (64%) positively. These results are from those who had an opinion about each dimension; 30% or more of residents answered “don’t know” when rating the city as a place to work or retire. The full set of all responses, including “don’t know,” can be found in *Appendix B: Complete Set of Survey Results*.

Blaine’s quality of life ratings were above or similar to the national and Minnesota benchmarks. Ratings of Blaine as a place to work were much above both sets of benchmarks.

Residents in Ward 2 rated their neighborhoods as a place to live and the city as a place to retire more positively than residents in Wards 1 and 3 (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 2: Dimensions of Quality of Life

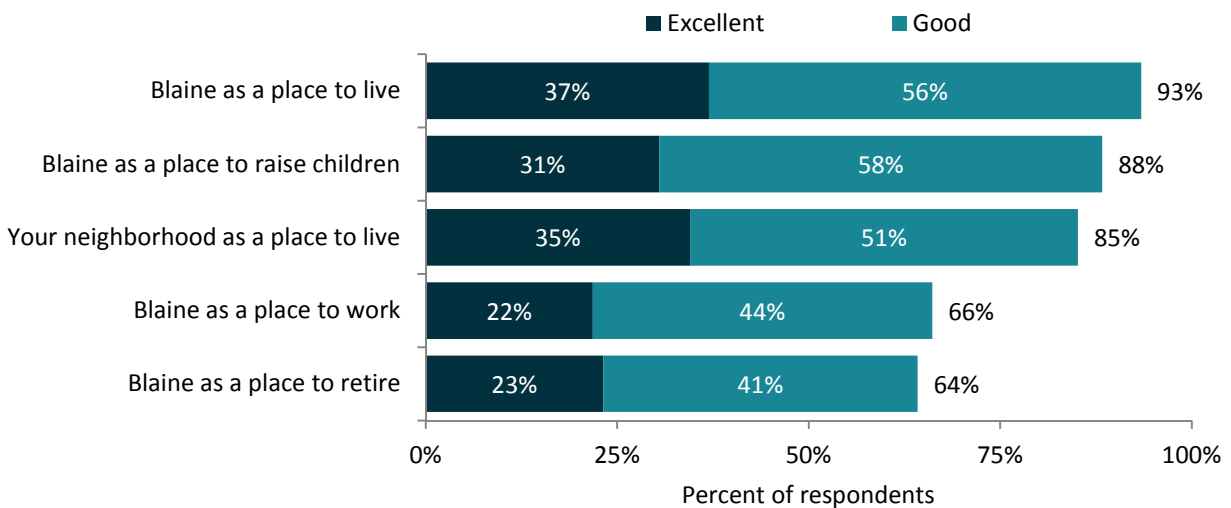


Figure 3: Quality of Life Benchmarks

	National comparison	State comparison
Blaine as a place to live	Above	Above
Blaine as a place to raise children	Above	Above
Your neighborhood as a place to live	Similar	Above
Blaine as a place to work	Much above	Much above
Blaine as a place to retire	Similar	Similar

Government Performance

Survey respondents were presented with a list of three aspects of local government performance. The overall direction that Blaine is taking received positive ratings from two-thirds of residents (68%). In addition, 6 in 10 indicated that the value of services for taxes paid was “excellent” or “good” and 53% said the same about the City welcoming citizen involvement.

One in four residents (26%) indicated they did not know how well the City of Blaine government does at welcoming citizen involvement. *Appendix B: Complete Set of Survey Results* includes the full set of frequencies for each response category.

Ratings of Blaine’s government performance compared favorably to the national and state benchmarks. The community’s overall direction and the value for tax dollars were above or much above averages in other communities, while welcoming citizen involvement was similar to both sets of benchmarks.

Figure 4: Government Performance

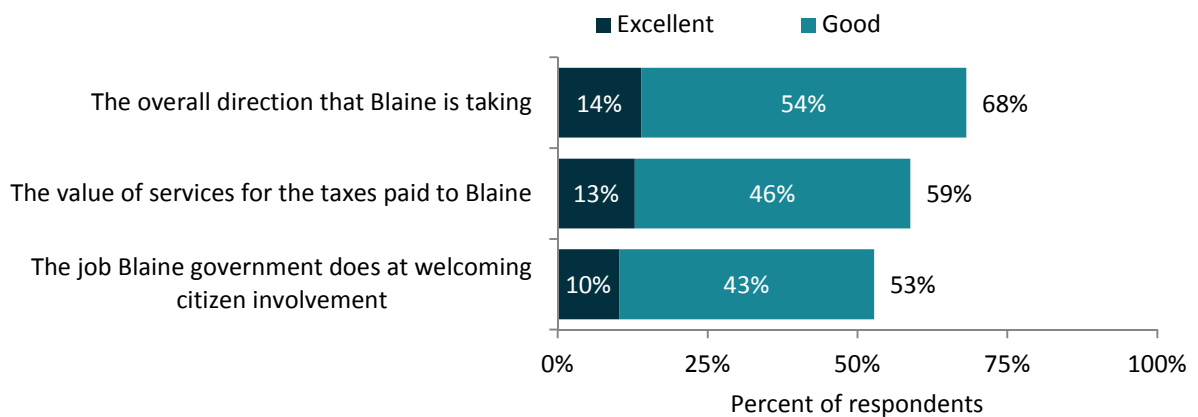


Figure 5: Government Performance Benchmarks

	National comparison	State comparison
The overall direction that Blaine is taking	Much above	Much above
The value of services for the taxes paid to Blaine	Above	Much above
The job Blaine government does at welcoming citizen involvement	Similar	Similar

Quality of Community Characteristics

Respondents were asked to rate 23 characteristics as they related to Blaine as a whole. Over half of residents rated 18 characteristics as either “excellent” or “good,” particularly praising the overall quality of new development in the city (85% said it was “excellent” or “good”), its cleanliness (81%), overall appearance (78%) and overall quality of businesses and services (77%). Traffic flow on major streets (39% “excellent” or “good”) and at intersections (33%) were viewed the least positively.

Several characteristics saw a high proportion of “don’t know” answers from residents (see *Appendix B: Complete Set of Survey Results*). For example, approximately half of residents (49%) answered “don’t know” to ease of bus travel in Blaine.

Residents described most community characteristics in Blaine more positively than residents in other communities in the U.S. Of the 21 characteristics that could be compared to national benchmarks, 12 were either above or much above national benchmarks, six were similar (overall image or reputation of Blaine, quality of overall the natural environment, sense of community, ease of car travel, educational opportunities and ease of bus travel) and three were below (opportunities to volunteer, opportunities to attend cultural activities and traffic flow on major streets). When compared to other communities in Minnesota, eight characteristics received ratings much above the state average, four were similar (overall image or reputation of Blaine, recreational opportunities, sense of community and ease of bicycle travel) and nine were either below or much below state benchmarks (quality of overall natural environment in Blaine, availability of paths and walking trails, ease of walking, opportunities to volunteer, ease of car travel, educational opportunities, ease of bus travel, opportunities to attend cultural activities and traffic flow on major streets).

Ward 2 residents rated the overall quality of new development in the city, the variety of housing options and the overall image or reputation of Blaine significantly more positively than other residents. Households with one or more older adults gave higher image/reputation ratings than households with no older adults (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 6: Community Characteristics

Please rate each of the following characteristics as they relate to Blaine as a whole:

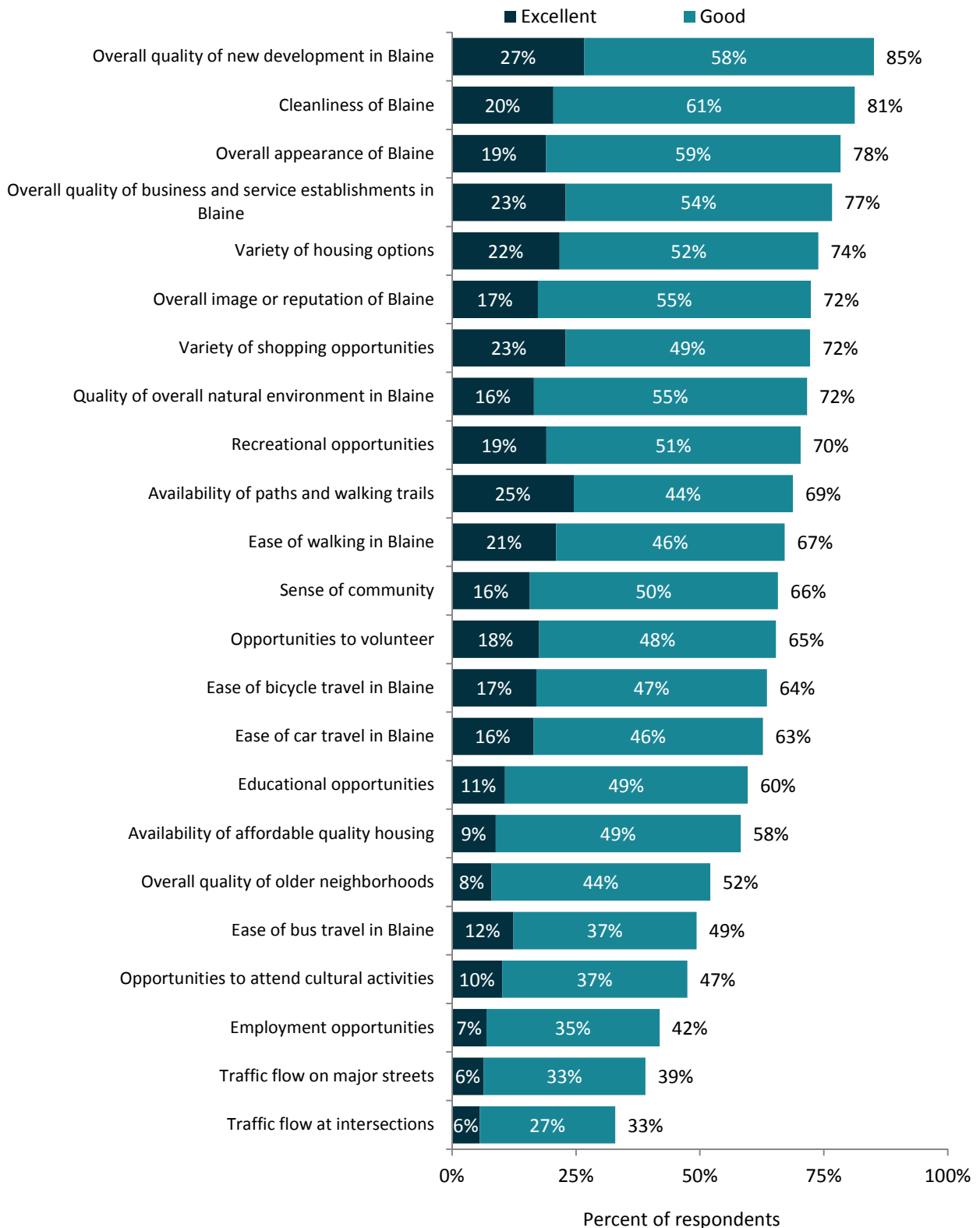


Figure 7: Community Characteristics Benchmarks

	National comparison	State comparison
Overall quality of new development in Blaine	Much above	Much above
Cleanliness of Blaine	Above	Much above
Overall appearance of Blaine	Above	Much above
Overall quality of business and service establishments in Blaine	Much above	Much above
Variety of housing options	Much above	Much above
Overall image or reputation of Blaine	Similar	Similar
Variety of shopping opportunities	Much above	Much above
Quality of overall natural environment in Blaine	Similar	Much below
Recreational opportunities	Above	Similar
Availability of paths and walking trails	Much above	Much below
Ease of walking in Blaine	Above	Below
Sense of community	Similar	Similar
Opportunities to volunteer	Below	Much below
Ease of bicycle travel in Blaine	Much above	Similar
Ease of car travel in Blaine	Similar	Below
Educational opportunities	Similar	Much below
Availability of affordable quality housing	Much above	Much above
Overall quality of older neighborhoods	Not available	Not available
Ease of bus travel in Blaine	Similar	Below
Opportunities to attend cultural activities	Below	Below
Employment opportunities	Much above	Much above
Traffic flow on major streets	Below	Much below
Traffic flow at intersections	Not available	Not available

Community Participation

Residents were asked how often they participated in various community activities in Blaine. In the year prior to the survey, almost all residents indicated that they had provided help to a friend or neighbor (97%), read the City of Blaine Newsletter (96%), recycled used paper, cans or bottles (96%) or visited a neighborhood or City park (94%). Civic engagements, including watching a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media (30%), participating in a club or civic group (24%) or attending a meeting of local elected officials or other City-sponsored public meeting (16%) had lower rates of participation.

Blaine residents indicated that they visited a neighborhood or City park, read the City newsletter and visited the City Web site more or much more often than other communities in both the U.S. and in Minnesota (see

Figure 9 on the following page). In contrast, Blaine residents attended or watched meetings of local elected officials or other City-sponsored public meetings, volunteered their time and participated in a club or civic group much less often than other communities both in the U.S. and in Minnesota.

Appendix C: Comparison of Responses by Ward and Respondent Demographics shows participation results by Ward. Ward 3 residents were more likely to use indoor and outdoor sports facilities, attend a meeting of local elected officials or other local public meeting and to visit the City's Web site.

Figure 8: Participation in Community Events and Activities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Blaine?

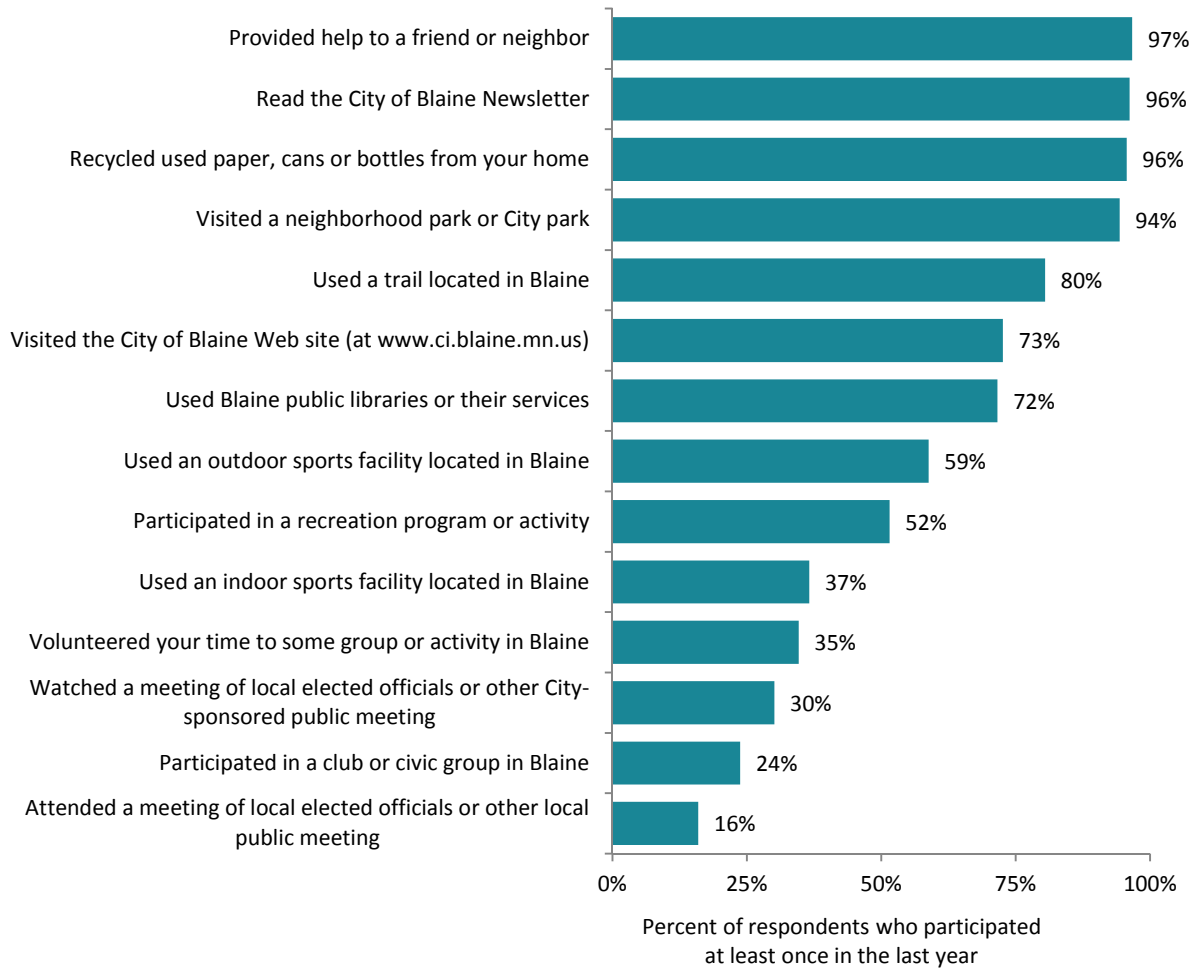


Figure 9: Participation in Community Events and Activities Benchmarks

	National comparison	State comparison
Provided help to a friend or neighbor	Similar	Similar
Read the City of Blaine Newsletter	Much more	Much more
Recycled used paper, cans or bottles from your home	Much more	Similar
Visited a neighborhood park or City park	Much more	More
Used a trail located in Blaine	Not available	Not available
Visited the City of Blaine Web site (at www.ci.Blaine.mn.us)	Much more	Much more
Used Blaine public libraries or their services	Similar	Similar
Used an outdoor sports facility located in Blaine	Not available	Not available
Participated in a recreation program or activity	More	Similar
Used an indoor sports facility located in Blaine	Not available	Not available
Volunteered your time to some group or activity in Blaine	Much less	Much less
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	Much less	Much less
Participated in a club or civic group in Blaine	Much less	Much less
Attended a meeting of local elected officials or other local public meeting	Much less	Much less

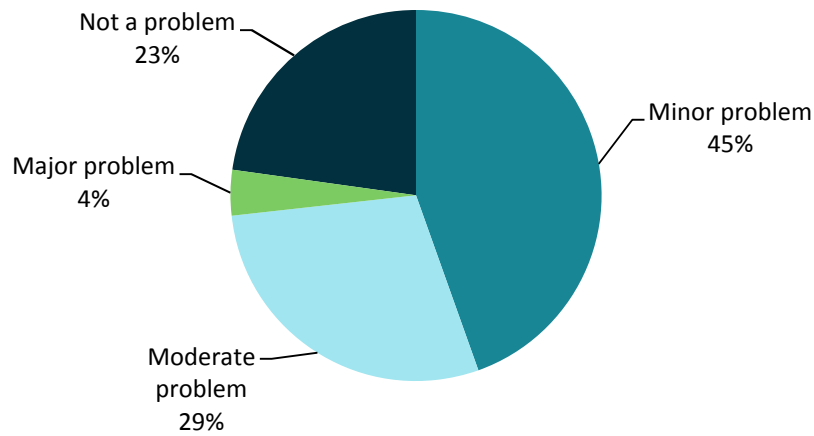
Potential Concerns in Blaine

The survey included questions to gauge any resident concerns around the condition of residential areas and safety in Blaine.

Residents were asked the degree to which run down buildings, weed lots or junk vehicles are a problem in residential areas in Blaine. One-third of residents (33%) thought that these were either a “major” or “moderate” problem, while about one-quarter (23%) thought that these were “not a problem.”

Figure 10: Condition of Residential Areas

To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in residential areas in Blaine?



Residents were asked how safe they felt from different types of crime and from traffic in Blaine. Overall, residents in Blaine felt safe from various forms of crime in Blaine. Half of residents (50%) felt “very safe” from violent crime and an additional 40% felt “somewhat safe.” Three-quarters (77%) of residents felt at least “somewhat safe” from property crime and drug use or trafficking in Blaine. Two-thirds of residents (65%) felt at least “somewhat safe” from traffic in Blaine.

While comparisons to the nation and other Minnesota communities were not available for the drug and traffic safety questions, residents in Blaine felt much safer from violent crimes than residents across the U.S. and in Minnesota. Perceived safety from property crimes was much higher in Blaine than the rest of the country but similar to Minnesota communities.

Figure 11: Safety from Crime and Traffic

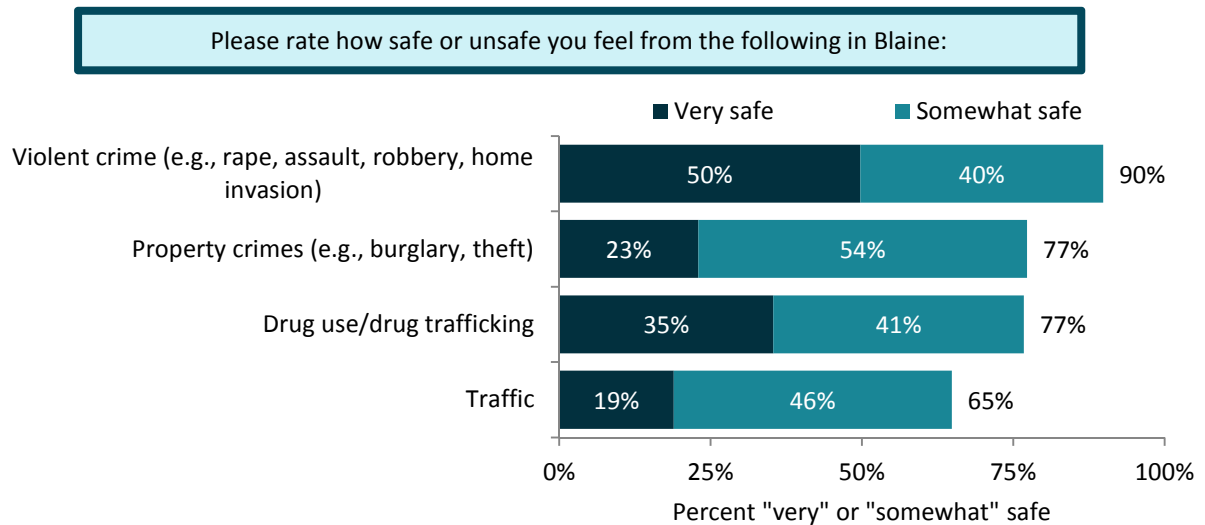


Figure 12: Safety from Crime Benchmarks

	National comparison	State comparison
Violent crime (e.g., rape, assault, robbery, home invasion)	Much above	Much above
Property crimes (e.g., burglary, theft)	Much above	Similar
Drug use/drug trafficking	Not available	Not available
Traffic	Not available	Not available

Feelings of safety in a community can vary across areas of the community and at different times of day, so the survey asked residents to assess their safety during the day and at night when at home, in their neighborhoods and in retail/commercial areas. Not surprisingly, daytime safety was higher, with 94% or more of residents describing feeling “very” or “somewhat” safe in each of the three areas. After dark, 92% reported feeling safe at home, 86% said the same was true in their neighborhood and 83% felt safe in business areas at night.

Safety in neighborhoods and commercial areas could be compared to national and Minnesota benchmarks. Blaine fared better than national average ratings for all four questions and was at least as highly rated as other communities in Minnesota.

Appendix C: Comparison of Responses by Ward and Respondent Demographics includes comparisons by Ward; safety in Blaine was rated consistently high regardless of Ward of residence.

