

Washington County, Minnesota

Resident Survey

Report of Results
2016



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EXECUTIVE SUMMARY

Background

Understanding the needs of residents is important to Washington County government, so it has conducted a regular, periodic survey of residents' opinions. This report includes Washington County survey results dating back to 2001. In 2016, Washington County was joined by Dakota County, Olmsted County, Scott County, and St. Louis County working 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.

The Washington County Residential Survey was administered by mail to 2,500 randomly selected households in February 2016 and was distributed equally among the five County Commissioner Districts. Of the approximately 2,390 households that received a survey in the mail, 835 surveys were completed providing a response rate of 35%.

Because Washington County has administered a residential 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. NRC maintains a database of resident perspectives gathered in residential surveys from approximately 500 jurisdictions, including cities and counties. Washington County elected to have its results compared to those of other counties around the nation.

Key Findings

Washington County residents continued to enjoy an exceptional quality of life.

- Residents rated their overall quality of life in Washington County between “excellent” and “good,” similar to ratings given in 2013, 2008 and 2006, but higher than the rating given in 2001 when this question was first asked.
- Washington County’s overall quality of life rating was much higher than the average of ratings given by other counties in the benchmark data set.
- When asked to indicate the one thing they like most about living in Washington County out of a list of nine potential items, 24% of residents selected the quality of life in general.

Residents felt positively about the ease of travel by car in the county but felt less positive about the availability of bike, pedestrian, and public transportation options.

- When asked to rate various community characteristics as they related to the County as a whole, the second highest rated characteristic was ease of travel by car with an average rating of 71 on the 100-point scale, just above “good” (67 represents “good” and 100 is equivalent to “excellent”). This rating was much higher than the benchmark comparison.
- Availability of bike and pedestrian transportation options was right in the middle of the list of community characteristics with an average rating of 60 (between “fair” and “good”) and a benchmark was not available for this item.
- Availability of public transportation options was rated least positively out of the list of various community characteristics (average rating of 34 on the 100-point scale, or about “fair”). This rating was much lower than the benchmark comparison.

- When asked about various problems in Washington County, ease of travel by public transportation was given the highest problem rating of the nine potential problems listed; the average rating was 52 (between “minor” and “moderate” problem).

Residents felt safe in the County as reported in 2013, but continued to feel least safe on the roads.

- Residents rated their overall feeling of safety in Washington County just above “good.” This rating was similar to ratings given in 2013 and much higher than ratings given in counties across the nation.
- Washington County residents felt safe from violent crime, property crime, illegal drug activity and crime in their neighborhoods. These all received average ratings above “somewhat safe.”
- Respondents felt least safe from distracted drivers, identity theft, and drunk drivers on County roads. Average ratings for safety from distracted drivers were near the midpoint of the scale.
- Three of eight safety ratings (safety from violent crimes, safety from property crimes, and safety in neighborhood) were compared to safety ratings in other counties across the country; Washington County was rated much higher or higher than the benchmark for each item.
- When asked about potential problems in the community, crime was seen as less of a problem in 2016 compared to 2013 (34 average rating in 2016 compared to 38 in 2013).

Perceptions of health- and environmental-related concerns have improved.

- All 16 of the listed health concerns could be compared to data from previous survey iterations. Nine of the listed health concerns received similar ratings in 2016 compared to 2013 while seven showed a decrease in the perception of concern. The items that had a lower concern rating include: overweight adults (55 in 2016 versus 59 in 2013), overweight children 52 in 2016 versus 58 in 2013), quality of parenting skills of parents of children ages 0-17 (47 in 2016 versus 51 in 2013), domestic violence (44 in 2016 versus 48 in 2013), abuse and neglect of children (38 in 2016 versus 45 in 2013), abuse and neglect of seniors (36 in 2016 versus 41 in 2013), and the spread of infectious disease (30 in 2016 versus 36 in 2013).
- Seven of the eight listed environmental concerns could be compared to 2013. Of these seven comparable ratings, six were rated as lower concerns in 2016 than in 2013 including: quality of water in lakes and streams (48 in 2016 versus 55 in 2013), quality of drinking water (41 in 2016 versus 46 in 2013), exposure to radon (30 in 2016 versus 37 in 2013), mold contamination at home or at work (29 in 2016 versus 34 in 2013), safety of food in public establishments (28 in 2016 versus 34 in 2013), and proper disposal of garbage (23 in 2016 versus 29 in 2016).

Aspects of government performance for the County were well-reviewed.

- On average, respondents were much more likely to approve of the job that the Washington County Board is doing than they were to disapprove, with an average approval rating of 67 on a 100-point scale. This rating was similar to 2013 and similar to ratings given in counties across the country.
- Various aspects of Washington County overall government performance was evaluated by those completing the survey. Resident ratings for County government performance ranged between “good” and “fair,” but those ratings are quite positive compared to national county benchmarks.

For four of the seven aspects of government ratings that could be compared to benchmarks, Washington County was rated higher than or similar to the benchmark for each item.

- When comparisons were available to 2013 survey ratings, most ratings remained stable except for the job the County does at informing residents and the job the County does at managing tax dollars as these ratings decreased in 2016 when compared to 2013.

Residents think highly of County services.

- When rating the overall quality of county services, residents gave an average rating of 66 on the 100-point scale, a rating that was much higher than the county benchmark and similar to ratings in 2013.
- Most individual county services were rated as “good,” with County parks and recreation, County libraries, the trail and bikeway system and 911 dispatch services receiving the highest ratings and services provided to older adults, protecting children and vulnerable adults, and mental and chemical health services receiving the lowest ratings.
- Thirteen of the 15 services could be compared to 2013 and six of the 13 services received a higher quality rating in 2016 compared to 2013. These services include: snow and ice removal on County roads (67 on the 100-point scale in 2016 versus 59 in 2013), disaster preparedness (66 in 2016 versus 59 in 2013), employment support/Workforce Center services (66 in 2016 versus 54 in 2013), services provided to veterans (63 in 2016 versus 58 in 2013), condition of County roads (63 in 2016 versus 59 in 2013), and services provided to older adults (61 in 2016 versus 57 in 2013).
- For individual services, Washington County received ratings that were much higher than the county benchmark for each of the nine services for which a comparison was available.

Residents had positive experiences in their contacts with the County.

- About half of respondents reported having contacted the County in the 12 months prior to the survey. The average ratings for overall impression were more than “good.” Ratings of these contacts were much higher, higher, or similar when compared to the county benchmark.
- Just under 9 in 10 respondents who rated their contact with the County License Center reported their experience as “excellent” or “good,” and 9 in 10 thought that the wait time was “very” or “somewhat” reasonable.

Newsletters, the County Web site, and weekly community newspapers were most relied upon by residents for information about the County.

- The Washington County Newsletter, *Staying in Touch*, was the most common source of information about the County, followed by the Washington County Web site and weekly community newspapers. The County Web site received a higher rating in 2016 compared to 2013 (74% “major” or “minor” source in 2016 versus 68% in 2013). While social media was not among the top used sources, residents who reported using it in 2016 increased by nearly one in five compared to 2013.
- Residents were asked to identify what types of County information and services they access on the Internet. The items at the top of the list included park information (59%), accessing library resources (47%) and garbage and recycling information (42%).

SURVEY BACKGROUND

Survey Purpose

The Washington County Residential 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, Washington County collaborated with Dakota, Olmsted, Scott 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 Washington County's results. Comparisons of any questions asked by at least one of the other four participating counties can be found in *Appendix D: Comparison with Other Participating Counties*.

Methods

The Washington County Residential Survey was administered by mail to 2,500 randomly selected households within the county in February 2016, distributed equally among the five County Commissioner Districts. Of the approximately 2,390 households that received a survey in the mail (the other addresses were vacant), 835 surveys were completed providing a response rate of 35%. The survey instrument itself appears in *Appendix H: Survey Instrument*.

Survey results were weighted so that respondent race and 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” and accompanying “confidence interval” (or margin of error). The 95% confidence level for this survey is generally no greater than plus or minus three percentage points around any given percent and no greater than plus or minus two points on the 100-point scale around any average rating reported for the entire sample (835 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: Comparisons 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

Washington County survey data were collected by phone in 2001, 2006, and 2008. In 2013, the County switched data collection from phone to mail and continued with mail in 2016. As a consequence of the switch in methodology, a decline in virtually all ratings between 2008 and 2013 was both expected and observed. In the previous survey administration by phone in 2008, a small sample of residents was surveyed by mail to explore the magnitude of the differences between phone and mail survey responses in Washington County. Using 2008 survey research conducted by NRC in Washington County 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 2008 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 the comparing previous survey results can be found in *Appendix A: Detailed Survey Methodology*.

Differences of four or more points on the 100-point scale among average ratings between 2016 and 2013 and differences of six 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 residential 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 residential 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 more than 30 million Americans.

Washington 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*.

Jurisdictions to which Washington 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 Washington 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, Washington 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 higher" or "much lower"). These labels come from a statistical comparison of Washington 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 Washington 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 Washington County's rating and the benchmark is more than twice the margin of error.

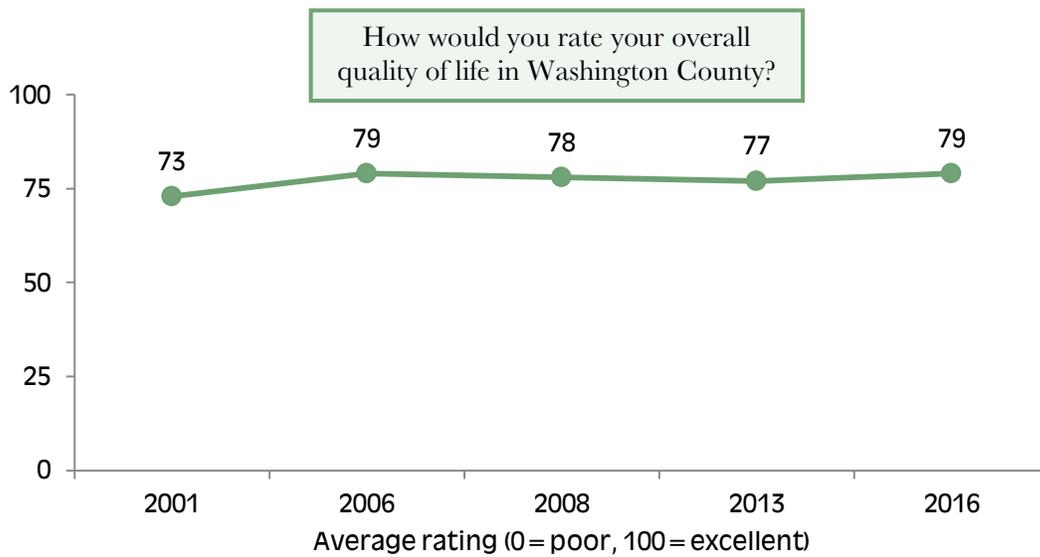
REPORT OF RESULTS

Quality of Life and Community

Survey respondents were asked to rate their overall quality of life in Washington County. On a 100-point scale where zero equals “poor” and 100 equals “excellent,” Washington County’s average rating was 79, similar to ratings in previous years. Washington County’s overall quality of life was much higher than the average of ratings given by other counties in the benchmark data set.

Ratings given by respondents living in the five different County Commissioner Districts were compared. Residents living in Commissioner Districts 1 and 4 were more likely than residents living in other districts to give positive ratings to their overall quality of life. Ratings were also compared by a selection of demographic characteristics of the survey respondents. Washington County residents who owned their home were more likely to positively rate their overall quality of life than residents who rented their home. A full list of comparisons by district and respondent characteristics can be found in *Appendix E: Comparisons of Select Questions by Respondent Characteristics*.

Figure 1: Quality of Life Compared by Year



In 2001, the scale was "excellent," "good," "only fair," "poor."

Residents were given a list of potential attributes of Washington County and were asked to identify one thing that they liked most about living in Washington County. As in 2013, the most frequently selected categories in 2016 were location and quality of life in general; at least one-quarter of residents selected each of these items. Among the items with the lowest ratings were schools, low taxes and people which received less than five percent of respondents selecting each of these items as the one thing they liked most about living in Washington County; these items also tended to receive the lowest ratings in 2013. When a respondent identified an unlisted, or “other,” reason, the response was captured verbatim. These responses appear in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 2: Like Most about Living in County Compared by Year

What one thing do you like most about living in Washington County?	Percent of respondents				
	2016	2013	2008	2006	2001
Location	29%	25%	17%	21%	21%
Quality of life in general	24%	22%	3%	2%	0%
My neighborhood	12%	14%	4%	6%	5%
Open space/rural	12%	15%	23%	22%	33%
Small town feel	8%	8%	4%	3%	9%
Parks/lakes	6%	7%	8%	7%	4%
Schools	4%	5%	6%	4%	5%
Low taxes	3%	0%	0%	0%	0%
People	1%	2%	5%	3%	6%
Other	1%	3%	8%	9%	0%

Prior to 2013, this was an open-ended question where respondents were able to answer, in their own words, to the phone interviewer, who then selected the one response from a list that best fit each response. The most frequently selected categories from previous surveys comprised most of the response options on the 2013 and 2016 survey, from which respondents were instructed to choose only one option. When comparing to data prior to 2013, much of the variability in percentages and relative order likely is attributable to the change in question formatting.

County Characteristics

When asked to rate various community characteristics as they related to the County as a whole, most characteristics received average ratings that were between “good” and “fair” on a 100-point scale, where zero is equal to “poor,” 33 equals “fair,” 67 represents “good,” and 100 is equivalent to “excellent.”

Outdoor recreational opportunities, ease of travel by car, the overall feeling of safety in Washington County and the overall image or reputation of Washington County received the highest average ratings (72 to 71 on the 100-point scale, or “good”). Availability of public transportation options and availability of affordable housing in Washington County were rated least positively (34 and 47 points on the 100-point scale, respectively, or between “fair” and “good”).

In general, Washington County ratings were higher or much higher than ratings given in other counties across the country, although ratings for the availability of public transportation options received ratings that were much lower than the benchmark.

When ratings were compared to the four other counties in the Joint Powers Agreement, Washington County generally had ratings similar to Dakota County and higher than Olmsted, Scott, and St. Louis; however, the rating for the availability of public transportation options in Washington was lower when compared to Olmsted County (the other participating counties did not ask this question) and the rating for employment opportunities was lower than the rating given in Olmsted County but higher than the ratings given in Scott and St. Louis. (Please see *Appendix D: Comparison with Other Participating Counties* for more information and additional comparisons.)

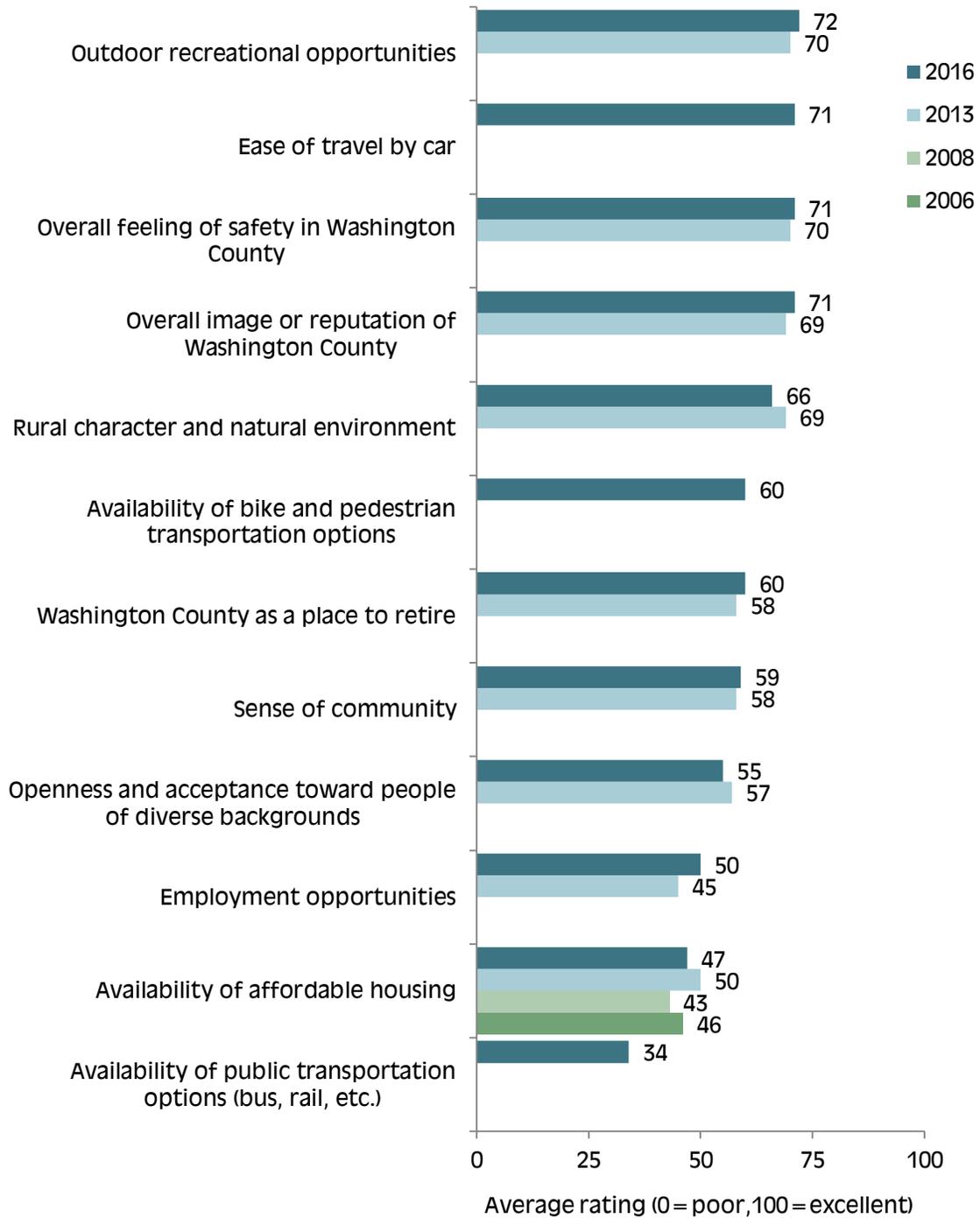
Three characteristics were new to the 2016 survey (ease of travel by car, availability of bike and pedestrian transportation and availability of public transportation options). When over time comparisons were available, ratings were generally stable, however the rating for employment opportunities increased compared to 2013 (50 on the 100-point scale in 2016 compared to 45 in 2013).

Note that approximately a quarter of respondents reported “don’t know” when asked about employment opportunities (see *Appendix C: Complete Set of Frequencies*). Results presented in the report body are for those who had an opinion.

Ratings given by respondents living in the five different County Commissioner Districts were compared. Survey respondents from District 5 were more likely to positively rate a number of community characteristics, including their overall feeling of safety and the overall image or reputation of Washington County, when compared to residents in other districts. When differences emerged, residents who owned their home were more likely than residents who rented their home to give positive ratings to community characteristics (i.e., availability of affordable housing, outdoor recreational opportunities, ease of travel by car, availability of bike and pedestrian transportation options, etc.). (Please see *Appendix E: Comparisons of Select Questions by Respondent Characteristics*.)

Figure 3: Average Ratings of Community Characteristics Compared by Year

Please rate each of the following characteristics of Washington County.



All questions were new in 2013 except for “availability of affordable housing” and in 2006, “availability of affordable housing” was “affordable housing.” In 2013, “outdoor recreational opportunities” was “recreational opportunities.” New items in 2016 include “ease of travel by car,” “availability of bike and pedestrian transportation options,” and “availability of public transportation options (bus, rail, etc.).”

Figure 4: Community Characteristics Benchmarks

	Comparison to benchmark
Outdoor recreational opportunities	Much higher
Ease of travel by car	Much higher
Overall feeling of safety in Washington County	Much higher
Overall image or reputation of Washington County	Much higher
Rural character and natural environment	Higher
Washington County as a place to retire	Higher
Sense of community	Much higher
Openness and acceptance toward people of diverse backgrounds	Higher
Employment opportunities	Much higher
Availability of affordable housing	Much higher
Availability of public transportation options (bus, rail, etc.)	Much lower

Issues Facing the Community

To help assess pressing issues the community may face, questions about safety and possible problems in the county were included on the survey, along with questions about health concerns and household financial status.

Community Safety

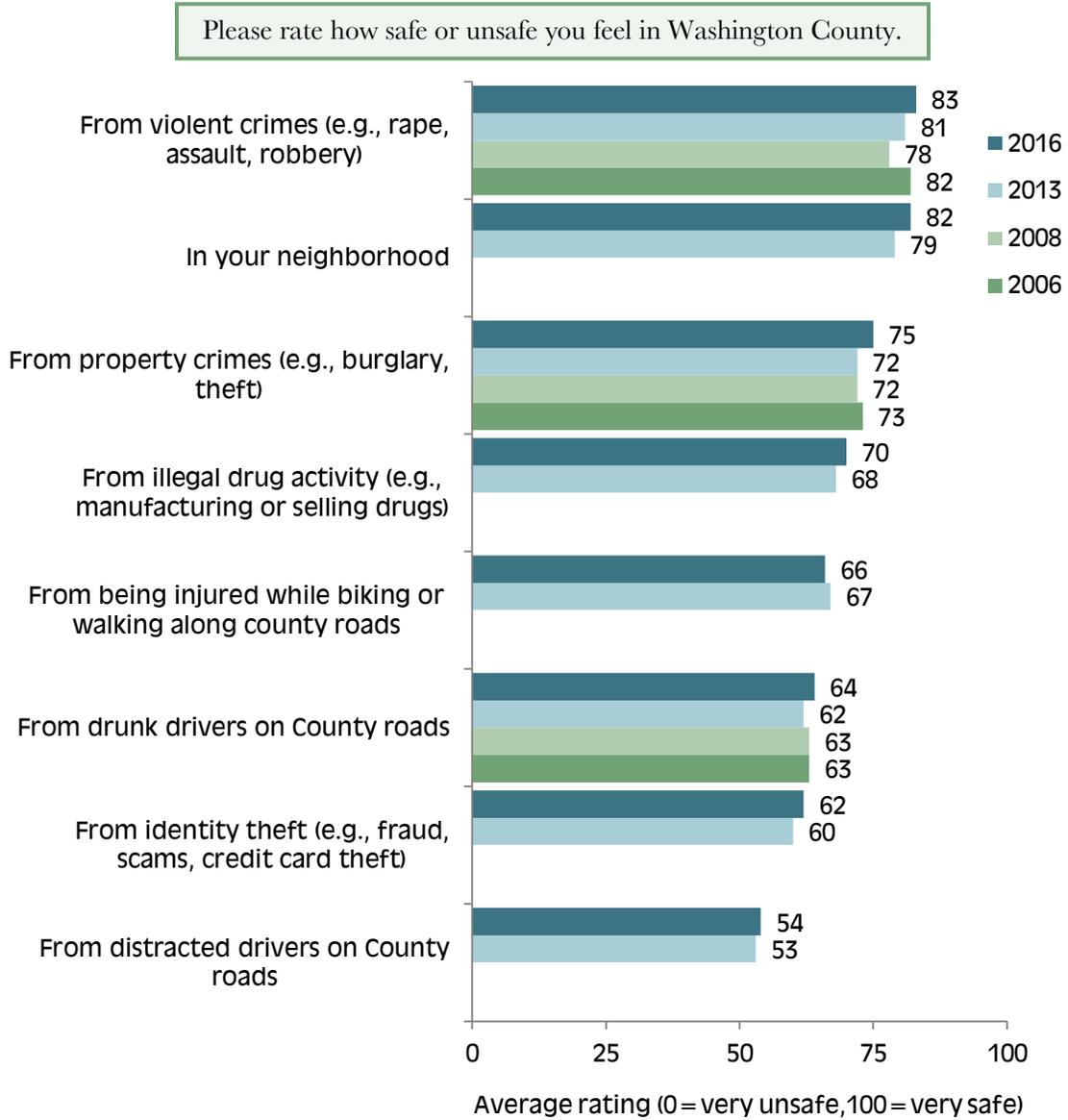
Residents were asked how safe they felt from different types of crimes and drunk driving, as well as safety in their neighborhood. Responses to this question were converted to the 100-point scale where zero equals “very unsafe,” 33 is equal to “somewhat unsafe,” 67 represents “somewhat safe,” and 100 is equivalent to “very safe.” Most items received an average rating that was equal to “somewhat” safe or better. Average ratings for safety from violent crimes and safety in the neighborhood were high, about 83 and 82, respectively, on the 100-point scale. Respondents felt the least safe from distracted drivers (54 on the 100-point scale), identity theft (62), and drunk drivers on County roads (64).

Three of eight safety ratings were compared to safety ratings in other counties across the country; Washington County was rated much higher or higher than the benchmark for each item. When compared to 2013 safety ratings, 2016 responses were similar.

Commissioner District 5 residents reported feeling safer from property and violent crimes, and from being injured while walking or biking on County roads compared to residents of other districts. Survey respondents who had lived in Washington County for less than five years, owned their home or were aged 34 or younger, were more likely to report feeling safer from violent crimes than their counterparts.

(Additional comparisons can be found in *Appendix E: Comparisons of Select Questions by Respondent Characteristics*.)

Figure 5: Average Ratings of Perception of Safety Compared by Year



In 2016, “(e.g., fraud, scams, credit card fraud)” was added to “from identify theft.” In 2008, “from drunk drivers on County roads” was “from drunk driving when traveling within the County” and was “traveling on County roads” in 2006. This question set was not asked in 2001.

Figure 6: Community Safety Benchmarks

	Comparison to benchmark
From violent crimes (e.g., rape, assault, robbery)	Much higher
In your neighborhood	Higher
From property crimes (e.g., burglary, theft)	Much higher

Potential Problems

County residents responding to the survey assessed whether each in a set of potential problems was a “major problem,” a “moderate problem,” a “minor problem,” or “not a problem” in Washington County. When converted to the 100-point scale where zero equals “not a problem” and 100 equals “major problem,” most items in the list of potential problems were thought only to be between a “moderate” or “minor” problem (between 67 and 33). In fact, the most problematic issue, ease of travel by public transit, received an average rating of only 52 on the 100-point scale, near the midpoint, not even reaching the level of a moderate problem. Homelessness was viewed as least problematic, with an average rating of 20.

Note that at least one in five or more of respondents said “don’t know” when asked to rate how problematic foreclosed properties, homelessness, ease of travel by public transit and the availability of livable wage jobs were in the county. The complete set of responses to this question appears in *Appendix C: Complete Set of Frequencies*.

