

Scott County, Minnesota

Resident Survey

Report of Results
2016



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EXECUTIVE SUMMARY

Background

Understanding the needs of residents is important to Scott County government, so it has conducted a regular, periodic survey of residents' opinions. This report includes Scott County's results dating back to 2001. In 2016, Scott County was joined by Dakota County, Washington County, St. Louis County and Olmsted County working together with NRC to develop a survey instrument with a set of shared questions, as well as questions unique to each County.

The Scott County Resident Survey was administered by mail to 1,500 randomly selected households in February 2016 and was distributed equally among the five County Commissioner Districts. Of the approximately 1,446 households that received a survey in the mail, 410 surveys were completed providing a response rate of 28%.

Because Scott County has administered a resident survey before, comparisons could be made between 2016 responses and those from prior years. Generally, comparisons between surveys are made through the conversion of ratings to a 100-point scale. Scott County also elected to have its results compared to those of other counties around the nation, comparisons made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions, including cities and counties.

Key Findings

Residents continued to enjoy a high quality of life.

- Residents awarded the overall quality of life in Scott County a rating of 70 on the 100-point scale, which was higher than ratings given by residents in other counties across the U.S.
- Ratings for the county as a place to live and the county as a place to raise children (both at 76 on the 100-point scale) were at or above "good." Scott County as a place to retire and as a place to work were rated less positively falling between "good," or 67, and "fair" (33) on the 100-point scale. Scott County as a place to live, a place to raise children, and the county as a place to work all received ratings that were higher than comparison communities.
- The location and small town feel were the two things residents liked most about living in Scott County, with about one-quarter citing these characteristics. Respondents also valued open space (15%) and the convenience/access of the county (10%).

Scott County residents placed high value on various characteristics of the the community.

- When rating various characteristics of the county, respondents gave the highest ratings to outdoor recreational opportunities, which was considered "good" (69 on the 100-point scale). The availability of fresh fruits and vegetables and the openness and acceptance of the community toward people of diverse backgrounds were the next most positively rated characteristics (59).
- All six County characteristics that could be compared to the benchmark were rated much higher, including outdoor recreational opportunities, openness and acceptance of the community towards people of diverse backgrounds, availability of affordable health care, availability of affordable quality child care, social and cultural opportunities, employment opportunities, and availability of affordable housing.

Residents felt safe in their home and neighborhood and want to be informed about crime in the community.

- Respondents indicated they felt safe in their homes, in their neighborhoods and from violent crime, as each were given an average rating above 80 on the 100-point scale and these ratings remained stable over time.
- Residents indicated they felt the least safe from drunk drivers (59) and distracted drivers (44). When compared to safety ratings in 2013, residents felt less safe in 2016 from distracted drivers (44 in 2016 versus 50 in 2013).
- Scott County residents felt much safer than residents in other counties across the U.S. from violent crimes, property crimes, in their neighborhoods and in parks and trails.
- When asked how important it would be to have up-to-date information regarding crime and the criminal justice system in the community, about two-thirds of Scott County residents reported that this information would be “essential” or “very important.” Only four percent of residents felt this was “not at all important.”

Jobs and taxes are the most serious issues facing Scott County.

- Similar to previous iterations of the survey, residents in Scott County indicated that taxes (59 on the 100-point scale) was the biggest problem for the community and availability of livable wage jobs is the second biggest problem (48). Traffic congestion was another area of concern with an average rating of 43. Homelessness and bike and pedestrian safety were identified as the lowest concern to respondents with ratings of 26 and 27, respectively.
- Participants also identified taxes (37%) and the creation of livable wage jobs (14%) as the most serious issues for Scott County; however, fewer residents reported that jobs were an issue in 2016 (14%) compared to 2013 (22%).
- When asked about health concerns, illegal drug use (63 on a 100-point scale) and bullying (59) were identified as the two biggest health issues facing Scott County. More residents reported that these two items were a concern in 2016 than in 2013.

Government employees were given high marks and residents were pleased with the performance of the Scott County leadership.

- In 2016, about 4 in 10 respondents reported having contact with a County government office, which was similar to the level of contact reported in 2013.
- Respondents who reported having contact with a County office, gave high marks to all ratings of County employees and the ratings for employees’ knowledge, responsiveness and residents’ overall impression of the employees were higher or much higher than ratings given by residents in other counties across the country.
- When rating various aspects of government performance, residents rated the importance of Scott County services to the quality of life in their community the highest with an average rating of 58 on the 100-point scale. Residents’ ratings of the job Scott County government does at informing residents and making information available when residents need it were similar, with average ratings of 56. Residents felt somewhat less positive about the job the County government does at listening to residents (48), the value of services for the taxes paid to Scott County (42), and the job Scott County government does at managing tax dollars (41).
- Scott County residents were asked to rate the importance of aspects of a responsible county government in 2016. Nearly all residents indicated that a responsible government provides meaningful, relevant, understandable, and accurate information and is accountable, dependable, and efficient.

Most government services were rated positively and have remained stable over time.

- The average rating for overall quality of Scott County services was 59 on the 100-point scale, which was similar to the national county benchmark and similar to ratings in previous years.
- Twenty-three individual services were rated and several were rated as “good” or better including 911 dispatch services (76 on the 100-point scale), County libraries (74), Sheriff patrol (67), and birth/death/marriage records, licensing, and vehicle registration (66). The services rated less favorably were

services to low income residents (49), prevention of repeat crimes (48), mental health services (46), and property assessment and taxpayer services (45).

- Most service ratings were similar to those in 2013. Snow and ice removal increased in 2016 (65 in 2016 versus 60 in 2013), while services for veteran decreased over time (51 versus 58).
- Benchmark comparisons were available for 12 of the 23 services. Of these, six were higher or much higher than the national county benchmark: snow and ice removal on County roads, self-service options on the County website, disaster preparedness, protecting children and vulnerable adults, and mental health services. Ratings for County libraries, Sheriff patrol, services for low income residents, and services for elderly people were similar to other counties, while marks awarded to the surface condition of County roads and trail and bikeway connectivity were lower than ratings given by residents in other counties across the nation.
- When County residents were asked whether they would support or oppose increasing their property tax to maintain services at current levels, 44% said they would “somewhat” or “strongly” support a property tax increase, a similar proportion as in 2013 (38%). However, only 6% of residents strongly supported the measure, while 30% strongly opposed increasing property taxes.

Residents believe progress is being made to make Scott County safe, healthy, and livable.

- In 2016, survey respondents were asked to rate the importance of six characteristics that advance residing in a *safe* community. The most important aspect was that criminal behavior is addressed and laws are enforced (97% “essential” or “very important”), while ratings for the community being prepared for and able to respond to emergency situations was awarded the lowest importance rating at 90% “essential” or “very important.”
- When asked to rate the progress Scott County has made to advance the community’s *safety* to accomplish the county mission, about 8 in 10 thought the County had done an “excellent” or “good” job progressing the mission.
- Of the seven characteristics residents evaluated for importance in advancing the *health* of the community, about 9 in 10 indicated it was “essential” or “very important” that people have access to adequate and healthy food choices and quality local health care services, facilities, and providers. The least important characteristic was services that support a healthy sustainable environment, including natural resource conservation, with three-quarters of residents rating this measure as “essential” or “very important.”
- The progress of the government in achieving its mission to provide a *healthy* community was rated as “excellent” or “good” by 74% of participants and only one percent thought the county was doing a “poor” job at accomplishing this goal.
- The most important aspects of advancing a *livable* community were people having a reliable and connected system of roads, trails, and sidewalks and access to excellent schools and post-secondary educational opportunities.
- Close to 8 in 10 reported that Scott County’s progress in advancing a *livable* community was “excellent” or “good,” while 2 in 10 indicated the government was doing a “fair” job accomplishing its mission.

Residents prefer to send electronic communication, but are not familiar with “Speak Up, Scott County.”

- Residents were asked about their use of information sources to get information about the County. Use of the Scott County website, television news, other online news sources, and community meetings as sources of information increased over time, while all other sources remained stable 2013.
- When asked their preference for contacting Scott County government with a suggestion or about a concern, respondents preferred to send an email (36%), call a staff person (23%), or make an in-person visit to a government office (15%). Preferences for contacting the County government tended to remain stable since 2013; however, fewer respondents indicated they would prefer to call a staff person in 2016.
- In a new question on the 2016 survey, respondents were asked to indicate how familiar they were with Scott County’s virtual town hall forum “Speak Up, Scott County.” Only three percent reported they were familiar with the forum, while another 1 in 10 reported they had heard of it, but were not familiar with the service.

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 local government. The survey also permits residents to provide feedback to the government on what is working well and what is not, and share their priorities for community planning and resource allocation.

In 2016, Scott County collaborated with Washington, Olmsted, Dakota and St. Louis Counties on this survey project. The five counties worked together with 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 results by the five participating counties can be found in *Appendix D: Comparison with Other Participating Counties*.

Methods

The Scott County Resident Survey was administered by mail to 1,500 randomly selected households within the county in February 2016 and was distributed equally among the five County Commissioner Districts. Of the approximately 1,446 households that received a survey in the mail, 410 surveys were completed providing a response rate of 28%. The survey instrument itself appears in *Appendix H: Survey Instrument*.

Survey results were weighted so that respondent race, ethnicity, age, gender, housing tenure, and housing unit type were represented in the proportions reflective of the entire county, and then adjusted to match the appropriate proportions by County Commissioner District. (For more information see *Appendix A: Detailed Survey Methodology*.)

Responses to any open-ended questions and “other” responses appear verbatim in *Appendix B: Verbatim Responses to Open-ended Questions*.

How the Results Are Reported

“Don’t Know” Responses and Rounding

On many of the questions in the survey, respondents could give an answer of “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix C: Complete Set of Frequencies* and is discussed in the body of this report if it is 20% or greater. However, the “don’t know” responses have been removed from the tables and analyses presented in the body of the report. In other words, the tables and graphs only display the responses from respondents who had an opinion about a specific item.

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

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with “1” representing the best rating, the scales had different labels (e.g., “essential,” “excellent,” “very safe”). To make comparisons easier, many of the results in this summary are reported on a common

scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent” for quality of life, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was “fair,” then the result would be 33. The new scale can be thought of like the thermometer used to represent total giving to United Way: the higher the thermometer reading, the closer to the goal of 100. In this case, a score of 100 would be the most positive response possible.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” (or margin of error). The 95% confidence level for this survey is generally no greater than plus or minus five percentage points around any given percent and no greater than plus or minus three points on the 100-point scale for any given average rating reported for the entire sample (410 completed surveys). For any given subgroup from the survey, the margin of error rises to as much as plus or minus 10% or six points (on the 100-point scale) for a sample size of 100 to plus or minus 5% or three points (on the 100-point scale) for 400 completed surveys.

Comparing Survey Results by Respondent Subgroups

Selected survey results were compared by certain demographic characteristics of survey respondents and by the five County Commissioner Districts in which respondents lived. These comparisons are discussed throughout the body of the report and are presented in tabular form in *Appendix E: Comparison of Select Questions by Respondent Characteristics* (where differences between subgroups are statistically significant, the results in these tables are shaded grey).

Comparing Survey Results Over Time

Scott County survey data were collected by phone in 2001, 2004 and 2006. In 2011, the County switched data collection from phone to mail and continued with mail in 2013 and 2016. As a consequence of the switch in methodology, a decline from 2006 to 2011 in virtually all ratings was both expected and observed. Using research conducted by NRC that compared mail and phone responses as well as NRC’s analysis of national trends comparing phone and mail responses, NRC adjusted the findings from 2001 to 2006 in order to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail. Additional information on comparing previous survey results can be found in *Appendix A: Detailed Survey Methodology*.

Differences of five or more points on the 100-point scale among average ratings between 2016 and 2013 and differences of seven percentage points or more among percentages are considered meaningfully different.

Comparing Survey Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, create or revise community plans, evaluate the success of policy or budget decisions and measure local government performance. NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 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. Scott County chose to have

comparisons made to other counties across the nation. Additional information regarding benchmark comparisons can be found in *Appendix F: Benchmark Comparisons*.

Comparison of Scott County to the Benchmarking Database

Jurisdictions to which Scott County is compared can be found in *Appendix G: List of Counties in the Benchmark Comparisons*. National county 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 counties in which the question was asked.

Where comparisons for quality ratings were available, Scott 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"). 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 the margin of error; "higher" or "lower" if the difference between Scott County's rating and the benchmark is greater than but no more than twice the margin of error; and "much higher" or "much lower" if the difference between Scott County's rating and the benchmark is more than twice the margin of error.

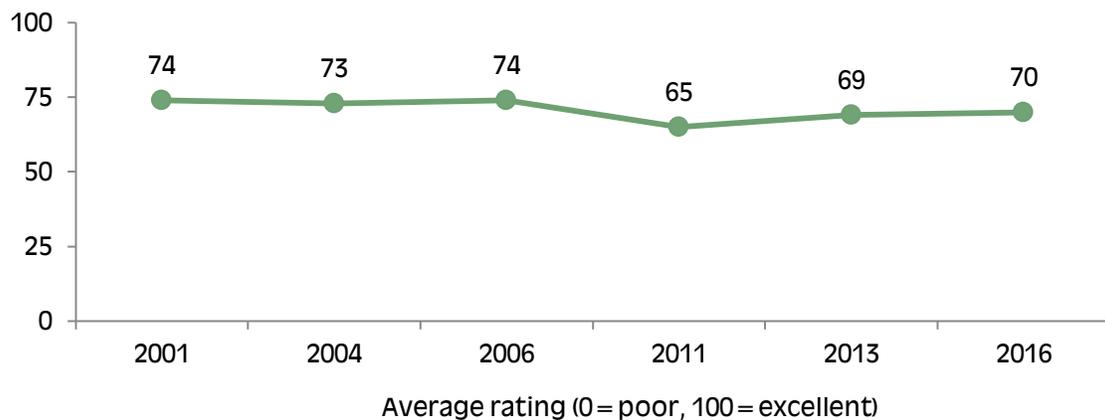
REPORT OF RESULTS

Quality of Life and Community

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 70, or equivalent to “good,” which was similar to the rating given in 2013 (69) and higher than ratings given by residents in other counties across the U.S.

Ratings given by respondents living in the five different County Commissioner Districts were compared. Residents in Commissioner District 5 were more likely than their counterparts in other districts to give positive ratings to the overall quality of life in Scott County. Ratings were also compared by a selection of demographic characteristics of the survey respondents. Scott County residents under the age of 35 and those who had lived in Scott County for five years or less gave more favorable ratings to overall quality of life (see *Appendix E: Comparison of Select Questions by Respondent Characteristics*).

Figure 1: Overall Quality of Life in Scott County Compared by Year



Along with rating the overall quality of life in Scott County, residents were also asked a series of questions related to various aspects of their quality of life in the county. Evaluations of aspects of quality of life were converted to the 100-point scale. Ratings for the county as a place to live and the county as a place to raise children (both 76 on the 100-point scale) were between “good” and “excellent.” Scott County as a place to retire and as a place to work were rated less positively falling between “good,” or 67, and “fair” (33) on the 100-point scale.

It should be noted that 20% or more of respondents selected “don’t know” when evaluating Scott County as a place to work and retire. Results presented in the body of the report are for those who had an opinion. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

Comparisons of Scott County’s ratings were made to ratings given by residents in other counties across the country. Above average ratings were given to Scott County as a place to live, a place to raise children, and to the county as a place to work. Scott County as a place to retire was rated similarly to other counties. (Please see *Appendix F: Benchmark Comparisons* for more information.)

When compared to 2013, Scott County as a place to raise children received higher ratings in 2016 (76 points on the 100-point scale in 2016 compared to 71 points in 2013), as did the ratings for the County as a place to work (58 in 2016 compared to 52 in 2013). The other two aspects of quality of life in the county were rated similarly in 2016 and 2013.

When these ratings were compared by demographic subgroups, Scott County residents under the age of 35 and those who had lived in Scott County for five years or less gave more favorable ratings to various aspects of quality of life (see *Appendix E: Comparison of Select Questions by Respondent Characteristics*).

Figure 2: Average Rating of Aspects of Quality of Life Compared by Year

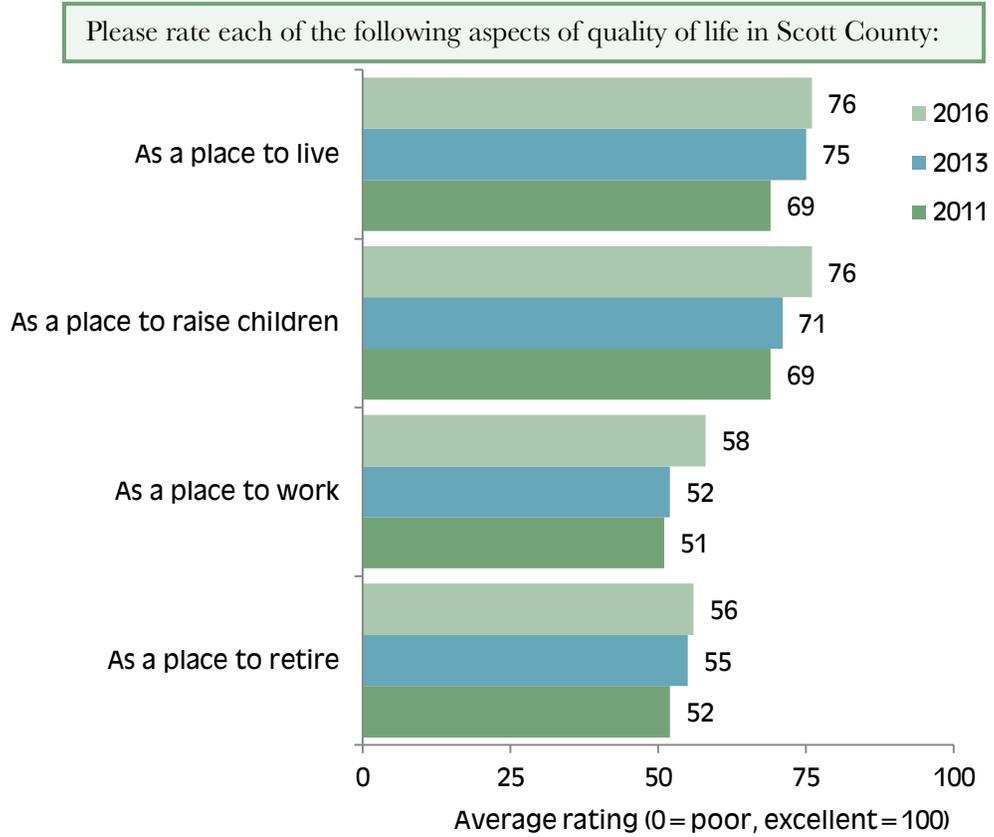


Figure 3: Aspects of Quality of Life Benchmarks

	Comparison to benchmark
As a place to live	Much higher
As a place to raise children	Much higher
As a place to work	Higher
As a place to retire	Similar

Since the 2001 resident survey, respondents have been asked to indicate what they like most about living in Scott County. In 2001, 2004, and 2006, this was an open-ended question where respondents were able to answer in their own words to the telephone interviewer, who then selected the one response from a list that best fit each response. In 2011, 2013 and 2016, respondents were instructed to choose only one option from a list of items. 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*.

In 2016, 27% of residents selected location as the best thing about living in Scott County followed by the small town feel (23%), open space/rural (15%), and convenience/access (10%). All other categories each were chosen by fewer than 1 in 10 respondents.

When compared to 2013, the three top rated items remained the same (location, small town feel, and open space/rural), as did all other items on the list.

Figure 4: Like Most about Living in County Compared by Year

What one thing do you like most about living in Scott County?	2016	2013	2011	2006	2004	2001
Location	27%	30%	16%	39%	35%	19%
Small town feel	23%	26%	12%	11%	17%	NA
Open space/rural	15%	16%	15%	17%	17%	27%
Convenience, access	10%	8%	8%	2%	3%	NA
Parks/lakes	9%	9%	7%	5%	5%	20%
Schools	7%	3%	3%	4%	3%	NA
My community	5%	7%	15%	6%	3%	34%
Services	0%	0%	1%	4%	2%	NA
Peaceful	NA	0%	11%	4%	4%	NA
Quiet	NA	0%	8%	4%	6%	NA
Other	3%	2%	3%	4%	5%	NA
Total	100%	100%	100%	100%	100%	100%

In 2011, this question was presented as fixed response (i.e., respondents were presented a list of items from which to choose), whereas, between 2006 and 2001, this question was asked open-ended (i.e., no list presented). In 2011 “my community” was “my neighborhood.” In 2011 “open space/rural” was split into individual items.

County Characteristics

Respondents were presented with a list of nine aspects Scott County and asked to evaluate the quality of each. County characteristics were converted to a 100-point scale where zero equals “poor” and 100 equals “excellent.” Respondents gave the highest ratings to outdoor recreational opportunities, which were considered “good” (69 on the 100-point scale). The availability of fresh fruits and vegetables and the openness and acceptance of the community toward people of diverse backgrounds were the next most positively rated characteristics (59). The characteristics that were evaluated less favorably were social and cultural opportunities (47) and employment opportunities (45).

It should be noted that 20% or more of residents indicated “don’t know” when rating the following County characteristics: employment opportunities, availability of affordable quality childcare and availability of affordable quality health care. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

All ratings ranged from 69 points to 45 points, or between “good” and “fair.” Of the six characteristics that also were on the 2013 survey, five remained stable in 2016 (outdoor recreational opportunities, openness and acceptance of the community towards people of diverse backgrounds, availability of affordable quality child care, availability of affordable housing and employment opportunities). One characteristic improved since 2013: availability of affordable health care (58 in 2016 versus 53 in 2013).

Six of the nine characteristics were able to be compared to the County benchmark and all six characteristics were rated much higher than the benchmark.

When these ratings were compared by the five different County Commissioner Districts, survey respondents from District 1 and 3 were less likely to positively rate availability of affordable housing, outdoor recreational opportunities and the availability of bike and pedestrian transportation options compared to residents residing in other districts. Ratings were also compared by a number of demographic characteristics of the survey respondents, and survey respondents who had lived in Scott County for 6 to 10 years, owned their home, lived in a detached unit and were younger than 35 were more likely to positively rate the availability of affordable housing (see *Appendix E: Comparison of Select Questions by Respondent Characteristics*).

Figure 5: Average Ratings of Community Characteristics Compared by Year

Please rate each of the following characteristics of Scott County.	Average rating (0=poor, 100=excellent)					
	2016	2013	2011	2006	2004	2001
Outdoor recreational opportunities	69	67	59	NA	66	NA
Availability of fresh fruits and vegetables	59	NA	NA	NA	NA	NA
Openness and acceptance of the community towards people of diverse backgrounds	59	61	58	NA	NA	NA
Availability of affordable health care	58	53	55	61	60	NA
Availability of bike and pedestrian transportation options	57	NA	NA	NA	NA	NA
Availability of affordable quality child care	52	52	50	53	57	NA
Availability of affordable housing	51	51	48	49	50	NA
Social and cultural opportunities (e.g., arts, entertainment, etc.)	47	NA	NA	NA	NA	NA
Employment opportunities	45	42	35	NA	48	NA

Several question parts were worded differently in earlier surveys. In 2013, “outdoor recreational opportunities” was “recreational opportunities.” In 2006 and 2004, “availability of affordable housing was affordable housing;” “availability of affordable healthcare” was “access to and availability of affordable, quality health care;” “availability of affordable quality childcare” was “access to and availability of affordable quality childcare.” In 2004, “employment opportunities” was “job opportunities.” These questions were not asked in 2001. In 2016, “social and cultural opportunities (e.g., arts, entertainment, etc.),” “availability of fresh fruits and vegetables,” and “availability of bike and pedestrian transportation options” were new.

Figure 6: Community Characteristics Benchmarks

	Comparison to benchmark
Outdoor recreational opportunities	Much higher
Openness and acceptance of the community towards people of diverse backgrounds	Much higher
Availability of affordable health care	Much higher
Availability of affordable quality child care	Much higher
Availability of affordable housing	Much higher
Employment opportunities	Much higher

Additional County Characteristics

The 2016 survey included a new question regarding higher education, as well as questions regarding parks and trails and regional public transportation that were included on the 2013 survey. On the 100-point scale where zero equals “poor” and 100 equals “excellent,” ratings of these characteristics ranged from 68 for regional parks and trails to 43 for higher education opportunities for residents.

Compared to previous surveys, ratings for regional public transit or bus system remained stable over time, while regional parks and trails decreased from 73 in 2013 to 68 in 2016.

It should be noted that more than 20% of respondents said “don’t know” when rating the quality of the regional public transit or bus system and higher education opportunities for residents. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

In 2016, higher education opportunities were rated lower by Scott County residents compared to residents in other counties across the nation, while ratings for the regional public transit system was higher than the benchmark. Compared to counties elsewhere, regional parks and trails were rated similarly in Scott County.

