



# Scott County, MN

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## 2019 Resident Survey Report of Results

April 2019



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# Table of Contents

<b>Executive Summary</b> .....	<b>1</b>
<b>Survey Background</b> .....	<b>4</b>
<b>Quality of Life and Community</b> .....	<b>8</b>
Quality of Life in Scott County .....	8
Issues Facing the Community .....	15
<b>Evaluation of Government Services</b> .....	<b>20</b>
County Government.....	20
Overall Quality of County Services.....	22
County Services.....	23
Contacting County Government.....	26
County Employees.....	27
Scott County’s Mission .....	28
<b>Fiscal Management and Planning</b> .....	<b>35</b>
Household Financial Status.....	35
County Property Tax.....	36
Resident Priorities .....	37
Reasons for Working Outside Scott County .....	39
<b>Public Information and Communication</b> .....	<b>40</b>
Sources of Information .....	40
Communication Preferences .....	41
<b>Appendix A: Responses to Survey Questions from Scientific Survey</b> .....	<b>42</b>
<b>Appendix B: Verbatim Responses to Survey Questions from Scientific Survey</b> .....	<b>74</b>
<b>Appendix C: Survey Results by Respondent Characteristics</b> .....	<b>79</b>
Survey Results by Ward .....	80
Survey Results by Age and Gender.....	89
Survey Results by Annual Household Income and Length of Residency .....	96
Survey Results by Type of Housing Unit and Housing Tenure (Rent or Own) .....	104
<b>Appendix D: Survey Results by Year</b> .....	<b>110</b>
<b>Appendix E: Survey Results Compared to Other Participating Minnesota Counties</b> .....	<b>118</b>
<b>Appendix F: Benchmark Comparisons</b> .....	<b>119</b>
<b>Appendix G: Responses to Survey Questions from Open Participation Survey</b> .....	<b>125</b>
<b>Appendix H: Comparison of Scientific and Open Participation Survey Responses</b> .....	<b>157</b>
<b>Appendix I: Survey Methodology</b> .....	<b>162</b>
<b>Appendix J: Survey Materials</b> .....	<b>169</b>

# Table of Figures

Figure 1: Overall Quality of Life, 2019 .....	8
Figure 2: Overall Quality of Life by Year .....	8
Figure 3: Average Ratings of Community Characteristics by Year .....	10
Figure 4: Community Characteristics Benchmarks .....	10
Figure 5: Availability of Affordable Housing Options, 2019 .....	11
Figure 6: Like Best about Living in Scott County, 2019 .....	12
Figure 7: Average Ratings of Additional County Characteristics by Year .....	13
Figure 8: Additional County Characteristics Benchmarks .....	14
Figure 9: Average Ratings of Safety by Year .....	15
Figure 10: Average Ratings of Potential Problems by Year .....	16
Figure 11: Most Serious Issue by Year .....	17
Figure 12: Average Ratings of Health Concerns by Year .....	19
Figure 13: Average Ratings of Government Performance by Year .....	20
Figure 14: Government Performance Benchmarks .....	21
Figure 15: Average Ratings of Overall Quality of County Services by Year .....	22
Figure 16: Government Performance Benchmarks .....	22
Figure 17: Average Ratings of County Services by Year .....	24
Figure 18: County Services Benchmarks .....	25
Figure 19: Government Office Contact by Year .....	26
Figure 20: County Services Benchmarks .....	26
Figure 21: Overall Impression of Most Recent Contact with Scott County by Year .....	27
Figure 22: Perceptions of County Employee Benchmarks .....	27
Figure 23: Importance of Residing in a Safe Community by Year .....	28
Figure 24: Progress Advancing a Safe Community, 2019 .....	29
Figure 25: Importance of Residing in a Healthy Community by Year .....	30
Figure 26: Progress Advancing a Healthy Community, 2019 .....	31
Figure 27: Importance of Residing in a Livable Community by Year .....	32
Figure 28: Progress Advancing a Livable Community, 2019 .....	33
Figure 29: Important Characteristics of a Responsible County Government by Year .....	34
Figure 30: Household Future Financial Status by Year .....	35
Figure 31: Support for or Opposition to County Property Tax by Year .....	36
Figure 32: Resident Priorities for Long Term County Objectives .....	37
Figure 33: Top Priorities for Long Term Objectives .....	38
Figure 34: Reasons for Driving Outside Scott County for Employment .....	39
Figure 35: Sources of Information by Year .....	40
Figure 36: Top Preference for Contact by Year .....	41

## Executive Summary

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

The Scott County Resident Survey was administered by mail to 2,500 randomly selected households within the county in January 2019, distributed among the five County Commissioner Districts. Of the approximately 2,437 households that received a survey in the mail (the other surveys were sent to vacant households), 691 surveys were completed, providing a response rate of 28%. Typical response rates to a broad resident survey of this type generally range from 12% to 35%.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95 percent confidence interval around *an average* score on the 100-point scale will be no greater than plus or minus four points based on all respondents. The 95 percent confidence level for this survey of 691 residents is generally no greater than plus or minus six percentage points *around any given percent* reported for all survey respondents.

Survey results were weighted so that age, gender, race/ethnicity, tenure (rent versus own) and housing unit type (detached versus attached) were represented in the proportions reflective of the entire community.

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be zero on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale.

## Survey Highlights

### **Scott County is a great place to raise a family and residents feel safe.**

- ◆ Scott County residents awarded a rating of 71 for their overall quality of life, which was similar to the rating given in 2016 and higher than ratings given by residents in other counties across the U.S.
- ◆ Respondents’ evaluations for the county as a place to live and as a place to raise children were the highest rated community characteristics, with averages equivalent to “good” (75), which exceeded averages in other communities.

- ◆ Around 9 in 10 survey participants indicated that people having access to excellent schools and educational opportunities was at least “very important” and 8 in 10 felt the County was achieving this goal as part of making Scott County a livable community.
- ◆ Nearly all residents felt “very safe” in libraries and their homes and ratings for feelings of safety in neighborhoods and regional parks or trails were above “somewhat safe” averages.
- ◆ As part of Scott County’s mission of progressing a safe community, about 9 in 10 survey respondents felt that people feeling safe, knowing their neighbors, children playing outside and everyone feeling a part of the community; and knowing that children and vulnerable adults are protected was “essential” or “very important.” Further, 8 in 10 residents thought the County had done an “excellent” or “good” job advancing their mission.
- ◆ Finally, when asked to prioritize long-term objectives for County leadership, around 8 in 10 conveyed the importance of early childhood development and one-third of respondents felt it should be one of two top priorities for the future.

### **Residents appreciate the employment opportunities and want to prioritize the workforce as a long-term objective.**

- ◆ Residents felt positively about the community as a place to work, with an average score of 63 (roughly equivalent to “good”), which was higher than ratings from all previous survey iterations since 2011.
- ◆ More residents appreciated employment and training services provided by the County over time, which increased from 51 in 2016 to 58 in 2019.
- ◆ Survey respondents viewed the availability of livable wage jobs as less of a problem in 2019 than in 2013.
- ◆ About 9 in 10 residents conveyed that the county having a range of quality jobs and a thriving local economy was “essential” or “very important” to making Scott County a livable community.
- ◆ County leadership identified having a 21<sup>st</sup> Century Workforce should be a long-term objective and around 8 in 10 residents agreed this area was “essential” or “very important” for the community. Additionally, nearly 4 in 10 residents felt it should be one of the top two priorities for the County’s future.
- ◆ When asked to identify why they might work outside of Scott County, about 4 in 10 survey participants reported they were satisfied with their employer and job outside the community and around one-third reported they were not employed or that their did work in Scott County. Approximately 3 in 10 respondents indicated that their commute time was reasonable or chose to live in Scott County because they enjoyed the quality of life in the community, even though their jobs were located elsewhere.

## **Residents are pleased with the conditions of streets and pedestrian options, but traffic remains a top concern.**

- ◆ Residents' ratings for the surface condition of County roads improved in 2019 from 50 (between 67 for "good" to 33 for "fair") to 56.
- ◆ In 2019, residents gave an average of 62 on a 100-point scale where zero equals "poor" and 100 equals "excellent" for the availability of bike and pedestrian options, which was higher than averages seen in 2016.
- ◆ Scott County community members appreciated trail and bikeway connectivity and snow/ice removal services, awarding an average of 65 or "good" for both, consistent with previous years.
- ◆ Residents were pleased with bike and pedestrian safety, as it was identified as only a minor concern for the community.
- ◆ Traffic congestion was the second most problematic concern, falling between a "moderate" (67) and "minor" problem (33) in the community, with an average of 55. This average increased from 2019 to 2016 (43). Additionally, about 2 in 10 residents felt it was traffic was the most serious issue facing Scott County.
- ◆ Regarding the mission set forth by Scott County, around 9 in 10 residents conveyed that the county having a reliable and connected system of roads, trails, sidewalks and transit options was at least "very important" to the goal of advancing Scott County a livable community.

## **A responsible government is a top priority for residents.**

- ◆ About 9 in 10 respondents reported that having a responsible government as a long-term objective for County leadership was at least "very important" and was identified as the biggest priority for Scott County.
- ◆ Almost all residents revealed that a responsible government is accountable, dependable and efficient (98% "essential" or "very important").
- ◆ Survey respondents were appreciative of the job Scott County does at informing residents (60 on a 100-point scale) and making information available when residents need it (57). Residents felt somewhat less positively about the job the County government does at listening to residents (52), the value of services for the taxes paid to Scott County (45) and the job Scott County government does at managing tax dollars (44).
- ◆ Scores for residents' impressions of Scott County employees surpassed county averages, as all ratings fell between "excellent" and "good." Respondents' scores for employee performance were higher for courtesy and the overall impression of the employee than in previous years.

# Survey Background

## Survey Purpose

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

In 2019, Scott County collaborated with Dakota, Olmsted, St. Louis and Washington Counties on this survey project. The five counties worked together with the National Research Center, Inc. (NRC) to develop a survey instrument with a set of shared questions, as well as questions unique to each County. This report presents Scott County's results. Comparisons of any questions asked by at least one of the other four participating counties can be found in *Appendix E: Survey Results Compared to Other Participating Minnesota Counties*.

## Survey Methods

The Scott County Resident Survey was administered by mail to 2,500 randomly selected households within the county in January 2019, distributed among the five County Commissioner Districts. Of the approximately 2,437 households that received a survey in the mail (the other surveys were sent to vacant households), 691 surveys were completed, providing a response rate of 28%. Typical responses rates to a broad resident survey of this type generally range from 12% to 35%. The survey was available online accessible via a web link provided on the cover letter accompanying each wave of the mailed survey. About 17% percent of the completed surveys were web-based (120); average rates for web-based responses vary but typically range from 2% to 15%. It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence interval around *an average* score on the 100-point scale will be no greater than plus or minus four points based on all respondents. The 95 percent confidence level for this survey of 691 residents is generally no greater than plus or minus six percentage points *around any given percent* reported for all survey respondents.

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

Survey results were weighted so that age, gender, race/ethnicity, tenure (rent versus own) and housing unit type (detached versus attached) were represented in the proportions reflective of the entire community. (For more information on the survey methodology, see *Appendix I: Survey Methodology*. A copy of the questionnaire and mailing materials are included in *Appendix J: Survey Materials*.)

## Reporting the Results

### **Putting Responses on a 100-Point Scale**

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be zero on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. (More explanation is provided on page 167 in *Appendix I: Survey Methodology*.)

### **Rounding**

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

### **Don't Know Responses**

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

### **Comparing Survey Results Over Time**

Because this survey was the 7th in a series of citizen surveys, the 2019 results are presented along with past ratings when available. Differences between years, as presented in the body of the report, can be considered statistically significant if they are five points or more on the 100-point scale or seven percentage points or more around any given percent. Trend data for Scott County represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

### **Special Chart Markings**

Items where 20% or more of survey respondents gave a “don't know” response are marked with a single dagger (†).

### **Comparing Survey Results by Geographic and Demographic Subgroups**

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

### **Comparing to Results to Other Jurisdictions**

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

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from more than 600 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review, Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on our work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

Jurisdictions in NRC's normative database are distributed across the country and range from small to large in population size. Comparisons may be made to subsets of jurisdictions within a given region or population category. Most commonly (including in this report), comparisons are made to all jurisdictions. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like high SAT scores in any teen household, bring pride and a sense of accomplishment.

National county benchmark comparisons have been included in the report when available, and all available benchmarks are shown in *Appendix F: Benchmark Comparisons*. A list of the jurisdictions to which Scott County was compared is also found in that appendix. Benchmark comparisons have been provided when similar questions on the Scott County

survey are included in NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country.

Where comparisons for quality ratings were available, the County's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher").

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

# Quality of Life and Community

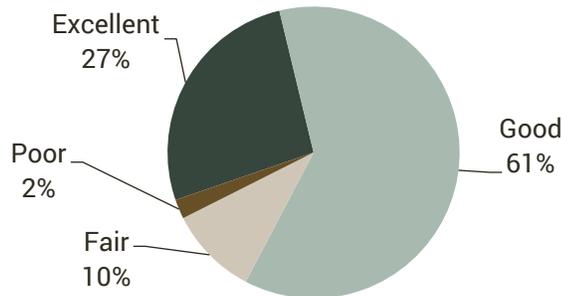
## Quality of Life in Scott County

Scott County residents were asked to evaluate the overall quality of life in the county. On a 100-point scale where zero equals “poor” and 100 equals “excellent,” Scott County received a rating of 71, or equivalent to “good,” which was similar to the rating given in 2016 (70) and higher than ratings given by residents in other counties across the U.S. (See *Appendix F: Benchmark Comparisons* for more details.)

Ratings given by respondents living in the five different County Commissioner Districts were compared. Residents in Commissioner District 1 gave lower ratings to the overall quality of life in Scott County than those who lived in Districts 2, 3 and 5. Ratings were also compared by a selection of demographic characteristics of the survey respondents. Scott County residents who make more than \$100,000 annually gave more favorable ratings to overall quality of life (for more comparisons, see *Appendix C: Survey Results by Respondent Characteristics*).

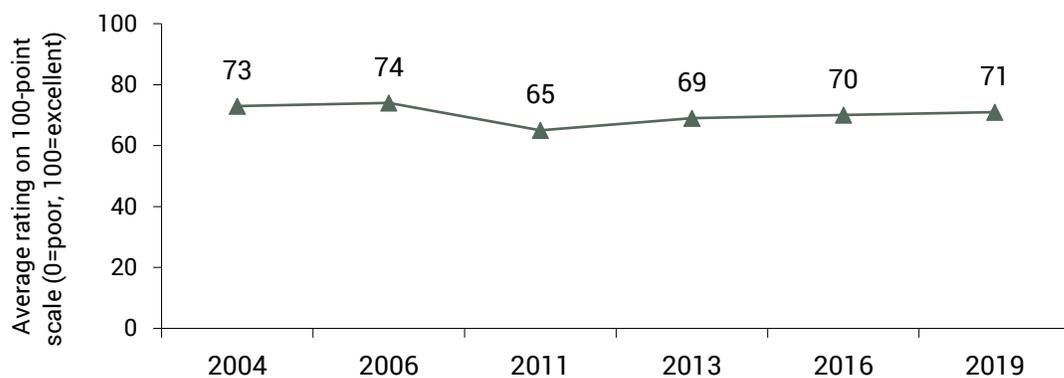
**Figure 1: Overall Quality of Life, 2019**

Overall, how would you rate the quality of life in Scott County?



**Figure 2: Overall Quality of Life by Year**

Overall, how would you rate the quality of life in Scott County?



Along with rating the overall quality of life in Scott County, residents were also asked a series of questions related to characteristics of the county. Ratings of county characteristics were converted to a 100-point scale where zero equals “poor” and 100 equals “excellent.” Respondents’ evaluations for the county as a place to live and as a place to raise children and outdoor recreational opportunities were the highest rated characteristics, ranging from 71 to 76 on the 100-point scale. Residents were also pleased with the availability of fresh produce, the community as a place to work, and the availability of bike and pedestrian options, with scores falling between 62 and 69 points. The characteristics that were assessed less favorably by residents were the availability of housing options for all incomes (46) and affordable quality child care (46), both of which also decreased in 2019.

Residents’ ratings for most of these aspects of community were either higher or much higher than county benchmarks, with the county as a place to work and the openness and acceptance of the community, which were similar to averages elsewhere (*Appendix F: Benchmark Comparisons* for more details).

Compared to 2016, ratings for a number of characteristics improved in 2019, including for the availability of fresh fruits and vegetables, the county as a place to work, availability of bike and pedestrian options, employment opportunities and social and cultural opportunities.

When these ratings were compared by the five different County Commissioner Districts, survey respondents from District 2 awarded higher scores to the county as a place to retire than their counterparts. Ratings were also compared by a number of demographic characteristics of the survey respondents, and survey respondents who were male tended to feel more positively than female residents when differences were significant. Lower income respondents were more pleased with social and cultural opportunities and employment opportunities than those who had higher household incomes (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 3: Average Ratings of Community Characteristics by Year

Please rate each of the following characteristics of Scott County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2008	2006	2004	2001
As a place to live	76	76	75	69	NA	NA	NA	76
As a place to raise children	75	76	71	69	NA	NA	NA	75
Outdoor recreational opportunities	71	69	67	59	NA	66	NA	71
Availability of fresh fruits and vegetables	69	59	NA	NA	NA	NA	NA	69
As a place to work †	63	58	52	51	NA	NA	NA	63
Availability of bike and pedestrian options	62	57	NA	NA	NA	NA	NA	62
As a place to retire †	57	56	55	52	NA	NA	NA	57
Openness and acceptance of the community towards people of diverse backgrounds	55	59	61	58	NA	NA	NA	55
Availability of affordable health care	55	58	53	55	61	60	NA	55
Employment opportunities	54	45	42	35	NA	48	NA	54
Social and cultural opportunities (e.g., arts, entertainment, etc.)	53	47	NA	NA	NA	NA	NA	53
Availability of housing options for all incomes	46	51	51	48	49	50	NA	46
Availability of affordable quality child care	46	52	52	50	53	57	NA	46

† Note: in 2019, 27% of respondents answered “don’t know” to the County as a place to work and as a place to retire. Proportions shown in the figure are of those who had an opinion.

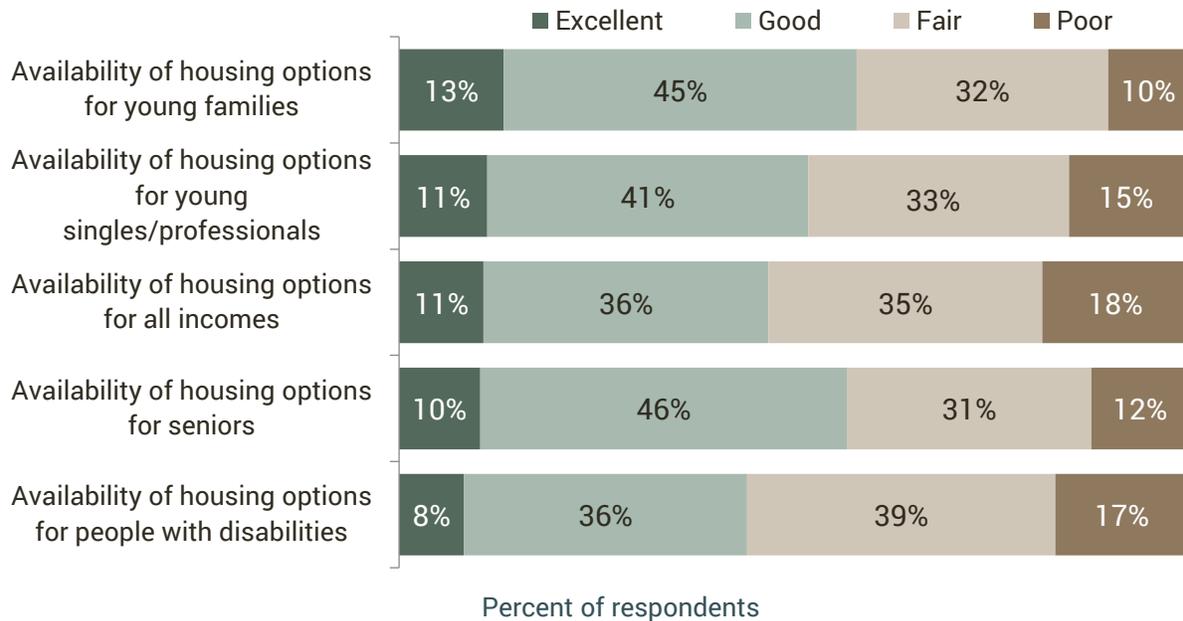
Figure 4: Community Characteristics Benchmarks

	Comparison to the benchmark
As a place to live	Higher
As a place to raise children	Much higher
As a place to work	Higher
As a place to retire	Similar
Overall quality of life in Scott County	Higher
Outdoor recreational opportunities	Much higher
Employment opportunities	Much higher
Availability of housing options for all incomes	Much higher
Availability of affordable quality child care	Higher
Availability of affordable health care	Higher
Openness and acceptance of the community towards people of diverse backgrounds	Similar

In 2019, County leadership included additional questions about the availability of housing options for various groups. A little more than half of community members felt there was an “excellent” or “good” availability of housing for young families, young singles/professionals and for seniors, while fewer than half felt positively about housing options for households of all incomes and for people with disabilities (meaning more than half felt that housing options for these groups were only fair or poor).

**Figure 5: Availability of Affordable Housing Options, 2019**

Please rate each of the following characteristics of Scott County:



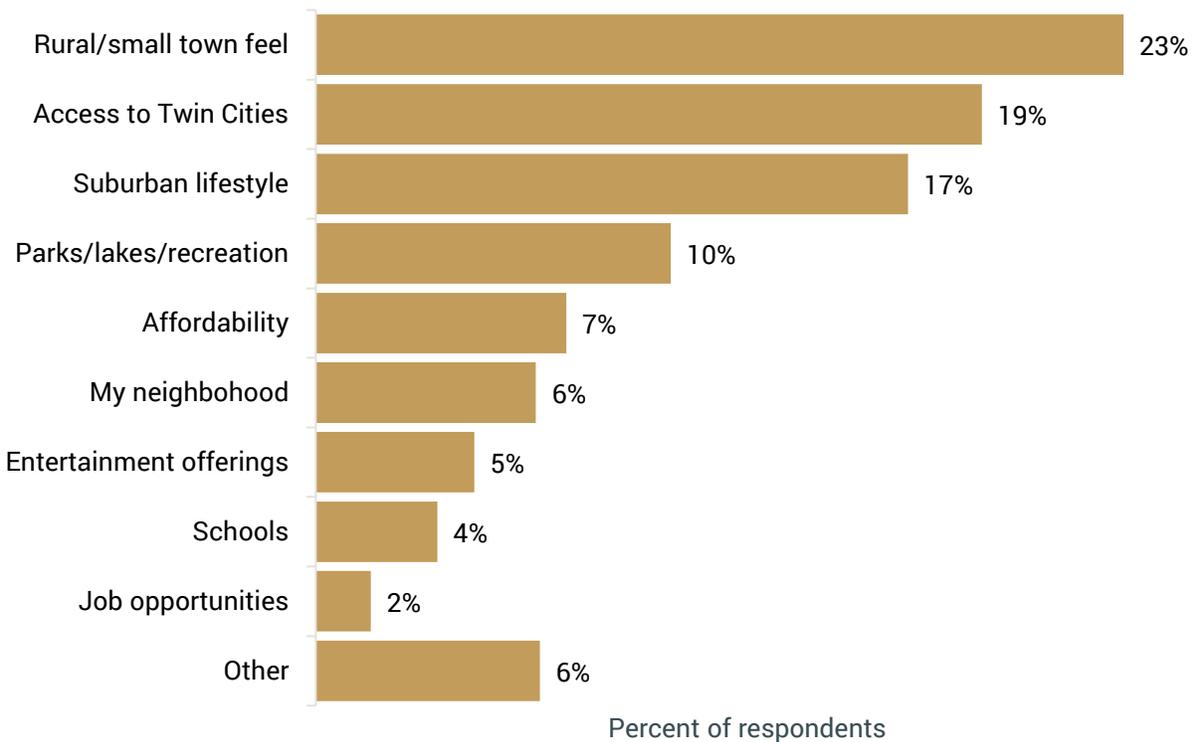
*Note: More than 20% of respondents answered “don’t know” to all items in this figure. Proportions shown in the figure are of those who had an opinion.*

Residents also identified the one thing they like best about living in Scott County. The top chosen aspects of the county was the rural/small town feel (23%), followed by access to the Twin Cities (19%), a suburban lifestyle (17%) and parks, lakes and recreation (10%). Less than 1 in 10 of residents felt that that other categories were the most compelling reason for living in Scott County.

Respondents also had the option to identify an unlisted, or “other,” reason; these responses were captured verbatim and, when applicable, were grouped by theme. These responses appear in *Appendix B: Verbatim Responses to Open-ended Questions*.

**Figure 6: Like Best about Living in Scott County, 2019**

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



*Due to differences in response options, this question could not be compared to results in previous surveys.*

Scott County respondents were pleased with their regional parks and trails, awarding a score of 70 on the 100-point scale where zero equals “poor” and 100 equals “excellent.” Average ratings for the regional public transit or bus system and higher education opportunities were 46 and 43, respectively.

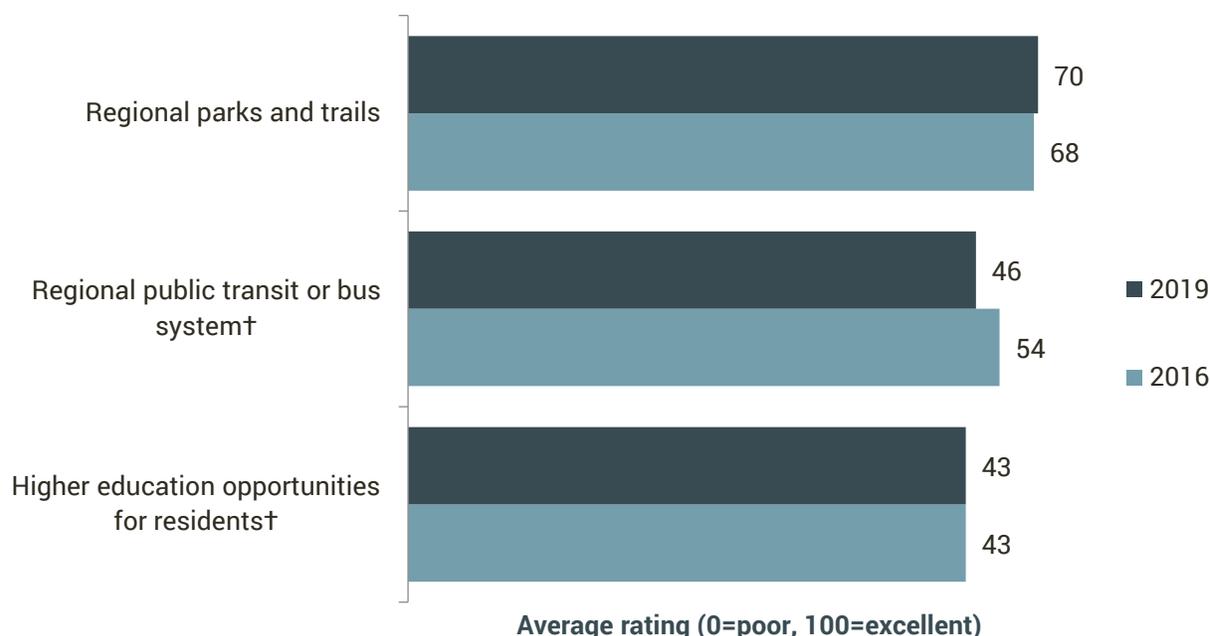
Compared to 2016, evaluations for the regional public transit or bus declined in 2019, though ratings for other county characteristics remained stable over time.

In comparison to other County benchmark communities, assessments for the public transit and parks were on par with their peers, while higher education opportunities lagged behind county averages (see *Appendix F: Benchmark Comparisons*).

District 1 and 2 respondents were less likely to praise the regional public transit or bus system compared to those living in other areas of the County. Survey participants who made lower incomes (less than \$50,000 annually), lived in attached housing and renters provided more favorable assessments to regional parks and trails than their counterparts (see *Appendix C: Survey Results by Respondent Characteristics*).

**Figure 7: Average Ratings of Additional County Characteristics by Year**

Please rate each of the following characteristics of Scott County:



† Note: in 2019, more than 20% of respondents answered “don’t know” to the regional public transit system or bus and to higher education opportunities for residents. Proportions shown in the figure are of those who had an opinion.

**Figure 8: Additional County Characteristics Benchmarks**

	<b>Comparison to the benchmark</b>
Regional public transit or bus system	Similar
Regional parks and trails	Similar
Higher education opportunities for residents	Lower

## Issues Facing the Community

Residents were asked to assess a number of potential problems and concerns on a variety of topics including safety, potential problems, and health-related issues. Respondents also were provided the opportunity to identify what they felt was the most serious issue facing the County.

### Community Safety

Residents' perception of safety in the county was measured on the survey. On the 100-point scale where zero equals "very unsafe" and 100 equals "very safe," evaluations for feelings of safety in libraries within Scott County and in their homes were nearly "very safe" (93 and 91 points). Respondents' ratings for safety in neighborhoods and in regional parks or trails were above "somewhat safe" averages.

All ratings of safety remained steady in 2019 compared to 2016. Benchmark comparisons for these four items were unavailable.

Residents from Commissioner District 2 gave higher ratings to safety in regional parks or trails in libraries than those who resided in District 1. When the ratings were compared by demographic characteristics of survey respondents, Scott County residents who had lived in the community for less than six years felt more safe in various areas within the community than did longer-term residents (see *Appendix C: Survey Results by Respondent Characteristics*).

**Figure 9: Average Ratings of Safety by Year**

Please rate how safe you feel... Average rating (0=very unsafe, 100=very safe)	2019	2016	2013	2011	2006	2004	2001
In libraries within Scott County†	93	NA	NA	NA	NA	NA	NA
In your home	91	88	88	NA	NA	NA	NA
In your neighborhood	87	84	83	76	NA	NA	NA
In Scott County regional parks or trails	80	76	76	74	NA	NA	NA

† Note: in 2019, more than 20% of respondents answered "don't know" to this item. Ratings shown in the figure are of those who had an opinion.

## Potential Problems

The survey included a list of 11 potential problems in Scott County and asked respondents to indicate the extent to which each was, in fact, a problem. Evaluations were converted to the 100-point scale where zero equals “not a problem” and 100 equals a “major problem.” Most of the potential problems fell between “moderate” (67) and “minor” (33) problem, while the aging of the population, education, bike and pedestrian safety and homelessness fell between “not a problem” and “minor problem.” Residents believed the most problematic were taxes (67 on the 100-point scale) and traffic congestion (55), both of which increased in severity in 2019.

In addition to taxes and traffic congestion, survey participants were more concerned about crime, highway safety, poverty, bike and pedestrian safety and homelessness in 2019 compared to 2016. Conversely, residents viewed the availability of livable wage jobs as less of a problem in 2019 than in 2013.