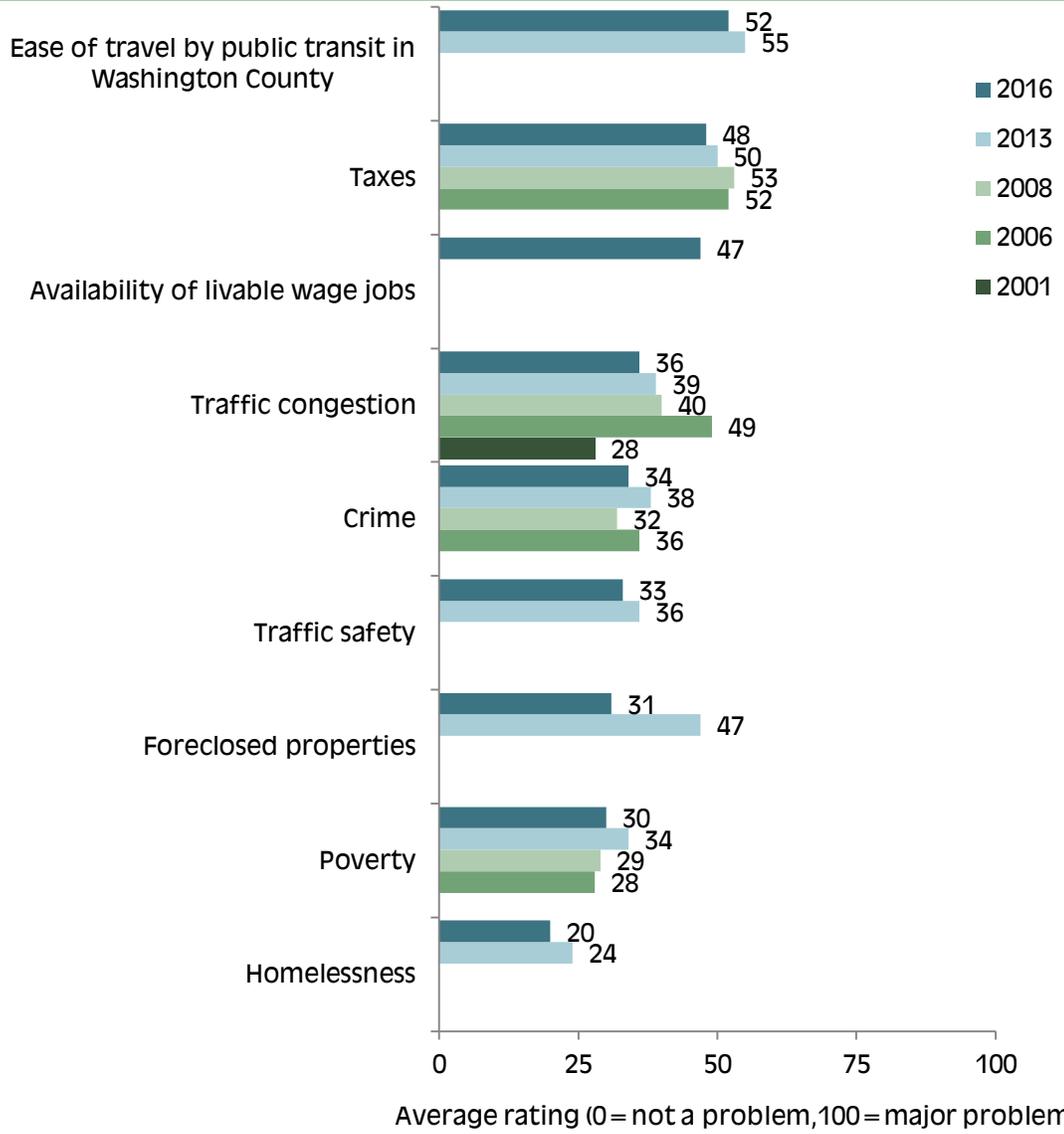
Of those that could be compared to 2013 ratings, a number of items were seen as less of a problem in 2016. These items include crime (34 in 2016 versus 38 in 2013), foreclosed property (31 in 2016 versus 47 in 2013), poverty (30 in 2016 versus 34 in 2013) and homelessness (20 in 2016 versus 24 in 2013).

When ratings were compared to the four other counties in the Joint Powers Agreement, Washington County residents were less likely to think foreclosed properties were a problem than residents in St. Louis County and less likely to think homelessness, poverty, and crime were problems than residents in each of the other four counties. (Please see *Appendix D: Comparison with Other Participating Counties* for more information and additional comparisons.)

Respondents from Commissioner District 5 tended to be less likely to indicate that crime, poverty, homelessness and foreclosed properties were problems compared to residents from other districts. Where differences emerged by demographic characteristics, residents over the age of 55 or those who had lived in Washington County for more than 10 years tended to give higher ratings for potential problems than other residents. (Please see *Appendix E: Comparisons of Select Questions by Respondent Characteristics*.)

Figure 7: Average Ratings of Potential Problems Compared by Year

Please rate to what degree, if at all, each of the following is a problem in Washington County.



In 2001, “traffic congestion” was a separate question: “How would you rate traffic congestion in Washington County?” Response options were: “very serious,” “somewhat serious,” “not too serious,” “not at all serious.”

Most Serious Issue Facing Washington County

Residents were given a list of potential issues in Washington County and asked to indicate which they felt was the most serious issue. Top current issues in Washington County were too much growth and development, County property taxes, condition of roads and affordable housing with at least 1 in 10 residents selecting each of these items. County property taxes were among the top issues in 2013. When a respondent identified an unlisted, or “other,” reason, the response was captured verbatim. These responses appear in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 8: Most Serious Issue Compared by Year

What do you feel is the most serious issue facing Washington County at this time?	Percent of respondents				
	2016	2013	2008	2006	2001
Too much growth/development	20%	NA	NA	NA	NA
Not enough growth/development	3%	NA	NA	NA	NA
Growth/development	NA	17%	23%	35%	32%
County property taxes	18%	22%	13%	9%	10%
Condition of roads	11%	8%	6%	5%	2%
Affordable housing	10%	9%	3%	2%	3%
Schools	9%	6%	6%	0%	12%
Economic development	8%	12%	3%	1%	0%
Traffic congestion	6%	8%	6%	8%	5%
Jobs	5%	11%	2%	1%	0%
Water quality	5%	NA	NA	NA	NA
Crime	1%	2%	4%	1%	3%
Other	5%	5%	12%	8%	0%

Prior to 2013, this was an open-ended question in which respondents were able to answer in their own words. Because of the methodological change (open-ended question by phone in previous years versus fixed response options in 2013 and 2016), it is recommended that the reader use caution when interpreting any differences between the 2013 responses compared to responses to the open-ended question posed in 2008 and earlier. When provided a list to choose from, a respondent may bypass their first thought (say, “taxes”) as the list reminds them of a more serious issue (like their jobs), while in an interview a respondent would more likely stay with their first thought. In 2016, “growth/development” was divided into two questions: “too much growth/development” and “not enough growth/development” and “water quality” was a new question. Prior to 2016, “County property taxes” was “taxes.”

Health Concerns

As in previous years, respondents were asked to rate potential health concerns in Washington County. The average ratings for nearly all potential health concerns, where zero equals “not at all a concern” and 100 equals “major concern,” fell between a “moderate” and “minor” concern. Abuse and neglect of seniors and the spread of infectious diseases were least concerning, with ratings of 36 and 30, respectively, representing a “minor” concern on average. Of somewhat greater concern were problems of overweight children and adults, (52 and 55, respectively) and underage alcohol use and illegal drug use (53 and 54, respectively).

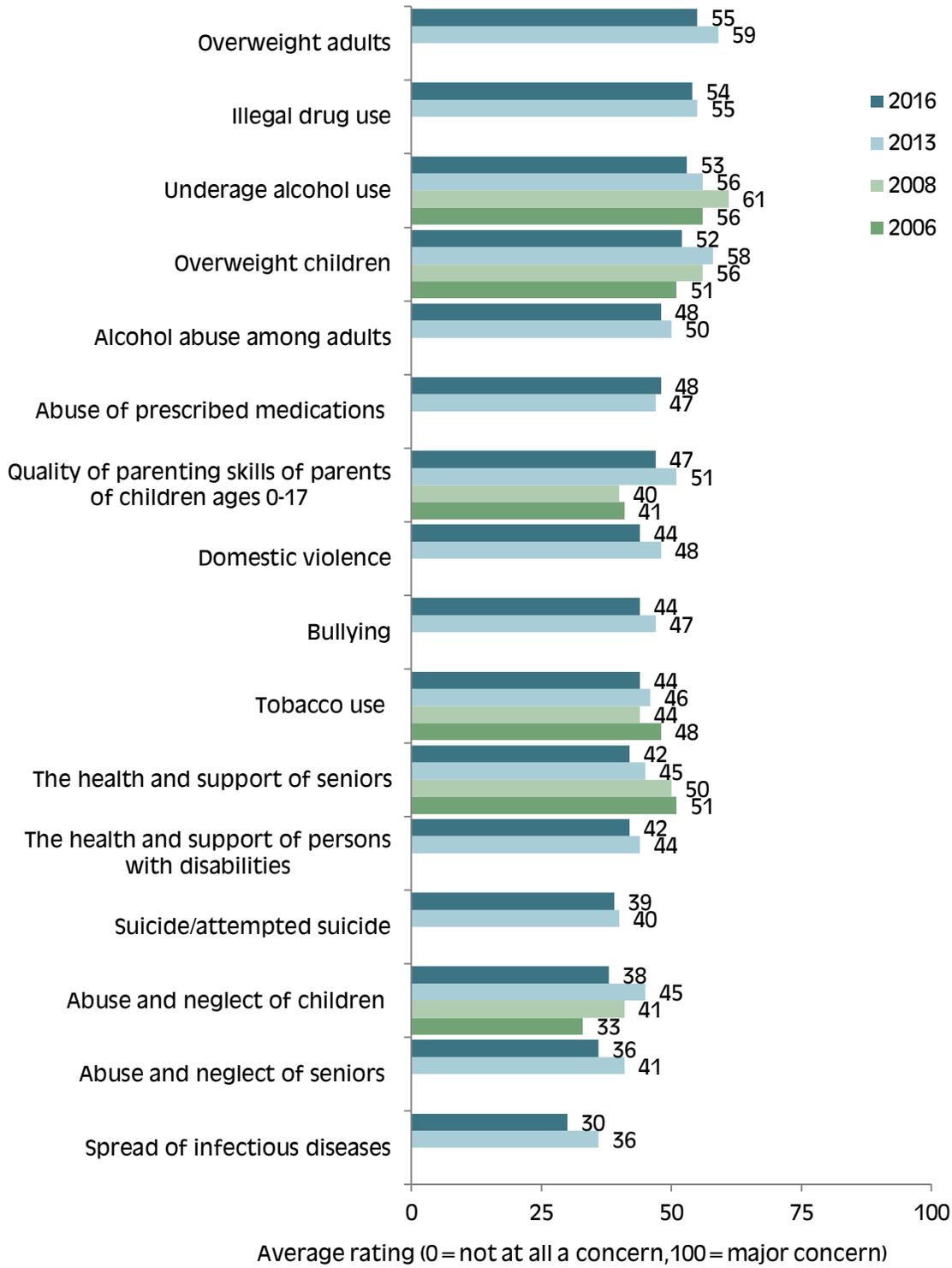
Note that at least one in five respondents said “don’t know” when asked if each listed item was a health concern in Washington County (see *Appendix C: Complete Set of Frequencies*).

All 16 of the listed health concerns could be compared to data from previous survey iterations. Nine of the listed health concerns received similar ratings in 2016 compared to 2013 while seven showed a decrease in the perception of concern. The items that had a lower concern rating include: overweight adults (55 in 2016 versus 59 in 2013), overweight children 52 in 2016 versus 58 in 2013), quality of parenting skills of parents of children ages 0-17 (47 in 2016 versus 51 in 2013), domestic violence (44 in 2016 versus 48 in 2013), abuse and neglect of children (38 in 2016 versus 45 in 2013), abuse and neglect of seniors (36 in 2016 versus 41 in 2013), and the spread of infectious disease (30 in 2016 versus 36 in 2013). (Please see Figure 9 on the following page.)

Those living in District 4 tended to be more concerned with a number of health issues, including alcohol abuse among adults and abuse of prescribed medications than did respondents living in other districts. When differences emerged, residents who had lived in Washington County for more than 10 years and residents over the age of 55 were more likely than their counterparts to cite higher levels of concerns for the listed potential health concerns. (Additional comparisons can be found in *Appendix E: Comparisons of Select Questions by Respondent Characteristics*.)

Figure 9: Health Concerns Compared by Year

Please rate to what degree, if at all, each of the following is a health concern in Washington County.



Several question parts were worded differently in earlier surveys. In 2013, “abuse of prescribed medications” was “prescription drug abuse” and “/attempted suicide” was added to “suicide.” In 2006, “tobacco use” was “youth tobacco use,” in 2006, “underage alcohol use” was “underage drinking,” “overweight adults and children” was “obesity.”

Environmental Concerns

As in past survey years, respondents to the 2016 survey were asked about potential environmental issues and asked how much of a concern, if at all, each was in Washington County. The quality of water in lakes and streams, the quality of drinking water and the quantity of useable water supply were of the greatest concern to residents, although each rating did not reach the level of a “moderate” concern with average ratings of 48, 41 and 40 respectively. Other potential environmental issues were considered as less than a “minor” concern, on average.

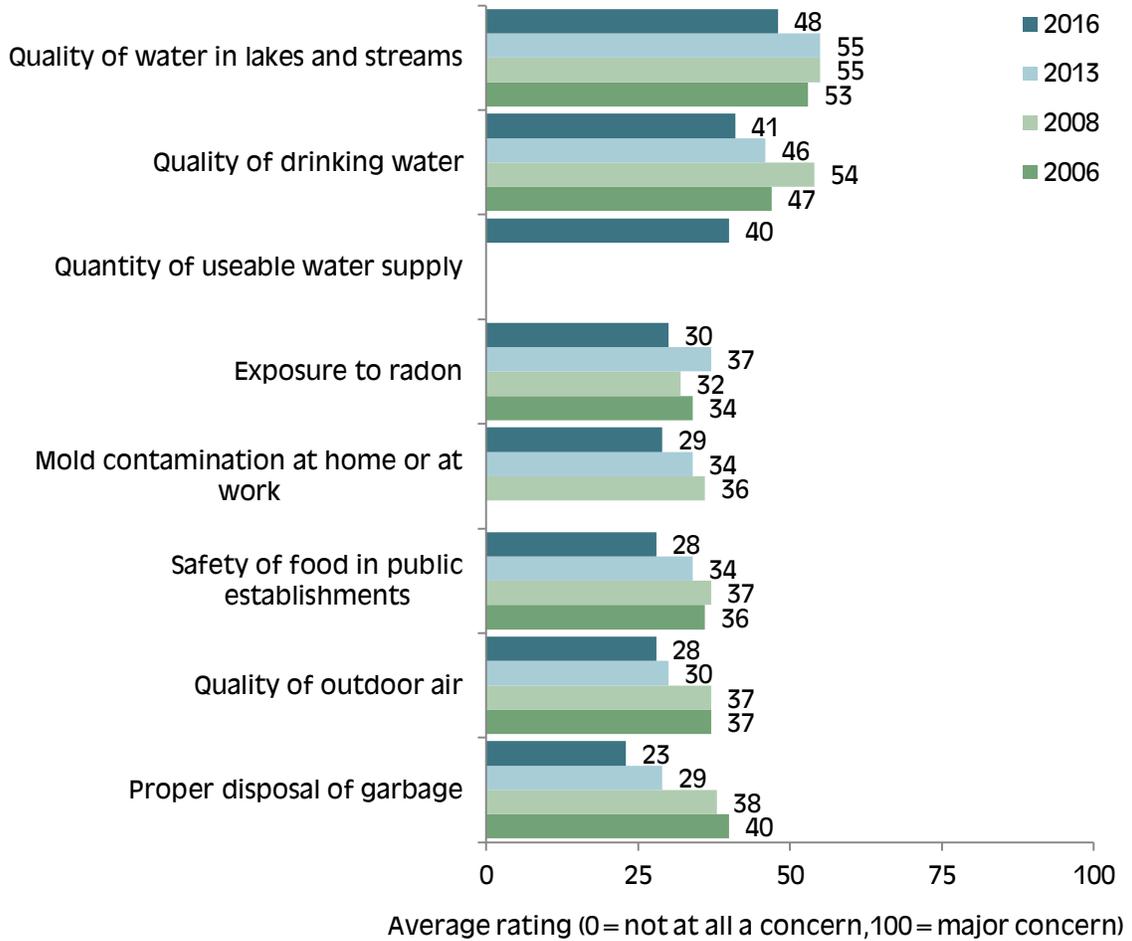
Note that at least one in five respondents said “don’t know” when asked if exposure to radon was an environmental concern in Washington County (see *Appendix C: Complete Set of Frequencies*).

Seven of the eight listed environmental concerns could be compared to 2013 ratings (quantity of usable water supply was new in 2016). Of these seven comparable ratings, six were rated as lower concerns in 2016 than in 2013 including: quality of water in lakes and streams (48 in 2016 versus 55 in 2013), quality of drinking water (41 in 2016 versus 46 in 2013), exposure to radon (30 in 2016 versus 37 in 2013), mold contamination at home or at work (29 in 2016 versus 34 in 2013), safety of food in public establishments (28 in 2016 versus 34 in 2013), and proper disposal of garbage (23 in 2016 versus 29 in 2016). (Please see Figure 10 on the following page.)

Residents in District 5 tended to be the least concerned with environmental concerns compared to residents of other districts, including quality of water in lakes and streams and of useable water supply. Washington County residents over the age of 55 were more likely than younger residents to be concerned about each of the listed environment concerns (see *Appendix E: Comparisons of Select Questions by Respondent Characteristics*).

Figure 10: Average Ratings of Environmental Concerns Compared by Year

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.



Evaluation of Government Services

Residents completing the survey were asked a series of questions related to Washington County government performance and the quality of County services.

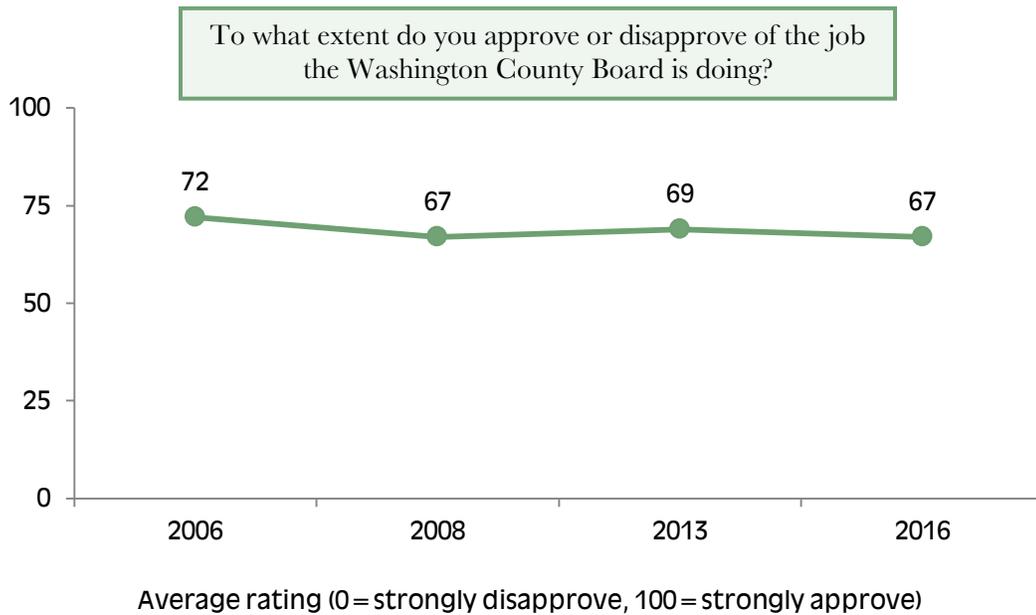
County Government

As in previous surveys, respondents indicated the extent to which they approved or disapproved of the job the Washington County Board is doing. When converted to the 100-point scale where zero represents “strongly disapprove” and 100 equals “strongly approve,” the average rating for how well the Washington County Board is doing was 67, equivalent to “somewhat” approve, on average. This rating was similar to the 2013 rating and similar to the benchmark.

When compared to the four other counties in the Joint Powers Agreement, Washington County’s approval rating was similar to Dakota County, but higher than St. Louis County (Scott County and Olmsted County did not ask this question in 2016). (Please see *Appendix D: Comparison with Other Participating Counties* for more information.)

Please note that 34% of respondents reported “don’t know” when asked this question (see *Appendix C: Complete Set of Frequencies*).

Figure 11: Average Ratings of County Board Approval Compared by Year



This question was not asked in 2001.

Survey respondents were asked to rate several aspects of Washington County government performance. Ratings on the 100-point scale for the perception of the County Government were between “good” and “fair,” where zero equals “poor” and 100 equals “excellent.” Respondents rated the job the County does of informing its residents as “good” with an average rating of 60 on the 100-point scale. Supporting the quality of life in Washington County and the value of Washington County services to the quality of life in my neighborhood were also rated favorably; these areas of performance received average ratings of 59 and 56, respectively. The lowest rated item was residents’ knowledge of the work of the Washington County board with a “fair” average rating of 37 on the 100-point scale.

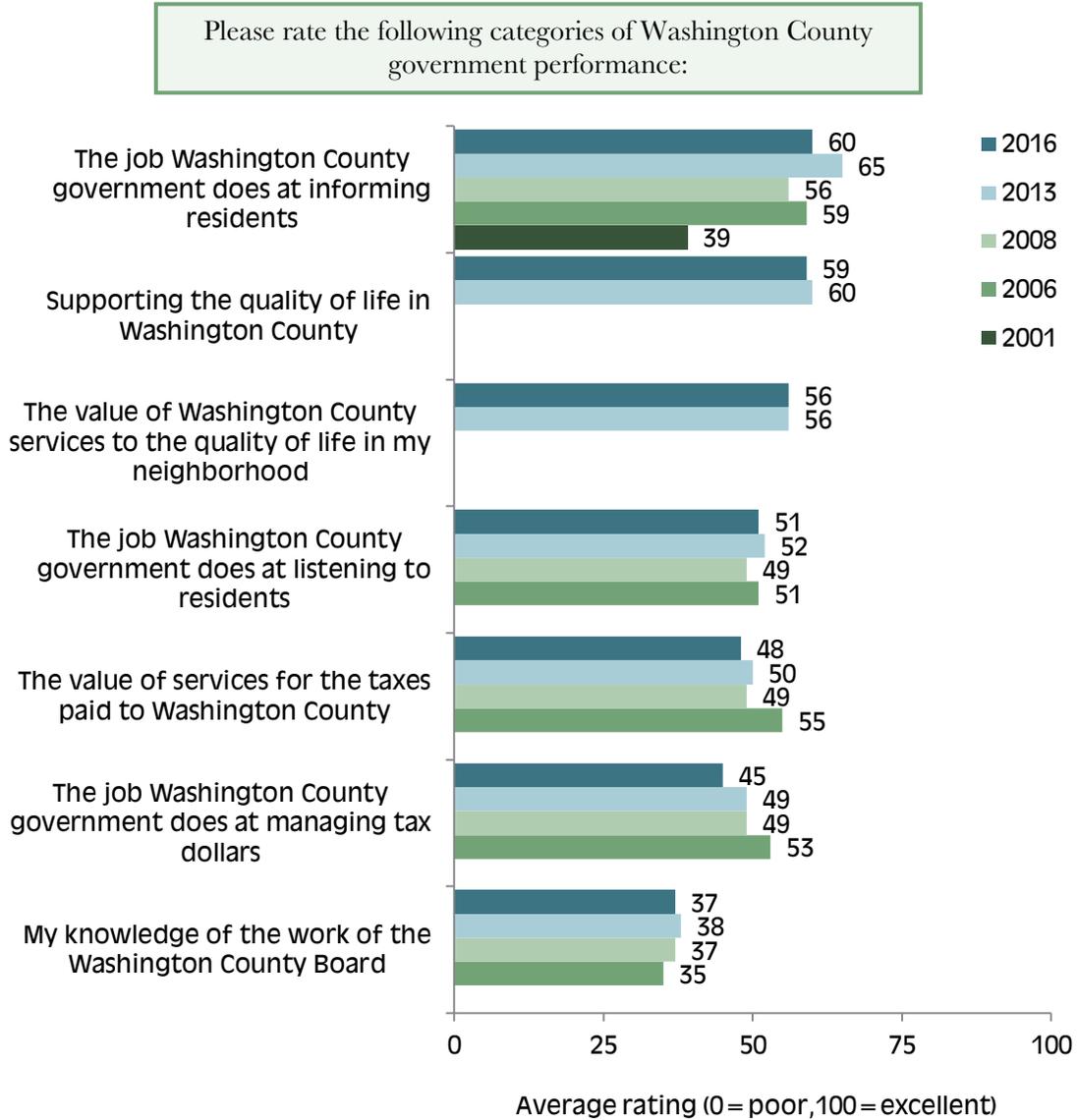
Note that for a number of items, a high percent of respondents reported “don’t know” when asked to rate each item: the job Washington County government does at listening to residents (30% said “don’t know”), my knowledge of the work of the Washington County Board (37%), and the job Washington County government does at managing tax dollars (27%). (Please see *Appendix C: Complete Set of Frequencies.*)

Four of the seven perceptions of government ratings were compared to ratings in other counties across the country; Washington County was rated higher than the benchmark for each item except the job the County does at managing tax dollars which was given a similar rating to the benchmark (see Figure 13 on the following page).

When compared to the four other counties in the Joint Powers Agreement, Washington County’s government performance ratings were generally higher than ratings given in Scott, Olmsted or St. Louis but similar to or lower than ratings given in Dakota County. The rating for residents’ knowledge of the work of the County Board was lower in Washington compared to Olmsted County (the other counties did not ask this question). (Please see *Appendix D: Comparison with Other Participating Counties* for more information.)

When comparisons were available to 2013 survey ratings, most ratings remained stable except for the job the County does at informing residents and the job the County does at managing tax dollars as these ratings decreased in 2016 when compared to 2013 (please see Figure 12 on the following page).

Figure 12: Average Ratings of Perception of Government Compared by Year



Prior to 2013, the following questions were asked on an agree/disagree scale: “the job Washington County government does at listening to residents,” “the value of services for the taxes paid to Washington County,” the job Washington County government does at managing tax dollars,” and “my knowledge of the work of the Washington County Board.” In 2001, “the job County government does at informing residents” was “how informed do you feel about Washington County government and its activities?” The scale response options for this question in 2001 were “very informed,” “somewhat informed,” “not too informed,” “not at all informed.”

