



Washington County, MN

2019 Resident Survey Report of Results

May 2019



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Executive Summary

Survey Background

Understanding the needs of residents is important to Washington County government, so it has conducted a regular, periodic survey of residents' opinions, with trends going back to 2001. In 2006, Washington County joined Dakota and Scott County in a "coalition" of Minnesota Counties to survey their residents in a similar timeframe, and compare survey results. In 2019, the coalition included Dakota, Olmsted, Scott and St. Louis Counties in addition to Washington County. These 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.

The Washington County Residential Survey was administered by mail to 2,500 randomly selected households in January 2019 and was distributed equally among the five county Commissioner Districts. Of the approximately 2,413 households that received a survey in the mail, 749 surveys were completed, providing a response rate of 31%.

Because Washington County has administered a residential survey before, comparisons could be made between 2019 responses and those from prior years. Generally, comparisons between surveys are made through the conversion of ratings to an average on 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.

Survey Highlights

Washington County residents continue to enjoy a high quality of life.

- ◆ Survey respondents were asked to rate their overall quality of life in Washington County. On average, their rating represented a score between "excellent" and "good", which was similar to ratings given since 2006.
- ◆ Washington County's overall quality of life was much higher than the average of ratings given by other counties in the benchmark data set.
- ◆ When asked to identify one thing that they liked most about living in Washington County, the most frequently selected categories in 2019 were quality of life in general (27%) and location (25%), which was similar to previous years.

Washington County residents feel exceptionally safe in the community, but are concerned about road safety.

- ◆ Residents' rating for overall feeling of safety in the county was much higher than that given in other counties across the nation.
- ◆ When asked how safe they felt from different types of crimes and drunk driving, as well as safety in their neighborhood, residents indicated that they felt most safe from violent

crimes, in their neighborhoods, from human trafficking and in regional county parks or on trails; on average, residents rated their feelings of safety regarding these items between “somewhat safe” and “very safe”.

- ◆ Respondents felt the least safe from distracted drivers and being injured while biking or walking along roads in the county; both of these reported feelings of safety declined from 2016 to 2019.

Residents are pleased with the ease of travel in the county, but public transportation continues to be an area of opportunity.

- ◆ As in 2016, ease of travel by car in Washington County received a rating of 71 on the 100-point scale, which was between “excellent” and “good” and was much higher than ratings given in other counties across the nation.
- ◆ Residents were less pleased with the availability of public transportation options in the county: this item received a rating of 35 on the 100-point scale (just above “fair”) and was lower than the national county average.
- ◆ 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. While none of the listed items were considered more than a moderate problem by residents, the two most problematic issues according to survey respondents were access to public transit and transportation options in Washington County.

Residents are increasingly concerned with health and environmental issues in the county.

- ◆ As in previous years, respondents were asked to rate potential health concerns in Washington County. The average ratings for nearly all potential health concerns fell between a “moderate” and “minor” concern; however, 11 of the listed health concerns showed an increase in the perception of concern in 2019 compared to 2016, including overweight children and adults, abuse of prescribed medications and bullying.
- ◆ When asked how much of a concern a variety of potential environmental issues were in Washington County, the quality of water in lakes and streams, the quality of drinking water and climate change were the items of the greatest concern to residents. Further, of seven environmental concerns for which ratings could be compared over time, six were rated as higher concerns in 2019 than in 2016, including quality of water in lakes and streams, quality of drinking water and exposure to radon.

County services and government performance continue to be lauded by residents.

- ◆ Survey respondents were asked to rate several aspects of Washington County government performance and several of these, including the job Washington County does at informing residents and supporting the quality of life in the County, received average ratings of “good”.
- ◆ Compared to ratings given in other counties across the US, the job Washington County government does at informing residents and at listening to residents were both rated higher.

- ◆ When evaluating the overall quality of county services, residents gave an average rating of 66 on the 100-point scale, a rating that was higher than the county benchmark and similar to ratings in previous years.
- ◆ Washington County received ratings that were higher or much higher than the county benchmark for each of the eight services for which a comparison was available: county libraries, county parks and recreation, Sheriff services, recycling and drop-off services at the Environmental Center, snow and ice removal on county roads, disaster preparedness, services provided to older adults and mental and chemical health services.

Residents visit parks regularly and would like to see additional amenities offered.

- ◆ When asked how often they had frequented a regional park or trail in the past year, a majority of respondents (6 in 10) had visited at least three times during that time period; only 13% had not visited a regional park at all in the past 12 months. Further, when asked about their likelihood of using specific services or facilities as they grow older than age 65, residents were most likely to indicate that they would use parks and recreational facilities (average likelihood rating of 82 on a 100-point scale).
- ◆ Residents were asked to select from a list of options why they had not visited a regional park or trail, or had not visited more often, and instructed to choose as many as applied. Residents were most likely to indicate lack of time as a factor for not visiting (52% of respondents selected this option), while 2 in 10 noted the vehicle permit fee as a reason for not visiting.
- ◆ Thinking about what activities they would like to see expanded or added to the county's parks, residents were most likely to select hiking trails (48%), biking trails (36%), non-motorized water craft rental (36%), dog parks (28%), a swimming splash pad (27%) or picnic/group shelters (25%).
- ◆ As in 2016 and 2013, the survey asked residents about the importance of providing five activities and services in Washington County parks. On the 100-point scale, most average ratings were between "somewhat" and "very important"; however, protection and management of natural areas was above "very important" at 75 and this importance rating increased since 2016.

Survey Background

Survey Purpose

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

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

Survey Methods

The Washington County Resident Survey was administered by mail to 2,500 randomly selected households within the county in January 2019, distributed among the five County Commissioner Districts. Of the approximately 2,413 households that received a survey in the mail (the other surveys were sent to vacant households), 749 surveys were completed, providing a response rate of 31%. Typical response rates to a broad resident survey of this type generally range from 10% to 30%. The survey was available online accessible via a web link provided on the cover letter accompanying each wave of the mailed survey. About 11% percent of the completed surveys were web-based (83); average rates for web-based responses vary but typically range from 2% to 15%. It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence interval around *an average* score on the 100-point scale will be no greater than plus or minus two points based on all respondents. The 95 percent confidence level for this survey of 749 residents is generally no greater than plus or minus four percentage points *around any given percent* reported for all survey respondents.

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

Survey results were weighted so that housing tenure (rent or own), sex and age, and District were represented in the proportions reflective of the entire community. (For more information on the survey methodology, see *Appendix H: Survey Methodology*. A copy of the questionnaire and mailing materials are included in *Appendix I: Survey Materials*.)

Reporting the Results

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be zero on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. (More explanation is provided on page 157 in *Appendix H: Survey Methodology*.) *Appendix A: Responses to Survey Questions* contains tables that show the proportion of respondents answering with each response option for every question on the survey.

Rounding

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

Don't Know Responses

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

Comparing Survey Results Over Time

Because this survey was the sixth in a series of resident surveys, the 2019 results are presented along with past ratings when available. Differences between years, as presented in the body of the report, can be considered statistically significant if they are four points or more on the 100-point scale or six percentage points or more around any given percent. Trend data for Washington County represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions. All survey results from 2019 that could be compared to previous Washington County surveys can be found in *Appendix E: Survey Results by Year*.

Comparing Survey Results by Geographic and Demographic Subgroups

Select survey results were compared by demographic characteristics of survey respondents and District of residence. These can be found in *Appendix D: Survey Results by Respondent Characteristics*.

Comparing to Results to Other Jurisdictions

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

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on our work [e.g., Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.; Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in our proprietary databases.

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

National benchmark comparisons have been included in the report when available, and all available benchmarks are shown in *Appendix G: Benchmark Comparisons*. A list of the jurisdictions to which Washington County was compared is also found in that appendix. 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 jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country.

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

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

Quality of Life and Community

Quality of Life in Washington County

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 rating was much higher than the average of ratings given by other counties in the benchmark data set.

Ratings were compared by a selection of demographic characteristics of the survey respondents. Washington County residents who were age 35 or older, had lived in Washington County for at least six years, owned their homes or lived in detached housing were more likely than other residents to give favorable ratings to their overall quality of life (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 1: Overall Quality of Life, 2019

How would you rate the overall quality of life in Washington County?

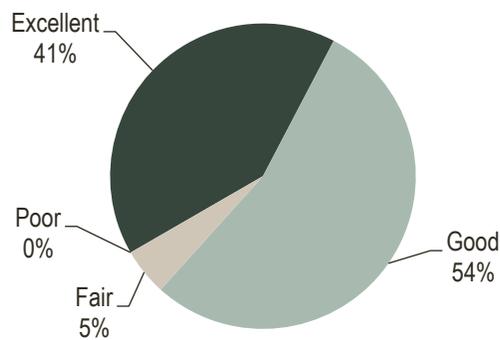
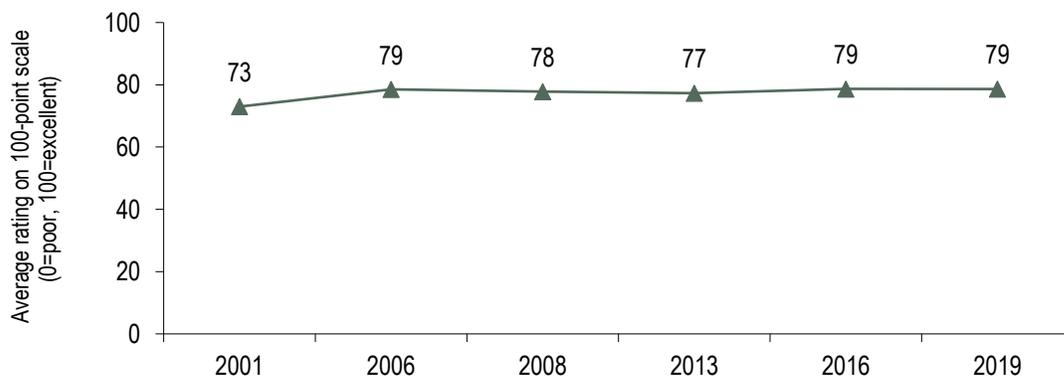


Figure 2: Average Rating of Overall Quality of Life by Year

How would you rate the overall quality of life in Washington County?



Residents participating in the survey were given a list of potential attributes of Washington County and asked to identify one thing that they liked most about living in Washington County. As in 2016, the most frequently selected categories in 2019 were quality of life in general (27%) and location (25%). Other characteristics considered a top reason for living in Washington County were the neighborhood and the open space/rural nature where they lived, each was considered the aspect they liked most about living in Washington by over 1 in 10 respondents.

Figure 3: Like Most about Living in County Compared by Year

What one thing do you like most about living in Washington County? (percent of respondents)	2019	2016	2013
Quality of life in general	27%	24%	21%
Location	25%	29%	25%
My neighborhood	13%	12%	13%
Open space/rural	11%	12%	14%
Small town feel	9%	8%	8%
Parks/lakes	8%	6%	7%
Schools	5%	4%	5%
People	2%	1%	2%
Low taxes	1%	3%	3%
Other*	1%	1%	3%
Total	100%	100%	100%

* Respondents could write-in an "other" response to this question, these responses can be seen in Appendix B: Verbatim Responses to Survey Questions.

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, the overall feeling of safety in Washington County, the overall image or reputation of Washington County and ease of travel by car received the highest average ratings (75 to 71 on the 100-point scale, or “good”). As in 2016, availability of affordable housing and availability of public transportation options in Washington County were rated least positively (45 and 35 points on the 100-point scale, respectively, or between “fair” and “good”).

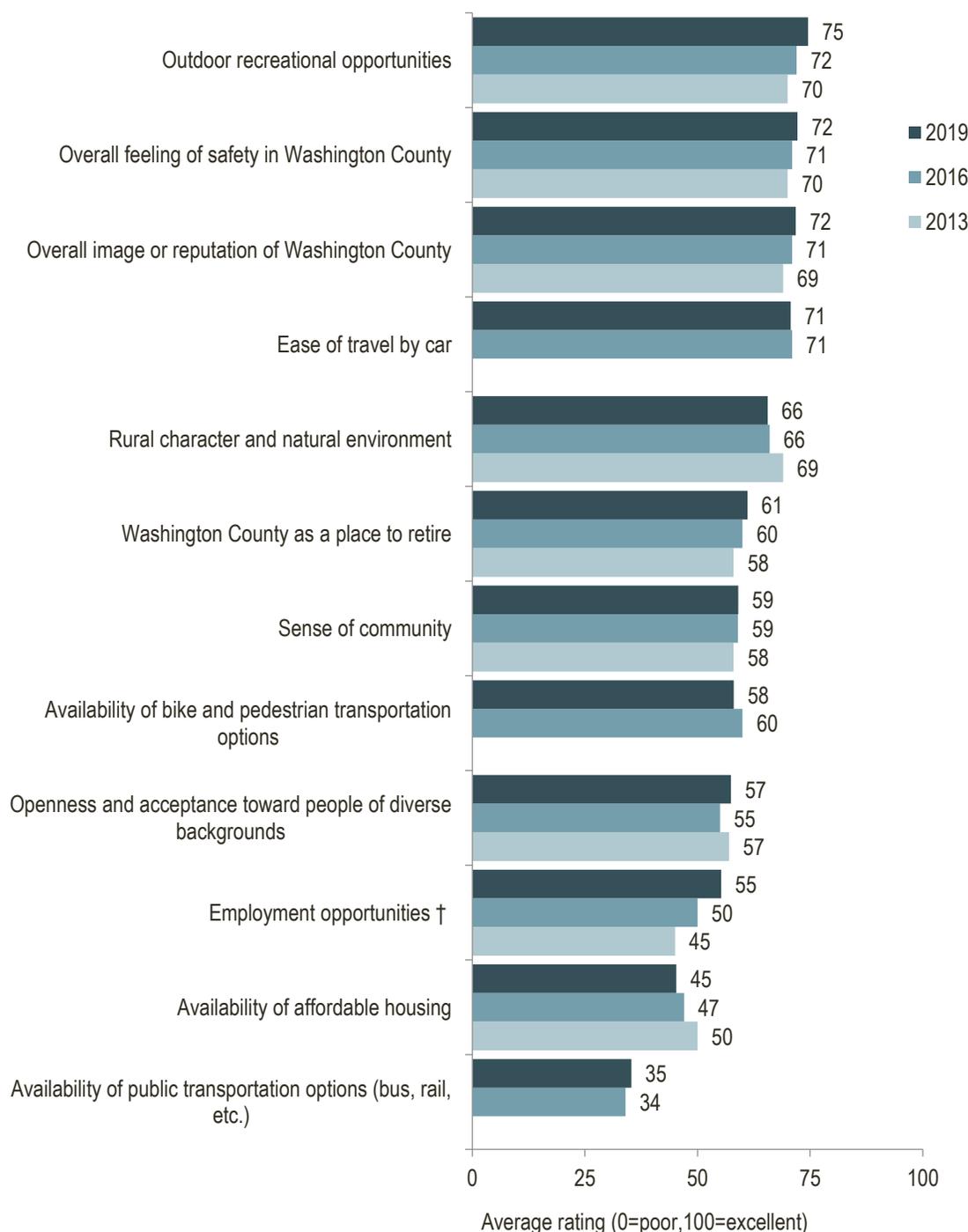
In general, Washington County ratings were much higher, higher or similar to ratings given in other counties across the country, although ratings for the availability of public transportation options received ratings that were lower than the benchmark.