Ratings of the various potential problems were compared by the five County Commissioner Districts and by select respondent demographics. Respondents from Commissioner District 4 and 5 were more concerned with traffic congestion, while District 3 respondents were less likely to view taxes as a problem. Where differences emerged, residents were older than 34, females and homeowners tended to give higher ratings for potential problems than other residents (see *Appendix C: Survey Results by Respondent Characteristics*).

**Figure 10: Average Ratings of Potential Problems by Year**

<b>Please rate to what degree, if at all, each of these is a problem in Scott County. Average rating (0=not a problem, 100=major problem)</b>	<b>2019</b>	<b>2016</b>	<b>2013</b>	<b>2011</b>	<b>2006</b>	<b>2004</b>	<b>2001</b>
Taxes	67	59	59	65	56	56	NA
Traffic congestion	55	43	45	46	51	57	NA
Affordability of housing	53	NA	NA	NA	NA	NA	NA
Crime	49	38	40	38	42	43	NA
Availability of livable wage jobs†	46	48	52	NA	NA	NA	NA
Highway safety	43	36	35	38	NA	NA	NA
Poverty‡	43	34	36	37	32	35	NA
Aging of the population‡	32	NA	NA	NA	NA	NA	NA
Education	32	NA	NA	NA	NA	NA	NA
Bike and pedestrian safety	32	27	29	NA	NA	NA	NA
Homelessness‡	32	26	23	25	NA	NA	NA

† Note: in 2019, more than 20% of respondents answered “don’t know” to this item. Ratings shown in the figure are of those who had an opinion.

## Most Serious Issue Facing Scott County

When asked about the most serious issue facing the County, taxes continued to be top concern for respondents (33%), followed by traffic congestion (17%) and the affordability of housing (16%). About 1 in 10 respondents believed that the availability of livable wage jobs and crime were the most serious issues currently facing the County.

In 2019, fewer Scott County residents felt that the availability of livable wage jobs and condition of roads were the most serious issue in 2016, whereas the affordability of housing rose to third place for the most serious issue (11% in 2013 and 16% in 2019).

**Figure 11: Most Serious Issue by Year**

What would you say is the most serious issue facing Scott County at this time?	2019	2016	2013	2011	2006	2004	2001
Taxes	33%	37%	35%	31%	11%	15%	0%
Traffic congestion	17%	14%	12%	9%	5%	9%	0%
Affordability of housing	16%	11%	6%	22%	3%	2%	27%
Availability of livable wage jobs	9%	14%	22%	16%	54%	56%	11%
Crime	9%	5%	9%	0%	0%	0%	0%
Education	7%	5%	10%	8%	10%	8%	0%
Condition of roads	4%	9%	7%	10%	8%	5%	63%
Aging of the population	2%	5%	0%	0%	0%	0%	0%
Poverty	1%	0%	0%	0%	0%	0%	0%
Bike and pedestrian safety	1%	0%	0%	0%	0%	0%	0%
Homelessness	1%	0%	0%	0%	0%	0%	0%
Other	0%	0%	0%	3%	9%	6%	0%

*In 2001, this question was asked as an open-ended question.*

## Health Concerns

In addition to evaluating potential problems, respondents were asked to assess 21 different health concerns in Scott County. When converted to the 100-point scale where zero equals “not at all a concern” and 100 equals “major concern,” most potential health concerns received ratings between “moderate” and “minor” concern. Alcohol and drug use by youth (65 on the 100-point scale), mental illness/mental health issues (61), bullying (60), abuse of prescribed medications (59) and alcohol and drug use by adults (59) and were of most concern. Problems of “minor concern” included sexually transmitted infections (37), third-grade reading proficiency (36), pollution (35), adequacy of school readiness for children (34) and access to healthy food (30).

Several changes over time were noted. Compared to 2016, community members expressed greater concern for alcohol and drug use by youth, as well as by adults, mental illness/mental health issues, abuse of prescribed medications, suicide/attempted suicide and tobacco use in 2019. On a positive note, residents were less concerned about a lack of physical activity/exercise and teen pregnancy over time.

Few differences emerged when ratings were compared by County Commissioner District; however, residents living in District 1 tended to be more concerned with alcohol and drug use by adults and District 2 residents felt more concern for overweight adults and children. Long-term County respondents (10+ years) and those over the age of 35 reported higher concern for pollution, suicide/attempted suicide, alcohol and drug use by youth and the health and support of seniors than those who had lived in the community for a shorter period of time (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 12: Average Ratings of Health Concerns by Year

To what degree, if at all, is each of the following a health concern in Scott County? Average rating (0=not at all a concern, 100=major concern)	2019	2016	2013	2011	2006	2004	2001
Alcohol and drug use by youth	65	56	49	51	67	NA	NA
Mental illness/mental health issues	61	56	46	NA	NA	NA	NA
Bullying	60	59	52	NA	NA	NA	NA
Abuse of prescribed medications	59	51	46	NA	NA	NA	NA
Alcohol and drug use by adults	59	51	47	47	NA	NA	NA
Overweight adults and children	57	56	53	56	61	NA	NA
Domestic violence	54	54	47	51	45	53	NA
Abuse and neglect of children	51	53	46	49	43	56	NA
Abuse and neglect of vulnerable adults	50	51	41	NA	NA	NA	NA
Suicide/attempted suicide	48	39	29	NA	NA	NA	NA
The health and support for people with disabilities	48	49	45	47	56	NA	NA
The health and support for seniors	48	49	47	50	NA	NA	NA
Social isolation/lack of community connections	44	45	NA	NA	NA	NA	NA
Tobacco use (including e-cigarettes and chewing tobacco)	44	35	27	33	58	NA	NA
Lack of physical activity/exercise	42	50	NA	NA	NA	NA	NA
Teen pregnancy	42	47	NA	NA	NA	NA	NA
Sexually transmitted infections	37	36	34	37	48	NA	NA
Third-grade reading proficiency	36	NA	NA	NA	NA	NA	NA
Pollution	35	35	21	36	NA	NA	NA
Adequacy of school readiness for children	34	NA	NA	NA	NA	NA	NA
Access to healthy food	30	NA	NA	NA	NA	NA	NA

Note: in 2019, more than 20% of respondents answered "don't know" to almost every item. Ratings shown in the figure are of those who had an opinion.

## Evaluation of Government Services

The 2019 survey included questions related to the performance of the Scott County government and the quality of County services.

### County Government

Survey respondents were asked to rate six categories of Scott County government performance. On the 100-point scale where zero equals “poor” and 100 equals “excellent,” ratings of the perceptions of the County government were between “good” and “fair.” Survey respondents were most appreciative of the job Scott County does at informing residents (60), followed by the importance of Scott County services to the quality of life in their community (58) and the job the County does at making information available when residents need it (57). Residents felt somewhat less positively about the job the County government does at listening to residents (52), the value of services for the taxes paid to Scott County (45), and the job Scott County government does at managing tax dollars (44).

Residents’ ratings for government performance were stable over time, and were similar to averages seen in other counties when comparisons were available (*Appendix F: Benchmark Comparisons*).

**Figure 13: Average Ratings of Government Performance by Year**

<b>Please rate the following categories of Scott County government performance. Average rating (0=poor, 100=excellent)</b>	<b>2019</b>	<b>2016</b>	<b>2013</b>	<b>2011</b>	<b>2006</b>	<b>2004</b>	<b>2001</b>
The job Scott County government does at informing residents	60	56	58	55	52	NA	NA
The importance of Scott County services to the quality of life in my community	58	58	56	49	NA	NA	NA
The job Scott County does at making information available when residents need it†	57	56	NA	NA	NA	NA	NA
The job Scott County government does at listening to residents†	52	48	49	44	43	44	NA
The value of services for the taxes paid to Scott County	45	42	42	39	45	46	NA
The job Scott County government does at managing tax dollars†	44	41	41	37	NA	NA	NA

† Note: in 2019, more than 20% of respondents answered “don’t know” to this item. Ratings shown in the figure are of those who had an opinion.

**Figure 14: Government Performance Benchmarks**

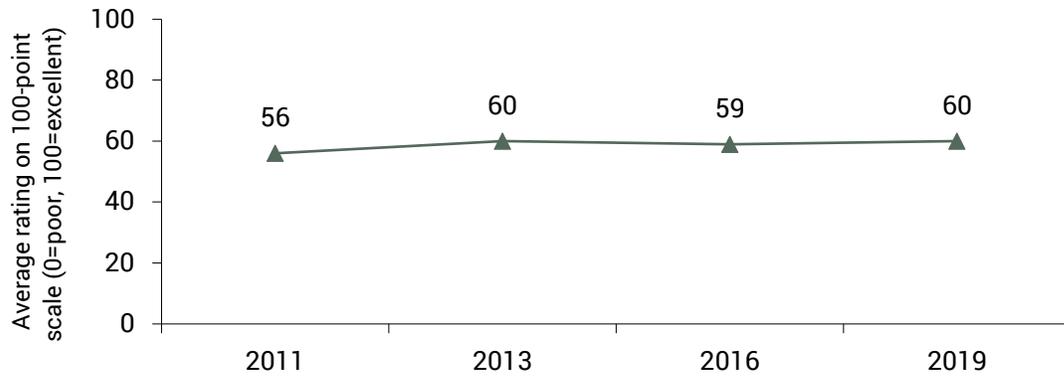
	<b>Comparison to the benchmark</b>
The job Scott County government does at informing residents	Similar
The job Scott County government does at listening to residents	Similar
The value of services for the taxes paid to Scott County	Similar
The job Scott County government does at managing tax dollars	Similar

## Overall Quality of County Services

Residents’ perceptions of the overall quality of County services have been asked since the 2011 iteration of this survey. Participants’ average assessment of 60 on the 100-point scale for County services was similar to the national county benchmark and similar to ratings in previous years (see *Appendix F: Benchmark Comparisons*).

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

Overall, how would you rate the overall quality of services provided by Scott County?



**Figure 16: Government Performance Benchmarks**

	Comparison to the benchmark
Overall quality of services provided by Scott County	Similar

## County Services

Respondents gave their opinions on 25 County-provided services and asked to evaluate the quality of each. Average ratings for County services ranged from 80 points, or above “good,” on the 100-point scale to 47 points, or just above “fair.” Several services were rated as “good” or better including 911 dispatch services (80 on the 100-point scale), public libraries located in the County (79), sheriff patrol (72), and regional parks (72). The services rated less favorably were mental health services (50), and property assessment, taxpayer services (47) and prevention of repeat crimes (47).

Compared to previous iterations of the survey, a number of services were awarded higher marks in 2019 than in 2016, such as public libraries, sheriff patrol, employment and training services, efforts to protect vulnerable adults, surface condition of County roads and services for low income residents.

Of the nine comparisons that were available, eight services in Scott County surpassed averages in other counties, while ratings for services for elderly people were on par with those seen elsewhere (see *Appendix F: Benchmark Comparisons* for more details).

Very few differences were observed between ratings when compared by County Commissioner District; however, residents living in District 3 awarded higher scores to the surface condition of County roads compared to residents living in other districts. When differences emerged, males and younger residents (18-34) were more likely to applaud County services, residents who had lived in Scott County for fewer than 10 years and those under the age of 35 were more likely to give positive ratings to County services (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 17: Average Ratings of County Services by Year

Please rate the quality of each of the following services in Scott County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2006	2004	2001
911 dispatch services†	80	76	77	75	NA	71	NA
Public libraries located in Scott County	79	74	75	71	73	73	NA
Sheriff patrol†	72	67	69	68	68	71	NA
Regional parks	72	NA	NA	NA	NA	NA	NA
Land records and other property information†	66	64	64	64	67	67	NA
Snow and ice removal on County roads	65	65	60	58	63	NA	NA
Trail and bikeway connectivity	65	61	63	64	59	60	NA
Recycling and household hazardous waste disposal†	64	62	NA	NA	NA	NA	NA
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials) †	63	60	63	61	NA	NA	NA
Birth/death/marriage records, licensing, and vehicle registration	62	66	NA	NA	NA	NA	NA
Protecting children†	62	60	NA	NA	NA	NA	NA
Disease prevention and control†	62	61	NA	NA	NA	NA	NA
Disaster preparedness†	61	60	60	57	NA	NA	NA
Availability of emergency food programs†	59	NA	NA	NA	NA	NA	NA
Employment and training services†	58	51	52	47	55	52	NA
Protecting vulnerable adults†	57	52	NA	NA	NA	NA	NA
Services for people with disabilities†	57	53	NA	NA	NA	NA	NA
Services for veterans†	56	51	58	53	NA	NA	NA
Surface condition of County roads	56	50	54	45	54	55	NA
Services for elderly people†	55	53	NA	NA	NA	NA	NA
Services for low income residents†	54	49	53	50	56	58	NA
Inspections and zoning services†	53	52	NA	NA	NA	NA	NA
Mental health services†	50	46	NA	NA	NA	NA	NA
Property assessment and taxpayer services†	47	45	NA	NA	NA	NA	NA
Prevention of repeat crime†	47	48	NA	NA	NA	NA	NA

† Note: in 2019, more than 20% of respondents answered “don’t know” to this item. Ratings shown in the figure are of those who had an opinion.

**Figure 18: County Services Benchmarks**

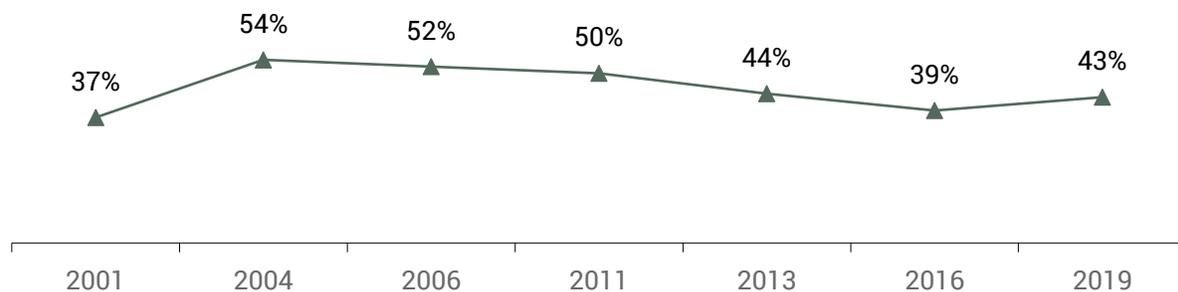
	<b>Comparison to the benchmark</b>
Public libraries located in Scott County	Higher
Sheriff patrol	Higher
Snow and ice removal on County roads	Higher
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	Higher
Disaster preparedness	Higher
Services for low income residents	Higher
Protecting children	Higher
Mental health services	Higher
Services for elderly people	Similar

## Contacting County Government

Since 2001, residents have been asked if they have had contact with the County government in the 12 months prior to the survey. In 2019, about 4 in 10 respondents reported having contact with a County government office, which was similar to the levels of contact reported in 2013 and 2016, and comparable to rates seen in counties nationwide (see *Appendix F: Benchmark Comparisons*).

**Figure 19: Government Office Contact by Year**

Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?  
(Percent who had done so)



**Figure 20: County Services Benchmarks**

	Comparison to the benchmark
Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	Similar

## County Employees

Respondents who had reported having contact with a County office were also asked to give their impressions of the employee with whom they had contacted most recently. When converted to the 100-point scale, all 2018 ratings were between “excellent” and “good” (100 to 67). Respondents’ scores for employee performance were higher than in previous years for courtesy and the overall impression of the employee; while scores for the employees’ knowledge and responsiveness were similar to 2016 levels, both were higher than levels seen in 2013. Further, all ratings for Scott County employees eclipsed county averages across the nation (see *Appendix F: Benchmark Comparisons*).

**Figure 21: Overall Impression of Most Recent Contact with Scott County by Year**

What was your impression of the employees of Scott County in your most recent contact? Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2006	2004	2001
Courtesy	83	74	75	77	78	79	NA
Knowledge	80	76	74	76	75	77	NA
Overall impression	79	73	74	73	NA	NA	NA
Responsiveness	78	74	73	73	67	69	NA

**Figure 22: Perceptions of County Employee Benchmarks**

	Comparison to the benchmark
Knowledge	Higher
Responsiveness	Higher
Courtesy	Higher
Overall impression	Much higher

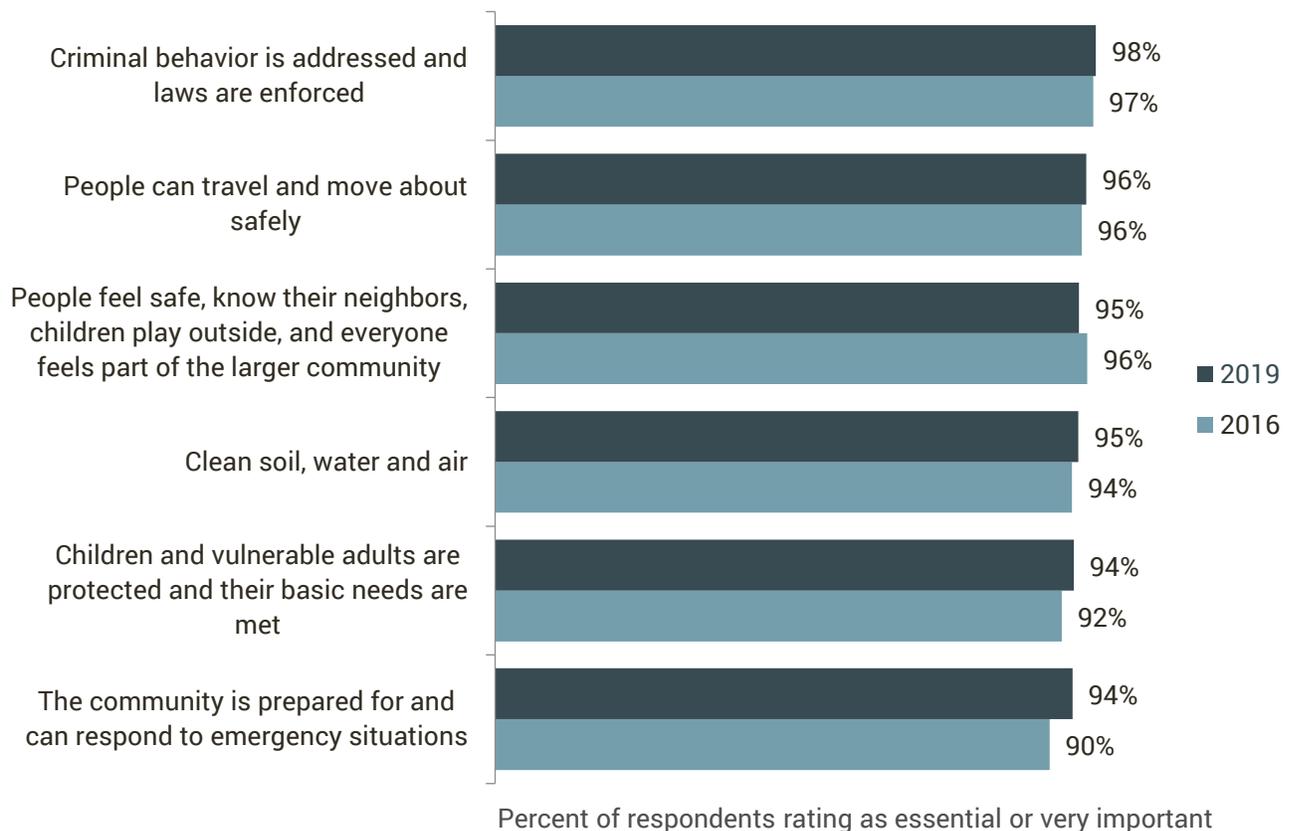
## Scott County’s Mission

Scott County’s mission is “to advance safe, healthy, and livable communities.” Since 2016, several questions on the survey were designed to help the County prioritize aspects that advance the mission of Scott County. Knowing which elements residents feel County officials could address to make communities in the county safe, healthy and livable will aid the County government to achieve its mission.

### Safe Community

Survey respondents were asked to rate the importance of six aspects related to residing in a safe community. Nearly all residents felt that each aspect would be “essential” or “very important” to the mission of residing in a safe community, with criminal behavior being addressed and laws enforced topping the list at 98%. Levels of importance for each aspect were similar to 2016 priorities.

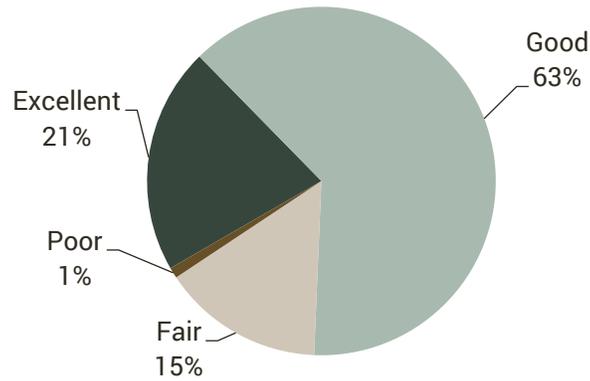
**Figure 23: Importance of Residing in a Safe Community by Year**



When asked to rate the progress Scott County has made to advance a safe community, about 2 in 10 awarded “excellent” scores, while another two-thirds thought the County had done a “good” job progressing this aspect of the County mission. Only one percent gave a “poor” rating.

**Figure 24: Progress Advancing a Safe Community, 2019**

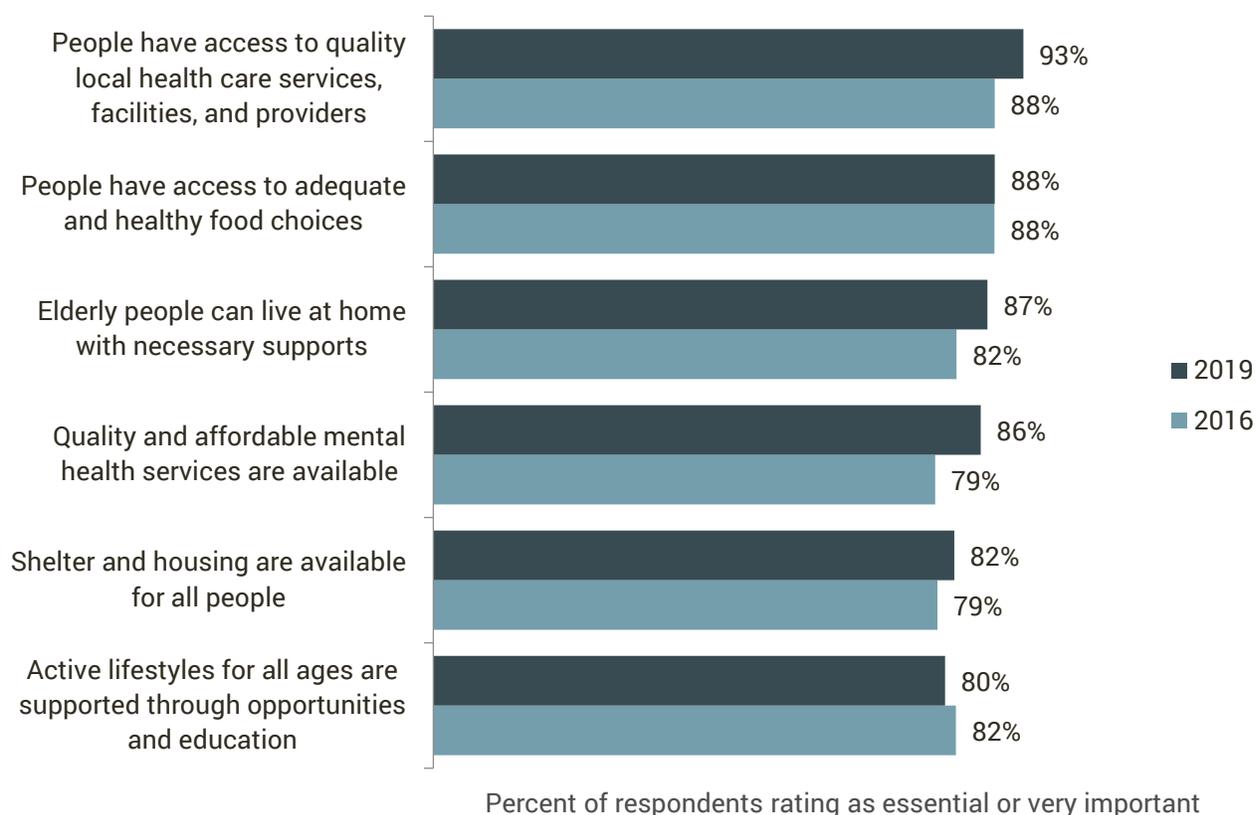
How would you rate the County's progress on advancing a safe community?



## Healthy Community

Of the six aspects residents evaluated for importance in advancing the health of the community, about 9 in 10 concluded that having access to quality local health care services, facilities and providers was at least “very important,” and around 8 in 10 advocated for having access to adequate and healthy food choices and expressed a desire for elderly people to be able to live at home with support. About 8 in 10 community members would prioritize shelter and housing available for all people and active lifestyles for all ages that are supported through opportunities and education. Most of these ratings were similar to 2016 levels, though more respondents felt that elderly people living at home with support and the availability of quality and affordable mental health services were “essential” or “very important.”

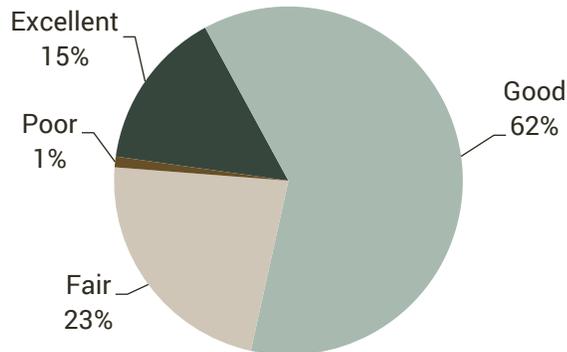
**Figure 25: Importance of Residing in a Healthy Community by Year**



The progress of the government in achieving its mission to promote a healthy community was rated as “excellent” or “good” by approximately three-quarters of participants and only one percent thought the County was doing a “poor” job at accomplishing this goal.

**Figure 26: Progress Advancing a Healthy Community, 2019**

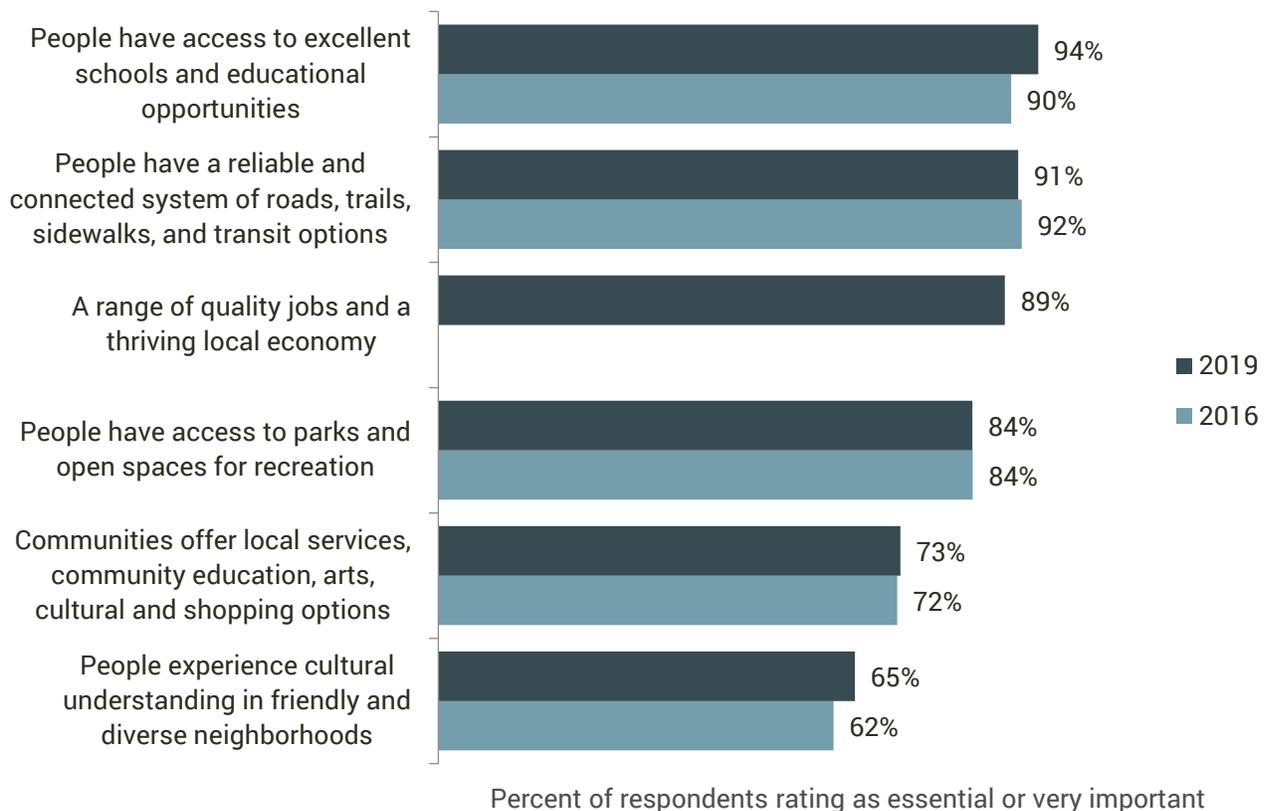
How would you rate the County's progress on advancing a healthy community?



## Livable Community

The most important aspects of advancing livable communities were people having access to excellent schools and educational opportunities, a reliable and connected system of roads, trails, and sidewalks, and a range of quality jobs and a thriving local economy, with about 9 in 10 or more of residents stating these aspects were “essential” or “very important” to the County’s mission. Around two-thirds of survey participants indicated that having people experience cultural understanding in friendly and diverse neighborhoods was a priority. Community members’ ratings of the importance of various livable community aspects remained steady over time.

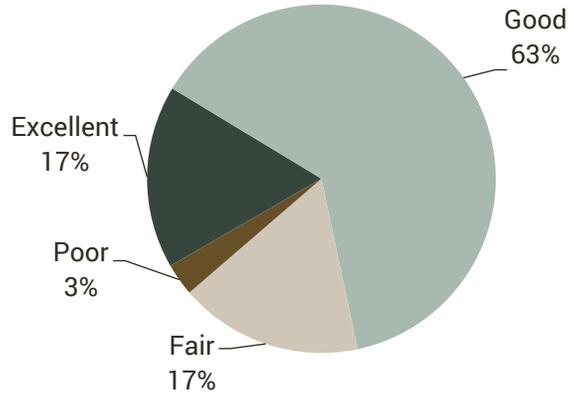
**Figure 27: Importance of Residing in a Livable Community by Year**



About 8 in 10 residents reported that Scott County’s progress in advancing a livable community was “excellent” or “good,” while around 2 in 10 indicated the government was doing a “fair” job accomplishing this mission.

**Figure 28: Progress Advancing a Livable Community, 2019**

How would you rate the County's progress on advancing a livable community?