Figure 13: Perception of Government Benchmarks

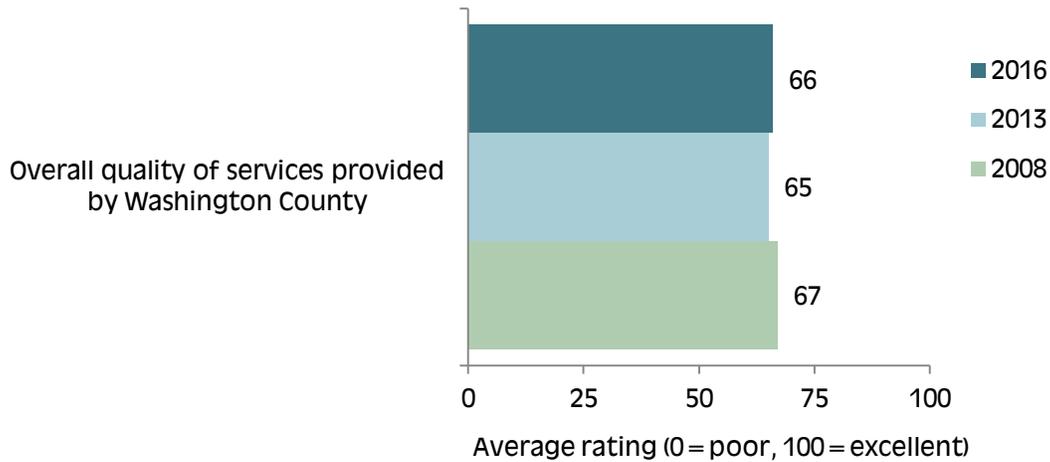
	Comparison to benchmark
The job Washington County government does at informing residents	Higher
The job Washington County government does at listening to residents	Higher
The value of services for the taxes paid to Washington County	Higher
The job Washington County government does at managing tax dollars	Similar

Overall Quality of County Services

Residents rated both specific County services and the overall quality of services provided by Washington County. When rating the overall quality of county services, residents gave an average rating of 66 on the 100-point scale, a rating that was much higher than the county benchmark and similar to ratings in 2013.

Ratings for overall quality of services did not vary by Commissioner District of residence, however, residents who had lived in the community for 6 to 10 years were more likely to indicate a lower rating compared to their counterparts (see *Appendix E: Comparisons of Select Questions by Respondent Characteristics*).

Figure 14: Average Ratings of Overall Quality of County Services Compared by Year



County Services

Respondents were asked to rate the quality of 15 County services. When converted to a 100-point scale where zero is equal to “poor” and 100 represents “excellent,” average scores for eight services were 67 or above, or considered “good”. Those services included: County parks and recreation (average rating of 83), County libraries (80), the trail and bikeway system (78), 911 dispatch services (77), Sheriff services (76), recycling and drop-off services at the Environmental Center (73), records, vital statistics, licensing, and vehicle registration (72), and snow and ice removal on County roads (67). Average ratings for the remaining seven County services rated by 2016 residents were between “fair” and “good” on the 100-point scale.

Note that a relatively large proportion of respondents said “don’t know” when asked to rate the following County services: trail and bikeway system (26%), 911 dispatch services (38%), Sheriff services (36%), employment support services (55%), disaster preparedness (59%), services provided to older adults (58%), services to veterans (67%), protecting children and vulnerable adults (56%), and mental and chemical health services (58%). (See *Appendix C: Complete Set of Frequencies.*)

Washington County received ratings that were much higher than the county benchmark for each of the nine services for which a comparison was available: County parks and recreation, County libraries, trail and bikeway systems, Sheriff services, recycling and drop-off services at the Environmental Center, disaster preparedness, snow and ice removal on County roads, condition of County roads, and services provided to older adults.

Thirteen of the 15 services could be compared to 2013 and six of the 13 services received a higher quality rating in 2016 compared to 2013. These services include: snow and ice removal on County roads (67 on the 100-point scale in 2016 versus 59 in 2013), disaster preparedness (66 in 2016 versus 59 in 2013), employment support/Workforce Center services (66 in 2016 versus 54 in 2013), services provided to veterans (63 in 2016 versus 58 in 2013), condition of County roads (63 in 2016 versus 59 in 2013), and services provided to older adults (61 in 2016 versus 57 in 2013).

Residents from Commissioner District 3 were more likely to positively rate the quality of public libraries as well as trail and bikeway systems than residents living in other districts. Generally, residents who had lived in Washington County for less than five years gave more positive ratings than their counterparts to a number of County services, including the condition of County roads, employment support and services provided to older adults. (A full list of comparisons can be found in *Appendix E: Comparisons of Select Questions by Respondent Characteristics.*)

Figure 15: Average Ratings of County Services Compared by Year

Please rate each of the following services provided by Washington County.	Average rating (0=poor, 100=excellent)			
	2016	2013	2008	2006
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	83	82	77	77
County libraries	80	81	79	78
Trail and bikeway system like Hardwood Creek Regional Trail	78	78	76	75
911 dispatch services	77	77	NA	NA
Sheriff services	76	74	70	71
Recycling and drop-off services at the Environmental Center	73	72	NA	NA
Records, vital statistics, licensing, and vehicle registration	72	72	70	73
Snow and ice removal on County roads	67	59	68	68
Disaster preparedness	66	59	55	52
Employment support/Workforce Center services	66	54	52	60
Services provided to veterans	63	58	NA	NA
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	63	59	49	54
Services provided to older adults	61	57	61	62
Protecting children and vulnerable adults	61	NA	NA	NA
Mental and chemical health services	56	NA	NA	NA

In 2013, “employment support/Workforce Center services” was “employment support services.” In 2008 and 2006 “services provided to older adults” was “social services to seniors” and “County parks and recreation,” “trail and bikeway system” and “condition of county roads” did not include listed items in 2008 or 2006 as they did in 2013. New items in 2016 were “protecting children and vulnerable adults” and “mental and chemical health services.”

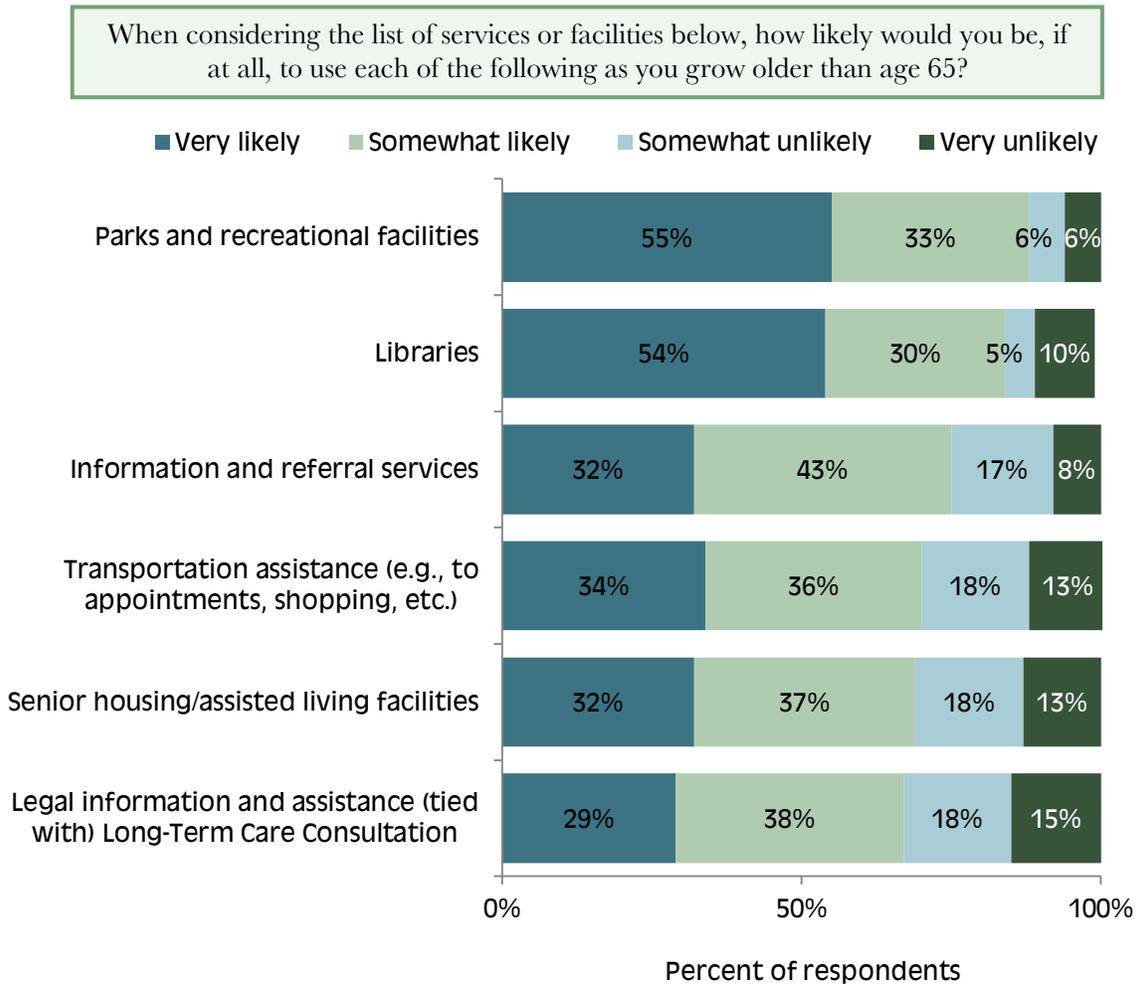
Figure 16: County Services Benchmarks

	Comparison to benchmark
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	Much higher
County libraries	Much higher
Trail and bikeway system like Hardwood Creek Regional Trail	Much higher
Sheriff services	Much higher
Recycling and drop-off services at the Environmental Center	Much higher
Snow and ice removal on County roads	Much higher
Disaster preparedness	Much higher
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	Much higher
Services provided to older adults	Much higher

County Older Adult Services

The 2016 survey included a new question regarding residents’ likelihood of using specific services or facilities as they grow older than age 65. Over half of survey respondents indicated they would be “very likely” to use parks and recreation facilities and libraries as they grow older than 65 and an additional one-third of survey respondents indicated they would be “somewhat likely” to use these facilities. About 7 in 10 residents would be “very” or “somewhat” likely to use transportation assistance, senior housing/assisted living facilities and legal information and assistance; these three items received the lowest likelihood ratings out of the six items listed.

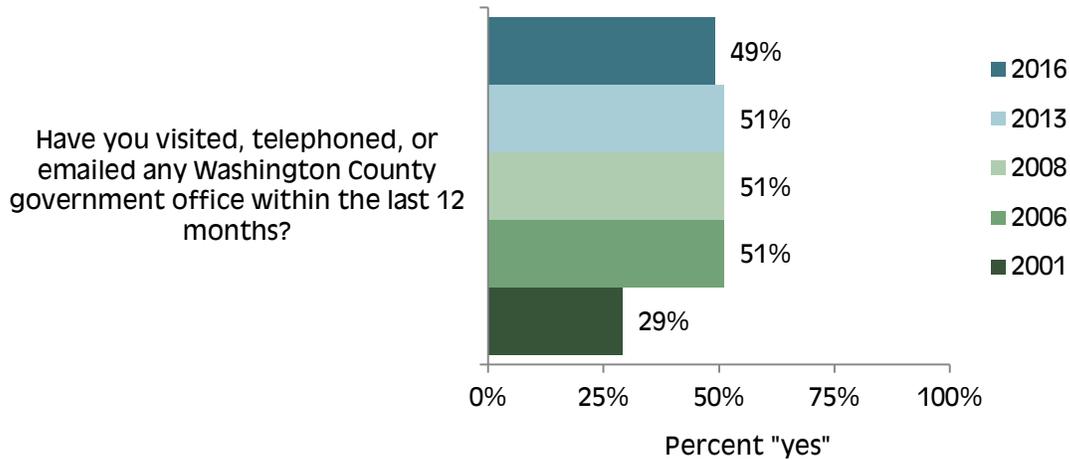
Figure 17: Likelihood of Use of Services and Facilities for Older Adults



Contact with County Government

As in past years, respondents were asked if they had visited, telephoned, or emailed any Washington County government office within the previous 12 months. About half of respondents reported having contacted the County in the 12 months prior to the survey. The proportion of residents contacting County government is similar to 2013 levels of contact but much higher when compared to the amount of contact reported in other counties across the nation.

Figure 18: Government Office Contact Compared by Year



In 2001, this question was "Have you telephoned the government center or any other facility during the past year? Response scale was: "yes," "no."

The 49% of respondents who reported having contacted a County government office were asked to give their impression of the employee with whom they had contact. The average rating for knowledge was 75 on the 100-point scale, followed by courtesy (74) and then responsiveness (72). Overall impression was given an average rating of 72. Each of these impressions of County employees were above “good” on the 100-point scale.

When compared to ratings given in 2013, these ratings have remained stable.

The average ratings for each employee characteristic ranged from much higher to similar when compared to other counties across the nation.

Figure 19: Average Ratings of Employee(s) in Most Recent Contact Compared by Year

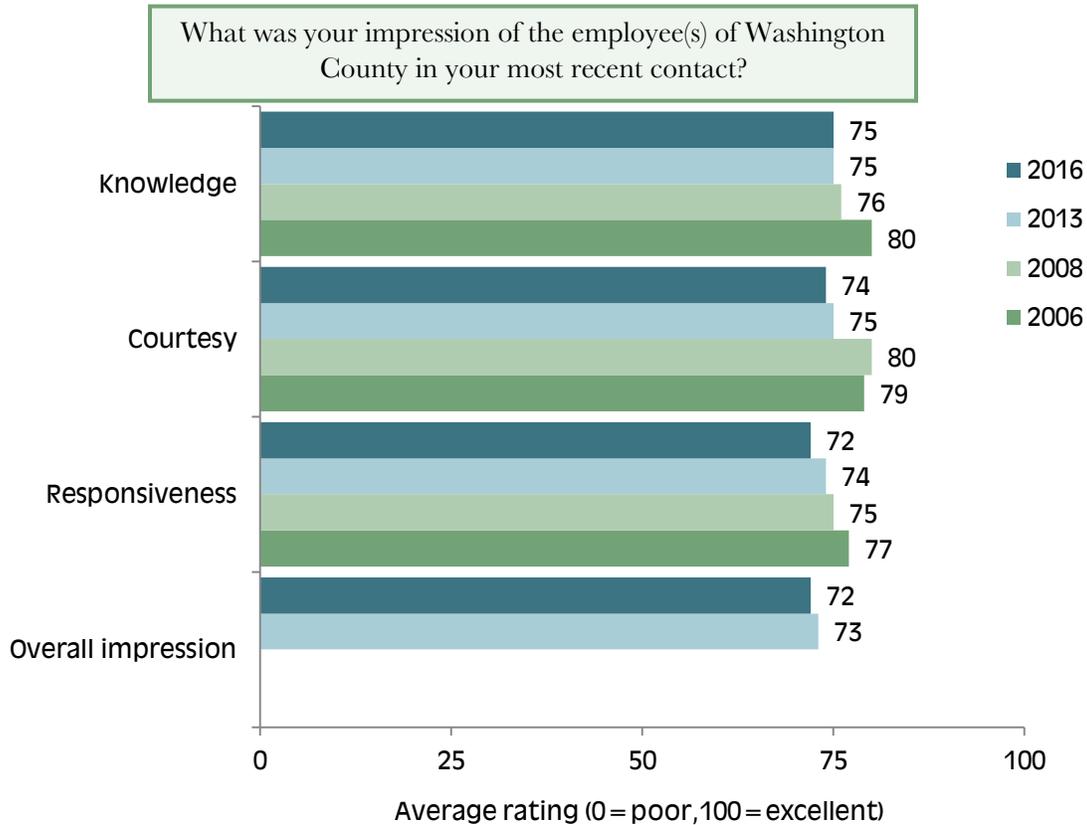


Figure 20: Perceptions of County Employees Benchmark

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

Washington County License Center

As in 2013, survey respondents were asked a question regarding the overall quality of resident’s most recent Washington County license center experience. Just under half of respondents reported their experience as “excellent” and an additional 41% reported it as “good.” Only two percent of respondents reported a “poor” quality of their overall experience. When compared to 2013, fewer residents gave an “excellent” rating in 2016 while the differences for each of the other quality ratings (“good,” “fair” and “poor”) are not large enough to be considered significant (differences of six percentage points or more among percentages are considered meaningfully different).

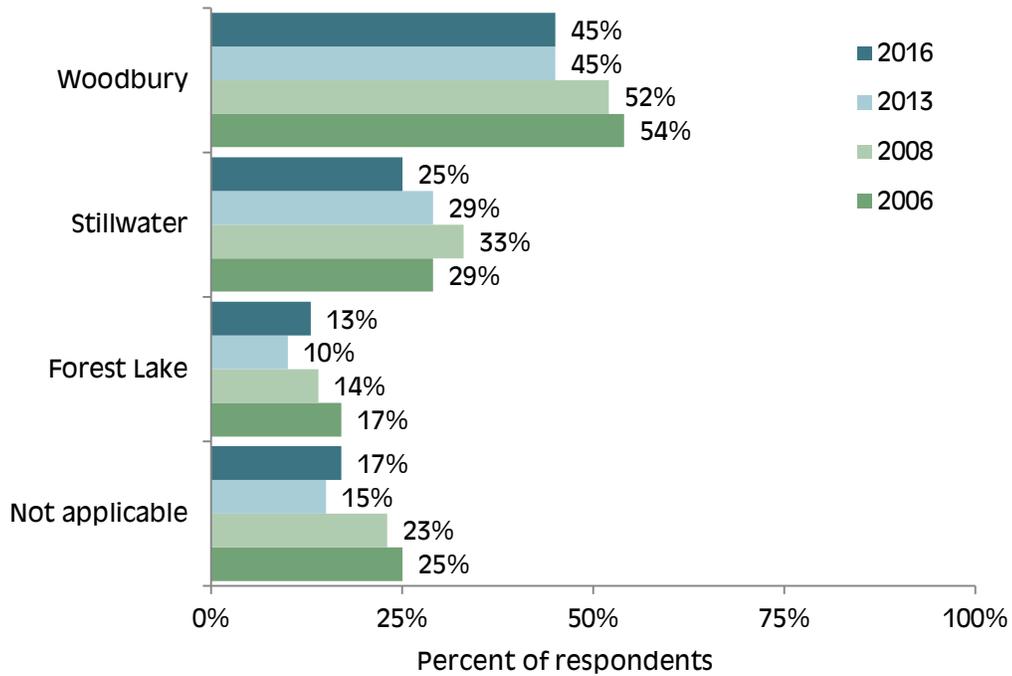
Figure 21: Overall Quality of Most Recent Washington County License Center Experience Compared by Year



Respondents were asked if they had visited a Washington County license center, which location they went to on their most recent visit. In 2016, respondents who had visited a license center were most likely to have gone to the Woodbury License Center (45%), which also was the most visited in 2013 and since this question was first asked in 2006.

Figure 22: Washington County License Center More Recently Visited Compared by Year

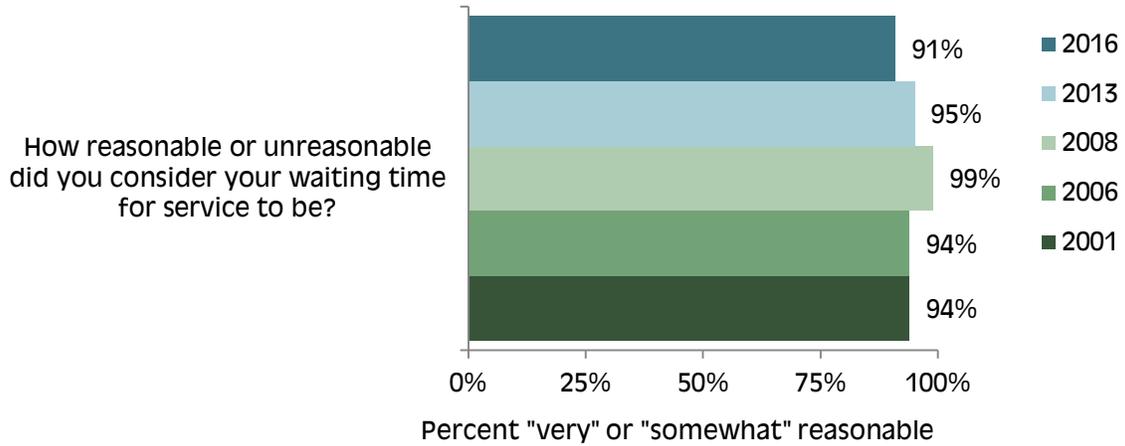
If you have visited a Washington County License Center for services like a driver's license renewal, car registration, passport, or to pay property taxes, which location did you go to on your most recent visit?



In 2006 and 2008 respondents were first asked if they had visited a License Center and then asked which location did they visit; in 2013 and 2016, respondents were only asked if they had visited, which center did they visit and were given an option of "Not applicable." The above chart compares those that reported they had not visited in 2006 and 2008 with those that said "not applicable" in 2013.

When asked how reasonable their wait time was during their most recent visit to a Washington County license center, 91% thought it was “very” or “somewhat” reasonable, a similar percentage reported in 2013. Only three percent reported that their wait time was “very” unreasonable (see *Appendix C: Complete Set of Frequencies*).

Figure 23: Reasonableness of Waiting Time at License Center Compared by Year



In 2001, the question read, "Did you consider your waiting time for service to be reasonable?" The response scale was: "reasonable," "unreasonable."

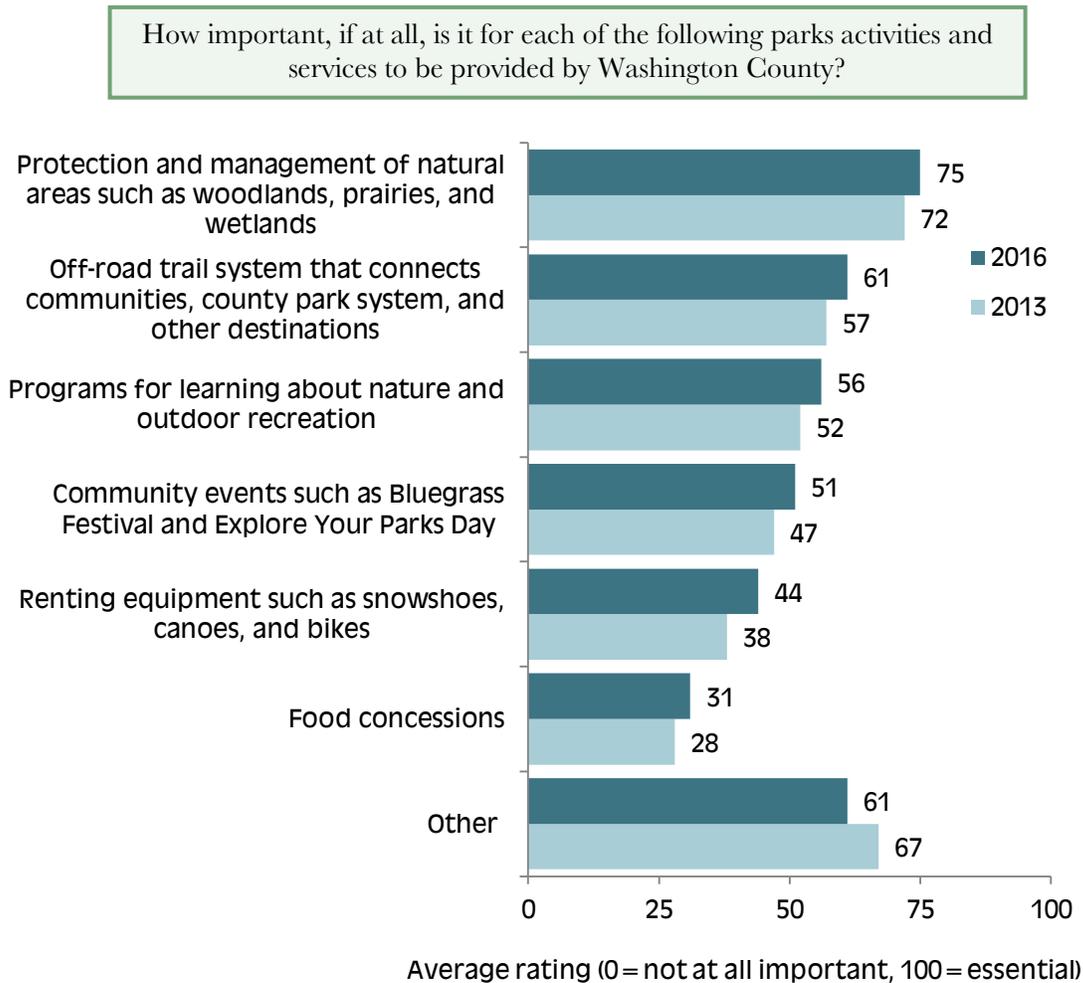
Fiscal Management and Planning

A number of questions on the 2016 survey were aimed at helping the County prioritize programs and services. Knowing where residents feel officials could trim and where resources should remain will aid the County government in making key decisions that affect the community.

Importance of Activities and Services in Washington County Parks

The survey asked residents about the importance of providing six activities and services in Washington County parks. On the 100-point scale, most average ratings were between “somewhat” (33) and “very important” (67); however, food concessions was just below “somewhat important” (31 average rating), and protection and management of natural areas was just above “very important” at (75). Respondents were permitted to write in an “other” activity or services that they would like to see in Washington County parks and rate the importance of it. The “other” responses appear verbatim in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 24: Average Rating of Importance of Washington County Park Activities and Services Compared by Year



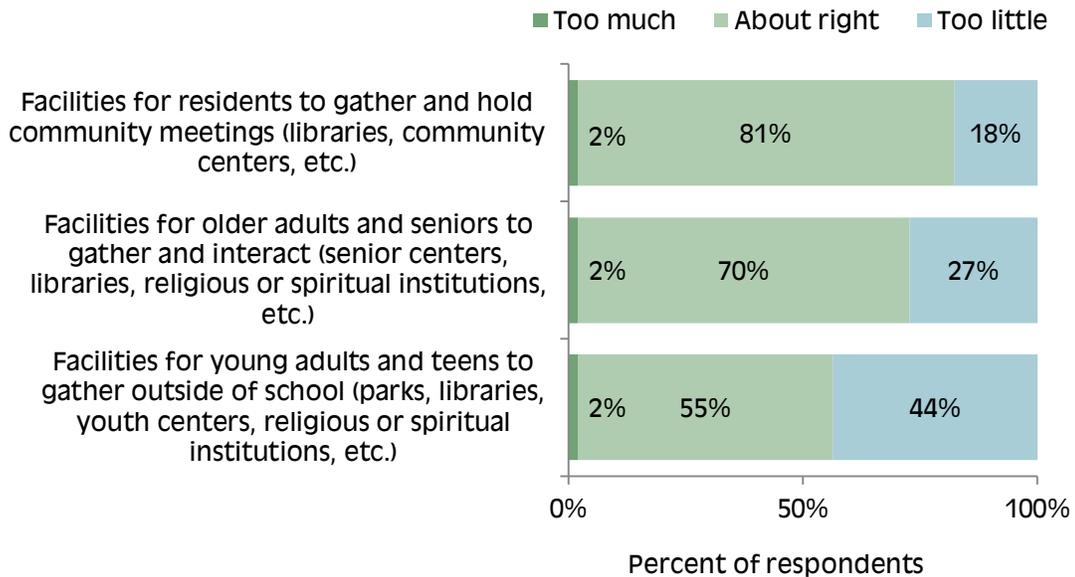
Perceptions of Meeting Space Provided to Community

The survey asked residents about residents’ perceptions of the amount of facilities available as spaces for residents to gather and hold meetings. About 8 in 10 residents felt that the amount of facilities for residents to gather and hold meetings was “about right” while 7 in 10 felt that the amount of facilities for older adults and seniors to gather and interact was “about right.” Just over half indicated that the amount of facilities for young adults and teens to gather outside of school was “about right” while about 44% of residents felt the amount of facilities for young adults and teens was “too little.” Only two percent of residents felt there was “too much” space available for each of these three purposes.