When over time comparisons were available, ratings were generally stable, however the rating for employment opportunities increased in 2019 compared to 2016 (55 on the 100-point scale in 2019 compared to 50 in 2016).

Ratings given by respondents living in the five different County Commissioner Districts were compared. Survey respondents from District 2 were more likely to positively rate the ease of travel by car when compared to residents in other districts, while residents who lived in District 4 tended to give lower ratings than others to outdoor recreational opportunities, the county as a place to retire and the overall image or reputation of Washington County. When differences emerged, residents who owned their home or who were male were more likely than residents who rented their home or were female to give positive ratings to community characteristics (please see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 4: Average Ratings of Additional County Characteristics by Year

Please rate each of the following characteristics of Washington County.



† Note: in 2019, 28% of respondents answered “don’t know” to employment opportunities. Proportions shown in the figure are of those who had an opinion.

In 2013, 'Outdoor recreational opportunities' was 'Recreational opportunities.' 'Ease of travel by car,' 'Availability of bike and pedestrian transportation options,' and 'Availability of public transportation options (bus, rail, etc.)' were new questions.

Figure 5: Additional Community Characteristics Benchmarks

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

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: 84 on the 100-point scale. Respondents felt the least safe from distracted drivers (47 on the 100-point scale), the only item with an average rating of less than 50 (so feeling neither safe nor unsafe).

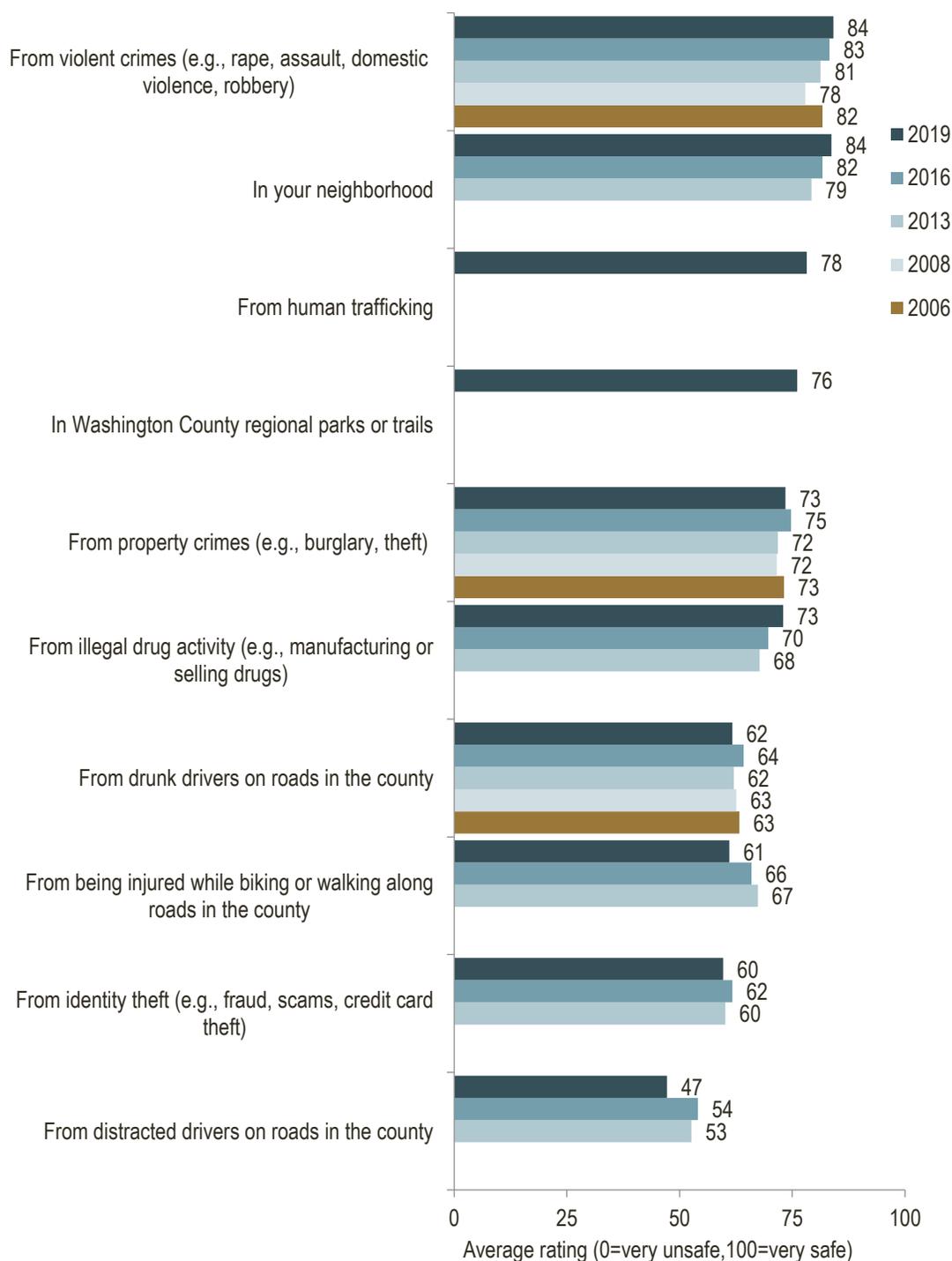
Two of eight safety ratings were compared to safety ratings in other counties across the country: feeling safe from property crimes and from violent crimes. Washington County was rated much higher or higher than the benchmark for these items.

When compared to 2016 safety ratings, when comparisons were available, 2019 responses were similar for most items. However, residents in 2019 reported feeling less safe than in 2016 from being injured while biking or walking along roads in the county and from distracted drivers on roads in the county.

Commissioner District 5 residents reported feeling safer from drunk drivers on roads in the county compared to residents of other districts. Survey respondents who were male or who earned \$100,000 or more per year were more likely to report feeling safe from violent crimes than their counterparts (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 6: Average Ratings of Perception of Safety by Year

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



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. 'From human trafficking' and 'In Washington County regional parks or trails' were new questions on the 2019 survey.

Figure 7: Safety Benchmarks

Please rate how safe or unsafe you feel in Washington County.	Comparison to benchmark
From property crimes (e.g., burglary, theft)	Much higher
From violent crimes (e.g., rape, assault, domestic violence, robbery)	Much higher

Potential Problems

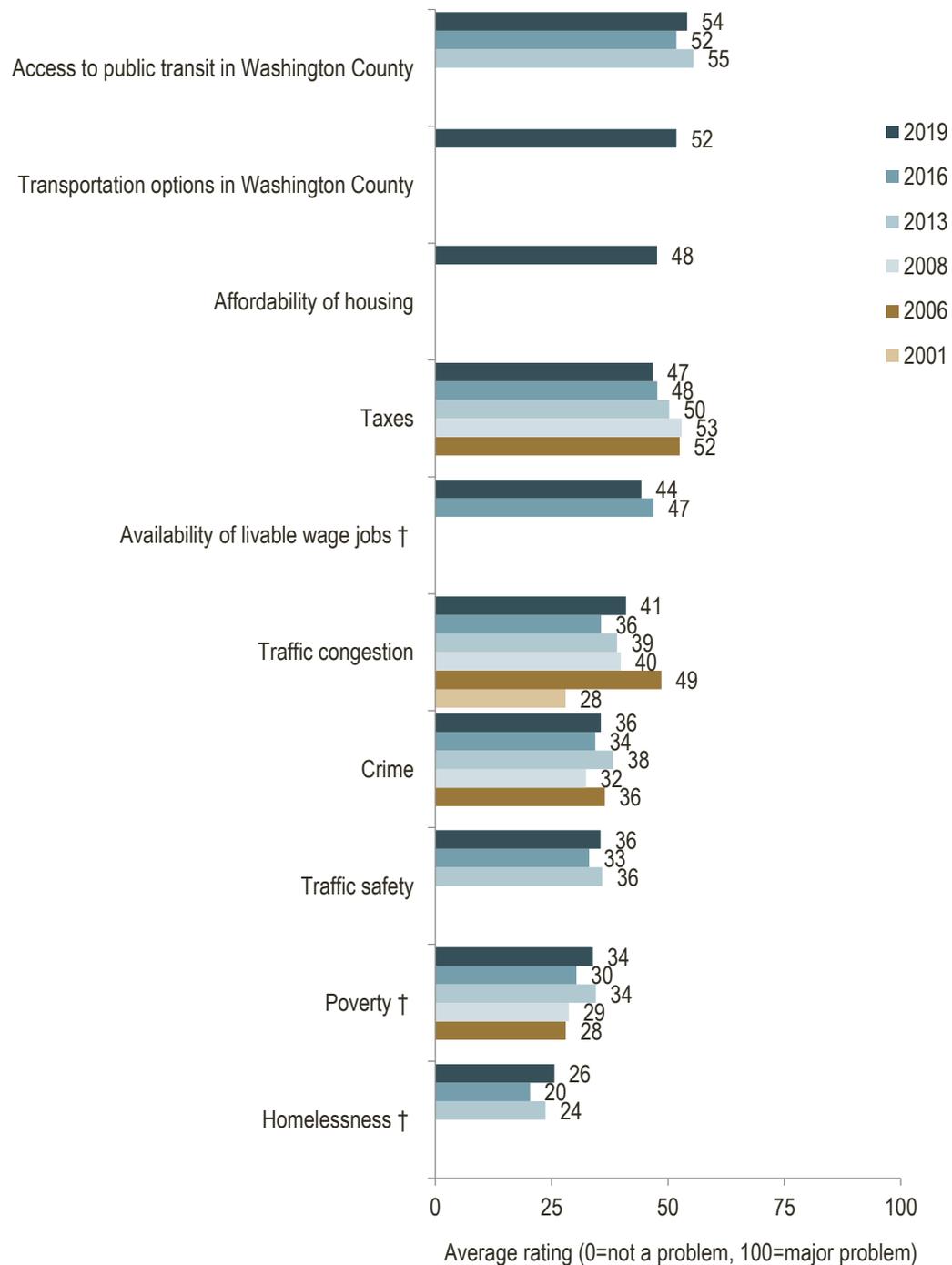
County residents responding to the survey assessed whether each in a set of potential problems was a “major problem,” a “moderate problem,” a “minor problem,” or “not a problem” in Washington County. When converted to the 100-point scale where zero equals “not a problem” and 100 equals “major problem,” 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, access to public transit in Washington County, received an average rating of only 54 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 26; however, residents’ assessments of how much of a problem they consider homelessness to be increased from 2016 to 2019.

Of those that could be compared to 2016 ratings, in addition to homelessness, two items were seen as more of a problem in 2016. These items were traffic congestion (41 in 2019 versus 36 in 2016) and poverty (34 in 2019 versus 30 in 2016).

Respondents from Commissioner District 5 tended to be less likely to indicate that crime and poverty were problems compared to residents from other districts, while those living in District 3 were more likely to rate affordability of housing and transportation options as a problem. Where differences emerged by demographic characteristics, residents who were age 18-34, male, earned less than \$100,000 per year or rented their homes tended to give higher ratings for potential problems than other residents (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 8: Average Ratings of Potential Problems by Year

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



† Note that at least one in five or more of respondents said “don’t know” when asked to rate how problematic poverty, homelessness and the availability of livable wage jobs were in the county. The complete set of responses to this question appears in Appendix A: Responses to Survey Questions.

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, property taxes, affordable housing, traffic congestion and water quality with at least 1 in 10 residents selecting each of these items.

Figure 9: Most Serious Issue Facing Washington County by Year

What do you feel is the most serious issue facing Washington County at this time? (percent of respondents)	2019	2016	2013	2008	2006	2001
Too much growth/development	23%	20%	NA	NA	NA	NA
Not enough growth/development	1%	3%	NA	NA	NA	NA
Property taxes	16%	18%	22%	13%	9%	10%
Schools	6%	9%	6%	6%	0%	12%
Condition of roads	7%	11%	8%	6%	5%	2%
Crime	3%	1%	2%	4%	1%	3%
Affordable housing	11%	10%	9%	3%	2%	3%
Economic development	3%	8%	12%	3%	1%	0%
Jobs	4%	5%	11%	2%	1%	0%
Traffic congestion	11%	6%	8%	6%	8%	5%
Water quality	11%	5%	NA	NA	NA	NA
Other*	3%	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, "Property taxes" was "taxes."

When a respondent identified an unlisted, or "other," reason, the response was captured verbatim. These responses appear in Appendix B: Verbatim Responses to Survey Questions.

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. Lack of access to parks and open space was least concerning, with a rating of 20, representing less than a “minor” concern on average. Of somewhat greater concern were problems of overweight children and adults, (61 and 58, respectively) and electronic cigarettes/vaping and abuse of prescribed medications (56 and 54, respectively).

Many of the 20 listed health concerns could be compared to data from previous survey iterations. Resident concern was elevated for eleven of the listed health issues in 2019 compared to 2016 while four were similar; comparisons over time were not available for five items. The items that had a higher concern rating included: overweight adults (61 in 2019 versus 59 in 2013), overweight children (58 in 2019 versus 52 in 2016), abuse of prescribed medications (54 in 2019 versus 48 in 2016), bullying (50 in 2019 versus 44 in 2016), the health and support of seniors and people with disabilities (both 49 in 2019 versus 42 in 2016), suicide/attempted suicide (48 in 2019 versus 39 in 2016), domestic violence (48 in 2019 versus 44 in 2016), abuse and neglect of seniors (47 in 2019 versus 36 in 2016), abuse and neglect of children (45 in 2019 versus 38 in 2016), and the spread of infectious diseases (38 in 2019 versus 30 in 2016). (Please see Figure 10 on the following page.)

