

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55416

SHOREVIEW RESIDENTIAL
QUALITY OF LIFE STUDY
FINAL JUNE 2013

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

1. Approximately how many years have you lived in Shoreview?
LESS THAN TWO YEARS.....5%
TWO TO FIVE YEARS.....13%
SIX TO TEN YEARS.....18%
ELEVEN - TWENTY YRS....29%
OVER TWENTY YEARS.....35%
DON'T KNOW/REFUSED.....0%

2. As things stand now, how long in the future do you expect to live in Shoreview?
LESS THAN TWO YEARS.....2%
TWO TO FIVE YEARS.....4%
SIX TO TEN YEARS.....9%
OVER TEN YEARS.....81%
DON'T KNOW/REFUSED.....5%

3. Thinking back to when you moved to Shoreview, what factors were most important to you in selecting the city?
DON'T KNOW/REFUSED.....0%
ALWAYS SHOREVIEW.....8%
CONVENIENT LOCATION.....6%
CLOSE TO JOB.....17%
CLOSE TO FAMILY/FRIENDS10%
HOUSING/NEIGHBORHOOD...25%
SCHOOLS.....25%
SAFE.....5%
PARKS AND TRAILS.....2%
SCATTERED.....3%

4. Where did you live prior to moving to Shoreview?
ALWAYS SHOREVIEW.....10%
SAINT PAUL.....25%
MINNEAPOLIS.....16%
ROSEVILLE.....20%
OUT OF STATE.....5%
RURAL MINNESOTA.....3%
WHITE BEAR LAKE.....3%
LITTLE CANADA/VADNAIS...5%
MOUNDS VIEW/NEW BRIGHT..3%
HENNEPIN CO SUBURBS.....3%
ANOKA COUNTY.....5%
SCATTERED.....3%

5.	How would you rate the quality of life in Shoreview -- excellent, good, only fair, or poor?	EXCELLENT.....58% GOOD.....41% ONLY FAIR.....1% POOR.....0% DON'T KNOW/REFUSED.....0%
6.	What do you like most about living in Shoreview?	LOCATION.....7% SCHOOLS.....14% QUIET.....15% PEOPLE.....7% GOOD COMMUNITY.....14% PARKS.....3% RURAL/OPEN SPACE.....9% SMALL TOWN FEEL.....7% NEIGHBORHOOD/HOUSING...12% CITY SERVICES.....3% SAFE.....7% SCATTERED.....3%
7.	In general, what do you think is the most serious issue facing the community today?	DON'T KNOW/REFUSED.....7% NOTHING.....33% GROWTH.....12% TAXES.....19% SCHOOLS.....2% TRAFFIC.....3% LACK OF SHOPPING.....5% ROAD CONDITIONS.....8% LACK OF AFFORDABLE HOUSING.....3% LACK OF BUSINESSES.....7% SCATTERED.....2%
8.	All in all, do you think things in Shoreview are generally headed in the right direction, or do you feel things are off on the wrong track?	RIGHT DIRECTION.....94% WRONG TRACK.....5% DON'T KNOW/REFUSED.....1%

IF "WRONG TRACK," ASK: (N=19)

9.	Please tell me why you feel things have gotten off on the wrong track?	TOO MUCH GROWTH.....16% HIGH TAXES.....53% GOV'T DOESN'T LISTEN....5% LACK OF DIVERSITY..... 5% LACK OF PUBLIC TRANSIT.11% TRAFFIC CONGESTION.....5% LACK OF SCHOOL FUNDING..5%
----	--	---

10. How would you rate the sense of community identity among residents in Shoreview -- would you say it is very strong, somewhat strong, not too strong, or not at all strong?

VERY STRONG.....	46%
SOMEWHAT STRONG.....	50%
NOT TOO STRONG.....	3%
NOT AT ALL STRONG.....	1%
DON'T KNOW/REFUSED.....	1%

IF "NOT TOO STRONG" OR "NOT AT ALL STRONG," ASK: (N=12)

11. What could the City do to improve the sense of community in Shoreview?

UNSURE, 33%; MORE CITY CELEBRATIONS, 33%; MORE AFFORDABLE HOUSING, 17%; BETTER PLANNING OF DEVELOPMENT, 17%.

12. Please tell me which of the following do you feel the closest connection to -- the City of Shoreview as a whole, your neighborhood, your School District or something else? (IF "SOMETHING ELSE," ASK:) What would that be?

CITY OF SHOREVIEW.....	18%
NEIGHBORHOOD.....	54%
SCHOOL DISTRICT.....	10%
CHURCH.....	3%
WORKPLACE.....	3%
FAMILY/FRIENDS.....	12%
DON'T KNOW/REFUSED.....	1%

13. Do you feel accepted and welcomed in the City of Shoreview?

YES.....	98%
NO.....	2%
DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (N=6)

14. Why do you feel that way?

GOVERNMENT DOESN'T LISTEN, 33%; UNFRIENDLY NEIGHBORS, 33%; RACIAL DISCRIMINATION, 33%.

Let's spend a few minutes discussing the future of the City of Shoreview.

15. When thinking about a city's quality of life, what do you think is the most important aspect of that quality?

UNSURE, 4%; SAFETY, 36%; SENSE OF COMMUNITY, 17%; GOOD SCHOOLS, 11%; UPKEEP OF CITY, 9%; OPEN SPACE/NATURE, 5%; PARKS AND RECREATION, 6%; UPKEEP OF HOUSING, 2%; SMALL TOWN FEEL, 2%; QUIET AND PEACEFUL, 3%; SCATTERED, 5%.