Figure 13: Safety in Areas of Blaine

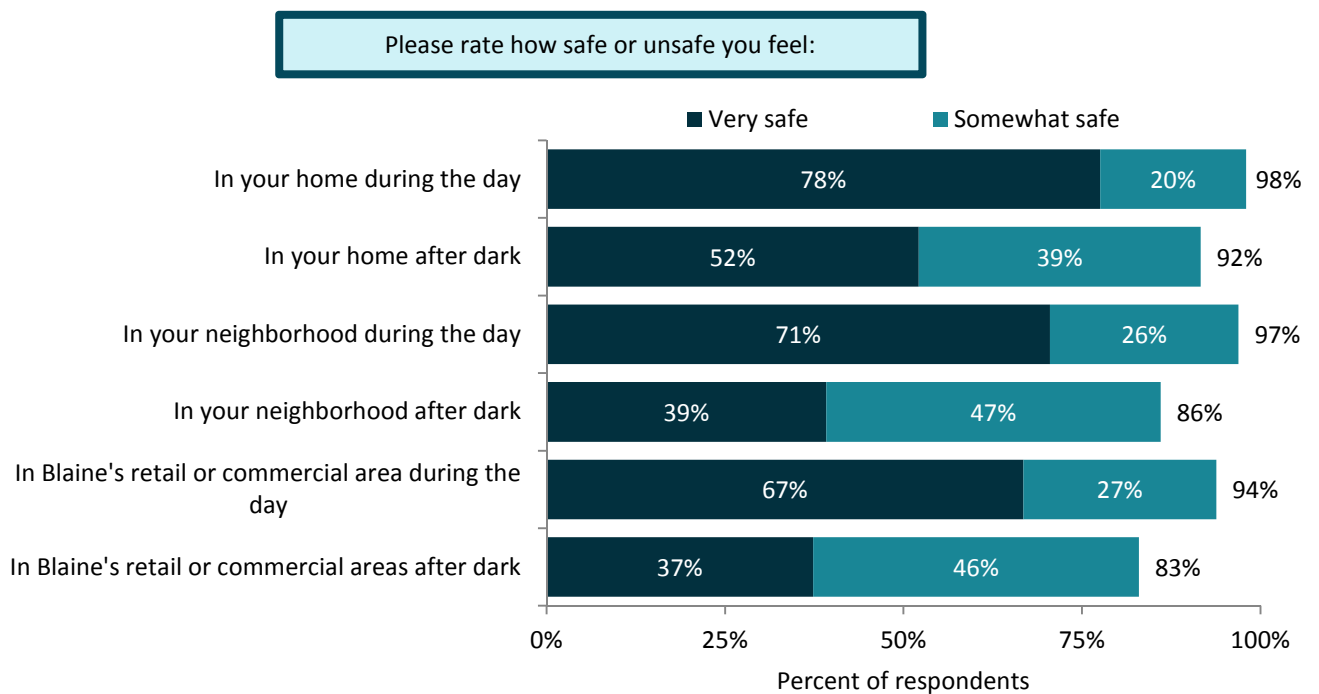


Figure 14: Safety in Areas of Blaine Benchmarks

	National comparison	State comparison
In your home during the day	Not available	Not available
In your home after dark	Not available	Not available
In your neighborhood during the day	Above	Similar
In your neighborhood after dark	Much above	Similar
Safety in Blaine's retail or commercial area during the day	Above	Above
Safety in Blaine's retail or commercial areas after dark	Much above	Much above

When asked whether anyone in their households had been the victim of a crime in the 12 months preceding the survey, just 13% of respondents answered affirmatively. Of those who had been a victim of a crime, approximately three-quarters of these crimes were reported to Blaine Police.

On average, Blaine residents reported crime victimization at a rate similar to the national benchmark but higher than the state benchmark. Fewer crime victims in Blaine tended to report those crimes to the police than across the nation and in Minnesota.

Figure 15: Crime Victimization

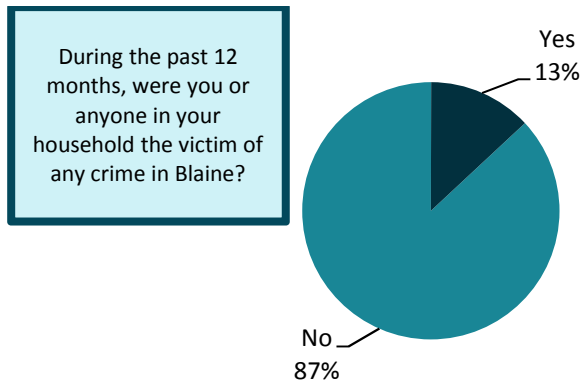


Figure 16: Crimes Reported to Blaine Police

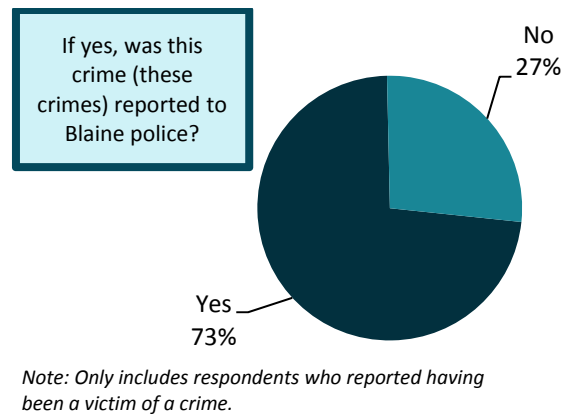


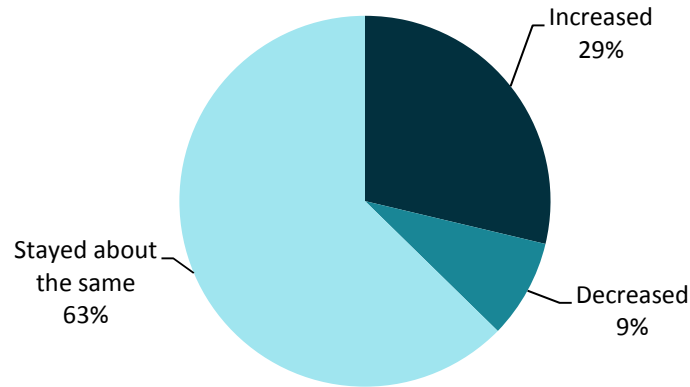
Figure 17: Crime Victimization and Reporting Benchmarks

	National comparison	State comparison
Was the victim of any crime in Blaine in the past 12 months	Similar	More
Reported crime to Blaine police	Much less	Much less

A follow-up question measured residents' perception of whether crime in Blaine had stayed the same, increased or decreased in the three years prior to the survey. Six in 10 residents (63%) perceived stability in overall crime in Blaine over the past three years. Three in 10 (29%) thought crime had increased and 1 in 10 thought crime had decreased.

Figure 18: Perceived Change in Overall Crime in Past Three Years

During the past 3 years, do you think overall crime in the City of Blaine has increased, decreased or stayed about the same?



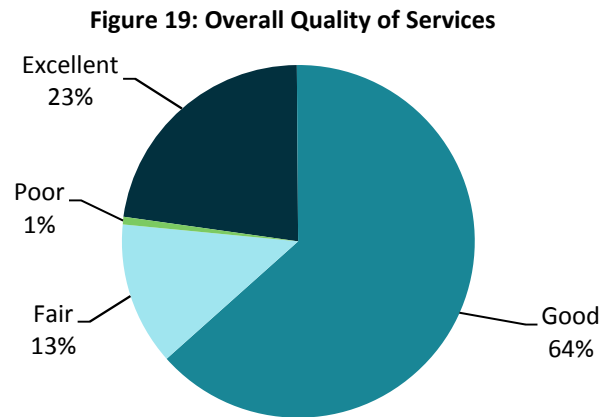
City Services

The City of Blaine provides a variety of services for the community. These services address and support public safety, recreation, land use, transportation, culture and other aspects of community life. Residents were asked to rate both the quality and the importance of 29 City services as well as service quality overall.

Quality of City Services

One-quarter of residents (23%) indicated that the overall quality of services in Blaine was “excellent” and an additional 64% thought it was “good.” Thirteen percent said services were “fair” and just 1% felt they were “poor.” Ratings of overall service quality in Blaine were much above both the national and state benchmarks.

When compared by sociodemographic characteristics, respondents who owned their home gave higher ratings to overall quality of services in Blaine than did those residents who rented (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).



Of the 29 individual services rated by residents, all but one was rated “excellent” or “good” by a majority of residents who had an opinion. Fire services (96% “excellent” or “good”) and garbage collection (90%) received the highest ratings, followed by recycling (89%), police services (88%) and sewer services (87%). Only traffic signal timing received “excellent” or “good” ratings from less than half of residents (43%).

For City services to seniors, building inspection services (residential), City services to youth, animal control, recent City infrastructure improvements (updated water treatment plants and sewer system), yard waste pick-up, land use, planning and zoning, property maintenance enforcement (weeds, abandoned buildings, etc.), economic development, fire prevention and education, athletic field maintenance, public information services and fire services, at least 20% of residents said “don’t know” (see *Appendix B: Complete Set of Survey Results*).

Blaine scored very well when compared to other jurisdictions in both the U.S. and in Minnesota. Blaine was above or much above the benchmark for 23 of the 25 services that could be compared to national benchmarks and for 19 of the 24 services that could be compared to Minnesota benchmarks. Animal control was rated similar to the nation and state benchmarks. Drinking water, preservation of natural areas and street lighting were rated similar to the Minnesota benchmark comparison. The only service rated lower than national and statewide averages was traffic signal timing.

Ratings of the quality of City services varied across Wards for some services. Ward 2 residents rated street cleaning/sweeping, storm drainage, sewer services, animal control, services to youth and recent City infrastructure improvements most positively. Traffic signal timing received the lowest ratings in Ward 2 and the highest in Ward 3. Recycling saw the lowest ratings among Ward 1 residents. (Results appear in *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 20: Quality of Services



Figure 21: Quality of Services Benchmarks

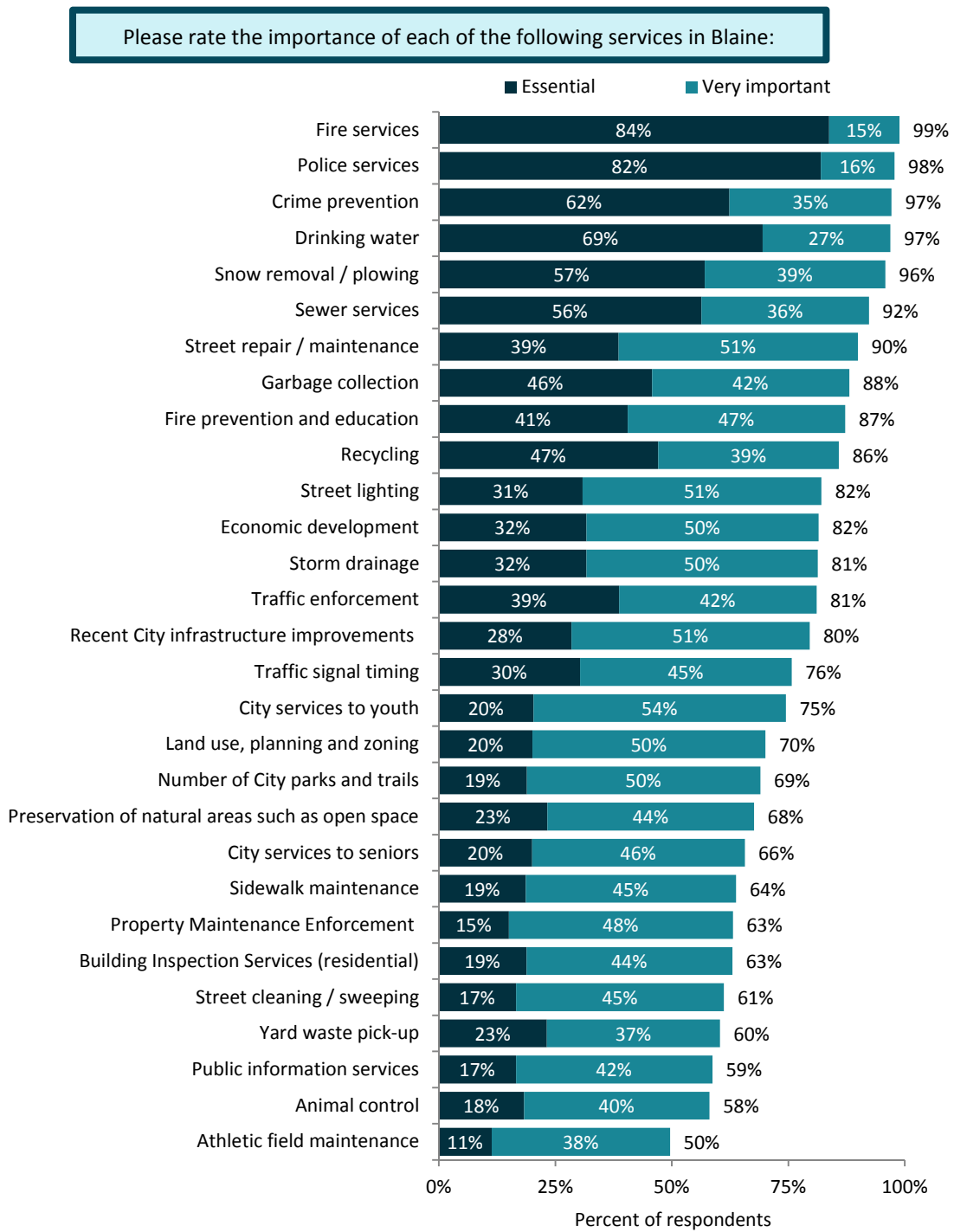
	National comparison	State comparison
Fire services	Above	Above
Garbage collection	Much above	Above
Recycling	Much above	Above
Police services	Much above	Much above
Sewer services	Much above	Much above
Fire prevention and education	Above	Above
Number of City parks and trails	Not available	Not available
Athletic field maintenance	Not available	Not available
Crime prevention	Much above	Above
Yard waste pick-up	Above	Above
Storm drainage	Much above	Much above
Drinking water	Above	Similar
Recent city infrastructure improvements (updated water treatment plants and sewer system)	Not available	Not available
City services to youth	Much above	Much above
City services to seniors	Above	Above
Snow removal/plowing	Much above	Above
Public information services	Above	Above
Sidewalk maintenance	Much above	Much above
Traffic enforcement	Above	Above
Street cleaning/sweeping	Above	Above
Economic development	Much above	Much above
Building Inspection Services (residential)	Much above	Not available
Animal control	Similar	Similar
Preservation of natural areas such as open space	Above	Similar
Street lighting	Above	Similar
Land use, planning and zoning	Much above	Much above
Street repair/maintenance	Much above	Much above
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	Not available	Not available
Traffic signal timing	Much below	Much below

Importance of City Services

In addition to rating the quality of City services, residents were asked to rate the importance of each service. At least half of residents saw each service as “essential” or “very” important. Core safety services (fire, police and crime prevention) and drinking water were assessed as at least “very” important by 97% or more of respondents. Though thought to be least important of all service areas, half of residents (50%) considered athletic field maintenance to be at least “very” important.

Residents of Ward 1 generally assigned greater importance to most City services. Street repair/maintenance, street cleaning/sweeping, snow removal/plowing, services to seniors, services to youth, public information services and recent City infrastructure improvements received the highest importance ratings among Ward 1 residents. Sewer services received the lowest ratings from Ward 1 residents. Yard waste pick-up and economic development received the lowest importance ratings from residents in Ward 2. (See *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 22: Importance of Services



Quality and Importance Compared

Ratings of importance were compared to ratings of quality to help guide City staff and officials with decisions on future resource allocation. Residents consider most government services to be important, but when competition for limited resources demands that efficiencies or cutbacks be instituted, it is wise not only to know what services are deemed most important to residents' quality of life, but which services among the most important are perceived to be delivered with the lowest quality. It is these services – more important services delivered with lower quality – to which attention needs to be paid first.

To identify the services perceived by residents to have both relatively low quality and relatively high importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance) and some services were in the bottom half of both lists.

Ratings of importance are compared to ratings of quality in Figure 23 on the following page. Services were classified as “more important” if they were rated as “essential” or “very important” by 80% or more of respondents. Services were rated as “less important” if they received a rating of less than 80%. Services receiving quality ratings of “excellent” or “good” by 74% or more of respondents were considered of “higher quality” and those with ratings lower than 74% positive or at least “good” were considered to be of “lower quality.” This classification divided the services in half.

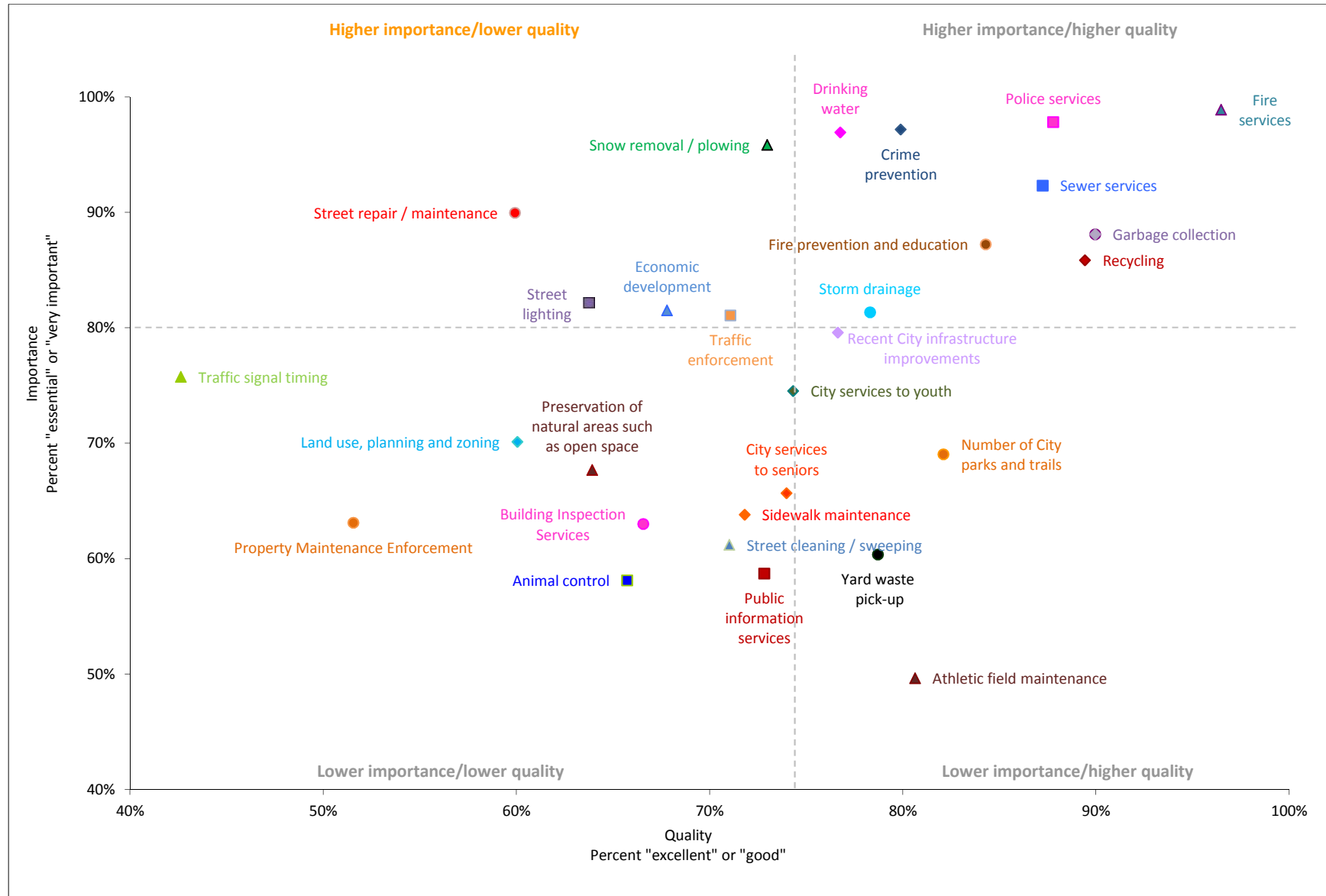
Services that were categorized as higher in importance and lower in quality were street repair and maintenance, street lighting, economic development, traffic enforcement and snow removal and plowing. The quality of street repair and maintenance, economic development, traffic enforcement and snow removal and plowing were all above both national and state benchmarks. Street lighting was above the national benchmark and similar to the state benchmark. Typically, services that are relatively higher in importance, lower in quality and with ratings that are lower than the benchmarks represent potential areas of improvement for the City.

Higher importance and higher quality services include: fire services, police services, crime prevention, fire prevention and education, sewer services, garbage collection, recycling, drinking water and storm drainage.

Lower importance and lower quality services include: traffic signal timing, property maintenance enforcement, land use, planning and zoning, preservation of natural areas such as open space, building inspection services, animal control, sidewalk maintenance, public information services and city services for seniors and youth.

Lower importance and higher quality services include: recent city infrastructure improvements, number of City parks and trails, yard waste pick-up and athletic field maintenance.

Figure 23: Comparison of Quality and Importance Ratings



Service Importance through Key Driver Analysis

Key Driver Analysis (KDA) originated in market research and is used to identify the most important characteristics of a transaction or product and complements the traditional importance-quality comparison described previously. The key drivers that are identified from that analysis do not come from asking customers to self-report which service or product characteristic most influenced their decision to buy or return, but rather from statistical analyses of the predictors of their behavior. When customers are asked to name the most important characteristics of a good or service, certain features are more likely to come to mind than others. For example, air travelers often claim that safety is the primary consideration in their choice of an airline, yet key driver analysis reveals that frequent flier perks or in-flight entertainment predicts their buying decisions. By using Key Driver Analysis, NRC's approach digs deeper to identify the less obvious, but more influential services that are most related to residents' ratings of overall quality of local government services.

A KDA was conducted for the City of Blaine by examining the relationships between ratings of each service and ratings of the City of Blaine's overall services. Those services that correlated most highly with residents' perceptions about overall City service quality have been identified as key drivers. By targeting improvements in key services, the City of Blaine can focus on the services that have the greatest likelihood of influencing residents' opinions about overall service quality.