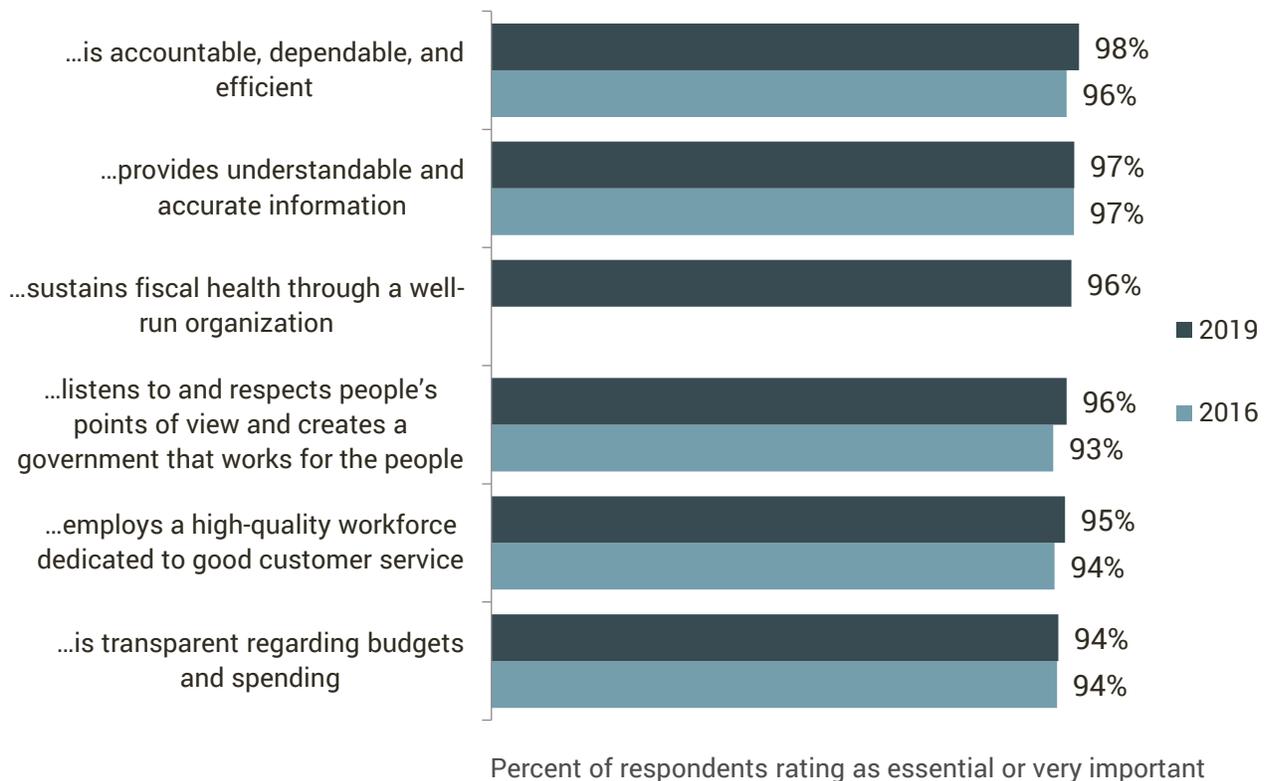


## Responsible County Government

Scott County residents were also asked to rate the importance of aspects of a responsible County government. Almost all residents believed that a responsible government should be accountable, dependable and efficient (98% “essential” or “very important”). At least 9 in 10 participants also felt strongly about the remaining five aspects, maintaining levels seen in 2016.

**Figure 29: Important Characteristics of a Responsible County Government by Year**

A responsible County government...



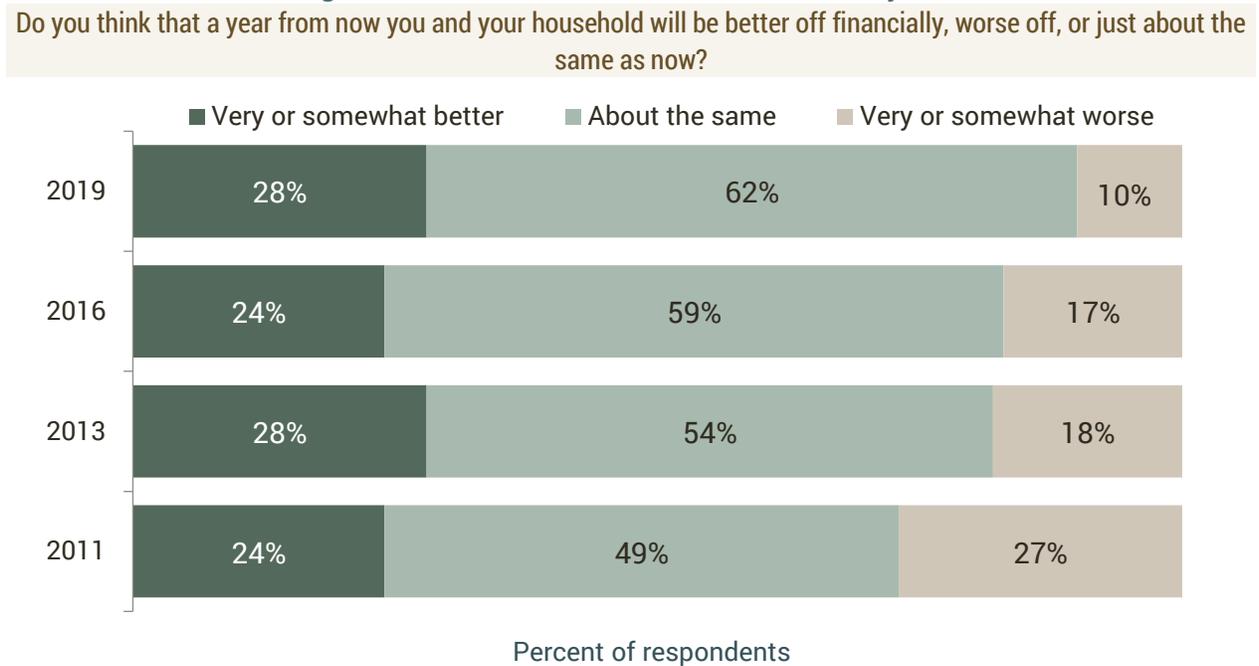
## Fiscal Management and Planning

County leadership also asked Scott County residents questions about their household financial status, support for increasing their property tax, long-term priorities and their reasons for working outside the community.

### Household Financial Status

Since 2011, the survey has included a question that asked respondents to indicate if they thought their household would be better off financially, worse off, or about the same a year from now. In 2019, about 6 in 10 of participants stated they would be in “about the same” place financially, 28% thought their household would be better off, and 10% said their household would be worse off in a year. These ratings were similar to what was observed in 2016 and 2013.

**Figure 30: Household Future Financial Status by Year**

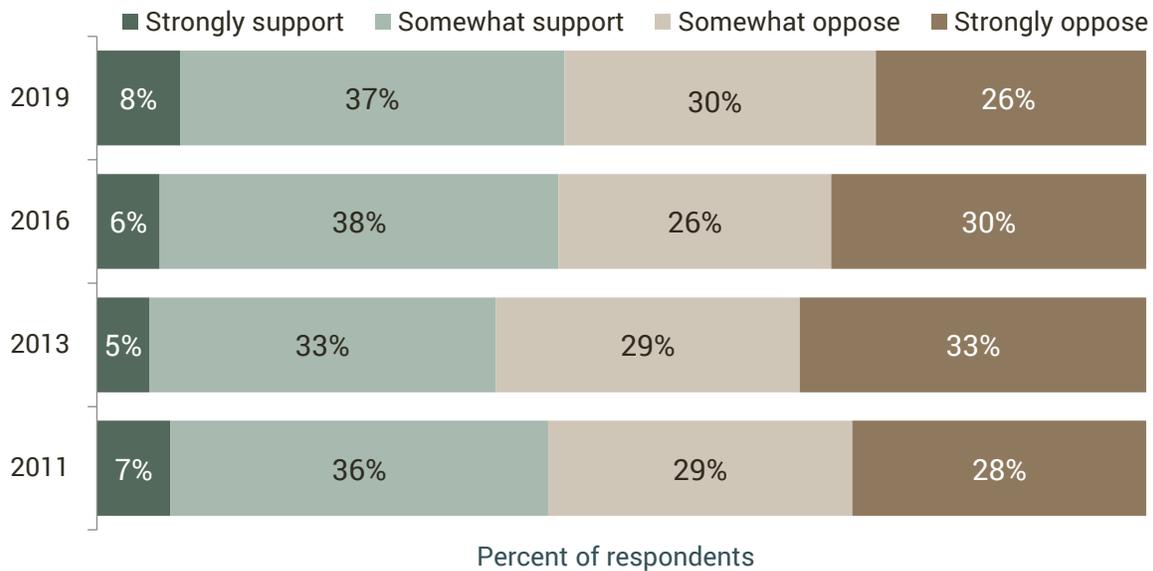


## County Property Tax

County residents were also asked whether they would support or oppose increasing their property tax to maintain services at current levels. About 4 in 10 respondents supported a tax increase, while 3 in 10 would “somewhat oppose” and one-quarter would “strongly oppose” this measure, similar to 2016 levels.

**Figure 31: Support for or Opposition to County Property Tax by Year**

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



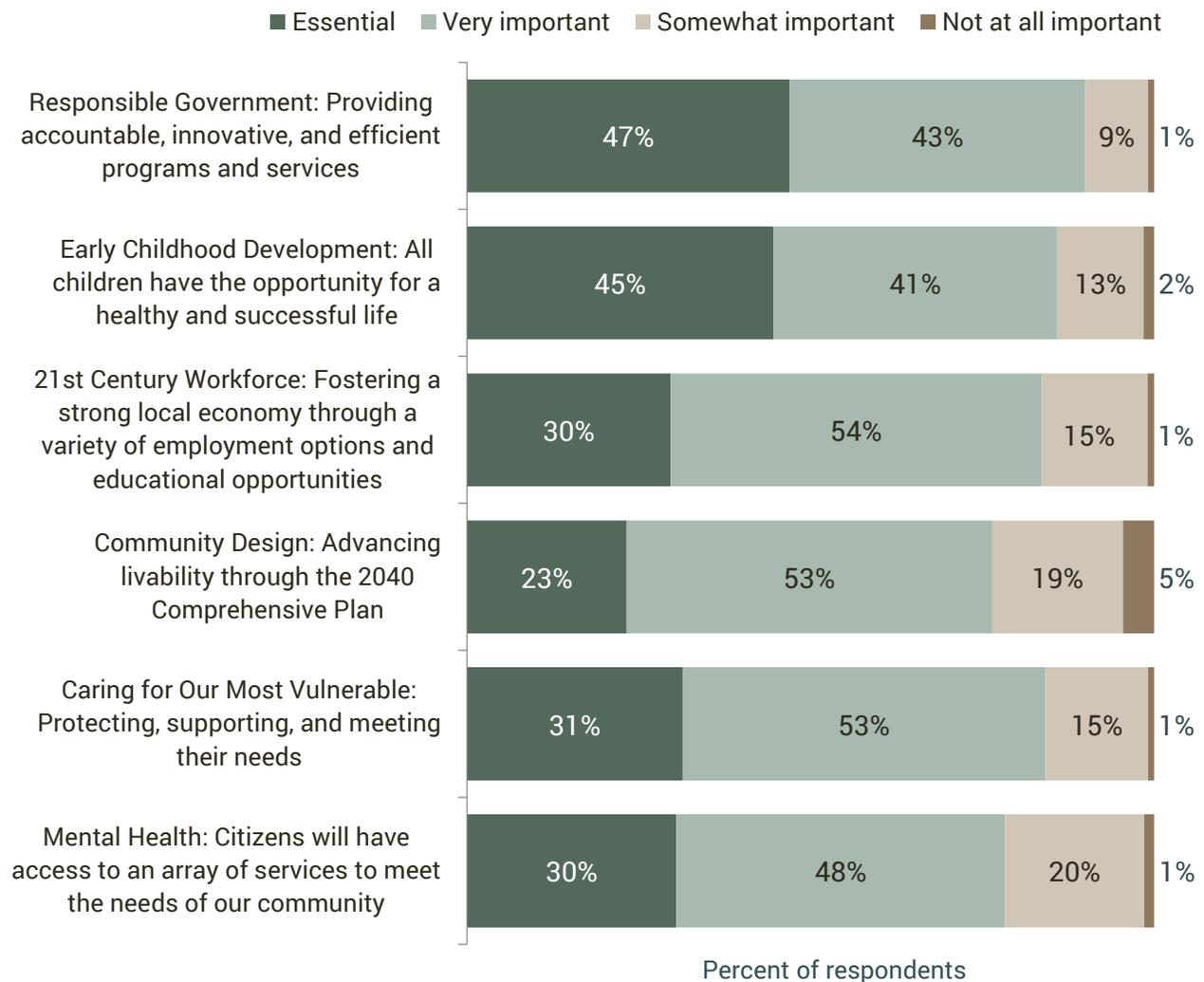
## Resident Priorities

A new question on the 2019 survey asked residents to prioritize six long-term objectives identified by County leaders in 2016. About 9 in 10 respondents reported that a responsible government was at least “very important,” and around 8 in 10 conveyed the importance of early childhood development, a 21<sup>st</sup> Century workforce and caring for the County’s most vulnerable populations.

Scott County residents also identified the top two priorities for their government objectives (see Figure 33 on the next page). Around half of community members reported that a responsible government should be one of the top two areas of focus for the County and about one-third felt similarly about having a 21<sup>st</sup> Century workforce and early childhood development. About one-quarter or less of residents chose mental health, community design or caring for the most vulnerable as a top priority.

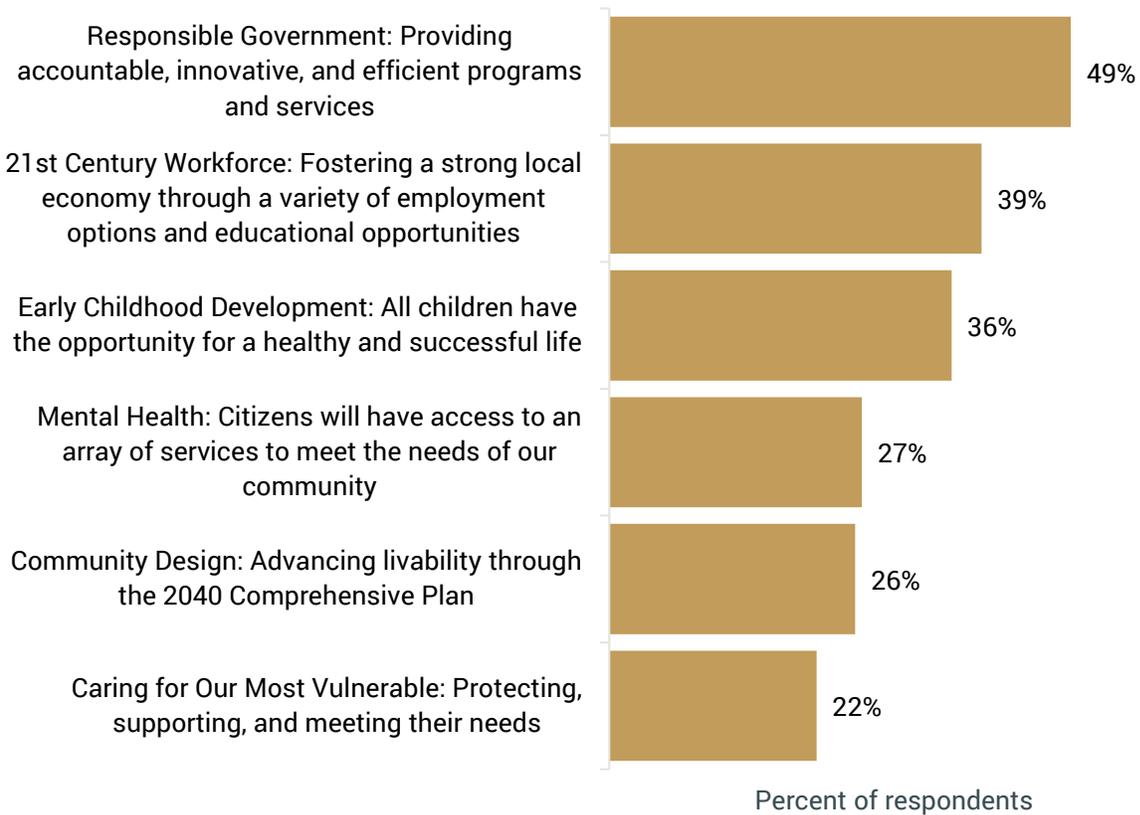
**Figure 32: Resident Priorities for Long Term County Objectives**

In 2016, County leaders identified the following as long-term objectives. Please rate how important you think each is for Scott County:



**Figure 33: Top Priorities for Long Term Objectives**

Please select which TWO long-term objectives are the highest priority:

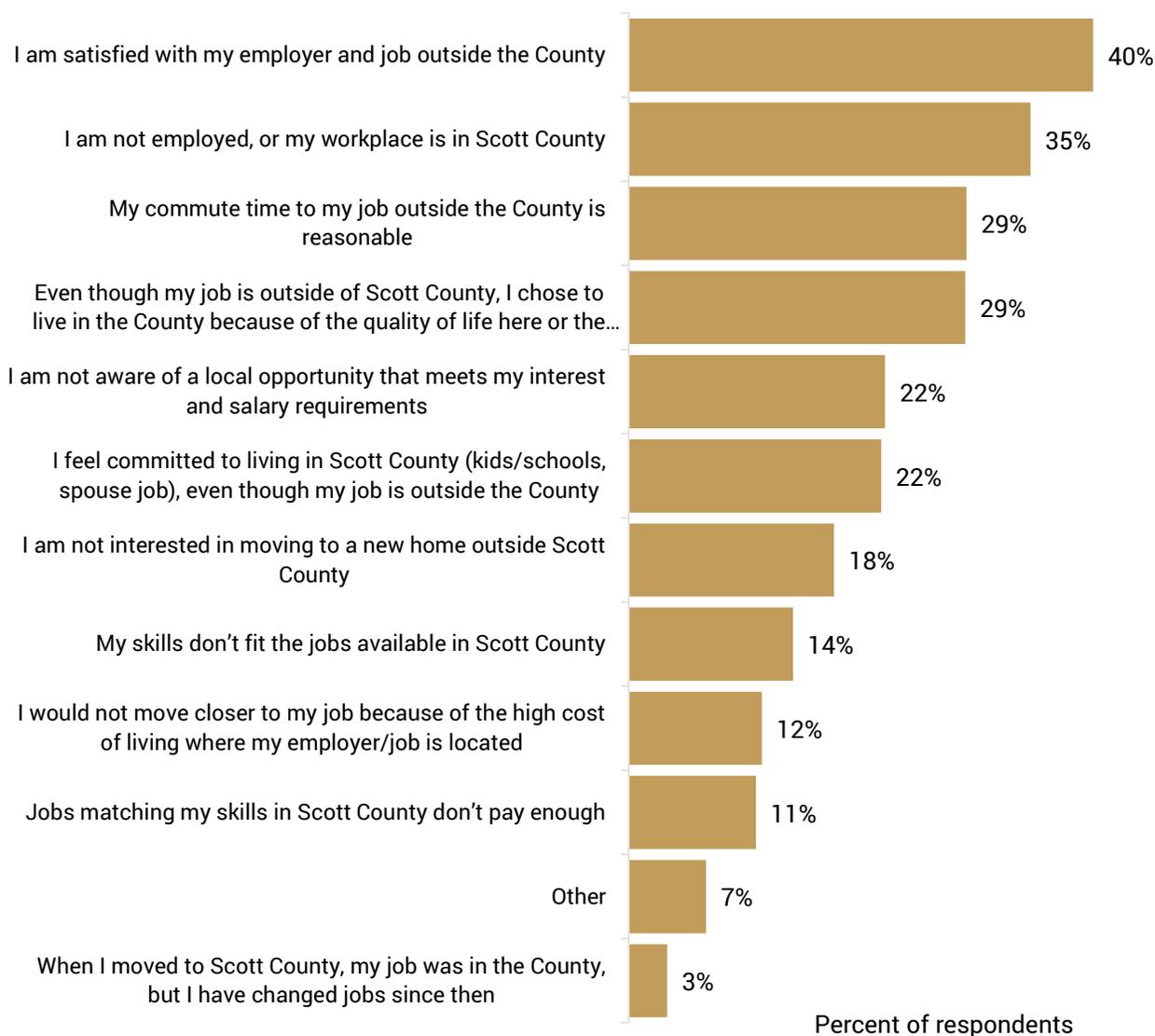


## Reasons for Working Outside Scott County

About 4 in 10 residents stated that they drove outside of Scott County for employment because they were satisfied with their employer and job outside the community and around one-third reported they were not employed or that their did work in Scott County. Approximately 3 in 10 respondents indicated that their commute time was reasonable or chose to live in Scott County because they enjoyed the quality of life in the community, even though their jobs were located elsewhere. Respondents also had the option to identify an unlisted, or “other,” reason; these responses can be found in *Appendix B: Verbatim Responses to Survey Questions from Scientific Survey*.

**Figure 34: Reasons for Driving Outside Scott County for Employment**

If you drive outside of Scott County to get to your place of employment, please indicate which of the following factors apply to your situation.



Total may exceed 100% as respondents could select more than one option.

## Public Information and Communication

To get a better idea of how and where residents get their information, two questions were included on the survey that asked about the use of information sources and preferences communicating with the County.

### Sources of Information

Scott County residents were given a list of 11 different sources for information and asked how much, if at all, they used each to get information about the County government. Residents relied the most heavily on weekly community newspapers, with about 8 in 10 indicating this was a “major” or “minor” source of information. About three-quarters of survey participants used the County website, television news or the SCENE newsletter as an information source about the government. Residents were less likely to seek out information on cable broadcasts of Scott County Board meetings (21%).

Utilization of the various sources of information tended to be stable over time, though more residents reported relying on social media in 2019 compared to 2016. Conversely, respondents were less likely to utilize the Scott County SCENE newsletter or the radio in 2019 compared to 2016.

**Figure 35: Sources of Information by Year**

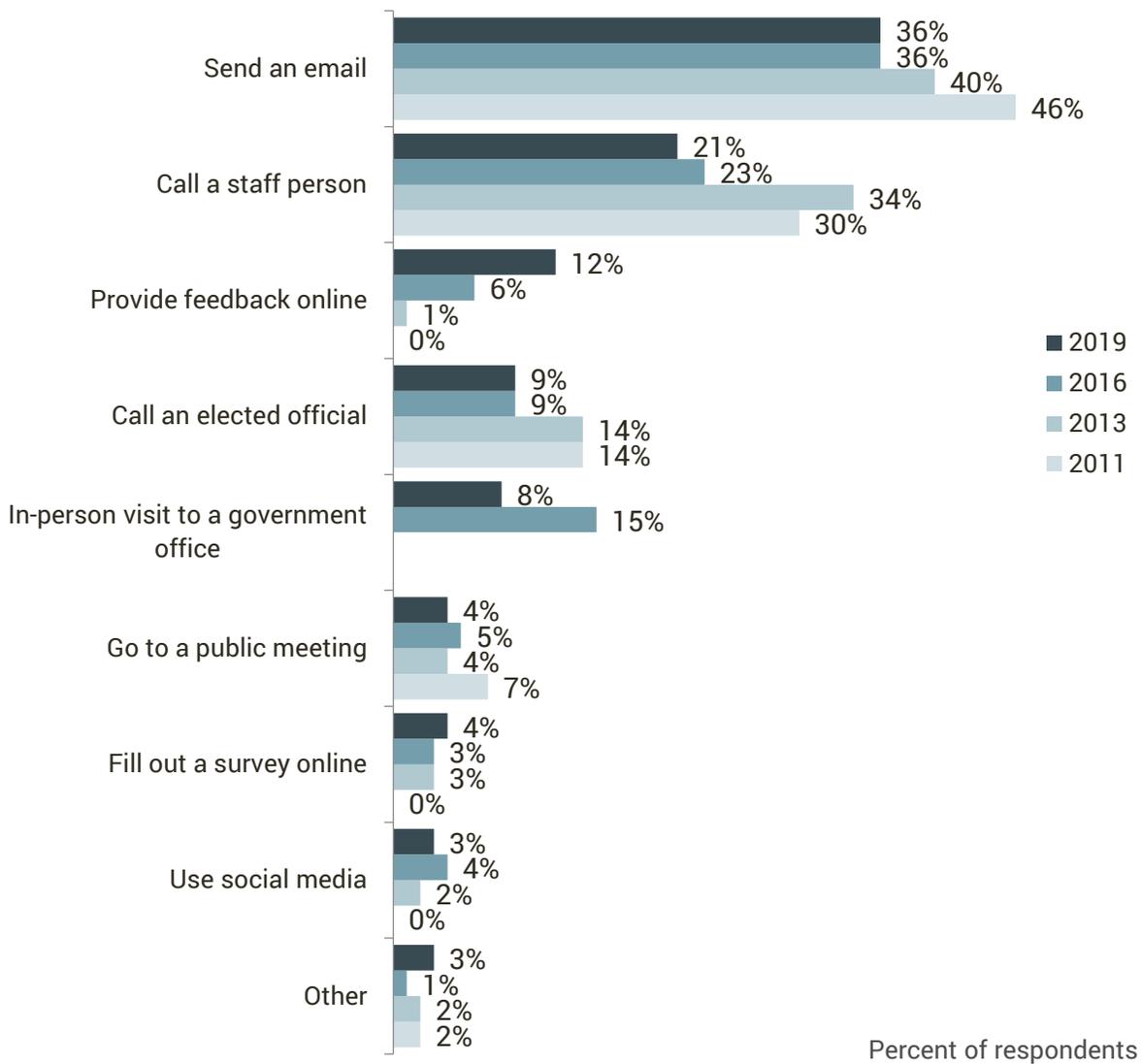
Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all. Percent rating as “major source” or “minor source”	2019	2016	2013	2011	2006	2004	2001
Weekly community newspapers	82%	79%	82%	87%	89%	86%	88%
Scott County website (www.scottcountymn.gov)	76%	75%	64%	68%	61%	NA	NA
Television news	74%	75%	68%	71%	NA	NA	NA
The Scott County SCENE newsletter	72%	78%	74%	81%	81%	78%	78%
Other online news sources	59%	55%	42%	39%	NA	NA	NA
Daily newspapers	59%	61%	65%	72%	74%	73%	77%
Social media (e.g., Twitter, Facebook, etc.)	59%	52%	NA	NA	NA	NA	NA
Scott County employees	42%	43%	40%	37%	45%	51%	43%
The radio	39%	45%	40%	37%	56%	61%	NA
Community meetings	33%	38%	30%	34%	50%	53%	46%
Cable broadcasts of Scott County Board meetings	21%	25%	21%	28%	NA	NA	NA

## Communication Preferences

Sending an email continued to be the most preferred method of contact with the County regarding suggestions or concerns (36%). About 2 in 10 respondents preferred to call a staff person (23%), and 1 in 10 expressed a preference for providing feedback online (which increased since 2016). Less than 10% selected any of the other contact methods. Three percent of respondents chose to write in their own words how they preferred to contact the County government. Those responses appear verbatim in *Appendix B: Verbatim Responses to Open-ended Questions*.

Preferences for contacting the County government were similar in 2019 compared to 2016; however, fewer respondents indicated they would prefer to make an in-person visit to a government office in 2019 than in 2016, and more said they would prefer to provide feedback online.

**Figure 36: Top Preference for Contact by Year**



## Appendix A: Responses to Survey Questions from Scientific Survey

The full set of responses to each survey question are displayed in the tables in this appendix. Data in these tables are from the “scientific survey;” that is, from households that were randomly selected to participate in the survey. Results from the open participation survey can be found in *Appendix G: Responses to Survey Questions from Open Participation Survey*. A comparison of responses from the scientific survey and the open participation survey can be found in *Appendix H: Comparison of Scientific and Open Participation Survey Responses*. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allows for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response; and the second with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items.

**Table 1: Question 1 - Including Don't Know Responses**

Please rate each of the following aspects of quality of life in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
As a place to live	36%	N=240	58%	N=388	5%	N=34	1%	N=9	0%	N=2	100%	N=674
As a place to raise children	32%	N=215	45%	N=300	8%	N=53	1%	N=9	14%	N=95	100%	N=672
As a place to work	17%	N=112	36%	N=241	15%	N=104	5%	N=31	27%	N=184	100%	N=672
As a place to retire	16%	N=110	27%	N=180	22%	N=151	7%	N=49	27%	N=181	100%	N=670
Overall quality of life in Scott County	26%	N=177	61%	N=409	10%	N=66	2%	N=14	1%	N=6	100%	N=672

**Table 2: Question 1 - Excluding Don't Know Responses**

Please rate each of the following aspects of quality of life in Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
As a place to live	36%	N=240	58%	N=388	5%	N=34	1%	N=9	100%	N=672
As a place to raise children	37%	N=215	52%	N=300	9%	N=53	2%	N=9	100%	N=578
As a place to work	23%	N=112	50%	N=241	21%	N=104	6%	N=31	100%	N=487
As a place to retire	23%	N=110	37%	N=180	31%	N=151	10%	N=49	100%	N=489
Overall quality of life in Scott County	27%	N=177	61%	N=409	10%	N=66	2%	N=14	100%	N=666

**Table 3: Question 2 - Including Don't Know Responses**

Please rate each of the following characteristics of Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	31%	N=210	48%	N=330	15%	N=106	1%	N=10	4%	N=29	100%	N=684
Social and cultural opportunities (e.g., arts, entertainment, etc.)	9%	N=64	41%	N=279	36%	N=245	6%	N=43	7%	N=48	100%	N=680
Employment opportunities	11%	N=74	32%	N=216	28%	N=188	6%	N=43	23%	N=158	100%	N=679
Availability of affordable quality child care	3%	N=19	19%	N=125	20%	N=135	6%	N=40	53%	N=353	100%	N=673
Availability of affordable health care	11%	N=77	36%	N=242	25%	N=170	7%	N=46	21%	N=144	100%	N=679
Availability of fresh fruits and vegetables	28%	N=195	50%	N=341	16%	N=110	3%	N=19	3%	N=19	100%	N=684
Availability of bike and pedestrian options	20%	N=137	45%	N=308	21%	N=144	5%	N=37	8%	N=51	100%	N=676
Openness and acceptance of the community towards people of diverse backgrounds	10%	N=71	41%	N=278	23%	N=158	8%	N=53	18%	N=123	100%	N=684
Regional public transit or bus system	8%	N=51	24%	N=161	24%	N=162	18%	N=126	27%	N=182	100%	N=682
Regional parks and trails	31%	N=209	47%	N=319	14%	N=98	3%	N=17	5%	N=37	100%	N=680
Higher education opportunities for residents	6%	N=39	21%	N=141	25%	N=169	13%	N=91	35%	N=237	100%	N=678
Availability of housing options for all incomes	8%	N=57	28%	N=191	27%	N=184	14%	N=98	22%	N=152	100%	N=682
Availability of housing options for young singles/professionals	8%	N=53	28%	N=194	23%	N=157	11%	N=72	30%	N=205	100%	N=681
Availability of housing options for young families	10%	N=72	35%	N=241	25%	N=172	8%	N=55	21%	N=143	100%	N=682
Availability of housing options for seniors	7%	N=46	31%	N=210	21%	N=140	8%	N=55	34%	N=230	100%	N=683
Availability of housing options for people with disabilities	3%	N=23	15%	N=99	16%	N=108	7%	N=46	59%	N=405	100%	N=681

**Table 4: Question 2 - Excluding Don't Know Responses**

Please rate each of the following characteristics of Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	32%	N=210	50%	N=330	16%	N=106	2%	N=10	100%	N=656
Social and cultural opportunities (e.g., arts, entertainment, etc.)	10%	N=64	44%	N=279	39%	N=245	7%	N=43	100%	N=631
Employment opportunities	14%	N=74	41%	N=216	36%	N=188	8%	N=43	100%	N=521
Availability of affordable quality child care	6%	N=19	39%	N=125	42%	N=135	13%	N=40	100%	N=320
Availability of affordable health care	14%	N=77	45%	N=242	32%	N=170	9%	N=46	100%	N=534
Availability of fresh fruits and vegetables	29%	N=195	51%	N=341	16%	N=110	3%	N=19	100%	N=664
Availability of bike and pedestrian options	22%	N=137	49%	N=308	23%	N=144	6%	N=37	100%	N=625
Openness and acceptance of the community towards people of diverse backgrounds	13%	N=71	50%	N=278	28%	N=158	10%	N=53	100%	N=561
Regional public transit or bus system	10%	N=51	32%	N=161	32%	N=162	25%	N=126	100%	N=500
Regional parks and trails	33%	N=209	50%	N=319	15%	N=98	3%	N=17	100%	N=643
Higher education opportunities for residents	9%	N=39	32%	N=141	38%	N=169	21%	N=91	100%	N=441
Availability of housing options for all incomes	11%	N=57	36%	N=191	35%	N=184	18%	N=98	100%	N=529
Availability of housing options for young singles/professionals	11%	N=53	41%	N=194	33%	N=157	15%	N=72	100%	N=476
Availability of housing options for young families	13%	N=72	45%	N=241	32%	N=172	10%	N=55	100%	N=539
Availability of housing options for seniors	10%	N=46	46%	N=210	31%	N=140	12%	N=55	100%	N=453
Availability of housing options for people with disabilities	8%	N=23	36%	N=99	39%	N=108	17%	N=46	100%	N=276

**Table 5: Question 3**

What one thing do you like most about living in Scott County?	Percent of respondents	Number
Access to Twin Cities	19%	N=131
Affordability	7%	N=49
Parks/lakes/recreation	10%	N=70
Other	6%	N=44
Rural/small town feel	23%	N=159
Schools	4%	N=24
Entertainment offerings	5%	N=31
Suburban lifestyle	17%	N=117
My neighborhood	6%	N=43
Job opportunities	2%	N=11
Total	100%	N=680

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Survey Questions from Scientific Survey to review the verbatim responses.