Figure 7: Additional County Characteristics Compared by Year

Please rate each of the following characteristics of Scott County:	Average rating (0=poor, 100=excellent)					
	2016	2013	2011	2006	2004	2001
Regional parks and trails	68	73	71	69	68	69
Regional public transit or bus system	54	50	44	40	44	NA
Higher education opportunities for residents	43	NA	NA	NA	NA	NA

In 2016, “higher education opportunities for residents” was a new question. In 2013, “regional parks and trails” was “County parks and recreation,” and “regional public transit or bus system” was “public transportation/transit services.” The items in 2013 were included in the larger list of services whereas in 2016, they were removed from the services question and put in their own question with the main question wording focusing on these as characteristics and not services. Because of these changes in question format and wording, please review changes over time with caution.

Figure 8: Additional County Characteristics Benchmarks

	Comparison to benchmark
Regional parks and trails	Similar
Regional public transit or bus system	Much higher
Higher education opportunities for residents	Much 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 and evaluate their household's future financial status.

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," violent crimes, property crimes, illegal drug activity, safety in neighborhood, safety at home, safety in public areas, and safety on parks and trails received ratings at or above "somewhat safe" (67 points). Ratings of safety from drunk drivers and distracted drivers were slightly less favorable, between "somewhat safe" and "somewhat unsafe."

Four of the nine safety-related items could be compared to averages in other counties. Scott County residents felt much safer than residents in other counties across the U.S. from violent crimes, property crimes, in neighborhoods and in parks and trails.

All ratings of safety remained steady in 2016 compared to 2013 except for feelings of safety from distracted drivers, which decreased in 2016 (44 in 2016 versus 50 in 2013).

Residents from Commissioner District 1 gave the highest ratings to safety when compared with residents from other districts. When the ratings were compared by demographic characteristics of survey respondents, Scott County residents under the age of 35 were more likely to positively rate their feelings of safety than their older counterparts (see *Appendix E: Comparison of Select Questions by Respondent Characteristics*).

Figure 9: Average Ratings of Safety Compared by Year

Please rate how safe or unsafe you feel from the following in Scott County.	Average rating (0=very unsafe, 100=very safe)					
	2016	2013	2011	2006	2004	2001
In your home	88	88	NA	NA	NA	NA
In your neighborhood	84	83	76	NA	NA	NA
Violent crimes (e.g., rape, assault, robbery)	81	81	80	77	78	NA
In public areas (e.g., roads/highways, malls, restaurants, schools)	77	NA	NA	NA	NA	NA
In Scott County parks or trails	76	76	74	NA	NA	NA
Property crimes (e.g., burglary, theft, vandalism)	74	73	71	68	71	NA
Illegal drug activity (e.g., manufacture or sale of drugs)	68	66	66	NA	NA	NA
From drunk drivers	59	61	62	NA	NA	NA
From distracted drivers	44	50	51	NA	NA	NA

Figure 10: Community Safety Benchmarks

	Comparison to benchmark
In your neighborhood	Much higher
Violent crimes (e.g., rape, assault, robbery)	Much higher
In Scott County parks or trails	Much higher
Property crimes (e.g., burglary, theft, vandalism)	Much higher

Participants were also asked to indicate the level of importance of having the most up-to-date information about crime and the criminal justice system in Scott County. About one-quarter indicated that this would be “essential” and another 4 in 10 reported that this information would be “very important.” Only four percent of residents indicated that it would be “not at all important” to have access to crime data.

Figure 11: Importance of Crime Information



New questions in 2016.

Potential Problems

The survey included a list of eight 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 bike and pedestrian safety and homelessness fell between “not a problem” and “minor problem.” Residents believed the most problematic were taxes (59 on the 100-point scale) and the availability of livable wage jobs (48).

It should be noted that more than 20% of respondents said “don’t know” when assessing how much of a problem poverty, homelessness and the availability of livable wage jobs were in the county. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

In comparison to 2013, all ratings remained stable in 2016.

Ratings of the various potential problems were compared by the five County Commissioner Districts and by select respondent demographics. Respondents from Commissioner District 4 were less likely to indicate that highway safety and homelessness were problems. Where differences emerged, residents who rented their homes tended to give higher ratings for potential problems than those who owned their homes (see *Appendix E: Comparison of Select Questions by Respondent Characteristics*).

Figure 12: Average Ratings of Potential Problems Compared by Year

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

“Availability of livable wage jobs” was new in 2013. These questions were not asked in 2001.

Most Serious Issue Facing Scott County

When asked about the most serious issue facing the County, taxes topped residents' list (37% of respondents), followed by the creation of livable wage jobs (14%), and traffic congestion (14%). About one in 10 respondents believed that affordable housing and the condition of the roads were the most serious issues currently facing the County.

A similar proportion of respondents saw taxes as the most serious issue in 2016 as in 2013. The creation of livable wage jobs emerged in 2013 as the second most serious issue facing the County, but fewer residents reported this as the most serious issue in 2016 (22% in 2013 vs 14% in 2016).

Since 2011, this question included a list of items from which respondents could choose one, while between 2006 and 2001, this question was open-ended.

Figure 13: Most Serious Issue Compared by Year

What do you feel is the most serious issue facing Scott County at this time?	2016	2013	2011	2006	2004	2001
Taxes	37%	35%	31%	11%	15%	0%
Creation of livable wage jobs	14%	22%	NA	NA	NA	NA
Traffic congestion	14%	12%	9%	5%	9%	0%
Affordable housing	11%	6%	NA	NA	NA	NA
Condition of roads	9%	7%	10%	8%	5%	63%
Crime	5%	9%	NA	NA	NA	NA
Education	5%	10%	8%	10%	8%	0%
Aging population	5%	NA	NA	NA	NA	NA
Growth/development	NA	NA	16%	54%	56%	11%
Economic development	NA	NA	22%	3%	2%	27%
Other	NA	NA	3%	9%	6%	0%
Total	100%	100%	100%	100%	100%	100%

"Aging population" was a new question in 2016 and "affordable housing" was new in 2013. In 2013 and 2011, this question was presented as fixed response (i.e., respondents were presented a list of items from which to choose), whereas, between 2006 and 2001, this question was asked open-ended (i.e., no list presented).

Health Concerns

In addition to evaluating potential problems, respondents were asked to assess 19 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. Illegal drug use (63 on the 100-point scale), bullying (59), underage alcohol use (56), overweight adults and children (56), and mental illness/mental health issues (56) were of most concern, while sexually transmitted infections (36), pollution (35), and tobacco use (35) were of least concern for respondents.

It should be noted that 20% or more of respondents answered “don’t know” when rating the following health concerns: suicide/attempted suicide, alcohol abuse among adults, illegal drug use, the health and support for seniors, the health and support for people with disabilities, sexually transmitted infections, abuse and neglect of children, abuse and neglect of vulnerable adults, abuse of prescribed medications, domestic violence, mental illness/mental health issues, bullying, teen pregnancy, social isolation, and lack of physical activity/exercise. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

In general, ratings of health concerns increased in 2016 when compared to 2013, including illegal drug use (63 points in 2016 versus 55 in 2013), bullying (59 versus 52), underage alcohol use (56 versus 49), mental illness/mental health issues (56 versus 46), domestic violence (54 versus 47), abuse and neglect of children (53 versus 46) and vulnerable adults (51 versus 41), abuse of prescribed medications (51 versus 46), suicide/attempted suicide (39 versus 29), pollution (35 versus 21) and tobacco use (35 versus 27). Ratings in 2016 for overweight adults and children, the health and support for seniors and people with disabilities and sexually transmitted infections were similar to 2013.

Few differences emerged when ratings were compared by County Commissioner District; however, residents living in District 4 tended to give lower concern ratings for domestic violence, the health and support of seniors and health and support for people with disabilities compared to residents living in other districts. Women were more likely than men to cite the listed issues as major health concerns (see *Appendix E: Comparison of Select Questions by Respondent Characteristics*).

Figure 14: Average Ratings of Health Concerns Compared by Year

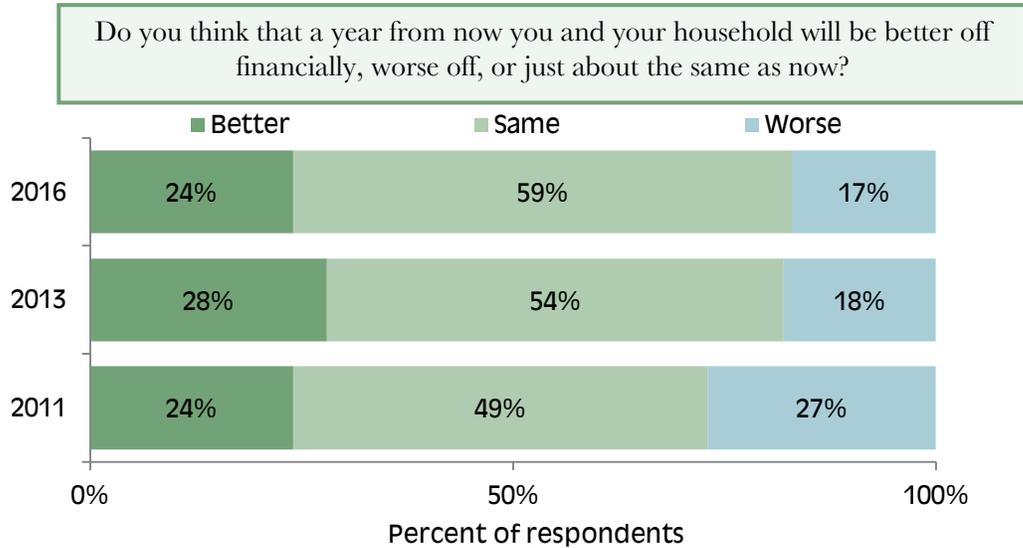
Please rate to what degree, if at all, each of the following is a health concern in Scott County.	Average rating (0=not at all a concern, 100=major concern)				
	2016	2013	2011	2006	2004
Illegal drug use	63	55	54	NA	NA
Bullying	59	52	NA	NA	NA
Underage alcohol use	56	49	51	59	NA
Overweight adults and children	56	53	56	54	NA
Mental illness/mental health issues	56	46	NA	NA	NA
Domestic violence	54	47	51	45	47
Abuse and neglect of children	53	46	49	43	44
Alcohol abuse among adults	51	47	47	NA	NA
Abuse and neglect of vulnerable adults	51	41	NA	NA	NA
Abuse of prescribed medications	51	46	NA	NA	NA
Lack of physical activity/exercise	50	NA	NA	NA	NA
The health and support for seniors	49	47	50	49	NA
The health and support for people with disabilities	49	45	47	NA	NA
Teen pregnancy	47	NA	NA	NA	NA
Social isolation	45	NA	NA	NA	NA
Suicide/attempted suicide	39	29	NA	NA	NA
Sexually transmitted infections	36	34	37	40	NA
Pollution	35	21	36	NA	NA
Tobacco use (including e-cigarettes and chewing tobacco)	35	27	33	51	NA

“Teen pregnancy,” “social isolation,” and “lack of physical activity/exercise” were new items in 2016. Several question parts were worded differently in earlier surveys. In 2013, “pollution” was “exposure to pollution in the air,” “sexually transmitted infections” was “sexually transmitted diseases,” “abuse of prescribed medications” was “abuse of prescription drugs,” “suicide/attempted suicide” was “suicide” and “tobacco use (including e-cigarettes and chewing tobacco)” was “tobacco use” and in 2006 was “youth tobacco use.” In 2006, “underage alcohol use” was “underage drinking,” “overweight adults and children” was “obesity,” and “the health and support of seniors” was “the health and support of our elderly and disabled” (this item was split into two items in 2011). Prior to 2011, “abuse and neglect of children,” and “domestic violence” were included in a different question set and used a different scale: “major problem,” “moderate problem,” “minor problem,” “not a problem.”

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 2016, about 6 in 10 of participants stated they would be in “about the same” place financially, 24% thought their household would be better off, and 17% said their household would be worse off in a year. These ratings were similar to indicators in 2013.

Figure 15: Household Future Financial Status Compared by Year



Evaluation of Government Services

The 2016 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.” Residents rated the importance of Scott County services to the quality of life in their community the highest with an average rating of 58 on the 100-point scale. Residents’ ratings of the job Scott County government does at informing residents and making information available when residents need it were similar, with average ratings of 56. Residents felt somewhat less positive about the job the County government does at listening to residents (48), the value of services for the taxes paid to Scott County (42), and the job Scott County government does at managing tax dollars (41).

It should be noted that more than one in five respondents said “don’t know” when rating the performance of the County government in the following areas: the job Scott County government does at listening to residents, the job Scott County government does at managing tax dollars, and the job Scott County government does at making information available when residents need it. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

When compared over, ratings for Scott County government performance were similar to marks awarded in 2013.

Compared to counties across the nation, Scott County residents rated the job the County does at informing and listening to residents similarly to the benchmark. The value of services for the taxes paid to Scott County and the job the County does at managing tax dollars were rated below the County benchmark. Comparisons were not available for ratings of the importance of Scott County services to the community quality of life and the job Scott County does at making information available when residents need it.

Figure 16: Average Ratings of Perception of Government Compared by Year

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

In 2016, “the job Scott County does at making information available when residents need it” was a new question. All items, except for “the job Scott County government does at informing residents,” were asked on an agreement scale of “strongly agree” to “strongly disagree” prior to 2011. The questions wording of these items also changed: “the job Scott County government does at listening to residents” was “I feel Scott government listens to citizens,” and “the value of services for the taxes paid to Scott County” was “I feel I receive good value for the Scott taxes I pay.” In 2011, “the importance of Scott County services to the quality of life in my neighborhood” was changed to read in my “community” in 2013.

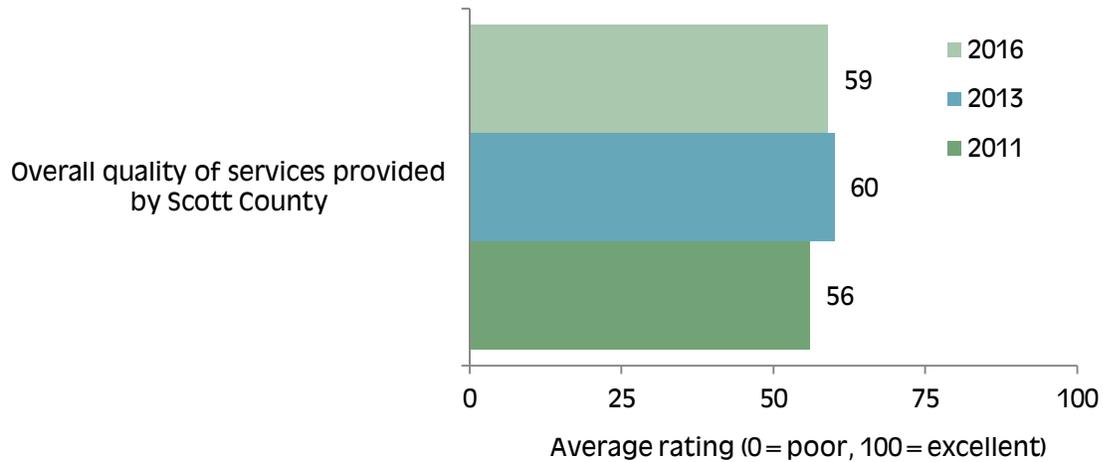
Figure 17: Perception of County Government Benchmarks

	Comparison to benchmark
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	Lower
The job Scott County government does at managing tax dollars	Lower

Overall Quality of County Services

Residents' perceptions of the overall quality of County services have been asked since the 2011 iteration of this survey. The average rating of 59 on the 100-point scale was similar to the national county benchmark and similar to ratings in 2013.

Figure 18: Average Ratings of Overall Quality of County Services Compared by Year



County Services

Respondents were presented with a list of 23 different County-provided services and asked to evaluate the quality of each. Average ratings for County services ranged from 76 points, or above “good,” on the 100-point scale to 45 points, or just above “fair.” Several services were rated as “good” or better including 911 dispatch services (76 on the 100-point scale), County libraries (74), Sheriff patrol (67), and birth/death/marriage records, licensing, and vehicle registration (66). The services rated less favorably were services to low income residents (49), prevention of repeat crimes (48), mental health services (46), and property assessment and taxpayer services (45).

It should be noted that more than 20% of respondents said “don’t know” when rating the quality of the following services: 911 dispatch services, Sheriff patrol, employment and training services, self-service options on the County website, land records and other property information, disaster preparedness, services to low income residents, services to veterans, property assessment and taxpayer services, inspections and zoning services, birth/death/marriage records, licensing, and vehicle registration, disease prevention and control, protecting children, protecting vulnerable adults, mental health services, services for people with disabilities, services for elderly people, and prevention of repeat crime. A full set of response for each question, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*.

In 2016, most ratings were similar to those in 2013. Snow and ice removal increased in 2016 (65 in 2016 versus 60 in 2013), while services for veteran decreased over time (51 versus 58).

Benchmark comparisons were available for 12 of the 23 services. Of these, six were higher or much higher than the national county benchmark: snow and ice removal on County roads, self-service options on the County website, disaster preparedness, protecting children and vulnerable adults, and mental health services. Ratings for County libraries, Sheriff patrol, services for low income residents, and services for elderly people were similar to other counties, while marks awarded to the surface condition of County roads and trail and bikeway connectivity were lower than ratings given by residents in other counties across the nation.

Only one difference emerged when ratings were compared by County Commissioner District: residents living in District 3 tended to give lower quality ratings to services for low income residents compared to residents living in other districts. When differences emerged, 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 E: Comparison of Select Questions by Respondent Characteristics*).

Figure 19: Average Ratings of County Services Compared by Year

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

In 2001, the scale was “Excellent,” “good,” “only fair,” “poor.”

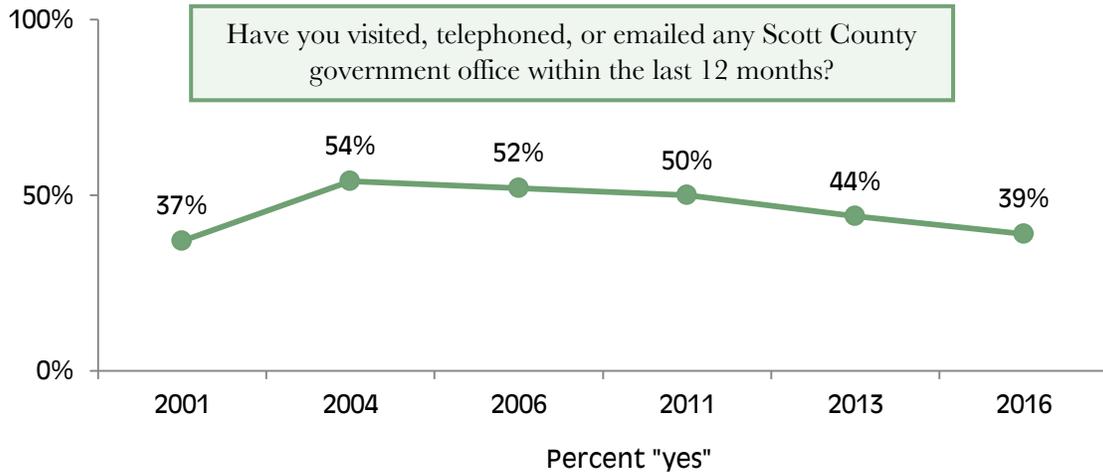
Figure 20: County Services Benchmarks

	Comparison to benchmark
County libraries	Similar
Sheriff patrol	Similar
Snow and ice removal on County roads	Much higher
Trail and bikeway connectivity	Much lower
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	Higher
Disaster preparedness	Higher
Protecting children	Much higher
Services for elderly people	Similar
Protecting vulnerable adults	Much higher
Surface condition of County roads	Much lower
Services for low income residents	Similar
Mental health services	Higher

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 2016, about 4 in 10 respondents reported having contact with a County government office, which was similar to the level of contact reported in 2013, but lower than levels reported by residents in other counties across the U.S.

Figure 21: Government Office Contact Compared by Year



In 2001, this question was "during the past year, have you visited or telephoned one of these service centers [locations preceded the question]? Response scale was: "no;" "yes, visited;" "yes, telephoned;" "yes, both." In 2011, "email" was added as an additional method of contact. In 2016 and 2013, respondents were given the only options of "yes" and "no."

County Employees

The 39% of respondents who reported having contact with a County office were asked to give their impression of the employee with whom they had contacted most recently. When converted to the 100-point scale, all 2016 ratings were above “good” (higher than 67) and were similar to previous years.

Ratings for employees’ knowledge, responsiveness and residents’ overall impression of the employees were higher or much higher than ratings given by residents in other counties across the country, while ratings for employees’ courtesy were similar to evaluations awarded in other counties.

Figure 22: Overall Impression of Most Recent Contact with Scott County Compared by Year

What was your impression of the employees of Scott County in your most recent contact?	Average rating (0=poor, 100=excellent)					
	2016	2013	2011	2006	2004	2001
Knowledge	75	74	76	75	77	NA
Courtesy	74	75	77	78	79	66
Responsiveness	73	73	73	74	76	60
Overall impression	72	74	73	NA	NA	NA

In 2001, the survey contained a question asking, "which department [in a government service center] did you contact or visit?" This question was then followed by "how would you rate the service overall?" Overall service had a response scale ranging from 1 to 5, with only values 5 ("excellent") and 1 ("poor") labeled. "Overall impression" was added in 2011. In 2013, "knowledge" was changed to "knowledgeable," "courtesy" to "courteous" and "responsiveness" to "responsive" but these were changed back to their original wording in 2016.

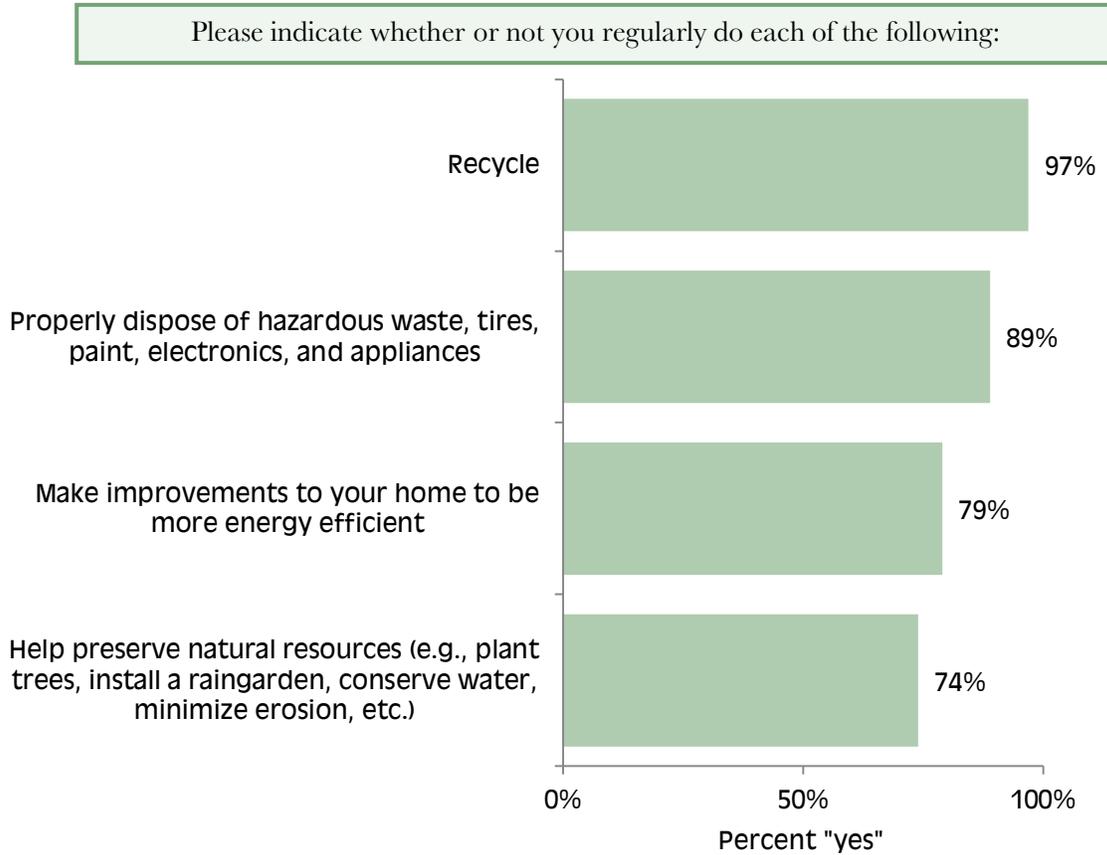
Figure 23: Perceptions of County Employees Benchmarks

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

Participation in Scott County

Residents completing the survey were asked a new question related to their participation in environmental sustainability activities in 2016. Nearly all residents indicated they had recycled and 9 in 10 had properly disposed of hazardous waste, tires, paint, electronics, and appliances. About three-quarters or more indicated they had made improvements to their homes to make them more energy efficient and helped preserve natural resources.

Figure 24: Participation in Environmental Activities



New question in 2016.