Note that at least one in five respondents said “don’t know” when asked about the amount of facilities available for each of these purposes (see *Appendix C: Complete Set of Frequencies*).

Figure 25: Availability of County Facilities

Some communities have facilities available as spaces for residents to gather and hold meetings. For each of the following types of facilities in the community, please indicate whether you think there is too much, too little or about the right amount to serve the community’s needs:

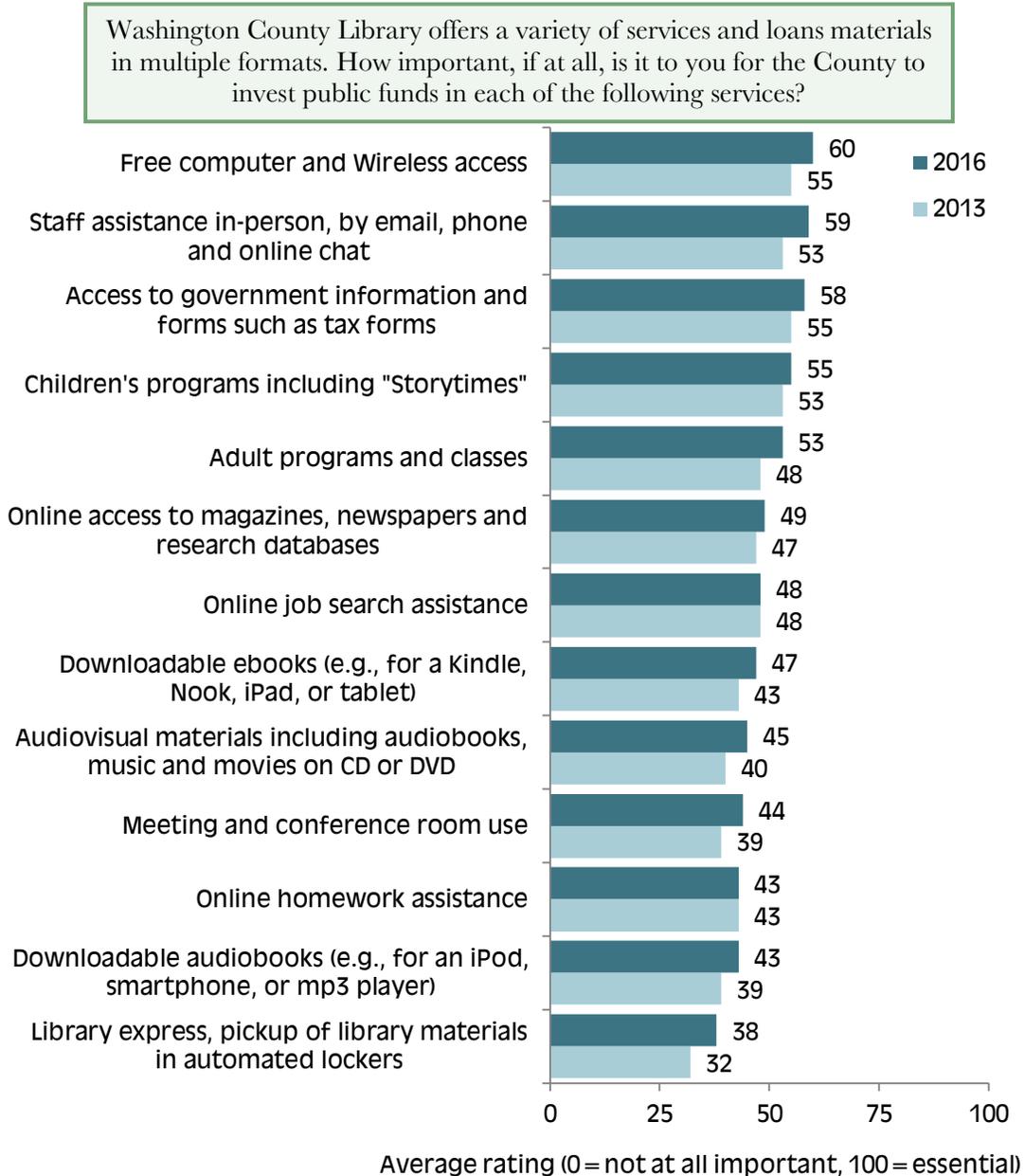


This question was new in 2016. The scale used was “far too much,” “too much,” “about right,” “too little” and “far too little.” The first two and last two scale options (“far too much” and “too much” and “far too little” and “too little”) have been combined here for ease of interpretation. For the full frequencies not grouped, see Appendix C: Complete Set of Frequencies.

Importance of Services at County Libraries

As in 2013, the 2016 survey asked residents about the importance of investing public funds into 13 services provided at the Washington County Library. Only five of the 13 library services received importance ratings above the mid-point of the 100-point scale: free computer and Wireless access, staff assistance, access to government information and forms such as tax forms, children’s programs, and adult programs and classes. Library express, which enables pickup of library materials in automated lockers, was given the least support for public funds investment, with a rating of just above “somewhat important” (38 average rating on a 100-point scale).

Figure 26: Average Rating of Importance of Washington County Library Services



Public Information and Communication

To understand the best ways to communicate with and inform residents about Washington County government and its services, residents were asked a series of questions about public information sources and desired Internet information.

Potential Information Sources

Respondents were asked to indicate which potential sources of information about Washington County government they used as a “major source,” “minor source,” or “not a source.” The Washington County Newsletter, Staying in Touch, topped the list with 77% of respondents using it as a “major” or “minor” source, followed by the Washington County Web site (74%) and weekly community newspapers (65%).

Fewer than half of respondents reported using the following sources of information: social media, phone calls to Washington County, cable access programming, community meetings, cable access programming and County listservs and other County electronic newsletters.

When compared to ratings given in 2013, most ratings remained similar however the usage of three information sources increased in 2016. These sources include: the County Web site (74% “major” or “minor” source in 2016 versus 68% in 2013), social media (44% in 2016 versus 25% in 2013), and community meetings (35% in 2016 versus 28% in 2013).

Figure 27: Potential Information Sources Compared by Year

Please rate the extent to which you use each of the following as sources of information about Washington County government, if at all.	Percent of respondents using as a “major” or “minor” source			
	2016	2013	2008	2006
Washington County Newsletter - Staying in Touch	77%	80%	80%	81%
Washington County Web site (www.co.washington.mn.us)	74%	68%	67%	60%
Weekly community newspapers	65%	69%	80%	81%
Television news broadcasts	64%	66%	NA	NA
Daily newspapers	63%	67%	79%	77%
Other online news sources	55%	50%	NA	NA
Social Media (e.g., Twitter, Facebook, etc.)	44%	25%	NA	NA
Phone calls to Washington County	37%	38%	NA	NA
Community meetings	35%	28%	50%	50%
Cable access programming	33%	33%	59%	52%
County listservs and other County electronic newsletters	25%	27%	NA	NA

This question was not asked in 2001.

Accessing Information on the Web

Residents were asked to identify what types of County information and services they access on the Internet. The items at the top of the list included park information (59%), accessing library resources (47%), garbage and recycling information (42%), general information about the county (38%), and renewing or applying for a license, permit, or other application (38%). The three lowest ranked items include services for seniors (7%), accessing meeting calendar, agenda, and/or minutes (7%), and budget documents (6%). Responses to the “other” types of information residents’ access via the Internet can be found in *Appendix B: Verbatim Responses to Open-ended Questions*.

Prior to 2016, this question has undergone various wording and format changes. In 2013, this question was: “What kind of Washington County service or information would you like to access via the Internet?” and it was changed to: “What kind of Washington County service or information do you access via the Internet?” This modification does limit the direct comparability of the data over time and it is advised to use caution when interpreting the differences over time.

Figure 28: Desired Internet Information Compared by Year

What kind of Washington County service or information do you access via the Internet?	Percent of respondents			
	2016	2013	2008	2006
Park information (e.g., reservation at a regional park facility)	59%	70%	21%	23%
Access library resources	47%	56%	9%	11%
Garbage and recycling	42%	56%	4%	6%
General information about the county	38%	56%	19%	16%
Renew or apply for a license, permit, or other application	38%	64%	11%	6%
Pay fees, fines, or property taxes	30%	59%	22%	3%
Information about County services	29%	60%	29%	16%
Research property sales/information	28%	54%	8%	3%
General county project information	24%	NA	NA	NA
Road/bridge construction projects	24%	53%	4%	0%
Access public County records	14%	43%	17%	7%
Online recording of vital records (birth, death, marriage)	8%	37%	3%	2%
Services for senior citizens	7%	38%	NA	NA
Meeting calendar, agenda, and/or minutes	7%	37%	11%	11%
Budget documents	6%	35%	5%	0%
Other	2%	11%	14%	36%
No access/don't use	6%	5%	NA	NA

Total may exceed 100% as respondents could choose multiple options. In 2008 and earlier, this question was an open-ended question and in 2013 was converted to a set of fixed response options. Prior to 2016, this question was “what kind of Washington County service or information would you like to access via the Internet?” These modifications limit over time comparability; please review by year comparisons with caution. This question was not asked in 2001.

RESPONDENT DEMOGRAPHICS

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

Figure 29: Respondent District

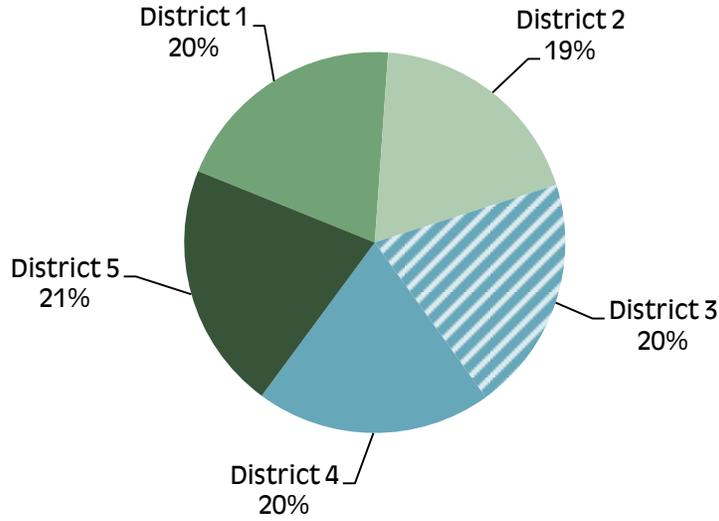


Figure 30: Respondent Length of Residency

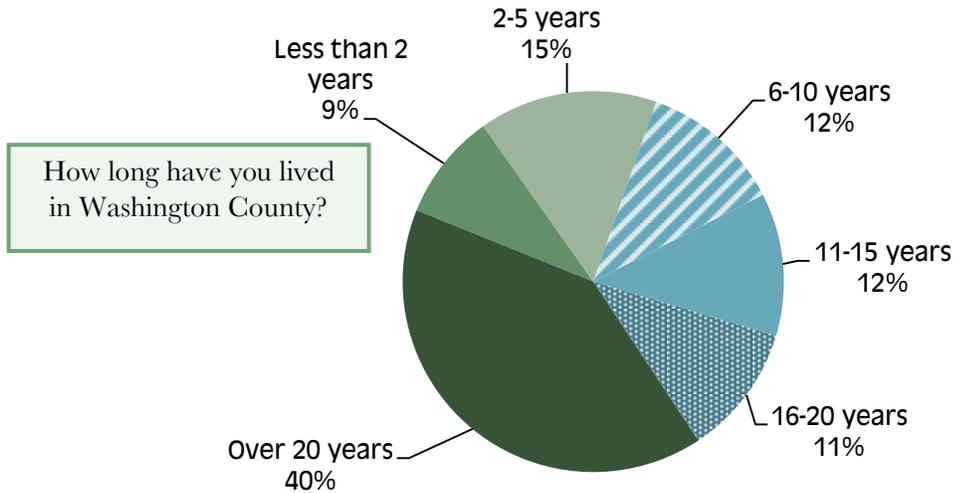


Figure 31: Respondent Employment Status

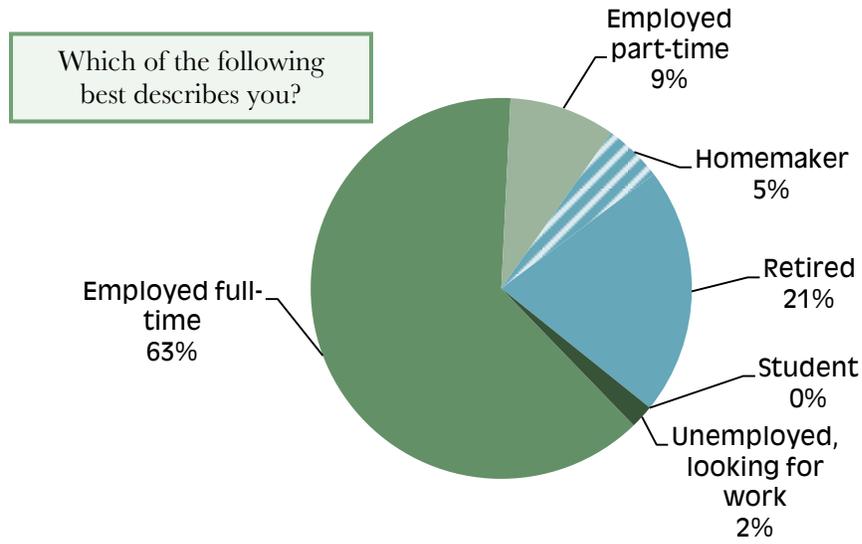


Figure 32: Respondent Housing Unit Type

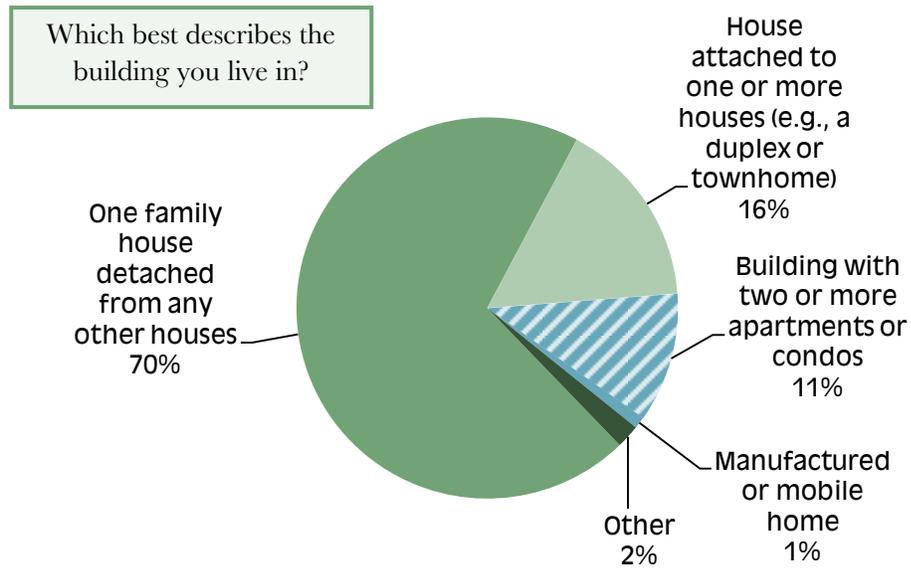


Figure 33: Respondent Housing Tenure

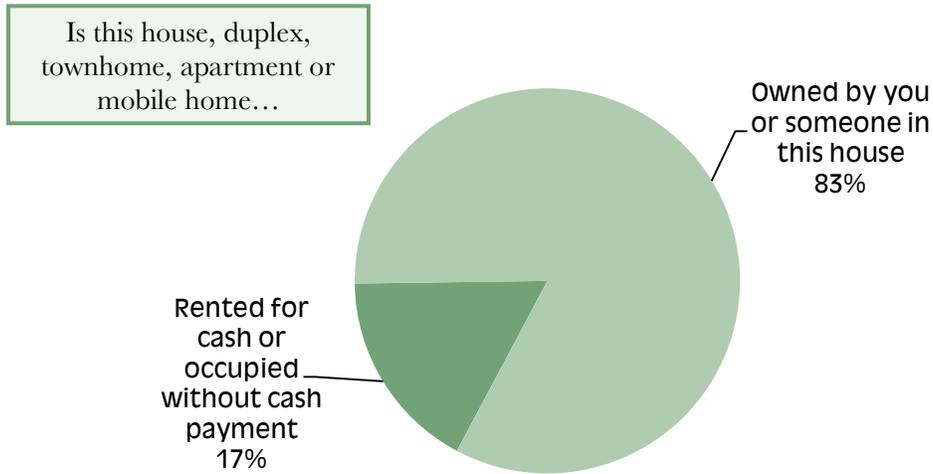


Figure 34: Respondent Ethnicity

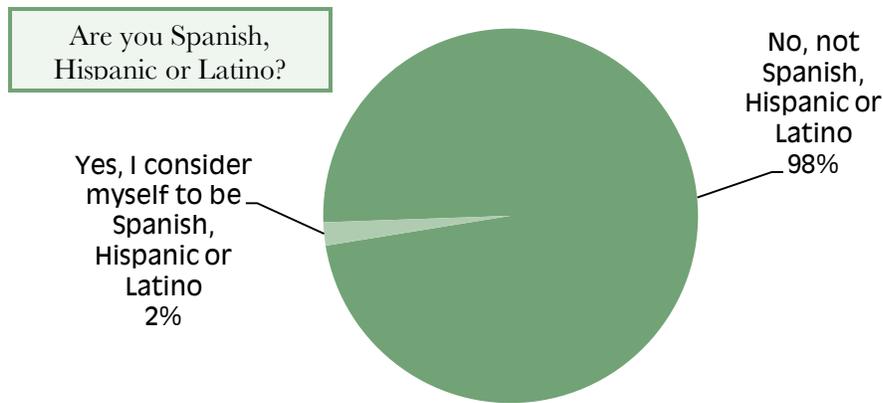


Figure 35: Respondent Race

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	0%	N=2
Asian, Asian Indian or Pacific Islander	6%	N=44
Black or African American	3%	N=20
White or Caucasian	91%	N=713
Other	2%	N=16

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

Figure 36: Respondent Age

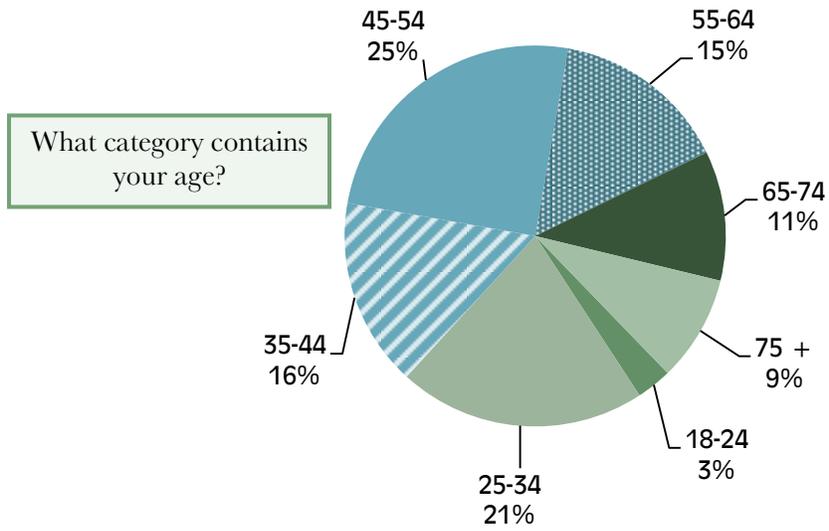


Figure 37: Respondent Gender

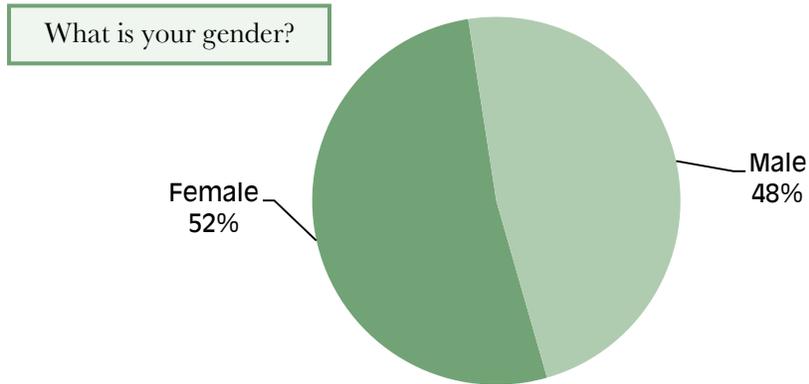


Figure 38: Presence of Children in the Household

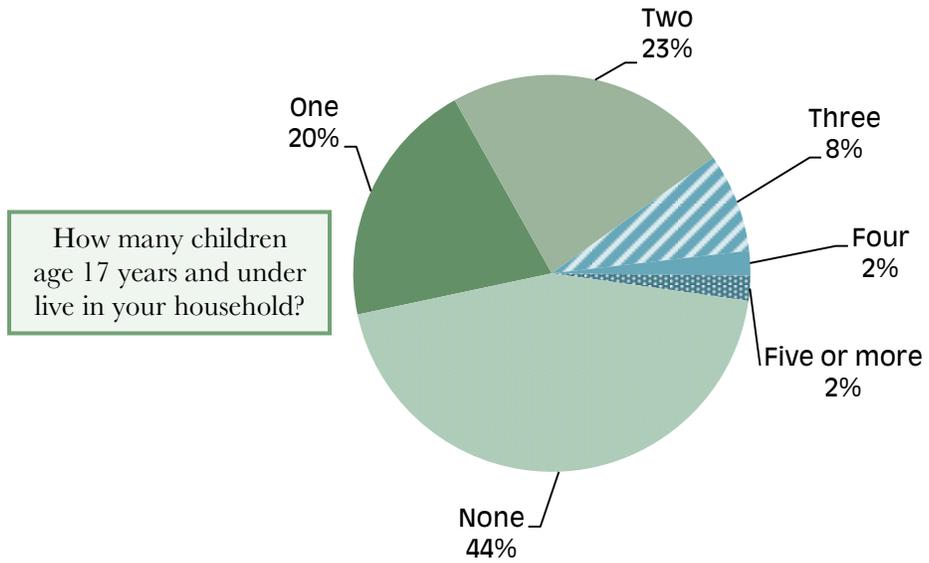


Figure 39: Presence of Adults under Age 65 in the Household

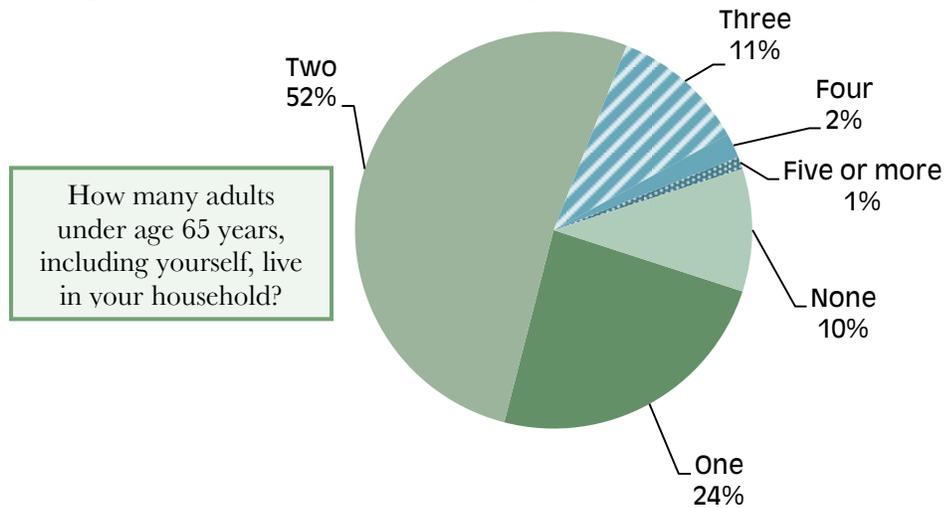


Figure 40: Presence of Older Adults Age 65 and Over in the Household

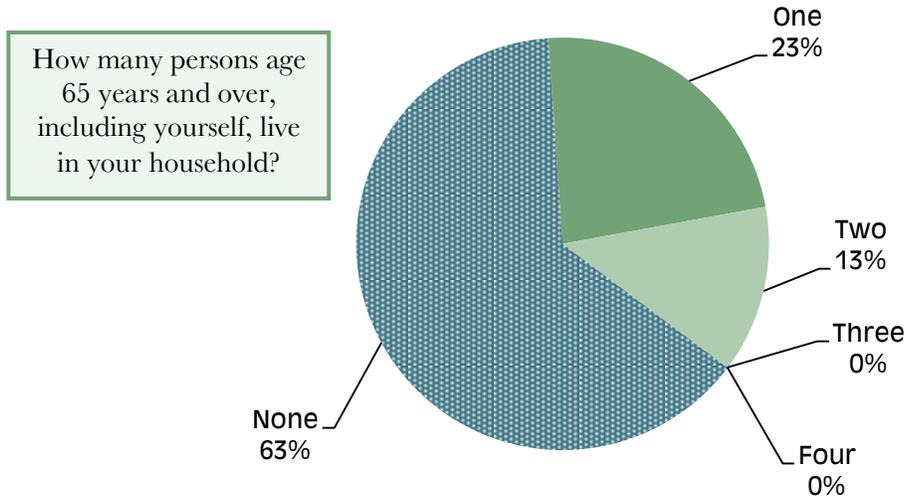


Figure 41: Household Income

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	8%	N=66
\$25,000-\$49,999	16%	N=128
\$50,000-\$74,999	18%	N=143
\$75,000-\$99,999	16%	N=124
\$100,000-\$124,999	16%	N=127
\$125,000-\$149,999	9%	N=70
\$150,000-\$199,999	8%	N=65
\$200,000 or more	9%	N=74
Total	100%	N=795

APPENDIX A: DETAILED SURVEY METHODOLOGY

Survey Instrument Development

Washington County has conducted a general residential survey six times before the 2016 survey. 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 an assessment of County service delivery. These surveys permit County staff and elected officials to hear from a broad range of the population. The 2016 residential 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, and 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 2,500 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 Washington County survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the Chair of the County Board of Commissioners 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 waves of the

survey packet included instructions in Spanish for residents to call the County and request a Spanish copy of the survey.