16. What aspects, if any, of the community should be fixed or improved in the future?

UNSURE, 19%; NOTHING, 30%; LOWER TAXES, 5%; MORE RESTAURANTS, 3%; MORE RETAIL, 6%; BETTER ROADS, 10%; MORE DIVERSITY, 4%; MORE JOBS, 2%; CONNECT TRAILS, 2%; AFFORDABLE HOUSING, 2%; LESS GROWTH, 2%; MORE PUBLIC TRANSPORTATION, 2%; MORE SENIOR HOUSING, 2%; SCATTERED, 11%.

17. What, if anything, is currently missing from the City of Shoreview which, if present, would greatly improve the quality of life for residents?

UNSURE, 23%; NOTHING, 37%; MORE RESTAURANTS, 10%; MORE RETAIL, 10%; MORE PUBLIC TRANSIT, 4%; MORE DIVERSITY, 2%; MORE JOBS, 3%; MORE ENTERTAINMENT, 2%; CONNECT TRAILS, 2%; MORE AFFORDABLE HOUSING, 2%; SCATTERED, 5%.

18. When you think about Shoreview both today and yesterday, what, if anything, do you think should be preserved for the future?

UNSURE, 6%; NOTHING, 2%; LAKES, 15%; LOW CRIME RATE/SAFETY, 6%; PARKS AND TRAILS, 28%; OPEN SPACE, 19%; SMALL TOWN FEEL, 4%; SCHOOL DISTRICT, 9%; SENSE OF COMMUNITY, 6%; CITY SERVICES, 2%; MAINTENANCE OF HOUSING, 2%; SCATTERED, 2%.

I would now like to read a list of characteristics which are a part of the overall quality of life in a community. First, for each one tell me if it is a very important aspect of quality of life, a somewhat important aspect, a not very important aspect or not at all important aspect of quality of life.

	VIM	SIM	NVI	NAA	DKR
19. Parks and trails?	65%	33%	3%	0%	0%
20. Recreational programs?	43%	47%	10%	1%	0%
21. Schools?	86%	12%	2%	0%	0%
22. Open space?	59%	33%	8%	1%	0%
23. Lakes?	48%	39%	12%	1%	0%
24. Shopping opportunities?	37%	47%	13%	3%	0%
25. Public safety?	87%	12%	1%	0%	0%
26. Community celebrations?	26%	43%	25%	7%	0%
27. Theater and Arts?	17%	43%	33%	7%	0%
28. Public transportation?	31%	46%	15%	8%	0%

Now for each one, please rate the City of Shoreview on that characteristic as excellent, good, only fair or poor.

	EXC	GOO	FAI	POO	DKR
29. Parks and trails?	71%	28%	0%	0%	1%
30. Recreational programs?	44%	50%	3%	0%	3%
31. Schools?	69%	27%	2%	0%	3%
32. Open space?	52%	40%	8%	0%	1%
33. Lakes?	50%	45%	4%	0%	1%
34. Shopping opportunities?	11%	60%	23%	6%	0%
35. Public safety?	57%	41%	2%	0%	1%
36. Community celebrations?	29%	51%	18%	1%	2%
37. Theater and Arts?	8%	57%	26%	4%	5%
38. Public transportation?	8%	44%	24%	18%	6%

Moving on....

39. During the past year, have you or members of your household used the Ramsey County Library in Shoreview?	YES.....	50%
	NO.....	50%
	DON'T KNOW/REFUSED.....	0%

Ramsey County Library is considering an expansion of the Shoreview Library. I would like to read you a list of new or enhanced services that could be offered. For each one, please tell me if you or members of your households would be very likely to use it, somewhat likely, not too likely or not at all likely to use it.

	VRL	SML	NTL	NAA	DKR
40. Additional public computers?	14%	23%	18%	45%	0%
41. Group study spaces?	11%	17%	24%	49%	0%
42. Larger children's area?	20%	15%	15%	50%	0%
43. Larger teen area?	18%	13%	18%	51%	0%
44. Improved public meeting rooms?	11%	18%	25%	46%	0%
45. Coffee shop?	30%	33%	6%	30%	1%
46. Outdoor reading areas?	30%	31%	8%	31%	0%

Let's discuss recreational opportunities in the community....

47. How would you rate park and recreational facilities in Shoreview -- excellent, good, only fair, or poor?	EXCELLENT.....	41%
	GOOD.....	58%
	ONLY FAIR.....	1%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%

48.	Which Shoreview park, if any, do you or members of your household use most frequently?	DON'T KNOW/REFUSED.....1% NONE.....12% SHOREVIEW COMMONS.....9% MCCULLOUGH.....9% LAKE JUDY.....7% WILSON.....2% SITZER.....4% BOBBY THEISEN.....2% ISLAND LAKE.....12% SNAIL LAKE.....15% BUCHER.....8% SHAMROCK.....2% LAKE OWASSO.....4% TURTLE LAKE.....10% RICE CREEK REGIONAL.....3% SUCKER LAKE/VADNAIS.....1%
49.	How would you rate the upkeep and maintenance of Shoreview City Parks -- excellent, good, only fair, or poor?	EXCELLENT.....39% GOOD.....59% ONLY FAIR.....2% POOR.....0% DON'T KNOW/REFUSED.....1%
50.	Do you feel that the current mix of recreational or sports facilities meets the needs of members of your household?	YES.....98% NO.....2% DON'T KNOW/REFUSED.....0%
51.	Are there any additional recreational or sports facilities would you like to see the City of Shoreview offer residents? (IF "YES," ASK:) What would that be?	DON'T KNOW/REFUSED.....1% NO.....94% TENNIS COURTS.....1% SOCCER FIELDS.....1% TEEN CENTER.....1% SCATTERED.....2%
52.	In the past year, have you or any members of this household participated in any city-sponsored park and recreation programs?	YES.....38% NO.....62% DON'T KNOW/REFUSED.....0%
	IF "NO," ASK: (N=247)	
53.	Could you tell me one or two reasons why you haven't participated in any city-sponsored park and recreation programs during the past year?	NO TIME.....22% NO INTEREST.....35% NO CHILDREN.....14% AGE/HEALTH.....24% GO ELSEWHERE.....5%