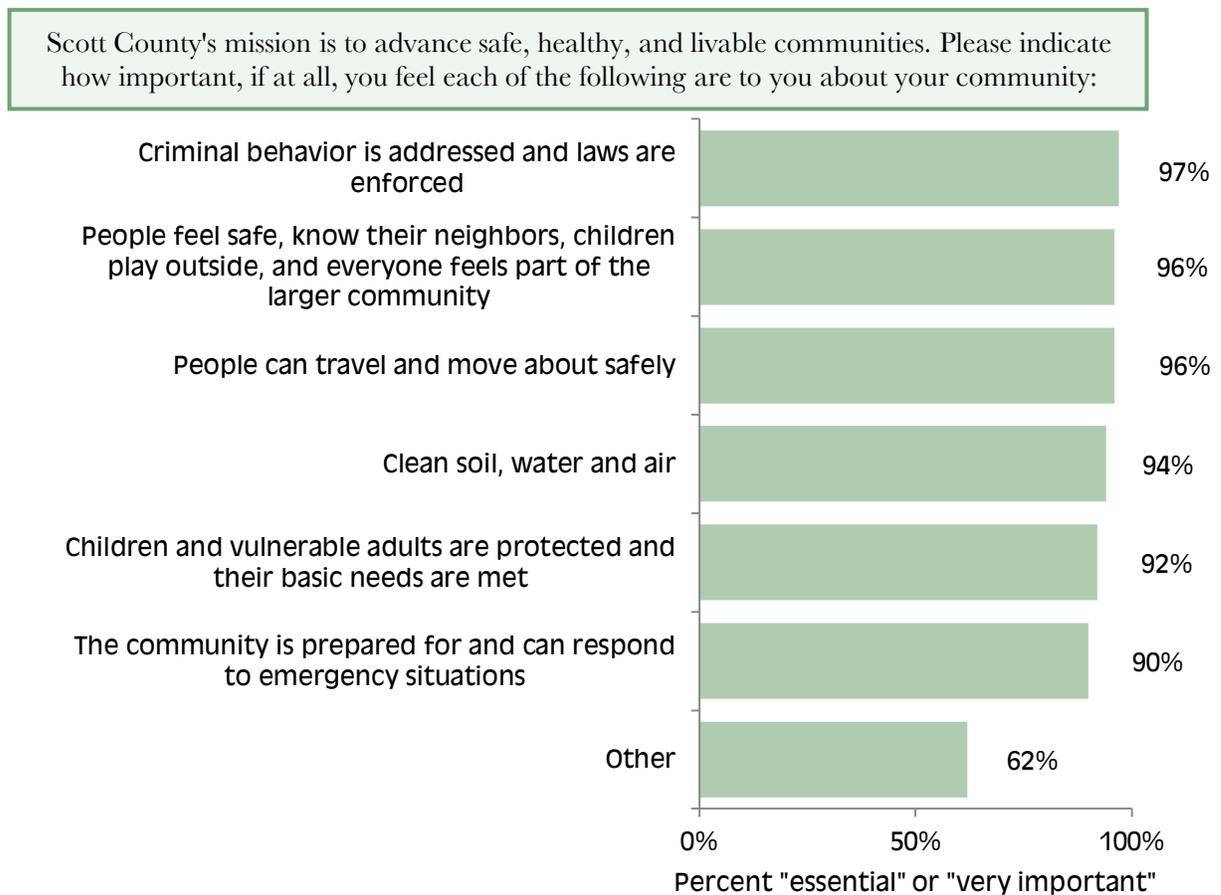
Scott County's Mission

Scott County's mission is "to advance safe, healthy, and livable communities." Several new questions on the 2016 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. Overall, at least 9 in 10 residents indicated that each of these aspects would be "essential" or "very important." The most important aspect was that criminal behavior is addressed and laws are enforced (97%), while ratings for the community being prepared for and able to respond to emergency situations was awarded the lowest importance rating at 90% "essential" or "very important." 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*.

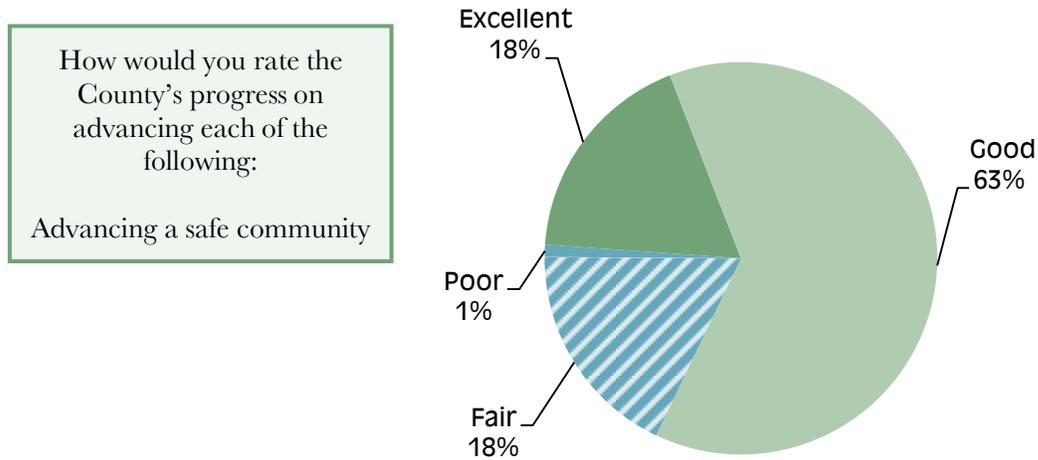
Figure 25: Importance of Residing in a Safe Community



New question in 2016.

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 26: Progress Advancing a Safe Community



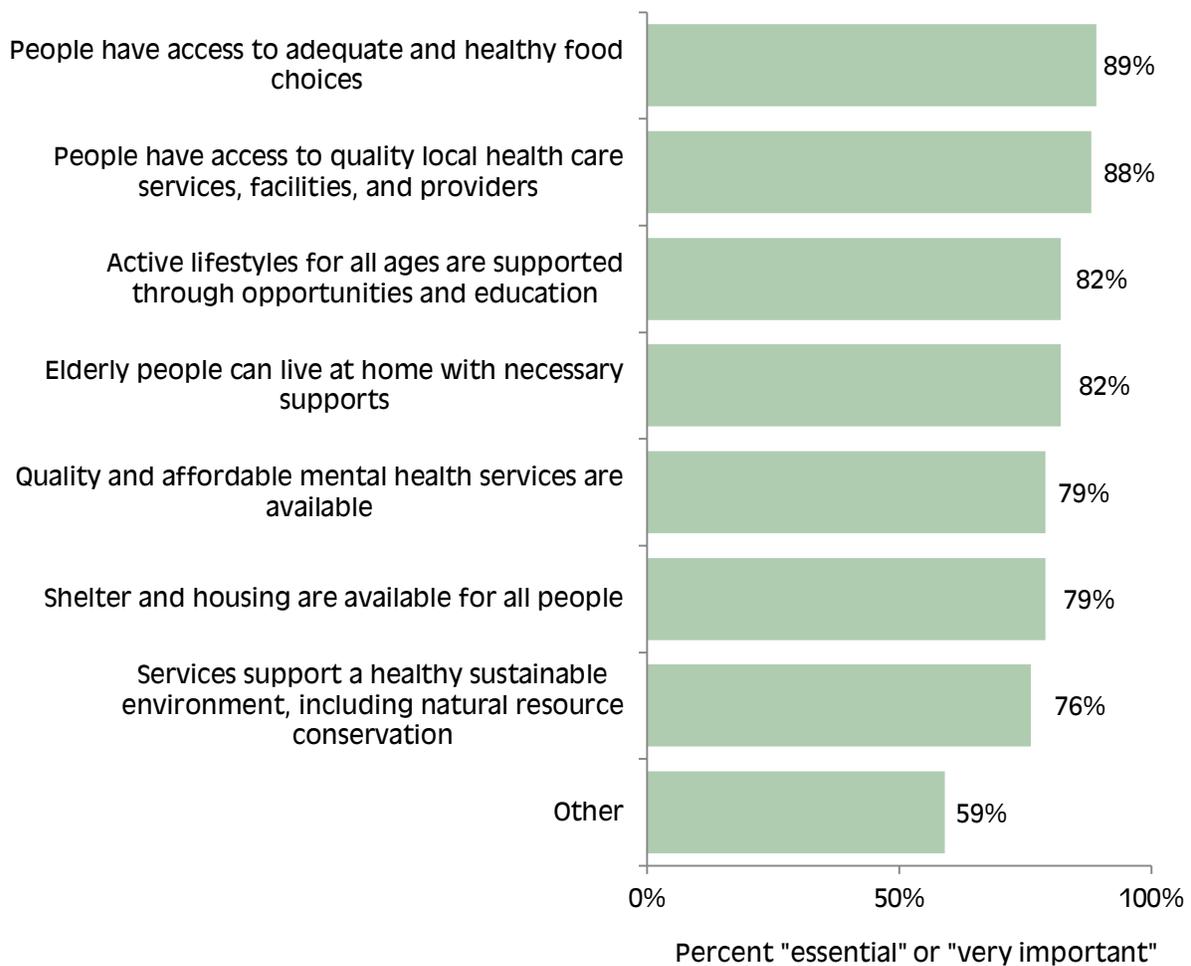
New question in 2016. A similar question was asked in 2013 about the progress Scott County is making on meeting the goal/mission of advancing safe, healthy and livable communities. Due to changes in how the question was asked, direct comparisons are not available. However, it is worth noting that 12% of 2013 respondents felt that the County is making “excellent” progress on meeting this goal and an additional 72% felt the progress made on reaching this goal was “good.” Fifteen percent selected “fair” and 2% said “poor.”

Healthy Community

Of the seven aspects residents evaluated for importance in advancing the health of the community, about 9 in 10 indicated that people having access to adequate and healthy food choices and quality local health care services, facilities, and providers were the most important aspects. The least important aspect was services that support a healthy sustainable environment, including natural resource conservation, with three-quarters of residents rating this measure as “essential” or “very important.” “Other” responses can be found in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 27: Importance of Residing in a Healthy Community

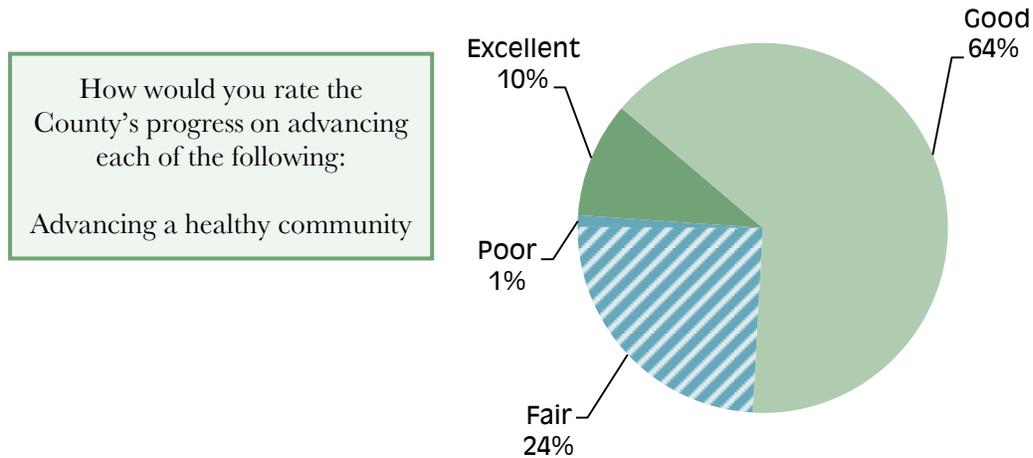
Scott County's mission is to advance safe, healthy, and livable communities. Please indicate how important, if at all, you feel each of the following are to you about your community:



New question in 2016.

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

Figure 28: Progress Advancing a Healthy Community

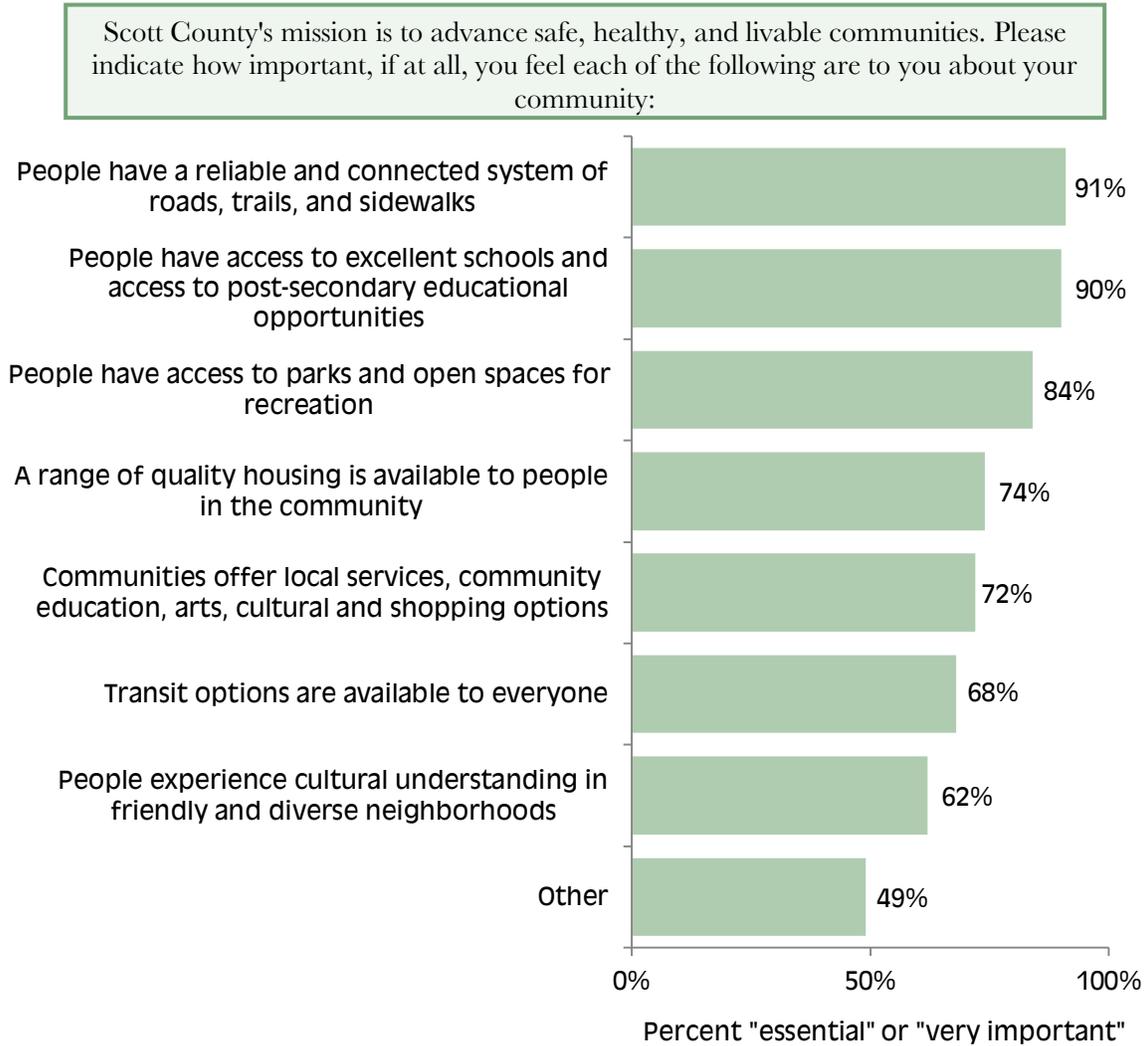


New question in 2016. A similar question was asked in 2013 about the progress Scott County is making on meeting the goal/mission of advancing safe, healthy and livable communities. Due to changes in how the question was asked, direct comparisons are not available. However, it is worth noting that 12% of 2013 respondents felt that the County is making “excellent” progress on meeting this goal and an additional 72% felt the progress made on reaching this goal was “good.” Fifteen percent selected “fair” and 2% said “poor.”

Livable Community

The most important aspects of advancing livable communities were people having a reliable and connected system of roads, trails, and sidewalks and access to excellent schools and post-secondary educational opportunities. At least 6 in 10 thought the remaining five aspects were “essential” or “very important.” “Other” responses can be found in *Appendix B: Verbatim Responses to Open-ended Questions*.

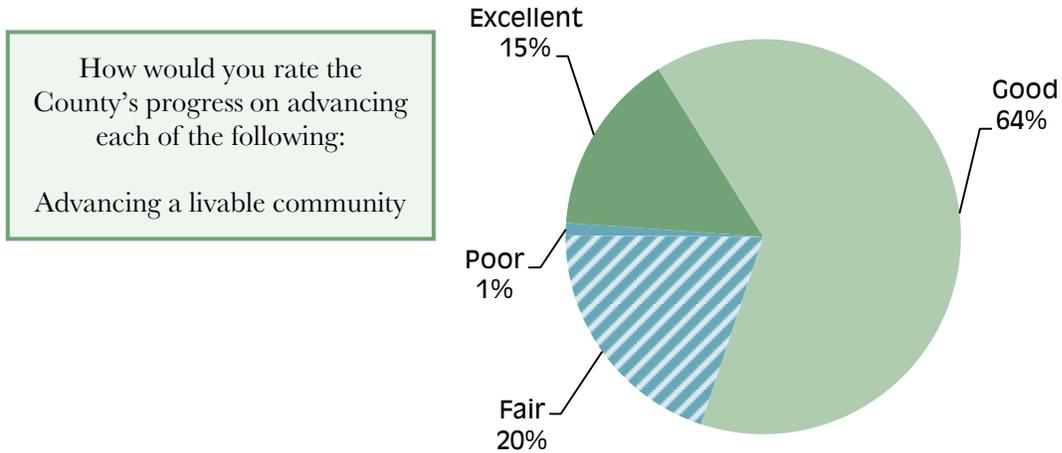
Figure 29: Importance of Residing in a Livable Community



New question in 2016.

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

Figure 30: Progress Advancing a Livable Community

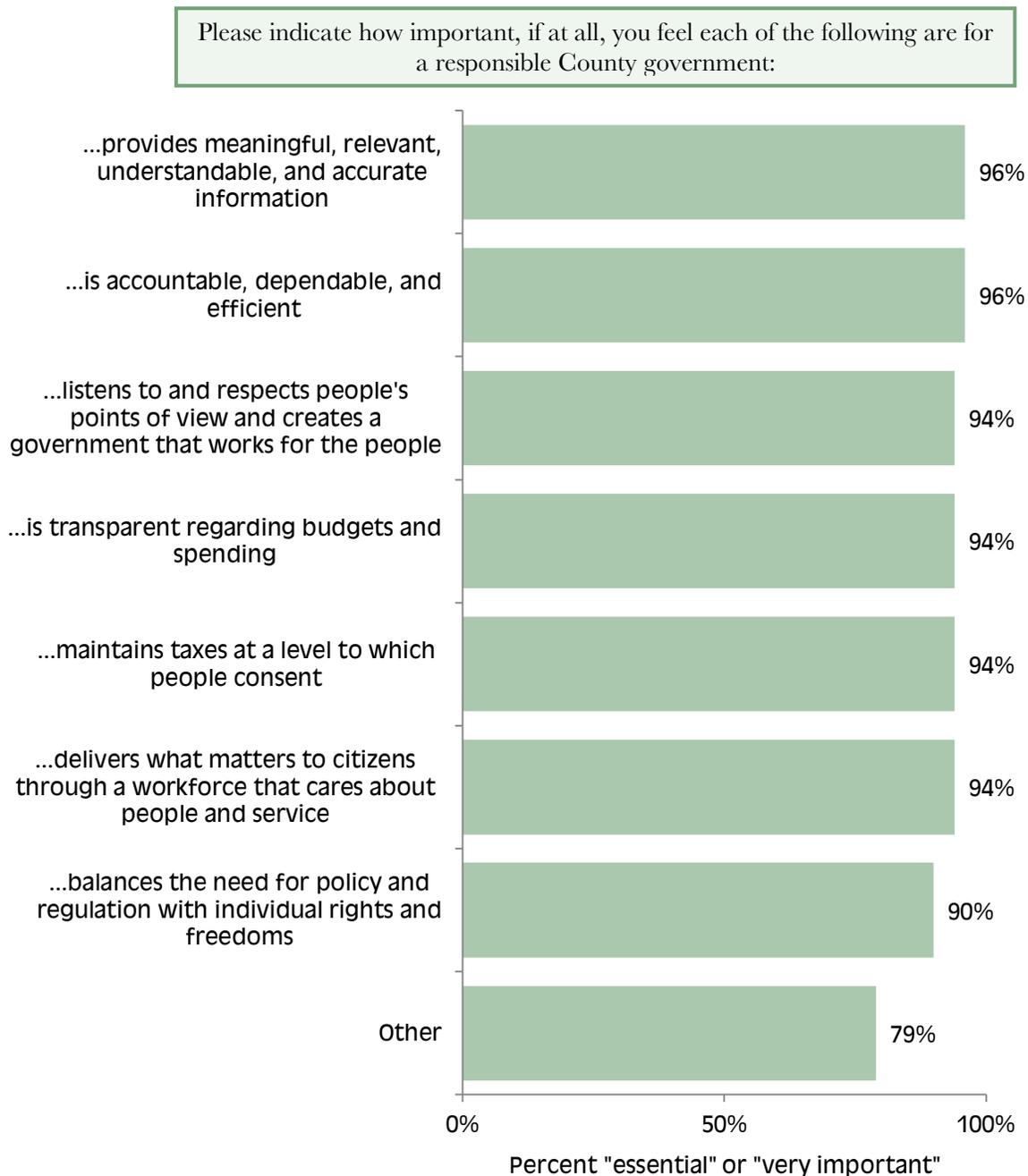


New question in 2016. A similar question was asked in 2013 about the progress Scott County is making on meeting the goal/mission of advancing safe, healthy and livable communities. Due to changes in how the question was asked, direct comparisons are not available. However, it is worth noting that 12% of 2013 respondents felt that the County is making “excellent” progress on meeting this goal and an additional 72% felt the progress made on reaching this goal was “good.” Fifteen percent selected “fair” and 2% said “poor.”

Responsible County Government

Scott County residents were also asked to rate the importance of aspects of a responsible County government in 2016. Nearly all residents indicated that a responsible government provides meaningful, relevant, understandable, and accurate information and is accountable, dependable, and efficient. At least 9 in 10 also placed high importance on the remaining five aspects. Participants had the choice to write in an “other,” reason and these responses appear in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 31: Important Characteristics of a Responsible County Government



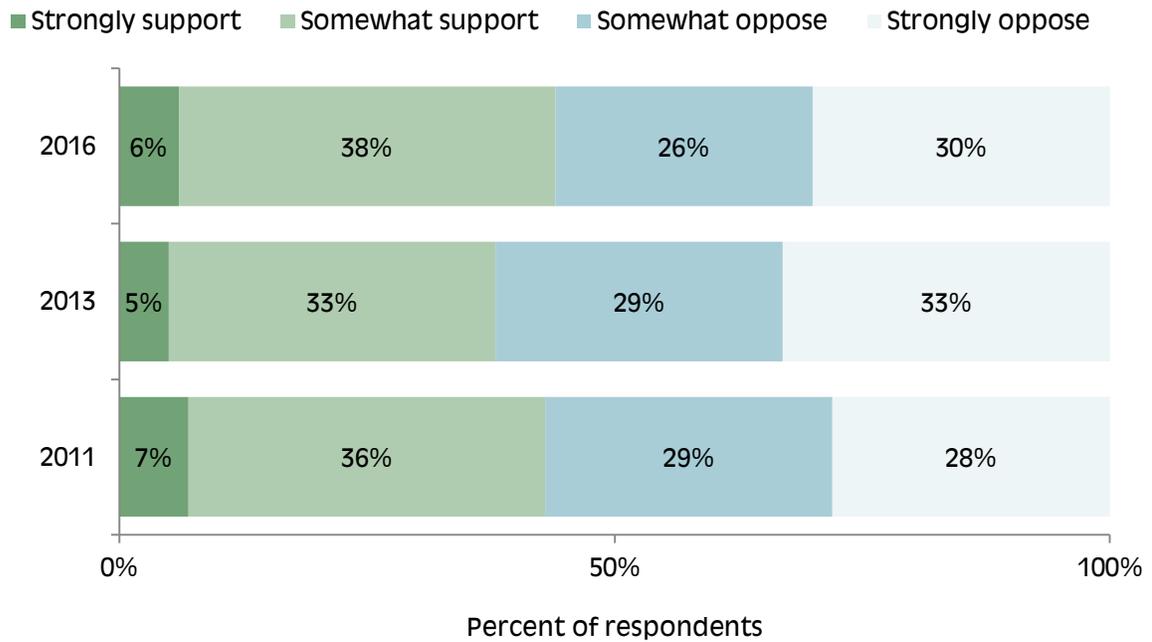
New question in 2016.

County Property Tax

First asked in 2011, County residents were also asked whether they would support or oppose increasing their property tax to maintain services at current levels in 2016. Forty-four percent of respondents said they would “somewhat” or “strongly” support a property tax increase, a similar proportion as in 2013 (38%). However, only 6% of residents strongly supported the measure, while 30% strongly opposed increasing property taxes.

Figure 32: Support for or Opposition to County Property Tax Compared 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?



Ranking of Scott County's Core Services

Residents were asked to rank their willingness to pay for six core service areas. Among the six core service areas that all respondents had the opportunity to rank, Transportation and Roads was the service area residents were most willing to pay for, and was ranked first or second by about 7 in 10 respondents. Criminal Justice emerged as the second core service area residents would be willing to fund, followed by Health and Human Services, Libraries, Parks, and Trails and Customer Services.