Survey respondents living in District 2 tended to be more concerned with a number of health issues, including electronic cigarettes/vaping, overweight children and overweight adults, than did respondents living in other districts. When differences emerged, residents who were age 55 or older, female, earned less than \$50,000 per year or who rented their homes were more likely than their counterparts to cite higher levels of concerns for the listed potential health concerns (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 10: Average Ratings of Health Concerns by Year

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)	2019	2016	2013	2008	2006	2001
Overweight adults	61	55	59	NA	NA	NA
Overweight children	58	52	58	56	51	NA
Electronic cigarettes/vaping	56	NA	NA	NA	NA	NA
Abuse of prescribed medications	54	48	47	NA	NA	NA
Depression/Anxiety	52	NA	NA	NA	NA	NA
Illegal drug use	52	54	55	NA	NA	NA
Heart disease	52	NA	NA	NA	NA	NA
Underage alcohol use	50	53	56	61	56	NA
Bullying	50	44	47	NA	NA	NA
Alcohol abuse among adults	49	48	50	NA	NA	NA
The health and support of seniors	49	42	45	50	51	NA
The health and support of people with disabilities	49	42	44	NA	NA	NA
Suicide/attempted suicide	48	39	40	NA	NA	NA
Domestic violence	48	44	48	NA	NA	NA
Abuse and neglect of seniors	47	36	41	NA	NA	NA
Loneliness	45	NA	NA	NA	NA	NA
Abuse and neglect of children	45	38	45	41	48	NA
Tobacco use	44	44	46	44	48	NA
Spread of infectious diseases	38	30	36	NA	NA	NA
Lack of access to parks and open space	20	NA	NA	NA	NA	NA

Note that for almost all items, at least one in five respondents said "don't know" when asked if each was a health concern in Washington County (see Appendix A: Responses to Survey Questions).

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. In 2006, abuse and neglect of children and drinking and driving were included in a different question set and used a different scale: Major problem, moderate problem, minor problem, not a problem. These questions were not asked in 2001.

Environmental Concerns

As in past survey years, respondents to the 2019 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 climate change were of the greatest concern to residents, although each rating did not reach the level of a “moderate” concern with average ratings of 57, 57 and 51 respectively.

Seven of the ten listed environmental concerns could be compared to 2016 ratings (climate change, energy use and lack of recycling were new in 2019). Of these seven comparable ratings, six were rated as higher concerns in 2019 than in 2016; ratings for only one concern, safety of food in public establishments, remained stable over time (please see Figure 11 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 who were female or who earned less than \$100,000 per year were more likely to be concerned about each of the listed environment concerns than others (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 11: Average Ratings of Environmental Concerns by Year

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)	2019	2016	2013	2008	2006	2001
Quality of water in lakes and streams	57	48	55	55	53	NA
Quality of drinking water	57	41	46	54	47	NA
Climate change	51	NA	NA	NA	NA	NA
Quantity of useable water supply	50	40	NA	NA	NA	NA
Energy use	49	NA	NA	NA	NA	NA
Exposure to radon †	41	30	37	32	34	NA
Lack of recycling	40	NA	NA	NA	NA	NA
Quality of outdoor air	32	28	30	37	37	NA
Proper disposal of garbage	31	23	29	38	40	NA
Safety of food in public establishments	27	28	34	37	36	NA

†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 A: Responses to Survey Questions). This question was not asked in 2001.

Evaluation of Government Services

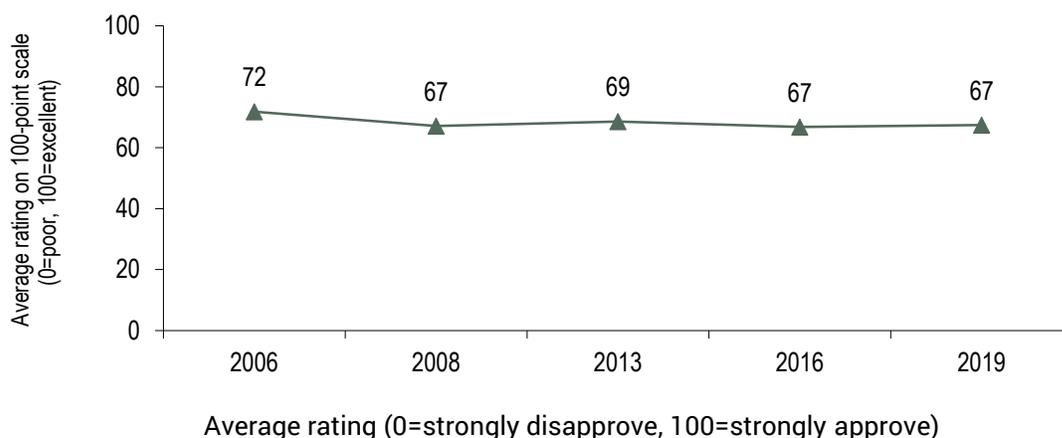
Residents completing the survey were asked a series of questions related to Washington County government performance and the quality of County services.

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 ratings given in previous years.

Figure 12: Average Ratings of County Board Approval Compared by Year

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



†Please note that 43% of respondents reported “don’t know” when asked this question (see Appendix A: Responses to Survey Questions).
This question was not asked in 2001.

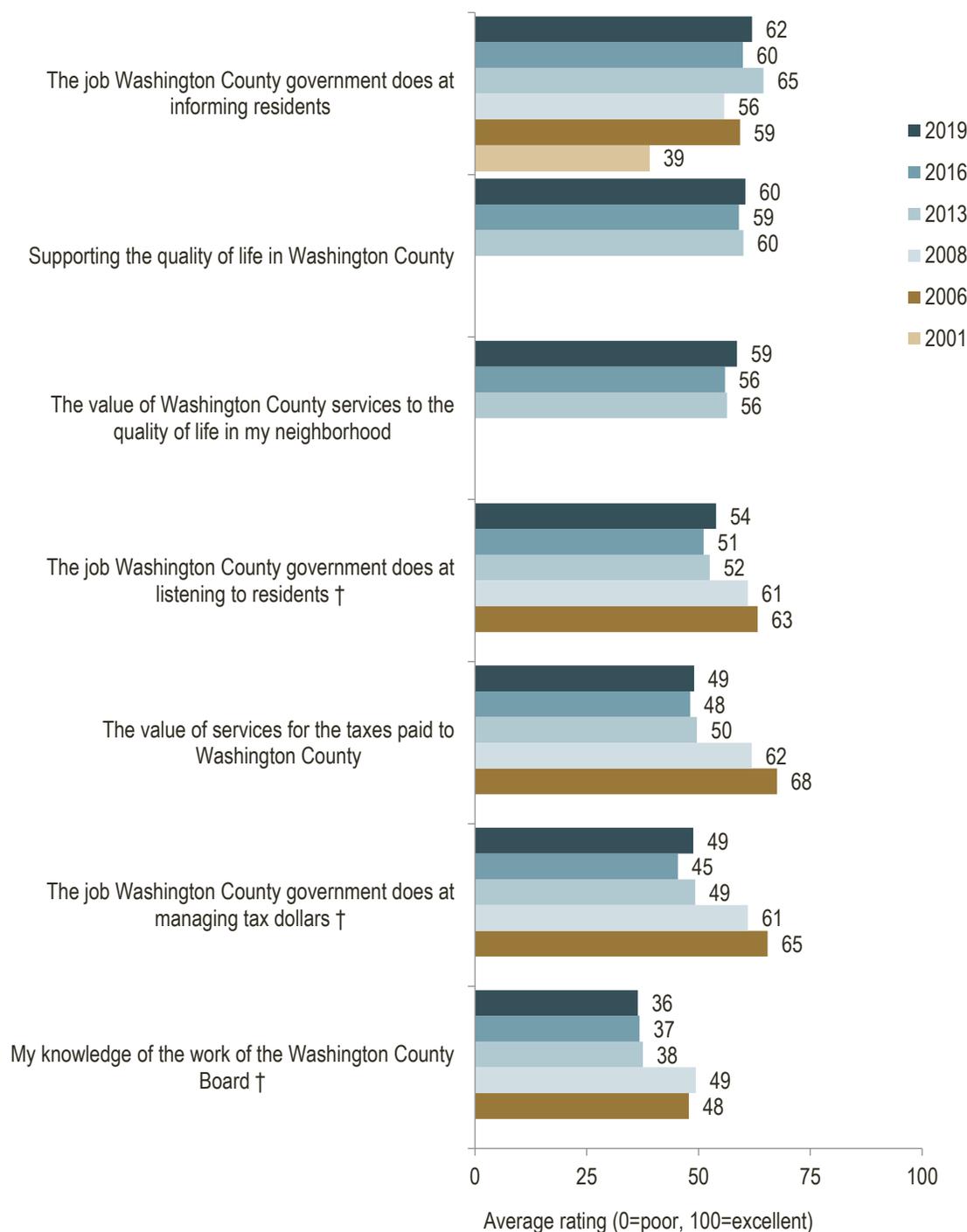
Survey respondents were asked to rate several aspects of Washington County government performance. Ratings on the 100-point scale for the perception of the county government were between “good” and “fair,” where zero equals “poor” and 100 equals “excellent.” Respondents rated the job the county does of informing its residents as “good”, with an average rating of 62 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 60 and 59, respectively. The lowest rated item was residents’ knowledge of the work of the Washington County board with a “fair” average rating of 36 on the 100-point scale.

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 the job Washington County government does at informing and listening to residents, and similar to the benchmark for the value of services for the taxes paid to Washington County and the job Washington County government does at managing tax dollars.

When comparisons were available to 2016 survey ratings, most ratings remained stable except for the job the county does at managing tax dollars; this rating increased in 2019 when compared to 2016 (please see Figure 13 on the following page).

Figure 13: Average Ratings of Perception of Government by Year

Please rate the following categories of Washington County government performance:



† At least 3 in 10 residents indicated “don’t know” to these items (see Appendix A: Responses to Survey Questions). In 2001, one question in this list was worded differently with a different scale. The wording was “The job county government does at informing residents” but it was asked, “How informed do you feel about Washington County government and its activities?” Scale response options were “very informed,” “somewhat informed,” “not too informed,” “not at all informed.”

Figure 14: Government Performance Benchmarks

What was your impression of the employee(s) of Washington County in your most recent contact? (Rate each characteristic below.)	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	Similar
The job Washington County government does at managing tax dollars	Similar

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 higher than the county benchmark and similar to ratings in previous years.

Residents who lived in Commissioner District 4 were less likely than those who lived in other districts to give positive ratings to the overall services provided by the county. Further, residents who were female or earned less than \$50,000 per year were more likely to indicate a lower rating compared to their counterparts (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 15: Average Ratings of County Services by Year

Please rate the overall quality of services provided by Washington County.

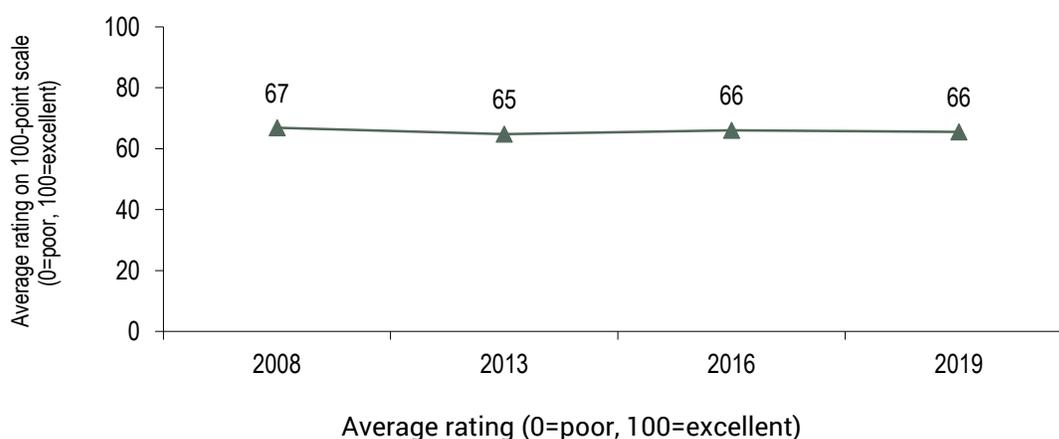


Figure 16: Overall Quality of County Services Benchmark

Overall Quality of County Services	Comparison to benchmark
Overall quality of services provided by Washington County	Higher

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 six services were 67 or above, or considered “good”. Those services included: county parks and recreation (average rating of 82), county libraries (81), the trail and bikeway system (80), 911 dispatch services (77), Sheriff services (77) and recycling and drop-off services at the Environmental Center (74). Average ratings for the remaining nine county services rated by 2019 residents were between “fair” and “good” on the 100-point scale.

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

Ratings in 2019 for all 15 services could be compared to those given in 2016. All ratings remained stable since the previous survey iteration except for records, vital statistics, licensing, and vehicle registration and services provided to veterans; both of these ratings decreased since 2016.

Residents from Commissioner District 4 were less likely to positively rate the quality of several county services when compared to residents living in other districts. Generally, residents who were male gave more positive ratings than those who were female to a number of county services, including snow and ice removal on county roads, disaster preparedness and protecting children and vulnerable adults (see *Appendix D: Survey Results by Respondent Characteristics*).

Figure 17: Average Ratings of County Services by Year

Please rate each of the following services provided by Washington County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2008	2006	2001
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	82	83	82	77	77	NA
County libraries	81	80	81	79	78	NA
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail †	80	78	78	76	75	NA
911 dispatch services †	77	77	77	NA	NA	NA
Sheriff services †	77	76	74	70	71	NA
Recycling and drop-off services at the Environmental Center †	74	73	72	NA	NA	NA
Disaster preparedness †	64	66	59	55	52	NA
Employment support/Workforce Center services †	64	66	54	52	60	NA
Snow and ice removal on county roads	64	67	59	68	68	NA
Records, vital statistics, licensing, and vehicle registration	62	72	72	70	73	NA
Condition of county roads such as Manning Avenue, Radio Drive, or Bailey Road	62	63	59	49	54	NA
Protecting children and vulnerable adults †	60	61	NA	NA	NA	NA
Services provided to older adults †	59	61	57	61	62	NA
Services provided to veterans †	58	63	58	NA	NA	NA
Mental and chemical health services †	55	56	NA	NA	NA	NA

† At least 3 in 10 residents indicated “don’t know” to these items (see Appendix A: Responses to Survey Questions). Ratings shown in the figure are from those who had an opinion.