54.	Does the current mix of city-sponsored recreational programs meet the needs of members of your household?	YES.....96%
		NO.....4%
		DON'T KNOW/REFUSED.....0%

Changing focus....

55.	How often do you or members of your household use the trail system, weather permitting -- twice or more per week, weekly, two or three times per month, monthly, quarterly, less frequently or not at all?	TWICE OR MORE A WEEK...26%
		WEEKLY.....30%
		TWO/THREE PER MONTH...14%
		MONTHLY.....12%
		QUARTERLY.....3%
		LESS FREQUENTLY.....5%
		NOT AT ALL.....10%
		DON'T KNOW/REFUSED.....0%

56.	Are there any areas in the City of Shoreview that are lacking trails? (IF "YES," ASK:) Where would that be?	DON'T KNOW/REFUSED.....11%
		NO.....85%
		AROUND LAKES.....1%
		HIGHWAY 96.....1%
		SCATTERED.....2%

57.	During the past year, have you or any members of your household used the Shoreview Community Center?	YES.....53%
		NO.....47%
		DON'T KNOW/REFUSED.....0%

IF "NO," SKIP TO QUESTION #70.

IF "YES," ASK: (N=213)

58.	Are you or members of your household currently members of the Shoreview Community Center? (IF "NO," ASK:) Were you members in the past?	YES.....64%
		NO/YES.....14%
		NO/NO.....22%
		DON'T KNOW/REFUSED.....0%

IF "NO/YES," ASK: (N=29)

59.	Could you tell me one or two reasons why you dropped your membership at the Community Center?	DIDN'T USE ENOUGH.....21%
		NO NEED.....21%
		HIGH COST.....21%
		AGE.....17%
		JOINED ELSEWHERE.....7%
		NO CHILDREN.....7%
		SCATTERED.....7%

IF "NO/NO," ASK: (N=47)

- | | | |
|-----|--|---|
| 60. | What changes or improvements in the Community Center or the membership package, if any, could induce you to become a member? | DON'T KNOW/REFUSED.....0%
NOTHING.....65%
LOWER COST.....25%
BETTER HOURS.....2%
MORE PROGRAMS.....6%
SCATTERED.....2% |
| 61. | About how often do you or members of your household use the Community Center -- twice or more per week, weekly, two or three times per month, monthly, quarterly, or less frequently? | TWICE OR MORE/WEEK.....18%
WEEKLY.....40%
TWO/THREE PER MONTH....20%
MONTHLY.....8%
QUARTERLY.....6%
LESS FREQUENTLY.....8%
DON'T KNOW/REFUSED.....1% |
| 62. | Which of the following is the primary reason you used the Community Center during the past year? (ROTATE)
A. Tropics Water Park;
B. Fitness Center;
C. Gymnasium;
D. Meeting;
E. Indoor playground;
F. Something else. | OPTION A.....20%
OPTION B.....42%
OPTION C.....7%
OPTION D.....6%
OPTION E.....3%
OPTION F.....4%
COMBINATION.....16%
DON'T KNOW/REFUSED.....1% |
| 63. | Have you used the Community Center to take recreational programs, such as swimming lessons or fitness classes? | YES.....70%
NO.....28%
DON'T KNOW/REFUSED.....1% |

For each of the following characteristics of the Shoreview Community Center, rate the facility as excellent, good, only fair, or poor. If you have no opinion, just say so....

	EXCL	GOOD	FAIR	POOR	DK/R
64. Customer service?	49%	49%	0%	0%	1%
65. Operating hours?	28%	58%	12%	0%	2%
66. Cleanliness?	53%	42%	4%	0%	1%
67. Cost of membership?	16%	55%	25%	1%	3%
68. Cost of programs?	17%	55%	23%	2%	3%
69. Overall experience?	33%	65%	1%	0%	1%

IF "NO" IN QUESTION #57, ASK: (N=187)

70. Could you tell me one or two reasons why you and household members haven't used the Community Center facilities?	DON'T KNOW/REFUSED.....2% NO TIME.....33% NO INTEREST.....37% AGE AND HEALTH.....20% GO ELSEWHERE.....6% SCATTERED.....2%
--	--

ASK EVERYONE:

71. Is there one change or improvement, in particular, in the Community Center which would induce you to visit it more often?	DON'T KNOW/REFUSED.....1% NO.....69% BETTER TIMES.....4% NO EXTRA CHARGES.....8% LOWER COST.....8% LESS CROWDED.....3% MORE PROGRAMS.....4% SCATTERED.....3%
---	---

Changing topics....