**Table 6: Question 4 - Including Don't Know Responses**

Please rate how safe you feel...	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your home	76%	N=520	22%	N=152	1%	N=9	0%	N=3	0%	N=1	100%	N=685
In your neighborhood	64%	N=440	33%	N=222	2%	N=15	1%	N=4	0%	N=2	100%	N=683
In Scott County regional parks or trails	40%	N=275	44%	N=297	4%	N=25	1%	N=6	11%	N=77	100%	N=681
In libraries within Scott County	63%	N=433	15%	N=102	1%	N=6	0%	N=1	21%	N=141	100%	N=682

**Table 7: Question 4 - Excluding Don't Know Responses**

<b>Please rate how safe you feel...</b>	<b>Very safe</b>		<b>Somewhat safe</b>		<b>Somewhat unsafe</b>		<b>Very unsafe</b>		<b>Total</b>	
In your home	76%	N=520	22%	N=152	1%	N=9	0%	N=3	100%	N=684
In your neighborhood	65%	N=440	33%	N=222	2%	N=15	1%	N=4	100%	N=681
In Scott County regional parks or trails	46%	N=275	49%	N=297	4%	N=25	1%	N=6	100%	N=603
In libraries within Scott County	80%	N=433	19%	N=102	1%	N=6	0%	N=1	100%	N=542

**Table 8: Question 5**

<b>What would you say is the most serious issue facing Scott County at this time?</b>	<b>Percent of respondents</b>	<b>Number</b>
Crime	9%	N=60
Taxes	33%	N=224
Poverty	1%	N=9
Education	7%	N=46
Condition of roads	4%	N=26
Homelessness	1%	N=5
Traffic congestion	17%	N=116
Aging of the population	2%	N=12
Bike and pedestrian safety	1%	N=7
Affordability of housing	16%	N=110
Availability of livable wage jobs	9%	N=62
<b>Total</b>	<b>100%</b>	<b>N=678</b>

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

Please rate to what degree, if at all, each of the following is a problem in Scott County.	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	8%	N=52	39%	N=268	37%	N=253	7%	N=48	9%	N=62	100%	N=683
Taxes	5%	N=33	20%	N=133	38%	N=257	30%	N=207	7%	N=50	100%	N=679
Highway safety	16%	N=105	42%	N=281	31%	N=206	7%	N=46	4%	N=27	100%	N=665
Traffic congestion	11%	N=76	33%	N=223	31%	N=214	22%	N=149	3%	N=17	100%	N=679
Poverty	10%	N=68	29%	N=201	20%	N=135	4%	N=27	37%	N=251	100%	N=681
Homelessness	16%	N=109	29%	N=195	10%	N=67	2%	N=13	44%	N=296	100%	N=680
Bike and pedestrian safety	27%	N=178	40%	N=269	15%	N=99	4%	N=27	15%	N=99	100%	N=673
Availability of livable wage jobs	14%	N=96	23%	N=153	26%	N=176	8%	N=55	29%	N=195	100%	N=676
Affordability of housing	11%	N=77	26%	N=177	30%	N=206	15%	N=103	17%	N=112	100%	N=674
Education	29%	N=201	30%	N=205	19%	N=129	4%	N=28	17%	N=119	100%	N=682
Aging of the population	23%	N=159	27%	N=185	15%	N=103	3%	N=22	31%	N=211	100%	N=680

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

Please rate to what degree, if at all, each of the following is a problem in Scott County.	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Crime	8%	N=52	43%	N=268	41%	N=253	8%	N=48	100%	N=622
Taxes	5%	N=33	21%	N=133	41%	N=257	33%	N=207	100%	N=629
Highway safety	16%	N=105	44%	N=281	32%	N=206	7%	N=46	100%	N=638
Traffic congestion	12%	N=76	34%	N=223	32%	N=214	23%	N=149	100%	N=662
Poverty	16%	N=68	47%	N=201	31%	N=135	6%	N=27	100%	N=431
Homelessness	28%	N=109	51%	N=195	17%	N=67	3%	N=13	100%	N=384
Bike and pedestrian safety	31%	N=178	47%	N=269	17%	N=99	5%	N=27	100%	N=573
Availability of livable wage jobs	20%	N=96	32%	N=153	37%	N=176	11%	N=55	100%	N=480
Affordability of housing	14%	N=77	31%	N=177	37%	N=206	18%	N=103	100%	N=563
Education	36%	N=201	36%	N=205	23%	N=129	5%	N=28	100%	N=563
Aging of the population	34%	N=159	39%	N=185	22%	N=103	5%	N=22	100%	N=469

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

To what degree, if at all, is each of the following a health concern in Scott County?	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Pollution	23%	N=159	41%	N=282	18%	N=121	5%	N=32	13%	N=87	100%	N=680
Tobacco use (including e-cigarettes and chewing tobacco)	20%	N=133	26%	N=178	21%	N=144	11%	N=76	22%	N=149	100%	N=680
Suicide/attempted suicide	9%	N=62	20%	N=138	19%	N=131	8%	N=51	43%	N=292	100%	N=673
Alcohol and drug use by youth	4%	N=31	17%	N=114	28%	N=192	22%	N=150	29%	N=197	100%	N=684
Alcohol and drug use by adults	6%	N=39	23%	N=159	30%	N=203	16%	N=112	24%	N=166	100%	N=678
The health and support for seniors	9%	N=64	26%	N=178	22%	N=152	8%	N=55	34%	N=234	100%	N=683
The health and support for people with disabilities	8%	N=55	23%	N=158	17%	N=118	8%	N=53	44%	N=298	100%	N=682
Sexually transmitted infections	12%	N=82	20%	N=135	9%	N=59	4%	N=26	56%	N=377	100%	N=679
Overweight adults and children	8%	N=57	21%	N=142	29%	N=198	17%	N=113	25%	N=172	100%	N=681
Abuse and neglect of children	6%	N=42	21%	N=141	17%	N=119	9%	N=59	47%	N=321	100%	N=682
Abuse and neglect of vulnerable adults	6%	N=43	19%	N=133	16%	N=106	8%	N=54	51%	N=347	100%	N=682
Abuse of prescribed medications	6%	N=43	17%	N=113	21%	N=141	16%	N=108	41%	N=278	100%	N=683
Domestic violence	6%	N=43	18%	N=125	24%	N=163	9%	N=63	42%	N=285	100%	N=679
Mental illness/mental health issues	5%	N=35	15%	N=100	30%	N=205	14%	N=98	35%	N=241	100%	N=679
Bullying	6%	N=43	17%	N=118	29%	N=197	17%	N=114	31%	N=209	100%	N=681
Teen pregnancy	7%	N=49	26%	N=179	12%	N=85	4%	N=28	50%	N=340	100%	N=680
Social isolation/lack of community connections	13%	N=90	27%	N=184	22%	N=152	6%	N=44	31%	N=207	100%	N=676
Lack of physical activity/exercise	18%	N=122	31%	N=210	23%	N=158	8%	N=56	20%	N=134	100%	N=681
Access to healthy food	34%	N=229	34%	N=229	15%	N=101	5%	N=31	13%	N=86	100%	N=675
Adequacy of school readiness for children	20%	N=139	27%	N=187	14%	N=95	4%	N=27	34%	N=233	100%	N=681
Third-grade reading proficiency	17%	N=115	19%	N=130	11%	N=77	5%	N=32	48%	N=324	100%	N=678

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

To what degree, if at all, is each of the following a health concern in Scott County?	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Pollution	27%	N=159	47%	N=282	20%	N=121	5%	N=32	100%	N=593
Tobacco use (including e-cigarettes and chewing tobacco)	25%	N=133	34%	N=178	27%	N=144	14%	N=76	100%	N=531
Suicide/attempted suicide	16%	N=62	36%	N=138	34%	N=131	13%	N=51	100%	N=381
Alcohol and drug use by youth	6%	N=31	24%	N=114	39%	N=192	31%	N=150	100%	N=487
Alcohol and drug use by adults	8%	N=39	31%	N=159	40%	N=203	22%	N=112	100%	N=512
The health and support for seniors	14%	N=64	40%	N=178	34%	N=152	12%	N=55	100%	N=449
The health and support for people with disabilities	14%	N=55	41%	N=158	31%	N=118	14%	N=53	100%	N=384
Sexually transmitted infections	27%	N=82	45%	N=135	19%	N=59	9%	N=26	100%	N=302
Overweight adults and children	11%	N=57	28%	N=142	39%	N=198	22%	N=113	100%	N=510
Abuse and neglect of children	12%	N=42	39%	N=141	33%	N=119	16%	N=59	100%	N=361
Abuse and neglect of vulnerable adults	13%	N=43	40%	N=133	32%	N=106	16%	N=54	100%	N=336
Abuse of prescribed medications	11%	N=43	28%	N=113	35%	N=141	27%	N=108	100%	N=405
Domestic violence	11%	N=43	32%	N=125	41%	N=163	16%	N=63	100%	N=395
Mental illness/mental health issues	8%	N=35	23%	N=100	47%	N=205	22%	N=98	100%	N=438
Bullying	9%	N=43	25%	N=118	42%	N=197	24%	N=114	100%	N=473
Teen pregnancy	14%	N=49	53%	N=179	25%	N=85	8%	N=28	100%	N=341
Social isolation/lack of community connections	19%	N=90	39%	N=184	32%	N=152	9%	N=44	100%	N=469
Lack of physical activity/exercise	22%	N=122	38%	N=210	29%	N=158	10%	N=56	100%	N=546
Access to healthy food	39%	N=229	39%	N=229	17%	N=101	5%	N=31	100%	N=589
Adequacy of school readiness for children	31%	N=139	42%	N=187	21%	N=95	6%	N=27	100%	N=448
Third-grade reading proficiency	32%	N=115	37%	N=130	22%	N=77	9%	N=32	100%	N=354

**Table 13: Question 8**

Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	Percent of respondents	Number
Yes	43%	N=292
No	57%	N=381
Total	100%	N=672

**Table 14: Question 9 - Including Don't Know Responses**

What was your impression of the employees of Scott County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	53%	N=160	35%	N=106	8%	N=24	2%	N=7	3%	N=8	100%	N=304
Responsiveness	51%	N=153	34%	N=104	10%	N=29	3%	N=10	2%	N=7	100%	N=304
Courtesy	57%	N=172	34%	N=102	5%	N=15	3%	N=8	2%	N=7	100%	N=304
Overall impression	52%	N=158	33%	N=101	8%	N=26	4%	N=12	2%	N=7	100%	N=304

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

**Table 15: Question 9 - Excluding Don't Know Responses**

What was your impression of the employees of Scott County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	54%	N=160	36%	N=106	8%	N=24	2%	N=7	100%	N=296
Responsiveness	52%	N=153	35%	N=104	10%	N=29	3%	N=10	100%	N=297
Courtesy	58%	N=172	34%	N=102	5%	N=15	3%	N=8	100%	N=297
Overall impression	53%	N=158	34%	N=101	9%	N=26	4%	N=12	100%	N=297

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

**Table 16: Question 10 - Including Don't Know Responses**

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public libraries located in Scott County	39%	N=269	38%	N=260	7%	N=47	0%	N=2	16%	N=107	100%	N=684
Trail and bikeway connectivity	22%	N=151	39%	N=262	17%	N=118	5%	N=33	17%	N=117	100%	N=681
911 dispatch services	28%	N=187	25%	N=170	4%	N=28	0%	N=2	43%	N=292	100%	N=678
Sheriff patrol	23%	N=159	37%	N=252	10%	N=65	1%	N=6	29%	N=198	100%	N=680
Employment and training services	7%	N=46	21%	N=143	14%	N=96	2%	N=13	56%	N=376	100%	N=673
Snow and ice removal on County roads	25%	N=169	46%	N=317	22%	N=151	4%	N=29	2%	N=16	100%	N=682
Surface condition of County roads	13%	N=85	45%	N=307	35%	N=234	5%	N=36	2%	N=14	100%	N=676
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	12%	N=82	31%	N=211	15%	N=99	2%	N=10	41%	N=277	100%	N=679
Land records and other property information	13%	N=90	31%	N=207	10%	N=68	2%	N=12	45%	N=302	100%	N=679
Disaster preparedness	6%	N=41	20%	N=138	9%	N=64	1%	N=9	63%	N=427	100%	N=679
Services for low income residents	5%	N=31	15%	N=105	12%	N=85	3%	N=20	65%	N=442	100%	N=683
Services for veterans	4%	N=28	16%	N=106	10%	N=70	2%	N=15	68%	N=458	100%	N=677
Recycling and household hazardous waste disposal	26%	N=174	39%	N=265	22%	N=151	5%	N=32	9%	N=60	100%	N=681
Property assessment and taxpayer services	7%	N=45	27%	N=186	30%	N=203	10%	N=67	27%	N=183	100%	N=685
Inspections and zoning services	6%	N=41	23%	N=158	18%	N=123	5%	N=33	48%	N=326	100%	N=681
Birth/death/marriage records, licensing, and vehicle registration	16%	N=106	43%	N=292	19%	N=131	4%	N=25	19%	N=128	100%	N=682
Disease prevention and control	6%	N=38	21%	N=140	10%	N=67	1%	N=4	63%	N=431	100%	N=681
Protecting children	8%	N=56	30%	N=201	10%	N=71	3%	N=18	49%	N=333	100%	N=680
Protecting vulnerable adults	6%	N=37	21%	N=144	12%	N=79	3%	N=19	59%	N=399	100%	N=679
Mental health services	5%	N=35	18%	N=125	14%	N=98	6%	N=41	56%	N=379	100%	N=678
Services for people with disabilities	5%	N=37	20%	N=137	11%	N=76	3%	N=21	60%	N=410	100%	N=680
Services for elderly people	5%	N=32	22%	N=153	13%	N=90	3%	N=20	57%	N=385	100%	N=681

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Prevention of repeat crimes	3%	N=20	15%	N=102	15%	N=101	5%	N=36	62%	N=415	100%	N=673
Availability of emergency food programs	7%	N=50	21%	N=144	11%	N=78	3%	N=20	57%	N=387	100%	N=679
Regional parks	28%	N=193	47%	N=321	13%	N=89	1%	N=6	10%	N=71	100%	N=679
Overall quality of services provided by Scott County	11%	N=74	56%	N=376	25%	N=170	2%	N=13	6%	N=37	100%	N=670

**Table 17: Question 10 - Excluding Don't Know Responses**

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Public libraries located in Scott County	47%	N=269	45%	N=260	8%	N=47	0%	N=2	100%	N=577
Trail and bikeway connectivity	27%	N=151	47%	N=262	21%	N=118	6%	N=33	100%	N=564
911 dispatch services	48%	N=187	44%	N=170	7%	N=28	1%	N=2	100%	N=386
Sheriff patrol	33%	N=159	52%	N=252	13%	N=65	1%	N=6	100%	N=482
Employment and training services	15%	N=46	48%	N=143	32%	N=96	5%	N=13	100%	N=298
Snow and ice removal on County roads	25%	N=169	48%	N=317	23%	N=151	4%	N=29	100%	N=665
Surface condition of County roads	13%	N=85	46%	N=307	35%	N=234	5%	N=36	100%	N=661
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	20%	N=82	52%	N=211	25%	N=99	3%	N=10	100%	N=402
Land records and other property information	24%	N=90	55%	N=207	18%	N=68	3%	N=12	100%	N=377
Disaster preparedness	16%	N=41	55%	N=138	26%	N=64	4%	N=9	100%	N=253
Services for low income residents	13%	N=31	44%	N=105	35%	N=85	8%	N=20	100%	N=241
Services for veterans	13%	N=28	48%	N=106	32%	N=70	7%	N=15	100%	N=219
Recycling and household hazardous waste disposal	28%	N=174	43%	N=265	24%	N=151	5%	N=32	100%	N=621
Property assessment and taxpayer services	9%	N=45	37%	N=186	40%	N=203	13%	N=67	100%	N=501
Inspections and zoning services	11%	N=41	45%	N=158	35%	N=123	9%	N=33	100%	N=355
Birth/death/marriage records, licensing, and vehicle registration	19%	N=106	53%	N=292	24%	N=131	4%	N=25	100%	N=554
Disease prevention and control	15%	N=38	56%	N=140	27%	N=67	2%	N=4	100%	N=249
Protecting children	16%	N=56	58%	N=201	21%	N=71	5%	N=18	100%	N=347
Protecting vulnerable adults	13%	N=37	51%	N=144	28%	N=79	7%	N=19	100%	N=280
Mental health services	12%	N=35	42%	N=125	33%	N=98	14%	N=41	100%	N=299
Services for people with disabilities	14%	N=37	50%	N=137	28%	N=76	8%	N=21	100%	N=270
Services for elderly people	11%	N=32	52%	N=153	31%	N=90	7%	N=20	100%	N=295

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Prevention of repeat crimes	8%	N=20	39%	N=102	39%	N=101	14%	N=36	100%	N=259
Availability of emergency food programs	17%	N=50	49%	N=144	27%	N=78	7%	N=20	100%	N=292
Regional parks	32%	N=193	53%	N=321	15%	N=89	1%	N=6	100%	N=608
Overall quality of services provided by Scott County	12%	N=74	59%	N=376	27%	N=170	2%	N=13	100%	N=633

**Table 18: Question 11 - Including Don't Know Responses**

Please rate the following categories of Scott County government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The job Scott County government does at informing residents	13%	N=87	48%	N=326	25%	N=169	3%	N=23	11%	N=78	100%	N=683
The job Scott County government does at listening to residents	6%	N=38	30%	N=208	22%	N=151	6%	N=42	36%	N=243	100%	N=682
The value of services for the taxes paid to Scott County	6%	N=39	31%	N=209	36%	N=245	12%	N=85	16%	N=106	100%	N=684
The job Scott County government does at managing tax dollars	5%	N=35	25%	N=168	32%	N=215	11%	N=76	27%	N=185	100%	N=678
The job Scott County does at making information available when residents need it	8%	N=56	41%	N=280	25%	N=171	3%	N=19	23%	N=157	100%	N=683
The importance of Scott County services to the quality of life in my community	9%	N=65	45%	N=307	27%	N=184	3%	N=18	16%	N=109	100%	N=683

**Table 19: Question 11 - Excluding Don't Know Responses**

Please rate the following categories of Scott County government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The job Scott County government does at informing residents	14%	N=87	54%	N=326	28%	N=169	4%	N=23	100%	N=605
The job Scott County government does at listening to residents	9%	N=38	47%	N=208	34%	N=151	10%	N=42	100%	N=439
The value of services for the taxes paid to Scott County	7%	N=39	36%	N=209	42%	N=245	15%	N=85	100%	N=578
The job Scott County government does at managing tax dollars	7%	N=35	34%	N=168	44%	N=215	15%	N=76	100%	N=493
The job Scott County does at making information available when residents need it	11%	N=56	53%	N=280	32%	N=171	4%	N=19	100%	N=527
The importance of Scott County services to the quality of life in my community	11%	N=65	53%	N=307	32%	N=184	3%	N=18	100%	N=575

**Table 20: Question 12 - Residing in a Safe Community**

Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
People can travel and move about safely	61%	N=418	35%	N=239	3%	N=22	1%	N=4	100%	N=683
People feel safe, know their neighbors, children play outside, and everyone feels part of the larger community	61%	N=411	35%	N=234	4%	N=28	1%	N=5	100%	N=679
Children and vulnerable adults are protected and their basic needs are met	59%	N=398	36%	N=243	5%	N=32	1%	N=7	100%	N=680
Clean soil, water and air	63%	N=431	32%	N=217	4%	N=29	1%	N=5	100%	N=682
The community is prepared for and can respond to emergency situations	51%	N=344	43%	N=295	6%	N=38	0%	N=2	100%	N=679
Criminal behavior is addressed and laws are enforced	66%	N=446	32%	N=219	2%	N=13	0%	N=2	100%	N=679

**Table 21: Question 12 - Residing in a Healthy Community**

Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Elderly people can live at home with necessary supports	35%	N=238	52%	N=355	12%	N=82	1%	N=6	100%	N=681
People have access to adequate and healthy food choices	38%	N=261	50%	N=339	11%	N=77	0%	N=3	100%	N=680
Shelter and housing are available for all people	39%	N=264	43%	N=291	16%	N=109	2%	N=13	100%	N=678
Active lifestyles for all ages are supported through opportunities and education	34%	N=230	47%	N=317	18%	N=123	1%	N=10	100%	N=679
Quality and affordable mental health services are available	38%	N=260	48%	N=323	13%	N=87	1%	N=8	100%	N=678
People have access to quality local health care services, facilities, and providers	51%	N=344	42%	N=280	7%	N=44	1%	N=5	100%	N=673

**Table 22: Question 12 - Residing in a Livable Community**

<b>Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:</b>	Essential		Very important		Somewhat important		Not at all important		Total	
People have a reliable and connected system of roads, trails, sidewalks, and transit options	45%	N=309	46%	N=312	8%	N=55	1%	N=5	100%	N=681
People have access to parks and open spaces for recreation	33%	N=223	51%	N=349	15%	N=105	1%	N=4	100%	N=682
People experience cultural understanding in friendly and diverse neighborhoods	26%	N=171	40%	N=267	28%	N=190	6%	N=41	100%	N=668
People have access to excellent schools and educational opportunities	59%	N=404	35%	N=237	5%	N=36	0%	N=3	100%	N=680
Communities offer local services, community education, arts, cultural and shopping options	23%	N=157	50%	N=336	25%	N=170	2%	N=16	100%	N=679
A range of quality jobs and a thriving local economy	36%	N=245	53%	N=359	11%	N=72	0%	N=2	100%	N=679

**Table 23: Question 13 - Including Don't Know Responses**

How would you rate the County's progress on advancing each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Advancing a safe community	18%	N=124	55%	N=378	13%	N=89	1%	N=8	12%	N=82	100%	N=682
Advancing a healthy community	12%	N=83	52%	N=352	19%	N=129	1%	N=7	16%	N=110	100%	N=682
Advancing a livable community	15%	N=99	55%	N=375	15%	N=102	3%	N=18	13%	N=88	100%	N=682

**Table 24: Question 13 - Excluding Don't Know Responses**

How would you rate the County's progress on advancing each of the following:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Advancing a safe community	21%	N=124	63%	N=378	15%	N=89	1%	N=8	100%	N=600
Advancing a healthy community	15%	N=83	62%	N=352	23%	N=129	1%	N=7	100%	N=571
Advancing a livable community	17%	N=99	63%	N=375	17%	N=102	3%	N=18	100%	N=594

**Table 25: Question 14**

Please indicate how important, if at all, you feel each of the following are for a responsible County government: A responsible County government...	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
...is accountable, dependable, and efficient	64%	N=437	33%	N=228	2%	N=14	0%	N=3	100%	N=680
...employs a high-quality workforce dedicated to good customer service	45%	N=306	50%	N=336	4%	N=29	0%	N=3	100%	N=674
...listens to and respects people’s points of view and creates a government that works for the people	61%	N=411	35%	N=236	4%	N=27	0%	N=3	100%	N=678
...is transparent regarding budgets and spending	63%	N=425	32%	N=214	4%	N=29	1%	N=10	100%	N=678
...provides understandable and accurate information	59%	N=399	38%	N=258	3%	N=19	0%	N=3	100%	N=678
...sustains fiscal health through a well-run organization	61%	N=413	35%	N=241	3%	N=21	1%	N=4	100%	N=679

**Table 26: Question 15**

In 2016, County leaders identified the following as long-term objectives. Please rate how important you think each is for Scott County, and then check which TWO you think are the highest priority.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Mental Health: Citizens will have access to an array of services to meet the needs of our community	30%	N=198	48%	N=312	20%	N=132	1%	N=10	100%	N=652
Caring for Our Most Vulnerable: Protecting, supporting, and meeting their needs	31%	N=205	53%	N=344	15%	N=97	1%	N=6	100%	N=653
Community Design: Advancing livability through the 2040 Comprehensive Plan	23%	N=147	53%	N=338	19%	N=121	5%	N=29	100%	N=635
21st Century Workforce: Fostering a strong local economy through a variety of employment options and educational opportunities	30%	N=186	54%	N=339	15%	N=97	1%	N=6	100%	N=628
Early Childhood Development: All children have the opportunity for a healthy and successful life	45%	N=288	41%	N=267	13%	N=81	2%	N=10	100%	N=646
Responsible Government: Providing accountable, innovative, and efficient programs and services	47%	N=305	43%	N=280	9%	N=59	1%	N=6	100%	N=650

**Table 27: Question 15 - Two Highest Priorities**

<b>In 2016, County leaders identified the following as long-term objectives. Please rate how important you think each is for Scott County, and then check which TWO you think are the highest priority.</b>	<b>Percent of respondents</b>	<b>Number</b>
Mental Health: Citizens will have access to an array of services to meet the needs of our community	27%	N=145
Caring for Our Most Vulnerable: Protecting, supporting, and meeting their needs	22%	N=119
Community Design: Advancing livability through the 2040 Comprehensive Plan	26%	N=141
21st Century Workforce: Fostering a strong local economy through a variety of employment options and educational opportunities	39%	N=214
Early Childhood Development: All children have the opportunity for a healthy and successful life	36%	N=197
Responsible Government: Providing accountable, innovative, and efficient programs and services	49%	N=265

*Total may exceed 100% as respondents could select up to two options.*

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

<b>To what extent would you support or oppose an increase in your property tax if it were needed to maintain County services at their current levels?</b>	<b>Percent of respondents</b>	<b>Number</b>
Strongly support	7%	N=44
Somewhat support	32%	N=215
Somewhat oppose	26%	N=173
Strongly oppose	23%	N=155
Don't know	12%	N=81
<b>Total</b>	<b>100%</b>	<b>N=669</b>

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

To what extent would you support or oppose an increase in your property tax if it were needed to maintain County services at their current levels?	Percent of respondents	Number
Strongly support	8%	N=44
Somewhat support	37%	N=215
Somewhat oppose	30%	N=173
Strongly oppose	26%	N=155
Total	100%	N=588

**Table 30: Question 17 - Including Don't Know Responses**

Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all.	Not a source		Minor source		Major source		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Cable broadcasts of Scott County Board meetings	68%	N=459	15%	N=102	3%	N=19	14%	N=91	100%	N=671
Daily newspapers	38%	N=253	30%	N=199	24%	N=164	8%	N=55	100%	N=670
Scott County employees	51%	N=343	29%	N=190	9%	N=60	11%	N=74	100%	N=667
Scott County website (www.scottcountymn.gov)	23%	N=151	38%	N=253	32%	N=212	7%	N=49	100%	N=664
Weekly community newspapers	17%	N=115	32%	N=214	46%	N=305	5%	N=34	100%	N=668
Community meetings	59%	N=395	23%	N=153	7%	N=45	11%	N=77	100%	N=669
The radio	55%	N=367	25%	N=168	10%	N=69	10%	N=66	100%	N=671
The Scott County SCENE newsletter	26%	N=174	35%	N=237	32%	N=217	7%	N=48	100%	N=675
Other online news sources	36%	N=236	31%	N=208	21%	N=136	13%	N=83	100%	N=664
Social media (e.g., Twitter, Facebook, etc.)	38%	N=254	29%	N=196	24%	N=162	9%	N=59	100%	N=671
Television news	25%	N=167	40%	N=272	29%	N=193	7%	N=45	100%	N=676

**Table 31: Question 17 - Excluding Don't Know Responses**

Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all.	Not a source		Minor source		Major source		Total	
Cable broadcasts of Scott County Board meetings	79%	N=459	18%	N=102	3%	N=19	100%	N=580
Daily newspapers	41%	N=253	32%	N=199	27%	N=164	100%	N=615
Scott County employees	58%	N=343	32%	N=190	10%	N=60	100%	N=594
Scott County website (www.scottcountymn.gov)	24%	N=151	41%	N=253	34%	N=212	100%	N=615
Weekly community newspapers	18%	N=115	34%	N=214	48%	N=305	100%	N=633
Community meetings	67%	N=395	26%	N=153	8%	N=45	100%	N=592
The radio	61%	N=367	28%	N=168	11%	N=69	100%	N=605
The Scott County SCENE newsletter	28%	N=174	38%	N=237	35%	N=217	100%	N=627
Other online news sources	41%	N=236	36%	N=208	23%	N=136	100%	N=581
Social media (e.g., Twitter, Facebook, etc.)	41%	N=254	32%	N=196	26%	N=162	100%	N=612
Television news	26%	N=167	43%	N=272	31%	N=193	100%	N=631

Table 32: Question 18

Which ONE of the following methods would you prefer using if you wanted to contact Scott County government for a suggestion or concern?	Percent of respondents	Number
Call an elected official	9%	N=61
Send an email	36%	N=247
Provide feedback online	12%	N=84
Other	3%	N=19
Call a staff person	21%	N=140
Use social media	3%	N=19
In-person visit to a government office	8%	N=54
Go to a public meeting	4%	N=26
Fill out an online survey	4%	N=30
Total	100%	N=680

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Survey Questions from Scientific Survey to review the verbatim responses.