The 2012 City of Blaine Action Chart™ on the following page combines two dimensions of performance:

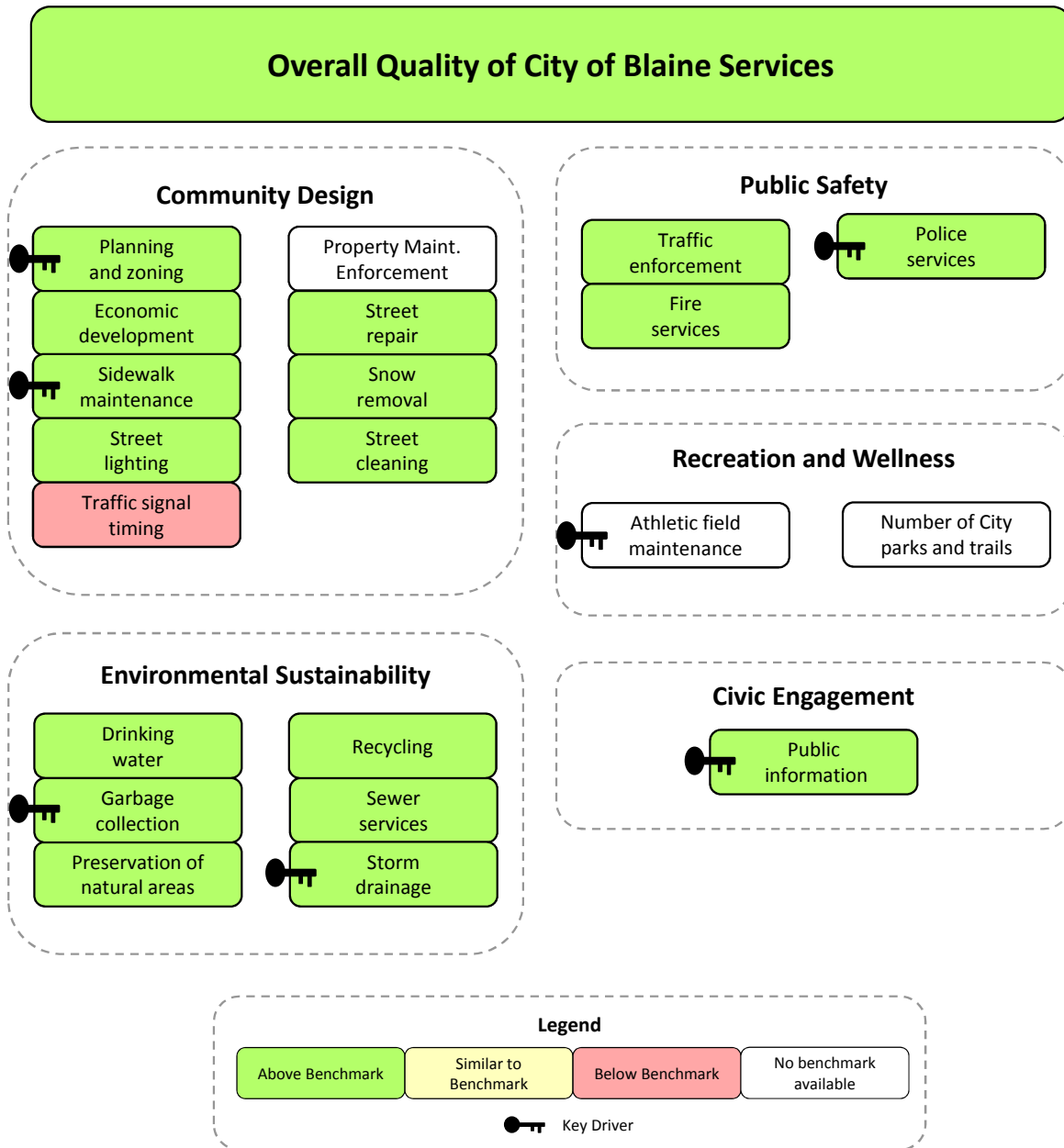
- ❖ Comparison to the national benchmark. When a comparison is available, the background color of each service box indicates whether the service is above the norm (green), similar to the norm (yellow) or below the norm (red).
- ❖ Identification of key drivers. A black key icon next to a service box notes a key driver.

Future action charts also will include an up or down arrow icon next to each service that is trending higher or lower than the previous survey administration. Services with a high percent of respondents answering "don't know" (i.e., more than 30%) were excluded from the analysis as they were considered services that would be less influential. See *Appendix B: Complete Set of Survey Results* for the percent of "don't know" responses for each service.

Of the 21 services included in the KDA, seven were identified as key drivers for the City: planning and zoning, sidewalk maintenance, police services, garbage collection, storm drainage, athletic field maintenance and public information services.

Considering all performance data included in the Action Chart, a jurisdiction typically will want to consider improvements to any key driver services that are not at least similar to the benchmark. Fortunately, in Blaine all of the key services were above the national benchmark, except for athletic field maintenance which did not have a benchmark comparison. When residents were asked to evaluate the importance of this service, it landed on the bottom of the priority list, though the key driver analysis demonstrates a relationship between residents' evaluation of its quality and overall City services.

Figure 24: The City of Blaine Action Chart™



Changes to City Services

Residents were given the option to write in their own words which, if any, City services they thought should be decreased (spent less on) or increased (spent more on). Up to three responses were counted for each respondent. For a complete list of these written responses, see *Appendix F: Verbatim Responses to Open-ended Questions*.

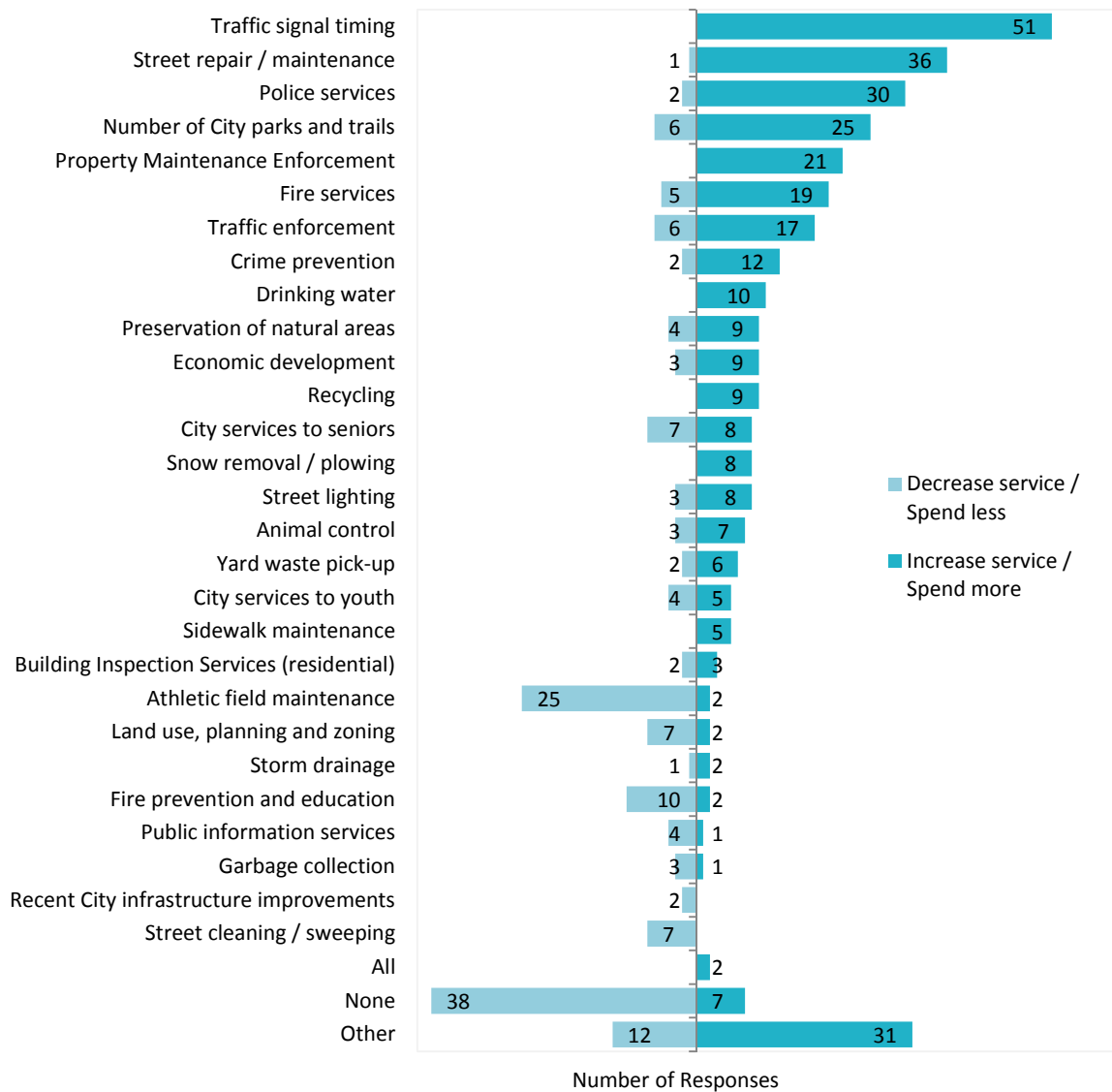
More residents indicated they would like to see services increased rather than decreased. Of the 436 residents that completed the survey, one in four (22%) wrote in at least one service that they thought should be decreased while 50% wrote in a service that they thought should be increased (see *Appendix B: Complete Set of Survey Results*).

The service most commonly proposed to decrease was athletic field maintenance (25 respondents). The most commonly mentioned service to increase was traffic signal timing (51 respondents), echoing the less favorable quality ratings received by this service noted earlier in the report. (No residents indicated that this service should be decreased.) Other common City services that residents proposed increasing included street repair and maintenance, police services and the number of City parks and trails.

Residents who indicated they would like to see City services increased also were asked if they would support a property tax to fund these increases. About half of residents (55%) said they would support a property tax increase to fund the service they felt should be increased, with 2 in 10 (21%) indicating strong support. Forty-five percent said they would oppose a tax increase, with about one-quarter (24%) indicating strong opposition. Support for a property tax increase was more common among renters in Blaine (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 25: City Services to Increase or Decrease

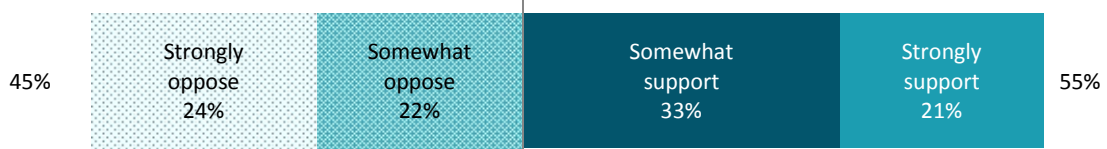
Which services from Question 11, if any, do you feel should be decreased/increased or spent less/more on?



Note: 134 residents wrote in a service they would like to see decreased, 217 wrote in a service they would like to see increased

Figure 26: Potential Property Tax to Fund Service Increases

To what extent would you support or oppose a property tax increase to fund the service increases you listed in question 14?



Note: Only asked of respondents who listed a City service they would like to see increased.

City Employees

About 4 in 10 residents (39%) had contact with an employee of the City of Blaine in the year prior to completing the survey. When compared to national and state benchmarks, residents contacted City employees much less frequently.

Of those residents who had contact with a City employee half (49%) contacted the employee in person. Contact by phone was the second most common form of interaction (39%) and email contact was the least common (12%).

Figure 27: Contact with City Employees

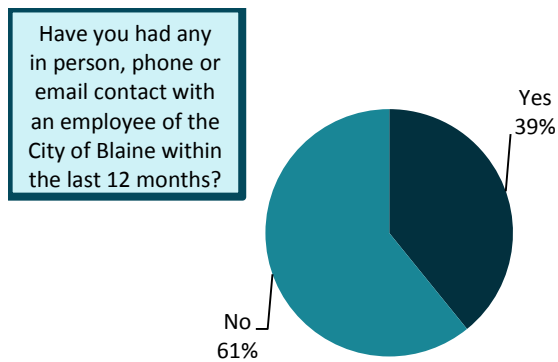
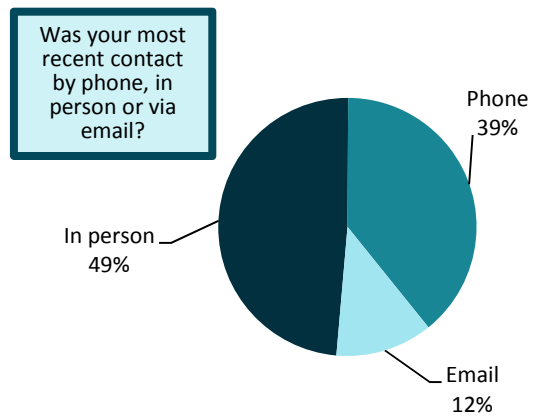


Figure 28: Method of Contact with City Employees

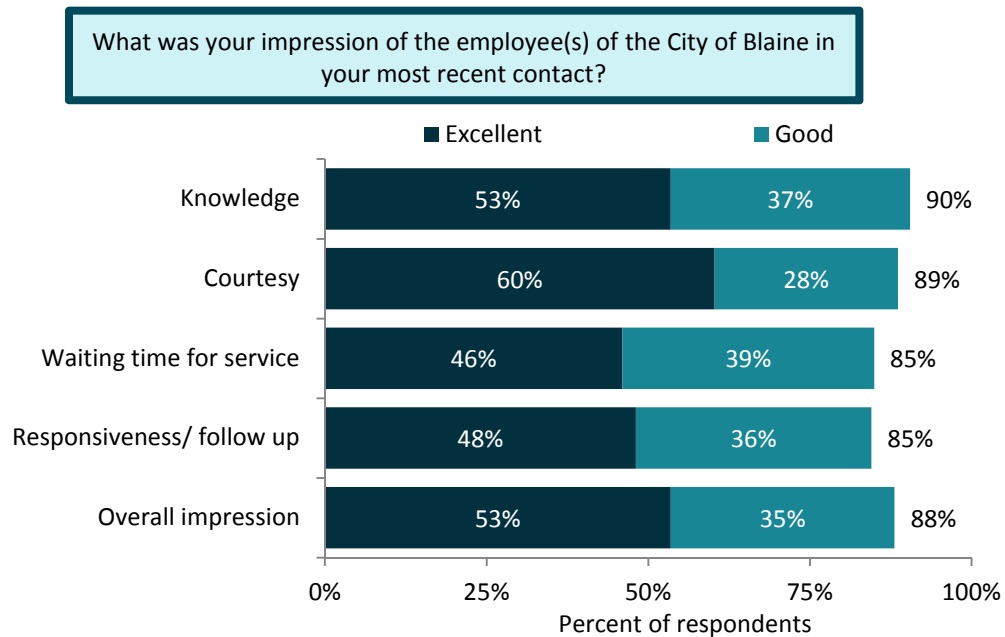


Note: Only asked of respondents who had contact with a city employee.

The 39% of residents who had contact with City employees rated them very positively. At least 8 in 10 residents rated City employees as either “excellent” or “good” in all five categories listed on the survey. Furthermore, more than half of these residents thought City employees’ courtesy, knowledge and overall impression were “excellent.”

All aspects of City employees that could be compared to national and state benchmarks were rated much higher for Blaine City employees.

Figure 29: Impression of City Employees



Note: Only asked of respondents who had contact with a City employee.

Figure 30: Impression of City Employees Benchmarks

	National comparison	State comparison
Knowledge	Much above	Much above
Courtesy	Much above	Much above
Waiting time for service	Much above	Not available
Responsiveness/follow up	Much above	Much above
Overall impression	Much above	Much above

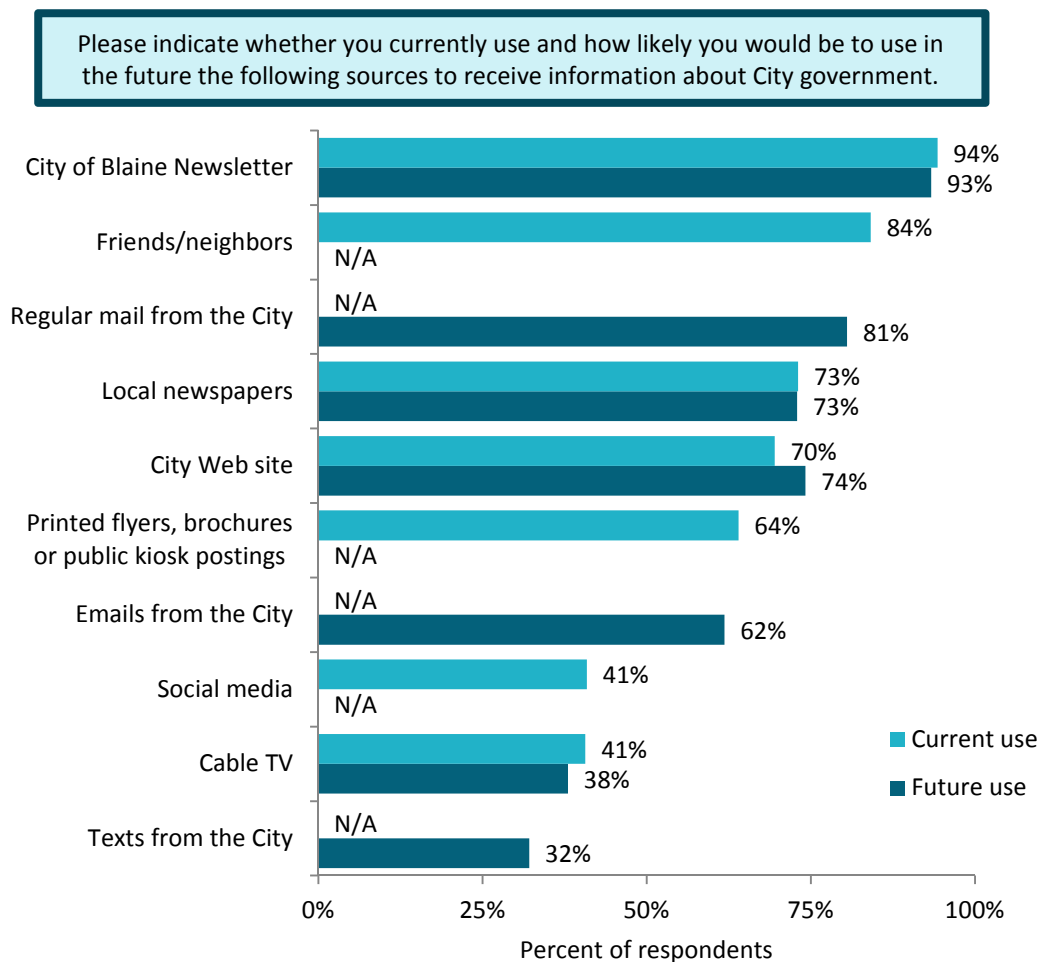
Sources of Information

Residents were asked about their current and future use of various sources for information about city issues, services and events. Several sources of information were asked in relation to both current and future use. Almost all residents (94%) reported currently using the City of Blaine Newsletter as a “major” or “minor” source of information. Social media (41%) or cable TV (41%) was less commonly used as a source of information about the City.

Anticipated use of information sources in the future was similar to current use, where comparisons could be made. Regular mail, email and texts from the City were noted as possible future sources of information, with 81%, 62% and 32%, respectively, saying they would be “very” or “somewhat” likely to use these options.

Ward 1 residents were less likely to currently use or plan to use the City’s Web site for information about the City and least likely to use emails from the City in the future. Residents in Ward 3 were more likely to currently use friends and neighbors as a source of information. (See *Appendix C: Comparison of Responses by Ward and Respondent Demographics.*)

Figure 31: Current and future Sources of Information



Note: Current and Future sources of information were assessed on different scales. Values associated with "current" sources reflect respondents who use the above sources as either a "major" or "minor" source of information. Values associated with "future" sources reflect respondents who would be "very" or "somewhat" likely to use the source in the future. Not all sources of information were assessed at both "current" and "future" levels.

Blaine Community Center

While most residents (61%) said they would support the City of Blaine building a community center that would include sports facilities, most (58%) opposed the use of a property tax increase to fund construction.

Residents also were asked how important it was to them for the City to add two types of sport facilities. Both indoor and outdoor sports facilities were considered “essential” or “very important” by a minority of residents (27% and 25%, respectively).

Blaine residents who rented their homes and residents with children in the household were more likely support the building of a community center and residents in Ward 3 were more likely to support a property tax increase to fund a new community center (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*).

Figure 32: Support for Community Center and Property Tax Increase

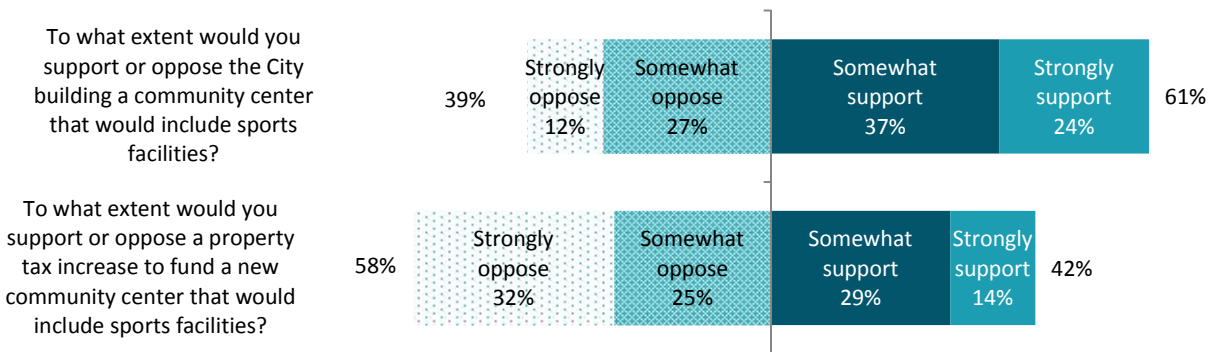
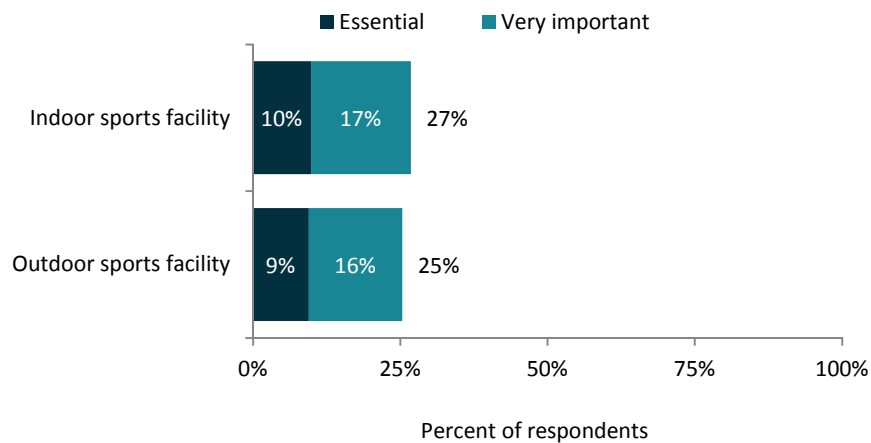


Figure 33: Importance of Sports Facilities



Appendix A: Respondent Characteristics

Residents of Blaine were asked a variety of questions related to the demographics of their household. Survey questions included topics about residency, housing type, whether their household included children or older adults, household income, race and ethnicity, age, gender and voter status. Frequencies of responses to each of these questions appear on the following pages.