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 18: County Services Benchmarks

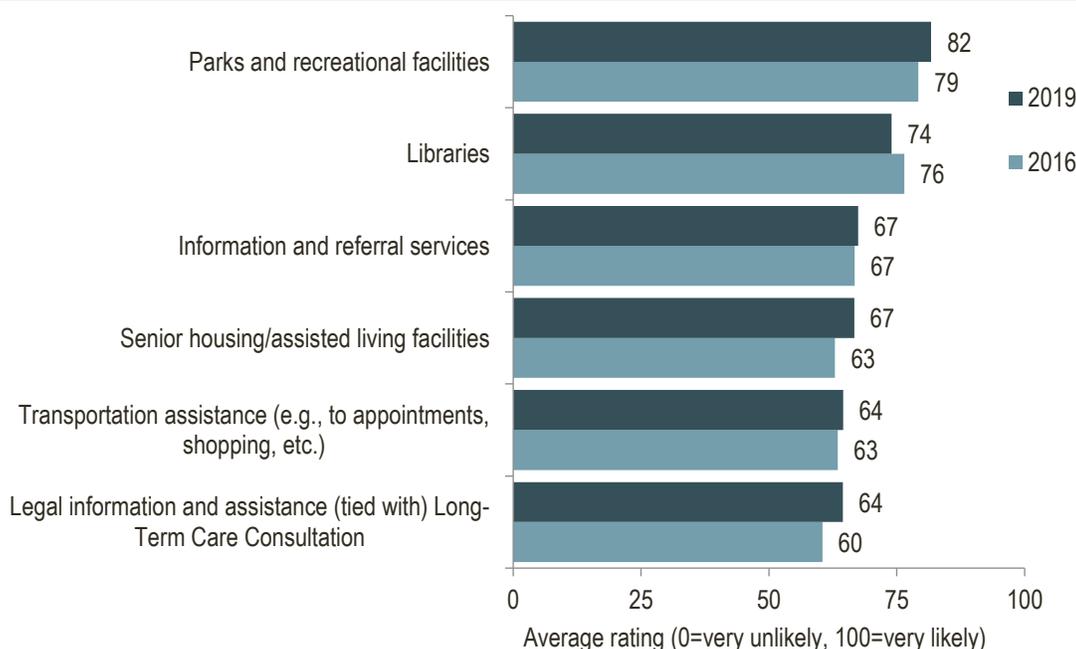
Please rate the quality of each of the following services provided by Washington County.	Comparison to benchmark
County libraries	Higher
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	Much higher
Sheriff services	Much higher
Recycling and drop-off services at the Environmental Center	Much higher
Snow and ice removal on county roads	Higher
Disaster preparedness	Higher
Services provided to older adults	Higher
Mental and chemical health services	Much higher

County Older Adult Services

As in 2016, residents in 2019 were asked about their likelihood of using specific services or facilities as they grow older than age 65. Residents were most likely to indicate that they would use parks and recreational facilities (average rating of 82) or libraries (74); however, residents were more likely than unlikely to use each of the listed services or facilities. Compared to 2016, residents in 2019 indicated a higher degree of likelihood for using senior housing/assisted living facilities and legal information and assistance.

Figure 19: Likelihood of Use of Services and Facilities for Older Adults by Year

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?



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 was similar to levels of contact seen in previous years, but higher when compared to the amount of contact reported in other counties across the nation.

Figure 20: Government Office Contact by Year

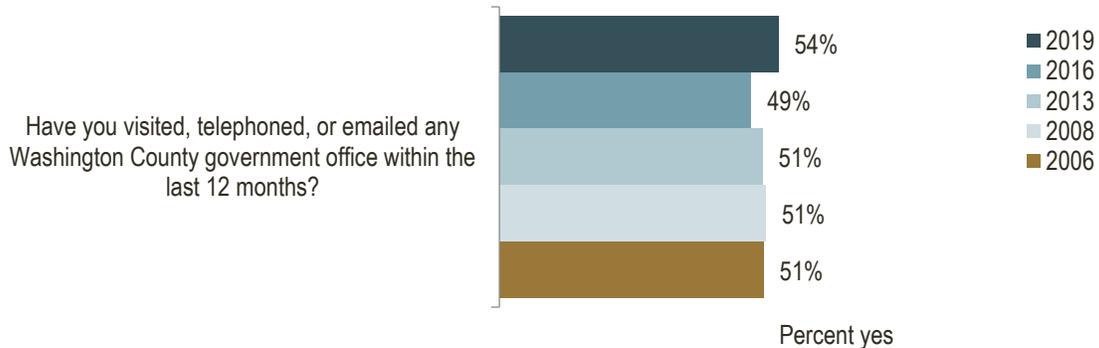


Figure 21: Interacted with County Office or Officials Benchmark

Interacted with County Office or Officials	Comparison to benchmark
Have you visited, telephoned, or emailed any Washington County government office within the last 12 months?	Higher

The 54% 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 77 on the 100-point scale, followed by courtesy (76) and then overall impression (73). Responsiveness 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 2016, and in previous years, 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 22: Average Ratings of Employee(s) in Most Recent Contact by Year

What was your impression of the employee(s) of Washington County in your most recent contact? Average rating (0=poor, 100=excellent)	2019	2016	2013	2008	2006	2001
Knowledge	77	75	75	76	80	NA
Responsiveness	72	72	74	75	77	NA
Courtesy	76	74	75	80	79	NA
Overall impression	73	72	73	NA	NA	NA

Figure 23: Perceptions of County Employees Benchmarks

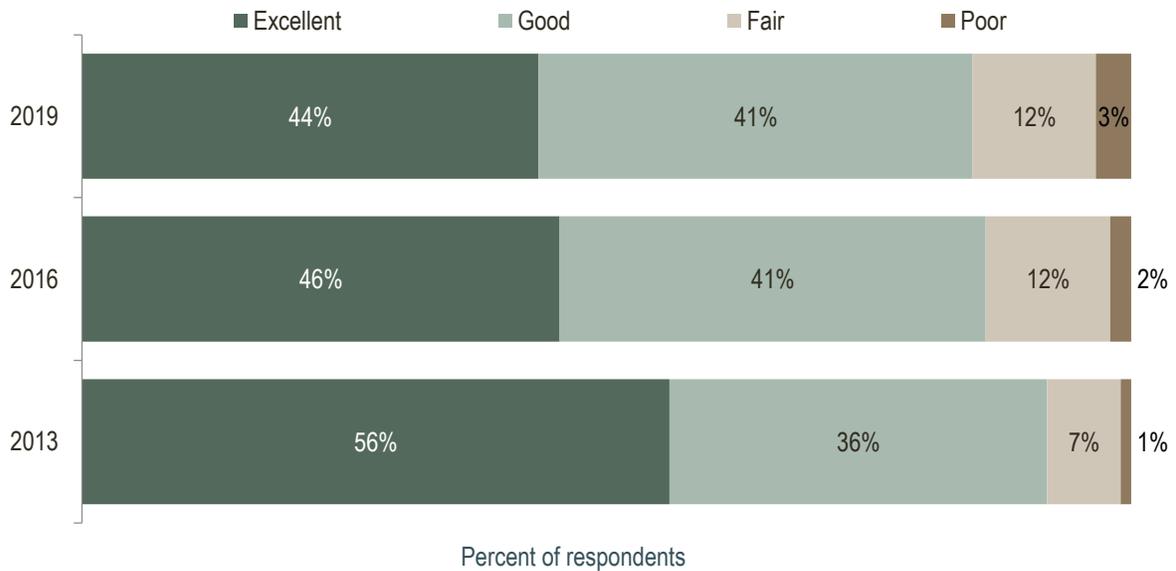
What was your impression of the employee(s) of Washington County in your most recent contact? (Rate each characteristic below.)	Comparison to benchmark
Knowledge	Similar
Responsiveness	Similar
Courtesy	Similar
Overall impression	Much higher

Washington County License Center

As in 2013 and 2016, 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 three percent of respondents reported a “poor” quality of their overall experience. When compared to 2016, these ratings remained stable.

Figure 24: Overall Quality of Most Recent Washington County License Center Experience by Year

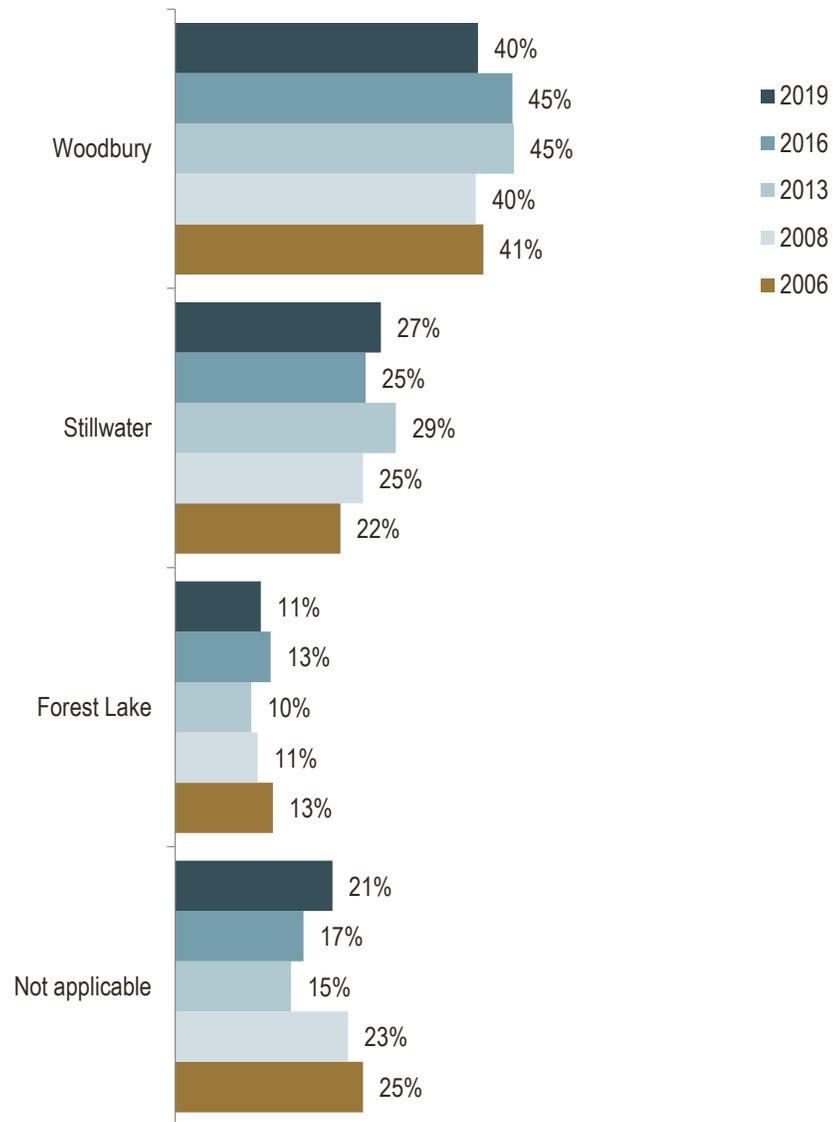
Please rate the overall quality of your most recent Washington County License Center experience.



Respondents were asked, if they had visited a Washington County license center, which location they went to on their most recent visit. In 2019, respondents who had visited a license center were most likely to have gone to the Woodbury License Center (40%), which also was the most visited in 2016 and since this question was first asked in 2006.

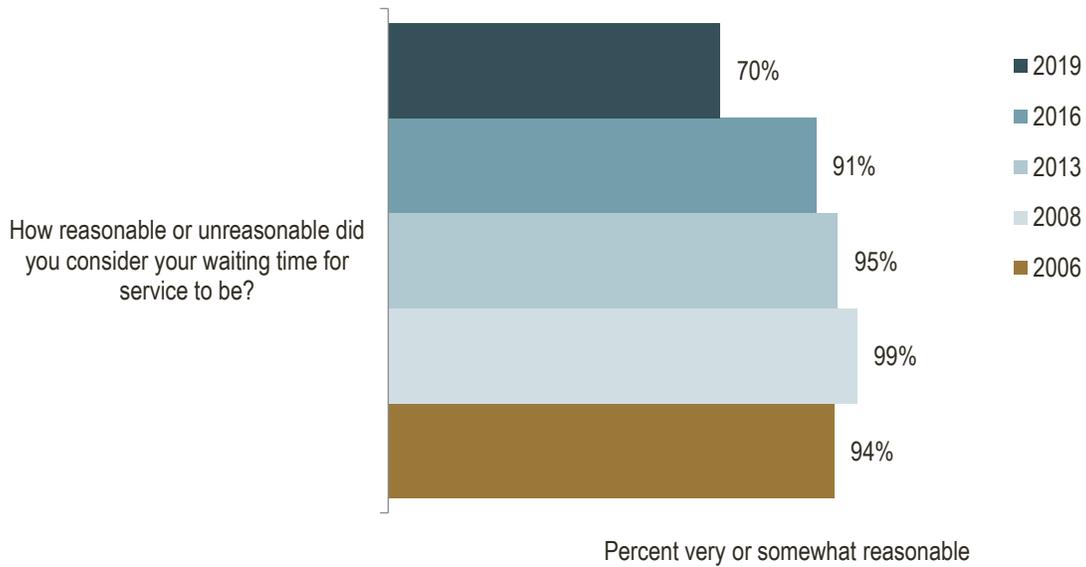
Figure 25: Washington County License Center More Recently Visited by Year

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 your most recent visit?



When asked how reasonable their wait time was during their most recent visit to a Washington County license center, 70% thought it was “very” or “somewhat” reasonable. About 2 in 10 thought it was somewhat unreasonable and 13% thought it was very unreasonable (please see *Appendix A: Responses to Survey Questions* for the full frequency of responses). The proportion of respondents in 2019 who rated their waiting time as reasonable declined from levels observed in prior years.