When compared to rankings of the core service areas in 2013, the average rank given to each service area was generally similar; however, the average rank for Customer Services increased from 3.3 in 2013 to 4.5 in 2016. The relative order of the service areas residents were most willing to pay for remained the same.

Figure 33: Ranking of Scott County's Core Services

Following are the core service areas provided by Scott County. Please indicate the service area you are most willing to pay for.	Ranked 1st	Ranked 2nd	Ranked 3rd	Ranked 4th	Ranked 5th	Ranked 6th	Percent ranked 1st or 2nd
Transportation and Roads (road maintenance, road construction, transit, etc.)	44%	25%	14%	10%	4%	3%	69%
Criminal Justice (sheriff's services, jail operations, prosecution and public defense, etc.)	19%	28%	19%	16%	11%	6%	47%
Health and Human Services (public health, mental health and other social services, employment and training, economic assistance, veterans services, etc.)	17%	17%	22%	14%	15%	15%	34%
Libraries, Parks, and Trails	12%	20%	20%	18%	12%	18%	32%
Customer Services (elections, birth/death/marriage records, licensing, etc.)	5%	5%	12%	23%	23%	32%	10%
Land Use and Development (property information, building inspections, permitting, environmental health, etc.)	3%	5%	13%	17%	35%	26%	8%

In 2016, "Libraries, Parks and Trails" was a new item.

Figure 34: Average ranking of Scott County's Core Services Compared by Year

Following are the core service areas provided by Scott County. Please indicate the service area you are most willing to pay for.	Average rank (1=highest rank, 6=lowest rank)		
	2016	2013	2011
Transportation and Roads (road maintenance, road construction, transit, etc.)	2.1	2.1	1.9
Criminal Justice (sheriff's services, jail operations, prosecution and public defense, etc.)	2.9	2.5	2.6
Health and Human Services (public health, mental health and other social services, employment and training, economic assistance, veterans services, etc.)	3.4	3.1	3.1
Libraries, Parks, and Trails	3.5	NA	NA
Customer Services (elections, birth/death/marriage records, licensing, etc.)	4.5	3.3	3.3
Land Use and Development (property information, building inspections, permitting, environmental health, etc.)	4.6	4.0	4.2

Public Information and Communication

To get a better idea of how and where residents get their information, several questions were included on the survey that asked about the use of information sources, preferences communicating with the County, and familiarity with “Speak Up, Scott County.”

Potential Information Sources

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. Weekly community newspapers were the most used source for information about the County (79% said it was a “minor” or “major” source), followed by the Scott County SCENE newsletter (78%), the County website (75%), television news (75%), and daily newspapers (61%).

Use of information sources was compared between 2013 and 2016. Use of the Scott County website, television news, other online news sources, and community meetings as sources of information increased over time, while all other sources remained stable since the last iteration of the survey. Social media as an information source was a new item in 2016 and about half of participants indicate this avenue to be a “minor” or “major” source.

Figure 35: Potential Information Sources Compared 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 using as a “minor” or “major” source					
	2016	2013	2011	2006	2004	2001
Weekly community newspapers	79%	82%	87%	89%	86%	88%
The Scott County SCENE newsletter	78%	74%	81%	81%	78%	78%
Scott County website (www.co.scott.mn.us)	75%	64%	68%	61%	NA	NA
Television news	75%	68%	71%	NA	NA	NA
Daily newspapers	61%	65%	72%	74%	73%	77%
Other online news sources	55%	42%	39%	NA	NA	NA
Social media (e.g., Twitter, Facebook, etc.)	52%	NA	NA	NA	NA	NA
The radio	45%	40%	37%	56%	61%	NA
Scott County employees	43%	40%	37%	45%	51%	43%
Community meetings	38%	30%	34%	50%	53%	46%
Cable broadcasts of Scott County Board meetings	25%	21%	28%	NA	NA	NA

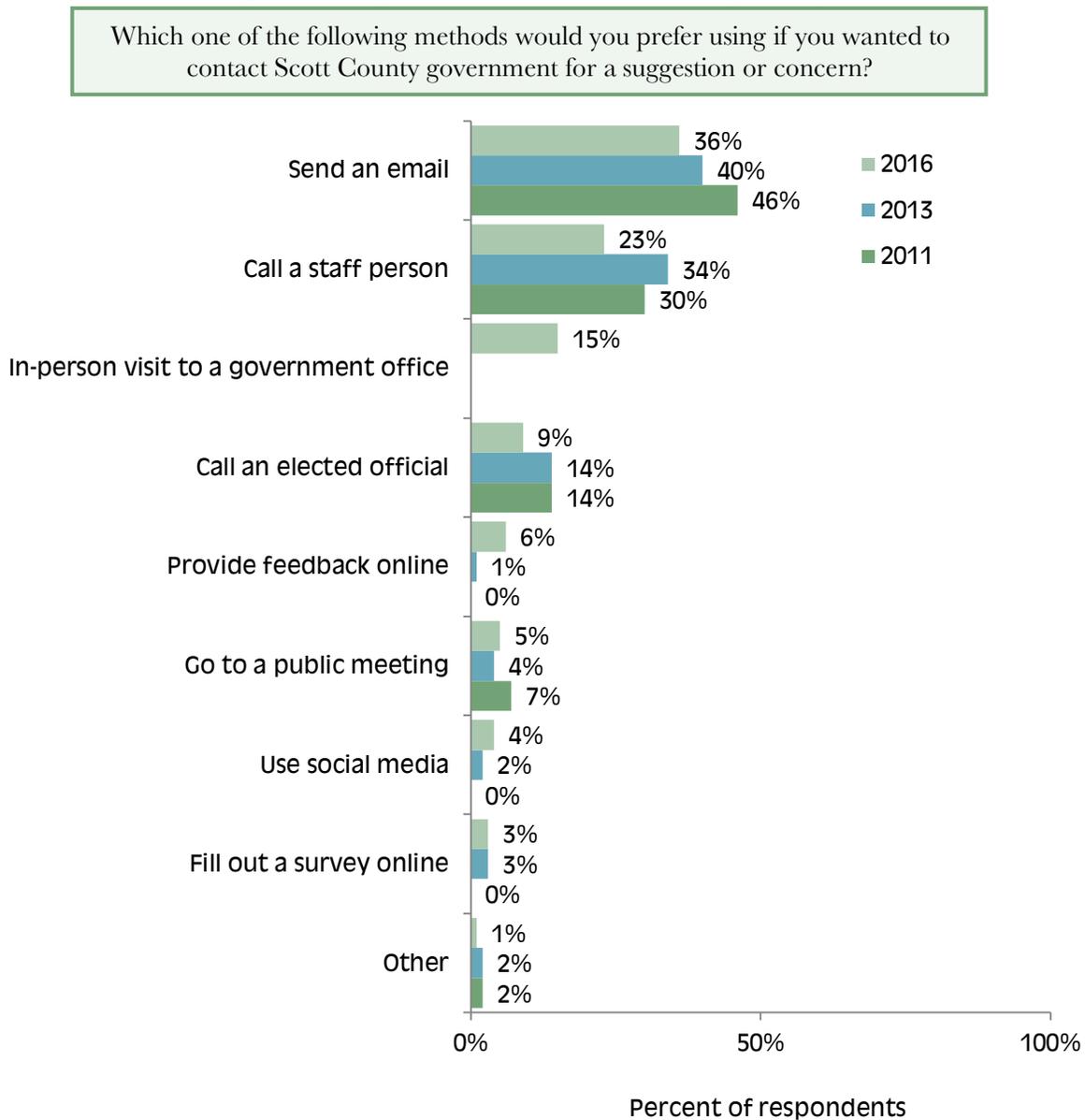
Prior to 2011, “cable access programming” was “cable television programming.”

Communication Preferences

When asked their preference for contacting Scott County government with a suggestion or about a concern, respondents preferred to send an email (36%), call a staff person (23%), or make an in-person visit to a government office (15%). Less than 10% selected any of the other contact methods. One 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 tended to remain stable since 2013; however, fewer respondents indicated they would prefer to call a staff person in 2016.

Figure 36: Top Preference for Contact Compared by Year

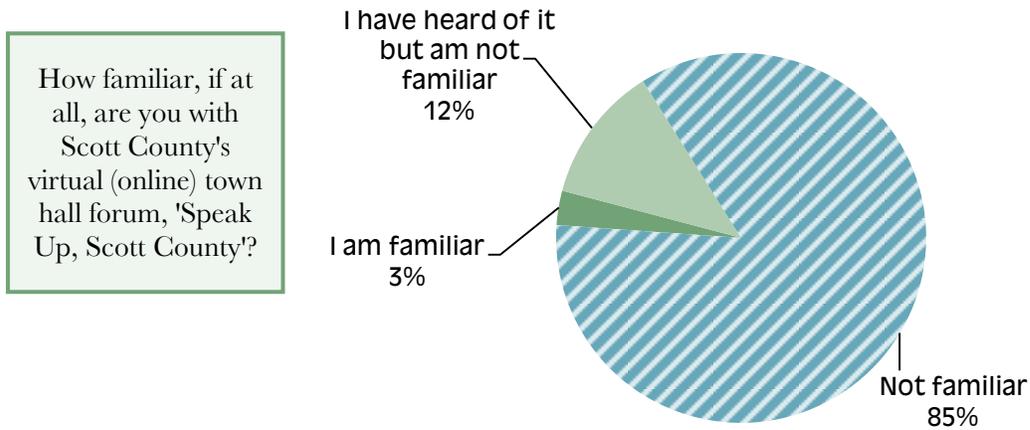


In 2013, “call an elected official” was “call a commissioner,” “use social media” was “social media outlets” and “provide feedback online” was “provide feedback online, during web streams of meetings.” “In-person visit to a government office” was new in 2016.

Familiarity with "Speak Up, Scott County"

In a new question on the 2016 survey, respondents were asked to indicate how familiar they were with Scott County's virtual town hall forum "Speak Up, Scott County." Only three percent reported they were familiar with the forum, while another 1 in 10 reported they had heard of it, but were not familiar with the service.

Figure 37: Familiarity with "Speak Up, Scott County"



RESPONDENT DEMOGRAPHICS

Frequencies for demographic questions appear below and on the following pages.

Figure 38: Respondent District

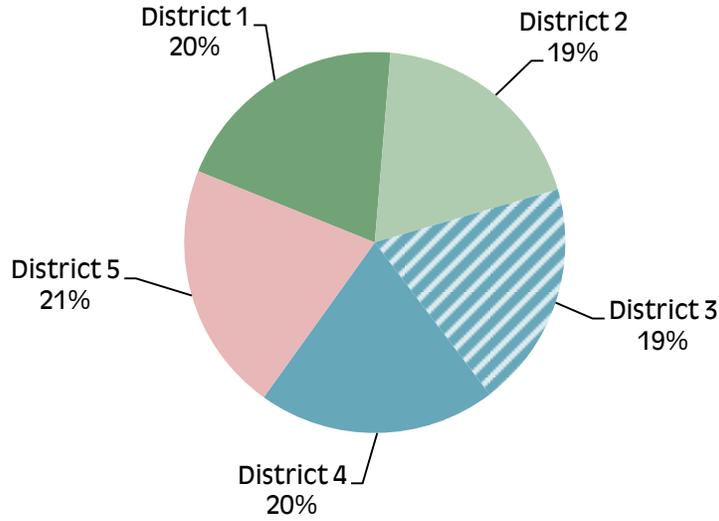


Figure 39: Respondent Length of Residency

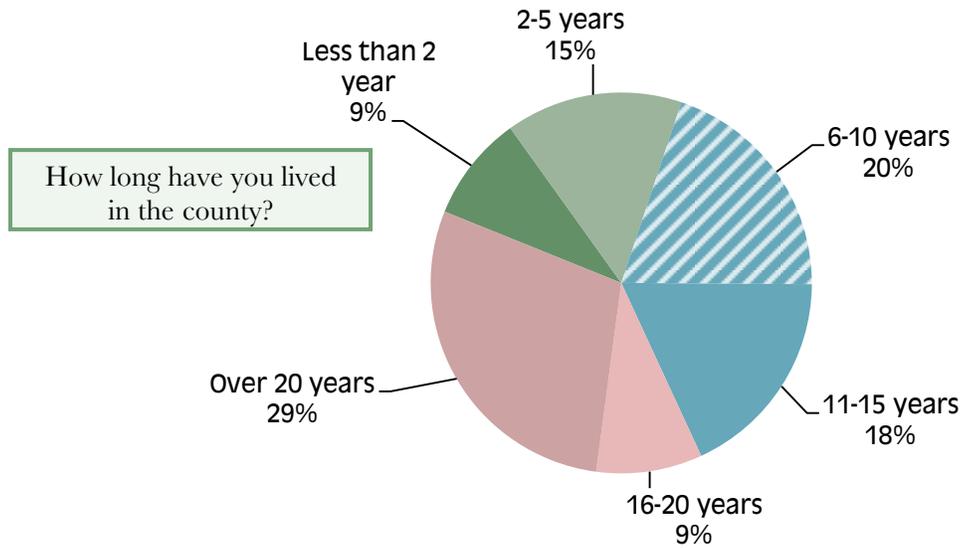


Figure 40: Respondent Housing Unit Type

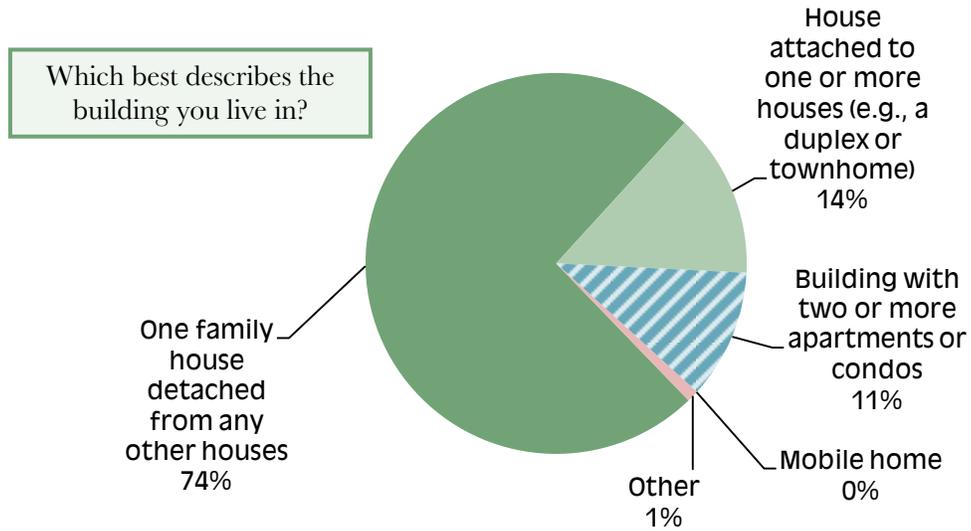


Figure 41: Respondent Housing Tenure

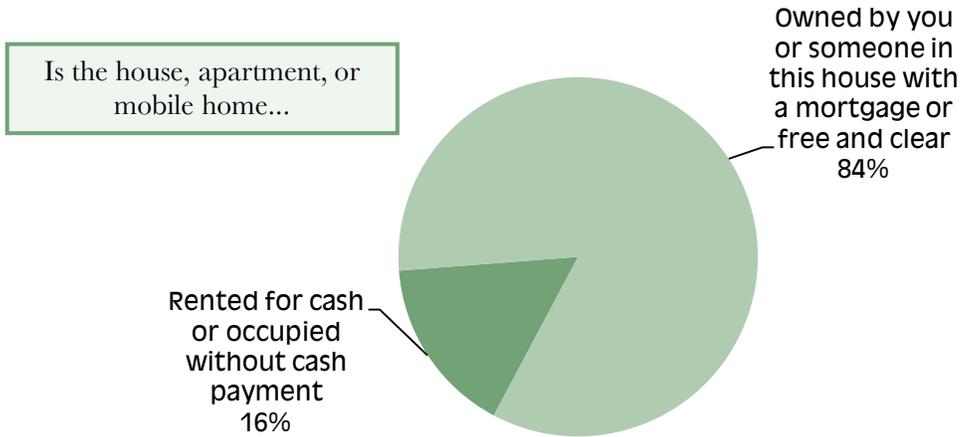


Figure 42: Respondent Employment Status

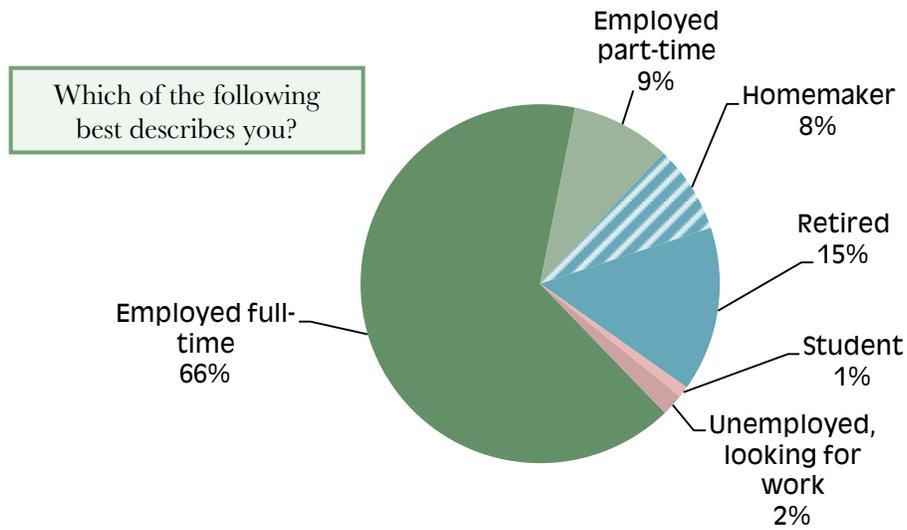


Figure 43: Respondent City of Employment

In what city do you primarily work?	Percent of respondents	Number
Bloomington	9%	27
Burnsville	6%	17
Chaska	3%	9
Eagan	6%	17
Eden Prairie	10%	30
Edina	2%	7
Minneapolis	8%	22
Minnetonka	4%	11
New Prague	1%	4
Prior Lake	5%	16
Savage	4%	13
Shakopee	13%	38
St. Paul	3%	9
Other	25%	74
Total	100%	293

Figure 44: Respondent Ethnicity

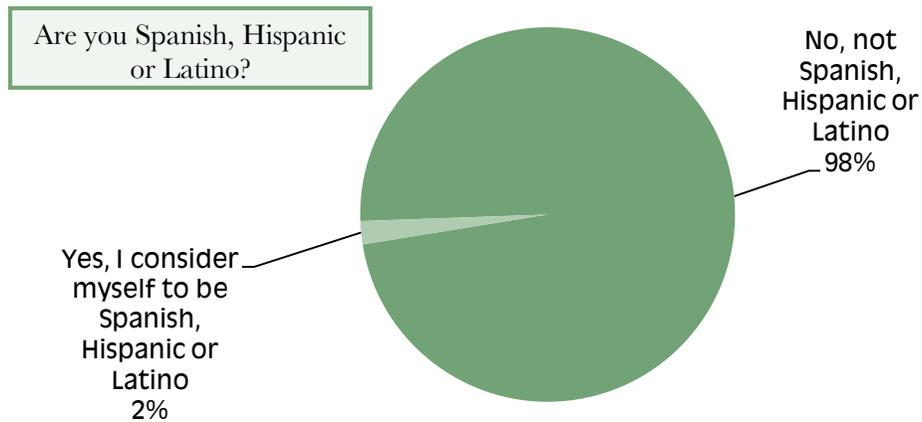


Figure 45: Respondent Race

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent of respondents	Number
American Indian or Alaskan Native	1%	5
Asian, Asian Indian or Pacific Islander	8%	32
Black or African American	1%	2
White	89%	355
Other	3%	12

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

Figure 46: Respondent Age

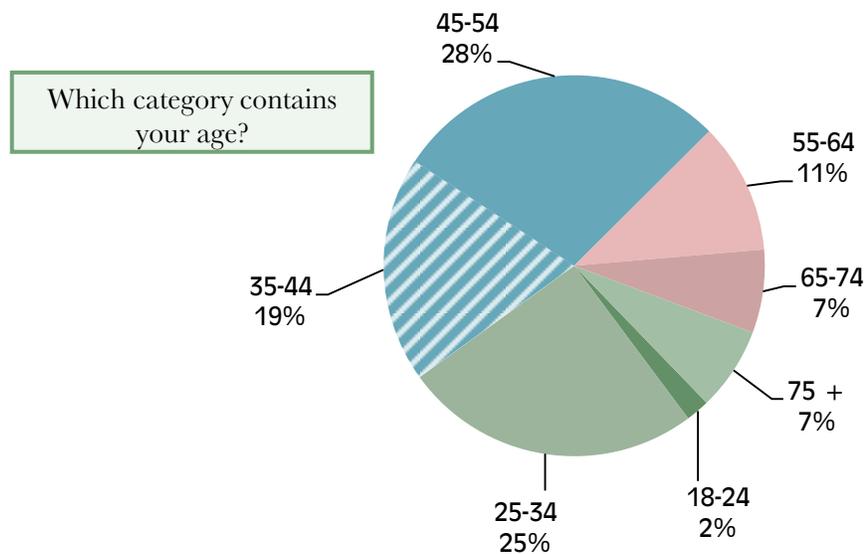


Figure 47: Respondent Gender

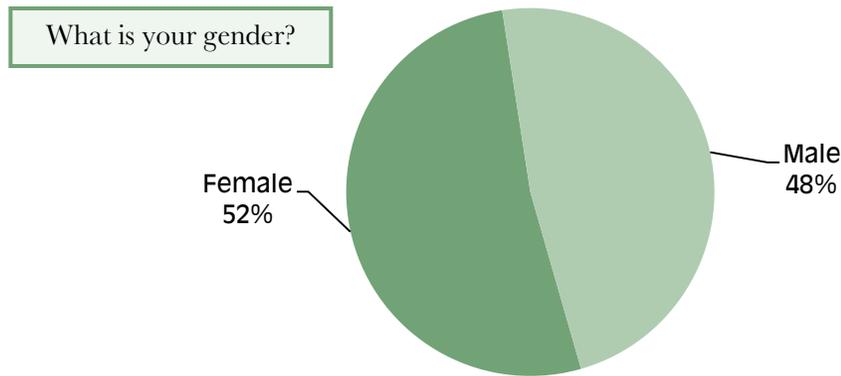


Figure 48: Presence of Children in Household

How many children age 17 years and under live in your household?	Percent of respondents	Number
One	24%	61
Two	36%	92
Three	11%	28
Four	2%	4
Five or more	1%	3
None	27%	68
Total	100%	255

Figure 49: Presence of Adults under Age 65 in Household

How many adults under age 65 years, including yourself, live in your household?	Percent of respondents	Number
One	17%	58
Two	64%	214
Three	8%	26
Four	3%	11
Five or more	0%	0
None	8%	26
Total	100%	334

Figure 50: Presence of Older Adults Age 65 and Over in Household

How many persons age 65 years and over, including yourself, live in your household?	Percent of respondents	Number
One	29%	39
Two	19%	25
Three	0%	0
Four	0%	0
Five or more	0%	0
None	52%	69
Total	100%	133

Figure 51: Respondent Household Income

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	11%	41
\$25,000-\$49,999	14%	52
\$50,000-\$74,999	14%	53
\$75,000-\$99,999	19%	72
\$100,000-\$149,999	23%	88
\$150,000-\$199,999	11%	43
\$200,000-\$249,999	4%	15
\$250,000 or more	5%	18
Total	100%	383

APPENDIX A: DETAILED SURVEY METHODOLOGY

Survey Instrument Development

Scott County has conducted a general resident survey five times prior to the 2016 administration. The surveys ask recipients about their perspectives on the quality of life in the county, use of County amenities, opinion on policy issues facing the County, and assessment of County service delivery. These surveys permit County staff and elected officials to hear from a broad range of the population. The 2016 resident survey instrument development process began with a review of the 2013 survey, which served as the base for the new iteration. A list of topics was generated for new questions; questions were developed and modified to find those that were the best fit for the 2016 questionnaire. In an iterative process between County staff and NRC staff, a final five-page questionnaire was crafted.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located in the county boundaries were eligible for the survey. 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), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used USPS data to select the sample of households.

A larger list than needed was sampled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries. All addresses determined to be outside the study boundaries were eliminated from the sample. A random selection was made of the remaining addresses to create a final list of 1,500 addresses, each identified as being within one of the five County Commissioner Districts.

Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

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. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the Scott County survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the County Administrator enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire to NRC. A reminder letter and survey, scheduled to arrive one week after the first survey, was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. Both cover letters contained a web link to the survey so respondents could opt to take the survey online (new in 2016).

The mailings were sent in February 2016 and completed surveys were collected over the following six weeks. About 4% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,446 households, 410 completed the survey (25 of which we web responses), providing a response rate of 28%; average response rates for a mailed resident survey range from 25% to 40%. Additionally, responses were tracked by County Commissioner District. The following table shows the response rate for each district.