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

	EXCL	GOOD	FAIR	POOR	DK/R
72. Police protection?	64%	33%	2%	0%	1%
73. Fire protection?	64%	34%	0%	0%	2%
74. Sewer and water?	21%	75%	3%	0%	2%
75. Drainage and flood control?	15%	78%	4%	1%	3%
76. Building inspections?	18%	68%	2%	1%	13%
77. Animal control?	18%	70%	6%	1%	5%
78. Pond maintenance?	18%	65%	3%	1%	13%

FOR EACH "ONLY FAIR" OR "POOR" RESPONSE, ASK: (N=73%

79. Why did you rate _____ as (only fair/poor)?	DON'T KNOW/REFUSED.....0% COULD IMPROVE.....11% WILD TURKEYS.....19% FLOODING.....16% MORE PATROLLING.....7% POOR INSPECTIONS.....4% LACK OF ENFORCEMENT.....7% BARKING DOGS.....8% DIRTY POND WATER.....16% POOR DRINKING WATER.....3% LOOSE ANIMALS.....6% SCATTERED.....3%
---	--

For the next set of city services, please consider only their job on city-maintained streets and roads in neighborhoods. That means you should exclude state and county roads, such as Highway 96, Highway 49 and Lexington Avenue, that are taken care of by other levels of government. Keeping that in mind, would you rate each of the following as excellent, good, only fair or poor.....

	EXCL	GOOD	FAIR	POOR	DK/R
80. Street repair and maintenance?	18%	58%	19%	5%	0%
81. Trail maintenance?	35%	60%	1%	0%	4%
82. Snow plowing of residential streets?	36%	58%	5%	0%	1%
83. Snow plowing of trails?	29%	59%	5%	0%	7%
84. How would you rate the quality of city drinking water -- excellent, good, only fair, or poor?					
			EXCELLENT.....	17%	
			GOOD.....	78%	
			ONLY FAIR.....	4%	
			POOR.....	1%	
			DON'T KNOW/REFUSED.....	0%	

IF "ONLY FAIR" OR "POOR," ASK: (N=21)

85. Why did you rate the drinking water as (only fair/poor)?

CLOUDY WATER, 24%; RUSTY WATER, 5%; POOR TASTE, 33%;
TOO MUCH IRON, 24%; HARD WATER, 14%.

86. When you consider the city property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?			EXCELLENT.....	11%	
			GOOD.....	76%	
			ONLY FAIR.....	10%	
			POOR.....	1%	
			DON'T KNOW/REFUSED.....	3%	
87. Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current levels? (WAIT FOR RESPONSE) Do you feel strongly that way?			FAVOR/STRONGLY.....	2%	
			FAVOR.....	44%	
			OPPOSE.....	31%	
			OPPOSE/STRONGLY.....	16%	
			DON'T KNOW/REFUSED.....	8%	

Changing topics....

88.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Shoreview runs things?	YES.....82% NO.....15% DON'T KNOW/REFUSED.....4%
89.	How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little?	GREAT DEAL.....14% FAIR AMOUNT.....54% VERY LITTLE.....32% DON'T KNOW/REFUSED.....0%
90.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....24% SOMEWHAT APPROVE.....68% SOMEWHAT DISAPPROVE.....4% STRONGLY DISAPPROVE.....2% DON'T KNOW/REFUSED.....3%
91.	How much first-hand contact have you had with the Shoreview City Staff -- quite a lot, some, very little, or none?	QUITE A LOT.....10% SOME.....46% VERY LITTLE.....32% NONE.....13% DON'T KNOW/REFUSED.....0%
92.	From what you have seen or heard, how would you rate the job performance of the Shoreview City Staff -- excellent, good, only fair, or poor?	EXCELLENT.....16% GOOD.....77% ONLY FAIR.....5% POOR.....1% DON'T KNOW/REFUSED.....2%
	IF A RATING IS GIVEN, ASK: (N=20)	
93.	Why do you feel that way?	DON'T KNOW/REFUSED.....0% GOOD JOB.....43% NO PROBLEMS.....36% DON'T LISTEN.....2% HELPFUL/FRIENDLY.....15% COULD IMPROVE.....3% SCATTERED.....2%
94.	During the past year, have you telephoned or visited Shoreview City Hall?	YES.....36% NO.....64% DON'T KNOW/REFUSED.....0%
	IF "YES," ASK: (N=144)	
95.	Thinking about your last contact with the City would you rate the overall service you received as excellent, good, only fair, or poor?	EXCELLENT.....29% GOOD.....66% ONLY FAIR.....5% POOR.....1% DON'T KNOW/REFUSED.....0%

IF "ONLY FAIR" OR "POOR," ASK: (N=8)

96. Why do you feel that way?

STRICT INSPECTIONS, 13%; SLOW RESPONSE, 25%;
DIDN'T LISTEN, 13%; POOR STREET REPAIR, 13%; NO
FOLLOW THROUGH, 13%; NOT FRIENDLY, 25%.

Moving on....