Figure 26: Reasonableness of Waiting Time at License Center by Year



Fiscal Management and Planning

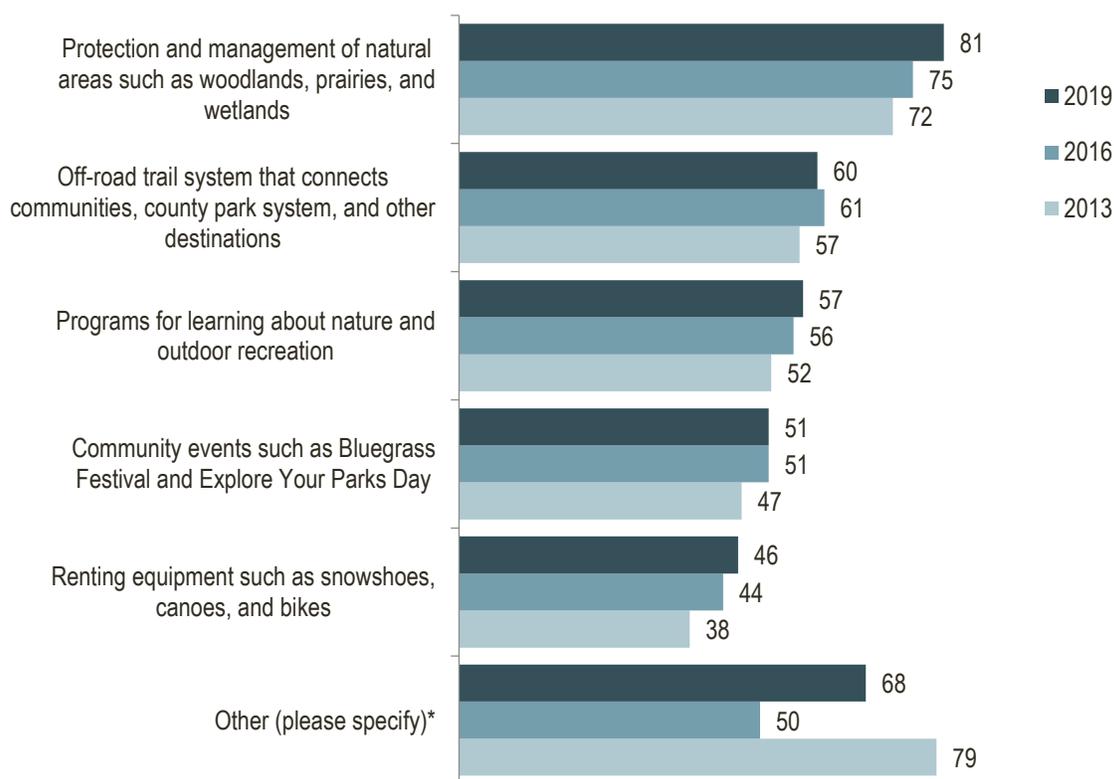
A number of questions on the 2019 survey were aimed at helping the county prioritize programs and services. Knowing where residents feel officials could trim and where resources should remain will aid the county government in making key decisions that affect the community.

Importance of Activities and Services in Washington County Parks

As in 2016 and 2013, the survey asked residents about the importance of providing five activities and services in Washington County parks. On the 100-point scale, most average ratings were between “somewhat” (33) and “very important” (67); however, protection and management of natural areas was above “very important” at 75 and this importance rating increased since 2016. Compared to 2016, all other importance ratings remained stable.

Figure 27: Average Rating of Importance of Washington County Park Activities and Services by Year

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



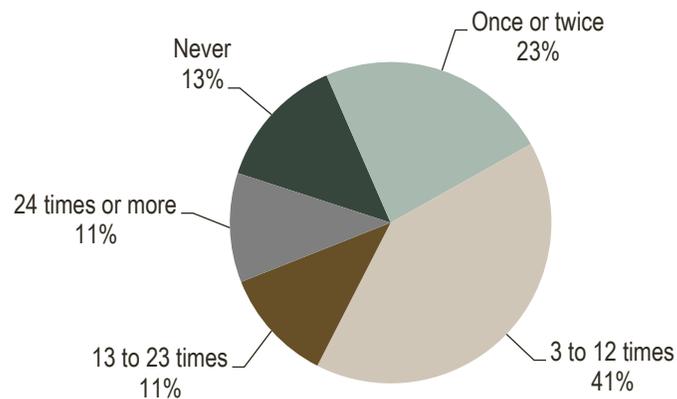
Average rating (0=not at all important, 100=essential)

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 Survey Questions.

Parks and Trails

A new set of questions on the 2019 survey asked residents about their visitation of regional parks and trails, as well as reasons for not visiting and additional activities they would like to see offered at the county’s parks. About 2 in 10 residents reported visiting a regional park or trail 13 times or more in the past year and 4 in 10 had visited between 3 and 12 times. Another one-quarter had visited once or twice; only 1 in 10 respondents had never visited a regional park or trail in the past year.

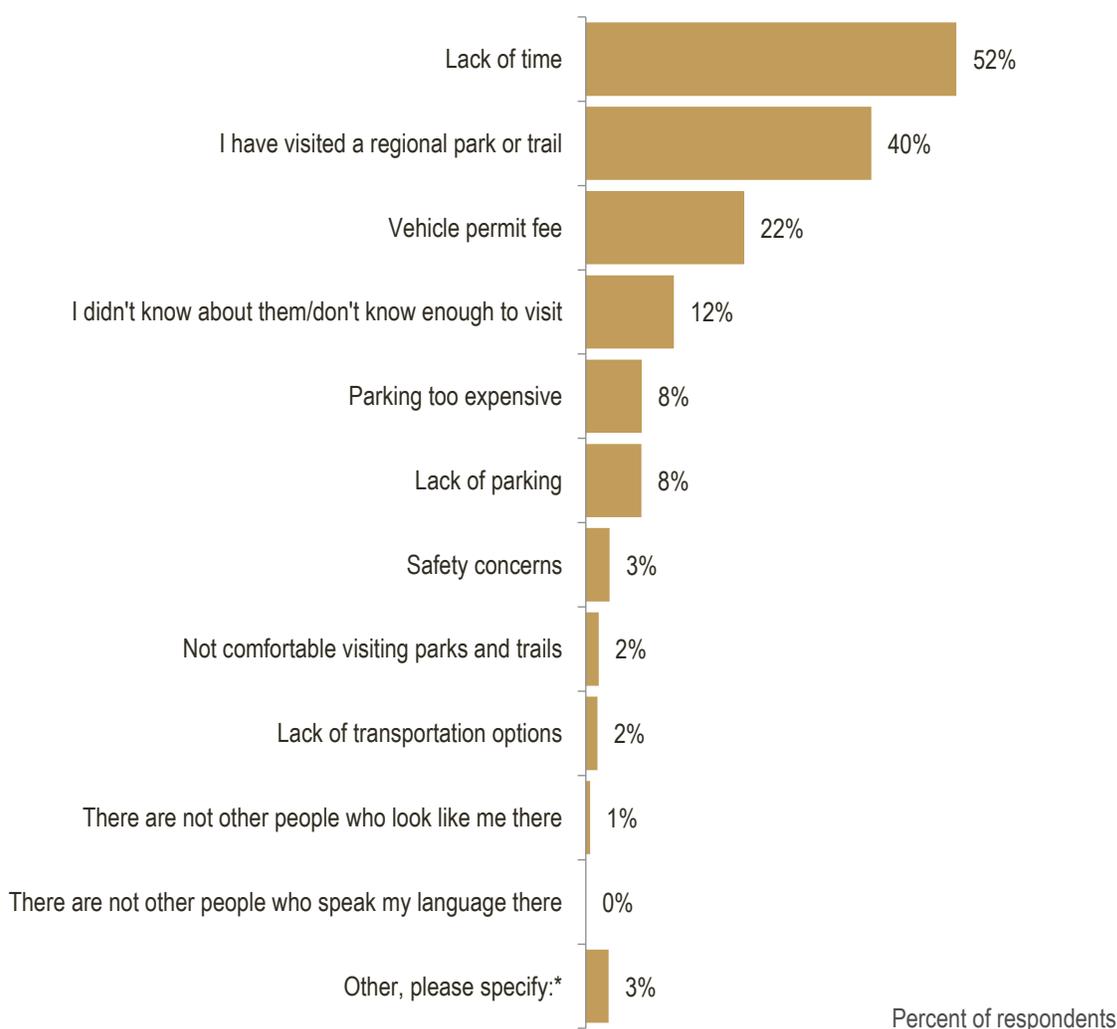
Figure 28: Regional Park and Trail Visitation, 2019
In the past year, how many times have you visited a regional park or trail?



Respondents were asked to select from a list of options why they had not visited a regional park or trail, or had not visited more often, and instructed to choose as many as applied. About 4 in 10 respondents said they had visited a regional park or trail. For those who had not done so, a lack of time was the most frequently cited factor for not visiting (52% of respondents selected this option). Another 2 in 10 noted the vehicle permit fee as a reason for not visiting. Roughly 1 in 10 indicated that they didn't know about the parks and trails or did not know enough to visit, that parking was too expensive or that there was a lack of parking. Fewer than 1 in 10 selected the other options as reasons for not visiting a regional park or trail or not visiting more often.

Figure 29: Reasons for Not Visiting Regional Parks and Trails, 2019

Why haven't you visited a regional park or trail, or visited more often? (Please check all that apply).

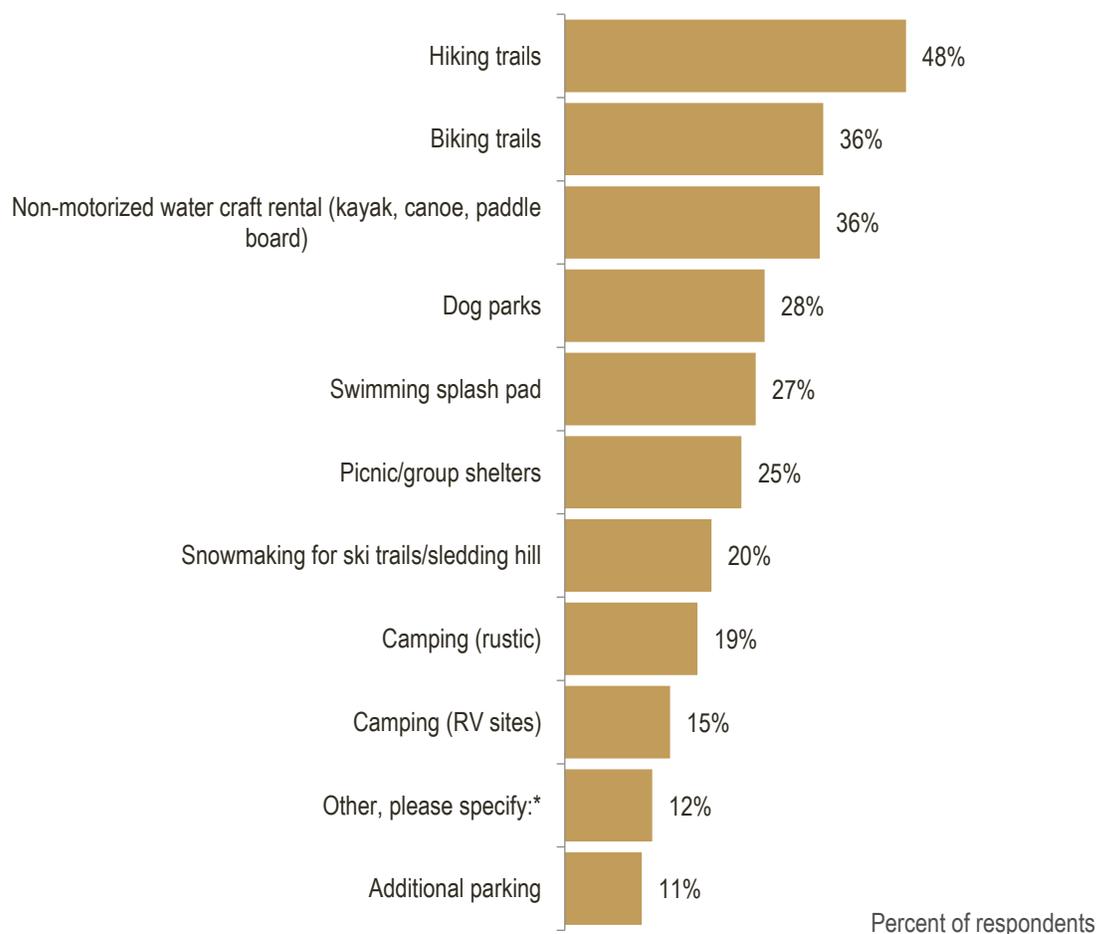


When a respondent identified an unlisted, or "other," reason, they were asked to write in a response in their own words. These responses appear in Appendix B: Verbatim Responses to Survey Questions.

When asked what activities they would like to see expanded or added to the county’s parks, about 5 in 10 survey respondents indicated they would like to see hiking trails expanded or added to the county’s parks. Biking trails and non-motorized water craft rental were desired by about a third of respondents each. Nearly 3 in 10 would like to see additional dog parks, a swimming splash pad or picnic/group shelters.

Figure 30: Additional Desired Activities in County Parks, 2019

What activities would you like expanded or added to the county's parks?



Write-in these responses appear in Appendix B: Verbatim Responses to Survey Questions.

Importance of Services at County Libraries

As in previous years, the 2019 survey asked residents about the importance of investing public funds into a variety of services provided at the Washington County Library. Only five of the 17 library services received importance ratings above the mid-point of the 100-point scale: staff assistance, access to government information, free computer and Wireless access, and forms such as tax forms, children’s programs and adult programs and classes. Additional library locations was given the least support for public funds investment, with a rating of just below “somewhat important” (32 average rating on a 100-point scale).