Table 1: Survey Response Rates by District 2016

Commissioner District	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate
District 1	300	7	293	88	30%
District 2	300	10	290	77	27%
District 3	300	8	292	80	27%
District 4	300	21	279	86	31%
District 5	300	8	292	79	27%
Overall	1,500	54	1,446	410	28%

95% 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 plus or minus five 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 best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence interval for the survey is generally no greater than plus or minus five percentage points around any given percent reported for the entire sample and plus or minus three points on the 100-point scale, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise. For each subgroup from the survey, the margin of error rises to as much as plus or minus 14% or eight points (on the 100-point scale) for a sample size of 50 to plus or minus 5% or three points (on the 100-point scale) for 400 completed surveys.

Survey Processing (Data Entry)

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

Once all surveys have been assigned a unique identification number, they are 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.

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: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. Several different weighting “schemes” are tested to ensure the best fit for the data. The data were weighted by housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, age, gender, and County Commissioner District. The results of the weighting scheme are presented in the table of the following page.

Table 2: Scott County Weighting Table 2016

Characteristic	Population Norm¹	Unweighted Data	Weighted Data
Housing			
Rent home	16%	12%	16%
Own home	84%	88%	84%
Detached unit ²	74%	76%	74%
Attached unit ²	26%	24%	26%
Race and Ethnicity			
Hispanic	4%	1%	2%
Not Hispanic	96%	99%	98%
White	88%	92%	87%
Non-white	12%	8%	13%
White alone, not Hispanic	87%	92%	87%
Hispanic and/or other race	13%	8%	13%
Sex and Age			
18-34 years of age	29%	11%	28%
35-54 years of age	47%	39%	47%
55+ years of age	24%	50%	25%
Female	51%	49%	52%
Male	49%	51%	48%
Females 18-34	15%	6%	15%
Females 35-54	23%	21%	23%
Females 55+	13%	22%	14%
Males 18-34	14%	5%	13%
Males 35-54	24%	19%	24%
Males 55+	11%	27%	11%
District			
District 1	20%	22%	20%
District 2	18%	19%	19%
District 3	20%	20%	19%
District 4	21%	21%	20%
District 5	21%	19%	21%

¹ Source: 2010 Census² Source: American Community Survey, 2011 5-year estimates

Data Analysis

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

Comparing to Previous Survey Results

Scott County survey data were collected by phone in 2001, 2004 and 2006. In 2011, the County switched data collection from phone to mail and continued with mail in 2013 and 2016. Switching data collection from phone to mail was done to save costs, allow for more precise geographic sampling, cost-efficiently include cell phone-only households, gather more candid feedback and avoid interrupting residents with unwanted phone calls. The growing rate of county households with only a cell phone challenged the County to ensure their inclusion, which is easier, less expensive, and more accurate by mail than phone.

Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a person on the telephone compared to offering private anonymous opinions. Questions by phone elicit more positive, optimistic, socially-desirable responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses.

As a consequence of the switch in methodology, a decline from 2006 to 2011 in virtually all ratings was both expected and observed. Using research conducted by NRC that compared mail and phone responses, as well as NRC’s analysis of national trends comparing phone and mail responses, NRC adjusted the findings from 2001 to 2006 in order to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

When results are reported as an average on the 100-point scale for a question that was asked similarly in previous years, a slight adjustment was made to permit direct comparison between phone and mail results. (Results that are reported as percentages and compared over time were not adjusted.) While the adjusted findings for data prior to 2011 reasonably control for the expected change from phone to mail data collection, the comparability of data over time does have some limitations. Not only is there sampling error in each survey administration, but also, the methods change occurred after a three-year gap in survey administrations and some question wording was inconsistent among survey years. Important historical differences are noted in the appropriate tables and figures. (NRC also was able to introduce statistical adjustments for the data prior to 2011 to account for any question and scale differences when possible. These adjustments are based on NRC’s analysis of citizen surveys from across the nation.)

APPENDIX B: VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

Following are alphabetized verbatim responses to the open-ended question on the survey. The verbatim responses were not edited for grammar but punctuation has been added for meaning or clarity.

Q3. What one thing do you like most about living in Scott County?

Other (please specify)

- ◆ A little of all the above.
- ◆ Close to family.
- ◆ Employment.
- ◆ Family.
- ◆ I grew up here so i know the area very well.
- ◆ Low cost of living.
- ◆ My neighborhood.
- ◆ My work.
- ◆ People.
- ◆ Prior Lake.
- ◆ Stuck here.
- ◆ There is no one thing. It is a combination of all things.
- ◆ Work availability.
- ◆ Affordability
- ◆ Affordable housing
- ◆ Nothing
- ◆ Nothing

Q16. Which one of the following methods would you prefer using if you wanted to contact Scott County government for a suggestion or concern?

Other (please specify)

- ◆ Afraid of retaliation!
- ◆ If would depend on situation.
- ◆ It really depends on the circumstance and how much it impacts my family major impact- in person or public meeting attendance, less impact email or social media or online.

Q19a. Please indicate how important, if at all, you feel residing in a safe community is to you about your community:

Other (please specify)

- ◆ Bike trails.
- ◆ Control of development & protection of trees & land.
- ◆ Follow up in complaints/ concerns.
- ◆ Implement home mold contamination rules & laws.
- ◆ Less government low taxes.
- ◆ Liberty.
- ◆ No visible trash containers in driveways.
- ◆ Plan for emergencies vs react to them.
- ◆ Planning vs reacting.
- ◆ Stop taking down treed land.
- ◆ Washing my car.

Q19b. Please indicate how important, if at all, you feel residing in a healthy community is to you about your community:

Other (please specify)

- ◆ Living near the compost recycling should be stink free!
- ◆ McDonalds breakfast all day.
- ◆ Safe roads.

Q19c. Please indicate how important, if at all, you feel residing in a livable community is to you about your community:

Other (please specify)

- ◆ Address flooding and climate change.
- ◆ Don't push busy roads through residential areas or put cryogenic gas station.
- ◆ Seniors.

Q21. Please indicate how important, if at all, you feel each of the following are for responsible County government:

Other (please specify)

- ◆ Avoid cronyism & good old boy network acceptance of minorities.
- ◆ Commissioners are big problem.
- ◆ Develop rules & laws to help residents with home mold contamination.
- ◆ DOES NOT waste the people's tax dollars on community center expansions against the will of the people!
- ◆ Helps it's cities in a cooperative, collaborative effort.
- ◆ Hire w/in the committee.
- ◆ History & perception of "good old boys" running the show. Not!! Officials are overwhelmingly all male.
- ◆ Limited government. More community based solutions that bring the community together. What is Scott County's purpose? What can the community give to make Scott County better.
- ◆ Offers post secondary education within the county -for convenience -to uplift the area -to encourage education -to train for jobs.
- ◆ Small government.
- ◆ Takes responsibility when they make mistakes that impact citizens.
- ◆ Talks to people/Town hall meetings.
- ◆ Trustworthy.

D5. In what city do you primarily work?

Other (please specify)

- | | | |
|--|------------------------|---|
| ◆ 2 jobs to make ends most.
1 in Plymouth, 1 in
Arlington/Waconia. | ◆ Entire Metro. | ◆ Plymouth. |
| ◆ All of the above & some. | ◆ Excelsior. | ◆ Richfield. |
| ◆ All of the above. | ◆ Farmington. | ◆ Rosemount. |
| ◆ All of them work
construction. | ◆ Fridley. | ◆ Rosemount. |
| ◆ All over (travel). | ◆ Home based. | ◆ Roseville. |
| ◆ Apple valley. | ◆ Inver Grove Heights. | ◆ Roseville. |
| ◆ Apple valley. | ◆ Jordan | ◆ SE Minnesota. |
| ◆ Apple valley. | ◆ Jordan. | ◆ St Louis Park. |
| ◆ Apple valley. | ◆ Jordan. | ◆ St Louis Park. |
| ◆ Belle Plaine | ◆ Jordan. | ◆ St. Louis Park. |
| ◆ Belle Plaine Jordan. | ◆ Jordan. | ◆ Stillwater. |
| ◆ Belle Plaine. | ◆ Lakeville. | ◆ Travel 8 states for work
and work from home. |
| ◆ Belle Plaine. | ◆ Lakeville. | ◆ Travel all over. |
| ◆ Bellegrove. | ◆ Lakeville. | ◆ Waconia. |
| ◆ Break Park. | ◆ Lakeville. | ◆ Waconia. |
| ◆ Chanhassen | ◆ Lakeville. | ◆ What about Belle Plaine or
Jordan their in Scott Co. |
| ◆ Chanhassen. | ◆ Metro. | ◆ Work from home own
business. |
| ◆ Chanhassen. | ◆ Monticello. | ◆ Work from home. |
| ◆ Chanhassen. | ◆ New Market. | ◆ Brooklyn Park |
| ◆ Chanhassen. | ◆ New Ulm. | ◆ Chanhassen |
| ◆ Chanhassen. | ◆ None. | ◆ Lakeville |
| ◆ Chanhassen. | ◆ Plymouth. | ◆ Le Sueur |
| ◆ Credit river town. | ◆ Plymouth. | ◆ Plymouth |
| ◆ Dallas TX. | ◆ Plymouth. | |
| ◆ Elko. | ◆ Plymouth. | |

APPENDIX C: COMPLETE SET OF FREQUENCIES

The following pages contain two sets of responses to each question on Scott County’s survey. The first set excludes “don’t know” responses and the second includes them.

Frequencies Excluding “Don’t Know” Responses

Table 3: Question 1

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	35%	N=144	58%	N=238	6%	N=24	0%	N=2	100%	N=408
As a place to raise children	37%	N=137	54%	N=200	8%	N=29	1%	N=2	100%	N=367
As a place to work	18%	N=52	45%	N=131	30%	N=88	8%	N=22	100%	N=294
As a place to retire	19%	N=57	40%	N=122	31%	N=93	10%	N=32	100%	N=304
Overall quality of life in Scott County	26%	N=106	59%	N=241	14%	N=56	1%	N=3	100%	N=406

Table 4: Question 2

Please rate each of the following characteristics in Scott County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	30%	N=116	49%	N=189	21%	N=81	1%	N=3	100%	N=390
Social and cultural opportunities (e.g., arts, entertainment, etc.)	8%	N=29	37%	N=139	44%	N=165	12%	N=45	100%	N=377
Employment opportunities	7%	N=23	34%	N=108	46%	N=149	13%	N=41	100%	N=322
Availability of affordable housing	9%	N=33	46%	N=164	32%	N=112	13%	N=45	100%	N=354
Availability of affordable quality child care	10%	N=22	46%	N=101	33%	N=72	11%	N=23	100%	N=219
Availability of affordable health care	13%	N=39	54%	N=161	26%	N=79	7%	N=21	100%	N=300
Availability of fresh fruits and vegetables	17%	N=66	50%	N=199	27%	N=108	6%	N=23	100%	N=395
Availability of bike and pedestrian transportation options	18%	N=62	41%	N=143	34%	N=117	7%	N=24	100%	N=347
Openness and acceptance of the community towards people of diverse backgrounds	14%	N=45	54%	N=175	28%	N=92	4%	N=14	100%	N=326

Table 5: Question 3

What one thing do you like most about living in Scott County?	Percent of respondents	Number
Location	27%	N=108
Open space/rural	15%	N=61
Parks/lakes	9%	N=36
Small town feel	23%	N=94
Schools	7%	N=29
My community	5%	N=21
Convenience/access	10%	N=42
Services	0%	N=2
Other	3%	N=12
Total	100%	N=406

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 6: Question 4

Please rate how safe or unsafe you feel from the following in Scott County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Property crimes (e.g., burglary, theft, vandalism)	35%	N=140	54%	N=218	9%	N=37	2%	N=7	100%	N=402
Violent crimes (e.g., rape, assault, robbery)	53%	N=208	41%	N=160	4%	N=17	2%	N=9	100%	N=395
Illegal drug activity (e.g., manufacture or sale of drugs)	33%	N=122	43%	N=160	19%	N=72	5%	N=19	100%	N=373

Table 7: Question 5

Please rate how safe or unsafe you feel...	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
In your home	67%	N=273	30%	N=123	2%	N=10	1%	N=2	100%	N=408
In your neighborhood	58%	N=236	38%	N=155	4%	N=15	1%	N=2	100%	N=409
In Scott County parks or trails	37%	N=143	54%	N=208	8%	N=30	1%	N=3	100%	N=384
In public areas (e.g., roads/highways, malls, restaurants, schools)	38%	N=155	55%	N=221	6%	N=23	1%	N=4	100%	N=402
From drunk drivers	16%	N=62	53%	N=200	23%	N=87	8%	N=30	100%	N=379
From distracted drivers	7%	N=29	40%	N=159	30%	N=118	22%	N=88	100%	N=394

Table 8: Question 6

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	
Crime	18%	N=69	52%	N=194	27%	N=99	3%	N=10	100%	N=372
Taxes	9%	N=34	30%	N=108	36%	N=128	25%	N=88	100%	N=357
Highway safety	26%	N=104	44%	N=173	27%	N=107	3%	N=11	100%	N=395
Traffic congestion	23%	N=91	37%	N=149	27%	N=109	12%	N=49	100%	N=398
Poverty	29%	N=86	43%	N=128	24%	N=72	4%	N=11	100%	N=297
Homelessness	42%	N=117	40%	N=114	15%	N=43	3%	N=8	100%	N=282
Bike and pedestrian safety	41%	N=141	41%	N=144	15%	N=53	3%	N=10	100%	N=348
Availability of livable wage jobs	17%	N=50	34%	N=99	35%	N=102	13%	N=38	100%	N=290

Table 9: Question 7

What would you say is the most serious issue facing Scott County at this time?	Percent of respondents	Number
Crime	5%	N=20
Taxes	37%	N=146
Education	5%	N=21
Condition of roads	9%	N=37
Traffic congestion	14%	N=57
Creation of livable wage jobs	14%	N=55
Affordable housing	11%	N=42
Aging population	5%	N=21
Total	100%	N=398

Table 10: Question 8

How important, if at all, is it to you to have the most up-to-date information about crime and the criminal justice system in Scott County?	Percent of respondents	Number
Essential	22%	N=83
Very important	39%	N=146
Somewhat important	35%	N=133
Not at all important	4%	N=14
Total	100%	N=376

Table 11: Question 9

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	
Pollution	28%	N=108	47%	N=182	17%	N=64	8%	N=31	100%	N=385
Tobacco use (including e-cigarettes and chewing tobacco)	35%	N=126	35%	N=128	20%	N=72	10%	N=35	100%	N=361
Suicide/attempted suicide	28%	N=81	37%	N=108	23%	N=67	12%	N=33	100%	N=289
Underage alcohol use	11%	N=36	32%	N=105	36%	N=117	21%	N=69	100%	N=328
Alcohol abuse among adults	14%	N=47	34%	N=112	34%	N=111	17%	N=56	100%	N=325
Illegal drug use	8%	N=26	25%	N=80	37%	N=120	30%	N=96	100%	N=321
The health and support for seniors	21%	N=64	30%	N=92	31%	N=95	18%	N=55	100%	N=305
The health and support for people with disabilities	19%	N=55	34%	N=99	30%	N=89	18%	N=52	100%	N=296
Sexually transmitted infections	29%	N=70	43%	N=104	20%	N=49	9%	N=21	100%	N=243
Overweight adults and children	10%	N=33	34%	N=111	36%	N=117	21%	N=68	100%	N=329
Abuse and neglect of children	12%	N=32	37%	N=103	31%	N=87	20%	N=57	100%	N=279
Abuse and neglect of vulnerable adults	16%	N=41	32%	N=83	37%	N=95	16%	N=41	100%	N=260
Abuse of prescribed medications	18%	N=51	30%	N=82	32%	N=88	20%	N=55	100%	N=276
Domestic violence	12%	N=34	34%	N=96	33%	N=94	21%	N=59	100%	N=283
Mental illness/mental health issues	13%	N=38	31%	N=86	30%	N=84	26%	N=73	100%	N=281
Bullying	9%	N=27	29%	N=84	38%	N=111	24%	N=71	100%	N=294
Teen pregnancy	15%	N=40	42%	N=110	27%	N=71	15%	N=39	100%	N=261
Social isolation	22%	N=58	35%	N=95	29%	N=77	14%	N=39	100%	N=269
Lack of physical activity/exercise	15%	N=49	36%	N=116	34%	N=111	15%	N=49	100%	N=326

Table 12: Question 10

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Total	
County libraries	36%	N=127	54%	N=189	9%	N=31	2%	N=6	100%	N=354
Trail and bikeway connectivity	20%	N=68	50%	N=171	25%	N=87	5%	N=18	100%	N=344
911 dispatch services	37%	N=93	55%	N=139	7%	N=18	1%	N=3	100%	N=253
Sheriff patrol	22%	N=72	59%	N=190	16%	N=52	3%	N=9	100%	N=323
Employment and training services	10%	N=19	46%	N=92	34%	N=68	11%	N=22	100%	N=201
Snow and ice removal on County roads	24%	N=96	51%	N=203	20%	N=78	5%	N=20	100%	N=397
Surface condition of County roads	10%	N=40	39%	N=152	41%	N=163	10%	N=39	100%	N=394

Please rate the quality of each of the following services in Scott County.	Excellent		Good		Fair		Poor		Total	
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	15%	N=37	53%	N=128	30%	N=74	2%	N=5	100%	N=244
Land records and other property information	18%	N=42	57%	N=135	24%	N=57	1%	N=3	100%	N=236
Disaster preparedness	13%	N=22	56%	N=95	28%	N=47	3%	N=5	100%	N=169
Services for low income residents	13%	N=22	39%	N=67	31%	N=54	17%	N=30	100%	N=173
Services for veterans	14%	N=21	39%	N=60	34%	N=53	13%	N=20	100%	N=154
Recycling and household hazardous waste disposal	22%	N=82	49%	N=185	24%	N=89	6%	N=22	100%	N=377
Property assessment and taxpayer services	6%	N=20	36%	N=109	43%	N=132	15%	N=45	100%	N=306
Inspections and zoning services	11%	N=27	40%	N=95	42%	N=100	7%	N=16	100%	N=239
Birth/death/marriage records, licensing, and vehicle registration	20%	N=64	60%	N=187	17%	N=53	3%	N=9	100%	N=312
Disease prevention and control	16%	N=25	52%	N=84	30%	N=47	2%	N=4	100%	N=160
Protecting children	16%	N=38	54%	N=128	26%	N=61	4%	N=11	100%	N=238
Protecting vulnerable adults	11%	N=20	41%	N=77	43%	N=81	5%	N=10	100%	N=188
Mental health services	9%	N=16	38%	N=67	37%	N=66	16%	N=29	100%	N=178
Services for people with disabilities	12%	N=22	44%	N=79	35%	N=63	10%	N=17	100%	N=180
Services for elderly people	14%	N=27	41%	N=83	38%	N=77	8%	N=16	100%	N=203
Prevention of repeat crimes	8%	N=15	43%	N=82	35%	N=67	15%	N=28	100%	N=192
Overall quality of services provided by Scott County	12%	N=44	55%	N=199	32%	N=116	1%	N=5	100%	N=363

Table 13: Question 11

Please rate each of the following characteristics of Scott County:	Excellent		Good		Fair		Poor		Total	
Regional public transit or bus system	15%	N=37	45%	N=113	26%	N=66	13%	N=33	100%	N=249
Regional parks and trails	24%	N=88	59%	N=218	16%	N=59	1%	N=4	100%	N=368
Higher education opportunities for residents	7%	N=16	37%	N=86	35%	N=83	21%	N=50	100%	N=235

Table 14: Question 12

Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	Percent of respondents	Number
Yes	39%	N=155
No	61%	N=240
Total	100%	N=395

Table 15: Question 13

What was your impression of the employees of Scott County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	40%	N=60	51%	N=76	7%	N=10	3%	N=4	100%	N=151
Responsiveness	43%	N=65	41%	N=62	11%	N=16	5%	N=8	100%	N=151
Courtesy	43%	N=64	42%	N=63	11%	N=17	4%	N=6	100%	N=150
Overall impression	40%	N=61	44%	N=66	11%	N=16	6%	N=9	100%	N=151

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

Table 16: Question 14

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	12%	N=41	52%	N=173	28%	N=95	8%	N=25	100%	N=333
The job Scott County government does at listening to residents	7%	N=17	45%	N=111	35%	N=86	14%	N=35	100%	N=249
The value of services for the taxes paid to Scott County	4%	N=12	35%	N=114	43%	N=140	18%	N=57	100%	N=323
The job Scott County government does at managing tax dollars	4%	N=10	36%	N=99	42%	N=116	19%	N=52	100%	N=277
The job Scott County does at making information available when residents need it	10%	N=29	50%	N=138	36%	N=101	4%	N=10	100%	N=278
The importance of Scott County services to the quality of life in my community	9%	N=29	58%	N=184	31%	N=98	2%	N=7	100%	N=318

Table 17: Question 15

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	75%	N=229	21%	N=65	4%	N=11	100%	N=305
Daily newspapers	39%	N=135	31%	N=110	30%	N=105	100%	N=350
Scott County employees	57%	N=180	33%	N=106	10%	N=32	100%	N=318
Scott County website (www.co.scott.mn.us)	25%	N=85	43%	N=145	32%	N=109	100%	N=338
Weekly community newspapers	21%	N=75	33%	N=115	46%	N=160	100%	N=350
Community meetings	62%	N=193	32%	N=100	6%	N=17	100%	N=310
The radio	55%	N=178	31%	N=99	14%	N=45	100%	N=322
The Scott County SCENE newsletter	22%	N=75	38%	N=125	40%	N=134	100%	N=334
Other online news sources	45%	N=138	37%	N=114	18%	N=56	100%	N=309
Social media (e.g., Twitter, Facebook, etc.)	48%	N=154	27%	N=88	25%	N=80	100%	N=322
Television news	25%	N=89	41%	N=145	34%	N=122	100%	N=357

Table 18: Question 16

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=36
Call a staff person	23%	N=95
Go to a public meeting	5%	N=19
Send an email	36%	N=144
Use social media	4%	N=15
Fill out a survey online	3%	N=10
Provide feedback online	6%	N=22
In-person visit to a government office	15%	N=60
Other	1%	N=4
Total	100%	N=404

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 19: Question 17

How familiar, it at all, are you with Scott County's virtual (online) town hall forum, 'Speak Up, Scott County'?	Percent of respondents	Number
I am familiar	3%	N=12
I have heard of it but am not very familiar	12%	N=50
Not familiar	85%	N=342
Total	100%	N=404

Table 20: Question 18

Please indicate whether or not you regularly do each of the following:	No		Yes		Total	
Recycle	3%	N=13	97%	N=391	100%	N=404
Properly dispose of hazardous waste, tires, paint, electronics, and appliances	11%	N=42	89%	N=360	100%	N=402
Make improvements to your home to be more energy efficient	21%	N=85	79%	N=314	100%	N=399
Help preserve natural resources (e.g., plant trees, install a raingarden, conserve water, minimize erosion, etc.)	26%	N=104	74%	N=298	100%	N=403

Table 21: Question 19 - 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	
People can travel and move about safely	58%	N=234	38%	N=153	4%	N=17	0%	N=1	100%	N=405
People feel safe, know their neighbors, children play outside, and everyone feels part of the larger community	58%	N=235	38%	N=155	4%	N=14	0%	N=0	100%	N=405
Children and vulnerable adults are protected and their basic needs are met	53%	N=213	39%	N=157	7%	N=30	0%	N=1	100%	N=401
Clean soil, water and air	58%	N=234	36%	N=146	6%	N=22	1%	N=2	100%	N=404
The community is prepared for and can respond to emergency situations	45%	N=181	45%	N=182	10%	N=39	0%	N=0	100%	N=402
Criminal behavior is addressed and laws are enforced	58%	N=233	39%	N=157	2%	N=9	0%	N=1	100%	N=401
Other	26%	N=13	36%	N=19	6%	N=3	32%	N=16	100%	N=51

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 22: Question 19 - 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	
Elderly people can live at home with necessary supports	29%	N=117	53%	N=216	15%	N=63	2%	N=9	100%	N=405
People have access to adequate and healthy food choices	42%	N=169	47%	N=189	11%	N=45	1%	N=3	100%	N=405
Shelter and housing are available for all people	38%	N=156	41%	N=165	17%	N=68	4%	N=16	100%	N=404
Active lifestyles for all ages are supported through opportunities and education	30%	N=122	52%	N=210	16%	N=66	2%	N=7	100%	N=404
Quality and affordable mental health services are available	31%	N=123	48%	N=195	18%	N=72	3%	N=13	100%	N=403
People have access to quality local health care services, facilities, and providers	39%	N=155	49%	N=198	11%	N=45	1%	N=2	100%	N=400
Services support a healthy sustainable environment, including natural resource conservation	32%	N=123	44%	N=173	22%	N=85	2%	N=8	100%	N=389
Other	9%	N=3	50%	N=18	12%	N=4	29%	N=10	100%	N=36