The mailings were sent in February 2016 and completed surveys were collected over the following six weeks. About 4% of the 2,500 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 2,390 households, 835 completed the survey, providing a response rate of 35%; average response rates for a mailed residential survey range from 25% to 40%. Respondents had the opportunity to call the County and request a copy of the survey in Spanish; one survey was requested in Spanish and was completed in Spanish. 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

Commissioner District	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate
District 1	500	24	476	169	36%
District 2	500	27	473	155	33%
District 3	500	29	471	172	37%
District 4	500	8	492	167	34%
District 5	500	22	478	172	36%
Overall	2,500	110	2,390	835	35%

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 four percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any residential 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% confidence interval for the survey is generally no greater than plus or minus three percentage points around any given percent reported for the entire sample and plus or minus two 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 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.

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 on the following page.

Table 2: Washington Residential Survey Weighting Table 2016

Characteristic	Population Norm¹	Unweighted Data	Weighted Data
Housing			
Rent home	17%	13%	17%
Own home	83%	87%	83%
Detached unit ²	71%	70%	71%
Attached unit ²	29%	30%	29%
Race and Ethnicity			
Hispanic	3%	1%	2%
Not Hispanic	97%	99%	98%
White	90%	92%	90%
Non-white	10%	8%	10%
White alone, not Hispanic	88%	91%	88%
Hispanic and/or other race	12%	9%	12%
Sex and Age			
18-34 years of age	26%	8%	24%
35-54 years of age	43%	34%	41%
55+ years of age	31%	59%	35%
Female	51%	53%	52%
Male	49%	47%	48%
Females 18-34	13%	5%	12%
Females 35-54	22%	18%	21%
Females 55+	16%	30%	18%
Males 18-34	13%	3%	12%
Males 35-54	21%	16%	20%
Males 55+	15%	29%	17%
District			
District 1	20%	20%	20%
District 2	20%	19%	19%
District 3	20%	21%	20%
District 4	20%	20%	20%
District 5	21%	21%	21%

¹ Source: US Census Bureau, 2010 Census

² 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

Washington County survey data were collected by phone in 2001, 2006, and 2008. In 2013, the County switched data collection from phone to mail and continued with mail in 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 2008 to 2013 in virtually all ratings was both expected and observed. In the previous survey administration by phone in 2008, a small sample of residents was surveyed by mail in order to explore the magnitude of the differences between phone and mail survey responses in Washington County. Using 2008 survey research conducted by NRC in Washington County 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 2008 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 2013 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 five-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 2013 to account for any question and scale differences when possible. These adjustments are based on NRC’s analysis of residential 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/Figure 2. What one thing do you like most about living in Washington County?

Other (please specify)

- ◆ Affordable housing.
- ◆ Boutwell's Retirement Home.
- ◆ Everything on your list.
- ◆ Grew up here.
- ◆ Home payed for.
- ◆ I don't.
- ◆ Just moved in 2 weeks ago.
- ◆ Libraries.
- ◆ Lots of activities to participate in.
- ◆ Selection of stores.
- ◆ St. Croix lumberjacks being in town.
- ◆ Where I grew up.

Q6/Figure 8. What would you say is the most serious issue facing Washington County at this time?

Other (please specify)

- ◆ Aggressive drivers.
- ◆ As a business owner in Woodbury the rent is very expensive.
- ◆ Availability of fitness trainer.
- ◆ Biking paths.
- ◆ Cable or internet.
- ◆ County needs to continue to acquire open [text illegible].....
- ◆ Disintegration of American/traditional values.
- ◆ Especially in West Lakeland Twp & Baytown twp & Lake Elmo. (intended to relate to the listed item of “water quality”)
- ◆ Get rid of bold.
- ◆ If marine/withrow & OPH close.
- ◆ Islamic invasion chapter 8 welfare housing therefore welfare in crime.
- ◆ Lack of ease of public transportation.
- ◆ Lack of public transportation.
- ◆ Lack of public transportation.
- ◆ Lack of wellness activities such as pickleball for older adults.
- ◆ Love the round-a-bouts! Thank you!!
- ◆ Maintaining overall quality of life.
- ◆ Need more outdoor & indoor parks for kids. For example: good times Park in Eagan.
- ◆ No help for the homeless!
- ◆ No public trans.
- ◆ No public transportation.
- ◆ No response on speed issues.
- ◆ No restaurants options.
- ◆ Not get transport to LA Fitness & not having coverage to help pay one one personal trainer that will help me more.
- ◆ Parks, running paths in woods i.e. not paved paths.
- ◆ Proposed rail line opposed.
- ◆ Public transportation.
- ◆ Public transportation.
- ◆ Public transportation.
- ◆ Retirement options. Support for seniors.
- ◆ School levies.
- ◆ School taxes.
- ◆ Speed on Olson Lake trail co. Rd-Residential-40 mph!!! Too fast, every person on Olson Lake trail signed a petition to lower the speed. Were told if we complain it will be raised!!
- ◆ The inclusion of bus rapid transit will bring several problems to the county.
- ◆ Too many regulations.
- ◆ Too much government!
- ◆ Working hard to leave Berny Sanders Land.

Q19/Figure 28. What kind of Washington County service or information would you like to access via the Internet? (Please check all that apply.)

Other (please specify)

- ◆ Business locations.
- ◆ County/community events.
- ◆ Events.
- ◆ Historical society, info on farmers markets.
- ◆ Housing information.
- ◆ Large sales from Facebook.
- ◆ Phone # & address.
- ◆ St. Croix garage sale.

- ◆ Weather.
- ◆ Will use more.

- ◆ Workforce service.

Q22/Figure 24. How important, if at all, is it for each of the following park activities and services to be provided by Washington County?

Other (please specify)

- ◆ Boat launch/docks.
- ◆ Bocce ball course.
- ◆ Clean water.
- ◆ Community gardening organic health.
- ◆ Dog park.
- ◆ Dogs at county campgrounds.
- ◆ Expand boat landing parking at Boomsite.
- ◆ High speed internet access.
- ◆ Indoor parks.
- ◆ Letting dogs camp it owners!!!
- ◆ No bike trails, waste of money for so few!!!
- ◆ Public hunting.
- ◆ Recreation facilities.
- ◆ Story time at Libraries.
- ◆ Swimming pool for lessons & recreation- gives kids a healthy place to go & exercise in summer. Would love a yor community center like maplewood's- exercise facilities, pool, play spaces for kids.
- ◆ Swimming-beaches.
- ◆ Taking care of parks & playgrounds.
- ◆ Those indoor & outdoor pickle ball courts.
- ◆ Transportation for seniors.
- ◆ Water/ Splash pad parks geared for smaller children ≤ 3 .
- ◆ We need better signage on city parks, and maps of where they are- and their amenities.
- ◆ X-generation involvement.
- ◆ Year-round restrooms.

APPENDIX C: COMPLETE SET OF FREQUENCIES

The following pages contain two sets of responses to each question on Washington 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

How would you rate the overall quality of life in Washington County?	Percent of respondents	Number
Excellent	39%	N=311
Good	58%	N=455
Fair	3%	N=21
Poor	0%	N=2
Total	100%	N=790

Table 4: Question 2

Please rate each of the following characteristics of Washington County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	32%	N=248	53%	N=419	13%	N=103	2%	N=15	100%	N=784
Employment opportunities	9%	N=55	42%	N=261	39%	N=244	10%	N=65	100%	N=626
Washington County as a place to retire	18%	N=124	52%	N=359	24%	N=169	6%	N=45	100%	N=697
Openness and acceptance toward people of diverse backgrounds	12%	N=86	50%	N=366	30%	N=221	8%	N=58	100%	N=731
Availability of affordable housing	9%	N=66	38%	N=276	38%	N=278	14%	N=104	100%	N=724
Rural character and natural environment	26%	N=212	49%	N=389	22%	N=172	3%	N=27	100%	N=801
Sense of community	18%	N=147	46%	N=376	29%	N=232	7%	N=57	100%	N=811
Ease of travel by car	32%	N=257	51%	N=415	14%	N=117	3%	N=20	100%	N=810
Availability of bike and pedestrian transportation options	22%	N=167	46%	N=343	22%	N=164	10%	N=75	100%	N=748
Availability of public transportation options (bus, rail, etc.)	7%	N=46	26%	N=176	31%	N=209	36%	N=245	100%	N=677
Overall feeling of safety in Washington County	27%	N=221	60%	N=496	12%	N=99	1%	N=6	100%	N=822
Overall image or reputation of Washington County	27%	N=222	60%	N=488	12%	N=94	1%	N=9	100%	N=813

Table 5: Question 3

What one thing do you like most about living in Washington County?	Percent of respondents	Number
Location	29%	N=238
Open space/rural	12%	N=99
Parks/lakes	6%	N=50
People	1%	N=12
My neighborhood	12%	N=102
Schools	4%	N=30
Small town feel	8%	N=62
Low taxes	3%	N=25
Quality of life in general	24%	N=195
Other	1%	N=12
Total	100%	N=825

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

Table 6: Question 4

Please rate how safe or unsafe you feel in Washington County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
From property crimes (e.g., burglary, theft)	34%	N=278	58%	N=474	7%	N=58	1%	N=11	100%	N=821
From violent crimes (e.g., rape, assault, robbery)	53%	N=430	44%	N=358	3%	N=25	0%	N=1	100%	N=814
From illegal drug activity (e.g., manufacturing or selling drugs)	28%	N=218	55%	N=432	14%	N=108	3%	N=20	100%	N=778
From drunk drivers on County roads	18%	N=139	60%	N=467	20%	N=160	2%	N=18	100%	N=784
From distracted drivers on County roads	10%	N=82	51%	N=405	30%	N=239	9%	N=73	100%	N=798
In your neighborhood	53%	N=431	41%	N=335	6%	N=48	1%	N=7	100%	N=821
From being injured while biking or walking along county roads	25%	N=186	53%	N=390	17%	N=125	5%	N=38	100%	N=740
From identity theft (e.g., fraud, scams, credit card theft)	17%	N=121	57%	N=413	22%	N=157	5%	N=36	100%	N=728

Table 7: Question 5

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Crime	20%	N=152	58%	N=451	21%	N=166	1%	N=5	100%	N=774
Taxes	20%	N=152	32%	N=247	33%	N=256	15%	N=114	100%	N=769
Traffic safety	27%	N=219	50%	N=396	20%	N=156	4%	N=28	100%	N=799
Traffic congestion	28%	N=220	43%	N=343	24%	N=194	5%	N=40	100%	N=797
Poverty	33%	N=216	46%	N=306	19%	N=128	2%	N=14	100%	N=665
Homelessness	53%	N=329	34%	N=210	11%	N=66	2%	N=12	100%	N=616
Foreclosed properties	30%	N=177	51%	N=301	14%	N=84	4%	N=26	100%	N=588
Ease of travel by public transit in Washington County	22%	N=132	27%	N=168	25%	N=152	26%	N=159	100%	N=611
Availability of livable wage jobs	20%	N=112	33%	N=189	34%	N=196	13%	N=74	100%	N=571

Table 8: Question 6

What would you say is the most serious issue facing Washington County at this time?	Percent of respondents	Number
Too much growth/development	20%	N=157
Not enough growth/development	3%	N=23
County property taxes	18%	N=141
Schools	9%	N=70
Traffic congestion	6%	N=48
Water quality	5%	N=37
Condition of roads	11%	N=84
Crime	1%	N=12
Affordable housing	10%	N=79
Economic development	8%	N=61
Jobs	5%	N=44
Other	5%	N=39
Total	100%	N=795

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

Table 9: Question 7

Please rate to what degree, if at all, each of the following is a health concern in Washington County?	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Bullying	21%	N=109	38%	N=199	30%	N=159	11%	N=61	100%	N=528
Suicide/attempted suicide	23%	N=108	44%	N=210	26%	N=124	7%	N=35	100%	N=477
Underage alcohol use	14%	N=75	33%	N=178	37%	N=200	17%	N=95	100%	N=547
Alcohol abuse among adults	15%	N=82	38%	N=214	35%	N=198	12%	N=65	100%	N=559
Illegal drug use	12%	N=68	33%	N=184	36%	N=199	19%	N=104	100%	N=555
Abuse of prescribed medications	19%	N=91	36%	N=179	29%	N=143	16%	N=80	100%	N=493
Tobacco use	22%	N=130	38%	N=226	27%	N=163	13%	N=77	100%	N=595
Overweight children	13%	N=79	33%	N=199	40%	N=242	15%	N=92	100%	N=611
Overweight adults	13%	N=82	28%	N=176	41%	N=256	18%	N=112	100%	N=626
Spread of infectious diseases	35%	N=185	44%	N=232	17%	N=90	4%	N=22	100%	N=529
Abuse and neglect of children	25%	N=129	45%	N=230	21%	N=110	9%	N=46	100%	N=516
Abuse and neglect of seniors	30%	N=158	41%	N=214	19%	N=101	10%	N=53	100%	N=526
Domestic violence	20%	N=106	40%	N=216	29%	N=157	11%	N=60	100%	N=538
The health and support of seniors	27%	N=156	32%	N=187	27%	N=160	13%	N=77	100%	N=581
The health and support of people with disabilities	25%	N=138	37%	N=205	26%	N=142	13%	N=70	100%	N=556
Quality of parenting skills of parents of children ages 0-17	20%	N=113	34%	N=192	33%	N=186	13%	N=76	100%	N=568

Table 10: Question 8

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Exposure to radon	41%	N=235	34%	N=196	19%	N=111	5%	N=30	100%	N=573
Quality of outdoor air	43%	N=330	37%	N=282	14%	N=109	6%	N=44	100%	N=764
Safety of food in public establishments	40%	N=297	40%	N=297	15%	N=114	5%	N=36	100%	N=744
Mold contamination at home or at work	40%	N=279	38%	N=265	16%	N=111	5%	N=37	100%	N=692
Proper disposal of garbage	51%	N=388	32%	N=238	13%	N=101	4%	N=29	100%	N=756
Quality of drinking water	31%	N=242	31%	N=243	20%	N=156	18%	N=137	100%	N=778
Quality of water in lakes and streams	24%	N=181	28%	N=211	28%	N=211	20%	N=148	100%	N=751
Quantity of useable water supply	34%	N=247	30%	N=217	20%	N=144	17%	N=125	100%	N=733

Table 11: Question 9

Please rate the quality of each of the following services provided by Washington County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
County libraries	50%	N=373	41%	N=308	8%	N=59	1%	N=6	100%	N=745
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	55%	N=410	38%	N=283	6%	N=47	0%	N=3	100%	N=744
Trail and bikeway system like Hardwood Creek Regional Trail	45%	N=275	45%	N=275	8%	N=46	2%	N=12	100%	N=608
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	21%	N=168	50%	N=391	25%	N=197	4%	N=29	100%	N=785
911 dispatch services	44%	N=224	44%	N=224	12%	N=61	1%	N=5	100%	N=514
Sheriff services	42%	N=222	46%	N=243	11%	N=58	1%	N=8	100%	N=530
Employment support/Workforce Center services	25%	N=92	52%	N=193	19%	N=72	4%	N=16	100%	N=373
Recycling and drop-off services at the Environmental Center	41%	N=280	41%	N=282	13%	N=88	5%	N=33	100%	N=683
Snow and ice removal on County roads	29%	N=237	49%	N=392	17%	N=136	5%	N=41	100%	N=806
Records, vital statistics, licensing, and vehicle registration	34%	N=249	52%	N=382	14%	N=102	1%	N=9	100%	N=743
Disaster preparedness	24%	N=83	52%	N=176	20%	N=68	4%	N=13	100%	N=341
Services provided to veterans	24%	N=66	45%	N=123	25%	N=69	6%	N=15	100%	N=273
Services provided to older adults	21%	N=72	47%	N=163	28%	N=96	5%	N=17	100%	N=349
Protecting children and vulnerable adults	19%	N=68	50%	N=181	26%	N=95	5%	N=17	100%	N=361
Mental and chemical health services	19%	N=66	41%	N=141	30%	N=102	10%	N=36	100%	N=345
Overall quality of services provided by Washington County	19%	N=153	60%	N=470	21%	N=163	0%	N=2	100%	N=788

Table 12: Question 10

Some communities have facilities available as spaces for residents to gather and hold meetings. For each of the following types of facilities in the community, please indicate whether you think there is too much, too little or about the right amount to serve the community's needs:	Far too much		Too much		About right		Too little		Far too little		Total	
Facilities for residents to gather and hold community meetings (libraries, community centers, etc.)	1%	N=6	1%	N=4	81%	N=514	16%	N=101	2%	N=11	100%	N=636
Facilities for young adults and teens to gather outside of school (parks, libraries, youth centers, religious or spiritual institutions, etc.)	1%	N=3	1%	N=4	55%	N=327	32%	N=193	12%	N=70	100%	N=598
Facilities for older adults and seniors to gather and interact (senior centers, libraries, religious or spiritual institutions, etc.)	0%	N=3	2%	N=10	70%	N=411	22%	N=131	5%	N=30	100%	N=585

Table 13: Question 11

Have you visited, telephoned, or e-mailed any Washington County government office within the last 12 months?	Percent of respondents	Number
Yes	49%	N=396
No	51%	N=418
Total	100%	N=814

Table 14: Question 12

What was your impression of the employee(s) of Washington County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledge	42%	N=164	44%	N=171	12%	N=49	2%	N=9	100%	N=393
Responsiveness	40%	N=158	42%	N=168	10%	N=40	7%	N=29	100%	N=395
Courtesy	47%	N=185	33%	N=132	13%	N=50	7%	N=26	100%	N=394
Overall impression	39%	N=152	43%	N=169	13%	N=52	5%	N=22	100%	N=394

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

Table 15: Question 13

If you have visited a Washington County License Center for services like a driver's license renewal, car registration, passport, or to pay property taxes, which location did you go to on your most recent visit?	Percent of respondents	Number
Not applicable	17%	N=131
Woodbury	45%	N=343
Stillwater	25%	N=194
Forest Lake	13%	N=98
Total	100%	N=766

Table 16: Question 14

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents	Number
Very reasonable	56%	N=373
Somewhat reasonable	35%	N=231
Somewhat unreasonable	7%	N=43
Very unreasonable	3%	N=20
Total	100%	N=668

This question was only asked of those who reported visiting a Washington County License Center.

Table 17: Question 15

Please rate the overall quality of your most recent Washington County License Center experience.	Percent of respondents	Number
Excellent	46%	N=307
Good	41%	N=273
Fair	12%	N=81
Poor	2%	N=13
Total	100%	N=674

This question was only asked of those who reported visiting a Washington County License Center.

Table 18: Question 16

Please rate the following categories of Washington County government performance:	Excellent		Good		Fair		Poor		Total	
The job Washington County government does at informing residents	13%	N=95	58%	N=416	25%	N=178	4%	N=32	100%	N=721
The job Washington County government does at listening to residents	10%	N=55	46%	N=260	32%	N=183	12%	N=67	100%	N=565
My knowledge of the work of the Washington County Board	7%	N=33	27%	N=136	37%	N=188	30%	N=149	100%	N=506
The value of services for the taxes paid to Washington County	8%	N=52	41%	N=265	38%	N=249	13%	N=82	100%	N=647
The job Washington County government does at managing tax dollars	8%	N=45	37%	N=216	40%	N=235	16%	N=92	100%	N=588
The value of Washington County services to the quality of life in my neighborhood	12%	N=85	49%	N=341	32%	N=225	6%	N=42	100%	N=694
Supporting the quality of life in Washington County	12%	N=87	55%	N=385	29%	N=204	3%	N=21	100%	N=697

Table 19: Question 17

To what extent do you approve or disapprove of the job the Washington County Board is doing?	Percent of respondents	Number
Strongly approve	19%	N=100
Somewhat approve	66%	N=358
Somewhat disapprove	12%	N=64
Strongly disapprove	3%	N=17
Total	100%	N=538

Table 20: Question 18

Please rate the extent to which you use each of the following as sources of information about Washington County government, if at all.	Not a source		Minor source		Major source		Total	
	Percent	N	Percent	N	Percent	N	Percent	N
Cable access programming	67%	N=472	23%	N=162	10%	N=67	100%	N=701
Daily newspapers	37%	N=269	36%	N=267	27%	N=196	100%	N=733
Washington County Web site (www.co.washington.mn.us)	26%	N=187	43%	N=315	31%	N=226	100%	N=728
Weekly community newspapers	35%	N=247	38%	N=269	28%	N=196	100%	N=713
Community meetings	65%	N=457	27%	N=187	8%	N=57	100%	N=700
Washington County Newsletter – Staying in Touch	23%	N=168	40%	N=298	37%	N=277	100%	N=743
Phone calls to Washington County	63%	N=444	30%	N=207	7%	N=49	100%	N=700
Other online news sources	45%	N=311	39%	N=268	16%	N=108	100%	N=687
Television news broadcasts	36%	N=259	41%	N=293	23%	N=165	100%	N=717
County listservs and other County electronic newsletters	75%	N=506	20%	N=136	5%	N=34	100%	N=676
Social Media (e.g., Twitter, Facebook, etc.)	56%	N=400	30%	N=210	14%	N=101	100%	N=710

Table 21: Question 19

What kind of Washington County service or information would you like to access via the Internet?	Percent	Number
General county project information	24%	N=176
Park information (e.g., reservation at a regional park facility)	59%	N=433
Garbage and recycling	42%	N=306
Information about County services	29%	N=213
Pay fees, fines, or property taxes	30%	N=223
General information about the county	38%	N=277
Meeting calendar, agenda, and/or minutes	7%	N=54
Budget documents	6%	N=42
Services for senior citizens	7%	N=52
Access public County records	14%	N=106
Online recording of vital records (birth, death, marriage)	8%	N=59
Road/bridge construction projects	24%	N=174
Renew or apply for a license, permit, or other application	38%	N=282
Access library resources	47%	N=346
Research property sales/information	28%	N=207
Other	2%	N=14
No access/don't use	6%	N=43

Total may exceed 100% as respondents could select more than one response. Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 22: Question 20

When considering the list of services or facilities below, how likely would you be, if at all, to use each of the following as you grow older than age 65?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Libraries	54%	N=424	30%	N=238	5%	N=42	10%	N=77	100%	N=780
Parks and recreational facilities	55%	N=433	33%	N=256	6%	N=44	6%	N=48	100%	N=781
Information and referral services	32%	N=231	43%	N=312	17%	N=121	8%	N=54	100%	N=718
Legal information and assistance (tied with) Long-Term Care Consultation	29%	N=206	38%	N=274	18%	N=132	15%	N=104	100%	N=716
Senior housing/assisted living facilities	32%	N=233	37%	N=272	18%	N=133	13%	N=91	100%	N=729
Transportation assistance (e.g., to appointments, shopping, etc.)	34%	N=248	36%	N=266	18%	N=129	13%	N=95	100%	N=738

Table 23: Question 21

Washington County Library offers a variety of services and loans materials in multiple formats. How important, if at all, is it to you for the County to invest public funds in each of the following services?										
	Essential		Very important		Somewhat important		Not at all important		Total	
Downloadable ebooks (e.g., for a Kindle, Nook, iPad, or tablet)	20%	N=149	23%	N=172	33%	N=239	24%	N=175	100%	N=735
Downloadable audiobooks (e.g., for an iPod, smartphone, or mp3 player)	17%	N=126	22%	N=160	34%	N=251	27%	N=195	100%	N=732
Audiovisual materials including audiobooks, music and movies on CD or DVD	17%	N=127	23%	N=169	36%	N=263	24%	N=176	100%	N=735
Online access to magazines, newspapers and research databases	18%	N=135	31%	N=230	29%	N=211	21%	N=157	100%	N=733
Access to government information and forms such as tax forms	27%	N=204	34%	N=252	25%	N=190	14%	N=103	100%	N=749
Free computer and Wireless access	36%	N=268	28%	N=208	20%	N=149	17%	N=130	100%	N=755
Children’s programs including “Storytimes”	29%	N=211	26%	N=190	23%	N=169	21%	N=150	100%	N=720
Adult programs and classes	21%	N=158	31%	N=226	34%	N=250	14%	N=107	100%	N=740
Staff assistance in-person, by email, phone and online chat	29%	N=217	32%	N=239	26%	N=198	13%	N=94	100%	N=748
Online job search assistance	18%	N=127	33%	N=233	26%	N=186	24%	N=170	100%	N=716
Online homework assistance	16%	N=115	27%	N=194	26%	N=186	30%	N=212	100%	N=707
Meeting and conference room use	16%	N=112	25%	N=179	34%	N=247	25%	N=181	100%	N=718
Library express, pickup of library materials in automated lockers	14%	N=92	21%	N=140	32%	N=216	33%	N=226	100%	N=674
Extended library hours	18%	N=134	25%	N=181	34%	N=252	23%	N=169	100%	N=737
Additional library locations	14%	N=99	18%	N=127	32%	N=227	36%	N=258	100%	N=710

Table 24: Question 22

How important, if at all, is it for each of the following park activities and services to be provided by Washington County?	Essential		Very important		Somewhat important		Not at all important		Total	
Off-road trail system that connects communities, county park system, and other destinations	30%	N=236	32%	N=247	27%	N=212	11%	N=81	100%	N=776
Protection and management of natural areas such as woodlands, prairies, and wetlands	47%	N=382	34%	N=273	16%	N=133	2%	N=19	100%	N=807
Renting equipment such as snowshoes, canoes, and bikes	13%	N=99	28%	N=224	37%	N=293	22%	N=172	100%	N=786
Food concessions	7%	N=51	16%	N=121	43%	N=328	35%	N=269	100%	N=769
Community events such as Bluegrass Festival and Explore Your Parks Day	17%	N=133	32%	N=252	39%	N=303	12%	N=93	100%	N=782
Programs for learning about nature and outdoor recreation	20%	N=156	37%	N=290	33%	N=261	10%	N=78	100%	N=785
Other	27%	N=22	20%	N=16	31%	N=25	23%	N=19	100%	N=81

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

Table 25: Question D1

How long have you lived in Washington County?	Percent of respondents	Number
Less than 2 year	9%	N=72
2-5 years	15%	N=126
6-10 years	12%	N=103
11-15 years	12%	N=101
16-20 years	11%	N=93
Over 20 years	40%	N=334
Total	100%	N=830

Table 26: Question D2

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	63%	N=522
Employed part-time	9%	N=76
Homemaker	5%	N=41
Retired	21%	N=175
Student	0%	N=1
Unemployed, looking for work	2%	N=16
Total	100%	N=833

Table 27: Question D3

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	70%	N=585
House attached to one or more houses (e.g., a duplex or townhome)	16%	N=131
Building with two or more apartments or condos	11%	N=94
Manufactured or mobile home	1%	N=6
Other	2%	N=15
Total	100%	N=831

Table 28: Question D4

Is this house, duplex, townhome, apartment or mobile home...	Percent of respondents	Number
Rented	17%	N=135
Owned (including with an outstanding mortgage)	83%	N=672
Total	100%	N=807

Table 29: Question D5

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	98%	N=763
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=13
Total	100%	N=776

Table 30: Question D6

What is your race?	Percent	Number
American Indian or Alaskan Native	0%	N=2
Asian, Asian Indian or Pacific Islander	6%	N=44
Black or African American	3%	N=20
White or Caucasian	91%	N=713
Other	2%	N=16