Table 33: Question 19 - Including Don't Know Responses

Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	Percent of respondents	Number
Much better	5%	N=33
Somewhat better	22%	N=149
About the same	60%	N=408
Somewhat worse	9%	N=59
Much worse	1%	N=9
Don't know	3%	N=21
Total	100%	N=679

Table 34: Question 19 - Excluding Don't Know Responses

Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	Percent of respondents	Number
Much better	5%	N=33
Somewhat better	23%	N=149
About the same	62%	N=408
Somewhat worse	9%	N=59
Much worse	1%	N=9
Total	100%	N=658

Table 35: Question 20

If you drive outside of Scott County to get to your place of employment, please indicate which of the following factors apply to your situation.	Percent of respondents	Number
I am not employed, or my workplace is in Scott County	35%	N=213
I am satisfied with my employer and job outside the County	40%	N=246
When I moved to Scott County, my job was in the County, but I have changed jobs since then	3%	N=20
Even though my job is outside of Scott County, I chose to live in the County because of the quality of life here or the amenities in the community in which I live	29%	N=178
I feel committed to living in Scott County (kids/schools, spouse job), even though my job is outside the County	22%	N=134
My skills don't fit the jobs available in Scott County	14%	N=87
Jobs matching my skills in Scott County don't pay enough	11%	N=67
I am not aware of a local opportunity that meets my interest and salary requirements	22%	N=136
I am not interested in moving to a new home outside Scott County	18%	N=109
I would not move closer to my job because of the high cost of living where my employer/job is located	12%	N=71
My commute time to my job outside the County is reasonable	29%	N=179
Other	7%	N=41

Total may exceed 100% as respondents could select more than one option.

**Table 36: Question D1**

<b>How long have you lived in Scott County?</b>	<b>Percent of respondents</b>	<b>Number</b>
Less than 2 year	10%	N=69
2-5 years	17%	N=115
6-10 years	14%	N=93
11-15 years	15%	N=99
16-20 years	11%	N=77
Over 20 years	34%	N=229
<b>Total</b>	<b>100%</b>	<b>N=682</b>

**Table 37: Question D2**

<b>Which of the following best describes you?</b>	<b>Percent of respondents</b>	<b>Number</b>
Employed full-time	67%	N=452
Employed part-time	7%	N=48
Employed, seeking better job or more hours	3%	N=22
Homemaker	4%	N=28
Retired	17%	N=118
Unemployed, looking for work	1%	N=9
Student	0%	N=0
<b>Total</b>	<b>100%</b>	<b>N=676</b>

Table 38: Question D3

In what city do you primarily work?	Percent	Number
Bloomington	8%	42
New Prague	2%	12
Eagan	5%	26
Shakopee	14%	70
Minneapolis	9%	47
Minnetonka	3%	15
Chaska	3%	13
Savage	4%	22
Edina	3%	17
Other	21%	109
Burnsville	9%	47
Prior Lake	8%	39
Eden Prairie	4%	20
St. Paul	6%	30
Total	100%	509

*This question was only asked of those who reported they were employed (part-time, full-time or seeking better job or more hours). Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Survey Questions from Scientific Survey to review the verbatim responses.*

**Table 39: Question D4**

<b>Which best describes the building you live in?</b>	<b>Percent of respondents</b>	<b>Number</b>
One family house detached from any other houses	71%	N=483
House attached to one or more houses (e.g., a duplex or townhome)	16%	N=107
Building with two or more apartments or condos	11%	N=74
Manufactured or mobile home	0%	N=2
Other	2%	N=14
<b>Total</b>	<b>100%</b>	<b>N=680</b>

**Table 40: Question D5**

<b>Is this house, apartment, or mobile home...</b>	<b>Percent of respondents</b>	<b>Number</b>
Rented for cash or occupied without cash payment	16%	N=105
Owned by you or someone in this house with a mortgage or free and clear	84%	N=545
<b>Total</b>	<b>100%</b>	<b>N=650</b>

**Table 41: Question D6**

<b>Are you Spanish, Hispanic or Latino?</b>	<b>Percent of respondents</b>	<b>Number</b>
No, not Spanish, Hispanic or Latino	97%	N=648
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=23
<b>Total</b>	<b>100%</b>	<b>N=671</b>

**Table 42: Question D7**

<b>What is your race?</b>	<b>Percent</b>	<b>Number</b>
American Indian or Alaskan Native	1%	N=8
Asian, Asian Indian or Pacific Islander	6%	N=43
Black or African American	3%	N=22
White	89%	N=595
Other	4%	N=29

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

**Table 43: Question D8**

<b>Which category contains your age?</b>	<b>Percent of respondents</b>	<b>Number</b>
18-24	1%	N=8
25-34	24%	N=165
35-44	18%	N=119
45-54	24%	N=164
55-64	13%	N=89
65-74	11%	N=77
75-84	6%	N=40
85+	2%	N=16
Total	100%	N=680

**Table 44: Question D9**

Which gender do you identify with most closely?	Percent of respondents	Number
Female	50%	N=324
Male	50%	N=327
Total	100%	N=652

**Table 45: Question D10**

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
Children age 17 years and under	38%	N=115	42%	N=129	14%	N=43	5%	N=14	1%	N=3	0%	N=0	100%	N=305
Adults under age 65 years	21%	N=109	63%	N=322	11%	N=54	4%	N=21	1%	N=4	0%	N=0	100%	N=510
Adults age 65 years and over	59%	N=87	40%	N=59	0%	N=1	0%	N=0	0%	N=0	0%	N=0	100%	N=147

**Table 46: Question D11**

Please indicate your household's annual income:	Percent of respondents	Number
Under \$15,000	3%	N=18
\$15,000-\$24,999	5%	N=29
\$25,000-\$34,999	5%	N=32
\$35,000-\$49,999	11%	N=73
\$50,000-\$74,999	16%	N=102
\$75,000-\$99,999	16%	N=106
\$100,000-\$149,999	24%	N=151
\$150,000-\$199,999	12%	N=75
\$200,000 or more	8%	N=54
Total	100%	N=640

## Appendix B: Verbatim Responses to Survey Questions from Scientific Survey

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

### Question 3: What one thing do you like most about living in Scott County? (Other)

- ◆ ACCESS TO LIBRARY.
- ◆ Access to Shakopee & Mankato.
- ◆ Close to work.
- ◆ Closeness to family.
- ◆ Good choice of places to eat.
- ◆ Help available for disadvantaged people like me
- ◆ I grew up here.
- ◆ I like living in the wood close to a major freeway.
- ◆ Living by family.
- ◆ Location to our work.
- ◆ LOVED IT HERE IN 70-80'S. NOW IT IS LIKE LIVING IN ST. LOUIS PARK BACK THEN.
- ◆ My daughter & son-in-law & grandkids.
- ◆ NOT MUCH.
- ◆ Proximity to family.
- ◆ Quiet & calm area.
- ◆ SENIOR HOUSING.
- ◆ Small town feel & safe. Police and EM workers are excellent taking care of our communities.

### Question 18: Which ONE of the following methods would you prefer using if you wanted to contact Scott County government for a suggestion or concern? (Other: specify)

- ◆ Call a staff person or [?] person visit to govt. office.
- ◆ CALL ON PHONE.
- ◆ Call Scott County Court House.
- ◆ CALL.
- ◆ Depend on situation on need.
- ◆ I would like to see a pie graph of the total budget showing expenditures including social services.
- ◆ Interactive website.
- ◆ Mail
- ◆ Never contacted govt.

- ◆ None of the above. Haven't gotten help concerning moving to & buying house since I moved here. Got excuses.

Question 20: If you drive outside of Scott County to get to your place of employment, please indicate which of the following factors apply to your situation. (Other)

- ◆ CHANGED JOBS ONCE BUT COMMUTE/ TRAFFIC TO GET NORTH OF RIVER UNREASONABLE.
- ◆ Congested roads are huge time billers.
- ◆ Dealing jobs of St. Paul-but not get in SCO. Now almost 2 yrs.
- ◆ FAMILY NEARBY; MY JOB IS SOUTH SO CLOSER TO THE CITY THIS WAY.
- ◆ Family.
- ◆ Fix the bridge congestion!
- ◆ FULL-TIME TELECOMMUTER.
- ◆ Growth is moving too fast- too many people!!!
- ◆ I am first house in Scott- work in Dakota.
- ◆ I am self employed and work from home.
- ◆ I don't mind the commute. Cervey is nice. I hope 169 can stay beautiful.
- ◆ I travel nationwide for work, when the dog dies I will move south.
- ◆ I work from home 2x/week. I love my home. I just wish MN was warmer!
- ◆ I work from home for a large company, all my work is online.
- ◆ I work from home for an employer in California.
- ◆ I would move in a heartbeat if I could afford to!
- ◆ I'M NOW DISABLED.
- ◆ MOST DAYS but only at off peak times!
- ◆ Moved to Scott Cty. for rural living (no neighbors).
- ◆ My commute has gotten worse over the years due to increased traffic.
- ◆ My commute time to my job outside the county is very unreasonable!
- ◆ My job is in Scott County sometimes, most of the time it is not, each day is different (construction).
- ◆ N/A.
- ◆ Plan to retire in 5 years and will move closer to Minneapolis/ St. Paul.
- ◆ Retired.
- ◆ Self employed- contractor- drive all over metro.
- ◆ SELF EMPLOYED.
- ◆ Self employed.
- ◆ Traveling Sales.
- ◆ We love the schools, otherwise we would consider moving.
- ◆ Work from home.

Question D3: In what city do you primarily work? (Other, specify)

- ◆ All Metro.
- ◆ All of above not others.
- ◆ All over 7 county area.
- ◆ All.
- ◆ APPLE VALLEY.
- ◆ Apple Valley.
- ◆ APV.
- ◆ Bayport.
- ◆ Belle Plaine.
- ◆ Cannon Falls.
- ◆ CHAMPLIN.
- ◆ Chanhassen.
- ◆ Chanhassen.
- ◆ Construction.
- ◆ Countrywide.
- ◆ Elko New Market.
- ◆ Elko New Mount.
- ◆ Elko Waconia New Prague.
- ◆ EMPIRE TOWNSHIP.
- ◆ Entire Metro Area.
- ◆ Entire Metro.
- ◆ Entire metro.
- ◆ Excision/ Cherokee.
- ◆ FARIBAULT.
- ◆ Farmington.
- ◆ Fridley.
- ◆ Fridley.
- ◆ From home.
- ◆ Golden Valley.
- ◆ Golden Valley.

- ◆ Golden Valley.
- ◆ Golden Valley.
- ◆ GREEN ISLE.
- ◆ Henderson.
- ◆ Home.
- ◆ Home.
- ◆ Hopkins.
- ◆ Hopkins.
- ◆ Hopkins.
- ◆ Hudson, WI.
- ◆ I travel.
- ◆ Inver Grove Heights.
- ◆ Inver Grove Heights.
- ◆ JORDAN.
- ◆ Lakeville.
- ◆ Le Center, MN.
- ◆ Le Center.
- ◆ Lester Prairie
- ◆ LESUECR.
- ◆ LeSueur.
- ◆ Many.
- ◆ Mendota Heights.
- ◆ Mendota Heights.
- ◆ Metro area construction.
- ◆ Metro.
- ◆ N/A.
- ◆ New Hope.

- ◆ NEW MARKET.
- ◆ No. St. Paul.
- ◆ NONE.
- ◆ North Inc.
- ◆ Northfield.
- ◆ Norwood.
- ◆ OWATONNA.
- ◆ Plymouth.
- ◆ PLYMOUTH.
- ◆ Plymouth.
- ◆ Plymouth.
- ◆ Retired.
- ◆ Retired.
- ◆ Roseville.
- ◆ S. ST. PAUL.
- ◆ SIV.
- ◆ St Louis Park.
- ◆ St. Louis, MO.
- ◆ St. Peter.
- ◆ Telecommute.
- ◆ THE ENTIRE TWIN CITIES.
- ◆ Travel to all.
- ◆ Travel.
- ◆ Victoria.
- ◆ WACONIA
- ◆ WI. Remote from home.
- ◆ Work from home.
- ◆ Work from home.

## Appendix C: Survey Results by Respondent Characteristics

### Understanding the Tables

Data in these tables are from the “scientific survey;” that is, from households that were randomly selected to participate in the survey. For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “very familiar” or “somewhat familiar” with an item.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

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

For example, in Table 47 on the following page, respondents in Districts 2 (B) gave statistically higher ratings to Scott County as a place to retire than did those in District 1 (A), 3 (C), 4 (D), and 5 (E). In addition, the ratings given by those in District 2 and District 5 are also statistically significantly higher than for those in District 1 (Column A), District 3 (Column C) and District 4 (Column D) for Scott County as a place to live. However, differences between those in District 2 and District 5 are not statistically different from each other, as there is no letter to indicate this (i.e., the cells for District 2 and 5 do not include a letter B or E).

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

## Survey Results by Ward

**Table 47: Ratings of Quality of Life by Commissioner District**

Please rate each of the following aspects of quality of life in Scott County.	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
As a place to live	73	80 A C D	73	74	79 A C D	76
As a place to raise children	73	78	75	73	76	75
As a place to work	66	60	67 D	59	62	63
As a place to retire	55	67 A C D E	54	55	53	57
Overall quality of life in Scott County	65	74 A	72 A	70	73 A	71

**Table 48: Ratings of Community Characteristics by Commissioner District**

Please rate each of the following characteristics of Scott County:	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Outdoor recreational opportunities	68	75 A C	68	71	73	71
Social and cultural opportunities (e.g., arts, entertainment, etc.)	53	51	55	52	53	53
Employment opportunities	55	50	61 B D E	51	53	54
Availability of affordable quality child care	44	44	50	44	49	46
Availability of affordable health care	51	54	60 A	53	59 A	55
Availability of fresh fruits and vegetables	62	72 A	71 A	67	73 A D	69
Availability of bike and pedestrian options	58	63	65	63	63	62
Openness and acceptance of the community towards people of diverse backgrounds	52	52	57	55	61 A B	55
Regional public transit or bus system	39	32	48 A B	48 A B	46 B	42
Regional parks and trails	65	76 A C	66	71	75 A C	71
Higher education opportunities for residents	41	49 C	39	41	46	43
Availability of housing options for all incomes	43	48	44	48	48	46
Availability of housing options for young singles/professionals	46	52	49	51	48	49
Availability of housing options for young families	46	56 A	52	57 A	57 A	54
Availability of housing options for seniors	43	59 A E	52 A	53 A	50	52

Please rate each of the following characteristics of Scott County:	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Availability of housing options for people with disabilities	41	47	48	45	46	45

**Table 49: Ratings of Safety by Commissioner District**

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
In your home	91	92	90	92	91	91
In your neighborhood	88	89	85	87	87	87
In Scott County regional parks or trails	76	82 A	79	81 A	80	80
In libraries within Scott County	90	95 A	92	93	95 A	93

**Table 50: Ratings of Problems by Commissioner District**

Please rate to what degree, if at all, each of these is a problem in Scott County.	Average rating (0=not a problem, 100=major problem)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Crime	53 B E	45	53 B E	54 B E	42	49
Taxes	68 C	69 C	59	70 C	69 C	67
Highway safety	45	44	40	47 C E	40	43
Traffic congestion	47	50	51	67 A B C	60 A B C	55
Poverty	48 B	33	44 B	45 B	43 B	43
Homelessness	34	27	30	36 B	33	32
Bike and pedestrian safety	33	32	28	35	31	32
Availability of livable wage jobs	48 C	52 C	39	50 C	45	46
Affordability of housing	51	55	54	56	50	53
Education	32	27	29	36 B	37 B	32
Aging of the population	33	32	29	33	34	32

**Table 51: Ratings of Health Concerns by Commissioner District**

To what degree, if at all, is each of the following a health concern in Scott County?	Average rating (0=not at all a concern, 100=major concern)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Pollution	37	31	33	40 B	33	35
Tobacco use (including e-cigarettes and chewing tobacco)	46	42	46	45	38	44
Suicide/attempted suicide	51	46	47	50	47	48
Alcohol and drug use by youth	69 C E	65	60	67	61	65
Alcohol and drug use by adults	66 B C E	58	56	59	53	59
The health and support for seniors	50	47	45	48	51	48
The health and support for people with disabilities	49	49	42	51	49	48
Sexually transmitted infections	33	42	38	35	35	37
Overweight adults and children	54	64 A C E	54	58	55	57
Abuse and neglect of children	54	51	53	45	54	51
Abuse and neglect of vulnerable adults	52	53	52	44	49	50
Abuse of prescribed medications	59	57	61	60	60	59
Domestic violence	59 D	55	53	49	53	54
Mental illness/mental health issues	59	64	65	59	58	61
Bullying	62	60	56	59	63	60
Teen pregnancy	43	40	40	41	47	42
Social isolation/lack of community connections	46	43	43	43	45	44
Lack of physical activity/exercise	46 D	45 D	42	37	41	42

To what degree, if at all, is each of the following a health concern in Scott County?	Average rating (0=not at all a concern, 100=major concern)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Access to healthy food	35 B	27	29	29	28	30
Adequacy of school readiness for children	34	31	34	30	41 B D	34

**Table 52: Ratings of County Services by Commissioner District**

Please rate the quality of each of the following services in Scott County.	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Public libraries located in Scott County	80	77	83 B	78	80	79
Trail and bikeway connectivity	63	64	69	64	64	65
911 dispatch services	79	82	83	80	78	80
Sheriff patrol	74	74	75 E	71	68	72
Employment and training services	61	53	61	54	59	58
Snow and ice removal on County roads	63	65	66	64	66	65
Surface condition of County roads	54	54	62 A B D E	52	56	56
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	64 D	65 D	63	57	69 D	63
Land records and other property information	65	68	66	63	70	66
Disaster preparedness	57	65	64	56	66	61
Services for low income residents	49	55	56	57	51	54
Services for veterans	45	61 A	57 A	56 A	62 A	56
Recycling and household hazardous waste disposal	65	69 E	62	65	62	64
Property assessment and taxpayer services	50 D	48	48	41	50 D	47
Inspections and zoning services	55	54	53	47	55	53

Please rate the quality of each of the following services in Scott County.	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	(A)
	(A)	(B)	(C)	(D)	(E)	
Birth/death/marriage records, licensing, and vehicle registration	65	60	66 E	62	59	62
Disease prevention and control	63	61	61	59	66	62
Protecting children	63	59	63	62	63	62
Protecting vulnerable adults	60	52	61	55	58	57
Mental health services	58 B	45	52	48	49	50
Services for people with disabilities	59	55	57	55	57	57
Services for elderly people	53	61	53	56	55	55
Prevention of repeat crimes	44	49	46	46	50	47
Availability of emergency food programs	58	62	58	56	62	59
Regional parks	68	76 A C	66	75 A C	73 C	72
Overall quality of services provided by Scott County	60	58	63 B	61	60	60

## Survey Results by Age and Gender

**Table 53: Ratings of Quality of Life by Respondent Demographic Characteristics**

Please rate each of the following aspects of quality of life in Scott County.	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
As a place to live	77	77 C	73	76	76	76
As a place to raise children	75	76 C	72	73	77 A	75
As a place to work	66	62	62	64	61	63
As a place to retire	65 B	51	59 B	59	56	57
Overall quality of life in Scott County	72	72	68	70	72	71

**Table 54: Ratings of Community Characteristics by Respondent Demographic Characteristics**

Please rate each of the following characteristics of Scott County:	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Outdoor recreational opportunities	70	71	71	71	71	71
Social and cultural opportunities (e.g., arts, entertainment, etc.)	53	52	53	51	53	53
Employment opportunities	57	53	52	52	55	54
Availability of affordable quality child care	40	50 A	45	42	50 A	46
Availability of affordable health care	55	56	54	55	55	55
Availability of fresh fruits and vegetables	70	69	68	69	68	69
Availability of bike and pedestrian options	60	64	62	62	63	62
Openness and acceptance of the community towards people of diverse backgrounds	57	56	52	53	57	55
Regional public transit or bus system	37	44 A	44	39	46 A	42
Regional parks and trails	70	71	71	70	71	71
Higher education opportunities for residents	45	41	44	40	45	43
Availability of housing options for all incomes	46	50 C	42	42	50 A	46
Availability of housing options for young singles/professionals	51	50	46	46	52 A	49
Availability of housing options for young families	53	58 C	47	50	57 A	54
Availability of housing options for seniors	61 C	54 C	46	51	51	52
Availability of housing options for people with disabilities	51 C	47 C	39	41	49 A	45

**Table 55: Ratings of Safety by Respondent Demographic Characteristics**

Please rate how safe you feel...	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
In your home	93	90	91	92	91	91
In your neighborhood	89 C	87	85	86	88	87
In Scott County regional parks or trails	80 C	82 C	76	77	82 A	80
In libraries within Scott County	97 B C	92	91	94 B	91	93

**Table 56: Ratings of Problems by Respondent Demographic Characteristics**

Please rate to what degree, if at all, each of these is a problem in Scott County.	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Crime	38	53 A	54 A	52 B	46	49
Taxes	57	68 A	74 A B	67	67	67
Highway safety	39	42	49 A B	47 B	40	43
Traffic congestion	49	58 A	57 A	54	57	55
Poverty	34	43 A	49 A	45	40	43
Homelessness	19	33 A	40 A B	36 B	27	32
Bike and pedestrian safety	24	34 A	35 A	34	30	32
Availability of livable wage jobs	37	48 A	52 A	48	45	46
Affordability of housing	49	52	59 A B	57 B	49	53
Education	25	36 A	32 A	35	30	32
Aging of the population	19	33 A	40 A B	31	33	32

**Table 57: Ratings of Health Concerns by Respondent Demographic Characteristics**

To what degree, if at all, is each of the following a health concern in Scott County?	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	(A)
Pollution	26	37 A	39 A	35	35	35
Tobacco use (including e-cigarettes and chewing tobacco)	36	43 A	49 A	46	41	44
Suicide/attempted suicide	39	50 A	52 A	55 B	42	48
Alcohol and drug use by youth	59	66	68 A	71 B	60	65
Alcohol and drug use by adults	54	59	62 A	63 B	55	59
The health and support for seniors	34	48 A	55 A B	49	47	48
The health and support for people with disabilities	35	49 A	55 A	51	45	48
Sexually transmitted infections	28	37	41 A	38	35	37
Overweight adults and children	50	57 A	63 A B	58	56	57
Abuse and neglect of children	42	52 A	56 A	55 B	48	51
Abuse and neglect of vulnerable adults	44	49	56 A	56 B	45	50
Abuse of prescribed medications	53	61	61	63 B	57	59
Domestic violence	48	52	59 A B	60 B	49	54
Mental illness/mental health issues	59	62	62	70 B	54	61
Bullying	56	62	63	66 B	55	60
Teen pregnancy	33	42 A	48 A	44	40	42
Social isolation/lack of community connections	40	43	50 A B	47 B	41	44
Lack of physical activity/exercise	38	44 A	44	44	42	42

To what degree, if at all, is each of the following a health concern in Scott County?	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Access to healthy food	29	29	31	30	29	30
Adequacy of school readiness for children	31	34	37	34	33	34

**Table 58: Ratings of County Services by Respondent Demographic Characteristics**

Please rate the quality of each of the following services in Scott County.	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	(A)
Public libraries located in Scott County	83 C	80	76	80	79	79
Trail and bikeway connectivity	67	64	64	63	66	65
911 dispatch services	83	81	78	80	80	80
Sheriff patrol	72	71	73	72	73	72
Employment and training services	62	57	55	57	58	58
Snow and ice removal on County roads	65	64	65	64	65	65
Surface condition of County roads	59 C	55	53	56	56	56
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	65	63	61	63	64	63
Land records and other property information	68	66	65	65	67	66
Disaster preparedness	60	62	60	60	62	61
Services for low income residents	57	53	52	48	59 A	54
Services for veterans	62	55	53	49	61 A	56
Recycling and household hazardous waste disposal	66	64	64	64	66	64
Property assessment and taxpayer services	56 B C	46	43	50	45	47
Inspections and zoning services	58	52	51	53	53	53
Birth/death/marriage records, licensing, and vehicle registration	60	64	61	63	61	62
Disease prevention and control	65	61	59	59	64	62
Protecting children	64	62	58	56	67 A	62
Protecting vulnerable adults	62 C	57	52	53	60 A	57
Mental health services	58 B C	49	45	45	56 A	50
Services for people with disabilities	63 C	57	51	52	60 A	57
Services for elderly people	69 B C	55 C	48	53	57	55
Prevention of repeat crimes	55 B C	45	43	42	51 A	47

Please rate the quality of each of the following services in Scott County.	Age			Gender		Overall
	18-34	35-54	55+	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Availability of emergency food programs	73 B C	56	55	57	62	59
Regional parks	74	71	71	72	72	72
Overall quality of services provided by Scott County	63 C	60	58	60	61	60

## Survey Results by Annual Household Income and Length of Residency

**Table 59: Ratings of Quality of Life by Respondent Demographic Characteristics**

Please rate each of the following aspects of quality of life in Scott County.	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
As a place to live	79 C	77	74	69	75 A	81 A B	76
As a place to raise children	81 B C	72	73	70	73	79 A B	75
As a place to work	65	65	62	68 B	60	63	63
As a place to retire	66 C	57	54	63 B	53	56	57
Overall quality of life in Scott County	75 C	70	69	65	69	76 A B	71

**Table 60: Ratings of Community Characteristics by Respondent Demographic Characteristics**

Please rate each of the following characteristics of Scott County:	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Outdoor recreational opportunities	73	71	70	74 B	68	71	71
Social and cultural opportunities (e.g., arts, entertainment, etc.)	53	53	52	59 B C	51	51	53
Employment opportunities	56	53	53	60 B C	51	53	54
Availability of affordable quality child care	46	45	47	49	42	48	46
Availability of affordable health care	60 C	58	52	56 B	48	60 B	55
Availability of fresh fruits and vegetables	71	66	69	67	68	71	69
Availability of bike and pedestrian options	63	61	62	66	61	62	62
Openness and acceptance of the community towards people of diverse backgrounds	58	57	53	56	53	56	55
Regional public transit or bus system	39	42	44	48 B	37	43	42
Regional parks and trails	74 C	69	69	76 B C	68	70	71
Higher education opportunities for residents	47	50 C	41	51 B C	40	42	43
Availability of housing options for all incomes	47	51	45	44	42	53 A B	46
Availability of housing options for young singles/professionals	50	54	48	49	43	55 B	49
Availability of housing options for young families	58 C	58 C	51	49	49	60 A B	54
Availability of housing options for seniors	60 C	55	49	49	50	56 A	52
Availability of housing options for people with disabilities	47	51	43	43	43	48	45

**Table 61: Ratings of Safety by Respondent Demographic Characteristics**

Please rate how safe you feel...	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
In your home	95 B C	88	90	88	90	95 A B	91
In your neighborhood	91 B C	84	86	85	86	90 A B	87
In Scott County regional parks or trails	84 C	80	78	81 B	76	82 B	80
In libraries within Scott County	97 B C	92	92	90	94 A	94 A	93

Table 62: Ratings of Problems by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of these is a problem in Scott County.	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Crime	37	45 A	55 A B	53	48	47	49
Taxes	56	63	72 A B	68	66	65	67
Highway safety	36	49 A	45 A	42	46	41	43
Traffic congestion	52	55	57	46	55 A	60 A	55
Poverty	35	39	46 A	45	44	40	43
Homelessness	23	29	36 A	35 C	34	28	32
Bike and pedestrian safety	24	33 A	35 A	29	32	32	32
Availability of livable wage jobs	41	43	49 A	42	53 A C	43	46
Affordability of housing	48	49	56 A	58 C	57 C	48	53
Education	22	33 A	36 A	32	32	33	32
Aging of the population	28	25	35 A B	36	31	31	32

**Table 63: Ratings of Health Concerns by Respondent Demographic Characteristics**

To what degree, if at all, is each of the following a health concern in Scott County?	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Pollution	28	31	38 A B	35	36	33	35
Tobacco use (including e-cigarettes and chewing tobacco)	41	35	46 B	50 B C	41	41	44
Suicide/attempted suicide	37	40	53 A B	51	48	46	48
Alcohol and drug use by youth	55	60	69 A B	62	68	63	65
Alcohol and drug use by adults	54	55	61 A	62 C	62 C	54	59
The health and support for seniors	40	41	51 A B	47	52	45	48
The health and support for people with disabilities	43	41	51 B	51 C	52 C	43	48
Sexually transmitted infections	33	38	37	40 C	38	32	37
Overweight adults and children	54	48	60 B	52	59	57	57
Abuse and neglect of children	43	48	54 A	51	54	48	51
Abuse and neglect of vulnerable adults	45	49	52	57 C	51	43	50
Abuse of prescribed medications	53	57	61	59	61	58	59
Domestic violence	48	55	56 A	57	56	50	54
Mental illness/mental health issues	61	59	62	62	61	60	61
Bullying	55	59	62 A	64 C	59	57	60
Teen pregnancy	37	43	43	44 C	49 C	36	42
Social isolation/lack of community connections	42	47	44	47	46	42	44
Lack of physical activity/exercise	42	46	42	42	43	43	42
Access to healthy food	27	31	30	32	29	30	30

To what degree, if at all, is each of the following a health concern in Scott County?	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Adequacy of school readiness for children	29	35	36 A	36	36	32	34

**Table 64: Ratings of County Services by Respondent Demographic Characteristics**

Please rate the quality of each of the following services in Scott County.	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Public libraries located in Scott County	90 B C	78	76	82	78	79	79
Trail and bikeway connectivity	70 C	67	62	73 B C	64	62	65
911 dispatch services	89 C	83 C	77	80	80	79	80
Sheriff patrol	75	75	70	72	73	71	72
Employment and training services	62	68 C	55	60	53	62 B	58
Snow and ice removal on County roads	66	65	64	66	64	64	65
Surface condition of County roads	64 C	60 C	51	60 B	53	56	56
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	70 C	65	60	63	64	63	63
Land records and other property information	70	73 C	64	65	69	66	66
Disaster preparedness	66	57	61	62	59	64	61
Services for low income residents	61 B	41	53 B	54	54	54	54
Services for veterans	62	53	54	54	56	56	56
Recycling and household hazardous waste disposal	69 C	65	63	64	65	65	64
Property assessment and taxpayer services	57 B C	45	44	46	49	47	47
Inspections and zoning services	59 C	53	51	55	52	53	53
Birth/death/marriage records, licensing, and vehicle registration	66 C	60	61	69 B C	57	63 B	62
Disease prevention and control	67 C	62	59	67 B	56	63	62
Protecting children	63	63	61	62	59	64	62
Protecting vulnerable adults	59	60	55	57	58	56	57