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 23: Question 19 - 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	
	People have a reliable and connected system of roads, trails, and sidewalks	41%	N=167	50%	N=202	8%	N=31	0%	N=2	100%
Transit options are available to everyone	24%	N=99	44%	N=179	26%	N=106	5%	N=21	100%	N=405
People have access to parks and open spaces for recreation	33%	N=131	51%	N=208	14%	N=55	2%	N=9	100%	N=404
People experience cultural understanding in friendly and diverse neighborhoods	24%	N=95	38%	N=155	28%	N=112	10%	N=41	100%	N=404
People have access to excellent schools and access to post-secondary educational opportunities	46%	N=186	44%	N=179	9%	N=37	1%	N=3	100%	N=405
Communities offer local services, community education, arts, cultural and shopping options	28%	N=112	44%	N=179	24%	N=97	4%	N=15	100%	N=403
A range of quality housing is available to people in the community	30%	N=122	44%	N=175	20%	N=82	6%	N=23	100%	N=401
Other	16%	N=7	33%	N=14	28%	N=12	23%	N=10	100%	N=43

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 24: Question 20

How would you rate the County's progress on advancing each of the following:	Excellent		Good		Fair		Poor		Total	
	Advancing a safe community	18%	N=68	63%	N=232	18%	N=67	1%	N=2	100%
Advancing a healthy community	10%	N=37	64%	N=234	24%	N=88	1%	N=4	100%	N=363
Advancing a livable community	15%	N=53	64%	N=235	20%	N=72	1%	N=5	100%	N=365

Table 25: Question 21

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	
...is accountable, dependable, and efficient	63%	N=253	33%	N=134	4%	N=18	0%	N=0	100%	N=405
...delivers what matters to citizens through a workforce that cares about people and service	42%	N=168	52%	N=211	6%	N=24	1%	N=2	100%	N=406
...listens to and respects people's points of view and creates a government that works for the people	56%	N=225	38%	N=152	6%	N=26	0%	N=1	100%	N=403
...maintains taxes at a level to which people consent	59%	N=237	35%	N=139	6%	N=24	1%	N=3	100%	N=402
...is transparent regarding budgets and spending	59%	N=238	35%	N=142	6%	N=23	0%	N=1	100%	N=405
...provides meaningful, relevant, understandable, and accurate information	54%	N=219	42%	N=171	3%	N=12	0%	N=1	100%	N=403
...balances the need for policy and regulation with individual rights and freedoms	47%	N=192	43%	N=175	8%	N=32	1%	N=5	100%	N=404
Other	35%	N=23	44%	N=29	12%	N=8	10%	N=7	100%	N=68

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 26: Question 22

Following are the core service areas provided by Scott County. Please indicate the service area you are most willing to pay for with a '1,' the second with a '2,' the third with a '3,' the fourth with a '4,' the fifth with a '5,' and the sixth with a '6.' Please only use each number once and use every number, leaving no blanks.	1		2		3		4		5		6		Total	
	Percent	Number												
Transportation and Roads (road maintenance, road construction, transit, etc.)	44%	171	25%	97	14%	54	10%	39	4%	16	3%	12	100%	390
Health and Human Services (public health, mental health and other social services, employment and training, economic assistance, veterans services, etc.)	17%	68	17%	65	22%	85	14%	56	15%	57	15%	59	100%	390
Land Use and Development (property information, building inspections, permitting, environmental health, etc.)	3%	11	5%	21	13%	51	17%	68	35%	135	26%	103	100%	390
Customer Services (elections, birth/death/marriage records, licensing, etc.)	5%	19	5%	18	12%	46	23%	91	23%	90	32%	124	100%	390
Criminal Justice (sheriff's services, jail operations, prosecution and public defense, etc.)	19%	75	28%	110	19%	75	16%	63	11%	44	6%	22	100%	390
Libraries, Parks, and Trails	12%	45	20%	79	20%	78	18%	72	12%	47	18%	68	100%	390

Table 27: Question 23

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	6%	N=20
Somewhat support	38%	N=136
Somewhat oppose	26%	N=93
Strongly oppose	30%	N=108
Total	100%	N=357

Table 28: Question 24

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	2%	N=8
Somewhat better	22%	N=87
About the same	59%	N=230
Somewhat worse	11%	N=45
Much worse	5%	N=20
Total	100%	N=388

Table 29: Question D1

How long have you lived in Scott County?	Percent of respondents	Number
Less than 2 year	9%	N=36
2-5 years	15%	N=61
6-10 years	20%	N=82
11-15 years	18%	N=73
16-20 years	9%	N=37
Over 20 years	29%	N=118
Total	100%	N=406

Table 30: Question D2

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	74%	N=300
House attached to one or more houses (e.g., a duplex or townhome)	14%	N=55
Building with two or more apartments or condos	11%	N=44
Mobile home	0%	N=1
Other	1%	N=5
Total	100%	N=405

Table 31: Question D3

Is this house, apartment, or mobile home...	Percent of respondents	Number
Rented for cash or occupied without cash payment	16%	N=62
Owned by you or someone in this house with a mortgage or free and clear	84%	N=332
Total	100%	N=394

Table 32: Question D4

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	66%	N=265
Employed part-time	9%	N=38
Homemaker	8%	N=31
Retired	15%	N=59
Student	1%	N=4
Unemployed, looking for work	2%	N=6
Total	100%	N=404

Table 33: Question D5

In what city do you primarily work?	Percent	Number
Bloomington	9%	27
Burnsville	6%	17
Chaska	3%	9
Eagan	6%	17
Eden Prairie	10%	30
Edina	2%	7
Minneapolis	8%	22
Minnetonka	4%	11
New Prague	1%	4
Prior Lake	5%	16
Savage	4%	13
Shakopee	13%	38
St. Paul	3%	9
Other	25%	74
Total	100%	293

This question was only asked of those who reported they were employed part- or full-time. Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 34: Question D6

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	98%	N=390
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=6
Total	100%	N=397

Table 35: Question D7

What is your race?	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	8%	N=32
Black or African American	1%	N=2
White	89%	N=355
Other	3%	N=12

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

Table 36: Question D8

Which category contains your age?	Percent of respondents	Number
18-24	2%	N=10
25-34	25%	N=102
35-44	19%	N=78
45-54	28%	N=112
55-64	11%	N=45
65-74	7%	N=29
75 +	7%	N=27
Total	100%	N=403

Table 37: Question D9

What is your gender?	Percent of respondents	Number
Female	52%	N=208
Male	48%	N=192
Total	100%	N=400

Table 38: Question D10

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Children age 17 years and under	24%	N=61	36%	N=92	11%	N=28	2%	N=4	1%	N=3	27%	N=68	100%	N=255
Adults under age 65 years	17%	N=58	64%	N=214	8%	N=26	3%	N=11	0%	N=0	8%	N=26	100%	N=334
Adults age 65 years and over	29%	N=39	19%	N=25	0%	N=0	0%	N=0	0%	N=0	52%	N=69	100%	N=133

Table 39: Question D11

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	11%	N=41
\$25,000-\$49,999	14%	N=52
\$50,000-\$74,999	14%	N=53
\$75,000-\$99,999	19%	N=72
\$100,000-\$149,999	23%	N=88
\$150,000-\$199,999	11%	N=43
\$200,000-\$249,999	4%	N=15
\$250,000 or more	5%	N=18
Total	100%	N=383

Frequencies Including “Don’t Know Responses

Table 40: Question 1

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	35%	N=144	58%	N=238	6%	N=24	0%	N=2	0%	N=1	100%	N=409
As a place to raise children	34%	N=137	49%	N=200	7%	N=29	0%	N=2	10%	N=39	100%	N=407
As a place to work	13%	N=52	32%	N=131	22%	N=88	5%	N=22	27%	N=111	100%	N=405
As a place to retire	14%	N=57	30%	N=122	23%	N=93	8%	N=32	25%	N=101	100%	N=405
Overall quality of life in Scott County	26%	N=106	59%	N=241	14%	N=56	1%	N=3	0%	N=2	100%	N=407

Table 41: Question 2

Please rate each of the following characteristics in Scott County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	29%	N=116	47%	N=189	20%	N=81	1%	N=3	4%	N=16	100%	N=406
Social and cultural opportunities (e.g., arts, entertainment, etc.)	7%	N=29	34%	N=139	40%	N=165	11%	N=45	8%	N=31	100%	N=408
Employment opportunities	6%	N=23	27%	N=108	37%	N=149	10%	N=41	21%	N=84	100%	N=406
Availability of affordable housing	8%	N=33	40%	N=164	28%	N=112	11%	N=45	13%	N=54	100%	N=408
Availability of affordable quality child care	6%	N=22	25%	N=101	18%	N=72	6%	N=23	46%	N=185	100%	N=403
Availability of affordable health care	10%	N=39	40%	N=161	20%	N=79	5%	N=21	25%	N=100	100%	N=400
Availability of fresh fruits and vegetables	16%	N=66	49%	N=199	26%	N=108	6%	N=23	3%	N=12	100%	N=407
Availability of bike and pedestrian transportation options	16%	N=62	36%	N=143	29%	N=117	6%	N=24	13%	N=52	100%	N=399
Openness and acceptance of the community towards people of diverse backgrounds	12%	N=45	44%	N=175	23%	N=92	4%	N=14	17%	N=67	100%	N=393

Table 42: Question 3

What one thing do you like most about living in Scott County?	Percent of respondents	Number
Location	27%	N=108
Open space/rural	15%	N=61
Parks/lakes	9%	N=36
Small town feel	23%	N=94
Schools	7%	N=29
My community	5%	N=21
Convenience/access	10%	N=42
Services	0%	N=2
Other	3%	N=12
Total	100%	N=406

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 43: Question 4

Please rate how safe or unsafe you feel from the following in Scott County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
Property crimes (e.g., burglary, theft, vandalism)	34%	N=140	53%	N=218	9%	N=37	2%	N=7	2%	N=7	100%	N=409
Violent crimes (e.g., rape, assault, robbery)	51%	N=208	39%	N=160	4%	N=17	2%	N=9	3%	N=12	100%	N=407
Illegal drug activity (e.g., manufacture or sale of drugs)	30%	N=122	39%	N=160	18%	N=72	5%	N=19	9%	N=35	100%	N=408

Table 44: Question 5

Please rate how safe or unsafe you feel...	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your home	67%	N=273	30%	N=123	2%	N=10	1%	N=2	0%	N=1	100%	N=408
In your neighborhood	58%	N=236	38%	N=155	4%	N=15	1%	N=2	0%	N=1	100%	N=409
In Scott County parks or trails	35%	N=143	51%	N=208	7%	N=30	1%	N=3	6%	N=25	100%	N=409
In public areas (e.g., roads/highways, malls, restaurants, schools)	38%	N=155	54%	N=221	6%	N=23	1%	N=4	1%	N=3	100%	N=406
From drunk drivers	15%	N=62	49%	N=200	21%	N=87	7%	N=30	7%	N=29	100%	N=408
From distracted drivers	7%	N=29	39%	N=159	29%	N=118	21%	N=88	4%	N=15	100%	N=409

Table 45: Question 6

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	17%	N=69	48%	N=194	24%	N=99	2%	N=10	9%	N=35	100%	N=407
Taxes	8%	N=34	27%	N=108	32%	N=128	22%	N=88	11%	N=46	100%	N=403
Highway safety	26%	N=104	43%	N=173	26%	N=107	3%	N=11	3%	N=11	100%	N=406
Traffic congestion	22%	N=91	37%	N=149	27%	N=109	12%	N=49	2%	N=9	100%	N=407
Poverty	21%	N=86	32%	N=128	18%	N=72	3%	N=11	27%	N=108	100%	N=405
Homelessness	29%	N=117	28%	N=114	11%	N=43	2%	N=8	30%	N=122	100%	N=405
Bike and pedestrian safety	35%	N=141	35%	N=144	13%	N=53	3%	N=10	14%	N=57	100%	N=406
Availability of livable wage jobs	12%	N=50	24%	N=99	25%	N=102	9%	N=38	29%	N=117	100%	N=407

Table 46: Question 7

What would you say is the most serious issue facing Scott County at this time?	Percent of respondents	Number
Crime	5%	N=20
Taxes	37%	N=146
Education	5%	N=21
Condition of roads	9%	N=37
Traffic congestion	14%	N=57
Creation of livable wage jobs	14%	N=55
Affordable housing	11%	N=42
Aging population	5%	N=21
Total	100%	N=398

Table 47: Question 8

How important, if at all, is it to you to have the most up-to-date information about crime and the criminal justice system in Scott County?	Percent of respondents	Number
Essential	21%	N=83
Very important	36%	N=146
Somewhat important	33%	N=133
Not at all important	3%	N=14
Don't know	7%	N=27
Total	100%	N=403

Table 48: Question 9

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	
Pollution	27%	N=108	45%	N=182	16%	N=64	8%	N=31	5%	N=20	100%	N=405
Tobacco use (including e-cigarettes and chewing tobacco)	31%	N=126	32%	N=128	18%	N=72	9%	N=35	11%	N=42	100%	N=404
Suicide/attempted suicide	20%	N=81	27%	N=108	17%	N=67	8%	N=33	28%	N=114	100%	N=403
Underage alcohol use	9%	N=36	26%	N=105	29%	N=117	17%	N=69	19%	N=79	100%	N=407
Alcohol abuse among adults	12%	N=47	28%	N=112	27%	N=111	14%	N=56	20%	N=79	100%	N=405
Illegal drug use	6%	N=26	20%	N=80	30%	N=120	24%	N=96	20%	N=82	100%	N=403
The health and support for seniors	16%	N=64	23%	N=92	23%	N=95	14%	N=55	24%	N=99	100%	N=404
The health and support for people with disabilities	14%	N=55	25%	N=99	22%	N=89	13%	N=52	27%	N=107	100%	N=404
Sexually transmitted infections	17%	N=70	26%	N=104	12%	N=49	5%	N=21	40%	N=162	100%	N=406
Overweight adults and children	8%	N=33	28%	N=111	29%	N=117	17%	N=68	18%	N=74	100%	N=403
Abuse and neglect of children	8%	N=32	25%	N=103	21%	N=87	14%	N=57	31%	N=125	100%	N=404
Abuse and neglect of vulnerable adults	10%	N=41	20%	N=83	23%	N=95	10%	N=41	36%	N=147	100%	N=406
Abuse of prescribed medications	12%	N=51	20%	N=82	22%	N=88	14%	N=55	32%	N=131	100%	N=407
Domestic violence	8%	N=34	24%	N=96	23%	N=94	15%	N=59	30%	N=124	100%	N=407
Mental illness/mental health issues	9%	N=38	21%	N=86	21%	N=84	18%	N=73	31%	N=124	100%	N=406
Bullying	7%	N=27	21%	N=84	28%	N=111	18%	N=71	27%	N=111	100%	N=405

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
Teen pregnancy	10%	N=40	27%	N=110	17%	N=71	10%	N=39	36%	N=146	100%	N=407
Social isolation	14%	N=58	24%	N=95	19%	N=77	10%	N=39	33%	N=135	100%	N=404
Lack of physical activity/exercise	12%	N=49	29%	N=116	27%	N=111	12%	N=49	20%	N=80	100%	N=406

Table 49: Question 10

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
County libraries	31%	N=127	47%	N=189	8%	N=31	2%	N=6	13%	N=53	100%	N=406
Trail and bikeway connectivity	17%	N=68	42%	N=171	21%	N=87	4%	N=18	15%	N=62	100%	N=406
911 dispatch services	23%	N=93	35%	N=139	5%	N=18	1%	N=3	37%	N=147	100%	N=400
Sheriff patrol	18%	N=72	47%	N=190	13%	N=52	2%	N=9	20%	N=81	100%	N=404
Employment and training services	5%	N=19	23%	N=92	17%	N=68	6%	N=22	50%	N=199	100%	N=400
Snow and ice removal on County roads	24%	N=96	50%	N=203	19%	N=78	5%	N=20	2%	N=9	100%	N=406
Surface condition of County roads	10%	N=40	38%	N=152	40%	N=163	10%	N=39	2%	N=10	100%	N=403
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	9%	N=37	32%	N=128	18%	N=74	1%	N=5	40%	N=162	100%	N=406
Land records and other property information	10%	N=42	33%	N=135	14%	N=57	1%	N=3	41%	N=167	100%	N=404
Disaster preparedness	5%	N=22	24%	N=95	12%	N=47	1%	N=5	58%	N=235	100%	N=404
Services for low income residents	6%	N=22	17%	N=67	13%	N=54	7%	N=30	57%	N=232	100%	N=405
Services for veterans	5%	N=21	15%	N=60	13%	N=53	5%	N=20	62%	N=249	100%	N=403
Recycling and household hazardous waste disposal	20%	N=82	46%	N=185	22%	N=89	5%	N=22	7%	N=27	100%	N=404
Property assessment and taxpayer services	5%	N=20	27%	N=109	33%	N=132	11%	N=45	24%	N=99	100%	N=405
Inspections and zoning services	7%	N=27	24%	N=95	25%	N=100	4%	N=16	40%	N=162	100%	N=401
Birth/death/marriage records, licensing, and vehicle registration	16%	N=64	46%	N=187	13%	N=53	2%	N=9	23%	N=91	100%	N=404
Disease prevention and control	6%	N=25	21%	N=84	12%	N=47	1%	N=4	61%	N=246	100%	N=406
Protecting children	9%	N=38	32%	N=128	15%	N=61	3%	N=11	41%	N=167	100%	N=406
Protecting vulnerable adults	5%	N=20	19%	N=77	20%	N=81	3%	N=10	54%	N=217	100%	N=406

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
Mental health services	4%	N=16	17%	N=67	16%	N=66	7%	N=29	56%	N=226	100%	N=404
Services for people with disabilities	5%	N=22	19%	N=79	16%	N=63	4%	N=17	55%	N=224	100%	N=404
Services for elderly people	7%	N=27	20%	N=83	19%	N=77	4%	N=16	50%	N=203	100%	N=406
Prevention of repeat crimes	4%	N=15	20%	N=82	17%	N=67	7%	N=28	52%	N=212	100%	N=404
Overall quality of services provided by Scott County	11%	N=44	49%	N=199	28%	N=116	1%	N=5	10%	N=42	100%	N=406

Table 50: Question 11

Please rate each of the following characteristics of Scott County:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Regional public transit or bus system	9%	N=37	28%	N=113	16%	N=66	8%	N=33	39%	N=157	100%	N=405
Regional parks and trails	22%	N=88	54%	N=218	15%	N=59	1%	N=4	9%	N=37	100%	N=405
Higher education opportunities for residents	4%	N=16	21%	N=86	20%	N=83	12%	N=50	42%	N=171	100%	N=405

Table 51: Question 12

Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	Percent of respondents	Number
Yes	39%	N=155
No	61%	N=240
Total	100%	N=395

Table 52: Question 13

What was your impression of the employees of Scott County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	39%	N=60	50%	N=76	7%	N=10	3%	N=4	1%	N=2	100%	N=153
Responsiveness	43%	N=65	41%	N=62	11%	N=16	5%	N=8	1%	N=1	100%	N=152
Courtesy	42%	N=64	42%	N=63	11%	N=17	4%	N=6	1%	N=2	100%	N=152
Overall impression	40%	N=61	43%	N=66	11%	N=16	6%	N=9	1%	N=1	100%	N=152

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

Table 53: Question 14

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	10%	N=41	44%	N=173	24%	N=95	6%	N=25	15%	N=58	100%	N=391
The job Scott County government does at listening to residents	4%	N=17	28%	N=111	22%	N=86	9%	N=35	36%	N=143	100%	N=392
The value of services for the taxes paid to Scott County	3%	N=12	29%	N=114	36%	N=140	14%	N=57	18%	N=71	100%	N=394
The job Scott County government does at managing tax dollars	2%	N=10	25%	N=99	30%	N=116	13%	N=52	30%	N=117	100%	N=394
The job Scott County does at making information available when residents need it	7%	N=29	35%	N=138	26%	N=101	3%	N=10	29%	N=114	100%	N=392
The importance of Scott County services to the quality of life in my community	8%	N=29	47%	N=184	25%	N=98	2%	N=7	19%	N=74	100%	N=392

Table 54: Question 15

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	57%	N=229	16%	N=65	3%	N=11	24%	N=96	100%	N=402
Daily newspapers	34%	N=135	28%	N=110	26%	N=105	12%	N=49	100%	N=400
Scott County employees	45%	N=180	27%	N=106	8%	N=32	20%	N=79	100%	N=397
Scott County website (www.co.scott.mn.us)	21%	N=85	36%	N=145	27%	N=109	15%	N=62	100%	N=400
Weekly community newspapers	19%	N=75	29%	N=115	40%	N=160	13%	N=50	100%	N=400
Community meetings	48%	N=193	25%	N=100	4%	N=17	22%	N=90	100%	N=400
The radio	44%	N=178	25%	N=99	11%	N=45	19%	N=78	100%	N=400
The Scott County SCENE newsletter	19%	N=75	31%	N=125	33%	N=134	16%	N=66	100%	N=399
Other online news sources	34%	N=138	28%	N=114	14%	N=56	23%	N=93	100%	N=401
Social media (e.g., Twitter, Facebook, etc.)	38%	N=154	22%	N=88	20%	N=80	20%	N=80	100%	N=402
Television news	22%	N=89	36%	N=145	30%	N=122	12%	N=47	100%	N=404

Table 55: Question 16

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=36
Call a staff person	23%	N=95
Go to a public meeting	5%	N=19
Send an email	36%	N=144
Use social media	4%	N=15
Fill out a survey online	3%	N=10
Provide feedback online	6%	N=22
In-person visit to a government office	15%	N=60
Other	1%	N=4
Total	100%	N=404

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 56: Question 17

How familiar, it at all, are you with Scott County's virtual (online) town hall forum, 'Speak Up, Scott County'?	Percent of respondents	Number
I am familiar	3%	N=12
I have heard of it but am not very familiar	12%	N=50
Not familiar	85%	N=342
Total	100%	N=404

Table 57: Question 18

Please indicate whether or not you regularly do each of the following:	No		Yes		Total	
Recycle	3%	N=13	97%	N=391	100%	N=404
Properly dispose of hazardous waste, tires, paint, electronics, and appliances	11%	N=42	89%	N=360	100%	N=402
Make improvements to your home to be more energy efficient	21%	N=85	79%	N=314	100%	N=399
Help preserve natural resources (e.g., plant trees, install a raingarden, conserve water, minimize erosion, etc.)	26%	N=104	74%	N=298	100%	N=403

Table 58: Question 19 - 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	
People can travel and move about safely	58%	N=234	38%	N=153	4%	N=17	0%	N=1	100%	N=405
People feel safe, know their neighbors, children play outside, and everyone feels part of the larger community	58%	N=235	38%	N=155	4%	N=14	0%	N=0	100%	N=405
Children and vulnerable adults are protected and their basic needs are met	53%	N=213	39%	N=157	7%	N=30	0%	N=1	100%	N=401
Clean soil, water and air	58%	N=234	36%	N=146	6%	N=22	1%	N=2	100%	N=404
The community is prepared for and can respond to emergency situations	45%	N=181	45%	N=182	10%	N=39	0%	N=0	100%	N=402
Criminal behavior is addressed and laws are enforced	58%	N=233	39%	N=157	2%	N=9	0%	N=1	100%	N=401
Other	26%	N=13	36%	N=19	6%	N=3	32%	N=16	100%	N=51

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 59: Question 19 - 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	
Elderly people can live at home with necessary supports	29%	N=117	53%	N=216	15%	N=63	2%	N=9	100%	N=405
People have access to adequate and healthy food choices	42%	N=169	47%	N=189	11%	N=45	1%	N=3	100%	N=405
Shelter and housing are available for all people	38%	N=156	41%	N=165	17%	N=68	4%	N=16	100%	N=404
Active lifestyles for all ages are supported through opportunities and education	30%	N=122	52%	N=210	16%	N=66	2%	N=7	100%	N=404
Quality and affordable mental health services are available	31%	N=123	48%	N=195	18%	N=72	3%	N=13	100%	N=403
People have access to quality local health care services, facilities, and providers	39%	N=155	49%	N=198	11%	N=45	1%	N=2	100%	N=400
Services support a healthy sustainable environment, including natural resource conservation	32%	N=123	44%	N=173	22%	N=85	2%	N=8	100%	N=389
Other	9%	N=3	50%	N=18	12%	N=4	29%	N=10	100%	N=36

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 60: Question 19 - 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	
People have a reliable and connected system of roads, trails, and sidewalks	41%	N=167	50%	N=202	8%	N=31	0%	N=2	100%	N=403
Transit options are available to everyone	24%	N=99	44%	N=179	26%	N=106	5%	N=21	100%	N=405
People have access to parks and open spaces for recreation	33%	N=131	51%	N=208	14%	N=55	2%	N=9	100%	N=404
People experience cultural understanding in friendly and diverse neighborhoods	24%	N=95	38%	N=155	28%	N=112	10%	N=41	100%	N=404
People have access to excellent schools and access to post-secondary educational opportunities	46%	N=186	44%	N=179	9%	N=37	1%	N=3	100%	N=405
Communities offer local services, community education, arts, cultural and shopping options	28%	N=112	44%	N=179	24%	N=97	4%	N=15	100%	N=403
A range of quality housing is available to people in the community	30%	N=122	44%	N=175	20%	N=82	6%	N=23	100%	N=401
Other	16%	N=7	33%	N=14	28%	N=12	23%	N=10	100%	N=43