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

Table 31: Question D7

Which category contains your age?	Percent of respondents	Number
18-24	3%	N=25
25-34	21%	N=172
35-44	16%	N=136
45-54	25%	N=205
55-64	15%	N=125
65-74	11%	N=93
75 +	9%	N=72
Total	100%	N=828

Table 32: Question D8

What is your gender?	Percent of respondents	Number
Female	52%	N=427
Male	48%	N=399
Total	100%	N=826

Table 33: Question D9

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
Children age 17 years and under	20%	N=115	23%	N=130	8%	N=43	2%	N=13	2%	N=10	44%	N=249	100%	N=559
Adults under age 65 years	24%	N=161	52%	N=356	11%	N=78	2%	N=14	1%	N=4	10%	N=71	100%	N=684
Adults age 65 years and over	23%	N=113	13%	N=67	0%	N=2	0%	N=1	0%	N=0	63%	N=316	100%	N=498

Table 34: Question D10

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	8%	N=66
\$25,000-\$49,999	16%	N=128
\$50,000-\$74,999	18%	N=143
\$75,000-\$99,999	16%	N=124
\$100,000-\$124,999	16%	N=127
\$125,000-\$149,999	9%	N=70
\$150,000-\$199,999	8%	N=65
\$200,000 or more	9%	N=74
Total	100%	N=795

Frequencies Including “Don’t Know” Responses

Table 35: Question 1

How would you rate the overall quality of life in Washington County?	Percent of respondents	Number
Excellent	39%	N=311
Good	58%	N=455
Fair	3%	N=21
Poor	0%	N=2
Total	100%	N=790

Table 36: Question 2

Please rate each of the following characteristics of Washington County.	Excellent		Good		Fair		Poor		Don't know		Total	
Outdoor recreational opportunities	30%	N=248	51%	N=419	12%	N=103	2%	N=15	5%	N=40	100%	N=825
Employment opportunities	7%	N=55	32%	N=261	30%	N=244	8%	N=65	24%	N=195	100%	N=820
Washington County as a place to retire	15%	N=124	44%	N=359	21%	N=169	5%	N=45	15%	N=126	100%	N=823
Openness and acceptance toward people of diverse backgrounds	10%	N=86	44%	N=366	27%	N=221	7%	N=58	11%	N=95	100%	N=826
Availability of affordable housing	8%	N=66	34%	N=276	34%	N=278	13%	N=104	12%	N=99	100%	N=823
Rural character and natural environment	26%	N=212	47%	N=389	21%	N=172	3%	N=27	3%	N=25	100%	N=825
Sense of community	18%	N=147	46%	N=376	28%	N=232	7%	N=57	2%	N=13	100%	N=824
Ease of travel by car	31%	N=257	50%	N=415	14%	N=117	2%	N=20	2%	N=14	100%	N=823
Availability of bike and pedestrian transportation options	20%	N=167	42%	N=343	20%	N=164	9%	N=75	9%	N=75	100%	N=823
Availability of public transportation options (bus, rail, etc.)	6%	N=46	22%	N=176	26%	N=209	30%	N=245	17%	N=136	100%	N=812
Overall feeling of safety in Washington County	27%	N=221	60%	N=496	12%	N=99	1%	N=6	1%	N=6	100%	N=828
Overall image or reputation of Washington County	27%	N=222	59%	N=488	11%	N=94	1%	N=9	2%	N=17	100%	N=830

Table 37: Question 3

What one thing do you like most about living in Washington County?	Percent of respondents	Number
Location	29%	N=238
Open space/rural	12%	N=99
Parks/lakes	6%	N=50
People	1%	N=12
My neighborhood	12%	N=102
Schools	4%	N=30
Small town feel	8%	N=62
Low taxes	3%	N=25
Quality of life in general	24%	N=195
Other	1%	N=12
Total	100%	N=825

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

Table 38: Question 4

Please rate how safe or unsafe you feel in Washington County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
From property crimes (e.g., burglary, theft)	33%	N=278	57%	N=474	7%	N=58	1%	N=11	1%	N=11	100%	N=832
From violent crimes (e.g., rape, assault, robbery)	52%	N=430	43%	N=358	3%	N=25	0%	N=1	2%	N=16	100%	N=830
From illegal drug activity (e.g., manufacturing or selling drugs)	26%	N=218	52%	N=432	13%	N=108	2%	N=20	6%	N=52	100%	N=831
From drunk drivers on County roads	17%	N=139	56%	N=467	19%	N=160	2%	N=18	5%	N=43	100%	N=827
From distracted drivers on County roads	10%	N=82	49%	N=405	29%	N=239	9%	N=73	3%	N=28	100%	N=826
In your neighborhood	52%	N=431	41%	N=335	6%	N=48	1%	N=7	1%	N=5	100%	N=826
From being injured while biking or walking along county roads	22%	N=186	47%	N=390	15%	N=125	5%	N=38	11%	N=91	100%	N=831
From identity theft (e.g., fraud, scams, credit card theft)	15%	N=121	50%	N=413	19%	N=157	4%	N=36	12%	N=102	100%	N=830

Table 39: Question 5

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	19%	N=152	55%	N=451	20%	N=166	1%	N=5	6%	N=47	100%	N=821
Taxes	18%	N=152	30%	N=247	31%	N=256	14%	N=114	7%	N=59	100%	N=828
Traffic safety	27%	N=219	48%	N=396	19%	N=156	3%	N=28	3%	N=22	100%	N=821
Traffic congestion	27%	N=220	42%	N=343	24%	N=194	5%	N=40	3%	N=25	100%	N=822
Poverty	26%	N=216	37%	N=306	16%	N=128	2%	N=14	19%	N=158	100%	N=823
Homelessness	40%	N=329	25%	N=210	8%	N=66	1%	N=12	26%	N=213	100%	N=829
Foreclosed properties	22%	N=177	37%	N=301	10%	N=84	3%	N=26	28%	N=233	100%	N=822
Ease of travel by public transit in Washington County	16%	N=132	20%	N=168	18%	N=152	19%	N=159	26%	N=213	100%	N=824
Availability of livable wage jobs	14%	N=112	23%	N=189	24%	N=196	9%	N=74	31%	N=253	100%	N=824

Table 40: Question 6

What would you say is the most serious issue facing Washington County at this time?	Percent of respondents	Number
Too much growth/development	20%	N=157
Not enough growth/development	3%	N=23
County property taxes	18%	N=141
Schools	9%	N=70
Traffic congestion	6%	N=48
Water quality	5%	N=37
Condition of roads	11%	N=84
Crime	1%	N=12
Affordable housing	10%	N=79
Economic development	8%	N=61
Jobs	5%	N=44
Other	5%	N=39
Don't know	1%	N=6
Total	100%	N=801

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

Table 41: Question 7

Please rate to what degree, if at all, each of the following is a health concern in Washington County?	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Bullying	13%	N=109	24%	N=199	19%	N=159	7%	N=61	36%	N=295	100%	N=822
Suicide/attempted suicide	13%	N=108	26%	N=210	15%	N=124	4%	N=35	42%	N=345	100%	N=822
Underage alcohol use	9%	N=75	22%	N=178	24%	N=200	12%	N=95	33%	N=272	100%	N=819
Alcohol abuse among adults	10%	N=82	26%	N=214	24%	N=198	8%	N=65	32%	N=260	100%	N=819
Illegal drug use	8%	N=68	23%	N=184	24%	N=199	13%	N=104	32%	N=263	100%	N=818
Abuse of prescribed medications	11%	N=91	22%	N=179	17%	N=143	10%	N=80	40%	N=325	100%	N=818
Tobacco use	16%	N=130	28%	N=226	20%	N=163	9%	N=77	27%	N=223	100%	N=818
Overweight children	10%	N=79	24%	N=199	30%	N=242	11%	N=92	25%	N=208	100%	N=819
Overweight adults	10%	N=82	22%	N=176	32%	N=256	14%	N=112	23%	N=186	100%	N=812
Spread of infectious diseases	23%	N=185	28%	N=232	11%	N=90	3%	N=22	35%	N=285	100%	N=814
Abuse and neglect of children	16%	N=129	28%	N=230	13%	N=110	6%	N=46	37%	N=303	100%	N=818
Abuse and neglect of seniors	19%	N=158	26%	N=214	12%	N=101	6%	N=53	36%	N=292	100%	N=818
Domestic violence	13%	N=106	26%	N=216	19%	N=157	7%	N=60	34%	N=278	100%	N=816
The health and support of seniors	19%	N=156	23%	N=187	20%	N=160	9%	N=77	29%	N=238	100%	N=818
The health and support of people with disabilities	17%	N=138	25%	N=205	17%	N=142	9%	N=70	32%	N=261	100%	N=817
Quality of parenting skills of parents of children ages 0-17	14%	N=113	24%	N=192	23%	N=186	9%	N=76	31%	N=250	100%	N=818

Table 42: Question 8

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Exposure to radon	29%	N=235	24%	N=196	14%	N=111	4%	N=30	30%	N=242	100%	N=815
Quality of outdoor air	40%	N=330	34%	N=282	13%	N=109	5%	N=44	7%	N=59	100%	N=824
Safety of food in public establishments	36%	N=297	36%	N=297	14%	N=114	4%	N=36	9%	N=77	100%	N=821
Mold contamination at home or at work	34%	N=279	32%	N=265	13%	N=111	4%	N=37	16%	N=130	100%	N=822
Proper disposal of garbage	47%	N=388	29%	N=238	12%	N=101	3%	N=29	8%	N=66	100%	N=822
Quality of drinking water	29%	N=242	30%	N=243	19%	N=156	17%	N=137	6%	N=46	100%	N=824
Quality of water in lakes and streams	22%	N=181	26%	N=211	26%	N=211	18%	N=148	9%	N=73	100%	N=824
Quantity of useable water supply	30%	N=247	26%	N=217	17%	N=144	15%	N=125	11%	N=90	100%	N=823

Table 43: Question 9

Please rate the quality of each of the following services provided by Washington County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
County libraries	45%	N=373	37%	N=308	7%	N=59	1%	N=6	10%	N=84	100%	N=829
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	49%	N=410	34%	N=283	6%	N=47	0%	N=3	10%	N=87	100%	N=830
Trail and bikeway system like Hardwood Creek Regional Trail	34%	N=275	34%	N=275	6%	N=46	2%	N=12	26%	N=211	100%	N=820
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	20%	N=168	47%	N=391	24%	N=197	4%	N=29	5%	N=42	100%	N=827
911 dispatch services	27%	N=224	27%	N=224	7%	N=61	1%	N=5	38%	N=313	100%	N=827
Sheriff services	27%	N=222	29%	N=243	7%	N=58	1%	N=8	36%	N=296	100%	N=826
Employment support/Workforce Center services	11%	N=92	24%	N=193	9%	N=72	2%	N=16	55%	N=447	100%	N=821
Recycling and drop-off services at the Environmental Center	34%	N=280	34%	N=282	11%	N=88	4%	N=33	17%	N=137	100%	N=820
Snow and ice removal on County roads	29%	N=237	47%	N=392	16%	N=136	5%	N=41	2%	N=20	100%	N=826
Records, vital statistics, licensing, and vehicle registration	30%	N=249	46%	N=382	12%	N=102	1%	N=9	10%	N=85	100%	N=827

Please rate the quality of each of the following services provided by Washington County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Disaster preparedness	10%	N=83	21%	N=176	8%	N=68	2%	N=13	59%	N=481	100%	N=822
Services provided to veterans	8%	N=66	15%	N=123	8%	N=69	2%	N=15	67%	N=546	100%	N=819
Services provided to older adults	9%	N=72	20%	N=163	12%	N=96	2%	N=17	58%	N=476	100%	N=825
Protecting children and vulnerable adults	8%	N=68	22%	N=181	11%	N=95	2%	N=17	56%	N=464	100%	N=825
Mental and chemical health services	8%	N=66	17%	N=141	12%	N=102	4%	N=36	58%	N=476	100%	N=820
Overall quality of services provided by Washington County	19%	N=153	57%	N=470	20%	N=163	0%	N=2	4%	N=33	100%	N=821

Table 44: Question 10

Some communities have facilities available as spaces for residents to gather and hold meetings. For each of the following types of facilities in the community, please indicate whether you think there is too much, too little or about the right amount to serve the community's needs:	Far too much		Too much		About right		Too little		Far too little		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Facilities for residents to gather and hold community meetings (libraries, community centers, etc.)	1%	N=6	1%	N=4	63%	N=514	12%	N=101	1%	N=11	22%	N=180	100%	N=816
Facilities for young adults and teens to gather outside of school (parks, libraries, youth centers, religious or spiritual institutions, etc.)	0%	N=3	1%	N=4	40%	N=327	24%	N=193	9%	N=70	26%	N=215	100%	N=813
Facilities for older adults and seniors to gather and interact (senior centers, libraries, religious or spiritual institutions, etc.)	0%	N=3	1%	N=10	51%	N=411	16%	N=131	4%	N=30	28%	N=229	100%	N=814

Table 45: Question 11

Have you visited, telephoned, or e-mailed any Washington County government office within the last 12 months?	Percent of respondents	Number
Yes	49%	N=396
No	51%	N=418
Total	100%	N=814

Table 46: Question 12

What was your impression of the employee(s) of Washington County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledge	41%	N=164	43%	N=171	12%	N=49	2%	N=9	1%	N=4	100%	N=397
Responsiveness	40%	N=158	42%	N=168	10%	N=40	7%	N=29	1%	N=2	100%	N=397
Courtesy	47%	N=185	33%	N=132	13%	N=50	7%	N=26	1%	N=3	100%	N=397
Overall impression	38%	N=152	43%	N=169	13%	N=52	5%	N=22	1%	N=2	100%	N=396

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

Table 47: Question 13

If you have visited a Washington County License Center for services like a driver's license renewal, car registration, passport, or to pay property taxes, which location did you go to on your most recent visit?	Percent of respondents	Number
Not applicable	17%	N=131
Woodbury	44%	N=343
Stillwater	25%	N=194
Forest Lake	12%	N=98
Don't know	2%	N=17
Total	100%	N=783

Table 48: Question 14

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents	Number
Very reasonable	55%	N=373
Somewhat reasonable	34%	N=231
Somewhat unreasonable	6%	N=43
Very unreasonable	3%	N=20
Don't know	1%	N=5
Total	100%	N=673

This question was only asked of those who reported visiting a Washington County License Center.

Table 49: Question 15

Please rate the overall quality of your most recent Washington County License Center experience.	Percent of respondents	Number
Excellent	46%	N=307
Good	41%	N=273
Fair	12%	N=81
Poor	2%	N=13
Total	100%	N=674

This question was only asked of those who reported visiting a Washington County License Center.

Table 50: Question 16

Please rate the following categories of Washington County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The job Washington County government does at informing residents	12%	N=95	51%	N=416	22%	N=178	4%	N=32	11%	N=88	100%	N=809
The job Washington County government does at listening to residents	7%	N=55	32%	N=260	23%	N=183	8%	N=67	30%	N=242	100%	N=807
My knowledge of the work of the Washington County Board	4%	N=33	17%	N=136	23%	N=188	18%	N=149	37%	N=302	100%	N=808
The value of services for the taxes paid to Washington County	6%	N=52	33%	N=265	31%	N=249	10%	N=82	19%	N=156	100%	N=803
The job Washington County government does at managing tax dollars	6%	N=45	27%	N=216	29%	N=235	12%	N=92	27%	N=214	100%	N=802
The value of Washington County services to the quality of life in my neighborhood	11%	N=85	43%	N=341	28%	N=225	5%	N=42	13%	N=108	100%	N=802
Supporting the quality of life in Washington County	11%	N=87	48%	N=385	25%	N=204	3%	N=21	13%	N=106	100%	N=804

Table 51: Question 17

To what extent do you approve or disapprove of the job the Washington County Board is doing?	Percent of respondents	Number
Strongly approve	12%	N=100
Somewhat approve	44%	N=358
Somewhat disapprove	8%	N=64
Strongly disapprove	2%	N=17
Don't know	34%	N=275
Total	100%	N=814

Table 52: Question 18

Please rate the extent to which you use each of the following as sources of information about Washington County government, if at all.	Not a source		Minor source		Major source		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
Cable access programming	58%	N=472	20%	N=162	8%	N=67	14%	N=116	100%	N=817
Daily newspapers	33%	N=269	33%	N=267	24%	N=196	11%	N=87	100%	N=819
Washington County Web site (www.co.washington.mn.us)	23%	N=187	39%	N=315	28%	N=226	10%	N=81	100%	N=810
Weekly community newspapers	31%	N=247	34%	N=269	24%	N=196	11%	N=90	100%	N=802
Community meetings	56%	N=457	23%	N=187	7%	N=57	13%	N=108	100%	N=809
Washington County Newsletter – Staying in Touch	20%	N=168	36%	N=298	34%	N=277	9%	N=76	100%	N=819
Phone calls to Washington County	55%	N=444	25%	N=207	6%	N=49	14%	N=114	100%	N=815
Other online news sources	38%	N=311	33%	N=268	13%	N=108	15%	N=122	100%	N=809
Television news broadcasts	32%	N=259	36%	N=293	20%	N=165	12%	N=95	100%	N=812
County listservs and other County electronic newsletters	62%	N=506	17%	N=136	4%	N=34	17%	N=136	100%	N=811
Social Media (e.g., Twitter, Facebook, etc.)	49%	N=400	26%	N=210	12%	N=101	13%	N=107	100%	N=818

Table 53: Question 19

What kind of Washington County service or information would you like to access via the Internet?	Percent	Number
General county project information	24%	N=176
Park information (e.g., reservation at a regional park facility)	59%	N=433
Garbage and recycling	42%	N=306
Information about County services	29%	N=213
Pay fees, fines, or property taxes	30%	N=223
General information about the county	38%	N=277
Meeting calendar, agenda, and/or minutes	7%	N=54
Budget documents	6%	N=42
Services for senior citizens	7%	N=52
Access public County records	14%	N=106
Online recording of vital records (birth, death, marriage)	8%	N=59
Road/bridge construction projects	24%	N=174
Renew or apply for a license, permit, or other application	38%	N=282
Access library resources	47%	N=346
Research property sales/information	28%	N=207
Other	2%	N=14
No access/don't use	6%	N=43

Total may exceed 100% as respondents could select more than one response. Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 54: Question 20

When considering the list of services or facilities below, how likely would you be, if at all, to use each of the following as you grow older than age 65?	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Libraries	52%	N=424	29%	N=238	5%	N=42	9%	N=77	5%	N=42	100%	N=822
Parks and recreational facilities	53%	N=433	31%	N=256	5%	N=44	6%	N=48	5%	N=38	100%	N=819
Information and referral services	28%	N=231	38%	N=312	15%	N=121	7%	N=54	11%	N=93	100%	N=811
Legal information and assistance (tied with) Long-Term Care Consultation	25%	N=206	33%	N=274	16%	N=132	13%	N=104	13%	N=103	100%	N=820
Senior housing/assisted living facilities	29%	N=233	33%	N=272	16%	N=133	11%	N=91	10%	N=84	100%	N=814
Transportation assistance (e.g., to appointments, shopping, etc.)	30%	N=248	32%	N=266	16%	N=129	11%	N=95	10%	N=85	100%	N=823

Table 55: Question 21

Washington County Library offers a variety of services and loans materials in multiple formats. How important, if at all, is it to you for the County to invest public funds in each of the following services?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Downloadable ebooks (e.g., for a Kindle, Nook, iPad, or tablet)	18%	N=149	21%	N=172	29%	N=239	22%	N=175	10%	N=80	100%	N=815
Downloadable audiobooks (e.g., for an iPod, smartphone, or mp3 player)	15%	N=126	20%	N=160	31%	N=251	24%	N=195	10%	N=84	100%	N=815
Audiovisual materials including audiobooks, music and movies on CD or DVD	16%	N=127	21%	N=169	32%	N=263	22%	N=176	10%	N=78	100%	N=812
Online access to magazines, newspapers and research databases	17%	N=135	28%	N=230	26%	N=211	19%	N=157	9%	N=76	100%	N=809
Access to government information and forms such as tax forms	25%	N=204	31%	N=252	23%	N=190	13%	N=103	8%	N=65	100%	N=814
Free computer and Wireless access	33%	N=268	26%	N=208	18%	N=149	16%	N=130	7%	N=56	100%	N=812
Children's programs including "Storytimes"	26%	N=211	23%	N=190	21%	N=169	18%	N=150	12%	N=97	100%	N=817
Adult programs and classes	19%	N=158	28%	N=226	31%	N=250	13%	N=107	9%	N=73	100%	N=813
Staff assistance in-person, by email, phone and online chat	27%	N=217	29%	N=239	24%	N=198	12%	N=94	8%	N=69	100%	N=817
Online job search assistance	16%	N=127	29%	N=233	23%	N=186	21%	N=170	12%	N=97	100%	N=813
Online homework assistance	14%	N=115	24%	N=194	23%	N=186	26%	N=212	13%	N=110	100%	N=817
Meeting and conference room use	14%	N=112	22%	N=179	30%	N=247	22%	N=181	12%	N=95	100%	N=814
Library express, pickup of library materials in automated lockers	11%	N=92	17%	N=140	27%	N=216	28%	N=226	17%	N=141	100%	N=815
Extended library hours	16%	N=134	22%	N=181	31%	N=252	21%	N=169	10%	N=78	100%	N=814
Additional library locations	12%	N=99	16%	N=127	28%	N=227	32%	N=258	13%	N=107	100%	N=817

Table 56: Question 22

How important, if at all, is it for each of the following park activities and services to be provided by Washington County?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Off-road trail system that connects communities, county park system, and other destinations	29%	N=236	30%	N=247	26%	N=212	10%	N=81	6%	N=46	100%	N=822
Protection and management of natural areas such as woodlands, prairies, and wetlands	46%	N=382	33%	N=273	16%	N=133	2%	N=19	2%	N=20	100%	N=827
Renting equipment such as snowshoes, canoes, and bikes	12%	N=99	27%	N=224	36%	N=293	21%	N=172	4%	N=36	100%	N=822
Food concessions	6%	N=51	15%	N=121	40%	N=328	33%	N=269	5%	N=43	100%	N=812
Community events such as Bluegrass Festival and Explore Your Parks Day	16%	N=133	31%	N=252	37%	N=303	11%	N=93	5%	N=43	100%	N=825
Programs for learning about nature and outdoor recreation	19%	N=156	36%	N=290	32%	N=261	10%	N=78	4%	N=31	100%	N=816
Other	12%	N=22	9%	N=16	14%	N=25	10%	N=19	55%	N=98	100%	N=178

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

Table 57: Question D1

How long have you lived in Washington County?	Percent of respondents	Number
Less than 2 year	9%	N=72
2-5 years	15%	N=126
6-10 years	12%	N=103
11-15 years	12%	N=101
16-20 years	11%	N=93
Over 20 years	40%	N=334
Total	100%	N=830

Table 58: Question D2

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	63%	N=522
Employed part-time	9%	N=76
Homemaker	5%	N=41
Retired	21%	N=175
Student	0%	N=1
Unemployed, looking for work	2%	N=16
Total	100%	N=833

Table 59: Question D3

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	70%	N=585
House attached to one or more houses (e.g., a duplex or townhome)	16%	N=131
Building with two or more apartments or condos	11%	N=94
Manufactured or mobile home	1%	N=6
Other	2%	N=15
Total	100%	N=831

Table 60: Question D4

Is this house, duplex, townhome, apartment or mobile home...	Percent of respondents	Number
Rented	17%	N=135
Owned (including with an outstanding mortgage)	83%	N=672
Total	100%	N=807

Table 61: Question D5

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	98%	N=763
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=13
Total	100%	N=776

Table 62: Question D6

What is your race?	Percent	Number
American Indian or Alaskan Native	0%	N=2
Asian, Asian Indian or Pacific Islander	6%	N=44
Black or African American	3%	N=20
White or Caucasian	91%	N=713
Other	2%	N=16

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

Table 63: Question D7

Which category contains your age?	Percent of respondents	Number
18-24	3%	N=25
25-34	21%	N=172
35-44	16%	N=136
45-54	25%	N=205
55-64	15%	N=125
65-74	11%	N=93
75 +	9%	N=72
Total	100%	N=828

Table 64: Question D8

What is your gender?	Percent of respondents	Number
Female	52%	N=427
Male	48%	N=399
Total	100%	N=826

Table 65: Question D9

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	20%	N=115	23%	N=130	8%	N=43	2%	N=13	2%	N=10	44%	N=249	100%	N=559
Adults under age 65 years	24%	N=161	52%	N=356	11%	N=78	2%	N=14	1%	N=4	10%	N=71	100%	N=684
Adults age 65 years and over	23%	N=113	13%	N=67	0%	N=2	0%	N=1	0%	N=0	63%	N=316	100%	N=498

Table 66: Question D10

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	8%	N=66
\$25,000-\$49,999	16%	N=128
\$50,000-\$74,999	18%	N=143
\$75,000-\$99,999	16%	N=124
\$100,000-\$124,999	16%	N=127
\$125,000-\$149,999	9%	N=70
\$150,000-\$199,999	8%	N=65
\$200,000 or more	9%	N=74
Total	100%	N=795

APPENDIX D: COMPARISON WITH OTHER PARTICIPATING COUNTIES

Questions asked by more than one Minnesota County in 2016 are included below for comparison. To determine whether a difference in ratings between different subgroups of respondents is “real” or due to chance, NRC utilizes a scientific formula that takes into account a number of factors, including the number of responses to each question. For questions with fewer responses, a difference of up to as much as 10% or six points (on the 100-point scale) may be needed to be considered statistically significant or “real,” while for questions with more responses, a difference of plus or minus 5% or three points (on the 100-point scale) may be all that is needed. Where differences have been determined to be scientifically significant, they have been shaded grey.

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

Table 68: Like Most about Living in County

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

Note: Statistical significance not tested.