Figure 34: Respondent Length of Residency

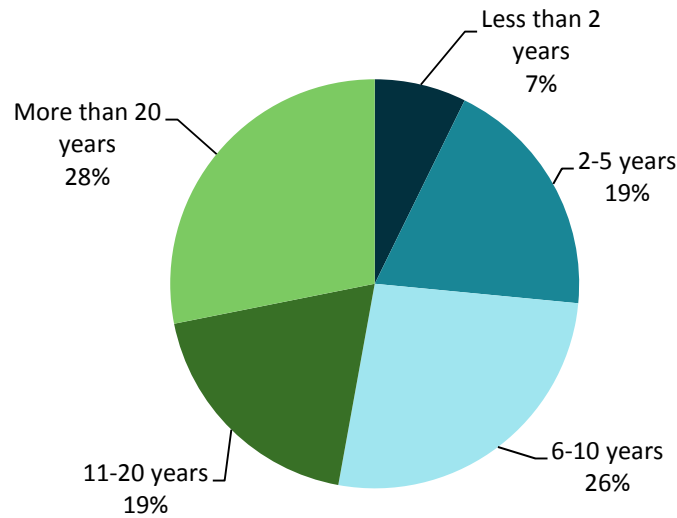


Figure 35: Respondent Housing Unit Type

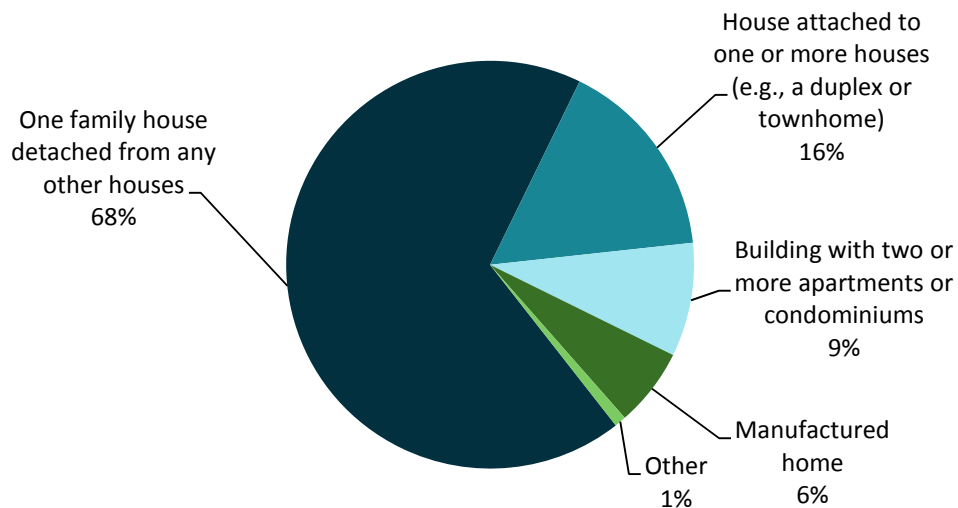


Figure 36: Respondent Tenure

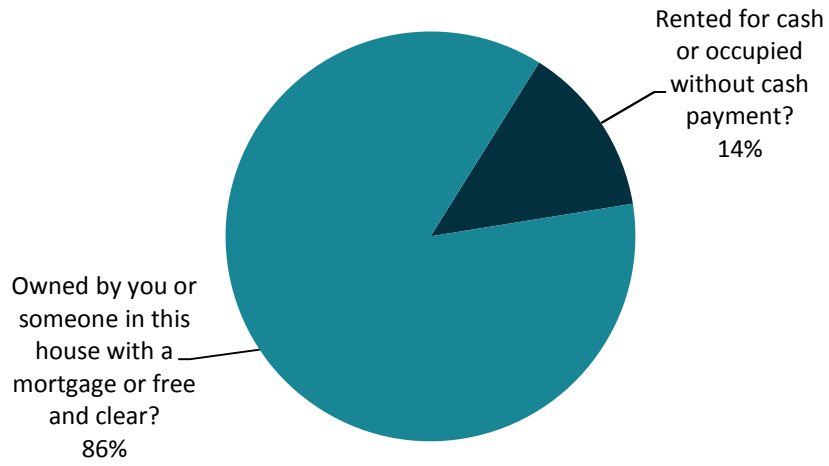


Figure 37: Presence of Children Under 18 in Household

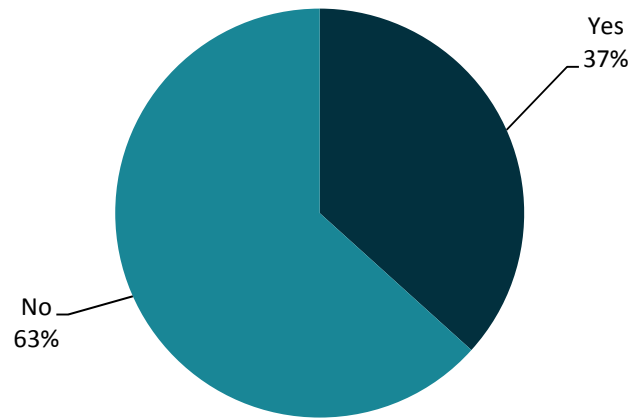


Figure 38: Presence of Adults 65 or Older in Household

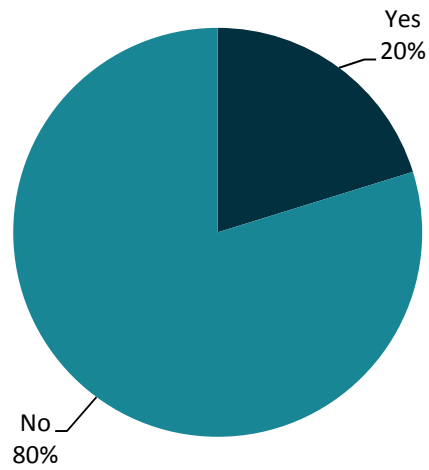


Figure 39: Total Household Income

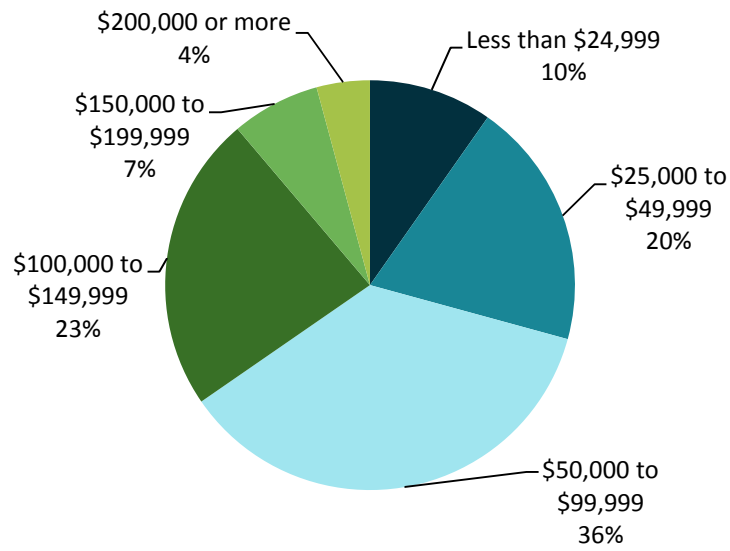
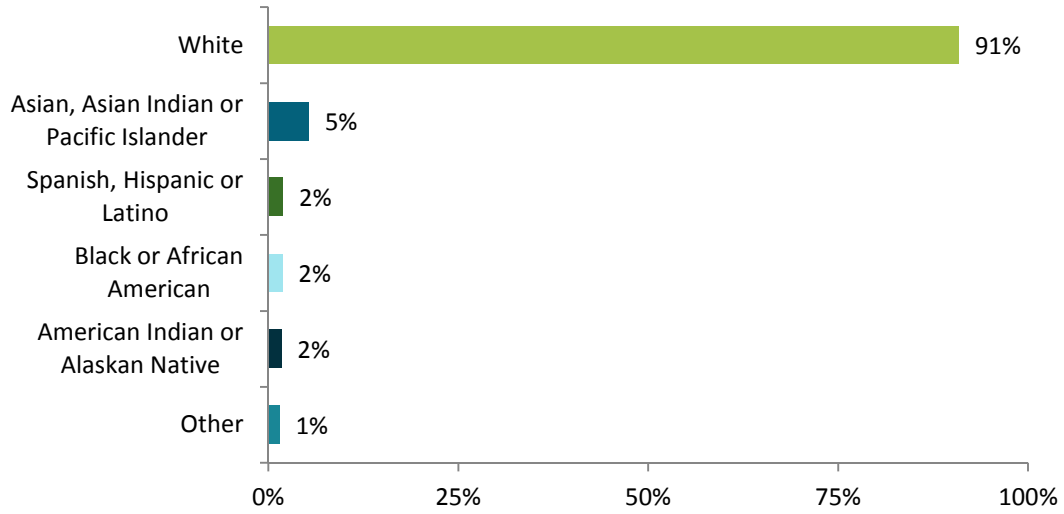


Figure 40: Respondent Race



Note: Total does not equal 100% as respondents could select more than one response.

Figure 41: Respondent Age

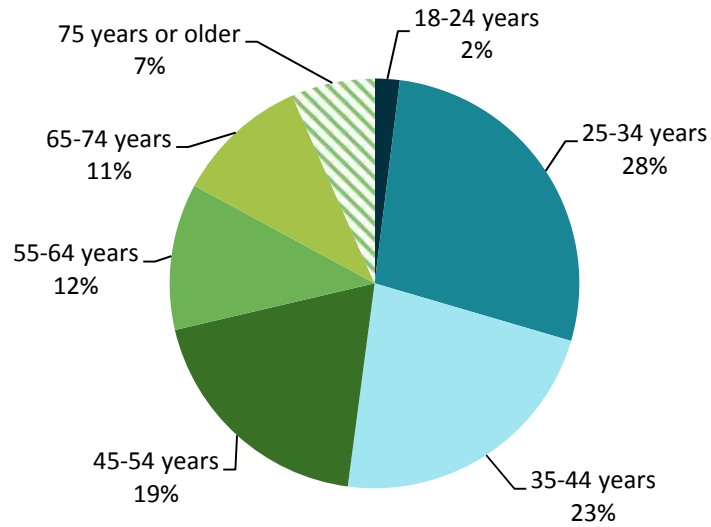


Figure 42: Respondent Gender

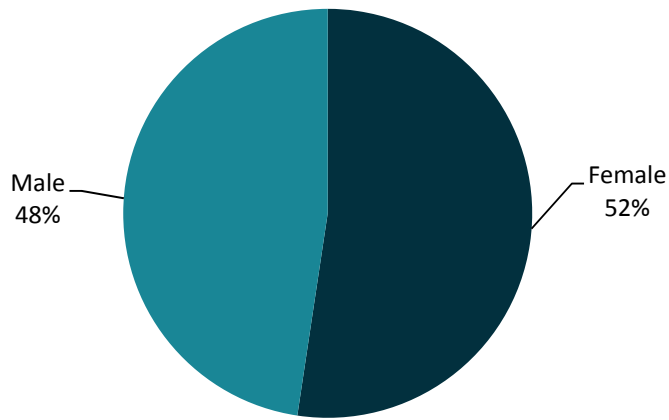


Figure 43: Respondent Voter Registration Status

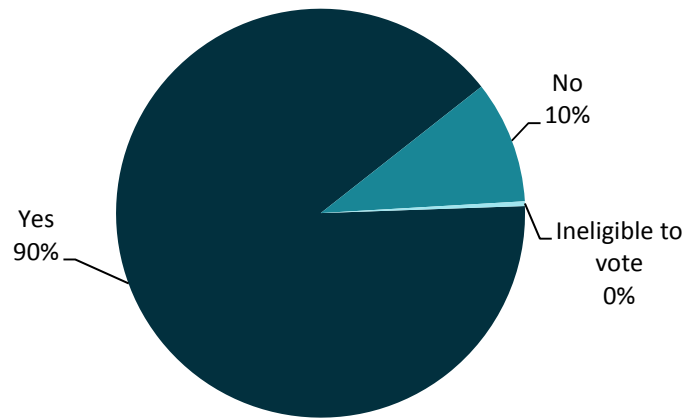


Figure 44: Respondent Voting History

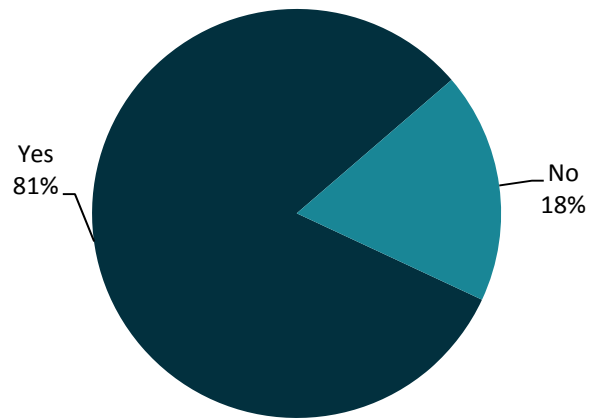


Figure 45: Voter Behavior Benchmarks

	National comparison	State comparison
Registered to vote	Much more	Similar
Voted in last general election	Much more	Similar

Appendix B: Complete Set of Survey Results

Frequencies Excluding “Don’t Know” Responses

The following pages contain a complete set of responses to each question on the survey excluding the “don’t know” responses.

Question 1: Quality of Community

Please rate each of the following aspects of quality of life in Blaine.	Excellent	Good	Fair	Poor	Total
Blaine as a place to live	37%	56%	6%	0%	100%
Your neighborhood as a place to live	35%	51%	13%	2%	100%
Blaine as a place to raise children	31%	58%	10%	2%	100%
Blaine as a place to work	22%	44%	26%	8%	100%
Blaine as a place to retire	23%	41%	28%	8%	100%
The overall quality of life in Blaine	26%	62%	11%	0%	100%

Question 2: Community Characteristics

Please rate the following characteristics as they relate to Blaine as a whole.	Excellent	Good	Fair	Poor	Total
Sense of community	16%	50%	30%	4%	100%
Overall appearance of Blaine	19%	59%	20%	1%	100%
Cleanliness of Blaine	20%	61%	18%	1%	100%
Overall quality of new development in Blaine	27%	58%	12%	2%	100%
Overall quality of older neighborhoods	8%	44%	36%	12%	100%
Variety of housing options	22%	52%	24%	2%	100%
Overall quality of business and service establishments in Blaine	23%	54%	19%	4%	100%
Variety of shopping opportunities	23%	49%	20%	8%	100%
Opportunities to attend cultural activities	10%	37%	38%	15%	100%
Recreational opportunities	19%	51%	25%	4%	100%
Employment opportunities	7%	35%	38%	20%	100%
Educational opportunities	11%	49%	34%	7%	100%
Opportunities to volunteer	18%	48%	28%	6%	100%
Ease of car travel in Blaine	16%	46%	25%	13%	100%
Ease of bus travel in Blaine	12%	37%	25%	26%	100%
Ease of bicycle travel in Blaine	17%	47%	26%	11%	100%
Ease of walking in Blaine	21%	46%	25%	8%	100%
Availability of paths and walking trails	25%	44%	22%	9%	100%
Traffic flow on major streets	6%	33%	38%	23%	100%
Traffic flow at intersections	6%	27%	45%	22%	100%
Availability of affordable quality housing	9%	49%	37%	5%	100%
Quality of overall natural environment in Blaine	16%	55%	25%	4%	100%
Overall image or reputation of Blaine	17%	55%	25%	3%	100%

Question 3: Run Down Buildings, Weed Lots, Junk Vehicles

To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in residential areas in Blaine?	Percent of respondents
Not a problem	23%
Minor problem	45%
Moderate problem	29%
Major problem	4%
Total	100%

Question 4: Government Performance

Please rate the following categories of Blaine government performance:	Excellent	Good	Fair	Poor	Total
The value of services for the taxes paid to Blaine	13%	46%	35%	6%	100%
The overall direction that Blaine is taking	14%	54%	28%	4%	100%
The job Blaine government does at welcoming citizen involvement	10%	43%	35%	12%	100%

Question 5: Participation in Activities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Blaine?	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	Total
Used Blaine public libraries or their services	28%	26%	31%	9%	6%	100%
Participated in a recreation program or activity	48%	27%	19%	3%	3%	100%
Visited a neighborhood park or City park	6%	22%	32%	20%	21%	100%
Attended a meeting of local elected officials or other local public meeting	84%	13%	3%	0%	0%	100%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	70%	19%	8%	2%	1%	100%
Read the City of Blaine Newsletter	4%	15%	58%	15%	8%	100%
Visited the City of Blaine Web site (at www.ci.Blaine.mn.us)	27%	32%	33%	4%	3%	100%
Recycled used paper, cans or bottles from your home	4%	2%	6%	14%	74%	100%
Volunteered your time to some group or activity in Blaine	65%	18%	10%	2%	4%	100%
Participated in a club or civic group in Blaine	76%	13%	6%	1%	3%	100%
Provided help to a friend or neighbor	3%	25%	44%	15%	12%	100%
Used an outdoor sports facility located in Blaine	41%	21%	23%	8%	7%	100%
Used an indoor sports facility located in Blaine	63%	16%	13%	3%	4%	100%
Used a trail located in Blaine	20%	22%	26%	11%	21%	100%

Question 6: Safety from Crime and Traffic

Please rate how safe or unsafe you feel from the following in Blaine:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
Violent crime (e.g., rape, assault, robbery, home invasion)	50%	40%	5%	4%	1%	100%
Property crimes (e.g., burglary, theft)	23%	54%	10%	11%	2%	100%
Traffic	19%	46%	18%	13%	4%	100%
Drug use/drug trafficking	35%	41%	10%	10%	4%	100%

Question 7: Safety in Areas of Blaine

Please rate how safe or unsafe you feel:	Very safe	Somewhat safe	Neither safe nor unsafe	Somewhat unsafe	Very unsafe	Total
In your home during the day	78%	20%	2%	0%	0%	100%
In your home after dark	52%	39%	5%	4%	0%	100%
In your neighborhood during the day	71%	26%	2%	1%	0%	100%
In your neighborhood after dark	39%	47%	8%	5%	1%	100%
In Blaine's retail or commercial area during the day	67%	27%	5%	1%	0%	100%
In Blaine's retail or commercial areas after dark	37%	46%	12%	5%	0%	100%

Question 8: Victim of a Crime

During the past 12 months, were you or anyone in your household the victim of any crime in Blaine?	Percent of respondents
No	87%
Yes	13%
Total	100%

Question 9: Crimes Reported

If yes, was this crime (these crimes) reported to Blaine police?	Percent of respondents
No	27%
Yes	73%
Total	100%

Question 10: Change in Crime Rate

During the past 3 years, do you think overall crime in the City of Blaine has increased, decreased or stayed about the same?	Percent of respondents
Increased	29%
Decreased	9%
Stayed about the same	63%
Total	100%

Question 11: Quality of Services

Please rate the quality of each of the following services in Blaine.	Excellent	Good	Fair	Poor	Total
Police services	38%	50%	10%	3%	100%
Fire services	45%	52%	4%	0%	100%
Crime prevention	27%	53%	14%	6%	100%
Fire prevention and education	31%	53%	13%	3%	100%
Traffic enforcement	19%	52%	24%	5%	100%
Street repair /maintenance	13%	47%	31%	9%	100%
Street cleaning /sweeping	20%	51%	23%	6%	100%
Street lighting	18%	46%	29%	8%	100%
Snow removal /plowing	23%	50%	22%	5%	100%
Sidewalk maintenance	17%	55%	23%	6%	100%
Traffic signal timing	9%	33%	31%	27%	100%
Garbage collection	40%	50%	9%	1%	100%
Recycling	44%	46%	8%	3%	100%
Yard waste pick-up	32%	46%	16%	5%	100%
Storm drainage	23%	56%	18%	4%	100%
Drinking water	24%	52%	16%	7%	100%
Sewer services	26%	61%	12%	1%	100%
Number of City parks and trails	33%	49%	16%	2%	100%
Land use, planning and zoning	15%	45%	30%	10%	100%
Building Inspection Services (residential)	16%	51%	27%	7%	100%
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	11%	40%	34%	15%	100%
Animal control	17%	49%	23%	11%	100%
Economic development	16%	52%	27%	6%	100%
City services to seniors	23%	51%	21%	5%	100%
City services to youth	21%	53%	20%	6%	100%
Public information services	16%	57%	26%	2%	100%
Preservation of natural areas such as open space	19%	45%	30%	6%	100%
Recent City infrastructure improvements (updated water treatment plants and sewer system)	23%	54%	22%	1%	100%
Athletic field maintenance	25%	56%	18%	1%	100%

Question 11: Importance of Services

Please rate the importance of the service being provided in Blaine.	Essential	Very important	Somewhat important	Not at all important	Total
Police services	82%	16%	2%	0%	100%
Fire services	84%	15%	1%	0%	100%
Crime prevention	62%	35%	3%	0%	100%
Fire prevention and education	41%	47%	11%	2%	100%
Traffic enforcement	39%	42%	19%	0%	100%
Street repair /maintenance	39%	51%	10%	0%	100%
Street cleaning /sweeping	17%	45%	38%	1%	100%
Street lighting	31%	51%	17%	1%	100%
Snow removal /plowing	57%	39%	4%	0%	100%
Sidewalk maintenance	19%	45%	35%	1%	100%
Traffic signal timing	30%	45%	24%	0%	100%
Garbage collection	46%	42%	12%	0%	100%
Recycling	47%	39%	14%	1%	100%
Yard waste pick-up	23%	37%	35%	4%	100%
Storm drainage	32%	50%	18%	1%	100%
Drinking water	69%	27%	3%	0%	100%
Sewer services	56%	36%	8%	0%	100%
Number of City parks and trails	19%	50%	30%	1%	100%
Land use, planning and zoning	20%	50%	28%	2%	100%
Building Inspection Services (residential)	19%	44%	35%	2%	100%
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	15%	48%	32%	5%	100%
Animal control	18%	40%	39%	3%	100%
Economic development	32%	50%	17%	1%	100%
City services to seniors	20%	46%	30%	4%	100%
City services to youth	20%	54%	23%	3%	100%
Public information services	17%	42%	39%	2%	100%
Preservation of natural areas such as open space	23%	44%	32%	1%	100%
Recent City infrastructure improvements (updated water treatment plants and sewer system)	28%	51%	20%	1%	100%
Athletic field maintenance	11%	38%	44%	6%	100%

Question 12: Overall Quality of Services

Please rate the overall quality of services in Blaine.	Percent of respondents
Excellent	23%
Good	64%
Fair	13%
Poor	1%
Total	100%

Question 13: City Services that Should be Decreased

Which services from Question 11, if any, do you feel should be <u>decreased</u> or spent <u>less</u> on?	Percent of respondents
Police services	1%
Fire services	4%
Crime prevention	1%
Fire prevention and education	7%
Traffic enforcement	5%
Street repair /maintenance	1%
Street cleaning /sweeping	5%
Street lighting	3%
Snow removal /plowing	0%
Sidewalk maintenance	0%
Traffic signal timing	0%
Garbage collection	2%
Recycling	0%
Yard waste pick-up	1%
Storm drainage	1%
Drinking water	0%
Sewer services	0%
Number of City parks and trails	4%
Land use, planning and zoning	6%
Building Inspection Services (residential)	2%
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	0%
Animal control	2%
Economic development	2%
City services to seniors	5%
City services to youth	3%
Public information services	3%
Preservation of natural areas such as open space	3%
Recent City infrastructure improvements (updated water treatment plants and sewer system)	1%
Athletic field maintenance	19%
All	0%
None	28%
Other	9%

Total does not equal 100% as respondents could select more than one response.

Question 14: City Services that Should be Increased

Which services from Question 11, if any, do you feel should be <u>increased</u> or spent <u>more</u> on?	Percent of respondents
Police services	14%
Fire services	9%
Crime prevention	6%
Fire prevention and education	1%
Traffic enforcement	8%
Street repair /maintenance	17%
Street cleaning /sweeping	0%
Street lighting	4%
Snow removal /plowing	4%
Sidewalk maintenance	2%
Traffic signal timing	24%
Garbage collection	1%
Recycling	4%
Yard waste pick-up	3%
Storm drainage	1%
Drinking water	5%
Sewer services	0%
Number of City parks and trails	12%
Land use, planning and zoning	1%
Building Inspection Services (residential)	1%
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	10%
Animal control	3%
Economic development	4%
City services to seniors	4%
City services to youth	2%
Public information services	1%
Preservation of natural areas such as open space	4%
Recent City infrastructure improvements (updated water treatment plants and sewer system)	0%
Athletic field maintenance	1%
All	1%
None	3%
Other	14%

Total does not equal 100% as respondents could select more than one response.