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 61: Question 20

How would you rate the County's progress on advancing each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
Advancing a safe community	17%	N=68	58%	N=232	17%	N=67	1%	N=2	8%	N=34	100%	N=403
Advancing a healthy community	9%	N=37	58%	N=234	22%	N=88	1%	N=4	10%	N=39	100%	N=402
Advancing a livable community	13%	N=53	58%	N=235	18%	N=72	1%	N=5	9%	N=37	100%	N=402

Table 62: Question 21

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	63%	N=253	33%	N=134	4%	N=18	0%	N=0	100%	N=405
...delivers what matters to citizens through a workforce that cares about people and service	42%	N=168	52%	N=211	6%	N=24	1%	N=2	100%	N=406
...listens to and respects people's points of view and creates a government that works for the people	56%	N=225	38%	N=152	6%	N=26	0%	N=1	100%	N=403
...maintains taxes at a level to which people consent	59%	N=237	35%	N=139	6%	N=24	1%	N=3	100%	N=402
...is transparent regarding budgets and spending	59%	N=238	35%	N=142	6%	N=23	0%	N=1	100%	N=405
...provides meaningful, relevant, understandable, and accurate information	54%	N=219	42%	N=171	3%	N=12	0%	N=1	100%	N=403
...balances the need for policy and regulation with individual rights and freedoms	47%	N=192	43%	N=175	8%	N=32	1%	N=5	100%	N=404
Other	35%	N=23	44%	N=29	12%	N=8	10%	N=7	100%	N=68

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 63: Question 22

Following are the core service areas provided by Scott County. Please indicate the service area you are most willing to pay for with a '1,' the second with a '2,' the third with a '3,' the fourth with a '4,' the fifth with a '5,' and the sixth with a '6.' Please only use each number once and use every number, leaving no blanks.	1		2		3		4		5		6		Total	
	Percent	Number												
Transportation and Roads (road maintenance, road construction, transit, etc.)	44%	171	25%	97	14%	54	10%	39	4%	16	3%	12	100%	390
Health and Human Services (public health, mental health and other social services, employment and training, economic assistance, veterans services, etc.)	17%	68	17%	65	22%	85	14%	56	15%	57	15%	59	100%	390
Land Use and Development (property information, building inspections, permitting, environmental health, etc.)	3%	11	5%	21	13%	51	17%	68	35%	135	26%	103	100%	390
Customer Services (elections, birth/death/marriage records, licensing, etc.)	5%	19	5%	18	12%	46	23%	91	23%	90	32%	124	100%	390
Criminal Justice (sheriff's services, jail operations, prosecution and public defense, etc.)	19%	75	28%	110	19%	75	16%	63	11%	44	6%	22	100%	390
Libraries, Parks, and Trails	12%	45	20%	79	20%	78	18%	72	12%	47	18%	68	100%	390

Table 64: Question 23

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	5%	N=20
Somewhat support	34%	N=136
Somewhat oppose	23%	N=93
Strongly oppose	27%	N=108
Don't know	11%	N=45
Total	100%	N=402

Table 65: Question 24

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	2%	N=8
Somewhat better	22%	N=87
About the same	57%	N=230
Somewhat worse	11%	N=45
Much worse	5%	N=20
Don't know	4%	N=14
Total	100%	N=403

Table 66: Question D1

How long have you lived in Scott County?	Percent of respondents	Number
Less than 2 year	9%	N=36
2-5 years	15%	N=61
6-10 years	20%	N=82
11-15 years	18%	N=73
16-20 years	9%	N=37
Over 20 years	29%	N=118
Total	100%	N=406

Table 67: Question D2

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	74%	N=300
House attached to one or more houses (e.g., a duplex or townhome)	14%	N=55
Building with two or more apartments or condos	11%	N=44
Mobile home	0%	N=1
Other	1%	N=5
Total	100%	N=405

Table 68: Question D3

Is this house, apartment, or mobile home...	Percent of respondents	Number
Rented for cash or occupied without cash payment	16%	N=62
Owned by you or someone in this house with a mortgage or free and clear	84%	N=332
Total	100%	N=394

Table 69: Question D4

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	66%	N=265
Employed part-time	9%	N=38
Homemaker	8%	N=31
Retired	15%	N=59
Student	1%	N=4
Unemployed, looking for work	2%	N=6
Total	100%	N=404

Table 70: Question D5

In what city do you primarily work?	Percent	Number
Bloomington	9%	27
Burnsville	6%	17
Chaska	3%	9
Eagan	6%	17
Eden Prairie	10%	30
Edina	2%	7
Minneapolis	8%	22
Minnetonka	4%	11
New Prague	1%	4
Prior Lake	5%	16
Savage	4%	13
Shakopee	13%	38
St. Paul	3%	9
Other	25%	74
Total	100%	293

This question was only asked of those who reported they were employed part- or full-time. Survey respondents had the opportunity to write-in a response for other. Please see Appendix B to review the verbatim responses.

Table 71: Question D6

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	98%	N=390
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=6
Total	100%	N=397

Table 72: Question D7

What is your race?	Percent	Number
American Indian or Alaskan Native	1%	N=5
Asian, Asian Indian or Pacific Islander	8%	N=32
Black or African American	1%	N=2
White	89%	N=355
Other	3%	N=12

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

Table 73: Question D8

Which category contains your age?	Percent of respondents	Number
18-24	2%	N=10
25-34	25%	N=102
35-44	19%	N=78
45-54	28%	N=112
55-64	11%	N=45
65-74	7%	N=29
75 +	7%	N=27
Total	100%	N=403

Table 74: Question D9

What is your gender?	Percent of respondents	Number
Female	52%	N=208
Male	48%	N=192
Total	100%	N=400

Table 75: Question D10

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Children age 17 years and under	24%	N=61	36%	N=92	11%	N=28	2%	N=4	1%	N=3	27%	N=68	100%	N=255
Adults under age 65 years	17%	N=58	64%	N=214	8%	N=26	3%	N=11	0%	N=0	8%	N=26	100%	N=334
Adults age 65 years and over	29%	N=39	19%	N=25	0%	N=0	0%	N=0	0%	N=0	52%	N=69	100%	N=133

Table 76: Question D11

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	11%	N=41
\$25,000-\$49,999	14%	N=52
\$50,000-\$74,999	14%	N=53
\$75,000-\$99,999	19%	N=72
\$100,000-\$149,999	23%	N=88
\$150,000-\$199,999	11%	N=43
\$200,000-\$249,999	4%	N=15
\$250,000 or more	5%	N=18
Total	100%	N=383

APPENDIX D: COMPARISON WITH OTHER PARTICIPATING COUNTIES

Questions asked by more than one Minnesota County in 2016 are included below for comparison. Cells with grey shading indicate statistically significant differences ($p < 0.05$).

Table 77: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in the county. Average rating (0=poor, 100=excellent).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
How would you rate your overall quality of life in the County?	70	79	79	73	69
The County as a place to live	76	NA	78	72	68
The County as a place to raise a family/children	76	NA	76	73	67
The County as a place to work	58	NA	67	71	51
The County as a place to retire	56	60	58	53	56
Outdoor recreational opportunities	69	72	75	NA	70
Openness and acceptance toward people of diverse backgrounds	59	55	57	58	45
Availability of affordable housing	51	47	49	41	44
Employment opportunities	45	50	NA	62	36
Sense of community	NA	59	61	NA	NA
Educational opportunities	NA	NA	NA	62	60
Availability of affordable quality child care	52	NA	NA	41	NA
Availability of affordable health care	58	NA	NA	54	NA
Availability of public transportation options	NA	34	NA	50	NA
Availability of fresh fruits and vegetables	59	NA	NA	NA	NA
Availability of bike and pedestrian transportation options	57	60	64	NA	NA
Economic health of the County	NA	NA	65	NA	NA
Overall image or reputation of the County	NA	71	68	NA	57
Social and cultural opportunities	47	NA	NA	NA	NA
Rural character and natural environment	NA	66	NA	NA	NA
Ease of travel by car	NA	71	NA	NA	NA
Overall feeling of safety	NA	71	NA	NA	NA
Cost of living	NA	NA	NA	NA	43

Table 78: Like Most about Living in County

What one thing do you like most about living in the county?	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Location	27%	29%	36%	15%	NA
Open space	NA	NA	4%	4%	NA
Parks/lakes	9%	6%	10%	8%	NA
Rural character	NA	NA	3%	NA	NA
People	NA	1%	2%	6%	NA
Quality of life in general	NA	24%	21%	38%	NA
Schools	7%	4%	4%	3%	NA
My neighborhood	5%	12%	9%	10%	NA
Convenience	10%	NA	NA	NA	NA
Low taxes	NA	3%	2%	0%	NA
Services	0%	NA	NA	NA	NA
Small town feel	23%	8%	6%	NA	NA
Other	3%	1%	2%	3%	NA
Rural/small town feel	NA	NA	NA	10%	NA
Open space/rural	15%	12%	NA	NA	NA
Employment	NA	NA	NA	2%	NA
Healthcare	NA	NA	NA	1%	NA
Total	100%	100%	100%	100%	NA

Note: Statistical significance not tested.

Table 79: Potential Problems

Please rate each of the following aspects of quality of life in the county. Average rating (0=not a problem, 100=major problem).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Crime	38	34	38	55	60
Taxes	59	48	47	52	57
Highway safety	36	NA	NA	NA	NA
Traffic safety	NA	33	36	43	NA
Traffic congestion	43	36	41	37	NA
Poverty	34	30	40	50	70
Homelessness	26	20	27	48	61
Availability of livable wage jobs	48	47	NA	49	75
Bike and pedestrian safety	27	NA	NA	NA	NA
Foreclosed properties	NA	31	NA	NA	58
Ease of travel by public transit in the County	NA	52	NA	NA	NA
Condition of county roads and bridges	NA	NA	NA	NA	71
Opportunities for young people	NA	NA	NA	NA	74

Table 80: Perceptions of Community Safety

Please rate how safe or unsafe you feel in the County. Average rating (0=very unsafe, 100=very safe).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
While in County Government buildings	NA	NA	NA	86	NA
While in your neighborhood	84	82	83	79	NA
While using County parks and/or trails	76	NA	78	67	NA
From property crimes	74	75	72	61	64
From violent crimes	81	83	81	65	68
From illegal drug activity	68	70	68	57	43
From identity theft	NA	62	61	55	NA
From drunk or impaired drivers on County roads	59	64	NA	54	46
From distracted drivers on County roads	44	54	NA	38	37
From domestic violence	NA	NA	84	NA	NA
While driving on roads within the County	NA	NA	72	NA	NA
Other	NA	NA	64	NA	NA
In your home	88	NA	NA	NA	NA
In public areas (e.g., roads/highways, malls, restaurants, schools)	77	NA	NA	NA	NA
From being injured while biking or walking along county roads	NA	66	NA	NA	NA

Table 81: Health Concerns

Please rate to what degree, if at all, each of the following is a health concern in the county. Average rating (0=not at all a concern, 100=major concern).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Bullying	59	44	48	50	67
Depression	NA	NA	47	58	64
Mental illness/mental health issues	56	NA	NA	NA	NA
Suicide/attempted suicide	39	39	NA	48	59
Environmental hazards (polluted water, toxic waste)	NA	NA	36	37	NA
Pollution	35	NA	NA	NA	NA
Tobacco use	35	44	36	48	58
Underage alcohol use	56	53	47	55	68
Alcohol abuse among adults	51	48	44	55	68
Illegal drug use	63	54	50	67	80
Illegal use/abuse of prescribed medications	51	48	44	59	73
Health and support of older adults	49	42	46	50	67
Health and support of people with disabilities	49	42	45	48	63
The support of persons with mental health challenges	NA	NA	NA	55	NA
Quality of parenting skills of parents of children ages 0-17	NA	47	50	58	66

Please rate to what degree, if at all, each of the following is a health concern in the county. Average rating (0=not at all a concern, 100=major concern).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
The adequacy of school readiness for children	NA	NA	NA	45	NA
Spread of infectious diseases	NA	30	38	41	NA
Sexually transmitted diseases	36	NA	NA	NA	50
Overweight adults	NA	55	NA	63	69
Overweight children	NA	52	NA	63	65
Overweight adults and children	56	NA	56	NA	NA
Abuse and neglect of older adults	NA	36	45	46	63
Abuse and neglect of children	53	38	48	55	70
Abuse and neglect of vulnerable adults	51	NA	NA	NA	NA
Domestic violence	54	44	NA	59	70
Social isolation	45	NA	35	NA	NA
Unplanned pregnancy	NA	NA	NA	NA	55
Teen pregnancy	47	NA	NA	NA	NA
Lack of physical activity/exercise	50	NA	NA	NA	NA
Availability of mental health services	NA	NA	NA	NA	64
Pedestrian and bicyclist safety	NA	NA	NA	NA	50

Table 82: Environmental Concerns

Please rate to what degree, if at all, each of the following is an environmental concern in the county. Average rating (0=not at all a concern, 100=major concern).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Exposure to radon	NA	30	NA	48	NA
Quality of outdoor air	NA	28	NA	46	NA
Safety of food in public establishments	NA	28	NA	55	NA
Mold contamination at home or at work	NA	29	NA	48	NA
Proper disposal of garbage	NA	23	NA	49	NA
Quality of drinking water	NA	41	NA	55	NA
Quality of water in lakes and streams	NA	48	NA	62	NA
Quantity of useable water supply	NA	40	NA	53	NA

Table 83: Most Serious Issue Facing the County

What do you feel is the most serious issue facing the County at this time?	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Affordable housing	11%	10%	11%	8%	5%
Crime and safety	5%	1%	12%	26%	10%
Taxes	37%	18%	10%	10%	6%
Schools and education	5%	9%	5%	1%	1%
Condition of roads	9%	11%	6%	NA	NA
Infrastructure	NA	NA	3%	6%	11%
Traffic congestion	14%	6%	5%	1%	NA
Economic development	NA	8%	4%	3%	9%
Jobs	14%	5%	2%	3%	25%
Quality of County services	NA	NA	1%	NA	NA
Public County services	NA	NA	NA	6%	NA
Preserving natural areas	NA	NA	1%	1%	NA
Pollution and environmental issues	NA	NA	1%	NA	3%
Growth and development	NA	NA	8%	20%	NA
Too much growth/development	NA	20%	NA	NA	NA
Not enough growth/development	NA	3%	NA	NA	NA
Health	NA	NA	NA	1%	4%
Government spending	NA	NA	2%	2%	8%
Sense of community	NA	NA	6%	6%	NA
Homelessness and poverty	NA	NA	5%	NA	2%
Water quality	NA	5%	NA	NA	NA
Aging population	5%	NA	NA	NA	NA
Lack of recreational opportunities	NA	NA	NA	2%	NA
Mining	NA	NA	NA	NA	6%
Teen drug/alcohol use	NA	NA	1%	NA	NA
No issue	NA	NA	2%	2%	NA
Public transportation	NA	NA	4%	NA	NA
Noise pollution	NA	NA	1%	NA	NA
Other	NA	5%	10%	3%	10%
Total	100%	100%	100%	100%	100%

Note: Statistical significance not tested.

Table 84: Financial Status

	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
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? Average rating (0=much worse, 100=much better).	51	NA	53	NA	52

Table 85: County Services

Please rate each of the following services provided by the county. Average rating (0=poor, 100=excellent).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
County libraries	74	80	82	NA	NA
Maintenance of County roads	NA	NA	NA	52	42
Condition of County roads	50	63	61	NA	NA
Snow and ice removal on County roads	65	67	68	58	56
Recycling and drop-off services	62	73	73	69	59
Protection of recreational waters and drinking waters	NA	NA	NA	65	NA
County parks and recreation	NA	83	84	70	NA
Land use, planning and zoning, including permitting	52	NA	NA	50	43
Sheriff services	67	76	68	67	66
911 dispatch services	76	77	NA	NA	72
Probation monitoring	NA	NA	NA	49	NA
Records, vital statistics, licensing, and vehicle registration	66	72	67	67	NA
Records and vital statistics	NA	NA	NA	NA	50
Licensing and vehicle registration	NA	NA	NA	NA	56
Elections (absentee voting, voter registration)	NA	NA	NA	68	NA
Passports (applications, renewals)	NA	NA	NA	68	NA
Land records and other property information	64	NA	NA	69	NA
Assessment process/property tax system	45	NA	49	54	39
Disaster preparedness	60	66	NA	63	52
Services to older adults	53	61	50	57	48
Services to children and families	NA	NA	NA	58	NA
Services to veterans	51	63	48	52	43
Mental health services	46	56	40	49	NA
Public health services	NA	NA	NA	59	52
Protecting children and vulnerable adults	NA	61	NA	NA	NA
Protecting vulnerable adults	52	NA	NA	53	NA
Protecting children	60	NA	NA	55	46
Accessibility and functionality of County website	NA	NA	NA	60	52
Self-service options on the County website	60	NA	66	NA	NA

Please rate each of the following services provided by the county. Average rating (0=poor, 100=excellent).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Trail and bikeway connectivity	61	78	78	NA	NA
Addressing important health issues in communities	NA	NA	57	NA	NA
Disease prevention and control	61	NA	NA	NA	NA
Prosecuting people accused of crimes	NA	NA	60	NA	NA
Prevention of repeat crimes	48	NA	NA	NA	NA
Employment support	51	66	59	NA	43
Services for low income residents	49	NA	49	NA	47
Services for people with disabilities	53	NA	56	NA	NA
Information about the work of the County Board	NA	NA	NA	NA	40
On-site wastewater and septic permitting	NA	NA	NA	NA	42
Management of County-owned land	NA	NA	NA	NA	50
Services to youth	NA	NA	NA	NA	41
Overall quality of services provided by the County	59	66	66	60	47

Table 86: Contact with the County

	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Have you visited, telephoned, or emailed any County government office within the last 12 months? Percent who said "yes."	39%	49%	34%	51%	49%

Table 87: Department Contacted

Please select the office contacted, choosing the most recent if more than one contacted in the last 12 months.	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Adult & Family Services	NA	NA	NA	11%	2%
County Board/Administration	NA	NA	NA	3%	3%
Family Support & Assistance	NA	NA	NA	7%	6%
Planning	NA	NA	NA	5%	2%
Recording & Abstracting	NA	NA	NA	4%	5%
Vital Records	NA	NA	NA	9%	NA
Child & Family Services	NA	NA	NA	1%	5%
Election & Voter Registration	NA	NA	NA	4%	NA
Finance	NA	NA	NA	0%	12%
Property Assessment	NA	NA	NA	3%	13%
Real Estate Tax Collection	NA	NA	NA	5%	NA
Community Corrections	NA	NA	NA	1%	1%
Environmental Resources	NA	NA	NA	1%	3%
Human Resources	NA	NA	NA	2%	5%
Public Health	NA	NA	NA	1%	8%
911 Dispatch	NA	NA	NA	NA	17%
Sheriff's Office	NA	NA	NA	10%	2%
County Attorney	NA	NA	NA	0%	3%
Facilities & Building Operations	NA	NA	NA	0%	NA
Information Technology Solutions (ITS)	NA	NA	NA	0%	NA
Public Works & County Engineer	NA	NA	NA	4%	4%
Veterans' Services	NA	NA	NA	0%	1%
Driver's Licenses	NA	NA	NA	23%	NA
Passports	NA	NA	NA	5%	NA
Housing & Redevelopment Authority (HRA)	NA	NA	NA	0%	NA
Data practices	NA	NA	NA	0%	NA
Land and Minerals	NA	NA	NA	NA	3%
Other	NA	NA	NA	NA	4%
Total	NA	NA	NA	100%	100%

Note: Statistical significance not tested.

Table 88: Employee Characteristics

What was your impression of the employee(s) of the County in your most recent contact? Average rating (0=poor, 100=excellent).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Knowledgeable	75	75	76	74	72
Responsive	73	72	73	71	69
Courteous	74	74	75	71	73
Overall impression	72	72	73	71	70

Table 89: Perceptions of Government

Please rate the following categories of the County government performance. Average rating (0=poor, 100=excellent).	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
The job the County government does at informing residents	56	60	63	56	43
The job the County government does at listening to residents	48	51	52	48	38
The job the County government does at managing tax dollars	41	45	54	42	37
The value of services for the taxes paid to the County	42	48	55	45	38
My knowledge of the work of the County Board	NA	37	NA	46	NA
Generally acting in the best interest of the community	NA	NA	61	52	NA
Effectively planning for the future	NA	NA	58	50	36
Working through priority issues facing the County	NA	NA	NA	51	NA
The importance of County services to the quality of life in my community	58	56	60	54	NA
Supporting the quality of life in the county	NA	59	63	NA	43
Overall confidence in County government	NA	NA	60	NA	44
The job the County does at making information available when residents need it	56	NA	NA	NA	NA

Table 90: Approval of County Board

	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
To what extent do you approve or disapprove of the job the County Board is doing? Average rating (0=strongly disapprove, 100=strongly approve)	NA	67	67	NA	61

Table 91: Potential Information Sources

Please rate the extent to which you use each of the following as sources of information about County government, if at all. Percent using as a minor or major source.	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
County Board meetings shown on cable access	25%	NA	NA	NA	23%
Cable access programming	NA	33%	NA	NA	NA
Daily newspapers	61%	63%	NA	69%	82%
Other county residents (such as neighbors or friends)	NA	NA	NA	86%	81%
County employees	43%	NA	NA	51%	46%
County website	75%	74%	NA	63%	54%
Other online news sources	55%	55%	NA	65%	NA
Community meetings	38%	35%	NA	42%	37%
The radio	45%	NA	NA	74%	68%
Phone calls to County	NA	37%	NA	39%	37%
Reports, flyers or brochures	NA	NA	NA	58%	56%
Television news	75%	64%	NA	82%	82%
Social media (Facebook, Twitter, YouTube, etc.)	52%	44%	NA	50%	NA
Weekly community newspapers	79%	65%	NA	NA	65%
County Newsletter	78%	77%	NA	NA	NA
County listservs and other County electronic newsletters	NA	25%	NA	NA	NA

Table 92: Top Preference for Contact

Which one of the following methods would you prefer using if you wanted to contact the County government for a suggestion or concern?	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
Call a commissioner	9%	NA	NA	11%	17%
Call a staff person	23%	NA	NA	28%	31%
Go to a public meeting	5%	NA	NA	6%	7%
Send an email	36%	NA	NA	18%	38%
Social media	4%	NA	NA	NA	5%
Access the County Web site	NA	NA	NA	34%	NA
Fill out an online survey	3%	NA	NA	NA	NA
Provide feedback online	6%	NA	NA	NA	NA
In-person visit to a government office	15%	NA	NA	NA	NA
Other	1%	NA	NA	3%	2%
Total	100%	NA	NA	100%	100%

Note: Statistical significance not tested.

Table 93: Desired Internet Service Information

What kind of County service or information would you like to access via the Internet?/What information is useful/valuable to you on the County's website?	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
General county project information	NA	24%	NA	NA	NA
Volunteer opportunities	NA	NA	20%	16%	NA
Property sales/information	NA	28%	32%	20%	NA
County budget information	NA	6%	13%	12%	NA
Information about County services	NA	29%	48%	38%	NA
Garbage and recycling	NA	42%	65%	45%	NA
Road/bridge construction projects	NA	24%	40%	24%	NA
Information about services for older adults	NA	7%	19%	13%	NA
Information about people charged with a crime	NA	NA	17%	22%	NA
Information about parks	NA	59%	66%	48%	NA
Contacting County departments or staff	NA	NA	27%	34%	NA
Information about the County Jail or its inmates	NA	NA	9%	11%	NA
Other information	NA	NA	2%	9%	NA
Pay fees, fines, or property taxes	NA	30%	52%	NA	NA
Reserve park facilities	NA	NA	49%	NA	NA
Register for volunteer activities online	NA	NA	32%	NA	NA
Online recording of vital records (birth, death, marriage)	NA	8%	27%	NA	NA
Renew or apply for a license, permit, or other application	NA	38%	64%	NA	NA
Receive your annual property tax notices by email	NA	NA	28%	NA	NA
Live chat support service online for property information	NA	NA	11%	NA	NA
Request copies or notarizing: property documents	NA	NA	22%	NA	NA
Access library resources	NA	47%	43%	NA	NA
Apply for public financial assistance	NA	NA	13%	NA	NA
Other service	NA	2%	1%	NA	NA
General information about the county	NA	38%	NA	NA	NA
Meeting calendar, agenda, and/or minutes	NA	7%	NA	NA	NA
Access public County records	NA	14%	NA	NA	NA

*Total may exceed 100% as respondents could select more than one option.
 Note: Statistical significance not tested.*

Table 94: Support for Property Tax to Maintain Services

	Scott County	Washington County	Dakota County	Olmsted County	St. Louis County
To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels? (Percent strongly or somewhat support)	44%	NA	46%	NA	NA

APPENDIX E: COMPARISON OF SELECT QUESTIONS BY RESPONDENT CHARACTERISTICS

Geographic Crosstabulations

Cells shaded grey indicate statistically significant differences between subgroups (p<0.05).