Please rate the quality of each of the following services in Scott County.	Length of residency			Annual Household Income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Mental health services	59 C	51	47	56	47	50	50
Services for people with disabilities	61	62	54	56	55	59	57
Services for elderly people	65 C	61	52	55	54	56	55
Prevention of repeat crimes	54 C	62 C	43	49	47	48	47
Availability of emergency food programs	70 B C	58	56	60	56	60	59
Regional parks	76 C	70	71	77 B C	70	72	72
Overall quality of services provided by Scott County	64 C	62	58	63 B	57	61	60

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

**Table 65: Ratings of Quality of Life by Respondent Demographic Characteristics**

Please rate each of the following aspects of quality of life in Scott County.	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
As a place to live	77	74	73	77	76
As a place to raise children	75	75	74	75	75
As a place to work	60	71 A	68	62	63
As a place to retire	53	67 A	66 B	55	57
Overall quality of life in Scott County	71	70	67	72 A	71

**Table 66: Ratings of Community Characteristics by Respondent Demographic Characteristics**

Please rate each of the following characteristics of Scott County:	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
Outdoor recreational opportunities	70	73	76 B	70	71
Social and cultural opportunities (e.g., arts, entertainment, etc.)	52	54	53	52	53
Employment opportunities	52	59 A	60 B	53	54
Availability of affordable quality child care	45	47	44	46	46
Availability of affordable health care	54	58	57	55	55
Availability of fresh fruits and vegetables	69	70	67	69	69
Availability of bike and pedestrian options	61	65	64	62	62
Openness and acceptance of the community towards people of diverse backgrounds	56	52	54	55	55
Regional public transit or bus system	42	44	39	43	42
Regional parks and trails	68	76 A	79 B	69	71
Higher education opportunities for residents	41	47	48	42	43
Availability of housing options for all incomes	47	44	40	47 A	46
Availability of housing options for young singles/professionals	50	47	49	49	49
Availability of housing options for young families	55 B	49	49	55	54
Availability of housing options for seniors	50	56 A	56	51	52
Availability of housing options for people with disabilities	44	45	43	45	45

**Table 67: Ratings of Safety by Respondent Demographic Characteristics**

Please rate how safe you feel...	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
In your home	91	91	89	91	91
In your neighborhood	87	87	87	87	87
In Scott County regional parks or trails	79	82	82	79	80
In libraries within Scott County	92	94	95	92	93

**Table 68: Ratings of Problems by Respondent Demographic Characteristics**

Please rate to what degree, if at all, each of these is a problem in Scott County.	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
Crime	51	47	45	50	49
Taxes	69 B	60	57	68 A	67
Highway safety	44	42	40	44	43
Traffic congestion	56	54	47	57 A	55
Poverty	42	45	41	43	43
Homelessness	31	35	28	32	32
Bike and pedestrian safety	32	31	27	33	32
Availability of livable wage jobs	47	45	44	47	46
Affordability of housing	52	57	62 B	51	53
Education	34	29	25	34 A	32
Aging of the population	32	35	26	34 A	32

**Table 69: Ratings of Health Concerns by Respondent Demographic Characteristics**

To what degree, if at all, is each of the following a health concern in Scott County?	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	(A)
Pollution	35	36	33	35	35
Tobacco use (including e-cigarettes and chewing tobacco)	43	46	45	43	44
Suicide/attempted suicide	47	54	53	48	48
Alcohol and drug use by youth	65	67	59	66	65
Alcohol and drug use by adults	58	62	56	59	59
The health and support for seniors	48	49	42	49 A	48
The health and support for people with disabilities	47	50	48	48	48
Sexually transmitted infections	35	41	35	36	37
Overweight adults and children	57	58	53	59	57
Abuse and neglect of children	51	54	45	52	51
Abuse and neglect of vulnerable adults	47	59 A	56	49	50
Abuse of prescribed medications	58	65	54	60	59
Domestic violence	52	60 A	55	54	54
Mental illness/mental health issues	60	65	63	61	61
Bullying	60	63	60	60	60
Teen pregnancy	42	44	36	43	42
Social isolation/lack of community connections	43	48	45	43	44
Lack of physical activity/exercise	43	42	40	43	42
Access to healthy food	30	29	27	30	30
Adequacy of school readiness for children	35	32	28	36	34

**Table 70: Ratings of County Services by Respondent Demographic Characteristics**

Please rate the quality of each of the following services in Scott County.	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	(A)
Public libraries located in Scott County	77	85 A	85 B	78	79
Trail and bikeway connectivity	63	70 A	70	64	65
911 dispatch services	78	85 A	82	80	80
Sheriff patrol	70	77 A	74	72	72
Employment and training services	56	61	57	58	58
Snow and ice removal on County roads	63	68 A	71 B	62	65
Surface condition of County roads	54	60 A	61 B	54	56
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	63	65	73 B	62	63
Land records and other property information	66	67	71	66	66
Disaster preparedness	61	61	63	60	61
Services for low income residents	53	55	53	55	54
Services for veterans	54	56	54	56	56
Recycling and household hazardous waste disposal	64	65	62	65	64
Property assessment and taxpayer services	46	50	56 B	46	47
Inspections and zoning services	51	57	66 B	51	53
Birth/death/marriage records, licensing, and vehicle registration	61	64	66	61	62
Disease prevention and control	60	64	67 B	60	62
Protecting children	61	62	61	62	62
Protecting vulnerable adults	56	58	58	57	57
Mental health services	48	56 A	58 B	48	50
Services for people with disabilities	57	56	57	57	57
Services for elderly people	55	56	60	54	55
Prevention of repeat crimes	46	49	54	45	47
Availability of emergency food programs	57	61	63	58	59

Please rate the quality of each of the following services in Scott County.	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
Regional parks	70	77 A	79 B	70	72
Overall quality of services provided by Scott County	59	64 A	64	60	60

## Appendix D: Survey Results by Year

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “strongly” or “somewhat agreed” with an item. Responses are shown where question wording from previous surveys was identical or similar to what was included on the 2019 survey. Where differences between years are seven percentage points or greater, they can be considered statistically significant.

**Table 71: Question 1 by Year**

<b>Please rate each of the following aspects of quality of life in Scott County: (percent rating positively)</b>	<b>2001</b>	<b>2004</b>	<b>2006</b>	<b>2011</b>	<b>2013</b>	<b>2016</b>	<b>2019</b>
As a place to live	NA	NA	NA	87%	92%	94%	94%
As a place to raise children	NA	NA	NA	83%	84%	92%	89%
As a place to work	NA	NA	NA	54%	56%	62%	72%
As a place to retire	NA	NA	NA	57%	59%	59%	59%
Overall quality of life in Scott County	NA	89%	91%	80%	86%	86%	88%

**Table 72: Question 2 by Year**

<b>Please rate each of the following characteristics of Scott County. (percent rating positively)</b>	<b>2001</b>	<b>2004</b>	<b>2006</b>	<b>2011</b>	<b>2013</b>	<b>2016</b>	<b>2019</b>
Outdoor recreational opportunities	NA	80%	NA	67%	79%	78%	82%
Social and cultural opportunities (e.g., arts, entertainment, etc.)	NA	NA	NA	NA	NA	44%	54%
Employment opportunities	NA	50%	NA	27%	39%	41%	56%
Availability of affordable quality child care	NA	67%	62%	53%	56%	57%	45%
Availability of affordable health care	NA	72%	72%	60%	59%	67%	60%
Availability of fresh fruits and vegetables	NA	NA	NA	NA	NA	67%	81%
Availability of bike and pedestrian options	NA	NA	NA	NA	NA	59%	71%
Openness and acceptance of the community towards people of diverse backgrounds	NA	NA	NA	67%	70%	68%	62%
Regional public transit or bus system	NA	NA	NA	NA	NA	60%	42%
Regional parks and trails	NA	NA	NA	NA	NA	83%	82%
Higher education opportunities for residents	NA	NA	NA	NA	NA	44%	41%
Availability of housing options for all incomes	NA	55%	52%	48%	54%	56%	47%

Table 73: Question 4 by Year

Please rate how safe you feel... (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
In your home	NA	NA	NA	NA	97%	97%	98%
In your neighborhood	NA	NA	NA	88%	94%	96%	97%
In Scott County regional parks or trails	NA	NA	NA	91%	92%	91%	95%

Table 74: Question 6 by Year

Please rate to what degree, if at all, each of the following is a problem in Scott County. (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
Crime	NA	48%	47%	29%	31%	29%	48%
Taxes	NA	69%	67%	68%	61%	60%	74%
Highway safety	NA	NA	NA	32%	26%	30%	40%
Traffic congestion	NA	66%	59%	45%	41%	40%	55%
Poverty	NA	35%	29%	30%	28%	28%	37%
Homelessness	NA	NA	NA	15%	15%	18%	21%
Bike and pedestrian safety	NA	NA	NA	NA	20%	18%	22%
Availability of livable wage jobs	NA	NA	NA	NA	55%	48%	48%

Table 75: Question 7 by Year

To what degree, if at all, is each of the following a health concern in Scott County? (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
Pollution	NA	NA	NA	27%	11%	25%	26%
Tobacco use (including e-cigarettes and chewing tobacco)	NA	NA	62%	26%	21%	30%	41%
Suicide/attempted suicide	NA	NA	NA	NA	21%	35%	48%
Alcohol and drug use by youth	NA	NA	73%	50%	48%	57%	70%
Alcohol and drug use by adults	NA	NA	NA	46%	46%	51%	61%
The health and support for seniors	NA	NA	NA	50%	48%	49%	46%
The health and support for people with disabilities	NA	NA	59%	46%	46%	48%	45%
Sexually transmitted infections	NA	NA	43%	29%	29%	29%	28%
Overweight adults and children	NA	NA	64%	57%	54%	56%	61%
Abuse and neglect of children	NA	62%	36%	46%	42%	51%	49%
Abuse and neglect of vulnerable adults	NA	NA	NA	NA	35%	52%	48%
Abuse of prescribed medications	NA	NA	NA	NA	48%	52%	61%
Domestic violence	NA	54%	41%	48%	45%	54%	57%
Mental illness/mental health issues	NA	NA	NA	NA	42%	56%	69%
Bullying	NA	NA	NA	NA	52%	62%	66%
Teen pregnancy	NA	NA	NA	NA	NA	42%	33%
Social isolation/lack of community connections	NA	NA	NA	NA	NA	43%	42%
Lack of physical activity/exercise	NA	NA	NA	NA	NA	49%	39%

Table 76: Question 8 by Year

Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months? (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	37%	54%	52%	50%	44%	39%	43%

Table 77: Question 9 by Year

What was your impression of the employees of Scott County in your most recent contact? (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
Knowledge	NA	87%	85%	87%	90%	90%	90%
Responsiveness	NA	86%	84%	84%	87%	84%	87%
Courtesy	NA	89%	89%	88%	87%	85%	92%
Overall impression	NA	NA	NA	84%	87%	84%	87%

Table 78: Question 10 by Year

Please rate the quality of each of the following services in Scott County. (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
Public libraries located in Scott County	NA	89%	89%	83%	86%	89%	92%
Trail and bikeway connectivity	NA	71%	69%	72%	74%	70%	73%
911 dispatch services	NA	89%	NA	86%	92%	91%	92%
Sheriff patrol	NA	89%	85%	79%	81%	81%	85%
Employment and training services	NA	61%	63%	46%	51%	55%	63%
Snow and ice removal on County roads	NA	NA	75%	62%	67%	75%	73%
Surface condition of County roads	NA	66%	62%	45%	58%	49%	59%
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	NA	NA	NA	72%	73%	68%	73%
Land records and other property information	NA	83%	81%	77%	77%	75%	79%
Disaster preparedness	NA	NA	NA	64%	65%	69%	71%
Services for low income residents	NA	68%	63%	52%	55%	52%	57%
Services for veterans	NA	NA	NA	58%	65%	53%	61%
Recycling and household hazardous waste disposal	NA	NA	NA	NA	NA	71%	71%
Property assessment and taxpayer services	NA	NA	NA	NA	NA	42%	46%
Inspections and zoning services	NA	NA	NA	NA	NA	51%	56%
Birth/death/marriage records, licensing, and vehicle registration	NA	NA	NA	NA	NA	80%	72%
Disease prevention and control	NA	NA	NA	NA	NA	68%	71%
Protecting children	NA	NA	NA	NA	NA	70%	74%
Protecting vulnerable adults	NA	NA	NA	NA	NA	52%	65%
Mental health services	NA	NA	NA	NA	NA	47%	53%
Services for people with disabilities	NA	NA	NA	NA	NA	56%	64%
Services for elderly people	NA	NA	NA	NA	NA	54%	62%
Prevention of repeat crimes	NA	NA	NA	NA	NA	50%	47%
Overall quality of services provided by Scott County	NA	NA	NA	63%	69%	67%	71%

Table 79: Question 11 by Year

Please rate the following categories of Scott County government performance. (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
The job Scott County government does at informing residents	NA	NA	58%	64%	70%	64%	68%
The job Scott County government does at listening to residents	NA	79%	74%	42%	50%	51%	56%

<b>Please rate the following categories of Scott County government performance. (percent rating positively)</b>	<b>2001</b>	<b>2004</b>	<b>2006</b>	<b>2011</b>	<b>2013</b>	<b>2016</b>	<b>2019</b>
The value of services for the taxes paid to Scott County	NA	76%	76%	32%	37%	39%	43%
The job Scott County government does at managing tax dollars	NA	NA	NA	28%	37%	39%	41%
The job Scott County does at making information available when residents need it	NA	NA	NA	NA	NA	60%	64%
The importance of Scott County services to the quality of life in my community	NA	NA	NA	49%	57%	67%	65%

Table 80: Question 12 by Year

<b>Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community: (percent rating positively)</b>	<b>2001</b>	<b>2004</b>	<b>2006</b>	<b>2011</b>	<b>2013</b>	<b>2016</b>	<b>2019</b>
People can travel and move about safely	NA	NA	NA	NA	NA	96%	96%
People feel safe, know their neighbors, children play outside, and everyone feels part of the larger community	NA	NA	NA	NA	NA	96%	95%
Children and vulnerable adults are protected and their basic needs are met	NA	NA	NA	NA	NA	92%	94%
Clean soil, water and air	NA	NA	NA	NA	NA	94%	95%
The community is prepared for and can respond to emergency situations	NA	NA	NA	NA	NA	90%	94%
Criminal behavior is addressed and laws are enforced	NA	NA	NA	NA	NA	97%	98%
Elderly people can live at home with necessary supports	NA	NA	NA	NA	NA	82%	87%
People have access to adequate and healthy food choices	NA	NA	NA	NA	NA	88%	88%
Shelter and housing are available for all people	NA	NA	NA	NA	NA	79%	82%
Active lifestyles for all ages are supported through opportunities and education	NA	NA	NA	NA	NA	82%	80%
Quality and affordable mental health services are available	NA	NA	NA	NA	NA	79%	86%
People have access to quality local health care services, facilities, and providers	NA	NA	NA	NA	NA	88%	93%
People have a reliable and connected system of roads, trails, sidewalks, and transit options	NA	NA	NA	NA	NA	92%	91%
People have access to parks and open spaces for recreation	NA	NA	NA	NA	NA	84%	84%
People experience cultural understanding in friendly and diverse neighborhoods	NA	NA	NA	NA	NA	62%	65%
People have access to excellent schools and educational opportunities	NA	NA	NA	NA	NA	90%	94%
Communities offer local services, community education, arts, cultural and shopping options	NA	NA	NA	NA	NA	72%	73%

Table 81: Question 13 by Year

<b>How would you rate the County's progress on advancing each of the following: (percent rating positively)</b>	<b>2001</b>	<b>2004</b>	<b>2006</b>	<b>2011</b>	<b>2013</b>	<b>2016</b>	<b>2019</b>
Advancing a safe community	NA	NA	NA	NA	NA	81%	84%
Advancing a healthy community	NA	NA	NA	NA	NA	75%	76%
Advancing a livable community	NA	NA	NA	NA	NA	79%	80%

Table 82: Question 14 by Year

Please indicate how important, if at all, you feel each of the following are for a responsible County government: A responsible County government... (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
...is accountable, dependable, and efficient	NA	NA	NA	NA	NA	96%	98%
...employs a high-quality workforce dedicated to good customer service	NA	NA	NA	NA	NA	94%	95%
...listens to and respects people's points of view and creates a government that works for the people	NA	NA	NA	NA	NA	93%	96%
...is transparent regarding budgets and spending	NA	NA	NA	NA	NA	94%	94%
...provides understandable and accurate information	NA	NA	NA	NA	NA	97%	97%

Table 83: Question 16 by Year

To what extent would you support or oppose an increase in your property tax if it were needed to maintain County services at their current levels? (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
To what extent would you support or oppose an increase in your property tax if it were needed to maintain County services at their current levels?	NA	NA	NA	43%	38%	44%	44%

Table 84: Question 17 by Year

Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all. (percent rating positively)	2001	2004	2006	2011	2013	2016	2019
Cable broadcasts of Scott County Board meetings	NA	NA	NA	28%	21%	25%	21%
Daily newspapers	77%	73%	74%	72%	65%	61%	59%
Scott County employees	43%	51%	45%	37%	40%	43%	42%
Scott County website (www.scottcountymn.gov)	NA	NA	61%	68%	64%	75%	76%
Weekly community newspapers	88%	86%	89%	87%	82%	79%	82%
Community meetings	46%	53%	50%	34%	30%	38%	33%
The radio	NA	61%	56%	37%	40%	45%	39%
The Scott County SCENE newsletter	78%	78%	81%	81%	74%	78%	72%
Other online news sources	NA	NA	NA	39%	42%	55%	59%
Social media (e.g., Twitter, Facebook, etc.)	NA	NA	NA	NA	NA	52%	59%
Television news	NA	NA	NA	71%	68%	75%	74%

**Table 85: Question 19 by Year**

<b>Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now? (percent rating positively)</b>	<b>2001</b>	<b>2004</b>	<b>2006</b>	<b>2011</b>	<b>2013</b>	<b>2016</b>	<b>2019</b>
Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	NA	NA	NA	24%	28%	24%	28%

## **Appendix E: Survey Results Compared to Other Participating Minnesota Counties**

## Appendix F: Benchmark Comparisons

### Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.”

Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. More illuminating is how residents’ ratings of police services compare to opinions about police services 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.

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

### Comparison Data

NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work<sup>1, 2</sup>. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

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

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<sup>1</sup> Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

<sup>2</sup> Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community). Comparisons of Scott County's results were made in this report to all jurisdictions in the database.

Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride and a sense of accomplishment.

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

### Interpreting the Results

Average ratings were compared when questions similar to those asked in Scott County's survey were included in NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is the proportion of Scott County survey respondents giving a "positive" rating (e.g., excellent and good or strongly and somewhat agree). The second column is the rank assigned to Scott County's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Scott County's average rating to the benchmark.

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

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

## County Benchmark Comparisons

**Table 86: Overall Community Quality Benchmark**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
As a place to live	94%	12	40	Higher
As a place to raise children	89%	10	37	Much higher
As a place to work	72%	14	41	Higher
As a place to retire	59%	20	39	Similar
Overall quality of life in Scott County	88%	14	49	Higher

**Table 87: Community Characteristics Benchmarks**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Outdoor recreational opportunities	82%	7	32	Much higher
Employment opportunities	56%	8	35	Much higher
Availability of housing options for all incomes	47%	8	35	Much higher
Availability of affordable quality child care	45%	6	27	Higher
Availability of affordable health care	60%	8	28	Higher
Openness and acceptance of the community towards people of diverse backgrounds	62%	16	34	Similar

**Table 88: County Services Benchmarks**

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Public libraries located in Scott County	92%	5	33	Higher
Sheriff patrol	85%	15	43	Higher
Snow and ice removal on County roads	73%	5	23	Higher
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	73%	2	5	Higher
Disaster preparedness	71%	6	31	Higher
Services for low income residents	57%	1	5	Higher
Protecting children	74%	2	5	Higher
Mental health services	53%	2	5	Higher
Services for elderly people	62%	5	9	Similar

**Table 89: Other County Services Benchmarks**

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Regional public transit or bus system	42%	4	6	Similar
Regional parks and trails	82%	10	32	Similar
Higher education opportunities for residents	41%	20	23	Lower

**Table 90: Overall Quality of County Services Benchmark**

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of services provided by Scott County	71%	21	46	Similar

**Table 91: Contact with County Office Benchmark**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	43%	22	36	Similar

**Table 92: Perceptions of County Employees (Among Those Who Had Contact) Benchmarks**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
Knowledge	90%	2	8	Higher
Responsiveness	87%	2	9	Higher
Courtesy	92%	2	8	Higher
Overall impression	87%	2	36	Much higher

**Table 93: Public Trust Benchmarks**

	<b>Percent positive</b>	<b>Rank</b>	<b>Number of communities in comparison</b>	<b>Comparison to benchmark</b>
The job Scott County government does at informing residents	68%	3	5	Similar
The job Scott County government does at listening to residents	56%	3	8	Similar
The value of services for the taxes paid to Scott County	43%	27	43	Similar
The job Scott County government does at managing tax dollars	41%	3	5	Similar

## Communities Included in County Benchmark Comparisons

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

## Appendix G: Responses to Survey Questions from Open Participation Survey

The full set of responses to each survey question are displayed in the tables in this appendix. Data in these tables are from the “open participation survey;” that is, from residents that heard about the survey and elected to participate in the survey. Results from the scientific survey can be found in *Appendix A: Responses to Survey Questions from Scientific Survey*. A comparison of responses from the scientific survey and the open participation survey can be found in *Appendix H: Comparison of Scientific and Open Participation Survey Responses*. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allows for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response; and the second with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items.

**Table 94: Question 1 - Including Don't Know Responses**

Please rate each of the following aspects of quality of life in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
As a place to live	48%	N=72	44%	N=67	8%	N=13	0%	N=0	0%	N=0	100%	N=152
As a place to raise children	43%	N=66	42%	N=63	3%	N=4	1%	N=2	11%	N=16	100%	N=152
As a place to work	23%	N=35	34%	N=51	12%	N=19	6%	N=9	25%	N=38	100%	N=152
As a place to retire	12%	N=19	27%	N=42	28%	N=42	10%	N=16	22%	N=34	100%	N=152
Overall quality of life in Scott County	32%	N=48	61%	N=93	7%	N=11	0%	N=0	0%	N=0	100%	N=152

**Table 95: Question 1 - Excluding Don't Know Responses**

Please rate each of the following aspects of quality of life in Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
As a place to live	48%	N=72	44%	N=67	8%	N=13	0%	N=0	100%	N=152
As a place to raise children	49%	N=66	47%	N=63	3%	N=4	2%	N=2	100%	N=136
As a place to work	31%	N=35	45%	N=51	17%	N=19	8%	N=9	100%	N=114
As a place to retire	16%	N=19	35%	N=42	36%	N=42	13%	N=16	100%	N=118
Overall quality of life in Scott County	32%	N=48	61%	N=93	7%	N=11	0%	N=0	100%	N=152

**Table 96: Question 2 - Including Don't Know Responses**

Please rate each of the following characteristics of Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	31%	N=41	52%	N=69	16%	N=21	0%	N=0	1%	N=1	100%	N=133
Social and cultural opportunities (e.g., arts, entertainment, etc.)	13%	N=18	35%	N=46	39%	N=52	5%	N=7	7%	N=9	100%	N=133
Employment opportunities	14%	N=18	27%	N=36	34%	N=45	4%	N=6	20%	N=27	100%	N=132
Availability of affordable quality child care	2%	N=3	27%	N=36	14%	N=18	10%	N=13	47%	N=62	100%	N=132
Availability of affordable health care	11%	N=14	48%	N=63	20%	N=26	10%	N=12	12%	N=16	100%	N=130
Availability of fresh fruits and vegetables	39%	N=50	34%	N=44	23%	N=29	4%	N=5	1%	N=1	100%	N=129
Availability of bike and pedestrian options	26%	N=34	23%	N=30	34%	N=44	7%	N=9	11%	N=14	100%	N=132
Openness and acceptance of the community towards people of diverse backgrounds	20%	N=26	33%	N=43	20%	N=27	11%	N=14	16%	N=20	100%	N=131
Regional public transit or bus system	9%	N=11	25%	N=33	22%	N=29	28%	N=36	16%	N=21	100%	N=131
Regional parks and trails	33%	N=43	48%	N=63	15%	N=19	1%	N=2	3%	N=4	100%	N=131
Higher education opportunities for residents	12%	N=15	22%	N=29	21%	N=27	30%	N=40	15%	N=20	100%	N=131
Availability of housing options for all incomes	16%	N=21	25%	N=33	23%	N=30	20%	N=26	16%	N=20	100%	N=130
Availability of housing options for young singles/professionals	15%	N=20	24%	N=31	25%	N=32	15%	N=19	21%	N=27	100%	N=129
Availability of housing options for young families	18%	N=24	34%	N=45	20%	N=26	10%	N=13	17%	N=22	100%	N=131
Availability of housing options for seniors	16%	N=21	30%	N=39	20%	N=26	12%	N=15	23%	N=30	100%	N=131
Availability of housing options for people with disabilities	8%	N=10	18%	N=23	10%	N=13	8%	N=11	56%	N=72	100%	N=129

**Table 97: Question 2 - Excluding Don't Know Responses**

<b>Please rate each of the following characteristics of Scott County.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
Outdoor recreational opportunities	31%	N=41	53%	N=69	16%	N=21	0%	N=0	100%	N=132
Social and cultural opportunities (e.g., arts, entertainment, etc.)	15%	N=18	38%	N=46	42%	N=52	6%	N=7	100%	N=123
Employment opportunities	17%	N=18	34%	N=36	43%	N=45	6%	N=6	100%	N=105
Availability of affordable quality child care	5%	N=3	51%	N=36	26%	N=18	18%	N=13	100%	N=70
Availability of affordable health care	12%	N=14	55%	N=63	22%	N=26	11%	N=12	100%	N=114
Availability of fresh fruits and vegetables	39%	N=50	35%	N=44	23%	N=29	4%	N=5	100%	N=129
Availability of bike and pedestrian options	29%	N=34	25%	N=30	38%	N=44	8%	N=9	100%	N=117
Openness and acceptance of the community towards people of diverse backgrounds	24%	N=26	39%	N=43	24%	N=27	13%	N=14	100%	N=110
Regional public transit or bus system	10%	N=11	30%	N=33	27%	N=29	33%	N=36	100%	N=109
Regional parks and trails	34%	N=43	50%	N=63	15%	N=19	1%	N=2	100%	N=126
Higher education opportunities for residents	14%	N=15	26%	N=29	24%	N=27	36%	N=40	100%	N=111
Availability of housing options for all incomes	19%	N=21	30%	N=33	27%	N=30	24%	N=26	100%	N=110
Availability of housing options for young singles/professionals	20%	N=20	30%	N=31	32%	N=32	18%	N=19	100%	N=102
Availability of housing options for young families	22%	N=24	41%	N=45	24%	N=26	12%	N=13	100%	N=109
Availability of housing options for seniors	21%	N=21	38%	N=39	26%	N=26	15%	N=15	100%	N=101
Availability of housing options for people with disabilities	18%	N=10	41%	N=23	23%	N=13	19%	N=11	100%	N=57

**Table 98: Question 3**

What one thing do you like most about living in Scott County?	Percent of respondents	Number
Access to Twin Cities	18%	N=23
Affordability	2%	N=3
Parks/lakes/recreation	7%	N=9
Other	32%	N=41
Rural/small town feel	3%	N=4
Schools	0%	N=0
Entertainment offerings	13%	N=17
Suburban lifestyle	19%	N=24
My neighborhood	2%	N=2
Job opportunities	4%	N=6
<b>Total</b>	<b>100%</b>	<b>N=129</b>

Survey respondents had the opportunity to write-in a response for other.