Question 15: Support/Opposition of Property Tax Increase for Service Increases

To what extent would you support or oppose a property tax increase to fund the service increases you listed in question 14?	Percent of respondents
Strongly support	21%
Somewhat support	33%
Somewhat oppose	22%
Strongly oppose	24%
Total	100%

Question 16: Contact with City Employee(s)

Have you had any in-person, phone or email contact with an employee of the City of Blaine within the last 12 months (including police, receptionists, planners or any others)?	Percent of respondents
No	61%
Yes	39%
Total	100%

Question 17: Method of Contact with City Employee(s)

Was your most recent contact by phone, in person or via email? (Please select only one type.)	Percent of respondents
Phone	39%
In person	49%
Email	12%
Total	100%

Question 18: Impression of City Employee(s)

What was your impression of the employee(s) of the City of Blaine in your most recent contact?	Excellent	Good	Fair	Poor	Total
Knowledge	53%	37%	8%	1%	100%
Responsiveness /follow up	48%	36%	9%	6%	100%
Courtesy	60%	28%	7%	4%	100%
Waiting time for service	46%	39%	12%	3%	100%
Overall impression	53%	35%	9%	3%	100%

Question 19: Sources of Information

Please indicate whether you currently use each of the following as a major source, minor source or not a source of information about city issues, services and events.	Major source	Minor source	Not a source	Total
City of Blaine Newsletter	59%	36%	6%	100%
Local newspapers	27%	46%	27%	100%
City Web site (www.ci.Blaine.mn.us)	25%	45%	30%	100%
Cable TV	13%	28%	59%	100%
Social media	11%	30%	59%	100%
Friends/neighbors	32%	52%	16%	100%
Printed flyers, brochures or public kiosk postings	16%	48%	36%	100%

Question 20: Future Use of Sources of Information

Please indicate how likely you would be in the future, if at all, to use each of the following sources to receive information about City government?	Very likely	Somewhat likely	Not likely at all	Total
City of Blaine Newsletter	69%	24%	7%	100%
Local newspapers	37%	36%	27%	100%
City Web site (www.ci.Blaine.mn.us)	34%	40%	26%	100%
Cable TV	14%	24%	62%	100%
Emails from the City	29%	33%	38%	100%
Texts from the City	12%	20%	68%	100%
Regular mail from the City	38%	43%	19%	100%

Question 21: Support/Opposition for Community Center

To what extent would you support or oppose the City building a community center that would include sports facilities?	Percent of respondents
Strongly support	24%
Somewhat support	37%
Somewhat oppose	27%
Strongly oppose	12%
Total	100%

Question 22: Importance of Sports Facilities

How important, if at all, is it for the City to add each of the following types of sports facilities?	Essential	Very important	Somewhat important	Not at all important	Total
Indoor sports facility	10%	17%	35%	38%	100%
Outdoor sports facility	9%	16%	33%	42%	100%

Question 23: Support/Opposition of Property Tax Increase for Community Center

To what extent would you support or oppose a property tax increase to fund a new community center that would include sports facilities?	Percent of respondents
Strongly support	14%
Somewhat support	29%
Somewhat oppose	25%
Strongly oppose	32%
Total	100%

Question D1: Length of Residency

How many years have you lived in Blaine?	Percent of respondents
Less than 2 years	7%
2-5 years	19%
6-10 years	26%
11-20 years	19%
More than 20 years	28%
Total	100%

Question D2: Housing Unit Type

Which best describes the building you live in?	Percent of respondents
One family house detached from any other houses	68%
House attached to one or more houses (e.g., a duplex or townhome)	16%
Building with two or more apartments or condominiums	9%
Manufactured home	6%
Other	1%
Total	100%

Question D3: Tenure (Rent or Own)

Is this house, apartment or manufactured home...	Percent of respondents
Rented for cash or occupied without cash payment?	14%
Owned by you or someone in this house with a mortgage or free and clear?	86%
Total	100%

Question D4: Children Under 18

Do any children 17 or under live in your household?	Percent of respondents
No	63%
Yes	37%
Total	100%

Question D5: Adults 65 or Older

Are you or any other members of your household aged 65 or older?	Percent of respondents
No	80%
Yes	20%
Total	100%

Question D6: Household Income

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent of respondents
Less than \$24,999	10%
\$25,000 to \$49,999	20%
\$50,000 to \$99,999	36%
\$100,000 to \$149,999	23%
\$150,000 to \$199,999	7%
\$200,000 or more	4%
Total	100%

Question D7: Respondent Race

What is your race?	Percent of respondents
American Indian or Alaskan Native	2%
Asian, Asian Indian or Pacific Islander	5%
Black or African American	2%
White	91%
Spanish, Hispanic or Latino	2%
Other	1%

Total does not equal 100% as respondents could select more than one response.

Question D8: Respondent Age

In which category is your age?	Percent of respondents
18-24 years	2%
25-34 years	28%
35-44 years	23%
45-54 years	19%
55-64 years	12%
65-74 years	11%
75 years or older	7%
Total	100%

Question D9: Respondent Gender

What is your sex?	Percent of respondents
Female	52%
Male	48%
Total	100%

Question D10: Voter Registration Status

Are you registered to vote in your jurisdiction?	Percent of respondents
No	10%
Yes	90%
Ineligible to vote	0%
Total	100%

Question D11: Respondent Vote in Last General Election

Many people don't have time to vote in elections. Did you vote in the last general election?	Percent of respondents
No	18%
Yes	81%
Ineligible to vote	1%
Total	100%

Frequencies Including “Don’t Know” Responses

The following pages contain a complete set of responses to each question on the survey including the “don’t know” responses. Each table indicates the percent and number of responses to each question.

Question 1: Quality of Community

Please rate each of the following aspects of quality of life in Blaine.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Blaine as a place to live	37%	161	56%	245	6%	27	0%	2	0%	0	100%	434
Your neighborhood as a place to live	35%	149	51%	218	13%	55	2%	9	0%	0	100%	431
Blaine as a place to raise children	27%	114	51%	216	9%	37	1%	6	12%	53	100%	426
Blaine as a place to work	12%	53	25%	107	15%	63	5%	19	44%	187	100%	428
Blaine as a place to retire	16%	70	29%	124	19%	84	6%	24	30%	128	100%	430
The overall quality of life in Blaine	26%	111	62%	268	11%	49	0%	2	0%	1	100%	431

Question 2: Community Characteristics

Please rate the following characteristics as they relate to Blaine as a whole.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Sense of community	15%	66	49%	211	29%	126	4%	19	2%	7	100%	429
Overall appearance of Blaine	19%	82	59%	258	20%	88	1%	5	0%	0	100%	433
Cleanliness of Blaine	20%	88	61%	262	18%	76	1%	5	0%	0	100%	431
Overall quality of new development in Blaine	25%	107	55%	235	12%	50	2%	10	6%	23	100%	426
Overall quality of older neighborhoods	7%	32	41%	175	33%	141	11%	49	8%	34	100%	430
Variety of housing options	20%	87	49%	209	22%	96	2%	9	6%	27	100%	427
Overall quality of business and service establishments in Blaine	23%	97	53%	228	19%	81	4%	18	1%	4	100%	429
Variety of shopping opportunities	23%	98	49%	211	20%	86	8%	33	0%	0	100%	429
Opportunities to attend cultural activities	8%	34	29%	125	29%	127	11%	49	23%	98	100%	432
Recreational opportunities	18%	78	48%	209	24%	103	4%	18	6%	24	100%	432
Employment opportunities	4%	18	21%	91	23%	100	12%	51	39%	169	100%	429
Educational opportunities	8%	36	39%	166	27%	115	5%	22	21%	89	100%	429
Opportunities to volunteer	12%	51	33%	139	20%	83	4%	18	31%	130	100%	421
Ease of car travel in Blaine	16%	69	46%	193	24%	103	12%	52	2%	7	100%	424
Ease of bus travel in Blaine	6%	27	19%	81	13%	54	13%	56	49%	209	100%	427
Ease of bicycle travel in Blaine	13%	54	34%	147	19%	81	8%	34	26%	112	100%	428
Ease of walking in Blaine	20%	85	44%	187	24%	102	7%	31	5%	23	100%	429
Availability of paths and walking trails	23%	99	41%	178	21%	90	8%	36	6%	27	100%	430
Traffic flow on major streets	6%	27	32%	140	38%	163	23%	98	0%	2	100%	430
Traffic flow at intersections	6%	24	27%	115	44%	189	22%	94	1%	5	100%	427
Availability of affordable quality housing	7%	29	39%	165	29%	123	4%	17	22%	92	100%	426
Quality of overall natural environment in Blaine	16%	69	53%	230	24%	104	3%	15	3%	13	100%	430
Overall image or reputation of Blaine	17%	73	54%	231	24%	103	3%	13	3%	12	100%	432

Question 3: Quality of Community

To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in residential areas in Blaine?	Percent	Number
Not a problem	20%	88
Minor problem	40%	173
Moderate problem	26%	111
Major problem	3%	14
Don't know	11%	48
Total	100%	433

Question 4: Government Performance

	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Please rate the following categories of Blaine government performance:												
The value of services for the taxes paid to Blaine	11%	49	41%	177	31%	135	5%	23	11%	49	100%	434
The overall direction that Blaine is taking	12%	52	46%	201	24%	104	3%	14	14%	62	100%	432
The job Blaine government does at welcoming citizen involvement	8%	33	31%	136	26%	112	9%	39	26%	113	100%	433

Question 5: Participation in Activities

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Blaine?	Never		Once or twice		3 to 12 times		13 to 26 times		More than 26 times		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Used Blaine public libraries or their services	28%	122	26%	112	31%	133	9%	38	6%	24	100%	428
Participated in a recreation program or activity	48%	207	27%	116	19%	81	3%	11	3%	13	100%	428
Visited a neighborhood park or City park	6%	24	22%	93	32%	135	20%	85	21%	91	100%	428
Attended a meeting of local elected officials or other local public meeting	84%	360	13%	54	3%	13	0%	1	0%	1	100%	429
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	70%	296	19%	81	8%	35	2%	9	1%	3	100%	423
Read the City of Blaine Newsletter	4%	16	15%	66	58%	247	15%	62	8%	33	100%	425
Visited the City of Blaine Web site (at www.ci.Blaine.mn.us)	27%	117	32%	137	33%	141	4%	17	3%	15	100%	427
Recycled used paper, cans or bottles from your home	4%	18	2%	7	6%	23	14%	58	74%	314	100%	421
Volunteered your time to some group or activity in Blaine	65%	278	18%	78	10%	43	2%	9	4%	18	100%	426
Participated in a club or civic group in Blaine	76%	323	13%	57	6%	27	1%	4	3%	13	100%	423
Provided help to a friend or neighbor	3%	14	25%	106	44%	186	15%	65	12%	53	100%	425
Used an outdoor sports facility located in Blaine	41%	176	21%	89	23%	96	8%	35	7%	31	100%	427
Used an indoor sports facility located in Blaine	63%	272	16%	70	13%	55	3%	15	4%	17	100%	429
Used a trail located in Blaine	20%	84	22%	95	26%	111	11%	48	21%	90	100%	428

Question 6: Safety from Crime and Traffic

Please rate how safe or unsafe you feel from the following in Blaine:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Violent crime (e.g., rape, assault, robbery, home invasion)	49%	213	40%	172	5%	23	4%	17	1%	3	1%	3	100%	432
Property crimes (e.g., burglary, theft)	23%	97	54%	230	10%	43	10%	45	2%	8	1%	2	100%	426
Traffic	19%	80	46%	194	18%	77	13%	56	4%	16	1%	3	100%	427
Drug use/drug trafficking	32%	139	38%	162	9%	38	9%	39	3%	14	9%	39	100%	431

Question 7: Safety in Areas of Blaine

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
In your home during the day	78%	333	20%	88	2%	7	0%	2	0%	0	0%	0	100%	430
In your home after dark	52%	224	39%	170	5%	20	4%	16	0%	1	0%	0	100%	430
In your neighborhood during the day	71%	304	26%	114	2%	9	1%	4	0%	0	0%	0	100%	431
In your neighborhood after dark	39%	167	47%	200	8%	32	5%	22	1%	6	0%	1	100%	427
In Blaine's retail or commercial area during the day	66%	285	27%	115	5%	21	1%	5	0%	0	1%	4	100%	431
In Blaine's retail or commercial areas after dark	36%	156	44%	190	11%	48	5%	22	0%	1	3%	14	100%	431

Question 8: Victim of a Crime

During the past 12 months, were you or anyone in your household the victim of any crime in Blaine?	Percent	Number
No	87%	373
Yes	13%	56
Don't know	0%	2
Total	100%	431

Question 9: Crimes Reported

If yes, was this crime (these crimes) reported to Blaine police?	Percent	Number
No	26%	14
Yes	71%	38
Don't know	3%	2
Total	100%	53

Question 10: Change in Crime Rate

During the past 3 years, do you think overall crime in the City of Blaine has increased, decreased or stayed about the same?	Percent	Number
Increased	18%	78
Decreased	6%	23
Stayed about the same	40%	170
Don't know	36%	153
Total	100%	425

Question 11: Quality of Services

Please rate the quality of each of the following services in Blaine.	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Police services	35%	150	46%	199	9%	38	2%	10	8%	33	100%	431
Fire services	36%	154	41%	177	3%	12	0%	0	20%	87	100%	430
Crime prevention	22%	93	43%	186	11%	48	5%	22	19%	80	100%	429
Fire prevention and education	23%	99	39%	168	9%	40	2%	10	26%	114	100%	430
Traffic enforcement	17%	74	48%	205	22%	95	4%	19	8%	36	100%	429
Street repair /maintenance	13%	55	46%	195	31%	131	8%	36	2%	10	100%	429
Street cleaning /sweeping	19%	81	49%	212	22%	95	6%	25	4%	17	100%	431
Street lighting	17%	74	46%	195	28%	121	7%	32	1%	6	100%	427
Snow removal /plowing	23%	98	49%	209	21%	91	5%	22	2%	7	100%	428
Sidewalk maintenance	14%	58	44%	188	18%	77	5%	19	19%	81	100%	424
Traffic signal timing	9%	39	33%	139	30%	128	26%	111	2%	9	100%	426
Garbage collection	39%	169	49%	210	8%	36	1%	6	2%	10	100%	431
Recycling	43%	184	45%	192	8%	33	3%	12	2%	10	100%	431
Yard waste pick-up	22%	94	31%	134	11%	47	3%	15	32%	138	100%	428
Storm drainage	19%	83	48%	206	15%	66	3%	14	14%	61	100%	430
Drinking water	24%	101	51%	217	16%	68	7%	28	3%	14	100%	427
Sewer services	23%	99	55%	234	11%	45	1%	4	11%	47	100%	429
Number of City parks and trails	31%	131	45%	194	15%	62	2%	9	7%	32	100%	428
Land use, planning and zoning	11%	47	33%	139	22%	93	7%	31	27%	112	100%	422
Building Inspection Services (residential)	9%	39	29%	123	15%	65	4%	16	43%	181	100%	425
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	8%	36	29%	126	25%	106	11%	46	27%	114	100%	428
Animal control	10%	44	30%	128	14%	61	7%	29	39%	167	100%	428
Economic development	12%	50	38%	162	19%	83	4%	18	27%	113	100%	425
City services to seniors	11%	45	24%	102	10%	41	3%	11	54%	231	100%	430
City services to youth	12%	51	31%	130	11%	49	3%	14	43%	181	100%	424
Public information services	12%	50	43%	182	19%	81	1%	5	25%	108	100%	427
Preservation of natural areas such as open space	16%	67	38%	159	25%	106	5%	21	16%	68	100%	421
Recent City infrastructure improvements (updated water treatment plants and sewer system)	15%	62	34%	144	14%	59	1%	4	36%	153	100%	422
Athletic field maintenance	18%	73	41%	166	14%	54	1%	3	26%	105	100%	402

Question 11: Importance of Services

Please rate the importance of the service being provided in Blaine.	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Police services	82%	296	16%	57	2%	8	0%	0	0%	0	100%	362
Fire services	83%	302	15%	55	1%	4	0%	0	1%	2	100%	363
Crime prevention	62%	224	35%	125	3%	10	0%	0	0%	0	100%	359
Fire prevention and education	40%	142	46%	164	11%	39	2%	6	2%	8	100%	359
Traffic enforcement	39%	137	42%	150	19%	66	0%	1	0%	1	100%	356
Street repair /maintenance	38%	138	51%	183	10%	36	0%	0	0%	1	100%	358
Street cleaning /sweeping	17%	59	44%	159	37%	134	1%	5	0%	1	100%	358
Street lighting	31%	112	51%	186	17%	62	1%	3	0%	1	100%	363
Snow removal /plowing	57%	205	39%	140	4%	15	0%	0	0%	1	100%	361
Sidewalk maintenance	18%	62	42%	150	33%	116	1%	5	6%	22	100%	355
Traffic signal timing	30%	107	45%	161	24%	84	0%	2	1%	3	100%	356
Garbage collection	46%	163	42%	150	12%	42	0%	0	1%	2	100%	358
Recycling	47%	169	38%	139	13%	49	1%	2	1%	3	100%	362
Yard waste pick-up	20%	73	33%	117	31%	111	4%	14	12%	43	100%	357
Storm drainage	30%	108	47%	169	17%	61	1%	2	5%	17	100%	357
Drinking water	69%	252	27%	100	3%	11	0%	0	0%	2	100%	365
Sewer services	55%	197	35%	126	7%	27	0%	0	3%	11	100%	360
Number of City parks and trails	19%	67	49%	178	29%	106	1%	4	2%	6	100%	361
Land use, planning and zoning	18%	64	45%	158	25%	88	2%	6	11%	39	100%	355
Building Inspection Services (residential)	16%	57	38%	134	30%	105	2%	7	14%	49	100%	353
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	14%	50	46%	162	30%	107	5%	17	5%	17	100%	353
Animal control	17%	60	37%	130	36%	128	2%	8	8%	29	100%	355
Economic development	29%	102	46%	161	16%	56	1%	4	8%	30	100%	353
City services to seniors	17%	58	38%	132	25%	87	3%	12	18%	62	100%	351
City services to youth	18%	63	47%	167	20%	71	2%	8	13%	45	100%	353
Public information services	15%	54	39%	138	36%	129	2%	6	8%	28	100%	355
Preservation of natural areas such as open space	22%	79	42%	150	30%	107	1%	2	5%	19	100%	356
Recent City infrastructure improvements (updated water treatment plants and sewer system)	25%	90	45%	161	17%	62	1%	3	11%	39	100%	353
Athletic field maintenance	10%	34	35%	114	40%	132	6%	18	9%	29	100%	328

Question 12: Overall Quality of Services

Please rate the overall quality of services in Blaine.	Percent	Number
Excellent	22%	96
Good	63%	269
Fair	13%	56
Poor	1%	3
Don't know	1%	3
Total	100%	427

Question 13: City Services that Should be Decreased

Which services from Question 11, if any, do you feel should be <u>decreased</u> or spent <u>less</u> on?	Percent	Number
Police services	1%	2
Fire services	4%	5
Crime prevention	1%	2
Fire prevention and education	7%	10
Traffic enforcement	5%	6
Street repair /maintenance	1%	1
Street cleaning /sweeping	5%	7
Street lighting	3%	3
Snow removal /plowing	0%	0
Sidewalk maintenance	0%	0
Traffic signal timing	0%	0
Garbage collection	2%	3
Recycling	0%	0
Yard waste pick-up	1%	2
Storm drainage	1%	1
Drinking water	0%	0
Sewer services	0%	0
Number of City parks and trails	4%	6
Land use, planning and zoning	6%	7
Building Inspection Services (residential)	2%	2
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	0%	0
Animal control	2%	3
Economic development	2%	3
City services to seniors	5%	7
City services to youth	3%	4
Public information services	3%	4
Preservation of natural areas such as open space	3%	4
Recent City infrastructure improvements (updated water treatment plants and sewer system)	1%	2
Athletic field maintenance	19%	25
All	0%	0
None	28%	38
Other	9%	12
Total	---	134

Total does not equal 100% as respondents could select more than one response.

Question 14: City Services that Should be Increased

Which services from Question 11, if any, do you feel should be <u>increased</u> or spent <u>more</u> on?	Percent	Number
Police services	14%	30
Fire services	9%	19
Crime prevention	6%	12
Fire prevention and education	1%	2
Traffic enforcement	8%	17
Street repair /maintenance	17%	36
Street cleaning /sweeping	0%	0
Street lighting	4%	8
Snow removal /plowing	4%	8
Sidewalk maintenance	2%	5
Traffic signal timing	24%	51
Garbage collection	1%	1
Recycling	4%	9
Yard waste pick-up	3%	6
Storm drainage	1%	2
Drinking water	5%	10
Sewer services	0%	0
Number of City parks and trails	12%	25
Land use, planning and zoning	1%	2
Building Inspection Services (residential)	1%	3
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	10%	21
Animal control	3%	7
Economic development	4%	9
City services to seniors	4%	8
City services to youth	2%	5
Public information services	1%	1
Preservation of natural areas such as open space	4%	9
Recent City infrastructure improvements (updated water treatment plants and sewer system)	0%	0
Athletic field maintenance	1%	2
All	1%	2
None	3%	7
Other	14%	31
Total	---	217

Total does not equal 100% as respondents could select more than one response.