Table 95: 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	
As a place to live	72	76	72	76	84	76
As a place to raise children	74	78	69	75	84	76
As a place to work	53	53	57	58	66	58
As a place to retire	56	63	47	60	55	56
Overall quality of life in Scott County	67	74	68	66	77	70

Table 96: 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	
Outdoor recreational opportunities	60	74	62	74	75	69
Social and cultural opportunities (e.g., arts, entertainment, etc.)	43	47	43	48	53	47
Employment opportunities	40	39	52	44	52	45
Availability of affordable housing	44	50	42	58	58	51
Availability of affordable quality child care	49	56	52	55	50	52
Availability of affordable health care	52	60	54	61	60	58
Availability of fresh fruits and vegetables	62	56	54	61	63	59
Availability of bike and pedestrian transportation options	51	54	51	58	67	57
Openness and acceptance of the community towards people of diverse backgrounds	60	59	55	57	64	59

Table 97: Ratings of Safety by Commissioner District

Please rate how safe or unsafe you feel from the following in Scott County.	Average rating (0=very unsafe, 100=very safe)					Overall
	District 1	District 2	District 3	District 4	District 5	
Property crimes (e.g., burglary, theft, vandalism)	82	76	68	69	76	74
Violent crimes (e.g., rape, assault, robbery)	88	84	70	79	85	81
Illegal drug activity (e.g., manufacture or sale of drugs)	73	68	61	64	72	68
In your home	94	88	82	84	90	88
In your neighborhood	92	86	77	83	84	84
In Scott County parks or trails	77	77	72	78	76	76
In public areas (e.g., roads/highways, malls, restaurants, schools)	78	78	74	77	77	77
From drunk drivers	60	58	53	62	63	59
From distracted drivers	47	45	42	41	47	44

Table 98: Ratings of Problems by Commissioner District

Please rate, to what degree, if at all, each of the following 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	
Crime	34	38	37	41	38	38
Taxes	63	62	54	56	58	59
Highway safety	37	43	33	29	37	36
Traffic congestion	34	41	50	41	50	43
Poverty	38	29	38	35	32	34
Homelessness	26	25	41	20	22	26
Bike and pedestrian safety	26	29	28	30	22	27
Availability of livable wage jobs	47	46	51	46	48	48

Table 99: 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	
Pollution	37	34	40	32	33	35
Tobacco use (including e-cigarettes and chewing tobacco)	41	36	39	26	33	35
Suicide/attempted suicide	40	43	46	32	37	39
Underage alcohol use	54	55	62	51	57	56
Alcohol abuse among adults	52	51	55	47	51	51
Illegal drug use	70	58	68	62	57	63
The health and support for seniors	52	51	59	40	44	49
The health and support for people with disabilities	49	46	61	43	48	49
Sexually transmitted infections	38	32	40	34	37	36
Overweight adults and children	55	50	63	56	54	56
Abuse and neglect of children	52	49	62	49	56	53
Abuse and neglect of vulnerable adults	54	46	57	44	55	51
Abuse of prescribed medications	56	50	49	48	53	51
Domestic violence	52	52	62	46	61	54
Mental illness/mental health issues	56	56	61	51	57	56
Bullying	62	54	58	60	61	59
Teen pregnancy	49	48	45	44	51	47
Social isolation	42	42	59	44	42	45
Lack of physical activity/exercise	49	45	56	45	55	50

Table 100: 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	
County libraries	75	79	69	74	75	74
Trail and bikeway connectivity	58	58	61	62	67	61
911 dispatch services	80	80	71	75	73	76
Sheriff patrol	66	68	66	67	66	67
Employment and training services	54	44	50	55	53	51
Snow and ice removal on County roads	60	64	64	70	66	65
Surface condition of County roads	44	50	50	53	52	50
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	61	61	56	65	58	60
Land records and other property information	63	62	63	69	62	64
Disaster preparedness	60	58	56	61	63	60
Services for low income residents	50	56	35	55	52	49
Services for veterans	59	53	45	50	51	51
Recycling and household hazardous waste disposal	62	59	60	61	67	62
Property assessment and taxpayer services	47	42	43	46	45	45
Inspections and zoning services	47	51	52	58	51	52
Birth/death/marriage records, licensing, and vehicle registration	63	63	67	65	70	66
Disease prevention and control	67	58	57	59	63	61
Protecting children	64	57	57	60	63	60
Protecting vulnerable adults	51	53	50	56	53	52
Mental health services	47	45	41	45	53	46
Services for people with disabilities	53	56	44	49	63	53
Services for elderly people	57	53	46	51	61	53
Prevention of repeat crimes	51	50	51	44	43	48
Overall quality of services provided by Scott County	57	57	63	57	62	59

Demographic Crosstabulations

Cells shaded grey indicate statistically significant differences between subgroups.

Table 101: Ratings of Quality of Life by Respondent Demographic Characteristics

Please rate each of the following aspects of quality of life in Scott County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
As a place to live	84	72	75	77	74	75	77	80	76	73	77	76	76
As a place to raise children	83	74	75	77	75	78	76	83	75	70	78	76	76
As a place to work	61	55	57	56	61	56	58	57	57	59	60	56	58
As a place to retire	62	54	54	54	60	55	57	63	51	58	59	54	56
Overall quality of life in Scott County	77	68	69	70	72	74	70	80	67	67	72	69	70

Table 102: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of Scott County: Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Outdoor recreational opportunities	74	67	68	70	66	67	70	70	70	67	69	71	69
Social and cultural opportunities (e.g., arts, entertainment, etc.)	53	46	44	47	46	46	47	49	45	48	48	46	47
Employment opportunities	51	40	45	43	50	48	45	49	43	46	45	46	45
Availability of affordable housing	56	59	45	54	43	35	55	58	52	42	51	52	51
Availability of affordable quality child care	55	49	52	55	44	40	55	46	55	52	51	54	52
Availability of affordable health care	62	58	56	58	57	52	59	62	57	55	58	59	58
Availability of fresh fruits and vegetables	62	60	58	59	60	60	60	63	58	59	59	60	59
Availability of bike and pedestrian transportation options	62	55	55	55	60	50	58	61	56	54	52	62	57
Openness and acceptance of the community towards people of diverse backgrounds	68	62	54	58	61	59	59	67	57	52	60	59	59

Table 103: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe or unsafe you feel from the following in Scott County. Average rating (0=very unsafe, 100=very safe)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Property crimes (e.g., burglary, theft, vandalism)	80	72	72	74	75	76	74	79	72	73	75	74	74
Violent crimes (e.g., rape, assault, robbery)	89	79	79	82	81	85	81	88	80	76	82	81	81
Illegal drug activity (e.g., manufacture or sale of drugs)	79	72	61	67	70	68	68	78	65	60	70	66	68
In your home	89	89	87	88	87	90	87	89	88	85	89	86	88
In your neighborhood	86	85	83	85	82	86	84	87	84	81	85	83	84
In Scott County parks or trails	83	75	73	76	75	80	76	82	76	70	75	78	76
In public areas (e.g., roads/highways, malls, restaurants, schools)	79	78	76	77	78	80	76	79	77	75	78	76	77
From drunk drivers	62	58	59	60	57	50	61	63	61	53	59	60	59
From distracted drivers	51	40	43	44	45	41	44	49	45	39	46	43	44

Table 104: Ratings of Problems by Respondent Demographic Characteristics

Please rate, to what degree, if at all, each of the following is a problem in Scott County. Average rating (0=not a problem, 100=major problem)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Crime	32	33	42	37	40	39	38	29	37	48	39	36	38
Taxes	51	47	65	61	51	51	59	49	59	67	55	61	59
Highway safety	39	30	36	35	38	43	34	30	34	43	38	33	36
Traffic congestion	45	42	43	42	46	52	42	37	45	47	43	43	43
Poverty	32	27	38	33	37	46	32	23	32	48	36	31	34
Homelessness	27	25	26	24	35	44	23	25	21	39	30	23	26
Bike and pedestrian safety	23	27	28	27	27	29	27	19	27	35	26	28	27
Availability of livable wage jobs	44	46	50	46	52	61	45	45	45	56	46	48	48

Table 105: 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? Average rating (0=not at all a concern, 100=major concern)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Pollution	28	41	36	34	38	48	32	33	32	41	37	32	35
Tobacco use (including e-cigarettes and chewing tobacco)	31	32	37	34	38	45	33	33	32	43	40	29	35
Suicide/attempted suicide	41	33	41	38	44	59	36	39	36	46	45	33	39
Underage alcohol use	52	58	56	55	59	66	53	53	54	61	64	47	56
Alcohol abuse among adults	53	48	52	50	56	63	49	47	50	57	55	47	51
Illegal drug use	55	59	67	64	60	69	62	56	61	72	68	58	63

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)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
The health and support for seniors	34	50	52	46	56	63	45	26	47	65	54	43	49
The health and support for people with disabilities	41	52	50	46	58	68	45	30	48	64	55	44	49
Sexually transmitted infections	31	27	40	34	41	41	34	23	36	45	37	35	36
Overweight adults and children	55	59	54	53	63	75	52	61	51	59	60	51	56
Abuse and neglect of children	50	55	54	52	58	66	50	47	50	65	53	53	53
Abuse and neglect of vulnerable adults	49	47	52	49	57	65	47	38	48	63	53	48	51
Abuse of prescribed medications	48	41	55	52	49	57	50	45	50	59	56	46	51
Domestic violence	50	50	57	51	64	69	51	44	52	65	58	50	54
Mental illness/mental health issues	61	51	56	53	66	79	51	55	52	63	62	50	56
Bullying	54	55	62	59	61	71	57	56	58	63	64	54	59
Teen pregnancy	48	42	49	47	47	46	47	40	46	54	48	46	47
Social isolation	45	48	44	41	59	64	41	38	42	56	52	37	45
Lack of physical activity/exercise	55	45	50	46	61	73	45	50	46	56	55	44	50

Table 106: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services in Scott County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
County libraries	74	70	77	75	72	76	74	76	73	76	76	73	74
Trail and bikeway connectivity	63	62	61	61	62	62	61	61	60	65	60	63	61
911 dispatch services	69	77	77	75	78	79	75	77	75	74	76	76	76
Sheriff patrol	65	68	67	67	67	62	68	67	66	68	70	64	67
Employment and training services	52	48	52	51	52	52	51	49	51	55	52	52	51
Snow and ice removal on County roads	66	72	62	65	63	58	66	67	62	68	64	67	65
Surface condition of County roads	55	51	47	49	51	48	50	46	50	54	50	50	50
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	61	67	58	60	59	59	60	61	59	62	65	56	60
Land records and other property information	67	64	63	63	65	68	63	70	62	62	66	62	64
Disaster preparedness	67	63	57	61	53	57	61	66	59	56	60	58	60
Services for low income residents	47	53	49	56	35	36	54	50	52	44	49	50	49
Services for veterans	60	44	51	53	46	46	53	59	52	46	52	51	51
Recycling and household hazardous waste disposal	63	61	62	63	58	59	63	69	59	61	60	65	62
Property assessment and taxpayer services	52	51	40	44	46	48	45	56	42	41	49	42	45
Inspections and zoning services	63	61	47	52	52	55	53	61	50	49	54	50	52

Please rate the quality of each of the following services in Scott County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Birth/death/marriage records, licensing, and vehicle registration	70	69	64	65	69	69	66	69	65	65	69	64	66
Disease prevention and control	66	56	60	62	57	61	61	65	60	58	60	61	61
Protecting children	63	63	59	62	56	58	61	66	61	54	60	61	60
Protecting vulnerable adults	56	52	52	56	45	46	54	55	53	49	52	53	52
Mental health services	40	45	48	49	39	38	48	49	47	45	48	45	46
Services for people with disabilities	47	54	53	56	45	44	55	59	54	48	55	51	53
Services for elderly people	58	49	54	56	48	50	55	63	54	48	52	55	53
Prevention of repeat crimes	60	54	44	48	48	53	47	58	45	45	53	44	48
Overall quality of services provided by Scott County	66	60	57	59	60	61	59	67	57	56	60	60	59

APPENDIX F: BENCHMARK COMPARISONS

Understanding the Benchmark Comparisons

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its sheriff services rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than sheriff services. More illuminating is how residents’ ratings of sheriff services compare to opinions about sheriff services in other communities and to resident ratings over time.

A sheriff 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 county rate sheriff services lower than ratings given by residents in other cities with objectively “worse” departments.

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

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

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 NRC’s work.^{3 4} The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Jurisdictions 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 jurisdictions in the database or to a subset of jurisdictions (such as only other counties), as in this report. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents.

³ 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.

⁴ 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.

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.

Scott County chose to have comparisons made to all counties the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the Scott County survey was included in NRC’s database and there were at least five jurisdictions for which the question was asked.

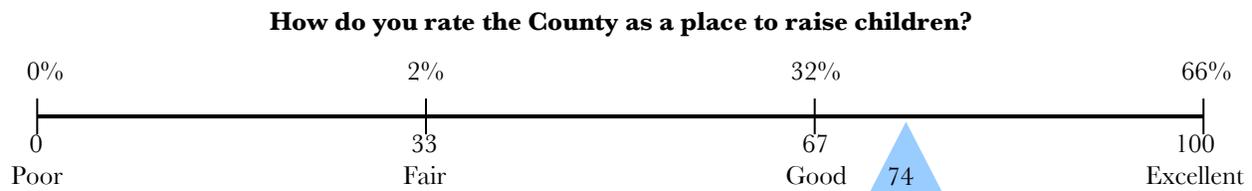
Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions were made on a four-point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus three points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent”=100, “good”=67, “fair”=33 and “poor”=0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor”, the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the County as a place to raise children?						
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



Interpreting the Results

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is Scott County’s rating on the 100-point scale. The second column is the rank assigned to the 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 benchmark, followed by a comparison of Scott County’s average rating (column one) to this benchmark.

Where comparisons for quality ratings were available, the Scott 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”). 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 the margin of error; “higher” or “lower” if the difference between the County’s rating and the benchmark is greater than but no more than twice the margin of error; and “much higher” or “much lower” if the difference between Scott County’s rating and the benchmark is more than twice the margin of error.

Benchmarks for county jurisdictions are shown in this report, municipalities or “other” types of jurisdictions (e.g. districts) were not included.

National County Benchmark Comparisons

Table 107: Aspects of Quality of Life Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
As a place to live	76	11	37	Much higher
As a place to raise children	76	7	34	Much higher
As a place to work	58	17	36	Higher
As a place to retire	56	24	38	Similar
Overall quality of life in Scott County	70	17	43	Higher

Table 108: Community Characteristics Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Outdoor recreational opportunities	69	8	30	Much higher
Employment opportunities	45	13	35	Much higher
Availability of affordable housing	51	6	33	Much higher
Availability of affordable quality child care	52	3	23	Much higher
Availability of affordable health care	58	7	25	Much higher
Openness and acceptance of the community towards people of diverse backgrounds	59	3	32	Much higher

Table 109: Community Safety Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Property crimes (e.g., burglary, theft, vandalism)	74	2	16	Much higher
Violent crimes (e.g., rape, assault, robbery)	81	3	16	Much higher
In your neighborhood	84	1	9	Much higher
In Scott County parks or trails	76	3	7	Much higher

Table 110: County Services Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
County libraries	74	11	28	Similar
Trail and bikeway connectivity	61	6	7	Much lower
Sheriff patrol	67	14	36	Similar
Snow and ice removal on County roads	65	6	25	Much higher
Surface condition of County roads	50	6	8	Much lower
Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)	60	3	9	Higher
Disaster preparedness	60	10	33	Higher
Services for low income residents	49	4	11	Similar
Protecting children	60	1	5	Much higher
Protecting vulnerable adults	52	3	6	Much higher
Mental health services	46	4	9	Higher
Services for elderly people	53	11	19	Similar

Table 111: Additional County Characteristics Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Regional public transit or bus system	54	1	8	Much higher
Regional parks and trails	68	14	29	Similar
Higher education opportunities for residents	43	13	13	Much lower

Table 112: Overall Quality of County Services Benchmark

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of services provided by Scott County	59	22	44	Similar

Table 113: Contact with County Office Benchmark

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Have you visited, telephoned, or e-mailed any Scott County government facility within the last 12 months?	39	20	31	Lower

Table 114: Perceptions of County Employees (Among Those Who Had Contact) Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	75	4	16	Higher
Responsiveness	73	3	16	Higher
Courtesy	74	5	12	Similar
Overall impression	72	5	34	Much higher

Table 115: Public Trust Benchmarks

	Scott County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The job Scott County government does at informing residents	56	6	10	Similar
The job Scott County government does at listening to residents	48	7	12	Similar
The value of services for the taxes paid to Scott County	42	28	39	Lower
The job Scott County government does at managing tax dollars	41	9	11	Lower

APPENDIX G: LIST OF COUNTIES IN THE BENCHMARK COMPARISONS

Listed below are the jurisdictions included in the national county benchmark comparisons provided for Scott County followed by its 2010 population according to the U.S. Census.

Albemarle County, VA.....	98,970	King County, WA.....	1,931,249
Arapahoe County, CO.....	572,003	Lane County, OR.....	351,715
Arlington County, VA.....	207,627	Larimer County, CO.....	299,630
Athens-Clarke County, GA.....	115,452	Lewis County, NY.....	27,087
Beltrami County, MN.....	44,442	Macomb County, MI.....	840,978
Boone County, KY.....	118,811	Mesa County, CO.....	146,723
Broomfield, CO.....	55,889	Montgomery County, VA.....	94,392
Cabarrus County, NC.....	178,011	New Hanover County, NC.....	202,667
Charlotte County, FL.....	159,978	Olmsted County, MN.....	144,248
Chesterfield County, VA.....	316,236	Otsego County, MI.....	24,164
Clackamas County, OR.....	375,992	Pasco County, FL.....	464,697
Dakota County, MN.....	398,552	Peoria County, IL.....	186,494
Denver, CO.....	600,158	Pitkin County, CO.....	17,148
Douglas County, CO.....	285,465	Polk County, IA.....	430,640
El Dorado County, CA.....	181,058	Prince William County, VA.....	402,002
Escambia County, FL.....	297,619	San Francisco, CA.....	805,235
Guilford County, NC.....	488,406	San Juan County, NM.....	130,044
Gunnison County, CO.....	15,324	Sangamon County, IL.....	197,465
Hanover County, VA.....	99,863	Santa Fe County, NM.....	144,170
Honolulu, HI.....	953,207	Sarasota County, FL.....	379,448
Horry County, SC.....	269,291	Scott County, MN.....	129,928
Jackson County, MI.....	160,248	St. Louis County, MN.....	200,226
James City County, VA.....	67,009	Summit County, UT.....	36,324
Jefferson County, NY.....	116,229	Washington County, MN.....	238,136
Kansas City, KS.....	145,786	York County, VA.....	65,464

APPENDIX H: SURVEY INSTRUMENT

The following pages contain the 2016 survey instrument.

Scott County Resident Survey 2016

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 housing.....	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 transportation options.....	1	2	3	4	5
Openness and acceptance of the community towards people of diverse backgrounds.....	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"/> Location | <input type="checkbox"/> Small town feel | <input type="checkbox"/> Convenience, access |
| <input type="checkbox"/> Open space/rural | <input type="checkbox"/> Schools | <input type="checkbox"/> Services |
| <input type="checkbox"/> Parks/lakes | <input type="checkbox"/> My community | <input type="checkbox"/> Other _____ |

4. Please rate how safe or unsafe you feel from the following in Scott County.

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
Property crimes (e.g., burglary, theft, vandalism).....	1	2	3	4	5
Violent crimes (e.g., rape, assault, robbery).....	1	2	3	4	5
Illegal drug activity (e.g., manufacture or sale of drugs).....	1	2	3	4	5

5. Please rate how safe or unsafe 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 parks or trails.....	1	2	3	4	5
In public areas (e.g., roads/highways, malls, restaurants, schools).....	1	2	3	4	5
From drunk drivers.....	1	2	3	4	5
From distracted drivers.....	1	2	3	4	5

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

	<u>Not 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

7. 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"/> Affordable housing |
| <input type="checkbox"/> Taxes | <input type="checkbox"/> Condition of roads | <input type="checkbox"/> Creation of livable wage jobs | <input type="checkbox"/> Aging population |

Scott County Resident Survey 2016

8. How important, if at all, is it to you to have the most up-to-date information about crime and the criminal justice system in Scott County?

- Essential
 Very important
 Somewhat important
 Not at all important
 Don't know

9. 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
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
Underage alcohol use.....	1	2	3	4	5
Alcohol abuse among adults.....	1	2	3	4	5
Illegal drug use.....	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.....	1	2	3	4	5
Lack of physical activity/exercise.....	1	2	3	4	5

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

	Excellent	Good	Fair	Poor	Don't know
County libraries.....	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
Overall quality of services provided by Scott County.....	1	2	3	4	5

Scott County Resident Survey 2016

11. 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>
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

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

- Yes → Go to question 13
- No → Skip to question 14

13. 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

14. 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

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

	<u>Not a source</u>	<u>Minor source</u>	<u>Major source</u>	<u>Don't know</u>
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.co.scott.mn.us)	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

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

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Call an elected official <input type="checkbox"/> Call a staff person <input type="checkbox"/> Go to a public meeting <input type="checkbox"/> Send an email <input type="checkbox"/> Use social media | <ul style="list-style-type: none"> <input type="checkbox"/> Fill out an online survey <input type="checkbox"/> Provide feedback online <input type="checkbox"/> In-person visit to a government office <input type="checkbox"/> Other (specify) _____ |
|---|---|

17. How familiar, if at all, are you with Scott County's virtual (online) town hall forum, "Speak Up, Scott County"?

- I am familiar
- I have heard of it but am not very familiar
- Not familiar

18. Please indicate whether or not you regularly do each of the following:

	<u>No</u>	<u>Yes</u>
Recycle	1	2
Properly dispose of hazardous waste, tires, paint, electronics, and appliances	1	2
Make improvements to your home to be more energy efficient	1	2
Help preserve natural resources (e.g., plant trees, install a raingarden, conserve water, minimize erosion, etc.).....	1	2

Scott County Resident Survey 2016

19. 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
Residing in a <i>safe</i> community:				
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
Other (please specify)	1	2	3	4
Residing in a <i>healthy</i> community:				
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
Services support a healthy sustainable environment, including natural resource conservation.....	1	2	3	4
Other (please specify)	1	2	3	4
Residing in a <i>livable</i> community:				
People have a reliable and connected system of roads, trails, and sidewalks	1	2	3	4
Transit options are available to everyone	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 access to post-secondary 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 housing is available to people in the community.....	1	2	3	4
Other (please specify)	1	2	3	4

20. How would you rate the County's progress on advancing each of the following:

	Excellent	Good	Fair	Poor	Don't know
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

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

	Essential	Very important	Somewhat important	Not at all important
A <i>responsible</i> County government...				
...is accountable, dependable, and efficient.....	1	2	3	4
...delivers what matters to citizens through a workforce that cares about people and 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
...maintains taxes at a level to which people consent	1	2	3	4
...is transparent regarding budgets and spending.....	1	2	3	4
...provides meaningful, relevant, understandable, and accurate information.....	1	2	3	4
...balances the need for policy and regulation with individual rights and freedoms	1	2	3	4
Other (please specify)	1	2	3	4

Scott County Resident Survey 2016

22. Following are the core service areas provided by Scott County. Please indicate the service area you are most willing to pay for with a "1," the second with a "2," the third with a "3," the fourth with a "4," the fifth with a "5," and the sixth with a "6." Please only use each number once and use every number, leaving no blanks.

- _____ Transportation and Roads (road maintenance, road construction, transit, etc.)
- _____ Health and Human Services (public health, mental health and other social services, employment and training, economic assistance, veterans services, etc.)
- _____ Land Use and Development (property information, building inspections, permitting, environmental health, etc.)
- _____ Customer Services (elections, birth/death/marriage records, licensing, etc.)
- _____ Criminal Justice (sheriff's services, jail operations, prosecution and public defense, etc.)
- _____ Libraries, Parks, and Trails

23. 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

24. 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

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?

- Less than 2 years 11 to 15 years
 2 to 5 years 16 to 20 years
 6 to 10 years Over 20 years

D2. Which best describes the building you live in?

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

D3. 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?

D4. Which of the following best describes you?

- Employed full-time → Go to D5
 Employed part-time → Go to D5
 Homemaker → Skip to D6
 Retired → Skip to D6
 Student → Skip to D6
 Unemployed, looking for work → Skip to D6

D5. In what city do you primarily work?

- Bloomington Minnetonka
 Burnsville New Prague
 Chaska Prior Lake
 Eagan Savage
 Eden Prairie Shakopee
 Edina St. Paul
 Minneapolis Other (specify) _____

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?

- 18-24 55-64
 25-34 65-74
 35-44 75 +
 45-54

D9. What is your gender?

- Female Male

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

Children age 17 years _____
 Adults under age 65 years..... _____
 Adults age 65 years and over _____

D11. Please indicate your household's annual income:

- Under \$25,000 \$100,000-\$149,999
 \$25,000-\$49,999 \$150,000-\$199,999
 \$50,000-\$74,999 \$200,000-\$249,999
 \$75,000-\$99,999 \$250,000 or more

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