**Table 99: Question 4 - Including Don't Know Responses**

Please rate how safe you feel...	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your home	78%	N=97	20%	N=24	1%	N=1	2%	N=2	0%	N=0	100%	N=124
In your neighborhood	75%	N=93	23%	N=28	1%	N=1	2%	N=2	0%	N=0	100%	N=124
In Scott County regional parks or trails	58%	N=72	31%	N=38	2%	N=3	1%	N=1	8%	N=10	100%	N=124
In libraries within Scott County	70%	N=86	10%	N=13	0%	N=0	1%	N=1	19%	N=24	100%	N=124

**Table 100: Question 4 - Excluding Don't Know Responses**

Please rate how safe you feel...	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
In your home	78%	N=97	20%	N=24	1%	N=1	2%	N=2	100%	N=124
In your neighborhood	75%	N=93	23%	N=28	1%	N=1	2%	N=2	100%	N=124
In Scott County regional parks or trails	63%	N=72	34%	N=38	2%	N=3	1%	N=1	100%	N=114
In libraries within Scott County	86%	N=86	13%	N=13	0%	N=0	1%	N=1	100%	N=100

**Table 101: Question 5**

What would you say is the most serious issue facing Scott County at this time?	Percent of respondents	Number
Crime	4%	N=5
Taxes	34%	N=43
Poverty	6%	N=7
Education	4%	N=5
Condition of roads	4%	N=5
Homelessness	0%	N=0
Traffic congestion	19%	N=24
Aging of the population	0%	N=0
Bike and pedestrian safety	8%	N=10
Affordability of housing	17%	N=21
Availability of livable wage jobs	3%	N=4
Total	100%	N=124

**Table 102: Question 6 - Including Don't Know Responses**

Please rate to what degree, if at all, each of the following is a problem in Scott County.	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	3%	N=4	41%	N=48	45%	N=54	5%	N=6	7%	N=8	100%	N=120
Taxes	7%	N=8	14%	N=16	29%	N=35	47%	N=56	4%	N=4	100%	N=120
Highway safety	8%	N=9	39%	N=46	44%	N=53	9%	N=11	0%	N=0	100%	N=120
Traffic congestion	3%	N=4	37%	N=44	36%	N=43	24%	N=29	0%	N=0	100%	N=120
Poverty	16%	N=19	31%	N=37	24%	N=28	2%	N=3	28%	N=33	100%	N=120
Homelessness	26%	N=31	30%	N=36	13%	N=16	2%	N=3	28%	N=33	100%	N=120
Bike and pedestrian safety	16%	N=19	31%	N=37	28%	N=33	6%	N=8	19%	N=22	100%	N=120
Availability of livable wage jobs	12%	N=15	26%	N=31	19%	N=23	22%	N=26	21%	N=25	100%	N=120
Affordability of housing	14%	N=17	24%	N=29	22%	N=26	25%	N=30	16%	N=19	100%	N=120
Education	28%	N=33	36%	N=43	19%	N=22	4%	N=5	14%	N=16	100%	N=120
Aging of the population	20%	N=24	27%	N=33	22%	N=27	5%	N=7	25%	N=30	100%	N=120

**Table 103: Question 6 - Excluding Don't Know Responses**

Please rate to what degree, if at all, each of the following is a problem in Scott County.	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Crime	3%	N=4	43%	N=48	48%	N=54	5%	N=6	100%	N=112
Taxes	7%	N=8	14%	N=16	31%	N=35	48%	N=56	100%	N=115
Highway safety	8%	N=9	39%	N=46	44%	N=53	9%	N=11	100%	N=119
Traffic congestion	3%	N=4	37%	N=44	36%	N=43	24%	N=29	100%	N=120
Poverty	22%	N=19	42%	N=37	33%	N=28	3%	N=3	100%	N=86
Homelessness	36%	N=31	42%	N=36	19%	N=16	3%	N=3	100%	N=87
Bike and pedestrian safety	19%	N=19	39%	N=37	34%	N=33	8%	N=8	100%	N=97
Availability of livable wage jobs	15%	N=15	32%	N=31	24%	N=23	28%	N=26	100%	N=95
Affordability of housing	17%	N=17	28%	N=29	26%	N=26	29%	N=30	100%	N=101
Education	32%	N=33	41%	N=43	22%	N=22	5%	N=5	100%	N=103
Aging of the population	26%	N=24	37%	N=33	30%	N=27	7%	N=7	100%	N=90

**Table 104: Question 7 - Including Don't Know Responses**

To what degree, if at all, is each of the following a health concern in Scott County?	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Pollution	34%	N=38	29%	N=32	19%	N=21	9%	N=10	9%	N=10	100%	N=111
Tobacco use (including e-cigarettes and chewing tobacco)	17%	N=19	32%	N=36	22%	N=24	17%	N=19	12%	N=13	100%	N=111
Suicide/attempted suicide	8%	N=9	22%	N=24	41%	N=45	11%	N=13	18%	N=20	100%	N=111
Alcohol and drug use by youth	2%	N=3	19%	N=22	46%	N=52	23%	N=26	9%	N=10	100%	N=111
Alcohol and drug use by adults	12%	N=13	19%	N=21	43%	N=48	21%	N=23	6%	N=6	100%	N=111
The health and support for seniors	12%	N=13	20%	N=23	23%	N=26	19%	N=21	26%	N=29	100%	N=111
The health and support for people with disabilities	13%	N=14	16%	N=18	19%	N=21	16%	N=18	36%	N=40	100%	N=111
Sexually transmitted infections	20%	N=22	23%	N=26	8%	N=9	3%	N=4	46%	N=51	100%	N=111
Overweight adults and children	5%	N=5	21%	N=23	29%	N=32	40%	N=44	6%	N=7	100%	N=111
Abuse and neglect of children	12%	N=13	23%	N=25	23%	N=25	18%	N=20	24%	N=26	100%	N=108
Abuse and neglect of vulnerable adults	13%	N=14	19%	N=21	17%	N=19	14%	N=16	37%	N=40	100%	N=110
Abuse of prescribed medications	6%	N=6	25%	N=28	24%	N=26	21%	N=23	24%	N=26	100%	N=110
Domestic violence	4%	N=4	29%	N=32	31%	N=34	17%	N=19	19%	N=21	100%	N=110
Mental illness/mental health issues	3%	N=3	17%	N=19	40%	N=44	26%	N=29	14%	N=16	100%	N=110
Bullying	3%	N=4	19%	N=20	45%	N=49	10%	N=11	22%	N=24	100%	N=108
Teen pregnancy	19%	N=21	32%	N=36	10%	N=11	2%	N=2	37%	N=41	100%	N=110
Social isolation/lack of community connections	12%	N=13	31%	N=33	23%	N=25	14%	N=15	21%	N=23	100%	N=110
Lack of physical activity/exercise	9%	N=10	27%	N=30	36%	N=40	15%	N=17	12%	N=13	100%	N=110
Access to healthy food	16%	N=18	48%	N=53	16%	N=18	3%	N=4	16%	N=17	100%	N=110
Adequacy of school readiness for children	25%	N=27	32%	N=35	2%	N=2	9%	N=10	32%	N=35	100%	N=109
Third-grade reading proficiency	15%	N=17	26%	N=28	9%	N=10	11%	N=12	39%	N=43	100%	N=110

**Table 105: Question 7 - Excluding Don't Know Responses**

To what degree, if at all, is each of the following a health concern in Scott County?	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Pollution	38%	N=38	32%	N=32	21%	N=21	10%	N=10	100%	N=101
Tobacco use (including e-cigarettes and chewing tobacco)	20%	N=19	36%	N=36	25%	N=24	19%	N=19	100%	N=98
Suicide/attempted suicide	9%	N=9	27%	N=24	50%	N=45	14%	N=13	100%	N=91
Alcohol and drug use by youth	3%	N=3	21%	N=22	51%	N=52	25%	N=26	100%	N=101
Alcohol and drug use by adults	12%	N=13	20%	N=21	46%	N=48	22%	N=23	100%	N=105
The health and support for seniors	16%	N=13	27%	N=23	31%	N=26	26%	N=21	100%	N=82
The health and support for people with disabilities	20%	N=14	25%	N=18	30%	N=21	25%	N=18	100%	N=71
Sexually transmitted infections	36%	N=22	43%	N=26	14%	N=9	6%	N=4	100%	N=60
Overweight adults and children	5%	N=5	22%	N=23	31%	N=32	42%	N=44	100%	N=104
Abuse and neglect of children	16%	N=13	30%	N=25	30%	N=25	24%	N=20	100%	N=83
Abuse and neglect of vulnerable adults	20%	N=14	30%	N=21	27%	N=19	23%	N=16	100%	N=70
Abuse of prescribed medications	8%	N=6	33%	N=28	31%	N=26	28%	N=23	100%	N=84
Domestic violence	5%	N=4	36%	N=32	38%	N=34	21%	N=19	100%	N=89
Mental illness/mental health issues	3%	N=3	20%	N=19	46%	N=44	31%	N=29	100%	N=94
Bullying	4%	N=4	24%	N=20	58%	N=49	13%	N=11	100%	N=84
Teen pregnancy	30%	N=21	52%	N=36	15%	N=11	3%	N=2	100%	N=69
Social isolation/lack of community connections	15%	N=13	38%	N=33	29%	N=25	18%	N=15	100%	N=87
Lack of physical activity/exercise	10%	N=10	31%	N=30	41%	N=40	17%	N=17	100%	N=97
Access to healthy food	19%	N=18	57%	N=53	19%	N=18	4%	N=4	100%	N=93
Adequacy of school readiness for children	36%	N=27	47%	N=35	3%	N=2	13%	N=10	100%	N=74
Third-grade reading proficiency	25%	N=17	42%	N=28	14%	N=10	18%	N=12	100%	N=67

**Table 106: Question 8**

Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	Percent of respondents	Number
Yes	61%	N=67
No	39%	N=44
Total	100%	N=111

**Table 107: Question 9 - Including Don't Know Responses**

What was your impression of the employees of Scott County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	34%	N=23	49%	N=33	10%	N=7	6%	N=4	0%	N=0	100%	N=66
Responsiveness	37%	N=25	37%	N=24	9%	N=6	17%	N=11	0%	N=0	100%	N=66
Courtesy	43%	N=28	26%	N=17	16%	N=10	16%	N=10	0%	N=0	100%	N=66
Overall impression	35%	N=24	44%	N=29	13%	N=9	8%	N=5	0%	N=0	100%	N=66

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

**Table 108: Question 9 - Excluding Don't Know Responses**

What was your impression of the employees of Scott County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	34%	N=23	49%	N=33	10%	N=7	6%	N=4	100%	N=66
Responsiveness	37%	N=25	37%	N=24	9%	N=6	17%	N=11	100%	N=66
Courtesy	43%	N=28	26%	N=17	16%	N=10	16%	N=10	100%	N=66
Overall impression	35%	N=24	44%	N=29	13%	N=9	8%	N=5	100%	N=66

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

**Table 109: Question 10 - Including Don't Know Responses**

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Public libraries located in Scott County	51%	N=52	30%	N=31	5%	N=6	0%	N=0	13%	N=14	100%	N=103
Trail and bikeway connectivity	15%	N=16	36%	N=37	30%	N=30	6%	N=7	13%	N=13	100%	N=103
911 dispatch services	31%	N=32	31%	N=32	2%	N=2	1%	N=1	36%	N=37	100%	N=103
Sheriff patrol	28%	N=29	30%	N=31	2%	N=2	5%	N=5	35%	N=36	100%	N=103
Employment and training services	5%	N=5	29%	N=30	15%	N=15	6%	N=6	45%	N=47	100%	N=103
Snow and ice removal on County roads	24%	N=25	53%	N=55	19%	N=20	3%	N=3	0%	N=0	100%	N=103
Surface condition of County roads	6%	N=6	54%	N=55	35%	N=35	5%	N=5	0%	N=0	100%	N=102
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	11%	N=11	39%	N=40	25%	N=25	2%	N=2	23%	N=24	100%	N=102
Land records and other property information	19%	N=20	43%	N=44	10%	N=10	3%	N=3	25%	N=25	100%	N=103
Disaster preparedness	6%	N=6	29%	N=30	13%	N=13	2%	N=2	50%	N=52	100%	N=103
Services for low income residents	5%	N=5	20%	N=21	12%	N=12	7%	N=8	57%	N=58	100%	N=103
Services for veterans	7%	N=7	22%	N=23	4%	N=4	4%	N=4	63%	N=65	100%	N=103
Recycling and household hazardous waste disposal	28%	N=28	46%	N=47	12%	N=13	5%	N=5	10%	N=10	100%	N=103
Property assessment and taxpayer services	7%	N=7	39%	N=40	21%	N=22	8%	N=8	24%	N=25	100%	N=103
Inspections and zoning services	9%	N=9	36%	N=37	13%	N=13	5%	N=6	37%	N=38	100%	N=103
Birth/death/marriage records, licensing, and vehicle registration	24%	N=24	40%	N=41	15%	N=15	8%	N=8	13%	N=14	100%	N=102
Disease prevention and control	4%	N=4	28%	N=29	11%	N=11	3%	N=3	55%	N=56	100%	N=102
Protecting children	12%	N=12	31%	N=32	5%	N=5	4%	N=4	48%	N=49	100%	N=102
Protecting vulnerable adults	5%	N=5	34%	N=34	7%	N=8	3%	N=3	51%	N=52	100%	N=102
Mental health services	4%	N=4	30%	N=30	18%	N=19	12%	N=13	36%	N=36	100%	N=102
Services for people with disabilities	4%	N=4	31%	N=32	6%	N=7	5%	N=5	53%	N=54	100%	N=101
Services for elderly people	9%	N=9	26%	N=27	15%	N=15	5%	N=5	45%	N=46	100%	N=102
Prevention of repeat crimes	5%	N=5	22%	N=23	12%	N=12	9%	N=9	52%	N=53	100%	N=102

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Availability of emergency food programs	9%	N=9	24%	N=24	10%	N=10	2%	N=2	56%	N=56	100%	N=101
Regional parks	37%	N=37	43%	N=43	5%	N=5	1%	N=2	13%	N=13	100%	N=101
Overall quality of services provided by Scott County	11%	N=11	74%	N=73	12%	N=12	0%	N=0	2%	N=2	100%	N=100

**Table 110: Question 10 - Excluding Don't Know Responses**

<b>Please rate the quality of each of the following services in Scott County.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
Public libraries located in Scott County	59%	N=52	35%	N=31	6%	N=6	0%	N=0	100%	N=89
Trail and bikeway connectivity	17%	N=16	41%	N=37	34%	N=30	7%	N=7	100%	N=90
911 dispatch services	48%	N=32	48%	N=32	2%	N=2	2%	N=1	100%	N=66
Sheriff patrol	44%	N=29	46%	N=31	4%	N=2	7%	N=5	100%	N=67
Employment and training services	8%	N=5	54%	N=30	27%	N=15	10%	N=6	100%	N=56
Snow and ice removal on County roads	24%	N=25	54%	N=55	19%	N=20	3%	N=3	100%	N=103
Surface condition of County roads	6%	N=6	54%	N=55	35%	N=35	5%	N=5	100%	N=102
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	14%	N=11	51%	N=40	32%	N=25	3%	N=2	100%	N=78
Land records and other property information	26%	N=20	57%	N=44	13%	N=10	4%	N=3	100%	N=78
Disaster preparedness	11%	N=6	59%	N=30	26%	N=13	4%	N=2	100%	N=51
Services for low income residents	11%	N=5	46%	N=21	26%	N=12	17%	N=8	100%	N=45
Services for veterans	18%	N=7	61%	N=23	11%	N=4	10%	N=4	100%	N=38
Recycling and household hazardous waste disposal	31%	N=28	50%	N=47	14%	N=13	5%	N=5	100%	N=93
Property assessment and taxpayer services	10%	N=7	52%	N=40	28%	N=22	10%	N=8	100%	N=78
Inspections and zoning services	14%	N=9	57%	N=37	21%	N=13	8%	N=6	100%	N=65
Birth/death/marriage records, licensing, and vehicle registration	27%	N=24	46%	N=41	17%	N=15	9%	N=8	100%	N=88
Disease prevention and control	8%	N=4	62%	N=29	24%	N=11	6%	N=3	100%	N=46
Protecting children	23%	N=12	60%	N=32	10%	N=5	7%	N=4	100%	N=53
Protecting vulnerable adults	11%	N=5	69%	N=34	15%	N=8	6%	N=3	100%	N=50
Mental health services	6%	N=4	46%	N=30	28%	N=19	19%	N=13	100%	N=65
Services for people with disabilities	9%	N=4	67%	N=32	14%	N=7	10%	N=5	100%	N=47
Services for elderly people	16%	N=9	48%	N=27	27%	N=15	9%	N=5	100%	N=56
Prevention of repeat crimes	10%	N=5	47%	N=23	25%	N=12	18%	N=9	100%	N=49
Availability of emergency food programs	20%	N=9	54%	N=24	22%	N=10	4%	N=2	100%	N=45

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Regional parks	43%	N=37	49%	N=43	6%	N=5	2%	N=2	100%	N=88
Overall quality of services provided by Scott County	12%	N=11	75%	N=73	13%	N=12	0%	N=0	100%	N=98

**Table 111: Question 11 - Including Don't Know Responses**

Please rate the following categories of Scott County government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The job Scott County government does at informing residents	17%	N=18	43%	N=44	27%	N=28	6%	N=6	6%	N=6	100%	N=102
The job Scott County government does at listening to residents	2%	N=2	39%	N=40	28%	N=29	6%	N=7	24%	N=24	100%	N=102
The value of services for the taxes paid to Scott County	11%	N=11	40%	N=41	26%	N=27	20%	N=20	3%	N=3	100%	N=102
The job Scott County government does at managing tax dollars	4%	N=4	36%	N=36	32%	N=32	18%	N=18	11%	N=11	100%	N=102
The job Scott County does at making information available when residents need it	14%	N=14	47%	N=48	28%	N=29	6%	N=6	5%	N=5	100%	N=102
The importance of Scott County services to the quality of life in my community	23%	N=23	43%	N=43	24%	N=24	5%	N=5	6%	N=6	100%	N=101

**Table 112: Question 11 - Excluding Don't Know Responses**

<b>Please rate the following categories of Scott County government performance.</b>	<b>Excellent</b>		<b>Good</b>		<b>Fair</b>		<b>Poor</b>		<b>Total</b>	
The job Scott County government does at informing residents	18%	N=18	46%	N=44	29%	N=28	6%	N=6	100%	N=96
The job Scott County government does at listening to residents	3%	N=2	51%	N=40	37%	N=29	9%	N=7	100%	N=78
The value of services for the taxes paid to Scott County	12%	N=11	41%	N=41	27%	N=27	20%	N=20	100%	N=99
The job Scott County government does at managing tax dollars	4%	N=4	40%	N=36	35%	N=32	20%	N=18	100%	N=91
The job Scott County does at making information available when residents need it	15%	N=14	49%	N=48	30%	N=29	6%	N=6	100%	N=97
The importance of Scott County services to the quality of life in my community	24%	N=23	45%	N=43	25%	N=24	5%	N=5	100%	N=95

**Table 113: Question 12 - Residing in a Safe Community**

<b>Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:</b>	<b>Essential</b>		<b>Very important</b>		<b>Somewhat important</b>		<b>Not at all important</b>		<b>Total</b>	
People can travel and move about safely	76%	N=74	17%	N=17	6%	N=6	0%	N=0	100%	N=97
People feel safe, know their neighbors, children play outside, and everyone feels part of the larger community	60%	N=57	34%	N=32	6%	N=6	0%	N=0	100%	N=95
Children and vulnerable adults are protected and their basic needs are met	67%	N=64	27%	N=26	6%	N=5	0%	N=0	100%	N=96
Clean soil, water and air	66%	N=64	32%	N=31	0%	N=0	1%	N=1	100%	N=96
The community is prepared for and can respond to emergency situations	62%	N=60	27%	N=26	3%	N=3	7%	N=7	100%	N=96
Criminal behavior is addressed and laws are enforced	68%	N=65	28%	N=27	4%	N=4	0%	N=0	100%	N=96

**Table 114: Question 12 - Residing in a Healthy Community**

Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Elderly people can live at home with necessary supports	34%	N=33	49%	N=46	16%	N=16	1%	N=1	100%	N=96
People have access to adequate and healthy food choices	42%	N=40	47%	N=45	10%	N=10	1%	N=1	100%	N=96
Shelter and housing are available for all people	55%	N=53	35%	N=33	9%	N=9	2%	N=2	100%	N=96
Active lifestyles for all ages are supported through opportunities and education	36%	N=35	38%	N=36	23%	N=22	2%	N=2	100%	N=96
Quality and affordable mental health services are available	47%	N=45	38%	N=36	14%	N=13	1%	N=1	100%	N=95
People have access to quality local health care services, facilities, and providers	54%	N=52	34%	N=33	10%	N=9	2%	N=2	100%	N=96

**Table 115: Question 12 - Residing in a Livable Community**

Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
People have a reliable and connected system of roads, trails, sidewalks, and transit options	43%	N=42	39%	N=37	18%	N=17	0%	N=0	100%	N=96
People have access to parks and open spaces for recreation	25%	N=24	56%	N=53	18%	N=17	1%	N=1	100%	N=95
People experience cultural understanding in friendly and diverse neighborhoods	23%	N=22	42%	N=40	27%	N=26	8%	N=7	100%	N=96
People have access to excellent schools and educational opportunities	65%	N=62	28%	N=27	6%	N=6	1%	N=1	100%	N=96
Communities offer local services, community education, arts, cultural and shopping options	30%	N=29	35%	N=34	32%	N=30	3%	N=3	100%	N=96
A range of quality jobs and a thriving local economy	50%	N=48	46%	N=44	3%	N=3	1%	N=1	100%	N=96

**Table 116: Question 13 - Including Don't Know Responses**

How would you rate the County's progress on advancing each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Advancing a safe community	28%	N=26	54%	N=50	7%	N=6	3%	N=3	8%	N=7	100%	N=93
Advancing a healthy community	21%	N=19	46%	N=42	20%	N=19	3%	N=3	10%	N=9	100%	N=91
Advancing a livable community	19%	N=18	50%	N=46	13%	N=12	9%	N=8	10%	N=9	100%	N=91

**Table 117: Question 13 - Excluding Don't Know Responses**

How would you rate the County's progress on advancing each of the following:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Advancing a safe community	30%	N=26	59%	N=50	8%	N=6	3%	N=3	100%	N=85
Advancing a healthy community	23%	N=19	51%	N=42	22%	N=19	3%	N=3	100%	N=83
Advancing a livable community	21%	N=18	55%	N=46	14%	N=12	10%	N=8	100%	N=83

**Table 118: Question 14**

Please indicate how important, if at all, you feel each of the following are for a responsible County government: A responsible County government...	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
...is accountable, dependable, and efficient	78%	N=71	22%	N=20	0%	N=0	0%	N=0	100%	N=91
...employs a high-quality workforce dedicated to good customer service	51%	N=46	35%	N=32	14%	N=13	0%	N=0	100%	N=91
...listens to and respects people's points of view and creates a government that works for the people	66%	N=61	34%	N=31	0%	N=0	0%	N=0	100%	N=91
...is transparent regarding budgets and spending	82%	N=75	14%	N=13	4%	N=3	0%	N=0	100%	N=91
...provides understandable and accurate information	77%	N=71	23%	N=21	0%	N=0	0%	N=0	100%	N=91
...sustains fiscal health through a well-run organization	77%	N=70	23%	N=21	0%	N=0	0%	N=0	100%	N=91

**Table 119: Question 15**

In 2016, County leaders identified the following as long-term objectives. Please rate how important you think each is for Scott County, and then check which TWO you think are the highest priority.	Essential		Very important		Somewhat important		Not at all important		Total	
	%	N	%	N	%	N	%	N	%	N
Mental Health: Citizens will have access to an array of services to meet the needs of our community	41%	N=35	41%	N=36	17%	N=15	1%	N=1	100%	N=87
Caring for Our Most Vulnerable: Protecting, supporting, and meeting their needs	25%	N=21	55%	N=47	18%	N=16	3%	N=2	100%	N=85
Community Design: Advancing livability through the 2040 Comprehensive Plan	19%	N=17	57%	N=49	18%	N=16	6%	N=5	100%	N=86
21st Century Workforce: Fostering a strong local economy through a variety of employment options and educational opportunities	35%	N=30	43%	N=37	20%	N=17	2%	N=2	100%	N=86
Early Childhood Development: All children have the opportunity for a healthy and successful life	38%	N=34	28%	N=25	30%	N=26	4%	N=3	100%	N=88
Responsible Government: Providing accountable, innovative, and efficient programs and services	55%	N=48	36%	N=31	9%	N=7	0%	N=0	100%	N=86

**Table 120: Question 15 - Two Highest Priorities**

In 2016, County leaders identified the following as long-term objectives. Please rate how important you think each is for Scott County, and then check which TWO you think are the highest priority.	Percent of respondents	Number
Mental Health: Citizens will have access to an array of services to meet the needs of our community	40%	N=29
Caring for Our Most Vulnerable: Protecting, supporting, and meeting their needs	17%	N=12
Community Design: Advancing livability through the 2040 Comprehensive Plan	30%	N=22
21st Century Workforce: Fostering a strong local economy through a variety of employment options and educational opportunities	41%	N=30
Early Childhood Development: All children have the opportunity for a healthy and successful life	25%	N=18
Responsible Government: Providing accountable, innovative, and efficient programs and services	40%	N=29
Total may exceed 100% as respondents could select up to two options.		

**Table 121: Question 16 - Including Don't Know Responses**

<b>To what extent would you support or oppose an increase in your property tax if it were needed to maintain County services at their current levels?</b>	<b>Percent of respondents</b>	<b>Number</b>
Strongly support	20%	N=18
Somewhat support	33%	N=29
Somewhat oppose	28%	N=24
Strongly oppose	19%	N=17
Don't know	0%	N=0
<b>Total</b>	<b>100%</b>	<b>N=87</b>

**Table 122: Question 16 - Excluding Don't Know Responses**

<b>To what extent would you support or oppose an increase in your property tax if it were needed to maintain County services at their current levels?</b>	<b>Percent of respondents</b>	<b>Number</b>
Strongly support	20%	N=18
Somewhat support	33%	N=29
Somewhat oppose	28%	N=24
Strongly oppose	19%	N=17
<b>Total</b>	<b>100%</b>	<b>N=87</b>

**Table 123: Question 17 - Including Don't Know Responses**

Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all.	Not a source		Minor source		Major source		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Cable broadcasts of Scott County Board meetings	84%	N=72	15%	N=13	0%	N=0	1%	N=1	100%	N=87
Daily newspapers	54%	N=47	29%	N=25	18%	N=15	0%	N=0	100%	N=87
Scott County employees	58%	N=51	26%	N=22	16%	N=14	0%	N=0	100%	N=87
Scott County website (www.scottcountymn.gov)	4%	N=3	47%	N=40	50%	N=43	0%	N=0	100%	N=87
Weekly community newspapers	17%	N=15	31%	N=27	52%	N=45	0%	N=0	100%	N=87
Community meetings	52%	N=45	31%	N=27	15%	N=13	2%	N=2	100%	N=87
The radio	69%	N=60	26%	N=23	2%	N=2	2%	N=2	100%	N=87
The Scott County SCENE newsletter	15%	N=13	40%	N=34	45%	N=39	0%	N=0	100%	N=87
Other online news sources	26%	N=22	31%	N=27	29%	N=25	14%	N=12	100%	N=87
Social media (e.g., Twitter, Facebook, etc.)	26%	N=22	36%	N=31	36%	N=32	2%	N=2	100%	N=86
Television news	39%	N=34	42%	N=36	16%	N=14	2%	N=2	100%	N=87

**Table 124: Question 17 - Excluding Don't Know Responses**

Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all.	Not a source		Minor source		Major source		Total	
	%	N	%	N	%	N	%	N
Cable broadcasts of Scott County Board meetings	85%	N=72	15%	N=13	0%	N=0	100%	N=86
Daily newspapers	54%	N=47	29%	N=25	18%	N=15	100%	N=87
Scott County employees	58%	N=51	26%	N=22	16%	N=14	100%	N=87
Scott County website (www.scottcountymn.gov)	4%	N=3	47%	N=40	50%	N=43	100%	N=87
Weekly community newspapers	17%	N=15	31%	N=27	52%	N=45	100%	N=87
Community meetings	53%	N=45	32%	N=27	15%	N=13	100%	N=85
The radio	71%	N=60	27%	N=23	2%	N=2	100%	N=85
The Scott County SCENE newsletter	15%	N=13	40%	N=34	45%	N=39	100%	N=87
Other online news sources	30%	N=22	36%	N=27	34%	N=25	100%	N=75
Social media (e.g., Twitter, Facebook, etc.)	26%	N=22	37%	N=31	37%	N=32	100%	N=85
Television news	40%	N=34	43%	N=36	17%	N=14	100%	N=85

**Table 125: Question 18**

<b>Which ONE of the following methods would you prefer using if you wanted to contact Scott County government for a suggestion or concern?</b>	<b>Percent of respondents</b>	<b>Number</b>
Call an elected official	6%	N=5
Send an email	55%	N=48
Provide feedback online	17%	N=15
Other	10%	N=9
Call a staff person	7%	N=6
Use social media	2%	N=1
In-person visit to a government office	0%	N=0
Go to a public meeting	2%	N=2
Fill out an online survey	2%	N=1
<b>Total</b>	<b>100%</b>	<b>N=87</b>

*Survey respondents had the opportunity to write-in a response for other.*

**Table 126: Question 19 - Including Don't Know Responses**

<b>Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?</b>	<b>Percent of respondents</b>	<b>Number</b>
Much better	3%	N=3
Somewhat better	28%	N=24
About the same	50%	N=44
Somewhat worse	19%	N=16
Much worse	1%	N=1
Don't know	0%	N=0
<b>Total</b>	<b>100%</b>	<b>N=88</b>

**Table 127: Question 19 - Excluding Don't Know Responses**

<b>Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?</b>	<b>Percent of respondents</b>	<b>Number</b>
Much better	3%	N=3
Somewhat better	28%	N=24
About the same	50%	N=44
Somewhat worse	19%	N=16
Much worse	1%	N=1
Total	100%	N=88

**Table 128: Question 20**

<b>If you drive outside of Scott County to get to your place of employment, please indicate which of the following factors apply to your situation.</b>	<b>Percent of respondents</b>	<b>Number</b>
I am not employed, or my workplace is in Scott County	36%	N=30
I am satisfied with my employer and job outside the County	43%	N=36
When I moved to Scott County, my job was in the County, but I have changed jobs since then	1%	N=0
Even though my job is outside of Scott County, I chose to live in the County because of the quality of life here or the amenities in the community in which I live	30%	N=25
I feel committed to living in Scott County (kids/schools, spouse job), even though my job is outside the County	18%	N=15
My skills don't fit the jobs available in Scott County	12%	N=10
Jobs matching my skills in Scott County don't pay enough	21%	N=17
I am not aware of a local opportunity that meets my interest and salary requirements	28%	N=23
I am not interested in moving to a new home outside Scott County	24%	N=20
I would not move closer to my job because of the high cost of living where my employer/job is located	1%	N=1
My commute time to my job outside the County is reasonable	23%	N=19
Other	15%	N=12
Total may exceed 100% as respondents could select more than one option.		

**Table 129: Question D1**

<b>How long have you lived in Scott County?</b>	<b>Percent of respondents</b>	<b>Number</b>
Less than 2 year	1%	N=1
2-5 years	14%	N=12
6-10 years	11%	N=10
11-15 years	27%	N=23
16-20 years	17%	N=15
Over 20 years	30%	N=26
<b>Total</b>	<b>100%</b>	<b>N=86</b>

**Table 130: Question D2**

<b>Which of the following best describes you?</b>	<b>Percent of respondents</b>	<b>Number</b>
Employed full-time	72%	N=62
Employed part-time	3%	N=2
Employed, seeking better job or more hours	5%	N=5
Homemaker	2%	N=2
Retired	15%	N=13
Unemployed, looking for work	0%	N=0
Student	2%	N=2
<b>Total</b>	<b>100%</b>	<b>N=86</b>

**Table 131: Question D3**

<b>In what city do you primarily work?</b>	<b>Percent</b>	<b>Number</b>
Bloomington	11%	7
New Prague	2%	1
Eagan	2%	2
Shakopee	20%	13
Minneapolis	7%	4
Minnetonka	0%	0
Savage	5%	3
Edina	0%	0
Other	3%	2
Burnsville	8%	5
Prior Lake	13%	8
Eden Prairie	2%	1
St. Paul	28%	18
<b>Total</b>	<b>100%</b>	<b>65</b>

*This question was only asked of those who reported they were employed (part-time, full-time or seeking better job or more hours). Survey respondents had the opportunity to write-in a response for other.*

**Table 132: Question D4**

<b>Which best describes the building you live in?</b>	<b>Percent of respondents</b>	<b>Number</b>
One family house detached from any other houses	79%	N=67
House attached to one or more houses (e.g., a duplex or townhome)	14%	N=12
Building with two or more apartments or condos	6%	N=5
Manufactured or mobile home	1%	N=0
Other	0%	N=0
<b>Total</b>	<b>100%</b>	<b>N=85</b>

**Table 133: Question D5**

<b>Is this house, apartment, or mobile home...</b>	<b>Percent of respondents</b>	<b>Number</b>
Rented for cash or occupied without cash payment	8%	N=7
Owned by you or someone in this house with a mortgage or free and clear	92%	N=75
<b>Total</b>	<b>100%</b>	<b>N=82</b>

**Table 134: Question D6**

<b>Are you Spanish, Hispanic or Latino?</b>	<b>Percent of respondents</b>	<b>Number</b>
No, not Spanish, Hispanic or Latino	99%	N=84
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=1
<b>Total</b>	<b>100%</b>	<b>N=85</b>

**Table 135: Question D7**

<b>What is your race?</b>	<b>Percent</b>	<b>Number</b>
American Indian or Alaskan Native	0%	N=0
Asian, Asian Indian or Pacific Islander	0%	N=0
Black or African American	0%	N=0
White	83%	N=70
Other	17%	N=15

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

**Table 136: Question D8**

<b>Which category contains your age?</b>	<b>Percent of respondents</b>	<b>Number</b>
18-24	3%	N=2
25-34	19%	N=16
35-44	16%	N=14
45-54	33%	N=27
55-64	20%	N=17
65-74	7%	N=6
75-84	0%	N=0
85+	2%	N=1
Total	100%	N=83

**Table 137: Question D9**

Which gender do you identify with most closely?	Percent of respondents	Number
Female	49%	N=41
Male	51%	N=42
Total	100%	N=83

**Table 138: Question D10**

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
Children age 17 years and under	40%	N=17	25%	N=11	27%	N=11	3%	N=1	5%	N=2	0%	N=0	100%	N=42
Adults under age 65 years	16%	N=11	70%	N=48	5%	N=3	7%	N=5	2%	N=2	0%	N=0	100%	N=69
Adults age 65 years and over	71%	N=9	26%	N=3	3%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=12

**Table 139: Question D11**

Please indicate your household's annual income:	Percent of respondents	Number
Under \$15,000	0%	N=0
\$15,000-\$24,999	1%	N=0
\$25,000-\$34,999	4%	N=3
\$35,000-\$49,999	11%	N=9
\$50,000-\$74,999	24%	N=19
\$75,000-\$99,999	10%	N=8
\$100,000-\$149,999	29%	N=23
\$150,000-\$199,999	13%	N=10
\$200,000 or more	8%	N=7
Total	100%	N=79

## Appendix H: Comparison of Scientific and Open Participation Survey Responses

Data in these tables compare responses from the “scientific survey” and the “open participation survey.” For most of the questions, for ease of comparison, responses have been condensed to show either an average rating on a 100-point scale (see

only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “very familiar” or “somewhat familiar” with an item. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions.