Table 69: Potential Problems

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

Table 70: Perceptions of Community Safety

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

Table 71: 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).	Washington County	Dakota County	Olmsted County	Scott County	St. Louis County
Bullying	44	48	50	59	67
Depression	NA	47	58	NA	64
Mental illness/mental health issues	NA	NA	NA	56	NA
Suicide/attempted suicide	39	NA	48	39	59
Environmental hazards (polluted water, toxic waste)	NA	36	37	NA	NA
Pollution	NA	NA	NA	35	NA
Tobacco use	44	36	48	35	58
Underage alcohol use	53	47	55	56	68
Alcohol abuse among adults	48	44	55	51	68
Illegal drug use	54	50	67	63	80
Illegal use/abuse of prescribed medications	48	44	59	51	73
Health and support of older adults	42	46	50	49	67
Health and support of people with disabilities	42	45	48	49	63
The support of persons with mental health challenges	NA	NA	55	NA	NA
Quality of parenting skills of parents of children ages 0-17	47	50	58	NA	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).	Washington County	Dakota County	Olmsted County	Scott County	St. Louis County
The adequacy of school readiness for children	NA	NA	45	NA	NA
Spread of infectious diseases	30	38	41	NA	NA
Sexually transmitted diseases	NA	NA	NA	36	50
Overweight adults	55	NA	63	NA	69
Overweight children	52	NA	63	NA	65
Overweight adults and children	NA	56	NA	56	NA
Abuse and neglect of older adults	36	45	46	NA	63
Abuse and neglect of children	38	48	55	53	70
Abuse and neglect of vulnerable adults	NA	NA	NA	51	NA
Domestic violence	44	NA	59	54	70
Social isolation	NA	35	NA	45	NA
Unplanned pregnancy	NA	NA	NA	NA	55
Teen pregnancy	NA	NA	NA	47	NA
Lack of physical activity/exercise	NA	NA	NA	50	NA
Availability of mental health services	NA	NA	NA	NA	64
Pedestrian and bicyclist safety	NA	NA	NA	NA	50

Table 72: 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).	Washington County	Dakota County	Olmsted County	Scott County	St. Louis County
Exposure to radon	30	NA	48	NA	NA
Quality of outdoor air	28	NA	46	NA	NA
Safety of food in public establishments	28	NA	55	NA	NA
Mold contamination at home or at work	29	NA	48	NA	NA
Proper disposal of garbage	23	NA	49	NA	NA
Quality of drinking water	41	NA	55	NA	NA
Quality of water in lakes and streams	48	NA	62	NA	NA
Quantity of useable water supply	40	NA	53	NA	NA

Table 73: Most Serious Issue Facing the County

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

Note: Statistical significance not tested.

Table 74: Financial Status

	Washington County	Dakota County	Olmsted County	Scott 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).	NA	53	NA	51	52

Table 75: County Services

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

Please rate each of the following services provided by the county. Average rating (0=poor, 100=excellent).	Washington County	Dakota County	Olmsted County	Scott County	St. Louis County
Accessibility and functionality of County website	NA	NA	60	NA	52
Self-service options on the County website	NA	66	NA	60	NA
Trail and bikeway connectivity	78	78	NA	61	NA
Addressing important health issues in communities	NA	57	NA	NA	NA
Disease prevention and control	NA	NA	NA	61	NA
Prosecuting people accused of crimes	NA	60	NA	NA	NA
Prevention of repeat crimes	NA	NA	NA	48	NA
Employment support	66	59	NA	51	43
Services for low income residents	NA	49	NA	49	47
Services for people with disabilities	NA	56	NA	53	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	66	66	60	59	47

Table 76: Contact with the County

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

Table 77: Department Contacted

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

Note: Statistical significance not tested.

Table 78: Employee Characteristics

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

Table 79: Perceptions of Government

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

Table 80: Approval of County Board

	Washington County	Dakota County	Olmsted County	Scott 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)	67	67	NA	NA	61

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

Table 82: 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?	Washington County	Dakota County	Olmsted County	Scott County	St. Louis County
Call a commissioner	NA	NA	11%	9%	17%
Call a staff person	NA	NA	28%	23%	31%
Go to a public meeting	NA	NA	6%	5%	7%
Send an email	NA	NA	18%	36%	38%
Social media	NA	NA	NA	4%	5%
Access the County Web site	NA	NA	34%	NA	NA
Fill out an online survey	NA	NA	NA	3%	NA
Provide feedback online	NA	NA	NA	6%	NA
In-person visit to a government office	NA	NA	NA	15%	NA
Other	NA	NA	3%	1%	2%
Total	NA	NA	100%	100%	100%

Note: Statistical significance not tested.

Table 83: 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?	Washington County	Dakota County	Olmsted County	Scott County	St. Louis County
General county project information	24%	NA	NA	NA	NA
Volunteer opportunities	NA	20%	16%	NA	NA
Property sales/information	28%	32%	20%	NA	NA
County budget information	6%	13%	12%	NA	NA
Information about County services	29%	48%	38%	NA	NA
Garbage and recycling	42%	65%	45%	NA	NA
Road/bridge construction projects	24%	40%	24%	NA	NA
Information about services for older adults	7%	19%	13%	NA	NA
Information about people charged with a crime	NA	17%	22%	NA	NA
Information about parks	59%	66%	48%	NA	NA
Contacting County departments or staff	NA	27%	34%	NA	NA
Information about the County Jail or its inmates	NA	9%	11%	NA	NA
Other information	NA	2%	9%	NA	NA
Pay fees, fines, or property taxes	30%	52%	NA	NA	NA
Reserve park facilities	NA	49%	NA	NA	NA
Register for volunteer activities online	NA	32%	NA	NA	NA
Online recording of vital records (birth, death, marriage)	8%	27%	NA	NA	NA
Renew or apply for a license, permit, or other application	38%	64%	NA	NA	NA
Receive your annual property tax notices by email	NA	28%	NA	NA	NA
Live chat support service online for property information	NA	11%	NA	NA	NA
Request copies or notarizing: property documents	NA	22%	NA	NA	NA
Access library resources	47%	43%	NA	NA	NA
Apply for public financial assistance	NA	13%	NA	NA	NA
Other service	2%	1%	NA	NA	NA
General information about the county	38%	NA	NA	NA	NA
Meeting calendar, agenda, and/or minutes	7%	NA	NA	NA	NA
Access public County records	14%	NA	NA	NA	NA

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

Table 84: Support for Property Tax to Maintain Services

	Washington County	Dakota County	Olmsted County	Scott 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)	NA	46%	NA	44%	NA

APPENDIX E: COMPARISONS OF SELECT QUESTIONS BY RESPONDENT CHARACTERISTICS

Geographic Crosstabulations

To determine whether a difference in ratings between different subgroups of respondents is “real” or due to chance, NRC utilizes a scientific formula that takes into account a number of factors, including the number of responses to each question. For questions with fewer responses, a difference of up to as much as 10% or six points (on the 100-point scale) may be needed to be considered statistically significant or “real,” while for questions with more responses, a difference of plus or minus 5% or three points (on the 100-point scale) may be all that is needed. Where differences have been determined to be scientifically significant, they have been shaded grey.

Table 85: Ratings of Overall Quality of Life by Commissioner District

	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	
How would you rate the overall quality of life in Washington County?	76	80	81	74	83	79

Table 86: Ratings of Community Characteristics by Commissioner District

Please rate each of the following characteristics of Washington County.	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	
Outdoor recreational opportunities	67	74	75	64	77	72
Employment opportunities	41	55	50	47	56	50
Washington County as a place to retire	55	65	62	56	64	60
Openness and acceptance toward people of diverse backgrounds	51	58	51	55	60	55
Availability of affordable housing	50	44	46	51	46	47
Rural character and natural environment	72	66	73	61	58	66
Sense of community	59	57	64	54	58	59
Ease of travel by car	70	72	70	72	70	71
Availability of bike and pedestrian transportation options	52	59	60	61	68	60
Availability of public transportation options (bus, rail, etc.)	29	38	32	39	35	34
Overall feeling of safety in Washington County	72	69	72	67	77	71
Overall image or reputation of Washington County	67	72	73	66	77	71

Table 87: Ratings of Safety by Commissioner District

Please rate how safe or unsafe you feel in Washington County.	Average rating (0=very unsafe, 100=very safe)					Overall
	District 1	District 2	District 3	District 4	District 5	
From property crimes (e.g., burglary, theft)	72	73	74	75	80	75
From violent crimes (e.g., rape, assault, robbery)	81	82	84	81	89	83
From illegal drug activity (e.g., manufacturing or selling drugs)	68	70	70	68	73	70
From drunk drivers on County roads	59	67	64	64	68	64
From distracted drivers on County roads	53	54	51	54	57	54
In your neighborhood	83	77	82	83	84	82
From being injured while biking or walking along county roads	61	68	62	66	72	66
From identity theft (e.g., fraud, scams, credit card theft)	59	62	61	62	64	62

Table 88: Ratings of Problems by Commissioner District

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Average rating (0=not a problem, 100=major problem)					Overall
	District 1	District 2	District 3	District 4	District 5	
Crime	35	34	35	38	30	34
Taxes	46	43	48	50	51	48
Traffic safety	35	30	35	33	32	33
Traffic congestion	33	31	37	39	39	36
Poverty	34	28	34	34	21	30
Homelessness	26	22	23	20	12	20
Foreclosed properties	33	36	29	35	24	31
Ease of travel by public transit in Washington County	53	55	56	41	55	52
Availability of livable wage jobs	47	46	53	44	46	47

Table 89: Ratings of Health Concerns by Commissioner District

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Average rating (0=not at all a concern, 100=major concern)					Overall
	District 1	District 2	District 3	District 4	District 5	
Bullying	42	43	48	49	39	44
Suicide/attempted suicide	41	38	40	39	37	39
Underage alcohol use	53	47	51	57	52	53
Alcohol abuse among adults	51	48	46	53	40	48
Illegal drug use	56	52	54	56	48	54
Abuse of prescribed medications	48	48	50	52	39	48
Tobacco use	51	42	46	46	32	44
Overweight children	54	54	53	53	46	52
Overweight adults	55	56	59	54	49	55
Spread of infectious diseases	30	34	27	33	28	30
Abuse and neglect of children	38	45	38	39	31	38
Abuse and neglect of seniors	36	44	36	35	31	36
Domestic violence	45	53	42	43	38	44
The health and support of seniors	45	46	46	39	37	42
The health and support of people with disabilities	43	46	46	40	36	42
Quality of parenting skills of parents of children ages 0-17	49	50	47	51	36	47

Table 90: Ratings of Environmental Concerns by Commissioner District

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Average rating (0=not at all a concern, 100=major concern)					Overall
	District 1	District 2	District 3	District 4	District 5	
Exposure to radon	28	28	35	29	27	30
Quality of outdoor air	26	24	30	36	22	28
Safety of food in public establishments	28	27	30	32	24	28
Mold contamination at home or at work	28	29	32	29	25	29
Proper disposal of garbage	23	19	25	27	22	23
Quality of drinking water	35	51	44	44	35	41
Quality of water in lakes and streams	52	49	56	43	39	48
Quantity of useable water supply	37	43	45	42	34	40

Table 91: Ratings of County Services by Commissioner District

Please rate the quality of each of the following services provided by Washington County.	Average rating (0=poor, 100=excellent)					Overall
	District 1	District 2	District 3	District 4	District 5	
County libraries	78	81	84	77	81	80
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	81	83	87	81	81	83
Trail and bikeway system like Hardwood Creek Regional Trail	73	78	82	78	80	78
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	61	67	57	60	68	63
911 dispatch services	71	79	78	76	79	77
Sheriff services	76	75	78	73	78	76
Employment support/Workforce Center services	64	68	62	65	68	66
Recycling and drop-off services at the Environmental Center	60	73	75	77	79	73
Snow and ice removal on County roads	58	71	68	71	69	67
Records, vital statistics, licensing, and vehicle registration	68	71	75	74	74	72
Disaster preparedness	59	68	65	62	76	66
Services provided to veterans	60	67	57	58	70	63
Services provided to older adults	60	61	57	61	66	61
Protecting children and vulnerable adults	60	65	56	57	67	61
Mental and chemical health services	52	59	54	54	64	56
Overall quality of services provided by Washington County	63	66	67	66	69	66

Demographic Crosstabulations

To determine whether a difference in ratings between different subgroups of respondents is “real” or due to chance, NRC utilizes a scientific formula that takes into account a number of factors, including the number of responses to each question. For questions with fewer responses, a difference of up to as much as 10% or six points (on the 100-point scale) may be needed to be considered statistically significant or “real,” while for questions with more responses, a difference of plus or minus 5% or three points (on the 100-point scale) may be all that is needed. Where differences have been determined to be scientifically significant, they have been shaded grey.

Table 92: Ratings of Overall Quality of Life by Respondent Demographic Characteristics

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	
How would you rate the overall quality of life in Washington County?	79	75	79	80	76	74	80	78	79	78	78	80	79

Table 93: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of Washington 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	69	71	73	73	69	67	73	64	75	73	72	71	72
Employment opportunities	51	43	50	50	50	52	49	50	49	49	50	49	50
Washington County as a place to retire	62	57	60	59	64	64	59	62	59	61	60	61	60
Openness and acceptance toward people of diverse backgrounds	57	47	56	56	53	50	56	53	54	58	53	57	55
Availability of affordable housing	49	42	47	50	42	37	49	47	46	49	48	46	47
Rural character and natural environment	66	62	66	68	60	59	67	60	69	67	65	66	66

Please rate each of the following characteristics of Washington 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	
Sense of community	64	52	57	60	55	53	59	59	58	58	60	57	59
Ease of travel by car	74	66	70	73	65	65	72	71	71	70	71	71	71
Availability of bike and pedestrian transportation options	59	53	62	63	53	52	61	56	62	61	58	62	60
Availability of public transportation options (bus, rail, etc.)	32	30	36	36	32	33	35	34	36	33	32	37	34
Overall feeling of safety in Washington County	78	70	69	71	71	71	71	75	71	68	71	72	71
Overall image or reputation of Washington County	75	67	70	71	72	73	71	71	72	70	71	71	71

Table 94: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe or unsafe you feel in Washington 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	
From property crimes (e.g., burglary, theft)	80	74	73	74	77	77	74	76	75	74	74	76	75
From violent crimes (e.g., rape, assault, robbery)	86	84	82	84	82	79	84	86	84	80	83	84	83
From illegal drug activity (e.g., manufacturing or selling drugs)	78	66	67	70	68	64	71	67	72	68	70	70	70
From drunk drivers on County roads	67	60	64	64	64	63	65	62	67	62	64	65	64

Please rate how safe or unsafe you feel in Washington 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	
From distracted drivers on County roads	58	52	53	54	54	55	54	57	55	51	54	54	54
In your neighborhood	85	78	81	82	82	80	82	83	83	79	83	81	82
From being injured while biking or walking along county roads	66	69	65	65	68	66	66	70	66	63	66	66	66
From identity theft (e.g., fraud, scams, credit card theft)	66	63	60	61	64	62	62	70	62	56	62	61	62

Table 95: Ratings of Problems by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington 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	26	36	37	35	34	35	34	30	33	39	35	34	34
Taxes	45	51	48	50	42	40	48	39	50	51	44	51	48
Traffic safety	31	34	34	32	35	35	33	35	30	36	32	35	33
Traffic congestion	29	37	38	34	40	39	35	37	34	37	35	36	36
Poverty	27	29	32	29	33	36	29	24	29	38	32	29	30
Homelessness	18	19	22	18	26	29	19	17	18	27	23	18	20
Foreclosed properties	22	33	34	30	35	40	29	26	31	36	32	30	31
Ease of travel by public transit in Washington County	54	56	51	49	61	61	50	49	47	59	54	50	52
Availability of livable wage jobs	42	52	48	46	51	50	46	41	46	54	46	48	47

Table 96: Ratings of Health Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington 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	
Bullying	39	40	47	45	43	47	43	49	43	44	48	41	44
Suicide/attempted suicide	31	39	42	39	41	44	38	39	37	43	43	36	39
Underage alcohol use	45	53	55	53	51	52	53	53	50	56	59	46	53
Alcohol abuse among adults	41	44	51	47	50	55	47	49	44	53	51	45	48
Illegal drug use	45	51	57	53	56	59	53	57	47	61	56	51	54
Abuse of prescribed medications	42	42	51	48	48	53	47	50	45	50	50	45	48
Tobacco use	38	40	46	43	45	48	43	46	39	48	48	40	44
Overweight children	51	45	54	52	52	53	52	52	47	60	54	50	52
Overweight adults	54	47	56	54	55	57	54	56	49	61	57	52	55
Spread of infectious diseases	30	27	31	30	31	37	29	22	29	37	30	30	30
Abuse and neglect of children	34	36	40	38	37	42	37	31	35	48	38	38	38
Abuse and neglect of seniors	34	34	38	35	40	46	34	28	34	46	38	35	36
Domestic violence	38	39	47	44	44	50	43	40	40	51	47	41	44
The health and support of seniors	38	36	45	42	44	47	42	34	39	52	43	41	42
The health and support of people with disabilities	38	38	44	41	44	45	41	36	39	49	44	40	42
Quality of parenting skills of parents of children ages 0-17	45	44	48	45	52	54	45	45	41	55	50	43	47

Table 97: Ratings of Environmental Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington 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	
Exposure to radon	24	18	34	31	24	27	30	18	32	34	29	30	30
Quality of outdoor air	24	22	30	27	28	26	28	21	26	34	29	26	28
Safety of food in public establishments	25	25	30	27	31	33	27	21	27	35	30	26	28
Mold contamination at home or at work	22	24	32	28	32	34	27	19	28	37	29	28	29
Proper disposal of garbage	20	23	25	23	25	22	23	20	20	29	25	22	23
Quality of drinking water	36	34	45	41	41	40	41	32	43	46	42	41	41
Quality of water in lakes and streams	40	42	52	48	47	50	47	36	49	54	50	46	48
Quantity of useable water supply	34	33	44	41	38	38	40	29	40	48	43	38	40

Table 98: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services provided by Washington 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	78	78	81	81	79	79	81	76	81	81	82	
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	79	80	84	83	81	78	84	80	85	82	83	82	83
Trail and bikeway system like Hardwood Creek Regional Trail	74	72	80	78	77	76	78	74	80	79	78	78	78
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	68	61	61	62	65	64	63	64	64	61	63	63	63
911 dispatch services	76	68	78	77	76	75	77	76	75	78	76	77	77
Sheriff services	76	68	77	77	74	70	77	78	75	76	76	76	76
Employment support/Workforce Center services	70	58	66	65	67	68	65	69	66	62	67	65	66
Recycling and drop-off services at the Environmental Center	67	69	75	73	73	71	73	71	72	75	73	72	73
Snow and ice removal on County roads	63	61	70	68	65	65	68	62	67	72	67	68	67
Records, vital statistics, licensing, and vehicle registration	74	64	73	73	71	72	73	72	71	75	74	70	72
Disaster preparedness	65	59	67	68	60	57	68	69	64	65	66	64	66
Services provided to veterans	69	61	60	64	60	58	64	71	63	57	62	63	63
Services provided to older adults	69	53	60	62	59	59	62	71	62	56	62	60	61

Please rate the quality of each of the following services provided by Washington 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	
Protecting children and vulnerable adults	64	57	60	60	63	61	61	66	62	57	60	62	61
Mental and chemical health services	66	51	54	58	53	52	57	60	57	52	55	57	56
Overall quality of services provided by Washington County	69	61	66	66	65	64	66	67	67	64	66	66	66

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” resident evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a 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 residents think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. Resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

Comparison Data

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

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. 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. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to

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.

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.

Washington County chose to have comparisons made to all counties in 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 Washington County survey was included in NRC’s database and there were at least five jurisdictions for which the question was asked.

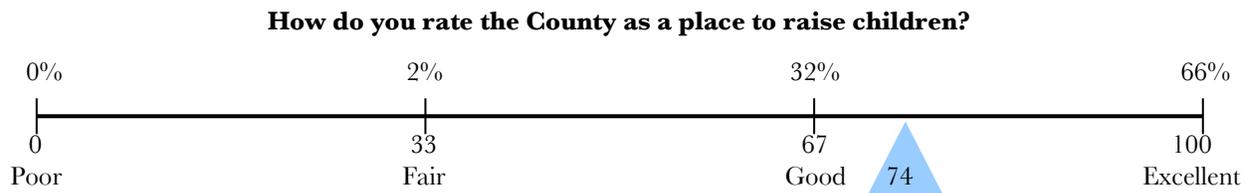
Putting Evaluations onto the 100-point Scale

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 two 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 Washington 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 Washington County’s average rating (column one) to this benchmark.

Where comparisons for quality ratings were available, Washington 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 higher” or “much lower”). These labels come from a statistical comparison of Washington 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 Washington 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 99: Overall Community Quality Benchmark

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
How would you rate the overall quality of life in Washington County?	79	9	43	Much higher

Table 100: Community Characteristics Benchmarks

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Outdoor recreational opportunities	72	4	30	Much higher
Employment opportunities	50	6	35	Much higher
Washington County as a place to retire	60	12	38	Higher
Openness and acceptance toward people of diverse backgrounds	55	15	32	Higher
Availability of affordable housing	47	13	33	Much higher
Rural character and natural environment	66	12	23	Higher
Sense of community	59	9	25	Much higher
Ease of travel by car	71	1	24	Much higher
Availability of public transportation options (bus, rail, etc.)	34	7	8	Much lower
Overall feeling of safety in Washington County	71	6	21	Much higher
Overall image or reputation of Washington County	71	4	31	Much higher

Table 101: Community Safety Benchmarks

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
From property crimes (e.g., burglary, theft)	75	1	16	Much higher
From violent crimes (e.g., rape, assault, robbery)	83	1	16	Much higher
In your neighborhood	82	4	9	Higher

Table 102: County Services Benchmarks

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
County libraries	80	5	28	Much higher
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	83	3	29	Much higher
Trail and bikeway system like Hardwood Creek Regional Trail	78	3	7	Much higher
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	63	1	8	Much higher
Sheriff services	76	7	36	Much higher
Recycling and drop-off services at the Environmental Center	73	5	29	Much higher
Snow and ice removal on County roads	67	4	25	Much higher
Disaster preparedness	66	3	33	Much higher
Services provided to older adults	61	3	19	Much higher
Mental and chemical health services	Not available	Not available	Not available	Not available

Table 103: Overall Quality of County Services Benchmark

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of services provided by Washington County	66	5	44	Much higher

Table 104: Contact with County Office Benchmark

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Have you visited, telephoned, or emailed any Washington County government office within the last 12 months?	49	10	31	Much higher

Table 105: Perceptions of County Employees Benchmarks

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledge	75	6	16	Higher
Responsiveness	72	6	16	Similar
Courtesy	74	6	12	Similar
Overall impression	72	6	34	Much higher

Table 106: Public Trust Benchmarks

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The job Washington County government does at informing residents	60	4	10	Higher
The job Washington County government does at listening to residents	51	5	12	Higher
The value of services for the taxes paid to Washington County	48	14	39	Higher
The job Washington County government does at managing tax dollars	45	5	11	Similar

Table 107: County Board Benchmarks

	Washington County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what extent do you approve or disapprove of the job the Washington County Board is doing?	67	3	7	Similar

APPENDIX G: LIST OF COUNTIES IN THE BENCHMARK COMPARISONS

Listed below are the jurisdictions included in the national county benchmark comparisons provided for Washington 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.

Washington 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. How would you rate the overall quality of life in Washington County? Excellent Good Fair Poor

2. Please rate each of the following characteristics of Washington County.

	Excellent	Good	Fair	Poor	Don't know
Outdoor recreational opportunities	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Washington County as a place to retire	1	2	3	4	5
Openness and acceptance toward people of diverse backgrounds	1	2	3	4	5
Availability of affordable housing.....	1	2	3	4	5
Rural character and natural environment.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Ease of travel by car.....	1	2	3	4	5
Availability of bike and pedestrian transportation options.....	1	2	3	4	5
Availability of public transportation options (bus, rail, etc.).....	1	2	3	4	5
Overall feeling of safety in Washington County.....	1	2	3	4	5
Overall image or reputation of Washington County.....	1	2	3	4	5

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

- | | | |
|---|--|---|
| <input type="checkbox"/> Location | <input type="checkbox"/> My neighborhood | <input type="checkbox"/> Quality of life in general |
| <input type="checkbox"/> Open space/rural | <input type="checkbox"/> Schools | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Parks/lakes | <input type="checkbox"/> Small town feel | |
| <input type="checkbox"/> People | <input type="checkbox"/> Low taxes | |

4. Please rate how safe or unsafe you feel in Washington County.

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
From property crimes (e.g., burglary, theft)	1	2	3	4	5
From violent crimes (e.g., rape, assault, robbery)	1	2	3	4	5
From illegal drug activity (e.g., manufacturing or selling drugs).....	1	2	3	4	5
From <u>drunk</u> drivers on County roads	1	2	3	4	5
From <u>distracted</u> drivers on County roads.....	1	2	3	4	5
In your neighborhood	1	2	3	4	5
From being injured while biking or walking along county roads	1	2	3	4	5
From identity theft (e.g., fraud, scams, credit card theft)	1	2	3	4	5

5. Please rate to what degree, if at all, each of the following is a problem in Washington County.

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime.....	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic 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
Foreclosed properties.....	1	2	3	4	5
Ease of travel by public transit in Washington County	1	2	3	4	5
Availability of livable wage jobs.....	1	2	3	4	5

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

- | | |
|--|---|
| <input type="checkbox"/> Too much growth/development | <input type="checkbox"/> Condition of roads |
| <input type="checkbox"/> Not enough growth/development | <input type="checkbox"/> Crime |
| <input type="checkbox"/> County property taxes | <input type="checkbox"/> Affordable housing |
| <input type="checkbox"/> Schools | <input type="checkbox"/> Economic development |
| <input type="checkbox"/> Traffic congestion | <input type="checkbox"/> Jobs |
| <input type="checkbox"/> Water quality | <input type="checkbox"/> Other (please specify) _____ |

Washington County Resident Survey 2016

7. Please rate to what degree, if at all, each of the following is a health concern in Washington County.

	Not at all <u>a concern</u>	Minor <u>concern</u>	Moderate <u>concern</u>	Major <u>concern</u>	Don't <u>know</u>
Bullying	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
Abuse of prescribed medications	1	2	3	4	5
Tobacco use.....	1	2	3	4	5
Overweight children.....	1	2	3	4	5
Overweight adults.....	1	2	3	4	5
Spread of infectious diseases	1	2	3	4	5
Abuse and neglect of children	1	2	3	4	5
Abuse and neglect of seniors	1	2	3	4	5
Domestic violence.....	1	2	3	4	5
The health and support of seniors.....	1	2	3	4	5
The health and support of people with disabilities.....	1	2	3	4	5
Quality of parenting skills of parents of children ages 0-17	1	2	3	4	5

8. Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.