Question 15: Support/Opposition of Property Tax Increase for Service Increases

To what extent would you support or oppose a property tax increase to fund the service increases you listed in question 14?	Percent	Number
Not applicable	34%	136
Strongly support	14%	57
Somewhat support	22%	90
Somewhat oppose	14%	58
Strongly oppose	16%	64
Total	100%	405

Question 16: Contact with City Employee(s)

Have you had any in-person, phone or email contact with an employee of the City of Blaine within the last 12 months (including police, receptionists, planners or any others)?	Percent	Number
No	61%	261
Yes	39%	168
Don't know	0%	0
Total	100%	428

Question 17: Method of Contact with City Employee(s)

Was your most recent contact by phone, in person or via email? (Please select only one type.)	Percent	Number
Phone	39%	64
In person	49%	80
Email	12%	20
Not sure	0%	1
Total	100%	164

Question 18: Impression of City Employee(s)

What was your impression of the employee(s) of the City of Blaine in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Knowledge	53%	89	36%	62	8%	13	1%	2	2%	3	100%	170
Responsiveness /follow up	47%	80	36%	60	9%	16	6%	10	2%	3	100%	169
Courtesy	60%	101	28%	47	7%	12	4%	7	1%	2	100%	169
Waiting time for service	43%	73	36%	62	11%	19	3%	5	6%	11	100%	169
Overall impression	53%	90	34%	58	9%	15	3%	5	1%	2	100%	170

Question 19: Sources of Information

Please indicate whether you currently use each of the following as a major source, minor source or not a source of information about city issues, services and events.	Major source		Minor source		Not a source		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
City of Blaine Newsletter	59%	253	36%	154	6%	25	100%	431
Local newspapers	27%	115	46%	198	27%	115	100%	428
City Web site (www.ci.Blaine.mn.us)	25%	105	45%	189	30%	129	100%	423
Cable TV	13%	55	28%	120	59%	254	100%	429
Social media	11%	46	30%	127	59%	251	100%	424
Friends/neighbors	32%	137	52%	222	16%	68	100%	426
Printed flyers, brochures or public kiosk postings	16%	70	48%	202	36%	153	100%	424

Question 20: Future Use of Sources of Information

Please indicate how likely you would be in the future, if at all, to use each of the following sources to receive information about City government?	Very likely		Somewhat likely		Not likely at all		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
City of Blaine Newsletter	69%	297	24%	104	7%	29	100%	430
Local newspapers	37%	157	36%	155	27%	116	100%	428
City Web site (www.ci.Blaine.mn.us)	34%	145	40%	170	26%	109	100%	424
Cable TV	14%	62	24%	100	62%	265	100%	427
Emails from the City	29%	121	33%	141	38%	162	100%	424
Texts from the City	12%	49	20%	86	68%	287	100%	423
Regular mail from the City	38%	161	43%	183	19%	83	100%	427

Question 21: Support/Opposition for Community Center

To what extent would you support or oppose the City building a community center that would include sports facilities?	Percent	Number
Strongly support	24%	102
Somewhat support	37%	155
Somewhat oppose	27%	114
Strongly oppose	12%	52
Total	100%	422

Question 22: Importance of Sports Facilities

How important, if at all, is it for the City to add each of the following types of sports facilities?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Indoor sports facility	9%	38	15%	66	32%	135	35%	148	9%	37	100%	423
Outdoor sports facility	9%	36	15%	61	30%	124	38%	161	9%	36	100%	418

Question 23: Support/Opposition of Property Tax Increase for Community Center

To what extent would you support or oppose a property tax increase to fund a new community center that would include sports facilities?	Percent	Number
Strongly support	14%	58
Somewhat support	29%	122
Somewhat oppose	25%	107
Strongly oppose	32%	137
Total	100%	424

Question D1: Length of Residency

How many years have you lived in Blaine?	Percent	Number
Less than 2 years	7%	31
2-5 years	19%	83
6-10 years	26%	114
11-20 years	19%	82
More than 20 years	28%	122
Total	100%	433

Question D2: Housing Unit Type

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	68%	294
House attached to one or more houses (e.g., a duplex or townhome)	16%	70
Building with two or more apartments or condominiums	9%	39
Manufactured home	6%	27
Other	1%	4
Total	100%	434

Question D3: Tenure (Rent or Own)

Is this house, apartment or manufactured home...	Percent	Number
Rented for cash or occupied without cash payment?	14%	57
Owned by you or someone in this house with a mortgage or free and clear?	86%	367
Total	100%	424

Question D4: Children Under 18

Do any children 17 or under live in your household?	Percent	Number
No	63%	272
Yes	37%	157
Total	100%	429

Question D5: Adults 65 or Older

Are you or any other members of your household aged 65 or older?	Percent	Number
No	80%	344
Yes	20%	87
Total	100%	431

Question D6: Household Income

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$24,999	10%	40
\$25,000 to \$49,999	20%	80
\$50,000 to \$99,999	36%	149
\$100,000 to \$149,999	23%	96
\$150,000 to \$199,999	7%	29
\$200,000 or more	4%	17
Total	100%	412

Question D7: Respondent Race

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	7
Asian, Asian Indian or Pacific Islander	5%	22
Black or African American	2%	8
White	91%	384
Spanish, Hispanic or Latino	2%	8
Other	1%	6

Total does not equal 100% as respondents could select more than one response.

Question D8: Respondent Age

In which category is your age?	Percent	Number
18-24 years	2%	8
25-34 years	28%	116
35-44 years	23%	95
45-54 years	19%	81
55-64 years	12%	49
65-74 years	11%	44
75 years or older	7%	28
Total	100%	422

Question D9: Respondent Gender

What is your sex?	Percent	Number
Female	52%	223
Male	48%	203
Total	100%	426

Question D10: Voter Registration Status

Are you registered to vote in your jurisdiction?	Percent	Number
No	9%	40
Yes	85%	369
Ineligible to vote	0%	2
Don't know	5%	23
Total	100%	432

Question D11: Respondent Vote in Last General Election

Many people don't have time to vote in elections. Did you vote in the last general election?	Percent	Number
No	18%	77
Yes	80%	347
Ineligible to vote	1%	5
Don't know	1%	3
Total	100%	431

Appendix C: Comparison of Responses by Ward and Respondent Demographics

Responses to selected survey questions by ward and respondent demographics are compared in this appendix. Responses that are significantly different ($p < .05$) are marked with gray shading.

Crosstabulations by Ward

Question 1 Compared by Ward

Please rate each of the following aspects of quality of life in Blaine.	Ward			
	1	2	3	Overall
Blaine as a place to live	92%	97%	91%	93%
Your neighborhood as a place to live	84%	95%	78%	85%
Blaine as a place to raise children	85%	92%	89%	88%
Blaine as a place to work	65%	70%	65%	66%
Blaine as a place to retire	60%	78%	57%	64%
The overall quality of life in Blaine	84%	95%	87%	88%

Percent "excellent" or "good"

Question 2 Compared by Ward

Please rate the following characteristics as they relate to Blaine as a whole.	Ward			
	1	2	3	Overall
Sense of community	65%	66%	66%	66%
Overall appearance of Blaine	80%	82%	73%	78%
Cleanliness of Blaine	79%	83%	81%	81%
Overall quality of new development in Blaine	82%	92%	82%	85%
Overall quality of older neighborhoods	50%	53%	53%	52%
Variety of housing options	67%	83%	73%	74%
Overall quality of business and service establishments in Blaine	72%	83%	76%	77%
Variety of shopping opportunities	73%	72%	71%	72%
Opportunities to attend cultural activities	42%	57%	45%	47%
Recreational opportunities	65%	77%	70%	70%
Employment opportunities	39%	50%	39%	42%
Educational opportunities	53%	67%	60%	60%
Opportunities to volunteer	60%	76%	62%	65%
Ease of car travel in Blaine	64%	66%	59%	63%
Ease of bus travel in Blaine	54%	47%	45%	49%
Ease of bicycle travel in Blaine	62%	65%	63%	64%
Ease of walking in Blaine	65%	71%	66%	67%
Availability of paths and walking trails	67%	75%	65%	69%
Traffic flow on major streets	39%	41%	37%	39%
Traffic flow at intersections	36%	33%	30%	33%
Availability of affordable quality housing	54%	65%	57%	58%
Quality of overall natural environment in Blaine	66%	79%	71%	72%
Overall image or reputation of Blaine	72%	80%	66%	72%

Percent "excellent" or "good"

Question 3 Compared by Ward

To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in residential areas in Blaine?	Ward			
	1	2	3	Overall
Not a problem	23%	22%	23%	23%
Minor problem	44%	42%	48%	45%
Moderate problem	31%	30%	26%	29%
Major problem	2%	5%	3%	4%
Total	100%	100%	100%	100%

Question 4 Compared by Ward

Please rate the following categories of Blaine government performance:	Ward			
	1	2	3	Overall
The value of services for the taxes paid to Blaine	57%	67%	54%	59%
The overall direction that Blaine is taking	65%	76%	65%	68%
The job Blaine government does at welcoming citizen involvement	46%	65%	50%	53%

Percent "excellent" or "good"

Question 5 Compared by Ward

In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Blaine?	Ward			
	1	2	3	Overall
Used Blaine public libraries or their services	70%	68%	77%	72%
Participated in a recreation program or activity	48%	49%	58%	52%
Visited a neighborhood park or City park	92%	96%	95%	94%
Attended a meeting of local elected officials or other local public meeting	10%	16%	23%	16%
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	32%	25%	33%	30%
Read the City of Blaine Newsletter	95%	96%	97%	96%
Visited the City of Blaine Web site (at www.ci.blaine.mn.us)	65%	75%	79%	73%
Recycled used paper, cans or bottles from your home	94%	98%	96%	96%
Volunteered your time to some group or activity in Blaine	32%	37%	36%	35%
Participated in a club or civic group in Blaine	23%	29%	20%	24%
Provided help to a friend or neighbor	96%	96%	98%	97%
Used an outdoor sports facility located in Blaine	53%	56%	67%	59%
Used an indoor sports facility located in Blaine	35%	29%	45%	37%
Used a trail located in Blaine	74%	83%	85%	80%

Percent of respondents who participated at least once in the last year

Question 6 Compared by Ward

Please rate how safe or unsafe you feel from the following in Blaine:	Ward			
	1	2	3	Overall
Violent crime (e.g., rape, assault, robbery, home invasion)	91%	93%	86%	90%
Property crimes (e.g., burglary, theft)	76%	80%	76%	77%
Traffic	65%	68%	62%	65%
Drug use/drug trafficking	76%	82%	73%	77%

Percent "very" or "somewhat" safe

Question 7 Compared by Ward

Please rate how safe or unsafe you feel:	Ward			
	1	2	3	Overall
In your home during the day	99%	96%	98%	98%
In your home after dark	92%	93%	89%	92%
In your neighborhood during the day	98%	96%	96%	97%
In your neighborhood after dark	84%	91%	84%	86%
In Blaine's retail or commercial area during the day	93%	94%	95%	94%
In Blaine's retail or commercial areas area after dark	79%	82%	88%	83%

Percent "very" or "somewhat" safe

Question 8 Compared by Ward

During the past 12 months, were you or anyone in your household the victim of any crime in Blaine? BY Ward	Ward			
	1	2	3	Overall
No	85%	95%	82%	87%
Yes	15%	5%	18%	13%
Total	100%	100%	100%	100%

Question 9 Compared by Ward

If yes, was this crime (these crimes) reported to Blaine police? BY Ward	Ward			
	1	2	3	Overall
No	32%	0%	27%	27%
Yes	68%	100%	73%	73%
Total	100%	100%	100%	100%

Question 10 Compared by Ward

During the past 3 years, do you think overall crime in the City of Blaine has increased, decreased or stayed about the same? BY Ward	Ward			
	1	2	3	Overall
Increased	30%	25%	31%	29%
Decreased	11%	11%	4%	9%
Stayed about the same	59%	64%	65%	63%
Total	100%	100%	100%	100%

Question 11 (Quality) Compared by Ward

Please rate the quality of each of the following services in Blaine.	Ward			
	1	2	3	Overall
Police services	86%	91%	87%	88%
Fire services	96%	98%	96%	96%
Crime prevention	76%	84%	81%	80%
Fire prevention and education	84%	82%	86%	84%
Traffic enforcement	71%	77%	66%	71%
Street repair / maintenance	56%	67%	58%	60%
Street cleaning / sweeping	69%	80%	65%	71%
Street lighting	66%	68%	57%	64%
Snow removal / plowing	76%	72%	70%	73%
Sidewalk maintenance	71%	74%	70%	72%
Traffic signal timing	46%	32%	48%	43%
Garbage collection	89%	94%	88%	90%
Recycling	85%	91%	93%	89%
Yard waste pick-up	78%	79%	79%	79%
Storm drainage	73%	85%	78%	78%
Drinking water	74%	84%	74%	77%
Sewer services	86%	94%	82%	87%
Number of City parks and trails	80%	86%	81%	82%
Land use, planning and zoning	67%	63%	51%	60%
Building Inspection Services (residential)	62%	76%	64%	67%
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	52%	53%	50%	52%
Animal control	55%	83%	63%	66%
Economic development	65%	73%	66%	68%
City services to seniors	75%	82%	65%	74%
City services to youth	69%	87%	70%	74%
Public information services	70%	74%	75%	73%
Preservation of natural areas such as open space	64%	67%	61%	64%
Recent City infrastructure improvements (updated water treatment plants and sewer system)	78%	88%	66%	77%
Athletic field maintenance	75%	87%	81%	81%

Percent "excellent" or "good"

Question 11 (Importance) Compared by Ward

Please rate the importance of the service being provided in Blaine.	Ward			
	1	2	3	Overall
Police services	98%	100%	96%	98%
Fire services	99%	99%	99%	99%
Crime prevention	97%	97%	97%	97%
Fire prevention and education	86%	89%	86%	87%
Traffic enforcement	82%	78%	83%	81%
Street repair / maintenance	95%	89%	86%	90%
Street cleaning / sweeping	77%	57%	49%	61%
Street lighting	88%	77%	81%	82%
Snow removal / plowing	99%	97%	91%	96%
Sidewalk maintenance	69%	61%	62%	64%
Traffic signal timing	76%	80%	72%	76%
Garbage collection	89%	90%	85%	88%
Recycling	88%	88%	82%	86%
Yard waste pick-up	65%	50%	66%	60%
Storm drainage	82%	82%	80%	81%
Drinking water	96%	99%	96%	97%
Sewer services	86%	96%	96%	92%
Number of City parks and trails	71%	67%	68%	69%
Land use, planning and zoning	71%	70%	70%	70%
Building Inspection Services (residential)	57%	65%	67%	63%
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	62%	62%	65%	63%
Animal control	63%	54%	57%	58%
Economic development	85%	73%	86%	82%
City services to seniors	80%	55%	61%	66%
City services to youth	88%	62%	72%	75%
Public information services	68%	51%	56%	59%
Preservation of natural areas such as open space	69%	62%	71%	68%
Recent City infrastructure improvements (updated water treatment plants and sewer system)	88%	75%	76%	80%
Athletic field maintenance	50%	55%	44%	50%

Percent "essential" or "very important"

Question 12 Compared by Ward

	Ward			
	1	2	3	Overall
Please rate the overall quality of services in Blaine.	85%	88%	86%	86%

Percent "excellent" or "good"

Question 15 Compared by Ward

	Ward			
	1	2	3	Overall
To what extent would you support or oppose a property tax increase to fund the service increases you listed in question 14?	50%	58%	58%	55%

Percent "strongly" or "somewhat" support

Question 16 Compared by Ward

Have you had any in-person, phone or email contact with an employee of the City of Blaine within the last 12 months (including police, receptionists, planners or any others)? BY Ward	Ward			
	1	2	3	Overall
No	64%	63%	55%	61%
Yes	36%	37%	45%	39%
Total	100%	100%	100%	100%

Question 17 Compared by Ward

Was your most recent contact by phone, in person or via email? (Please select only one type.) BY Ward	Ward			
	1	2	3	Overall
Phone	39%	39%	39%	39%
In person	48%	51%	47%	49%
Email	12%	10%	13%	12%
Total	100%	100%	100%	100%

Question 18 Compared by Ward

What was your impression of the employee(s) of the City of Blaine in your most recent contact?	Ward			
	1	2	3	Overall
Knowledge	90%	95%	88%	90%
Responsiveness / follow up	83%	87%	84%	85%
Courtesy	91%	87%	88%	89%
Waiting time for service	86%	92%	78%	85%
Overall impression	87%	87%	89%	88%

Percent "excellent" or "good"

Question 19 Compared by Ward

Please indicate whether you currently use each of the following as a major source, minor source or not a source of information about city issues, services and events.	Ward			
	1	2	3	Overall
City of Blaine Newsletter	93%	96%	95%	94%
Local newspapers	77%	70%	72%	73%
City Web site (www.ci.blaine.mn.us)	61%	74%	75%	70%
Cable TV	39%	39%	44%	41%
Social media	39%	39%	45%	41%
Friends/neighbors	82%	80%	90%	84%
Printed flyers, brochures or public kiosk postings	66%	61%	65%	64%

Percent "major" or "minor" source of information

Question 20 Compared by Ward

Please indicate how likely you would be in the future, if at all, to use each of the following sources to receive information about City government?	Ward			
	1	2	3	Overall
City of Blaine Newsletter	94%	94%	92%	93%
Local newspapers	77%	70%	71%	73%
City Web site (www.ci.blaine.mn.us)	66%	80%	78%	74%
Cable TV	33%	39%	43%	38%
Emails from the City	52%	67%	69%	62%
Texts from the City	28%	31%	38%	32%
Regular mail from the City	83%	78%	80%	81%

Percent "very" or "somewhat" likely

Question 21 Compared by Ward

	Ward			
	1	2	3	Overall
	Mean	Mean	Mean	Mean
To what extent would you support or oppose the City building a community center that would include sports facilities?	58%	58%	66%	61%

Percent "strongly" or "somewhat" support

Question 22 Compared by Ward

How important, if at all, is it for the City to add each of the following types of sports facilities?	Ward			
	1	2	3	Overall
Indoor sports facility	24%	29%	28%	27%
Outdoor sports facility	20%	34%	24%	25%

Percent "essential" or "very important"

Question 23 Compared by Ward

	Ward			
	1	2	3	Overall
	Mean	Mean	Mean	Mean
To what extent would you support or oppose a property tax increase to fund a new community center that would include sports facilities?	39%	36%	52%	42%

Percent "strongly" or "somewhat" support

Crosstabulations by Respondent Characteristics

Overall Quality of Life, City Image and Quality of Services Compared by Select Respondent Characteristics

	Housing unit type		Rent or own		Presence of children in the household		Presence of older adult in the household		Overall
	Attached	Detached	Rent	Own	No	Yes	No	Yes	
The overall quality of life in Blaine	91%	87%	94%	88%	89%	90%	89%	86%	88%
Overall image or reputation of Blaine	71%	73%	81%	71%	76%	68%	70%	83%	73%
Overall quality of services in Blaine.	82%	88%	75%	88%	86%	89%	86%	89%	86%

Percent "excellent" or "good".

Support for Property Tax to Fund Service Increases Compared by Select Respondent Characteristics

	Housing unit type		Rent or own		Presence of children in the household		Presence of older adult in the household		Overall
	Attached	Detached	Rent	Own	No	Yes	No	Yes	
To what extent would you support or oppose a property tax increase to fund the service increases you listed in question 14?	66%	51%	83%	51%	54%	54%	55%	52%	55%

Percent "strongly" or "somewhat" support.

Community Center Issues Compared by Select Respondent Characteristics

	Housing unit type		Rent or own		Presence of children in the household		Presence of older adult in the household		Overall
	Attached	Detached	Rent	Own	No	Yes	No	Yes	
To what extent would you support or oppose the City building a community center that would include sports facilities?	73%	57%	82%	57%	56%	71%	61%	58%	61%
To what extent would you support or oppose a property tax increase to fund a new community center that would include sports facilities?	50%	40%	54%	40%	37%	52%	43%	42%	43%

Percent "strongly" or "somewhat" support.

Appendix D: Survey Methodology

Survey Instrument Development

General citizen surveys, such as this one, ask recipients their perspectives about the quality of life in the city, their use of city amenities, their opinion on policy issues facing the city and their assessment of city service delivery. The 2012 citizen survey instrument for Blaine was developed through an iterative process between City and NRC staff. A list of topics was generated for new questions; topics and questions were modified to find those that were the best fit for the 2012 questionnaire to create a final five-page questionnaire.

Selecting Survey Recipients

Approximately 1,200 Blaine households were selected to participate in the survey using a stratified, systematic sampling method, distributed equally among the three wards. (Systematic sampling is a method that closely approximates random sampling by selecting every Nth address until the desired number of households are chosen.) To ensure households selected to participate in the survey were within the City of Blaine boundaries, the latitude and longitude of each address was plotted to determine its location within the city. Addresses that fell outside of the city boundaries were removed from the sample. Additionally, the voter ward for each address was tracked to enable further breakdowns of survey results. Attached units within the city were oversampled to compensate for detached unit residents' tendency to return surveys at a higher rate.

An individual within each household was selected using the birthday method. (The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire regardless of year of birth. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Survey Administration and Response

Households received three mailings each, beginning in May 2012. Completed surveys were collected over the following seven weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent, the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the mayor inviting the household to participate in the 2012 Citizen Survey, a questionnaire and postage-paid envelope. The cover letters included a Web address for the survey in case respondents preferred to complete the survey online. About 2% of the surveys were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the 1,176 households that received a survey, 436 completed the survey (22 of which were completed via the Web), providing a response rate of 37%. Calculations of the overall response rate as well as the response rates by Ward are shown in the table below.

Response Rates by Ward

Ward	Postcards mailed	Undeliverable postcards	Returned surveys	Response rate
1	400	9	162	41%
2	400	8	129	33%
3	400	7	145	37%
TOTAL	1,200	24	436	37%

95% Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the “sampling error” or precision of the estimates made from the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error around results for the entire sample (436 respondents) is plus or minus five percentage points around any given percentage.

A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents indicate that a service is “excellent,” then a 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of error is called sampling error. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

Results for subgroups will have wider confidence intervals. The margin of error rises to plus or minus 14% for a sample size of 50 and plus or minus 10% for 100 completed surveys. Therefore, where estimates are given for subgroups, they are less precise than the overall margin of error.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

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

Data from the Web surveys were automatically entered into an electronic dataset and, therefore, generally require little cleaning. The Web data were downloaded, cleaned as necessary and then merged with the data from the mail survey to create one complete dataset.

Weighting the Data

The demographic characteristics of the survey sample were compared to those found in the 2010 U.S. Census estimates for adults in the city. Sample results were weighted using the population norms to reflect the appropriate percent of those residents in the city. Other discrepancies between the whole population and the sample were also aided by the weighting due to the intercorrelation of many socioeconomic characteristics.

The variables used for weighting were respondent gender, age, tenure (rent versus own) and housing unit type. This decision was based on:

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

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. A third criterion sometimes used is the importance that the community places on a specific variable. For example, if a jurisdiction feels that accurate race representation is key to staff and public acceptance of the study results, additional consideration will be given in the weighting process to adjusting the race variable. Several different weighting “schemes” are tested to ensure the best fit for the data.

The process actually begins at the point of sampling. Knowing that residents in single-family dwellings are more likely to respond to a mail survey, NRC oversamples residents of multi-family dwellings to ensure they are accurately represented in the sample data. Rather than giving all residents an equal chance of receiving the survey, this is systematic, stratified sampling, which gives each resident of the jurisdiction a known chance of receiving the survey (and apartment dwellers, for example, a greater chance than single family home dwellers). As a consequence, results must be weighted to recapture the proper representation of apartment dwellers.

The results of the weighting scheme are presented below.

Blaine 2012 Citizen Survey Weighting Table				
Characteristic	2010 Census	Unweighted	Weighted	
Rent	12%	12%	12%	
Own	88%	88%	88%	
Attached*	25%	31%	25%	
Detached*	75%	69%	75%	
Female	51%	59%	51%	
Male	49%	41%	49%	
Age 18-34	31%	12%	31%	
Age 35-54	42%	37%	42%	
Age 55 and over	27%	52%	27%	
Female 18-34	16%	7%	16%	
Female 35-54	21%	23%	21%	
Female 55 and over	15%	29%	15%	
Male 18-34	15%	4%	15%	
Male 35-54	21%	14%	21%	
Male 55 and over	13%	23%	12%	

* American Community Survey 3-year estimates 2005-2009.

Analyzing the Data

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions are presented in the body of the report. Chi-square and ANOVA tests of significance were applied to breakdowns of selected survey questions by respondent and geographic characteristics (see *Appendix C: Comparison of Responses by Ward and Respondent Demographics*). 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.

Appendix E: Jurisdictions Included in Benchmark Comparisons

Jurisdictions Included in the National Benchmark Comparisons

Listed below are the jurisdictions included in the national benchmark comparisons provided for the City of Blaine followed by its 2010 population according to the U.S. Census.