Figure 31: Average Rating of Importance of Washington County Library Services by Year

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? Average rating (0=not at all important, 100=essential)	2019	2016	2013
Staff assistance in-person, by email, phone, social media and online chat	63	59	53
Access to government information and forms such as tax forms	60	58	55
Free computer and wireless access	56	60	55
Children’s programs including “Storytimes”	56	55	53
Adult programs and classes	55	53	48
Online access to magazines, newspapers and research databases	49	49	47
Technology training and classes	48	NA	NA
Online job search assistance	48	48	48
Downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet)	46	47	43
Audiovisual materials including audiobooks, music and movies on CD or DVD	44	45	40
Downloadable audiobooks (e.g., for a smartphone or mp3 player)	44	43	39
Online homework assistance	43	43	43
Extended library hours	42	46	NA
Meeting and conference room use	42	44	39
Access to emergent technology (e.g., virtual and augmented reality, robotics, artificial intelligence)	37	NA	NA
Library express, pickup of library materials in automated lockers	36	38	32
Additional library locations	32	36	NA

'Technology training and classes' and 'Access to emergent technology' were new items in 2019.

Public Information Sources

To understand the best ways to communicate with and inform residents about Washington County government and its services, residents 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.” Word of mouth, which was a new addition to this question in 2019, topped the list, with 89% of residents reporting using it as a major or minor source of information. This was followed by the Washington County Newsletter, Staying in Touch (77%), the Washington County Web site (70%) and weekly community newspapers (61%).

About one-third of respondents or less reported using the following sources of information: phone calls to Washington County, cable access programming, community meetings and county listservs and other county electronic newsletters.

When compared to ratings given in 2016, the usage of two information sources increased in 2019 (other online news sources and social media) while usage of one source decreased (daily newspapers).

Figure 32: 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 “major source” or “minor source”)	2019	2016	2013	2008	2006
Word of mouth (from friends, family, neighbors)	89%	NA	NA	NA	NA
Washington County Newsletter – Staying in Touch	77%	77%	80%	80%	81%
Washington County Web site (www.co.washington.mn.us)	70%	74%	68%	67%	60%
Weekly community newspapers	61%	65%	69%	80%	81%
Other online news sources	61%	55%	50%	NA	NA
Television news broadcasts	61%	64%	66%	NA	NA
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)	55%	44%	25%	NA	NA
Daily newspapers	52%	63%	67%	79%	77%
Phone calls to Washington County	36%	37%	38%	NA	NA
Cable access programming	31%	33%	33%	59%	52%
Community meetings	27%	35%	28%	50%	50%
County listservs and other county electronic newsletters	27%	25%	27%	NA	NA

'Word of mouth' was a new item in 2019.

Respondent Demographics

Figure 33: Respondent District

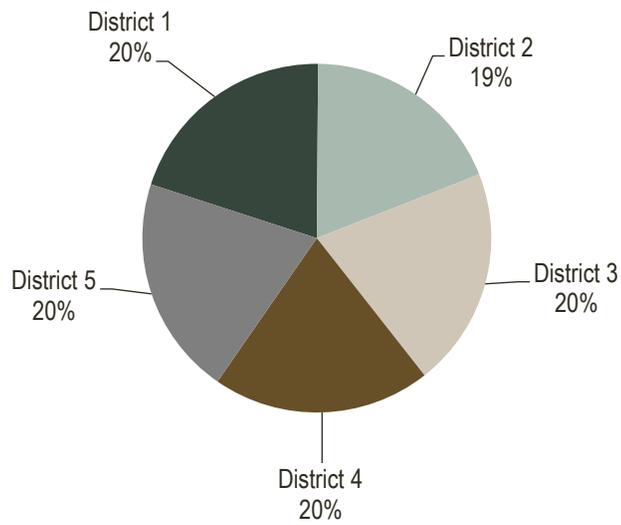


Figure 34: Length of Residency

How long have you lived in Washington County?

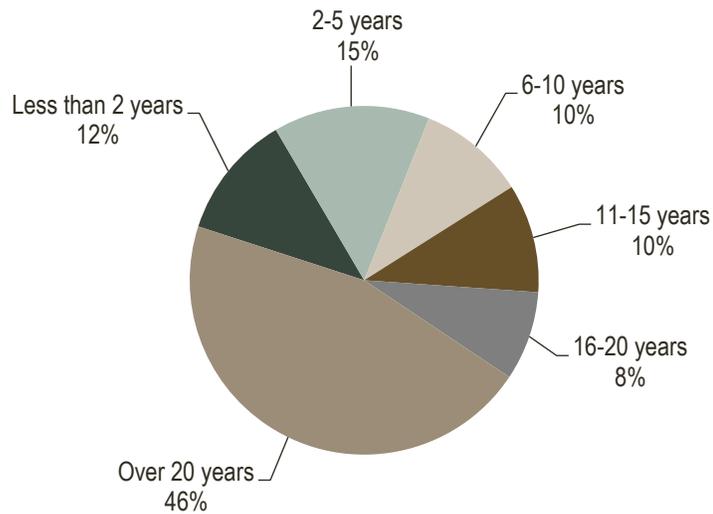


Figure 35: Employment Status

Which of the following best describes you?

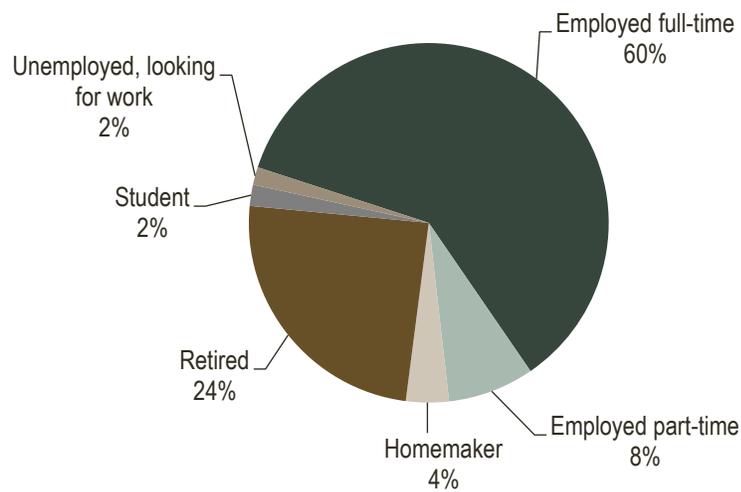


Figure 36: Housing Unit Type

Which best describes the building you live in?

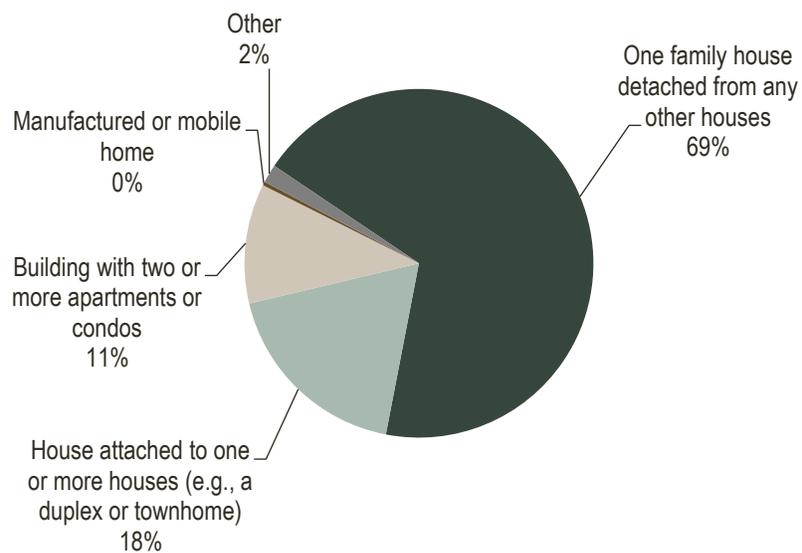


Figure 37: Housing Tenure
Is this house, apartment, or mobile home...

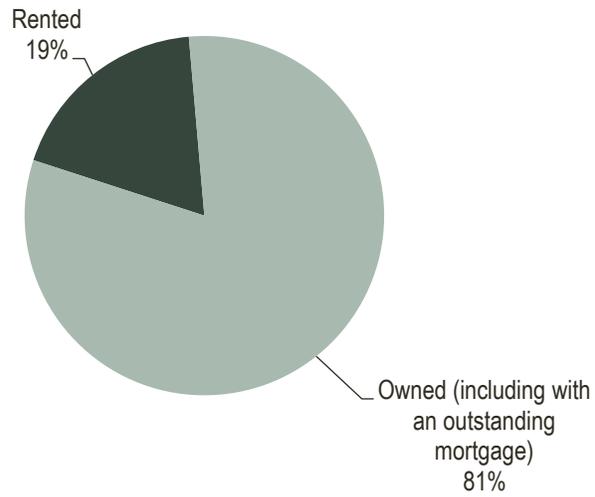


Figure 38: Ethnicity
Are you Spanish, Hispanic or Latino?

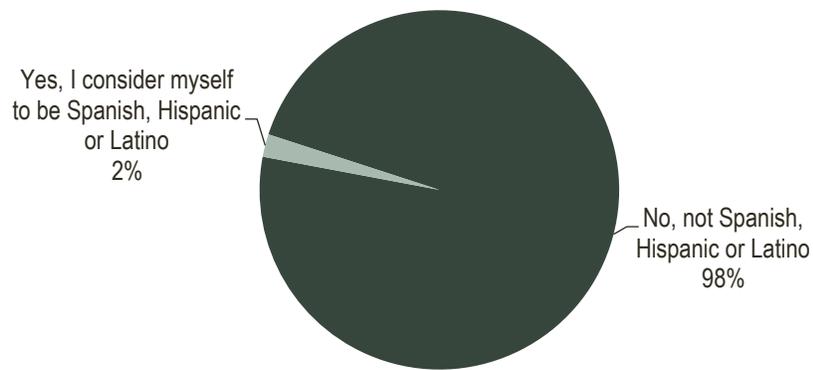


Figure 39: Race

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent*	Number*
American Indian or Alaskan Native	2%	14
Asian, Asian Indian or Pacific Islander	4%	29
Black or African American	4%	26
White or Caucasian	92%	666
Other	2%	16

Figure 40: Respondent Age

Which category contains your age?

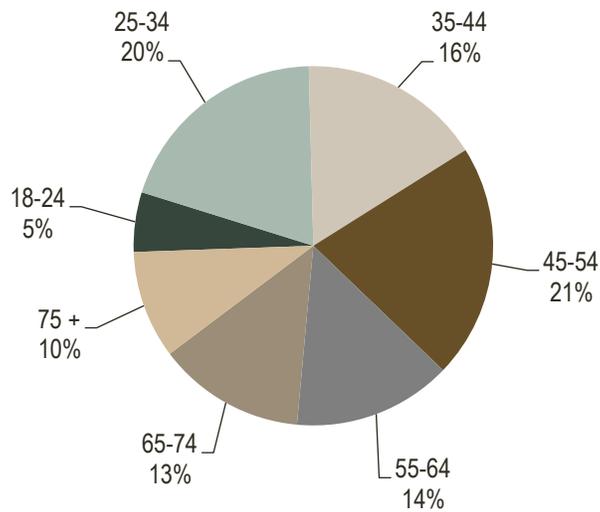


Figure 41: Respondent Gender

What is your gender?

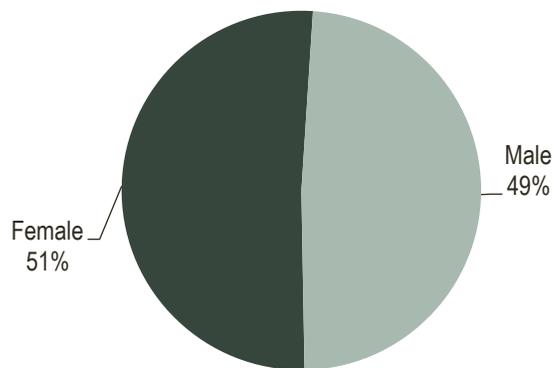


Figure 42: Presence of Children

How many children age 17 years and under live in your household?

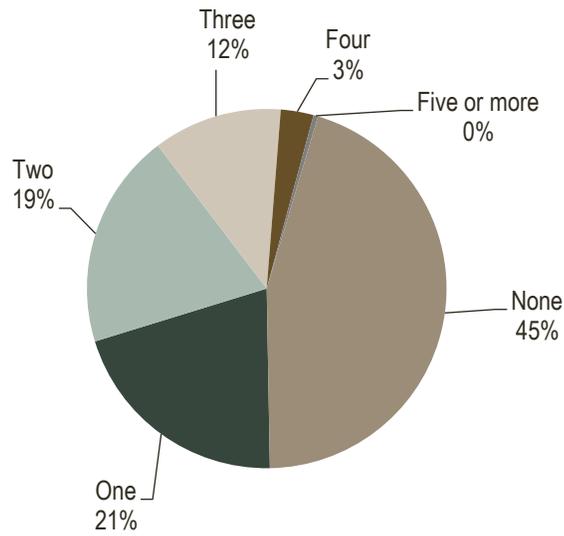


Figure 43: Presence of Adults Under Age 65

How many adults under age 65 years, including yourself, live in your household?

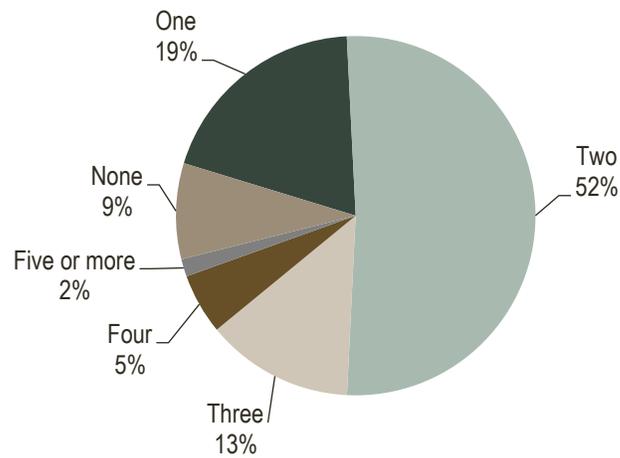


Figure 44: Presence of Older Adults Age 65 and Over

How many persons age 65 years and over, including yourself, live in your household?