97. How would you rate the general condition and appearance of homes in your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....32%
	GOOD.....66%
	ONLY FAIR.....3%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

IF "ONLY FAIR" OR "POOR," ASK: (N=12)

98. Why do you feel that way?	MESSY YARDS.....33%
	JUNK CARS.....17%
	RUNDOWN PROPERTIES.....50%
99. How would you rate the general condition and appearance of yards in your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....30%
	GOOD.....64%
	ONLY FAIR.....6%
	POOR.....1%
	DON'T KNOW/REFUSED.....0%
100. Over the past two years, has the appearance of your neighborhood improved, declined or remained the same?	IMPROVED.....21%
	DECLINED.....5%
	REMAINED THE SAME.....73%
	DON'T KNOW/REFUSED.....1%
101. Is the City of Shoreview doing enough, too much or too little in providing residents and business owners opportunities to maintain and improve the appearance of their properties?	ENOUGH.....88%
	TOO MUCH.....2%
	TOO LITTLE.....5%
	DON'T KNOW/REFUSED.....5%
102. Are you aware of homes or properties in your neighborhood that are in foreclosure?	YES.....25%
	NO.....75%
	DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=99)

103. Do you have any specific concerns about these properties? (IF "YES," ASK:) What would those be?

DON'T KNOW/REFUSED.....0%
 NO.....51%
 LOWER PROPERTY VALUES..12%
 POOR MAINTENANCE.....13%
 VACANT HOUSING.....11%
 VANDALISM.....13%

104. Are you aware of homes in your neighborhood that are being rented?

YES.....34%
 NO.....66%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=135)

105. Do you have any specific concerns about these properties? (IF "YES," ASK:) What would those be?

DON'T KNOW/REFUSED.....0%
 NO.....64%
 LOWER PROPERTY VALUES...7%
 POOR MAINTENANCE.....19%
 LOW INCOME PEOPLE.....7%
 SCATTERED.....3%

106. Have you done any remodeling or home improvements in the past five years?

YES.....43%
 NO.....56%
 DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (N=171)

107. What remodeling or home improvements have you undertaken?

DON'T KNOW/REFUSED.....0%
 ROOF/SIDING.....24%
 WINDOWS.....15%
 DECK/PATIO.....15%
 KITCHEN.....16%
 BATHROOMS.....10%
 BASEMENT.....9%
 FLOORING.....5%
 FURNANCE.....2%
 SCATTERED.....4%

IF "NO," ASK:

108. Why haven't you undertaken any remodeling or home improvements?

DON'T KNOW/REFUSED.....1%
 NO NEED.....86%
 NO INTEREST.....4%
 CAN'T AFFORD.....3%
 RENT.....7%

The City of Shoreview contracts with the Greater Metropolitan Housing Corporation to provide Shoreview residents with the Housing Resource Center. This center offers free home improvement

counseling services to residents and access to a variety of loan programs including the Shoreview Home Improvement Loan.

109. Prior to this survey, were you aware of the Housing Resource Center? YES.....53%
 NO.....46%
 DON'T KNOW/REFUSED.....1%

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

	TOO TOU	NOT TOU	ABO RIG	DK/ REF
110. Weeds and tall grass on residential properties?	1%	12%	86%	1%
111. Animal control?	2%	6%	90%	2%
112. Junk cars?	1%	14%	84%	1%
113. Messy yards?	1%	17%	83%	0%
114. Noise?	0%	16%	84%	0%
115. Storage of garbage and recycling bins?	2%	4%	92%	3%
116. Storage of RVs on residential properties?	3%	7%	86%	4%
117. Storage of boats on residential properties?	4%	7%	85%	4%

Currently, the City of Shoreview generally enforces codes concerning residential property when a complaint is made. Some cities take a more active approach and inspect residential neighborhoods for code violations on an on-going basis.

118. Would you favor or oppose a more active approach by the City in the enforcement of residential property codes? (WAIT FOR RESPONSE) Do you feel strongly that way? STRONGLY FAVOR.....7%
 FAVOR.....61%
 OPPOSE.....21%
 STRONGLY OPPOSE.....3%
 DON'T KNOW/REFUSED.....9%

Turning to the issue of public safety in the community....

119. Are there any areas in Shoreview where you would be afraid to walk alone at night? YES.....13%
 NO.....86%
 DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=53)

120. What area particularly concerns you?	EVERYWHERE.....32%
	PARKS.....13%
	TRAILS.....17%
	RICE STREET.....11%
	HIGHWAY 96.....4%
	LEXINGTON AVENUE.....9%
	SHOPPING PARKING LOTS...6%
	SCATTERED.....8%

I would like to read you a short list of public safety concerns.

121. Please tell me which one you consider to be the greatest concern in Shoreview? If you feel that none of these problems are serious in Shoreview, just say so.

122. Which do you consider to be the second major concern in the city? Again, if you feel that none of the remaining problems are serious in the city, just say so.

	FIRST	SECOND
Violent crime.....	1%	3%
Traffic speeding.....	23%	12%
Drugs.....	8%	10%
Youth crimes and vandalism.....	17%	18%
Identity theft.....	2%	5%
Break-ins and theft from automobiles.....	17%	13%
Business crimes, such as shop- lifting and check fraud.....	4%	3%
Residential crimes, such as burglary, and theft.....	5%	8%
ALL EQUALLY.....	1%	1%
NONE OF THE ABOVE.....	21%	27%
DON'T KNOW/REFUSED.....	1%	1%

123. How would you rate the amount of patrolling the Ramsey County Sheriff's Department does in your neighborhood -- would you say they do too much, about the right amount, or not enough?	TOO MUCH.....0%
	ABOUT RIGHT AMOUNT.....90%
	NOT ENOUGH.....10%
	DON'T KNOW/REFUSED.....0%

124. How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?	VERY SERIOUS.....4%
	SOMEWHAT SERIOUS.....33%
	NOT TOO SERIOUS.....41%
	NOT AT ALL SERIOUS.....23%
	DON'T KNOW/REFUSED.....0%

125. Now I would like to read you a short list of driving behaviors. Please tell me which one, if any, you consider to be the most serious traffic concern in the City of Shoreview.