Abilene, KS.....	6,844	Boise, ID.....	205,671
Adams County, CO.....	441,603	Botetourt County, VA.....	33,148
Airway Heights, WA.....	6,114	Boulder County, CO.....	294,567
Albany, GA.....	77,434	Boulder, CO.....	97,385
Albany, OR.....	50,158	Bowling Green, KY.....	58,067
Albemarle County, VA.....	98,970	Bozeman, MT.....	37,280
Albert Lea, MN.....	18,016	Branson, MO.....	10,520
Alpharetta, GA.....	57,551	Brea, CA.....	39,282
Ames, IA.....	58,965	Brevard County, FL.....	543,376
Andover, MA.....	8,762	Brisbane, CA.....	4,282
Ankeny, IA.....	45,582	Broken Arrow, OK.....	98,850
Ann Arbor, MI.....	113,934	Brookline, NH.....	1,316,470
Annapolis, MD.....	38,394	Brownsburg, IN.....	21,285
Apple Valley, CA.....	69,135	Bryan, TX.....	76,201
Arapahoe County, CO.....	572,003	Burlingame, CA.....	28,806
Archuleta County, CO.....	12,084	Burlington, MA.....	24,498
Arkansas City, KS.....	12,415	Cabarrus County, NC.....	178,011
Arlington County, VA.....	207,627	Calgary, Canada.....	1,071,515
Arvada, CO.....	106,433	Cambridge, MA.....	105,162
Asheville, NC.....	83,393	Camrose, Canada.....	17,286
Ashland, OR.....	20,078	Cape Coral, FL.....	154,305
Ashland, VA.....	7,225	Cape Girardeau, MO.....	37,941
Aspen, CO.....	6,658	Carson City, NV.....	55,274
Auburn, AL.....	53,380	Cartersville, GA.....	19,731
Auburn, WA.....	70,180	Carver County, MN.....	91,042
Aurora, CO.....	325,078	Cary, NC.....	135,234
Austin, TX.....	790,390	Casa Grande, AZ.....	48,571
Baltimore County, MD.....	805,029	Casper, WY.....	55,316
Baltimore, MD.....	620,961	Castle Pines, CO.....	3,614
Barnstable, MA.....	45,193	Cedar Falls, IA.....	39,260
Batavia, IL.....	26,045	Cedar Rapids, IA.....	126,326
Battle Creek, MI.....	52,347	Centennial, CO.....	100,377
Bedford, MA.....	12,595	Centralia, IL.....	13,032
Bellevue, WA.....	122,363	Chambersburg, PA.....	20,268
Beltrami County, MN.....	44,442	Chandler, AZ.....	236,123
Benbrook, TX.....	21,234	Chanhassen, MN.....	22,952
Bend, OR.....	76,639	Charlotte County, FL.....	159,978
Benicia, CA.....	26,997	Charlotte, NC.....	731,424
Bettendorf, IA.....	33,217	Chesapeake, VA.....	222,209
Billings, MT.....	104,170	Chesterfield County, VA.....	316,236
Blaine, MN.....	57,186	Cheyenne, WY.....	59,466
Bloomington, IL.....	76,610	Chippewa Falls, WI.....	13,661
Bloomington, MN.....	82,893	Clark County, WA.....	425,363
Blue Ash, OH.....	12,114	Clay County, MO.....	221,939
Blue Springs, MO.....	52,575	Clayton, MO.....	15,939

Clear Creek County, CO	9,088	Elk Grove, CA	153,015
Clearwater, FL	107,685	Ellisville, MO	9,133
Clive, IA.....	15,447	Elmhurst, IL	44,121
Cococino County, AZ	134,421	Englewood, CO.....	30,255
Colleyville, TX	22,807	Escambia County, FL	297,619
Collier County, FL.....	321,520	Escanaba, MI.....	12,616
Collinsville, IL	25,579	Estes Park, CO	5,858
Colorado Springs, CO.....	416,427	Evanston, IL.....	74,486
Columbia, MO	108,500	Fairway, KS.....	3,882
Columbus, WI	4,991	Farmington Hills, MI.....	79,740
Commerce City, CO	45,913	Farmington, NM.....	45,877
Concord, CA.....	122,067	Fayetteville, AR	73,580
Concord, MA	17,668	Federal Way, WA	89,306
Conyers, GA.....	15,195	Fishers, IN	76,794
Cookeville, TN.....	30,435	Flagstaff, AZ	65,870
Cooper City, FL	28,547	Florence, AZ	25,536
Coronado, CA	18,912	Flower Mound, TX.....	64,669
Corpus Christi, TX	305,215	Flushing, MI	8,389
Corvallis, OR	54,462	Forest Grove, OR.....	21,083
Coventry, CT	2,990	Fort Collins, CO	143,986
Craig, CO.....	9,464	Fort Worth, TX	741,206
Cranberry Township, PA.....	28,098	Fredericksburg, VA.....	24,286
Crested Butte, CO.....	1,487	Freeport, IL	25,638
Crystal Lake, IL.....	40,743	Freeport, ME.....	1,485
Cumberland County, PA	235,406	Fridley, MN	27,208
Cupertino, CA	58,302	Fruita, CO	12,646
Dakota County, MN.....	398,552	Gainesville, FL	124,354
Dallas, TX	1,197,816	Gaithersburg, MD	59,933
Dania Beach, FL	28,098	Galt, CA	23,647
Davidson, NC	10,944	Garden City, KS	26,658
Davis, CA.....	65,622	Gardner, KS	19,123
Daytona Beach, FL.....	61,005	Geneva, NY	13,261
De Pere, WI	23,800	Georgetown, CO	1,034
Decatur, GA	19,335	Georgetown, TX	47,400
DeKalb, IL.....	43,862	Gig Harbor, WA.....	7,126
Delaware, OH	34,753	Gilbert, AZ.....	208,453
Delray Beach, FL	60,522	Gillette, WY	29,087
Denton, TX.....	113,383	Gladstone, MI	4,973
Denver, CO	600,158	Goodyear, AZ	65,275
Des Moines, IA.....	203,433	Grand County, CO	14,843
Destin, FL.....	12,305	Grand Island, NE	48,520
Dewey-Humboldt, AZ	3,894	Greeley, CO	92,889
Dorchester County, MD.....	32,618	Green Valley, AZ	21,391
Dover, DE.....	36,047	Greer, SC.....	25,515
Dover, NH.....	29,987	Guelph, Ontario, Canada	121,668
Dublin, CA.....	46,036	Gulf Shores, AL.....	9,741
Dublin, OH	41,751	Gunnison County, CO.....	15,324
Duluth, MN.....	86,265	Hamilton, OH	62,477
Duncanville, TX.....	38,524	Hampton, VA.....	137,436
East Providence, RI.....	47,037	Hanover County, VA.....	99,863
Eau Claire, WI	65,883	Harrisonville, MO	10,019
Edmond, OK.....	81,405	Hartford, CT	124,775
Edmonton, Canada.....	817,498	Henderson, NV.....	257,729
El Cerrito, CA	23,549	Hermiston, OR	16,745
El Paso, TX	649,121	Herndon, VA	23,292

High Point, NC	104,371	Longmont, CO	86,270
Highland Park, IL.....	29,763	Los Alamos County, NM.....	17,950
Highlands Ranch, CO	96,713	Louisville, CO.....	18,376
Hillsborough County, FL	1,229,226	Lower Providence Township, PA.....	25,436
Hillsborough, NC.....	6,087	Lyme, NH.....	1,716
Holden, MA	17,346	Lynchburg, VA.....	75,568
Honolulu, HI	953,207	Lynnwood, WA.....	35,836
Hoquiam, WA	8,726	Lyons, IL	10,729
Houston, TX.....	2,099,451	Madison, WI.....	233,209
Howell, MI	9,489	Maple Grove, MN	61,567
Hudson, CO.....	2,356	Maple Valley, WA	22,684
Hudson, OH	22,262	Marana, AZ	34,961
Hudsonville, MI	7,116	Maricopa County, AZ	3,817,117
Huntersville, NC.....	46,773	Marion, IA	33,309
Hurst, TX.....	37,337	Maryland Heights, MO.....	27,472
Hutchinson, MN	14,178	Mayer, MN.....	1,749
Hutto, TX	14,698	McAllen, TX.....	129,877
Indian Trail, NC.....	33,518	McDonough, GA.....	22,084
Indianola, IA	14,782	McKinney, TX	131,117
Jackson County, MI.....	160,248	McMinnville, OR	32,187
Jackson County, OR	203,206	Mecklenburg County, NC.....	919,628
James City County, VA.....	67,009	Medford, OR	74,907
Jefferson City, MO.....	43,079	Menlo Park, CA	32,026
Jefferson County, CO.....	534,543	Meridian Charter Township, MI.....	39,688
Jerome, ID	10,890	Meridian, ID	75,092
Johnson County, KS	544,179	Merrill, WI	9,661
Jupiter, FL	55,156	Mesa County, CO	146,723
Kalamazoo, MI.....	74,262	Mesa, AZ	439,041
Keizer, OR	36,478	Miami Beach, FL.....	87,779
Kettering, OH.....	56,163	Midland, MI	41,863
Kirkland, WA.....	48,787	Milton, GA.....	32,661
Kutztown Borough, PA	5,012	Minneapolis, MN	382,578
La Plata, MD	8,753	Mission Viejo, CA	93,305
La Porte, TX	33,800	Mission, KS.....	9,323
La Vista, NE.....	15,758	Missoula, MT	66,788
Lafayette, CO	24,453	Montgomery County, MD.....	971,777
Laguna Beach, CA	22,723	Montgomery County, VA	94,392
Laguna Hills, CA	30,344	Montpelier, VT.....	7,855
Lakewood, CO	142,980	Montrose, CO.....	19,132
Lane County, OR.....	351,715	Mooresville, NC.....	32,711
Larimer County, CO	299,630	Morristown, TN.....	29,137
Lawrence, KS	87,643	Moscow, ID	23,800
League City, TX	83,560	Mountlake Terrace, WA.....	19,909
Lebanon, NH.....	13,151	Munster, IN.....	23,603
Lee County, FL	618,754	Muscataine, IA	22,886
Lee's Summit, MO	91,364	Naperville, IL	141,853
Lethbridge, Canada	89,074	Nashville, TN	601,222
Lewiston, ME	36,592	Needham, MA.....	28,886
Lexington, VA	7,042	New Orleans, LA.....	343,829
Lincolnwood, IL	12,590	New York City, NY	8,175,133
Little Rock, AR	193,524	Newport Beach, CA.....	85,186
Livermore, CA.....	80,968	Newport News, VA.....	180,719
Lodi, CA.....	62,134	Newport, RI	24,672
Lone Tree, CO.....	10,218	Noblesville, IN	51,969
Long Beach, CA.....	462,257	Norfolk, VA.....	242,803

Normal, IL.....	52,497	Purcellville, VA.....	7,727
Norman, OK.....	110,925	Queen Creek, AZ.....	26,361
North Las Vegas, NV.....	216,961	Radford, VA.....	16,408
North Palm Beach, FL.....	12,015	Rapid City, SD.....	67,956
Northglenn, CO.....	35,789	Raymore, MO.....	19,206
Novi, MI.....	55,224	Redmond, WA.....	54,144
O'Fallon, IL.....	28,281	Rehoboth Beach, DE.....	1,327
Oak Park, IL.....	51,878	Reno, NV.....	225,221
Oakland Park, FL.....	41,363	Renton, WA.....	90,927
Oakland Township, MI.....	16,779	Richmond Heights, MO.....	8,603
Oakville, Canada.....	182,520	Richmond, CA.....	103,701
Ocala, FL.....	56,315	Rio Rancho, NM.....	87,521
Ocean City, MD.....	7,102	Riverdale, UT.....	8,426
Ogdensburg, NY.....	11,128	Riverside, IL.....	8,875
Oklahoma City, OK.....	579,999	Riverside, MO.....	2,937
Olathe, KS.....	125,872	Roanoke, VA.....	97,032
Olmsted County, MN.....	144,248	Rochester, MI.....	12,711
Orange Village, OH.....	3,323	Rock Hill, SC.....	66,154
Orland Park, IL.....	56,767	Rockville, MD.....	61,209
Oshkosh, WI.....	66,083	Roeland Park, KS.....	6,731
Oviedo, FL.....	33,342	Rolla, MO.....	19,559
Palatine, IL.....	68,557	Roswell, GA.....	88,346
Palm Bay, FL.....	103,190	Round Rock, TX.....	99,887
Palm Beach County, FL.....	1,320,134	Rowlett, TX.....	56,199
Palm Coast, FL.....	75,180	Saco, ME.....	18,482
Palm Springs, CA.....	44,552	Salida, CO.....	5,236
Palo Alto, CA.....	64,403	Salt Lake City, UT.....	186,440
Panama City, FL.....	36,484	San Diego, CA.....	1,307,402
Papillion, NE.....	18,894	San Francisco, CA.....	805,235
Park City, UT.....	7,558	San Jose, CA.....	945,942
Park Ridge, IL.....	37,480	San Juan County, NM.....	130,044
Parker, CO.....	45,297	San Luis Obispo County, CA.....	269,637
Pasadena, CA.....	137,122	San Marcos, TX.....	44,894
Pasco County, FL.....	464,697	San Rafael, CA.....	57,713
Pasco, WA.....	59,781	Sandy Springs, GA.....	93,853
Peachtree City, GA.....	34,364	Sandy, UT.....	87,461
Peoria County, IL.....	186,494	Sanford, FL.....	53,570
Peoria, AZ.....	154,065	Santa Monica, CA.....	89,736
Peters Township, PA.....	137,122	Sarasota, FL.....	51,917
Petoskey, MI.....	5,670	Savannah, GA.....	136,286
Phoenix, AZ.....	1,445,632	Scarborough, ME.....	4,403
Pinal County, AZ.....	375,770	Scott County, MN.....	129,928
Pinellas County, FL.....	916,542	Scottsdale, AZ.....	217,385
Piqua, OH.....	20,522	Seaside, CA.....	33,025
Plano, TX.....	259,841	SeaTac, WA.....	26,909
Platte City, MO.....	4,691	Sedona, AZ.....	10,031
Pocatello, ID.....	54,255	Sherman, IL.....	4,148
Port Huron, MI.....	30,184	Shorewood, IL.....	15,615
Port Orange, FL.....	56,048	Shorewood, MN.....	7,307
Port St. Lucie, FL.....	164,603	Shrewsbury, MA.....	35,608
Portland, OR.....	583,776	Sioux Falls, SD.....	153,888
Post Falls, ID.....	27,574	Skokie, IL.....	64,784
Prescott Valley, AZ.....	38,822	Smyrna, GA.....	51,271
Provo, UT.....	112,488	Snellville, GA.....	18,242
Pueblo, CO.....	106,595	Snoqualmie, WA.....	10,670

South Haven, MI.....	4,403	Vancouver, WA.....	161,791
South Lake Tahoe, CA.....	21,403	Vestavia Hills, AL.....	34,033
South Portland, ME.....	25,002	Victoria, Canada.....	80,032
Southlake, TX.....	26,575	Virginia Beach, VA.....	437,994
Sparks, NV.....	90,264	Visalia, CA.....	124,442
Spokane Valley, WA.....	89,755	Wahpeton, ND.....	7,766
Spotsylvania County, VA.....	122,397	Wake Forest, NC.....	30,117
Springboro, OH.....	17,409	Walnut Creek, CA.....	64,173
Springfield, OR.....	59,403	Washington City, UT.....	18,761
Springville, UT.....	29,466	Washington County, MN.....	238,136
St. Cloud, FL.....	35,183	Washoe County, NV.....	421,407
St. Louis County, MN.....	200,226	Watauga, TX.....	23,497
Stallings, NC.....	13,831	Wentzville, MO.....	29,070
State College, PA.....	42,034	West Des Moines, IA.....	56,609
Stillwater, OK.....	45,688	West Richland, WA.....	11,811
Stockton, CA.....	291,707	Westlake, TX.....	992
Sugar Grove, IL.....	8,997	Westminster, CO.....	106,114
Summit, NJ.....	21,457	Wheat Ridge, CO.....	30,166
Sunnyvale, CA.....	140,081	White House, TN.....	10,255
Surprise, AZ.....	117,517	Whitehorse, Canada.....	33,897
Suwanee, GA.....	15,355	Whitewater Township, MI.....	2,597
Tacoma, WA.....	198,397	Wichita, KS.....	382,368
Takoma Park, MD.....	16,715	Williams Lake, Canada.....	18,475
Temecula, CA.....	100,097	Williamsburg, VA.....	14,068
Tempe, AZ.....	161,719	Wilmington, IL.....	5,724
Temple, TX.....	66,102	Wilmington, NC.....	106,476
Thornton, CO.....	118,772	Wilsonville, OR.....	19,509
Thousand Oaks, CA.....	126,683	Wind Point, WI.....	1,723
Thunder Bay, Canada.....	121,596	Windsor, CO.....	18,644
Titusville, FL.....	43,761	Windsor, CT.....	28,237
Tomball, TX.....	10,753	Winnipeg, Canada.....	663,617
Tualatin, OR.....	26,054	Winston-Salem, NC.....	229,617
Tulsa, OK.....	391,906	Winter Garden, FL.....	34,568
Tuskegee, AL.....	9,865	Woodbury, MN.....	61,961
Twin Falls, ID.....	44,125	Woodland, WA.....	5,509
Upper Arlington, OH.....	33,771	Yellowknife, Canada.....	19,234
Upper Merion Township, PA.....	121,596	York County, VA.....	65,464
Urbandale, IA.....	39,463	Yuma County, AZ.....	195,751
Valdez, AK.....	3,976	Yuma, AZ.....	93,064

Jurisdictions Included in the Minnesota State Benchmark Comparisons

Listed below are the jurisdictions included in the Minnesota State benchmark comparisons provided for the City of Blaine followed by its 2010 population according to the U.S. Census.

Albert Lea, MN	18,016	Maple Grove, MN.....	61,567
Blaine, MN.....	57,186	Mayer, MN	1,749
Bloomington, MN.....	82,893	Minneapolis, MN.....	382,578
Carver County, MN.....	91,042	Olmsted County, MN.....	144,248
Chanhassen, MN	22,952	Scott County, MN	129,928
Dakota County, MN.....	398,552	St. Louis County, MN	200,226
Duluth, MN.....	86,265	Washington County, MN	238,136
Fridley, MN.....	27,208	Woodbury, MN.....	61,961
Hutchinson, MN	14,178		

Appendix F: Verbatim Responses to Open-ended Questions

Following are verbatim responses to questions 13 and 14. Responses are presented here in verbatim form, including any typographical, grammatical or other mistakes. Responses are in alphabetical order.

Question 13: Which services from Question 11, if any, do you feel should be decreased or spent less on?

- Administration -
- Athletic field maintenance
- All are essential
- All of above is very important.
- All The services in question # 11 are important to a community & for quality of life. Raise taps to key the services.
- Animal control athletic field maintenance
- Athletic field maintenance
- Athletic field maintenance
- Athletic field maintenance
- Athletic field maintenance (this should be paid for by the national sports center foundation and its sponsors). City park athletic maintenance should remain the same.
- Athletic field maintenance street lighting bike trails
- Athletic field maintenance.
- Athletic field maintenance.
- Athletic field maintence
- Athletic Fields - Let the teams that use the fields take care of them, not tac
- Athletic Fields - Number of city parks
- Athletic fields, street cleaning
- Athletic maintenance
- Blaine base ball complex - too much improvements of the "New" housing developments have more trails & improvements.
- Blaine has the right mix
- Blaine is seriously lacking in restaurants
- Bldg inspection fire prevention number at parks & trails
- Building inspection Land use, planning
- Building Inspection Services Number Of City Parks & Trails Animal Control
- Can't judge - answers above based solely on park maintenance and services
- City parks & trails
- City Roads
- City Services to Seniors
- City services to youth
- CRIME PREVENTION, ATHLETIC FIELD MAINTENANCE.
- Decrease property taxes
- Do not know
- Do not think any stoned be decreased.
- Dont know
- Don't know
- Don't know
- Economic development
- Economic development.
- Fine prevention, city parks & trails, storm drainage
- Fire prevention, our neighborhood is educated enough to know what not to do.
- Fire prevention, street cleaning, services to seniors & youth, animal control, traffic enforcement, athletic field maintenance.
- Fire services
- FNone, they are all important
- Garbage collection. Put more emphasis on recycling encourage recycling over garbage. Give incentive to recycle also animal control. I like that Blaine is so pet friendly. But the community service officers are a bit excessive.
- government should only be involved in those services that are essential to everyone in the city. those services that could be covered more efficiently by private industry should be left to private industry. all these none essential services do is boost my taxes to pay for something that i normally would pay for.
- I don't feel at this time that there should be changes in spending in city services. I feel that the current city administration understands the city and makes wise long term decisions for the city.
- I don't know how much or what percentage, is being spent now on each.
- I don't know!
- I don't think I can answer that intelligently without complete knowledge of the budget

- and what is being expended for those services currently relative to the value they're providing.
- I feel they are all Important and should not be spent less time on
 - I honestly think Blaine strikes a good balance, so I'm not sure
 - I know the athletic fields are a huge revenue some but I mint over use they
 - I think that all of these services are needed and none should have less funding.
 - I think we have enough city parks for now & trails. Some traffic signal timing at intersections are too long one way, Turning lanes times are off.
 - If police service can not be improved, ie; sympathetic to the needs of the community, then out their budget.
 - I'm truly not sure.
 - Increase traffic enforcement and auto speed control on radisson road and within the lakes community. Also increase police night patrol in lakes community.
 - Land use : There are a number of run-down looking areas in Blaine, especially along Hwy. 65.
 - Land use planning & zoning
 - Land use planning & zoning
 - Land use, planning and Zoning
 - Late night neighborhood inspections (residential) There seems to always be a white pickup truck driving through our neighborhood, after 3 Am, pulling into driveways to turn around. Very Loud & Annoying. Hopefully he works for the city.
 - Less subsidized housing, public transportation
 - Less time on city planning and development. Less focus on commercial development
 - Make sure economic dev money is actually a net gain. Mary cities spend money attracting businesses that would come any way.
 - Natural space - malls
 - No comment/opinion
 - No comments.
 - No need to decrease.
 - No opinion not totally knowledgable on this
 - No Walmart in Blaine off of Ball Road. Keep the wooded Lot wooded.
 - None
 - None
 - None
 - None
 - None
 - None
 - None
 - None
 - None
 - None
 - none
 - None- Good as it is
 - None of the above
 - None. I am willing to pay taxes to preserve city services.
 - Non-essential services that don't improve quality of life for the majority.
 - None-they're all essential to our growing community!
 - Not close enough to the since to form an opinion
 - Not sure as unaware of what is currently spent on specific items.
 - Number of City Parks & Trails
 - Number of City parks- just maintain what we have
 - Open space, athletic field Maintenance.
 - Parks, Trails, Developers, Corporate Welfare.
 - Police
 - Police.
 - Preservation of natural areas athletic field maintenance.
 - Preservation of natural areas such as open space
 - Public information services
 - public information services
 - Recent city infrastructure improvements
 - Recent of infrastructure improvements - up dated water treatment plants & down system
 - Seniors-Youth
 - Services for youth
 - Servies for youth & seniors
 - Smaller city crew
 - Sorry mess 13 goes to 14 its a realy bad Intersection dangerous!!
 - Sports facilities and parks.
 - Sprots, entertainment

- Street cleaning & sweeping. Cleared 3 times in the last 3 months., kind of overall
- STREET highling
- Street lighting! - A waste of money!
- Street lighting, Fire Prevention & Education, Street Cleaning, Property Maint. Animal Control, City Service to Seniors
- Street repair/maintenance
- Street sweeping
- Street sweeping - never see it but 2x/year but the streets seem clean anyway if they are doing it more frequently necessity.
- Street sweeping?
- Thanks to the upgrade of the airport I havent golden a good nights sleep since-
- That is a tough one I'm actually glad I don't have to make Such a decision.
- The garbage collection people (with vise co.) do poorly in sitting garbage can down-they tear up lawn often.
- The tennis courts at
- They are all good.
- Traffic enforcement
- Traffic enforcement, land use, planning and zoning
- We don't need any more softball fields or any seller fields.
- What question 11 and 12 of what page? This question is not clear as to what questions are being asked.
- Would like to see less Toxic chemicals used at Barbs!
- Yard Waste
- Yard waste pickup should be up to the residents
- Yard waste pickup, I live in a townhome & the association handles it, there are quite a few associations which handle this already.
- You guys are doing a great job
- Zoning, public information services fyre prevention education

Question 14: Which services from Question 11, if any, do you feel should be increased or spent more on?