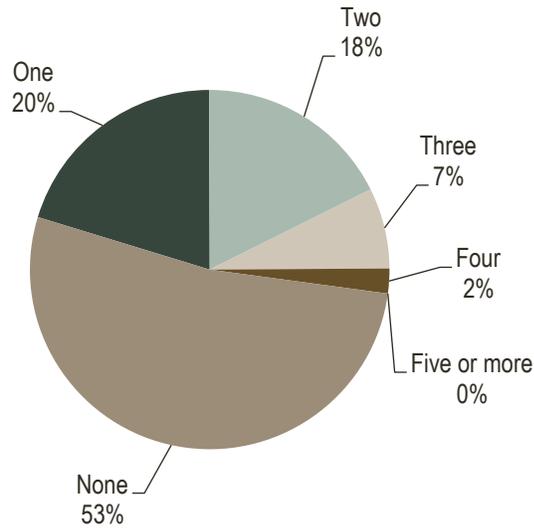
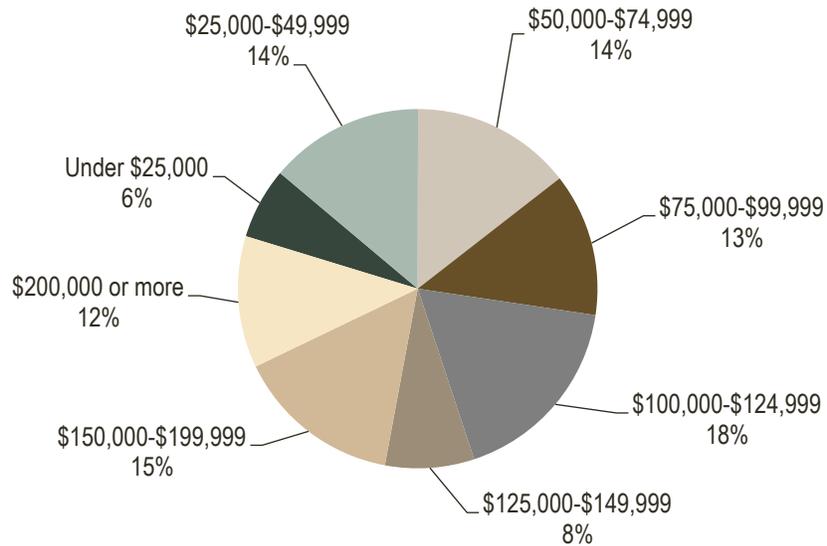


Figure 45: Household Income

Please indicate your household's annual income:



Appendix A: Responses to Survey Questions

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allows for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items; and the second with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response.

Table 1: Question 1

How would you rate the overall quality of life in Washington County?	Percent of respondents	Number
Excellent	41%	N=294
Good	54%	N=385
Fair	5%	N=35
Poor	0%	N=1
Total	100%	N=715

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

Please rate each of the following characteristics of Washington County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	33%	N=245	51%	N=375	10%	N=70	1%	N=5	5%	N=39	100%	N=734
Employment opportunities	9%	N=65	35%	N=254	24%	N=176	5%	N=35	28%	N=201	100%	N=731
Washington County as a place to retire	15%	N=110	44%	N=322	18%	N=133	5%	N=39	18%	N=132	100%	N=735
Openness and acceptance toward people of diverse backgrounds	13%	N=96	44%	N=312	25%	N=180	6%	N=46	11%	N=78	100%	N=712
Availability of affordable housing	10%	N=73	25%	N=185	34%	N=249	15%	N=109	15%	N=113	100%	N=730
Rural character and natural environment	24%	N=177	50%	N=363	20%	N=149	4%	N=26	2%	N=15	100%	N=729
Sense of community	16%	N=113	49%	N=359	26%	N=190	6%	N=42	3%	N=23	100%	N=726
Ease of travel by car	31%	N=223	53%	N=386	13%	N=94	3%	N=22	1%	N=4	100%	N=728
Bike and pedestrian transportation options	21%	N=150	38%	N=280	21%	N=152	12%	N=86	9%	N=64	100%	N=732
Public transportation options (bus, rail, etc.)	6%	N=44	21%	N=155	26%	N=189	29%	N=208	18%	N=130	100%	N=725
Overall feeling of safety in Washington County	29%	N=216	58%	N=425	12%	N=87	1%	N=4	0%	N=4	100%	N=735
Overall image or reputation of Washington County	28%	N=205	57%	N=420	12%	N=89	0%	N=3	2%	N=17	100%	N=734

Table 3: Question 2 - Excluding Don't Know Responses

Please rate each of the following characteristics of Washington County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Outdoor recreational opportunities	35%	N=245	54%	N=375	10%	N=70	1%	N=5	100%	N=695
Employment opportunities	12%	N=65	48%	N=254	33%	N=176	7%	N=35	100%	N=530
Washington County as a place to retire	18%	N=110	53%	N=322	22%	N=133	6%	N=39	100%	N=604
Openness and acceptance toward people of diverse backgrounds	15%	N=96	49%	N=312	28%	N=180	7%	N=46	100%	N=634
Availability of affordable housing	12%	N=73	30%	N=185	40%	N=249	18%	N=109	100%	N=617
Rural character and natural environment	25%	N=177	51%	N=363	21%	N=149	4%	N=26	100%	N=715
Sense of community	16%	N=113	51%	N=359	27%	N=190	6%	N=42	100%	N=703
Ease of travel by car	31%	N=223	53%	N=386	13%	N=94	3%	N=22	100%	N=724
Bike and pedestrian transportation options	23%	N=150	42%	N=280	23%	N=152	13%	N=86	100%	N=668
Public transportation options (bus, rail, etc.)	7%	N=44	26%	N=155	32%	N=189	35%	N=208	100%	N=595
Overall feeling of safety in Washington County	30%	N=216	58%	N=425	12%	N=87	1%	N=4	100%	N=732
Overall image or reputation of Washington County	29%	N=205	59%	N=420	12%	N=89	0%	N=3	100%	N=717

Table 4: Question 3

What one thing do you like most about living in Washington County?	Percent of respondents	Number
Location	25%	N=183
Open space/rural	11%	N=79
Parks/lakes	8%	N=59
People	2%	N=12
My neighborhood	13%	N=93
Schools	5%	N=35
Small town feel	9%	N=63
Low taxes	1%	N=10
Quality of life in general	27%	N=195
Other	1%	N=7
Total	100%	N=736

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

Table 5: Question 4 - Including Don't Know Responses

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)	29%	N=215	62%	N=458	8%	N=58	0%	N=3	1%	N=8	100%	N=743
From violent crimes (e.g., rape, assault, domestic violence, robbery)	53%	N=396	43%	N=317	2%	N=14	0%	N=1	2%	N=14	100%	N=741
From illegal drug activity (e.g., manufacturing or selling drugs)	30%	N=221	52%	N=388	8%	N=62	2%	N=15	8%	N=56	100%	N=743
From drunk drivers on roads in the county	13%	N=100	58%	N=427	20%	N=151	4%	N=27	5%	N=36	100%	N=740
From distracted drivers on roads in the county	6%	N=43	41%	N=300	38%	N=282	12%	N=89	3%	N=24	100%	N=738
From being injured while biking or walking along roads in the county	17%	N=124	50%	N=367	17%	N=128	7%	N=55	9%	N=63	100%	N=737
From identity theft (e.g., fraud, scams, credit card theft)	11%	N=82	52%	N=384	22%	N=161	4%	N=30	11%	N=82	100%	N=739
From human trafficking	38%	N=279	37%	N=270	7%	N=51	1%	N=8	18%	N=130	100%	N=739
In your neighborhood	54%	N=402	41%	N=300	3%	N=21	1%	N=4	1%	N=11	100%	N=738
In Washington County regional parks or trails	31%	N=231	56%	N=418	5%	N=34	0%	N=2	8%	N=58	100%	N=742
In county government buildings (e.g., County Government Center, libraries)	62%	N=456	31%	N=226	2%	N=12	0%	N=3	5%	N=40	100%	N=737

Table 6: Question 4 - Excluding Don't Know Responses

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)	29%	N=215	62%	N=458	8%	N=58	0%	N=3	100%	N=735
From violent crimes (e.g., rape, assault, domestic violence, robbery)	54%	N=396	44%	N=317	2%	N=14	0%	N=1	100%	N=727
From illegal drug activity (e.g., manufacturing or selling drugs)	32%	N=221	57%	N=388	9%	N=62	2%	N=15	100%	N=686
From drunk drivers on roads in the county	14%	N=100	61%	N=427	21%	N=151	4%	N=27	100%	N=704
From distracted drivers on roads in the county	6%	N=43	42%	N=300	39%	N=282	12%	N=89	100%	N=714
From being injured while biking or walking along roads in the county	18%	N=124	55%	N=367	19%	N=128	8%	N=55	100%	N=674
From identity theft (e.g., fraud, scams, credit card theft)	13%	N=82	58%	N=384	24%	N=161	5%	N=30	100%	N=657
From human trafficking	46%	N=279	44%	N=270	8%	N=51	1%	N=8	100%	N=609
In your neighborhood	55%	N=402	41%	N=300	3%	N=21	1%	N=4	100%	N=728
In Washington County regional parks or trails	34%	N=231	61%	N=418	5%	N=34	0%	N=2	100%	N=684
In county government buildings (e.g., County Government Center, libraries)	65%	N=456	32%	N=226	2%	N=12	0%	N=3	100%	N=697

Table 7: Question 5 - Including Don't Know Responses

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	16%	N=118	54%	N=394	21%	N=151	1%	N=6	8%	N=60	100%	N=729
Taxes	17%	N=122	35%	N=254	27%	N=198	13%	N=97	9%	N=65	100%	N=734
Traffic safety	26%	N=189	44%	N=318	21%	N=155	6%	N=40	3%	N=21	100%	N=724
Traffic congestion	21%	N=157	40%	N=290	29%	N=212	7%	N=55	3%	N=20	100%	N=734
Poverty	24%	N=177	35%	N=255	18%	N=133	4%	N=26	20%	N=146	100%	N=737
Homelessness	34%	N=249	29%	N=210	11%	N=80	3%	N=20	24%	N=177	100%	N=734
Affordability of housing	18%	N=135	25%	N=183	27%	N=196	14%	N=102	16%	N=115	100%	N=731
Availability of livable wage jobs	18%	N=133	23%	N=166	23%	N=165	10%	N=72	27%	N=194	100%	N=730
Access to public transit in Washington County	13%	N=95	25%	N=181	24%	N=181	20%	N=145	18%	N=136	100%	N=738
Transportation options in Washington County	16%	N=121	22%	N=164	25%	N=182	19%	N=137	18%	N=132	100%	N=736

Table 8: Question 5 - Excluding Don't Know Responses

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	18%	N=118	59%	N=394	23%	N=151	1%	N=6	100%	N=669
Taxes	18%	N=122	38%	N=254	30%	N=198	14%	N=97	100%	N=670
Traffic safety	27%	N=189	45%	N=318	22%	N=155	6%	N=40	100%	N=702
Traffic congestion	22%	N=157	41%	N=290	30%	N=212	8%	N=55	100%	N=714
Poverty	30%	N=177	43%	N=255	23%	N=133	4%	N=26	100%	N=591
Homelessness	45%	N=249	38%	N=210	14%	N=80	4%	N=20	100%	N=558
Affordability of housing	22%	N=135	30%	N=183	32%	N=196	17%	N=102	100%	N=616
Availability of livable wage jobs	25%	N=133	31%	N=166	31%	N=165	13%	N=72	100%	N=536
Access to public transit in Washington County	16%	N=95	30%	N=181	30%	N=181	24%	N=145	100%	N=602
Transportation options in Washington County	20%	N=121	27%	N=164	30%	N=182	23%	N=137	100%	N=604

Table 9: 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	23%	N=170
Not enough growth/development	1%	N=8
Property taxes	16%	N=120
Schools	5%	N=33
Other	3%	N=21
Condition of roads	7%	N=49
Crime	3%	N=23
Affordable housing	11%	N=83
Economic development	3%	N=22
Schools	1%	N=10
Jobs	4%	N=31
Traffic congestion	11%	N=78
Water quality	11%	N=83
Total	100%	N=731

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

Table 10: Question 7 - Including Don't Know Responses

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	11%	N=77	22%	N=164	27%	N=198	8%	N=61	32%	N=232	100%	N=731
Suicide/attempted suicide	11%	N=82	22%	N=164	22%	N=163	9%	N=62	36%	N=260	100%	N=731
Underage alcohol use	8%	N=57	26%	N=188	27%	N=197	8%	N=59	31%	N=222	100%	N=723
Alcohol abuse among adults	7%	N=55	31%	N=230	26%	N=191	8%	N=55	27%	N=200	100%	N=730
Illegal drug use	7%	N=50	29%	N=208	24%	N=172	12%	N=86	29%	N=210	100%	N=726
Abuse of prescribed medications	7%	N=51	21%	N=153	26%	N=185	11%	N=81	35%	N=252	100%	N=722
Tobacco use	15%	N=110	32%	N=235	21%	N=156	9%	N=65	22%	N=163	100%	N=730
Electronic cigarettes/vaping	12%	N=88	20%	N=145	25%	N=180	20%	N=142	24%	N=172	100%	N=726
Overweight children	7%	N=52	23%	N=167	33%	N=240	16%	N=119	21%	N=153	100%	N=730
Overweight adults	7%	N=52	20%	N=146	35%	N=251	20%	N=143	18%	N=134	100%	N=726
Heart disease	8%	N=59	22%	N=161	25%	N=182	10%	N=71	35%	N=252	100%	N=726
Spread of infectious diseases	17%	N=124	29%	N=209	17%	N=123	5%	N=38	32%	N=233	100%	N=727
Abuse and neglect of children	12%	N=85	28%	N=201	19%	N=138	8%	N=56	34%	N=247	100%	N=726
Abuse and neglect of seniors	10%	N=75	25%	N=185	21%	N=153	8%	N=61	35%	N=255	100%	N=728
Domestic violence	8%	N=61	28%	N=206	20%	N=147	8%	N=61	35%	N=251	100%	N=726
The health and support of seniors	12%	N=85	26%	N=192	25%	N=179	10%	N=76	27%	N=196	100%	N=728
The health and support of people with disabilities	12%	N=86	26%	N=186	22%	N=162	11%	N=80	29%	N=214	100%	N=728
Lack of access to parks and open space	49%	N=353	25%	N=181	10%	N=74	2%	N=17	14%	N=98	100%	N=724
Depression/Anxiety	8%	N=57	25%	N=179	25%	N=183	11%	N=79	31%	N=227	100%	N=724
Loneliness	12%	N=91	27%	N=196	19%	N=139	9%	N=62	33%	N=241	100%	N=730