Speeding.....24%
 Aggressive driving.....11%
 Driving under the influence.....6%
 Running traffic lights and stop signs.....11%
 Distracted driving.....34%
 SOMETHING ELSE (TEEN DRIVING).....1%
 NONE (VOL.).....13%
 DON'T KNOW/REFUSED.....0%

Changing topics...

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

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
126. The number of people residing in the community?	7%	0%	93%	0%
127. Affordable rental units?	9%	21%	57%	13%
128. Luxury rental units?	9%	16%	57%	18%
129. Condominiums?	6%	13%	72%	9%
130. Townhouses?	5%	12%	75%	7%
131. Starter homes for young families?	0%	38%	55%	7%
132. "Move up" housing?	4%	18%	72%	7%
133. Higher cost housing?	8%	6%	78%	8%
134. assisted living for seniors?	2%	20%	61%	17%
135. nursing homes?	3%	20%	59%	18%
136. one level housing for seniors maintained by an association?	1%	20%	58%	21%
137. Affordable housing, defined by the Metropolitan Council as a single family home costing less than \$160,250?	0%	32%	60%	8%
138. Racial diversity?	5%	18%	75%	2%
139. Income diversity?	10%	10%	78%	2%
140. Age diversity?	8%	9%	82%	2%
141. Parks and open spaces?	2%	5%	93%	0%
142. Trails and bikeways?	2%	6%	92%	0%
143. Service and retail establishments?	1%	38%	61%	1%
144. Entertainment and dining opportunities?	0%	52%	49%	0%
145. Full-time job opportunities?	0%	47%	45%	8%

146. If you were going to move from your current home for upgrading, how committed would you be to stay in Shoreview -- very committed, somewhat committed, not too committed or not at all committed?	VERY COMMITTED.....42% SOMEWHAT COMMITTED.....40% NOT TOO COMMITTED.....10% NOT AT ALL COMMITTED....5% DON'T KNOW/REFUSED.....3%
147. And, if you were going to move from your current home for downsizing, how committed would you be to stay in Shoreview -- very committed, somewhat committed, not too committed, or not at all committed?	VERY COMMITTED.....39% SOMEWHAT COMMITTED.....39% NOT TOO COMMITTED.....12% NOT AT ALL COMMITTED....5% DON'T KNOW/REFUSED.....6%
148. What retail or business services do you feel are lacking or are limited in Shoreview?	DON'T KNOW/REFUSED.....2% NONE.....39% FINE DINING.....13% FAMILY RESTAURANTS.....24% ENTERTAINMENT.....8% BOUTIQUE SHOPS.....8% FAST FOOD.....2% BIG BOX RETAIL.....2% SCATTERED.....3%

Changing topics.....

I would like to read you a list of issues relating to sustainability. For each of the following, please tell me if that is issue is very important to you, somewhat important, not too important or not at all important?

	VRI	SMI	NTI	NAA	DKR
149. Energy conservation?	61%	26%	4%	9%	0%
150. Expanded mass transit options?	36%	36%	15%	13%	0%
151. Environmentally responsible yard care, such as rain barrels and composting?	43%	40%	5%	12%	1%
152. Reducing waste?	60%	28%	1%	11%	1%
153. Development of community gardens?	40%	39%	12%	10%	0%
154. Farmer's Market?	43%	42%	7%	9%	0%
155. How would you rate the water quality in city lakes -- excellent, good, only fair, or poor?	EXCELLENT.....8%	GOOD.....80%	ONLY FAIR.....10%	POOR.....1%	DON'T KNOW/REFUSED.....2%

156. Do you live on a lake in the City of Shoreview?	YES.....10%
	NO.....89%
	DON'T KNOW/REFUSED.....1%

IF "NO," ASK: (N=41)

157. Do you or members of your household use city lakes for recreational purposes?	YES.....54%
	NO.....46%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=193)

158. What activities do you or members of your household undertake on city lakes?	DON'T KNOW/REFUSED.....0%
	SWIMMING.....33%
	BOATING.....38%
	FISHING.....29%

Changing topics....

Most communities have one of two systems for garbage collection. In an open collection system, like the City of Shoreview currently has, residents choose their hauler from several different companies serving the community. Other cities use an organized collection system, where the City contracts with haulers for collection throughout the city.

159. Would you favor or oppose the City of Shoreview changing from the current system in which residents may choose from several different haulers to a system where the City chooses specific haulers for the whole community? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....3%
	FAVOR.....22%
	OPPOSE.....43%
	STRONGLY OPPOSE.....18%
	DON'T KNOW/REFUSED.....14%

IF A RESPONSE IS GIVEN, ASK: (N=345)

160. Could you tell me one or two reasons for your decision?	DON'T KNOW/REFUSED.....0%
	LIKE CURRENT HAULER....21%
	WANT CHOICE.....39%
	CHOICE/LOWER COST.....12%
	LESS TRUCK TRAFFIC.....12%
	LESS STREET MAINTENANCE.5%
	LESS NOISE.....3%
	LESS POLLUTION.....2%
	ORGANIZED/LOWER COST....5%

Moving on.....