- (#1) property maintenance enforcement radisson read needs better maintenance on the median, some areas look nice, others are full of weeds. (#2) takes to long to cross hwy 65. When the lights do change, only a couple cars get through.
- Water Quality - our water tastes like chlorene/Bleach. (2) number of baseball fields for age 14 (3) better restaurants/Shopping
- 1 animal control including house cat running Loose 2 shooting black Crows 3 arresting owners of Dogs Running Loose & no dog tags 4 The big canadian Duck school them (feed them give to the poor)
- Land use, plannings and zoning - creating a well thought out city with a city center. Not a collection of strip malls with Walmart anchors. 2. Recreation - build a recreation Center that servics a example to other cities (build for the future). Build baseball complex. Rec center = community center
- Maintaining parks 2. Storm gathered in streets should be cleaned on a reg. Basis 3. Park patrol should be increased.
- 105th Ave Traffic signal timing; Walking/Biking/Cross - country Ski trails; athletic field maintenance; Property maintenance around City Hall; Clean-up of City lot between 109th 105th Ave.
- A good ambassador program a good city festival - for a large city we have a lame bbq - festival
- Again I feel that in order to engage all of the citizens in the city, I feel that spending should remain the same.
- All!
- ALWAYS MORE TRAILS.
- Animal control and kid control
- Animal control as in monitor barking dogs. Put reminders in news letter about not letting dogs bark constantly. Water recycle every week pick up. Traffic signal timing - Hwy 65 is still not up to par, wish more laws could be added.
- Animal control- I get so tired of neighbors dogs coming in my yard, I have to clean up after then
- Another site for dropping off grass and other yard waste near southeast Blaine.
- Better traffic signal timing would save a ton of money on gas for residents, especially when an emergency vehicle throws off the timed systems. More/nice parks and clean up of the city (mainly west side of Hwy 65) is also important to me.

- Bike train, traffic control particularly at sports, center, preserving natural resources, street repair.
- Biking & walking score increased in older areas! parks & trails; sidewalk for high school on university, both sides dog parks & older areas ponds trails etc, bridge on 65 Trailer Court & 109th Avenue Bridge for High School.
- Building inspections & property enforcement. We have had poor experiences w/both. A house on our block is an eyesore - no one has lived there. Weeds, Mold, non down - frankly, it shouldn't cost more for the inspectors to do their jobs well. Quality control is an expectation by the nature of the job. Very disappointing.
- Buses for city. No city buses for the northern area of the city.
- Cheaper Housing and/or Help buying a house (Info) Better tasting water (tap), less "Metal" taste and the chlorine.
- City bus service
- City parks and trails
- City Roads
- City service to youth.
- City Services For Seniors
- City services to youth
- Crime and fire prevention, youth and senior services seem to me to be a little neglected - but again it would be beneficial to have the budget in front of me to answer this. This is also critical to ask the next question - would you pay more taxes for this - hard to know without more thorough analysis - I don't want to just add taxes willy nilly if we're not going to see the benefit or if there could be smart reappropriations.
- Crime Prevention
- Crime prevention
- Crime Prevention
- Crime prevention and property maintenance enforcement.
- Crime prevention economic development
- Crime prevention Property enforcement Economic development
- Crime, prevention, senior, adult park & Rec activities walking paths Public works - what an awesome job they do for our city.
- DEVELOP MORE HIGH TECH BUSINESS OPPORTUNITIES
- Do not know
- Do-icing streets. When I moved in 2 years ago, Bataan street was do-iced. Now all surrounding streets in the lakes are do-iced - but Bataan is missed. It becomes very icy, bumpy, & dangerous for walking & driving.
- Don't know
- Don't really know -
- Drinking water - we need on filter!
- Drinking water, Police training: to identify innocent bystanders and stop harassing them also more sidewalks! And gas stations
- Economic development
- Economic development
- Economic development : Jobs mean increased home values, tax revenues, overall growth.
- Economic development and employment opportunities.
- Economic development, City services to youth, Crime prevention
- Emergency services are very important.
- Environment
- Fix the broken streets. Put more police on patrol. Quit paying the friggin city office managers as see how quickly they respond to complaints.
- Have no idea what amount is spent on the services.
- Highway 65/109th intersection
- Housing
- Housing for Seniors-
- I guess that I don't use many services now that my children are grown but it is important that they are continued for young families considering moving to Blaine.
- I think cities should be finding ways to better spend money than just increase increase increase
- I think a good job is being done already, maybe increase city services to seniors (I'm getting close)
- I would like to see better animal control and more street lights. (Big problem of cats!)
- I'd like to see more bike paths.
- If funding is available in the future Blaine could benefit from a yard waste drop off site (grass clippings, leaves, brush) similar to what Mandan view has, -Do not decrease funding to Blaine PD, or SBM fire
- Increase economic development - professional & technology businesses - create atmosphere where business wants to develop & build in Blaine - review taxes/regulations are hindering
- M Recycling weekly
- Majority better Streets/Sidewalks/Light Timing. Do you spend money on that?

- More access to trails in the east end of Blaine
- Mau trails in the east end Property maintenance (excess cars equipment in yards)
- More attention to the younger generation- from activities to housing.
- More hike & bike trails to connect to trails around the city to be able to bike to work without close calls of being runs over by teenage drivers testing on their phones.
- More police attention to theft, crime
- More resources need to be devoted to removal of business signs that are placed on sides of the road. Temporary signage that is any an eyesore. Especially in the spring/summer.
- More senior artwllis
- More time should be spent on cleaning up the current image of Blaine, including old and abandon buildings in Blaine. Clean up the current state of the city
- Mowing the grass behind konarti
- No comment/opinion
- No more big stores like Walmart. (More small local business cafes/coffee shops)
- No opinion
- No opinion - I trust my elected city officials & the employees of the city to do their jobs & make decisions as they see fit Is a community center worth looking at again ? Does it pay for itself from user fees based on what other cities have done? (And then I read question 21)
- No opinion not totally knowledgable on this
- Noise enforcement - motorcycles
- None
- None
- None
- None
- None
- None at this time
- None, otherwise maintain police & fire services
- Not an issue for greater/lesser expense; Highway 65 is so significant that waiting to cross it, or cater, becomes a problem - over passes perhaps? In fact, that is expence, isn't it?
- Not sure
- Open space, street lighting
- Paid firemen at station - i think they are only on call? Police salaries for those out in the field, less for those behind a desk due to risk factor (I am grateful for all officers tho) Water it tastes like bleach!!!
- parks, street repair, police
- Parks, trails, traffic on central avenue.
- POLICE
- Police & crime prevention
- Police & fire & street repair/maintenance
- Police & fire services - also for services for seniors & youth.
- Police & fires
- Police /Fire/crime prevention economic development
- Police and Fire
- Police Building Inspections - APT Complexes (inforce codes) Street Repair, Snow Removal *Needs to be standards, in & out, set for Apt complexes! Too man run-down, trash" old stores/vacant buildings.
- Police help., they're not always free for you men you need them
- POLICE SERVICES
- Police Services
- Police services
- Police services
- Police services fire serves crime prevention
- Police services, fire services, crime prevention
- Police services, fire services, street repair/maintenance, snow removal, recycling.
- Police, Fire
- Possibly storm drainage
- Preservation - people burn campfires every night and many of us are allergic! The air becamas polluted - streets foggy and people leave burnfires unattended! I wish there were now restrictions on burning - its awful!
- Preservation of natural areas
- Preservation of natural areas city youth services Street Lighting 'pot holes - street repair'
- Preservation of natural areas. Athletic opportunities for seniors. Continued expansion of our trail system in the future, an interpetive Center to be located an our wetland complex.
- Preservation of natural avenues.
- Preserving natural areas and parks is crucial to quality of life in Blaine.
- Preserving open spaces
- Properly maintenance enforcement weeds, abandoned building at Laddie Lake park
- Property maintenance & enforcement. Municipal wifi network (like Minneapolis).
- Property maintenance (A Band oned buildings) (existing property)
- Property maintenance enforcement

- Property maintenance enforcement
- Property maintenance enforcement - too many abandoned buildings
- Property maintenance Enforcement, street repair/maintenance, number of city parks and Trails, economic
- Property maintenance-radisson & 105
- Recycle every week single family home should just be that!!! Not that 5 families live in one house!
- Recycling from once every 2 weeks to every week, traffic signal timing on 65 and cross streets and/or bridges so to limit # of lights
- Recycling should be once a week
- Recycling, preservation of natural space, youd waste pickup
- Residential property inspections way to many people darking their car in their lawns nice it is a drive way. I would see this in ralps for walk, but I Shouldn't see that how.
- Running/Bihins paths, street light timing
- Same
- Same as above
- See # 13 also, I would like information on how each category allocates its budget to insure that there isn't any waste.
- See above answer
- Senior Care, something for the young people beside sports.
- Senior housing genior services affordable housing
- Senior Services
- Sensor stoplights are great for non-peak rush hours.
- Services for seniors
- Services to seniors - may be money found a new in Sr center. Our senior center is used a lot and is way to small for all the fectiniten that take places there and it is quite old.
- Side walks & trails for walking & biking. Have Ride on high ways so Unsafe
- Sidewalks for bikes & pedestrians, park & rec opportunities
- Snow Removal & plowing Last year was not good.
- Snow removal (by should down to the concrete)on the short block between Jefferson and Cuh Roads driveway because of the Senior Building located at corner of Sanburnal and Jefferson where many seniors use walkers
- Snow removal was not as good as in the part. My street is a main street out The neighborhood and used to be plowed/salted by 5:30 am - not this year. At was after 7 or 8 AM
- Snow removal/plowing
- Something needs to be done about the street lights/traffic-especially at hwy 65. There are times when we have to wait 4 minutes to cross hwy 65. Plus additional time at other lights just to get to 65. Very frustrating. It's the one thing i hate about blaine.
- Street improvement, take care of vacant building.
- Street lighting (being changed regularly) traffic signal timing street repair
- Street lights
- Street maintenance
- Street maintenance & planning
- Street maintenance and plowing
- Street maintenance, street lighting, Traffic signal timing, Building Inspection Services.
- Street Repair
- Street repair
- Street repair
- Street repair & maintenance
- Street repair for sure
- Street Repair traffic signal timing
- Street repair traffic signal timing ; E-W on hwy 65 is horrible.
- Street repair traffic signal timing open space
- Street repair, animal control, property maintenance, garbage collection
- Street repair, City Service for Seniors.
- Street repair, lighting, drinking water,
- Street repair, Snow removal
- Street repair, yard waste services need work. Sometimes they fail to pick up & we have to call- why? we pay for this? why do I have to call for something I already pay for
- Street repair/maintenance schools
- Street repair/maintenance Storm Drainage
- Street repair/maintenance.
- Street repaire
- Street side walls
- Testing & water, air quality free clinic for people who have no insurance, free eye-testing.
- The city website can be hard to navigate
- The sidewalk/trails are deterwrating,esp. The bike paved trails.
- There are people in the city that do not take care of their weeds.
- This question is also unclear as to what questions are being asked from what page
- Traffic 65

- Traffic control & maint g parks
- Traffic control/enforcement in residential neighborhoods
- Traffic Enforcement
- Traffic enforcement
- Traffic enforcement - Speeding & red light runners Traffic signal timing - Constantly going from red light to red light Landuse, planning & zoning - protect larger lot owners from forced re-zoning.
- Traffic Enforcement Traffic Signal Timing Economic Development
- Traffic enforcement, Traffic signal Timing
- Traffic on 99th a Polk bad bad In handicap thats rad I almost got hit not only me. But my husband its dangerous.
- Traffic Sigenal timing (Hwy 65+105th) Constructions areas-rush hour
- Traffic signal timing
- Traffic signal timing
- Traffic signal timing
- Traffic signal Timing
- Traffic signal timing
- Traffic signal timing
- Traffic signal timing ! Especially on Intersections travelling E or W (i.e. 109th to 655) 4-5 Minutes is way too long.
- Traffic signal timing could use some help especialy turning left from 109th to hwy 65. Also, the garbage and recycling services should be re-evaluated. I find garbage all over the street on garbage collection days Garbage cans are always strewn all over the road after collection causing potential driving hazards.
- Traffic signal timing no new "taxes".
- Traffic signal timing or re-evaluating the future of traffic flow on Highway us. Too many people depend on this highway and it is designed for a smaller town, what Blaine was 15-20 years ago.
- Traffic signal timing timing is very poor.
- Traffic signal timing, snow removal and plowing.
- Traffic signal timing, snow removal, and city park trails
- Traffic signal timing, traffic enforcement, crime prevention (keep it up)
- Traffic signal timing. The intersection at 65 and 109 is terrible. The light takes forever (unnecessarily). Also, recycling, encourage it !
- Traffic signal timing; Yard waste pickup is too expensive; Drinking water; Land use Planning Zoning (more walking/living/shopping communities everything is too spread out. Like city walk in woodbury or city center neighborhood in apple valley)
- Traffic Signaling, Drinking Water, Street repair
- Traffic signaling-left turn lane's into hwy 65 should be 15 second longer at 99th, 109th.
- Trails, police, bldg inspec
- Trails. I would love to see biking and walking trails connecting all parts of the city. I wish that there was a biking/walking trail all along main st/242 and all of the major roads to make our city more pedestrian/biker friendly.
- Vacant Buildings The corner on radissor Road and 105th
- Wages are always a good one. I do want to say that the snow removal/plowing is above and beyond the norm!
- Walking trails, Biking trails, speed enforcement on neighborhood streets
- Water quality
- Water-drinking water quality-terrible should review traffic signal timing and/or add control at much us ed & dangerous intersections.
- We live Next to circle Pines, Police do not come they our. Neighbohood not very offen. Also, we Bike but these are no Blaine Bike troils were we live. Would like some bike trails.
- We ride bikes on lexington - but cannot safely on sidewalk travel via 109th or main street to radisson had to city Hall etc,- any plans to put sidewalks connecting those streets?
- Yard clean up at clubwest and shrub maintenance
- Yard waste pick up, property maintenace enforcement
- Yard waste Pick-up (I Live in a Mobile home, Park & We have no Yard Waste Pick-up.
- Youth & seniors services
- Youth laud use planning

Appendix G: Survey Instrument

The following is a copy of the survey instrument.

City of Blaine, MN 2012 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Blaine:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Blaine as a place to live	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Blaine as a place to raise children	1	2	3	4	5
Blaine as a place to work.....	1	2	3	4	5
Blaine as a place to retire	1	2	3	4	5
The overall quality of life in Blaine	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Blaine as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Sense of community	1	2	3	4	5
Overall appearance of Blaine	1	2	3	4	5
Cleanliness of Blaine.....	1	2	3	4	5
Overall quality of new development in Blaine	1	2	3	4	5
Overall quality of older neighborhoods	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Overall quality of business and service establishments in Blaine	1	2	3	4	5
Variety of shopping opportunities	1	2	3	4	5
Opportunities to attend cultural activities.....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Opportunities to volunteer	1	2	3	4	5
Ease of car travel in Blaine	1	2	3	4	5
Ease of bus travel in Blaine.....	1	2	3	4	5
Ease of bicycle travel in Blaine	1	2	3	4	5
Ease of walking in Blaine	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Traffic flow on major streets	1	2	3	4	5
Traffic flow at intersections.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Quality of overall natural environment in Blaine	1	2	3	4	5
Overall image or reputation of Blaine	1	2	3	4	5

3. To what degree, if at all, are run down buildings, weed lots or junk vehicles a problem in residential areas in Blaine?

- Not a problem
 Minor problem
 Moderate problem
 Major problem
 Don't know

4. Please rate the following categories of Blaine government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Blaine.....	1	2	3	4	5
The overall direction that Blaine is taking.....	1	2	3	4	5
The job Blaine government does at welcoming citizen involvement	1	2	3	4	5

5. In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Blaine?

	<i>Never</i>	<i>Once or twice</i>	<i>3 to 12 times</i>	<i>13 to 26 times</i>	<i>More than 26 times</i>
Used Blaine public libraries or their services	1	2	3	4	5
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood park or City park.....	1	2	3	4	5
Attended a meeting of local elected officials or other local public meeting	1	2	3	4	5
Watched a meeting of local elected officials or other City-sponsored public meeting on cable television, the Internet or other media	1	2	3	4	5
Read the City of Blaine Newsletter.....	1	2	3	4	5
Visited the City of Blaine Web site (at www.ci.blaine.mn.us).....	1	2	3	4	5
Recycled used paper, cans or bottles from your home.....	1	2	3	4	5
Volunteered your time to some group or activity in Blaine.....	1	2	3	4	5
Participated in a club or civic group in Blaine	1	2	3	4	5
Provided help to a friend or neighbor	1	2	3	4	5
Used an outdoor sports facility located in Blaine	1	2	3	4	5
Used an indoor sports facility located in Blaine	1	2	3	4	5
Used a trail located in Blaine	1	2	3	4	5

6. Please rate how safe or unsafe you feel from the following in Blaine:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
Violent crime (e.g., rape, assault, robbery, home invasion) ..	1	2	3	4	5	6
Property crimes (e.g., burglary, theft)	1	2	3	4	5	6
Traffic.....	1	2	3	4	5	6
Drug use/drug trafficking	1	2	3	4	5	6

7. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your home during the day	1	2	3	4	5	6
In your home after dark	1	2	3	4	5	6
In your neighborhood during the day	1	2	3	4	5	6
In your neighborhood after dark.....	1	2	3	4	5	6
In Blaine's retail or commercial area during the day ...	1	2	3	4	5	6
In Blaine's retail or commercial areas area after dark .	1	2	3	4	5	6

8. During the past 12 months, were you or anyone in your household the victim of any crime in Blaine?

- No → Go to Question 10 Yes → Go to Question 9 Don't know → Go to Question 10

9. If yes, was this crime (these crimes) reported to Blaine police?

- No Yes Don't know

10. During the past 3 years, do you think overall crime in the City of Blaine has increased, decreased or stayed about the same?

- Increased Decreased Stayed about the same Don't know

11. Please first rate the quality of each of the following services in Blaine and then rate the importance of the service being provided in Blaine.

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't Know</i>
Police services.....	1	2	3	4	5	1	2	3	4	5
Fire services	1	2	3	4	5	1	2	3	4	5
Crime prevention.....	1	2	3	4	5	1	2	3	4	5
Fire prevention and education	1	2	3	4	5	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5	1	2	3	4	5
Street repair / maintenance	1	2	3	4	5	1	2	3	4	5
Street cleaning / sweeping	1	2	3	4	5	1	2	3	4	5
Street lighting	1	2	3	4	5	1	2	3	4	5
Snow removal / plowing.....	1	2	3	4	5	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5	1	2	3	4	5
Traffic signal timing	1	2	3	4	5	1	2	3	4	5
Garbage collection.....	1	2	3	4	5	1	2	3	4	5
Recycling.....	1	2	3	4	5	1	2	3	4	5
Yard waste pick-up	1	2	3	4	5	1	2	3	4	5
Storm drainage	1	2	3	4	5	1	2	3	4	5
Drinking water	1	2	3	4	5	1	2	3	4	5
Sewer services	1	2	3	4	5	1	2	3	4	5
Number of City parks and trails.....	1	2	3	4	5	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5	1	2	3	4	5
Building Inspection Services (residential)...	1	2	3	4	5	1	2	3	4	5
Property Maintenance Enforcement (weeds, abandoned buildings, etc.)	1	2	3	4	5	1	2	3	4	5
Animal control	1	2	3	4	5	1	2	3	4	5
Economic development.....	1	2	3	4	5	1	2	3	4	5
City services to seniors	1	2	3	4	5	1	2	3	4	5
City services to youth	1	2	3	4	5	1	2	3	4	5
Public information services	1	2	3	4	5	1	2	3	4	5
Preservation of natural areas such as open space	1	2	3	4	5	1	2	3	4	5
Recent City infrastructure improvements (updated water treatment plants and sewer system)	1	2	3	4	5	1	2	3	4	5
Athletic field maintenance	1	2	3	4	5	1	2	3	4	5

12. Please rate the overall quality of services in Blaine.

- Excellent
 Good
 Fair
 Poor
 Don't know

13. Which services from Question 11, if any, do you feel should be decreased or spent less on?

14. Which services from Question 11, if any, do you feel should be increased or spent more on?

15. To what extent would you support or oppose a property tax increase to fund the service increases you listed in question 14?

- Not applicable (nothing written in question 14)
 Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose

16. Have you had any in-person, phone or email contact with an employee of the City of Blaine within the last 12 months (including police, receptionists, planners or any others)?

- No → Go to Question 19
 Yes → Go to Question 17

17. Was your most recent contact by phone, in person or via email? (Please select only one type.)

- Phone
 In person
 Email
 Not sure

18. What was your impression of the employee(s) of the City of Blaine in your most recent contact? (Rate each characteristic below.)

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Knowledge	1	2	3	4	5
Responsiveness / follow up	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Waiting time for service	1	2	3	4	5
Overall impression.....	1	2	3	4	5

19. Please indicate whether you currently use each of the following as a major source, minor source or not a source of information about city issues, services and events.

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
City of Blaine Newsletter	1	2	3
Local newspapers	1	2	3
City Web site (www.ci.blaine.mn.us)	1	2	3
Cable TV.....	1	2	3
Social media.....	1	2	3
Friends/neighbors	1	2	3
Printed flyers, brochures or public kiosk postings	1	2	3

20. Please indicate how likely you would be in the future, if at all, to use each of the following sources to receive information about City government?

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Not likely at all</i>
City of Blaine Newsletter.....	1	2	3
Local newspapers	1	2	3
City Web site (www.ci.blaine.mn.us)	1	2	3
Cable TV.....	1	2	3
Emails from the City	1	2	3
Texts from the City	1	2	3
Regular mail from the City.....	1	2	3

21. To what extent would you support or oppose the City building a community center that would include sports facilities?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose

22. How important, if at all, is it for the City to add each of the following types of sports facilities?

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't Know</i>
Indoor sports facility.....	1	2	3	4	5
Outdoor sports facility.....	1	2	3	4	5

23. To what extent would you support or oppose a property tax increase to fund a new community center that would include sports facilities?

- Strongly support
 Somewhat support
 Somewhat oppose
 Strongly oppose

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

D1. How many years have you lived in Blaine?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D2. Which best describes the building you live in?

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

D3. Is this house, apartment or manufactured home...

- Rented for cash or occupied without cash payment?
 Owned by you or someone in this house with a mortgage or free and clear?

D4. Do any children 17 or under live in your household?

- No Yes

D5. Are you or any other members of your household aged 65 or older?

- No Yes

D6. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$24,999
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 to \$199,999
 \$200,000 or more

D7. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

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

D8. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D9. What is your sex?

- Female Male

D10. Are you registered to vote in your jurisdiction?

- No Ineligible to vote
 Yes Don't know

D11. Many people don't have time to vote in elections.

Did you vote in the last general election?

- No Ineligible to vote
 Yes Don't know

**Thank you for completing this survey. Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502**