**Table 140: Ratings of Quality of Life by Respondent Type**

Please rate each of the following aspects of quality of life in Scott County.	Average rating (0=poor, 100=excellent)	
	Scientific, Mailed Respondents	Open Participation Respondents
	(A)	(B)
As a place to live	76	77
As a place to raise children	75	79
As a place to work	63	63
As a place to retire	57	50
Overall quality of life in Scott County	71	72

**Table 141: Ratings of Community Characteristics by Respondent Type**

Please rate each of the following characteristics of Scott County:	Average rating (0=poor, 100=excellent)	
	Scientific, Mailed Respondents	Open Participation Respondents
	(A)	(B)
Outdoor recreational opportunities	71	69
Social and cultural opportunities (e.g., arts, entertainment, etc.)	53	50
Employment opportunities	53	52
Availability of affordable quality child care	47	45
Availability of affordable health care	55	51
Availability of fresh fruits and vegetables	69	67
Availability of bike and pedestrian options	62 B	57
Openness and acceptance of the community towards people of diverse backgrounds	55	56
Regional public transit or bus system	44 B	35
Regional parks and trails	71	73
Higher education opportunities for residents	44 B	35
Availability of housing options for all incomes	46	43
Availability of housing options for young singles/professionals	48	48
Availability of housing options for young families	52	54
Availability of housing options for seniors	49	46
Availability of housing options for people with disabilities	43	39

**Table 142: Ratings of Safety by Respondent Type**

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)	
	Scientific, Mailed Respondents	Open Participation Respondents
	(A)	(B)
In your home	91	89
In your neighborhood	86	87
In Scott County regional parks or trails	78	81
In libraries within Scott County	92	92

Table 143: Ratings of Problems by Respondent Type

Please rate to what degree, if at all, each of these is a problem in Scott County.	Average rating (0=not a problem, 100=major problem)	
	Scientific, Mailed Respondents	Open Participation Respondents
	(A)	(B)
Crime	52	54
Taxes	70	71
Highway safety	46	52 A
Traffic congestion	57	62
Poverty	44	45
Homelessness	35	35
Bike and pedestrian safety	34	42 A
Availability of livable wage jobs	49	55
Affordability of housing	55	59
Education	33	34
Aging of the population	36	41

**Table 144: Ratings of Health Concerns by Respondent Type**

To what degree, if at all, is each of the following a health concern in Scott County?	Average rating (0=not at all a concern, 100=major concern)	
	Scientific, Mailed Respondents	Open Participation Respondents
	(A)	(B)
Pollution	37	40
Tobacco use (including e-cigarettes and chewing tobacco)	46	49
Suicide/attempted suicide	50	55
Alcohol and drug use by youth	66	68
Alcohol and drug use by adults	60	60
The health and support for seniors	51	57
The health and support for people with disabilities	51	58
Sexually transmitted infections	38	A
Overweight adults and children	60	34
Abuse and neglect of children	53	67
Abuse and neglect of vulnerable adults	52	A
Abuse of prescribed medications	61	58
Domestic violence	56	53
Mental illness/mental health issues	62	62
Bullying	62	67
Teen pregnancy	44	60
Social isolation/lack of community connections	46	39
Lack of physical activity/exercise	43	52
Access to healthy food	29	50
Adequacy of school readiness for children	35	A
		43
		34
		35

**Table 145: Ratings of County Services by Respondent Type**

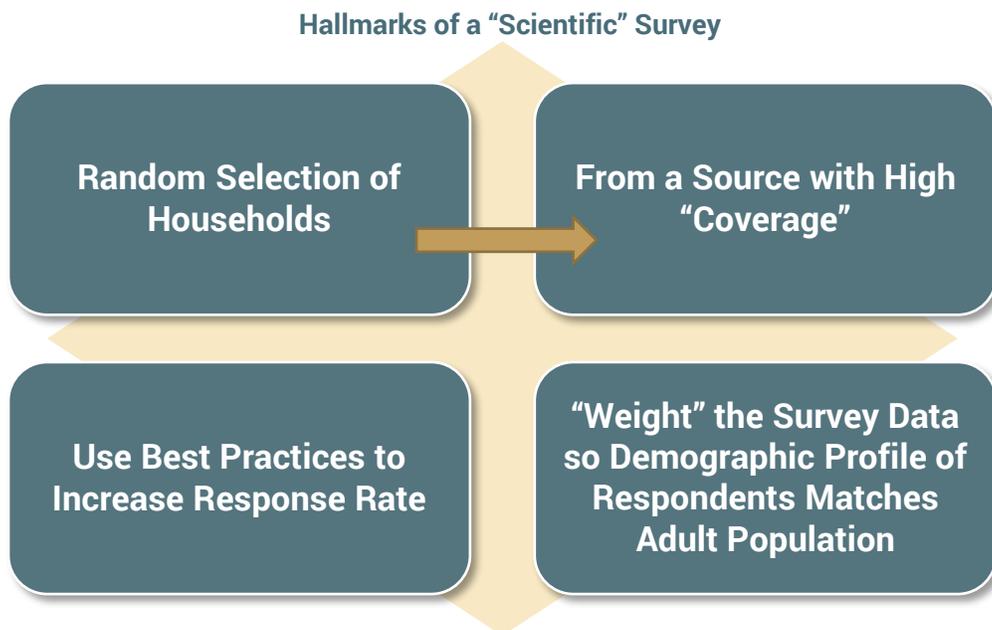
Please rate the quality of each of the following services in Scott County.	Average rating (0=poor, 100=excellent)	
	Scientific, Mailed Respondents	Open Participation Respondents
	(A)	(B)
Public libraries located in Scott County	78	78
Trail and bikeway connectivity	64	57
911 dispatch services	79	80
Sheriff patrol	73	72
Employment and training services	57	53
Snow and ice removal on County roads	65	61
Surface condition of County roads	54	53
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	63	60
Land records and other property information	66	65
Disaster preparedness	61	57
Services for low income residents	53	46
Services for veterans	54	57
Recycling and household hazardous waste disposal	65	66
Property assessment and taxpayer services	46	50
Inspections and zoning services	52	54
Birth/death/marriage records, licensing, and vehicle registration	62	58
Disease prevention and control	60	55
Protecting children	61	62
Protecting vulnerable adults	55	58
Mental health services	48	45
Services for people with disabilities	55	50
Services for elderly people	53	49
Prevention of repeat crimes	46	39
Availability of emergency food programs	57	57
Regional parks	72	75
Overall quality of services provided by Scott County	60	63

## Appendix I: Survey Methodology

The Scott County Resident Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery and their satisfaction with County government. The survey also permits residents to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation. The survey permits County staff and elected officials to hear from a broad range of the population. Scott County funded this research. Please contact Lisa Kohner of Scott County at [LKohner@co.scott.mn.us](mailto:LKohner@co.scott.mn.us) if you have any questions about the survey.

### Hallmarks of a “Scientific” Survey

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



### Developing the Questionnaire

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

### Selecting Survey Recipients

The target population for the survey was adults who live in the limits of Scott County. The survey was designed as a mailed survey. The list from which survey recipients will be

selected is referred to as a “sampling frame.” A sampling frame is chosen which will provide high “coverage,” meaning that almost every member of the target population has a chance of being selected.

Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), based on the Delivery Sequence File (DSF) used by the postal carriers to deliver the mail and updated every three months, usually provide the best representation of all households in a specific geographic location. A list of households within the zip codes serving Scott County was purchased from Go-Dog Direct. They provided a list of addresses that were selected using a systematic selection, a procedure where every Nth item is chosen, a process which closely approximates a random selection. A larger list than needed was sampled, as zip codes generally do not follow municipal boundaries and addresses that were not within county limits would be eliminated. Each of the addresses purchased was geocoded, and identified as being inside or outside County boundaries, and if inside the County, assigned to one of the five Wards. A random selection was made of addresses within each Ward to create a final list of 2,500 addresses, with multi-family addresses (identified as those including a unit number) oversampled at a rate of 5:3 compared to single family addresses. This oversampling is done as those who live in multi-family housing tend to respond to surveys at a lower rate than those in single family housing.

An individual within each household was randomly selected to complete the survey 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. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

### Administering the Survey

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

The cover letter also included a paragraph in Spanish that described the contents of the packet, asked residents to find someone to help them complete the survey or to go to a provided URL to complete the survey in Spanish.

The cover letter also contained a link to a URL where recipients could choose to complete the survey online if they preferred that to doing a hard copy survey. A total of 130 surveys were started online. Of these, one person just looked at the survey, but did not answer any questions. After this response was eliminated, NRC next examined the remaining responses to see if multiple responses came from the same respondent. About 16 total surveys were those where at least 2 surveys came from the same respondent. The most complete survey

was retained where more than one survey was obtained from a single respondent. If more a survey was completed on paper and via the web, the paper response was retained.

In the end, a total of 120 online surveys were received, as well as 571 mailed surveys, for a total of 691 completed surveys. Of these 691 surveys, 690 were completed in English and one in Spanish.

About 3% of the surveys (63) were returned because they either had incorrect addresses or were received by vacant housing units. Of the estimated 2,437 remaining households, 691 completed the survey, providing a response rate of 28%. This method of calculating the response rate is in accordance with the AAPOR's response rate #2 for mailed surveys of unnamed persons.<sup>3</sup> Typical response rates for a mailed resident survey range from 12% to 35%.

### Confidence Intervals

The 95% confidence interval (or "margin of error") quantifies the "sampling error" or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within a certain number of percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). The margin of error for this survey, with 691 respondents, is  $\pm 6\%$ .

### Survey Processing (Data Entry)

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

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

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<sup>3</sup> See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

## Analyzing the Results

### Weighting the Data

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by comparing the demographic profile of survey respondents to that of the target population, adults living in Scott County. Weighting is a statistical adjustment where more weight is given to groups who responded at a lower rate than other groups, and less weight is given to those who responded at a higher rate. For example, in nearly all surveys, younger people respond at a lower rate than older people. Weighting rebalances the profile. The theory behind this weighting is that younger people (or other groups who tend to under-respond) who did participate in the survey are more like the younger people who did NOT participate than they are like the older people who did respond to the survey. <sup>4</sup>

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

<sup>4</sup> An example of how weighting works may be helpful. Hypothetically, suppose the population norm for gender was 50%/50%, but 70% of the surveys we received were from females, and 30% were from males. The weights we would need to apply to make our sample representative of the population would be 0.7143 for females (thereby giving each response **less** weight in the overall ratings) and 1.6667 for males (giving each response **more** weight overall). Let's further suppose that these two groups had very different ratings of parks; females felt very favorably, with 80% of females giving a positive rating, and males felt much less favorable, with only 40% giving a positive rating. Given that we had more responses from women, if we did NOT weight the results, we would be left with a rosier picture of the perception of parks by residents than if we did weight the data. The unweighted average rating is 68% ( $80\% \times 70\% + 40\% \times 30\%$ ), while the weighted average is 60% ( $80\% \times 50\% + 40\% \times 50\%$ ).

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

Table 146: Weighting Table 2019

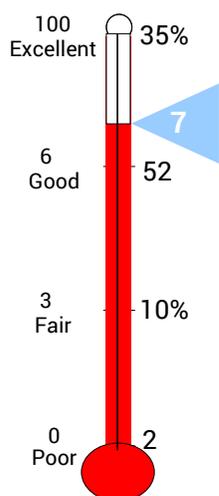
Characteristic	Population Norm <sup>1</sup>	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	17%	9%	16%
Own home	83%	91%	84%
Detached unit	72%	76%	71%
Attached unit	28%	24%	29%
<b>Race and Ethnicity</b>			
White alone, not Hispanic	83%	88%	83%
Hispanic and/or other race	17%	12%	17%
<b>Sex and Age</b>			
Female	50%	51%	50%
Male	50%	49%	50%
18-34 years of age	28%	9%	25%
35-54 years of age	43%	35%	42%
55+ years of age	29%	56%	33%
Females 18-34	14%	5%	13%
Females 35-54	22%	20%	21%
Females 55+	14%	26%	15%
Males 18-34	14%	5%	13%
Males 35-54	22%	15%	21%
Males 55+	15%	29%	16%
<b>District*</b>			
District 1	21%	20%	20%
District 2	19%	22%	20%
District 3	20%	17%	19%
District 4	20%	22%	21%
District 5	20%	19%	20%

<sup>1</sup>Source: 5-year estimates from the 2017 American Community Survey

\*Source: Sample list purchased from Go-Dog Direct

### Putting Responses on a 100-Point Scale

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



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

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

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

## Statistical Analysis

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

Also included are results by selected respondent characteristics (*Appendix C: Survey Results by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been marked in this appendix.

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

## **Appendix J: Survey Materials**

The following pages contain a copy of the postcards, cover letters and survey questionnaire.

Dear Scott County Resident,

Your household has been selected at random to participate in an anonymous resident survey about Scott County. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Lisa Kohner  
Public Affairs Coordinator

Dear Scott County Resident,

Your household has been selected at random to participate in an anonymous resident survey about Scott County. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Lisa Kohner  
Public Affairs Coordinator

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Sincerely,



Lisa Kohner  
Public Affairs Coordinator



Scott County Government Center  
200 Fourth Ave West  
Shakopee, MN 55379

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



Scott County Government Center  
200 Fourth Ave West  
Shakopee, MN 55379

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



Scott County Government Center  
200 Fourth Ave West  
Shakopee, MN 55379

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



Scott County Government Center  
200 Fourth Ave West  
Shakopee, MN 55379

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



Importante, ver más abajo

Password: XXXX  
RESIDENT  
STREET ADDRESS  
CITY, STATE XXXXX-XXXX  
Bar code

Dear Scott County Resident:

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

Please take a few minutes to fill out the enclosed Resident Survey. Your answers will help the County government make decisions that affect your community. We hope you find the questions interesting, and we will definitely find your answers useful. Please participate!

A few things to remember:

- Your responses are completely confidential. (The independent contractor conducting this survey on behalf of Scott County will never link survey results to an address or name.)
- **In order to hear from a diverse group of residents, the adult (18 years or older) in your household, regardless of year of birth, who most recently had a birthday should complete this survey.**
- The person completing the survey may return the enclosed survey by mail in the included postage-paid envelope, or can complete the survey online at

**[bit.ly/scottsurvey2019](http://bit.ly/scottsurvey2019)**

(Please type the link exactly as it appears into the address bar of your Internet browser. Please use the Password as shown above your address at the top of the page.)

If you have questions about this survey, please call me at (952) 496-8780.

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

Sincerely,

Lisa Kohner  
Public Affairs Coordinator

Esta es una encuesta sobre la calidad de vida y los servicios ciudadanos en Scott County. ¡Queremos escuchar de usted! Puede pedirle a una amistad o a un miembro de familia que le asista con la encuesta. Puede completar la encuesta en línea en español en: **[bit.ly/scottespanol](http://bit.ly/scottespanol)**  
Utilice la contraseña como se muestra arriba de su dirección en la parte superior de la página.



Password: XXXX  
RESIDENT  
STREET ADDRESS  
CITY, STATE XXXXX-XXXX  
Bar code

Dear Scott County Resident:

About one week ago, we sent you this survey that asks for your opinion about Scott County. If you have already completed the survey and returned it, we thank you and ask you to disregard this letter.

**Do not complete the survey a second time.**

But -- if you haven't yet had a chance to get to the survey, please take a few minutes to complete it now. Your opinions are very important to us! Scott County sincerely want to know what you think, especially since your household is one of only a small number receiving this survey. Your household was randomly selected to participate in the 2019 Scott County Resident Survey.

A few things to remember:

- Your responses are completely confidential. (The independent contractor conducting this survey on behalf of Scott County will never link survey results to an address or name.)
- **In order to hear from a diverse group of residents, the adult (18 years or older) in your household, regardless of year of birth, who most recently had a birthday should complete this survey.**
- The person completing the survey may return the enclosed survey by mail in the included postage-paid envelope, or can complete the survey online at

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Utilice la contraseña como se muestra arriba de su dirección en la parte superior de la página.

# Scott County Resident Survey 2019

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

**1. Please rate each of the following aspects of quality of life in Scott County.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
As a place to live .....	1	2	3	4	5
As a place to raise children .....	1	2	3	4	5
As a place to work.....	1	2	3	4	5
As a place to retire .....	1	2	3	4	5
Overall quality of life in Scott County .....	1	2	3	4	5

**2. Please rate each of the following characteristics of Scott County:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Outdoor recreational opportunities .....	1	2	3	4	5
Social and cultural opportunities (e.g., arts, entertainment, etc.) .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Availability of affordable quality child care .....	1	2	3	4	5
Availability of affordable health care.....	1	2	3	4	5
Availability of fresh fruits and vegetables.....	1	2	3	4	5
Availability of bike and pedestrian options .....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds.....	1	2	3	4	5
Regional public transit or bus system .....	1	2	3	4	5
Regional parks and trails.....	1	2	3	4	5
Higher education opportunities for residents .....	1	2	3	4	5
Availability of housing options for all incomes .....	1	2	3	4	5
Availability of housing options for young singles/professionals.....	1	2	3	4	5
Availability of housing options for young families.....	1	2	3	4	5
Availability of housing options for seniors.....	1	2	3	4	5
Availability of housing options for people with disabilities .....	1	2	3	4	5

**3. What one thing do you like most about living in Scott County? (Please select only one.)**

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Access to Twin Cities  | <input type="checkbox"/> Rural/small town feel   | <input type="checkbox"/> Suburban lifestyle |
| <input type="checkbox"/> Affordability          | <input type="checkbox"/> Schools                 | <input type="checkbox"/> My neighborhood    |
| <input type="checkbox"/> Parks/lakes/recreation | <input type="checkbox"/> Entertainment offerings | <input type="checkbox"/> Job opportunities  |
| <input type="checkbox"/> Other _____            |  |   |

**4. Please rate how safe you feel...**

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your home.....	1	2	3	4	5
In your neighborhood .....	1	2	3	4	5
In Scott County regional parks or trails.....	1	2	3	4	5
In libraries within Scott County.....	1	2	3	4	5

**5. What would you say is the most serious issue facing Scott County at this time? (Please select only one.)**

- |                                  |   |   |  |
|----------------------------------|---|---|--|
| <input type="checkbox"/> Crime   | <input type="checkbox"/> Education          | <input type="checkbox"/> Traffic congestion         | <input type="checkbox"/> Affordability of housing          |
| <input type="checkbox"/> Taxes   | <input type="checkbox"/> Condition of roads | <input type="checkbox"/> Aging of the population    | <input type="checkbox"/> Availability of livable wage jobs |
| <input type="checkbox"/> Poverty | <input type="checkbox"/> Homelessness       | <input type="checkbox"/> Bike and pedestrian safety |  |

## Scott County Resident Survey 2019

**6. Please rate to what degree, if at all, each of these is a problem in Scott County.**

	<u>Not at all a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime.....	1	2	3	4	5
Taxes.....	1	2	3	4	5
Highway safety.....	1	2	3	4	5
Traffic congestion.....	1	2	3	4	5
Poverty.....	1	2	3	4	5
Homelessness.....	1	2	3	4	5
Bike and pedestrian safety.....	1	2	3	4	5
Availability of livable wage jobs.....	1	2	3	4	5
Affordability of housing.....	1	2	3	4	5
Education.....	1	2	3	4	5
Aging of the population.....	1	2	3	4	5

**7. To what degree, if at all, is each of the following a health concern in Scott County?**

	<u>Not at all a concern</u>	<u>Minor concern</u>	<u>Moderate concern</u>	<u>Major concern</u>	<u>Don't know</u>
Pollution.....	1	2	3	4	5
Tobacco use (including e-cigarettes and chewing tobacco).....	1	2	3	4	5
Suicide/attempted suicide.....	1	2	3	4	5
Alcohol and drug use by youth.....	1	2	3	4	5
Alcohol and drug use by adults.....	1	2	3	4	5
The health and support for seniors.....	1	2	3	4	5
The health and support for people with disabilities.....	1	2	3	4	5
Sexually transmitted infections.....	1	2	3	4	5
Overweight adults and children.....	1	2	3	4	5
Abuse and neglect of children.....	1	2	3	4	5
Abuse and neglect of vulnerable adults.....	1	2	3	4	5
Abuse of prescribed medications.....	1	2	3	4	5
Domestic violence.....	1	2	3	4	5
Mental illness/mental health issues.....	1	2	3	4	5
Bullying.....	1	2	3	4	5
Teen pregnancy.....	1	2	3	4	5
Social isolation/lack of community connections.....	1	2	3	4	5
Lack of physical activity/exercise.....	1	2	3	4	5
Access to healthy food.....	1	2	3	4	5
Adequacy of school readiness for children.....	1	2	3	4	5
Third-grade reading proficiency.....	1	2	3	4	5

**8. Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?**

Yes → Go to question #9

No → Skip to question #10

**9. What was your impression of the employees of Scott County in your most recent contact?**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledge.....	1	2	3	4	5
Responsiveness.....	1	2	3	4	5
Courtesy.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

## Scott County Resident Survey 2019

**10. Please rate the quality of each of the following services in Scott County.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public libraries located in Scott County .....	1	2	3	4	5
Trail and bikeway connectivity .....	1	2	3	4	5
911 dispatch services .....	1	2	3	4	5
Sheriff patrol .....	1	2	3	4	5
Employment and training services.....	1	2	3	4	5
Snow and ice removal on County roads .....	1	2	3	4	5
Surface condition of County roads.....	1	2	3	4	5
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials) .....	1	2	3	4	5
Land records and other property information.....	1	2	3	4	5
Disaster preparedness .....	1	2	3	4	5
Services for low income residents .....	1	2	3	4	5
Services for veterans.....	1	2	3	4	5
Recycling and household hazardous waste disposal .....	1	2	3	4	5
Property assessment and taxpayer services.....	1	2	3	4	5
Inspections and zoning services.....	1	2	3	4	5
Birth/death/marriage records, licensing, and vehicle registration.....	1	2	3	4	5
Disease prevention and control .....	1	2	3	4	5
Protecting children.....	1	2	3	4	5
Protecting vulnerable adults.....	1	2	3	4	5
Mental health services.....	1	2	3	4	5
Services for people with disabilities.....	1	2	3	4	5
Services for elderly people.....	1	2	3	4	5
Prevention of repeat crimes .....	1	2	3	4	5
Availability of emergency food programs.....	1	2	3	4	5
Regional parks.....	1	2	3	4	5
<b>Overall quality of services provided by Scott County .....</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**11. Please rate the following categories of Scott County government performance.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The job Scott County government does at informing residents.....	1	2	3	4	5
The job Scott County government does at listening to residents .....	1	2	3	4	5
The value of services for the taxes paid to Scott County.....	1	2	3	4	5
The job Scott County government does at managing tax dollars.....	1	2	3	4	5
The job Scott County does at making information available when residents need it .....	1	2	3	4	5
The importance of Scott County services to the quality of life in my community .....	1	2	3	4	5

## Scott County Resident Survey 2019

**12. Scott County’s mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
<b><u>Residing in a safe community:</u></b>				
People can travel and move about safely .....	1	2	3	4
People feel safe, know their neighbors, children play outside, and everyone feels part of the larger community.....	1	2	3	4
Children and vulnerable adults are protected and their basic needs are met ..	1	2	3	4
Clean soil, water and air.....	1	2	3	4
The community is prepared for and can respond to emergency situations .....	1	2	3	4
Criminal behavior is addressed and laws are enforced .....	1	2	3	4
<b><u>Residing in a healthy community:</u></b>				
Elderly people can live at home with necessary supports.....	1	2	3	4
People have access to adequate and healthy food choices .....	1	2	3	4
Shelter and housing are available for all people.....	1	2	3	4
Active lifestyles for all ages are supported through opportunities and education .....	1	2	3	4
Quality and affordable mental health services are available .....	1	2	3	4
People have access to quality local health care services, facilities, and providers.....	1	2	3	4
<b><u>Residing in a livable community:</u></b>				
People have a reliable and connected system of roads, trails, sidewalks, and transit options .....	1	2	3	4
People have access to parks and open spaces for recreation .....	1	2	3	4
People experience cultural understanding in friendly and diverse neighborhoods.....	1	2	3	4
People have access to excellent schools and educational opportunities..	1	2	3	4
Communities offer local services, community education, arts, cultural and shopping options .....	1	2	3	4
A range of quality jobs and a thriving local economy.....	1	2	3	4

**13. How would you rate the County’s progress on advancing each of the following:**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don’t know</u>
Advancing a safe community .....	1	2	3	4	5
Advancing a healthy community.....	1	2	3	4	5
Advancing a livable community .....	1	2	3	4	5

**14. Please indicate how important, if at all, you feel each of the following are for a responsible County government:**

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
<b><u>A responsible County government...</u></b>				
...is accountable, dependable, and efficient .....	1	2	3	4
...employs a high-quality workforce dedicated to good customer service.....	1	2	3	4
...listens to and respects people’s points of view and creates a government that works for the people .....	1	2	3	4
...is transparent regarding budgets and spending .....	1	2	3	4
...provides understandable and accurate information .....	1	2	3	4
...sustains fiscal health through a well-run organization .....	1	2	3	4

## Scott County Resident Survey 2019

15. In 2016, County leaders identified the following as long-term objectives. Please rate how important you think each is for Scott County, and then check which TWO you think are the highest priority.

	Essential	Very important	Somewhat important	Not at all important	TWO highest priorities
<b>Mental Health:</b> Citizens will have access to an array of services to meet the needs of our community.....	1	2	3	4	<input type="checkbox"/>
<b>Caring for Our Most Vulnerable:</b> Protecting, supporting, and meeting their needs.....	1	2	3	4	<input type="checkbox"/>
<b>Community Design:</b> Advancing livability through the 2040 Comprehensive Plan.....	1	2	3	4	<input type="checkbox"/>
<b>21<sup>st</sup> Century Workforce:</b> Fostering a strong local economy through a variety of employment options and educational opportunities..	1	2	3	4	<input type="checkbox"/>
<b>Early Childhood Development:</b> All children have the opportunity for a healthy and successful life.....	1	2	3	4	<input type="checkbox"/>
<b>Responsible Government:</b> Providing accountable, innovative, and efficient programs and services.....	1	2	3	4	<input type="checkbox"/>

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

- Strongly support   
  Somewhat support   
  Somewhat oppose   
  Strongly oppose   
  Don't know

17. Please rate the extent to which you use each of the following as sources of information about Scott County government, if at all.

	Not a source	Minor source	Major source	Don't know
Cable broadcasts of Scott County Board meetings.....	1	2	3	4
Daily newspapers.....	1	2	3	4
Scott County employees.....	1	2	3	4
Scott County website (www.scottcountymn.gov).....	1	2	3	4
Weekly community newspapers.....	1	2	3	4
Community meetings.....	1	2	3	4
The radio.....	1	2	3	4
The Scott County SCENE newsletter.....	1	2	3	4
Other online news sources.....	1	2	3	4
Social media (e.g., Twitter, Facebook, etc.).....	1	2	3	4
Television news.....	1	2	3	4

18. Which ONE of the following methods would you prefer using if you wanted to contact Scott County government for a suggestion or concern? (Please check only one.)

- Call an elected official   
  Call a staff person   
  Go to a public meeting  
 Send an email   
  Use social media   
  Fill out an online survey  
 Provide feedback online   
  In-person visit to a government office  
 Other (specify) \_\_\_\_\_

19. Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?

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

## Scott County Resident Survey 2019

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

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

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

**D1. How long have you lived in Scott County?**

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

**D2. Which of the following best describes you?**

- Employed full-time
- Employed part-time
- Employed, seeking better job or more hours
- Homemaker → go to question #D4
- Retired → go to question #D4
- Unemployed, looking for work → go to question #D4
- Student → go to question #D4

**D3. In what city do you primarily work?**

- |                                      |  |                                       |
|--------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Bloomington | <input type="checkbox"/> Minnetonka            | <input type="checkbox"/> Burnsville   |
| <input type="checkbox"/> New Prague  | <input type="checkbox"/> Chaska                | <input type="checkbox"/> Prior Lake   |
| <input type="checkbox"/> Eagan       | <input type="checkbox"/> Savage                | <input type="checkbox"/> Eden Prairie |
| <input type="checkbox"/> Shakopee    | <input type="checkbox"/> Edina                 | <input type="checkbox"/> St. Paul     |
| <input type="checkbox"/> Minneapolis | <input type="checkbox"/> Other (specify) _____ |                                       |

**D4. Which best describes the building you live in?**

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

**D5. Is this house, apartment or mobile home...**

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

Please respond to both questions #D6 and #D7:

**D6. Are you Spanish, Hispanic or Latino?**

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

**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
- Other

**D8. Which category contains your age?**

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

**D9. Which gender do you identify with most closely?**

- Female
- Male

**D10. How many of each of the following, including yourself, live in your household?**

Children age 17 years and under..... \_\_\_\_\_

Adults under age 65 years..... \_\_\_\_\_

Adults age 65 years and over ..... \_\_\_\_\_

**D11. Please indicate your household's annual income:**

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

Thank you very much! Please return the completed survey in the postage-paid envelope to:  
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502



**Scott County Government Center**  
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