161. Do you leave the City of Shoreview to go to work on a daily or regular basis?	YES.....53%
	NO.....47%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=211)

162. Where to?	ROSEVILLE.....14%
	MINNEAPOLIS.....25%
	SAINT PAUL.....16%
	NEW BRIGHTON.....4%
	ARDEN HILLS.....6%
	FRIDLEY.....5%
	VARIES.....10%
	BLOOMINGTON/RICHFIELD...7%
	OTHER RAMSEY SUBURBS...4%
	OTHER ANOKA SUBURBS...5%
	REST OF METRO.....3%

163. Do you or any household member regularly use public transportation to get to work?	YES.....12%
	NO.....79%
	NOT APPLICABLE.....9%
	DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (N=317)

164. Why don't you or other and household members use public transportation?	NOT CONVENIENT.....16%
	PREFER/NEED CAR.....40%
	NO NEED.....37%
	NO ROUTES AVAILABLE.....6%
	SCATTERED.....1%

165. Are there any changes or improvements which could make you more likely to commute to your place of work by public transportation?	DON'T KNOW/REFUSED.....0%
	NO.....82%
	ROUTES TO WHERE NEEDED.11%
	MORE FREQUENT TIMES.....6%
	SCATTERED.....1%

166. Do you work at home in a business?	YES.....7%
	NO.....92%
	DON'T KNOW/REFUSED.....1%

Changing topics....

167. How would you rate the City's overall performance in communicating key local issues to residents in its publications, on the Website, and on cable television -- excellent, good, only fair, or poor?	EXCELLENT.....8% GOOD.....82% ONLY FAIR.....9% POOR.....1% DON'T KNOW/REFUSED.....1%
168. What is your primary source of information about the City of Shoreview?	DON'T KNOW/REFUSED.....0% NONE.....1% CITY NEWSLETTER.....66% CITY WEBSITE.....10% LOCAL NEWSPAPER.....13% CABLE TELEVISION.....2% WORD OF MOUTH.....3% PIONEER PRES/STRIB.....5% SCATTERED.....1%
169. How would you most prefer to receive information about Shoreview City Government and its activities -- (ROTATE) e-mail, information on the city's website, city publications and newsletters, mailings to your home, local weekly newspaper coverage, cable television programming, or the city's Facebook page?	E-MAIL.....9% CITY WEBSITE.....11% PUBLICATIONS/NEWSLTRS..56% MAILINGS TO HOME.....13% LOCAL WEEKLY PAPERS.....8% CABLE TV.....1% CITY FACEBOOK PAGE.....1% SCATTERED.....2%
170. Do you recall receiving the City publication -- "The Shore Views" -- during the past year?	YES.....90% NO.....10% DON'T KNOW/REFUSED.....0%
IF "YES," ASK: (N=360)	
171. Do you or any members of your household regularly read it?	YES.....96% NO.....4% DON'T KNOW/REFUSED.....0%
172. Do you tend to keep it around for later reference or toss it after you have read through it?	KEEP AROUND.....41% TOSS IT.....31% ABOUT EQUAL.....28% DON'T KNOW/REFUSED.....0%

173. How effective is this city publication in keeping you informed about activities in the city -- very effective, somewhat effective, not too effective, or not at all effective?

VERY EFFECTIVE.....	40%
SOMEWHAT EFFECTIVE.....	56%
NOT TOO EFFECTIVE.....	4%
NOT AT ALL EFFECTIVE....	0%
DON'T KNOW/REFUSED.....	0%

As you may recall, "The Shore Views" is composed of two sections: the City Newsletter and the quarterly Recreation Program catalog.

174. Which sections do you tend to read -- the city newsletter, the recreational program catalog, or both?

CITY NEWSLETTER.....	44%
RECREATION CATALOG.....	5%
BOTH.....	51%
DON'T KNOW/REFUSED.....	0%

IF "RECREATION CATALOG" OR "BOTH," ASK: (N=200)

175. How effective is the Program Catalog in keeping you informed about city-sponsored recreation programs -- very effective, somewhat effective, not too effective, or not at all effective?

VERY EFFECTIVE.....	35%
SOMEWHAT EFFECTIVE.....	64%
NOT TOO EFFECTIVE.....	1%
NOT AT ALL EFFECTIVE....	0%
DON'T KNOW/REFUSED.....	0%

176. Does your household currently subscribe to cable television, satellite television, or neither?

CABLE.....	55%
SATELLITE.....	32%
NEITHER.....	13%
DON'T KNOW/REFUSED.....	0%

IF "CABLE," ASK: (N=218)

For each of the following, please tell me if you have watched that channel or program during the past month? (IF "NO," ASK:) How about during the past six months?

	MONT	SIXM	NOWT	DK/R
177. Local Government Access Channel 16?	6%	23%	72%	0%
178. City Council meetings?	7%	16%	77%	0%
179. Planning Commission Meetings?	3%	12%	84%	0%
180. Other public access programs?	1%	2%	97%	0%

IF #1 OR #2 IN QUESTION #180, ASK: (N=8)

181. What public access programs do you watch?

CITY PARADE, 43%; INSIDE THIS ISSUE, 57%.

182. Do you have access to the Internet from your home? YES.....87%
NO.....13%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=349)

183. Do you access the Internet by DSL, broadband cable, dial-up modem or wireless service? DSL.....19%
BROADBAND CABLE.....36%
DIAL-UP MODEM.....2%
WIRELESS.....43%
DON'T KNOW/REFUSED.....0%

IF AN ACCESS IS GIVEN, ASK: (N=348)

184. How would you rate your overall satisfaction with your Internet access -- excellent, good, only fair, or poor? EXCELLENT.....14%
GOOD.....78%
ONLY FAIR.....8%
POOR.....1%
DON'T KNOW/REFUSED.....0%

185. Have you accessed the City of Shoreview's website? YES.....67%
NO.....33%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=233)