	Not at all <u>a concern</u>	Minor <u>concern</u>	Moderate <u>concern</u>	Major <u>concern</u>	Don't <u>know</u>
Exposure to radon	1	2	3	4	5
Quality of outdoor air.....	1	2	3	4	5
Safety of food in public establishments.....	1	2	3	4	5
Mold contamination at home or at work.....	1	2	3	4	5
Proper disposal of garbage.....	1	2	3	4	5
Quality of drinking water	1	2	3	4	5
Quality of water in lakes and streams.....	1	2	3	4	5
Quantity of useable water supply.....	1	2	3	4	5

9. Please rate the quality of each of the following services provided by Washington County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
County libraries	1	2	3	4	5
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	1	2	3	4	5
Trail and bikeway system like Hardwood Creek Regional Trail.....	1	2	3	4	5
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	1	2	3	4	5
911 dispatch services.....	1	2	3	4	5
Sheriff services.....	1	2	3	4	5
Employment support/Workforce Center services.....	1	2	3	4	5
Recycling and drop-off services at the Environmental Center	1	2	3	4	5
Snow and ice removal on County roads.....	1	2	3	4	5
Records, vital statistics, licensing, and vehicle registration.....	1	2	3	4	5
Disaster preparedness	1	2	3	4	5
Services provided to veterans.....	1	2	3	4	5
Services provided to older adults	1	2	3	4	5
Protecting children and vulnerable adults.....	1	2	3	4	5
Mental and chemical health services.....	1	2	3	4	5
Overall quality of services provided by Washington County	1	2	3	4	5

Washington County Resident Survey 2016

10. Some communities have facilities available as spaces for residents to gather and hold meetings. For each of the following types of facilities in the community, please indicate whether you think there is too much, too little or about the right amount to serve the community's needs:

	Far too <u>much</u>	Too <u>much</u>	About <u>right</u>	Too <u>little</u>	Far too <u>little</u>	Don't <u>know</u>
Facilities for residents to gather and hold community meetings (libraries, community centers, etc.).....	1	2	3	4	5	6
Facilities for young adults and teens to gather outside of school (parks, libraries, youth centers, religious or spiritual institutions, etc.).....	1	2	3	4	5	6
Facilities for older adults and seniors to gather and interact (senior centers, libraries, religious or spiritual institutions, etc.).....	1	2	3	4	5	6

11. Have you visited, telephoned, or emailed any Washington County government office within the last 12 months?

- Yes → Go to question 12
- No → Skip to question 13

12. What was your impression of the employee(s) of Washington County in your most recent contact? (Rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
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

13. If you have visited a Washington County License Center for services like a driver's license renewal, car registration, passport, or to pay property taxes, which location did you go to on your most recent visit?

- Not applicable (skip to question 16)
- Woodbury
- Stillwater
- Forest Lake
- Don't know

14. How reasonable or unreasonable did you consider your waiting time for service to be?

- Very reasonable
- Somewhat reasonable
- Somewhat unreasonable
- Very unreasonable
- Don't know

15. Please rate the overall quality of your most recent Washington County License Center experience.

- Excellent
- Good
- Fair
- Poor

16. Please rate the following categories of Washington County government performance:

	Excellent	Good	Fair	Poor	Don't know
The job Washington County government does at informing residents.....	1	2	3	4	5
The job Washington County government does at listening to residents.....	1	2	3	4	5
My knowledge of the work of the Washington County Board.....	1	2	3	4	5
The value of services for the taxes paid to Washington County.....	1	2	3	4	5
The job Washington County government does at managing tax dollars.....	1	2	3	4	5
The value of Washington County services to the quality of life in my neighborhood.....	1	2	3	4	5
Supporting the quality of life in Washington County.....	1	2	3	4	5

17. To what extent do you approve or disapprove of the job the Washington County Board is doing?

- Strongly approve
- Somewhat approve
- Somewhat disapprove
- Strongly disapprove
- Don't know

Washington County Resident Survey 2016

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

	<u>Not a source</u>	<u>Minor source</u>	<u>Major source</u>	<u>Don't know</u>
Cable access programming	1	2	3	4
Daily newspapers.....	1	2	3	4
Washington County Web site (www.co.washington.mn.us)	1	2	3	4
Weekly community newspapers	1	2	3	4
Community meetings	1	2	3	4
Washington County Newsletter – Staying in Touch	1	2	3	4
Phone calls to Washington County.....	1	2	3	4
Other online news sources	1	2	3	4
Television news broadcasts.....	1	2	3	4
County listservs and other County electronic newsletters.....	1	2	3	4
Social Media (e.g., Twitter, Facebook, etc.).....	1	2	3	4

19. What kind of Washington County service or information do you access via the Internet? (Please check all that apply.)

- | | |
|---|---|
| <input type="checkbox"/> General county project information | <input type="checkbox"/> Services for senior citizens |
| <input type="checkbox"/> Park information (e.g., reservation at a regional park facility) | <input type="checkbox"/> Access public County records |
| <input type="checkbox"/> Garbage and recycling | <input type="checkbox"/> Online recording of vital records (birth, death, marriage) |
| <input type="checkbox"/> Information about County services | <input type="checkbox"/> Road/bridge construction projects |
| <input type="checkbox"/> Pay fees, fines, or property taxes | <input type="checkbox"/> Renew or apply for a license, permit, or other application |
| <input type="checkbox"/> General information about the county | <input type="checkbox"/> Access library resources |
| <input type="checkbox"/> Meeting calendar, agenda, and/or minutes | <input type="checkbox"/> Research property sales/information |
| <input type="checkbox"/> Budget documents | <input type="checkbox"/> Other (please specify): _____ |

20. When considering the list of services or facilities below, how likely would you be, if at all, to use each of the following as you grow older than age 65?

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Libraries	1	2	3	4	5
Parks and recreational facilities.....	1	2	3	4	5
Information and referral services.....	1	2	3	4	5
Legal information and assistance (tied with) Long-Term Care Consultation....	1	2	3	4	5
Senior housing/assisted living facilities.....	1	2	3	4	5
Transportation assistance (e.g., to appointments, shopping, etc.).....	1	2	3	4	5

21. Washington County Library offers a variety of services and loans materials in multiple formats. How important, if at all, is it to you for the County to invest public funds in each of the following services?

	<u>Essential</u>	<u>Very Important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Downloadable ebooks (e.g., for a Kindle, Nook, iPad, or tablet).....	1	2	3	4	5
Downloadable audiobooks (e.g., for an iPod, smartphone, or mp3 player)	1	2	3	4	5
Audiovisual materials including audiobooks, music and movies on CD or DVD	1	2	3	4	5
Online access to magazines, newspapers and research databases	1	2	3	4	5
Access to government information and forms such as tax forms.....	1	2	3	4	5
Free computer and Wireless access	1	2	3	4	5
Children's programs including "Storytimes"	1	2	3	4	5
Adult programs and classes	1	2	3	4	5
Staff assistance in-person, by email, phone and online chat.....	1	2	3	4	5
Online job search assistance.....	1	2	3	4	5
Online homework assistance	1	2	3	4	5
Meeting and conference room use.....	1	2	3	4	5
Library express, pickup of library materials in automated lockers.....	1	2	3	4	5
Extended library hours.....	1	2	3	4	5
Additional library locations.....	1	2	3	4	5

Washington County Resident Survey 2016

22. How important, if at all, is it for each of the following park activities and services to be provided by Washington County?

	Essential	Very Important	Somewhat important	Not at all important	Don't know
Off-road trail system that connects communities, county park system, and other destinations.....	1	2	3	4	5
Protection and management of natural areas such as woodlands, prairies, and wetlands.....	1	2	3	4	5
Renting equipment such as snowshoes, canoes, and bikes.....	1	2	3	4	5
Food concessions	1	2	3	4	5
Community events such as Bluegrass Festival and Explore Your Parks Day.....	1	2	3	4	5
Programs for learning about nature and outdoor recreation.....	1	2	3	4	5
Other (please specify) _____	1	2	3	4	5

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 Washington 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 of the following best describes you?

- Employed full-time
- Employed part-time
- Homemaker
- Retired
- Student
- Unemployed, looking for work

D3. Which best describes the building you live in?

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

D4. Is this house, duplex, townhome, apartment or mobile home...

- Rented
- Owned (including with an outstanding mortgage)

Please respond to both questions D5 and D6:

D5. Are you Spanish, Hispanic or Latino?

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

D6. 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 or Caucasian
- Other

D7. Which category contains your age?

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

D8. What is your gender?

- Female Male

D9. How many of each of the following, including yourself, live in your household?

Children age 17 years and under _____

Adults under age 65 years _____

Adults age 65 years and over _____

D10. Please indicate your household's annual income:

- Under \$25,000 \$100,000-\$124,999
- \$25,000-\$49,999 \$125,000-\$149,999
- \$50,000-\$74,999 \$150,000-\$199,999
- \$75,000-\$99,999 \$200,000 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

Si usted no puede hacer la encuesta incluida en inglés, favor de llamar al 651-430-6021 para pedir una copia de la encuesta en español.

¡Gracias por su tiempo y participación!

Encuesta para los residentes del condado de Washington 2016

Por favor, complete este cuestionario si usted es el adulto (mayor de 18 años) en el hogar que cumplió años más recientemente. El año de nacimiento del adulto no importa. Sus respuestas son anónimas y serán informadas en forma grupal únicamente. Gracias.

1. **¿Cómo calificaría la calidad general de la vida en el condado de Washington?**..... Excelente Buena Regular Deficiente

2. **Por favor, califique cada una de las siguientes características del condado de Washington.**

	Excelente	Bueno	Regular	Deficiente	No sé
Oportunidades recreativas al aire libre	1	2	3	4	5
Oportunidades de empleo	1	2	3	4	5
El condado de Washington como lugar donde jubilarse.....	1	2	3	4	5
Apertura y aceptación de personas de orígenes diversos	1	2	3	4	5
Disponibilidad de vivienda asequible	1	2	3	4	5
Carácter rural y medio ambiente natural.....	1	2	3	4	5
Sentido de comunidad.....	1	2	3	4	5
Facilidad para viajar en automóvil	1	2	3	4	5
Disponibilidad de opciones de transporte en bicicleta y a pie	1	2	3	4	5
Disponibilidad de opciones de transporte público (autobús, tren, etc.).....	1	2	3	4	5
Sensación general de seguridad en el condado de Washington.....	1	2	3	4	5
Imagen o reputación general del condado de Washington	1	2	3	4	5

3. **¿Qué es lo que más le gusta de vivir en el condado de Washington? (Por favor seleccione una sola opción).**

- | | | |
|--|--|---|
| <input type="checkbox"/> Ubicación | <input type="checkbox"/> Mi vecindario | <input type="checkbox"/> Calidad de vida en general |
| <input type="checkbox"/> Espacio abierto/rural | <input type="checkbox"/> Escuelas | <input type="checkbox"/> Otro (especifique) _____ |
| <input type="checkbox"/> Parques/lagos | <input type="checkbox"/> Sensación de ciudad pequeña | |
| <input type="checkbox"/> La gente | <input type="checkbox"/> Bajos impuestos | |

4. **Por favor califique cómo se siente en cuanto a su seguridad en el condado de Washington.**

	Muy seguro	Algo seguro	Algo inseguro	Muy inseguro	No sé
Con respecto a los delitos contra la propiedad (por ej. hurto, robo)	1	2	3	4	5
Con respecto a delitos violentos (por ej. violación, asalto, robo)	1	2	3	4	5
Con respecto a la actividad ilegal relacionada con las drogas (por ej. fabricación o venta de drogas).....	1	2	3	4	5
Con respecto a conductores <u>borrachos</u> en los caminos del condado.....	1	2	3	4	5
Con respecto a conductores <u>distraídos</u> en los caminos del condado.....	1	2	3	4	5
En su vecindario.....	1	2	3	4	5
Con respecto a lesionarse cuando anda en bicicleta o camina por los caminos del condado	1	2	3	4	5
Con respecto al robo de identidad (por ej. fraude, estafas, robo de tarjetas de crédito)	1	2	3	4	5

5. **Califique en qué medida son un problema, si lo son en absoluto, cada uno de los siguientes temas en el condado de Washington.**

	No es un problema	Problema pequeño	Problema moderado	Problema importante	No sé
Delitos.....	1	2	3	4	5
Impuestos	1	2	3	4	5
Seguridad vial.....	1	2	3	4	5
Congestión de tránsito	1	2	3	4	5
Pobreza	1	2	3	4	5
Personas sin hogar	1	2	3	4	5
Propiedades ejecutadas.....	1	2	3	4	5
Facilidad para viajar en transporte público en el condado de Washington....	1	2	3	4	5
Disponibilidad de trabajos con salarios que permitan vivir	1	2	3	4	5

Encuesta para los residentes del condado de Washington 2016

6. ¿Cuál diría usted que es el problema más serio que enfrenta el condado de Washington en este momento? (Por favor seleccione una sola opción).

- | | |
|--|---|
| <input type="checkbox"/> Demasiado crecimiento/ desarrollo
<input type="checkbox"/> Insuficiente crecimiento/ desarrollo
<input type="checkbox"/> Impuesto inmobiliario del condado
<input type="checkbox"/> Escuelas
<input type="checkbox"/> Congestión de tránsito
<input type="checkbox"/> Calidad del agua | <input type="checkbox"/> El estado de los caminos
<input type="checkbox"/> Delitos
<input type="checkbox"/> Vivienda accesible
<input type="checkbox"/> Desarrollo económico
<input type="checkbox"/> Empleo
<input type="checkbox"/> Otro (especifique) _____ |
|--|---|

7. Califique en qué medida son un problema para la salud, si lo son en absoluto, cada uno de los siguientes temas en el condado de Washington.

	No es un problema	Problema pequeño	Problema moderado	Problema importante	No sé
Intimidación	1	2	3	4	5
Suicidio/intento de suicidio	1	2	3	4	5
Consumo de alcohol en menores.....	1	2	3	4	5
Abuso de alcohol en adultos	1	2	3	4	5
Consumo de drogas ilegales.....	1	2	3	4	5
Abuso de medicamentos con receta	1	2	3	4	5
Consumo de tabaco.....	1	2	3	4	5
Niños con sobrepeso.....	1	2	3	4	5
Adultos con sobrepeso.....	1	2	3	4	5
Propagación de enfermedades contagiosas.....	1	2	3	4	5
Abuso y abandono de niños	1	2	3	4	5
Abuso y abandono de personas mayores	1	2	3	4	5
Violencia doméstica	1	2	3	4	5
La salud y el apoyo a los jubilados.....	1	2	3	4	5
La salud y el apoyo de las personas con discapacidades	1	2	3	4	5
Calidad de las habilidades para criar a los hijos de los padres de niños entre 0 y 17 años de edad	1	2	3	4	5

8. Califique en qué medida son un problema para el medio ambiente, si lo son en absoluto, cada uno de los siguientes temas en el condado de Washington.

	No es un problema	Problema pequeño	Problema moderado	Problema importante	No sé
Exposición al radón.....	1	2	3	4	5
Calidad del aire libre.....	1	2	3	4	5
Seguridad de los alimentos en establecimientos públicos.....	1	2	3	4	5
Contaminación por moho en el hogar o en el trabajo.....	1	2	3	4	5
Eliminación de residuos adecuada.....	1	2	3	4	5
Calidad del agua potable.....	1	2	3	4	5
Calidad del agua en lagos y arroyos.....	1	2	3	4	5
Cantidad de suministro de agua utilizable.....	1	2	3	4	5

9. Por favor, califique cada uno de los siguientes servicios proporcionados por el condado de Washington.

	Excelente	Bueno	Regular	Deficiente	No sé
Bibliotecas del condado	1	2	3	4	5
Parques y recreación del condado como la Reserva Big Marine Park, la Reserva del lago Elmo o el Parque Regional St. Croix Bluffs.....	1	2	3	4	5
El sistema de senderos y ciclovías como el Hardwood Creek Regional Trail...	1	2	3	4	5
El estado de las rutas del condado como Manning Avenue, Radio Drive, o Bailey Road	1	2	3	4	5
Servicio de emergencias 911	1	2	3	4	5
Servicio del sheriff.....	1	2	3	4	5
Servicios de apoyo al empleo/Centro de trabajo.....	1	2	3	4	5
Reciclado y servicios de entrega del Environmental Center	1	2	3	4	5
Retiro de nieve y hielo en los caminos del condado.....	1	2	3	4	5
Registro civil, estadísticas vitales, licencias y registro vehicular	1	2	3	4	5
Preparación para desastres.....	1	2	3	4	5
Servicios proporcionados a los veteranos.....	1	2	3	4	5
Servicios proporcionados a adultos mayores	1	2	3	4	5
Protección de los niños y adultos vulnerables.....	1	2	3	4	5
Servicios de salud mental y química.....	1	2	3	4	5
Calidad general de los servicios proporcionados por el condado de Washington	1	2	3	4	5

Encuesta para los residentes del condado de Washington 2016

10. Algunas comunidades tienen instalaciones disponibles como espacios de encuentro y reunión de los residentes. Indique para cada uno de los siguientes tipos de instalaciones de la comunidad si usted considera que cuentan con demasiado, muy poco o lo suficiente para satisfacer las necesidades de la comunidad:

	<u>En exceso</u>	<u>Demasiado</u>	<u>Suficiente</u>	<u>Muy poco</u>	<u>Demasiado poco</u>	<u>No sé</u>
Instalaciones para que los residentes se reúnan y realicen reuniones comunitarias (bibliotecas, centros comunitarios, etc.).....	1	2	3	4	5	6
Instalaciones para que los adultos jóvenes y adolescentes se reúnan fuera de la escuela (parques, bibliotecas, centros para la juventud, instituciones religiosas o espirituales, etc.)	1	2	3	4	5	6
Instalaciones para que los adultos mayores y jubilados se reúnan e interactúen (centros de jubilados, bibliotecas, instituciones religiosas o espirituales, etc.).....	1	2	3	4	5	6

11. ¿Ha usted visitado, telefonado, o enviado un correo electrónico a alguna oficina del gobierno del condado de Washington en los últimos 12 meses?

- Sí → Pase a la pregunta 12
 No → Pase a la pregunta 13

12. ¿Cuál fue su impresión sobre los empleados del condado de Washington en su contacto más reciente? (Califique cada característica debajo)

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
Conocimientos.....	1	2	3	4	5
Reactividad	1	2	3	4	5
Cortesía	1	2	3	4	5
Impresión general.....	1	2	3	4	5

13. Si usted ha visitado un Centro de Licencias del Condado de Washington para recibir servicios como la renovación de una licencia de conducir, registro del automóvil, pasaporte, o ir a pagar los impuestos inmobiliarios, ¿a qué lugar fue en su visita más reciente?

- No corresponde (pase a la pregunta 16)
 Woodbury
 Stillwater
 Forest Lake
 No sé

14. ¿Cuán aceptable o inaceptable consideró que fue su tiempo de espera para recibir el servicio?

- Muy aceptable Algo aceptable Algo inaceptable Muy inaceptable No sé

15. Califique la calidad general de su experiencia más reciente en el Centro de Licencias del Condado de Washington.

- Excelente Buena Regular Deficiente

Encuesta para los residentes del condado de Washington 2016

16. Califique las siguientes categorías de desempeño del gobierno del condado de Washington:

	<u>Excelente</u>	<u>Bueno</u>	<u>Regular</u>	<u>Deficiente</u>	<u>No sé</u>
La tarea que realiza el gobierno del condado de Washington en cuanto a informar a los residentes	1	2	3	4	5
La tarea que realiza el gobierno del condado de Washington en cuanto a escuchar a los residentes	1	2	3	4	5
Mi conocimiento del trabajo del Consejo del Condado de Washington	1	2	3	4	5
El valor de los servicios con respecto a los impuestos pagados al condado de Washington	1	2	3	4	5
La tarea que realiza el gobierno del condado de Washington en cuanto a administrar el dinero proveniente de los impuestos	1	2	3	4	5
El valor de los servicios del condado de Washington para la calidad de vida en mi vecindario	1	2	3	4	5
El apoyo a la calidad de vida en el condado de Washington.....	1	2	3	4	5

17. ¿En qué medida aprueba o desaprueba la tarea que está haciendo en Consejo del Condado de Washington?

- Apruebo totalmente
- Apruebo un poco
- Desapruebo un poco
- Desapruebo totalmente
- No sé

18. Califique en qué medida utiliza usted cada uno de los siguientes como fuentes de información acerca del gobierno del condado de Washington, si utiliza alguno.

	<u>No es una fuente</u>	<u>Fuente menor</u>	<u>Fuente importante</u>	<u>No sé</u>
Programación de acceso por cable.....	1	2	3	4
Periódicos diarios	1	2	3	4
Sitio web del condado de Washington (www.co.washington.mn.us)	1	2	3	4
Semanarios de la comunidad	1	2	3	4
Reuniones comunitarias.....	1	2	3	4
Boletín informativo del condado de Washington – Staying in Touch.....	1	2	3	4
Llamadas telefónicas al condado de Washington	1	2	3	4
Otras fuentes de noticias en Internet	1	2	3	4
Noticieros por televisión	1	2	3	4
County listservs y otros boletines informativos electrónicos del condado	1	2	3	4
Medios sociales (por ej., Twitter, Facebook, etc.).....	1	2	3	4

19. ¿A qué tipo de servicio del condado de Washington usted accede por Internet? (Marque todo lo que corresponda).

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Información general sobre proyectos del condado <input type="checkbox"/> Información sobre parques (por ej. reservas para un parque regional) <input type="checkbox"/> Basura y reciclado <input type="checkbox"/> Información sobre los servicios del condado <input type="checkbox"/> Pagar honorarios, multas o impuestos inmobiliarios <input type="checkbox"/> Información general acerca del condado <input type="checkbox"/> Calendario de reuniones, agenda, y/o minutas <input type="checkbox"/> Documentos del presupuesto <input type="checkbox"/> Servicios para jubilados | <ul style="list-style-type: none"> <input type="checkbox"/> Acceso a los registros públicos del condado <input type="checkbox"/> Inscripción en Internet en el Registro Civil (nacimiento, defunción, matrimonio) <input type="checkbox"/> Proyectos de construcción de rutas/puentes <input type="checkbox"/> Renovar o solicitar una licencia, permiso u otra solicitud <input type="checkbox"/> Acceso a los recursos de la biblioteca <input type="checkbox"/> Investigar sobre ventas/información de propiedades <input type="checkbox"/> Otro (especifique): _____ |
|---|---|

Encuesta para los residentes del condado de Washington 2016

20. Al considerar la lista de servicios o instalaciones que se detalla debajo, ¿con qué probabilidad usaría, si las usa, cada una de las siguientes cuando sea mayor de 65 años?

	<u>Muy probable</u>	<u>Algo probable</u>	<u>Algo improbable</u>	<u>Muy improbable</u>	<u>No sé</u>
Bibliotecas	1	2	3	4	5
Parques e instalaciones recreativas.....	1	2	3	4	5
Servicios de información y derivación.....	1	2	3	4	5
Información y asistencia legal (unida a) consulta sobre cuidados de largo plazo	1	2	3	4	5
Viviendas/residencia de vivienda asistida para ancianos.....	1	2	3	4	5
Asistencia con el transporte (por ej. Para asistir a citas, ir de compras, etc.) ..	1	2	3	4	5

21. La biblioteca del condado de Washington ofrece una variedad de servicios y materiales para préstamos en múltiples formatos. ¿Qué importancia tiene para usted, si la tiene, que el condado invierta fondos públicos en cada uno de los siguientes servicios?

	<u>Esencial</u>	<u>Muy importante</u>	<u>Algo importante</u>	<u>Para nada importante</u>	<u>No sé</u>
Libros electrónicos descargables (por ej., para un Kindle, Nook, iPad o tableta).....	1	2	3	4	5
Audiolibros descargables (por ej., para un iPod, teléfono inteligente, o reproductor de mp3).....	1	2	3	4	5
Materiales audiovisuales que incluyen audiolibros, música y películas en CD o DVD.....	1	2	3	4	5
Acceso en Internet a revistas, diarios y bases de datos para investigación.....	1	2	3	4	5
Acceso a información gubernamental y formularios como formularios impositivos.....	1	2	3	4	5
Acceso gratuito a computadoras y a conexión inalámbrica.....	1	2	3	4	5
Programas para niños como "Storytimes"	1	2	3	4	5
Programas y clases para adultos.....	1	2	3	4	5
Asistencia del personal en persona, por correo electrónico, teléfono y chat en línea.....	1	2	3	4	5
Asistencia con búsqueda laboral en Internet.....	1	2	3	4	5
Asistencia con tareas escolares en Internet.....	1	2	3	4	5
Uso de sala de reuniones y conferencias	1	2	3	4	5
Biblioteca express, recogida de materiales de la biblioteca en casilleros automatizados.....	1	2	3	4	5
Horario extendido de la biblioteca.....	1	2	3	4	5
Sedes adicionales de la biblioteca.....	1	2	3	4	5

22. ¿Qué importancia tiene, si la tiene, que el condado de Washington proporcione las siguientes actividades y servicios de parques?

	<u>Esencial</u>	<u>Muy importante</u>	<u>Algo importante</u>	<u>Para nada importante</u>	<u>No sé</u>
Sistema de senderos secundarios que conecten comunidades, el sistema de parques del condado y otros destinos	1	2	3	4	5
Protección y administración de áreas naturales como bosques, praderas y humedales	1	2	3	4	5
Alquiler de equipos como zapatos para nieve, canoas y bicicletas.....	1	2	3	4	5
Concesiones de comidas.....	1	2	3	4	5
Eventos comunitarios como el Bluegrass Festival y Explore Your Parks Day...	1	2	3	4	5
Programas para aprender acerca de la naturaleza y las actividades al aire libre	1	2	3	4	5
Otro (especifique)	1	2	3	4	5

Encuesta para los residentes del condado de Washington 2016

Nuestras últimas preguntas son acerca de usted y de su hogar. Reiteramos, todas las respuestas a esta encuesta son completamente anónimas y serán informadas sólo en forma grupal.

D1. ¿Cuánto hace que vive en el condado de Washington?

- Menos de 2 años
- 2 a 5 años
- 6 a 10 años
- 11 a 15 años
- 16 a 20 años
- Más de 20 años

D2. ¿Cuál de las siguientes funciones le describe a usted mejor?

- Empleado a tiempo completo
- Empleado a medio tiempo
- Ama de casa
- Jubilado
- Estudiante
- Desempleado, en busca de empleo

D3. ¿Cuál describe mejor el edificio en el que usted vive?

- Una casa unifamiliar separada de otras casas
- Una casa adosada a una o más casas (por ej., un dúplex o casa adosada)
- Edificio con dos más apartamentos o condominios
- Casa fabricada o casa rodante
- Otro

D4. Es esta casa, dúplex, casa adosada, apartamento o casa rodante...

- Alquilada
- Propia (incluso si está pagando una hipoteca)

Por favor responda tanto la pregunta D5 cómo la D6:

D5. ¿Es usted español, hispano o latino?

- No, no soy español, hispano ni latino
- Sí, me considero español, hispano o latino

D6. ¿Cuál es su raza? (Marque una o más razas para indicar de qué raza considera que es usted)

- Indígena estadounidense o nativo de Alaska
- Asiático, indio asiático o isleño del Pacífico
- Negro o afroamericano
- Blanco o caucásico
- Otro

D7. ¿Qué categoría contiene su edad?

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

D8. ¿Cuál es su sexo?

- Mujer
- Hombre

D9. ¿Cuántos de los siguientes, incluyéndolo a usted, viven en su hogar?

Niños de 17 años y menores..... _____

Adultos menores de 65 años..... _____

Adultos de 65 años y mayores..... _____

D10. Indique los ingresos anuales de su hogar:

- Menos de \$25,000
- \$25,000-\$49,999
- \$50,000-\$74,999
- \$75,000-\$99,999
- \$100,000-\$124,999
- \$125,000-\$149,999
- \$150,000-\$199,999
- \$200,000 o más

¡Muchas gracias! Por favor, regrese esta encuesta completa en el sobre con franqueo postal pago provisto a:

National Research Center, Inc.,
PO Box 549, Belle Mead, NJ 08502

¡Gracias por su tiempo y participación!