186. How would you evaluate the content of the City's web site -- excellent, good, only fair, or poor? EXCELLENT.....15%
GOOD.....80%
ONLY FAIR.....5%
POOR.....0%
DON'T KNOW/REFUSED.....0%

187. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor? EXCELLENT.....18%
GOOD.....73%
ONLY FAIR.....9%
POOR.....0%
DON'T KNOW/REFUSED.....0%

188. On your last visit to the website, what information were you looking for?

DON'T KNOW/REFUSED.....	0%
JUST BROWSING.....	33%
GENERAL INFORMATION....	37%
CODES/ORDINANCES.....	10%
DEVELOPMENT.....	4%
CITY COUNCIL.....	3%
CITY NEWS.....	8%
CRIME STATISTICS.....	2%
PARKS AND RECREATION....	2%
SCATTERED.....	2%

189. What information would you like to see placed on the City of Shoreview's web site?

DON'T KNOW/REFUSED.....	14%
NONE/FINE AS IS.....	72%
BUDGET INFORMATION.....	7%
COUNCIL DECISIONS.....	4%
SCATTERED.....	2%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Shoreview.

	NOT USE	USE LIK	USE NLK	DK/REF
190. Facebook?	47%	27%	26%	1%
191. Twitter?	66%	16%	17%	1%
192. YouTube?	67%	17%	15%	1%
193. Blogs?	77%	10%	13%	1%
194. Podcasts?	83%	8%	8%	1%
195. E-mail blasts?	75%	17%	7%	1%

Continuing....

196. In what public school district do you reside - Mounds View Public Schools or the Roseville Area Public Schools?

MOUNDS VIEW.....	86%
ROSEVILLE AREA.....	8%
DON'T KNOW/REFUSED.....	6%

197. How would you rate the quality of education provided by the Public School District in which you reside -- excellent, good, only fair or poor?

EXCELLENT.....	32%
GOOD.....	62%
ONLY FAIR.....	2%
POOR.....	1%
DON'T KNOW/REFUSED.....	4%

198. How would you rate the School District in listening and responding to the concerns of students, parents, and community members -- excellent, good, only fair, or poor?	EXCELLENT.....	24%
	GOOD.....	68%
	ONLY FAIR.....	2%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	5%

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

199. What is your age, please?	18-24.....	2%
	25-34.....	16%
	35-44.....	18%
	45-54.....	26%
	55-64.....	22%
	65 AND OVER.....	16%
	REFUSED.....	0%

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

200. First, persons over 65?	NONE.....	78%
	ONE.....	12%
	TWO OR MORE.....	10%

201. Adults between the ages of 50 and 64?	NONE.....	58%
	ONE.....	21%
	TWO OR MORE.....	21%

202. Adults between the ages of 18 and 49?	NONE.....	43%
	ONE.....	18%
	TWO OR MORE.....	39%

203. School-aged children or pre-schoolers?	NONE.....	70%
	ONE.....	11%
	TWO OR MORE.....	19%

204. Do you rent or own your present residence?	OWN.....	84%
	RENT.....	16%
	REFUSED.....	0%

IF "OWN," ASK: (N=338)

205. Which of the following categories contains the approximate value of your residential property -- under \$150,000, \$150,000-\$250,000, \$250,001-\$350,000, \$350,001-\$450,000, or over \$450,000?	UNDER \$150,000.....	5%
	\$150,000-\$250,000.....	32%
	\$250,001-\$350,000.....	31%
	\$350,001-\$450,000.....	16%
	OVER \$450,000.....	6%
	DON'T KNOW.....	1%
	REFUSED.....	8%

206. Which of the following best describes your household: (READ)	SINGLE/NO OTHER.....20%
A. Single, no other family at home.	SINGLE PARENT.....2%
B. Single parent with children at home.	MAR/PARTN/CHILDREN.....29%
C. Married or partnered, with children at home.	MAR/PARTN/NO CHILD.....48%
D. Married or partnered with no children or no children at home.	SOMETHING ELSE.....1%
E. Something else.	DON'T KNOW/REFUSED.....1%

207. Are you a member of a private health club?	YES.....10%
	NO.....90%
	DON'T KNOW/REFUSED.....0%

208. What is your occupation and the occupation of your spouse or partner, if applicable?

REFUSED, 4%; PROFESSIONAL-TECHNICAL, 32%; OWNER-MANAGER, 12%; CLERICAL-SALES, 12%; BLUE COLLAR, 15%; RETIRED, 20%; NOT WORKING/STUDENT, 5%.

209. Is your household telephone service by land line only, cell phone only, or both land line and cell phone?	LAND LINE ONLY.....16%
	CELL PHONE ONLY.....30%
	BOTH LAND/CELL.....54%
	DON'T KNOW/REFUSED.....0%

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

210. Is your pre-tax yearly household income over or under \$75,000? (IF "OVER," ASK:)	UNDER \$50,000.....17%
Is it over \$100,000? (IF YES, ASK)	\$50,000-\$75,000.....21%
Is it over \$125,000? (IF "UNDER," ASK:)	\$75,001-\$100,000.....19%
Is it under \$50,000?	\$100,001-\$125,000.....15%
	OVER \$125,000.....14%
	DON'T KNOW.....1%
	REFUSED.....14%

211. Gender	MALE.....49%
	FEMALE.....51%

212. Area of City

PRECINCT 1N.....	10%
PRECINCT 1S.....	8%
PRECINCT 2.....	9%
PRECINCT 3.....	20%
PRECINCT 4.....	15%
PRECINCT 5.....	23%
PRECINCT 6.....	16%