Table 11: Question 7 - Excluding Don't Know Responses

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	15%	N=77	33%	N=164	40%	N=198	12%	N=61	100%	N=499
Suicide/attempted suicide	17%	N=82	35%	N=164	35%	N=163	13%	N=62	100%	N=471
Underage alcohol use	11%	N=57	38%	N=188	39%	N=197	12%	N=59	100%	N=502
Alcohol abuse among adults	10%	N=55	43%	N=230	36%	N=191	10%	N=55	100%	N=530
Illegal drug use	10%	N=50	40%	N=208	33%	N=172	17%	N=86	100%	N=516
Abuse of prescribed medications	11%	N=51	33%	N=153	39%	N=185	17%	N=81	100%	N=469
Tobacco use	19%	N=110	41%	N=235	28%	N=156	11%	N=65	100%	N=566
Electronic cigarettes/vaping	16%	N=88	26%	N=145	32%	N=180	26%	N=142	100%	N=554
Overweight children	9%	N=52	29%	N=167	42%	N=240	21%	N=119	100%	N=577
Overweight adults	9%	N=52	25%	N=146	42%	N=251	24%	N=143	100%	N=592
Heart disease	12%	N=59	34%	N=161	38%	N=182	15%	N=71	100%	N=473
Spread of infectious diseases	25%	N=124	42%	N=209	25%	N=123	8%	N=38	100%	N=494
Abuse and neglect of children	18%	N=85	42%	N=201	29%	N=138	12%	N=56	100%	N=480
Abuse and neglect of seniors	16%	N=75	39%	N=185	32%	N=153	13%	N=61	100%	N=473
Domestic violence	13%	N=61	43%	N=206	31%	N=147	13%	N=61	100%	N=476
The health and support of seniors	16%	N=85	36%	N=192	34%	N=179	14%	N=76	100%	N=532
The health and support of people with disabilities	17%	N=86	36%	N=186	32%	N=162	16%	N=80	100%	N=514
Lack of access to parks and open space	56%	N=353	29%	N=181	12%	N=74	3%	N=17	100%	N=626
Depression/Anxiety	11%	N=57	36%	N=179	37%	N=183	16%	N=79	100%	N=497
Loneliness	19%	N=91	40%	N=196	29%	N=139	13%	N=62	100%	N=488

Table 12: Question 8 - Including Don't Know Responses

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	16%	N=117	25%	N=180	18%	N=133	7%	N=49	34%	N=246	100%	N=726
Quality of outdoor air	32%	N=230	35%	N=258	18%	N=133	6%	N=40	9%	N=68	100%	N=729
Safety of food in public establishments	36%	N=265	37%	N=268	12%	N=91	4%	N=29	10%	N=76	100%	N=729
Proper disposal of garbage	37%	N=269	29%	N=213	16%	N=117	8%	N=58	10%	N=73	100%	N=729
Quality of drinking water	19%	N=142	21%	N=152	23%	N=167	32%	N=235	5%	N=37	100%	N=733
Quality of water in lakes and streams	15%	N=109	22%	N=164	27%	N=195	27%	N=197	9%	N=68	100%	N=733
Quantity of useable water supply	22%	N=159	22%	N=159	22%	N=161	22%	N=158	13%	N=92	100%	N=729
Climate change	24%	N=172	22%	N=158	18%	N=130	27%	N=195	10%	N=76	100%	N=731
Energy use	17%	N=123	30%	N=219	26%	N=188	16%	N=115	11%	N=80	100%	N=725
Lack of recycling	30%	N=216	28%	N=204	22%	N=164	12%	N=91	8%	N=56	100%	N=730

Table 13: Question 8 - Excluding Don't Know Responses

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	24%	N=117	38%	N=180	28%	N=133	10%	N=49	100%	N=480
Quality of outdoor air	35%	N=230	39%	N=258	20%	N=133	6%	N=40	100%	N=661
Safety of food in public establishments	41%	N=265	41%	N=268	14%	N=91	4%	N=29	100%	N=653
Proper disposal of garbage	41%	N=269	32%	N=213	18%	N=117	9%	N=58	100%	N=656
Quality of drinking water	20%	N=142	22%	N=152	24%	N=167	34%	N=235	100%	N=696
Quality of water in lakes and streams	16%	N=109	25%	N=164	29%	N=195	30%	N=197	100%	N=665
Quantity of useable water supply	25%	N=159	25%	N=159	25%	N=161	25%	N=158	100%	N=638
Climate change	26%	N=172	24%	N=158	20%	N=130	30%	N=195	100%	N=655
Energy use	19%	N=123	34%	N=219	29%	N=188	18%	N=115	100%	N=645
Lack of recycling	32%	N=216	30%	N=204	24%	N=164	14%	N=91	100%	N=675

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

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	42%	N=308	42%	N=309	4%	N=30	0%	N=3	11%	N=80	100%	N=729
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	45%	N=330	38%	N=276	5%	N=35	0%	N=2	12%	N=88	100%	N=731
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	34%	N=245	34%	N=244	5%	N=37	0%	N=1	27%	N=196	100%	N=723
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	17%	N=125	52%	N=381	20%	N=149	5%	N=35	6%	N=42	100%	N=732
911 dispatch services	27%	N=200	27%	N=196	6%	N=45	1%	N=7	38%	N=281	100%	N=730
Sheriff services	27%	N=197	33%	N=240	6%	N=42	1%	N=5	34%	N=246	100%	N=730
Employment support/Workforce Center services	10%	N=74	21%	N=154	11%	N=81	1%	N=9	57%	N=412	100%	N=729
Recycling and drop-off services at the Environmental Center	31%	N=226	38%	N=275	8%	N=57	3%	N=24	20%	N=145	100%	N=726
Snow and ice removal on County roads	20%	N=144	54%	N=393	19%	N=141	5%	N=33	3%	N=19	100%	N=730
Records, vital statistics, licensing, and vehicle registration	19%	N=138	46%	N=336	19%	N=138	6%	N=42	10%	N=76	100%	N=729
Disaster preparedness	10%	N=70	23%	N=167	8%	N=60	2%	N=15	57%	N=419	100%	N=730
Services provided to veterans	6%	N=41	17%	N=125	9%	N=63	3%	N=21	66%	N=480	100%	N=729
Services provided to older adults	7%	N=49	25%	N=181	12%	N=90	2%	N=15	54%	N=395	100%	N=730
Protecting children and vulnerable adults	6%	N=47	23%	N=167	11%	N=78	2%	N=14	58%	N=423	100%	N=730
Mental and chemical health services	7%	N=48	20%	N=147	13%	N=95	5%	N=33	55%	N=402	100%	N=726
Overall quality of services provided by Washington County	16%	N=119	57%	N=412	19%	N=135	0%	N=3	7%	N=53	100%	N=723

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

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	47%	N=308	48%	N=309	5%	N=30	0%	N=3	100%	N=649
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	51%	N=330	43%	N=276	5%	N=35	0%	N=2	100%	N=643
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	46%	N=245	46%	N=244	7%	N=37	0%	N=1	100%	N=527
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	18%	N=125	55%	N=381	22%	N=149	5%	N=35	100%	N=690
911 dispatch services	45%	N=200	44%	N=196	10%	N=45	2%	N=7	100%	N=450
Sheriff services	41%	N=197	50%	N=240	9%	N=42	1%	N=5	100%	N=484
Employment support/Workforce Center services	23%	N=74	48%	N=154	26%	N=81	3%	N=9	100%	N=317
Recycling and drop-off services at the Environmental Center	39%	N=226	47%	N=275	10%	N=57	4%	N=24	100%	N=582
Snow and ice removal on County roads	20%	N=144	55%	N=393	20%	N=141	5%	N=33	100%	N=711
Records, vital statistics, licensing, and vehicle registration	21%	N=138	51%	N=336	21%	N=138	6%	N=42	100%	N=653
Disaster preparedness	22%	N=70	54%	N=167	19%	N=60	5%	N=15	100%	N=311
Services provided to veterans	16%	N=41	50%	N=125	25%	N=63	8%	N=21	100%	N=249
Services provided to older adults	14%	N=49	54%	N=181	27%	N=90	5%	N=15	100%	N=335
Protecting children and vulnerable adults	15%	N=47	55%	N=167	26%	N=78	4%	N=14	100%	N=307
Mental and chemical health services	15%	N=48	46%	N=147	29%	N=95	10%	N=33	100%	N=323
Overall quality of services provided by Washington County	18%	N=119	62%	N=412	20%	N=135	0%	N=3	100%	N=670

Table 16: Question 10

Have you visited, telephoned, or e-mailed any Washington County government office within the last 12 months?	Percent of respondents	Number
Yes	54%	N=390
No	46%	N=333
Total	100%	N=723

Table 17: Question 11 - Including Don't Know Responses

What was your impression of the employee(s) of Washington County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	43%	N=167	45%	N=174	7%	N=28	3%	N=11	2%	N=8	100%	N=389
Responsiveness	39%	N=151	44%	N=173	10%	N=39	6%	N=24	1%	N=3	100%	N=390
Courtesy	45%	N=174	40%	N=155	11%	N=42	3%	N=11	2%	N=6	100%	N=389
Overall impression	41%	N=159	43%	N=166	10%	N=41	5%	N=21	0%	N=1	100%	N=388

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

Table 18: Question 11 - Excluding Don't Know Responses

What was your impression of the employee(s) of Washington County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledge	44%	N=167	46%	N=174	7%	N=28	3%	N=11	100%	N=381
Responsiveness	39%	N=151	45%	N=173	10%	N=39	6%	N=24	100%	N=387
Courtesy	46%	N=174	41%	N=155	11%	N=42	3%	N=11	100%	N=382
Overall impression	41%	N=159	43%	N=166	10%	N=41	5%	N=21	100%	N=387

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

Table 19: Question 12 - Including Don't Know Responses

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	21%	N=139
Woodbury	40%	N=268
Stillwater	27%	N=182
Forest Lake	11%	N=76
Don't know	2%	N=13
Total	100%	N=677

Table 20: Question 12 - Excluding Don't Know Responses

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	21%	N=139
Woodbury	40%	N=268
Stillwater	27%	N=182
Forest Lake	11%	N=76
Total	100%	N=664

Table 21: Question 13 - Including Don't Know Responses

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents	Number
Very reasonable	35%	N=198
Somewhat reasonable	36%	N=204
Somewhat unreasonable	17%	N=98
Very unreasonable	13%	N=72
Don't know	0%	N=1
Total	100%	N=573

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

Table 22: Question 13 - Excluding Don't Know Responses

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents	Number
Very reasonable	35%	N=198
Somewhat reasonable	36%	N=204
Somewhat unreasonable	17%	N=98
Very unreasonable	13%	N=72
Total	100%	N=572

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

Table 23: Question 14

Please rate the overall quality of your most recent Washington County License Center experience.	Percent of respondents	Number
Excellent	31%	N=179
Good	46%	N=265
Fair	16%	N=89
Poor	7%	N=38
Total	100%	N=571

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

Table 24: Question 15 - Including Don't Know Responses

Please rate the following categories of Washington County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The job Washington County government does at informing residents	13%	N=93	56%	N=400	20%	N=142	3%	N=22	9%	N=63	100%	N=720
The job Washington County government does at listening to residents	6%	N=43	36%	N=253	19%	N=138	6%	N=44	33%	N=233	100%	N=713
My knowledge of the work of the Washington County Board	4%	N=28	18%	N=127	24%	N=175	20%	N=140	34%	N=244	100%	N=714
The value of services for the taxes paid to Washington County	5%	N=38	37%	N=263	29%	N=206	10%	N=69	19%	N=137	100%	N=714
The job Washington County government does at managing tax dollars	5%	N=32	31%	N=220	26%	N=188	8%	N=54	31%	N=220	100%	N=715
The value of Washington County services to the quality of life in my neighborhood	9%	N=62	51%	N=364	22%	N=160	3%	N=24	15%	N=106	100%	N=716
Supporting the quality of life in Washington County	9%	N=67	53%	N=378	21%	N=153	2%	N=14	14%	N=103	100%	N=714

Table 25: Question 15 - Excluding Don't Know Responses

Please rate the following categories of Washington County government performance:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The job Washington County government does at informing residents	14%	N=93	61%	N=400	22%	N=142	3%	N=22	100%	N=657
The job Washington County government does at listening to residents	9%	N=43	53%	N=253	29%	N=138	9%	N=44	100%	N=479
My knowledge of the work of the Washington County Board	6%	N=28	27%	N=127	37%	N=175	30%	N=140	100%	N=470
The value of services for the taxes paid to Washington County	7%	N=38	46%	N=263	36%	N=206	12%	N=69	100%	N=576
The job Washington County government does at managing tax dollars	7%	N=32	45%	N=220	38%	N=188	11%	N=54	100%	N=495
The value of Washington County services to the quality of life in my neighborhood	10%	N=62	60%	N=364	26%	N=160	4%	N=24	100%	N=610
Supporting the quality of life in Washington County	11%	N=67	62%	N=378	25%	N=153	2%	N=14	100%	N=611

Table 26: Question 16 - Including Don't Know Responses

To what extent do you approve or disapprove of the job the Washington County Board is doing?	Percent of respondents	Number
Strongly approve	10%	N=67
Somewhat approve	40%	N=278
Somewhat disapprove	7%	N=49
Strongly disapprove	1%	N=4
Don't know	43%	N=295
Total	100%	N=693

Table 27: Question 16 - Excluding Don't Know Responses

To what extent do you approve or disapprove of the job the Washington County Board is doing?	Percent of respondents	Number
Strongly approve	17%	N=67
Somewhat approve	70%	N=278
Somewhat disapprove	12%	N=49
Strongly disapprove	1%	N=4
Total	100%	N=398

Table 28: Question 17 - Including Don't Know Responses

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	61%	N=437	18%	N=131	10%	N=69	11%	N=76	100%	N=713
Daily newspapers	44%	N=316	32%	N=231	16%	N=112	8%	N=55	100%	N=714
Washington County Web site (www.co.washington.mn.us)	27%	N=192	41%	N=293	23%	N=163	9%	N=63	100%	N=711
Weekly community newspapers	35%	N=253	38%	N=268	18%	N=131	9%	N=61	100%	N=714
Community meetings	63%	N=447	21%	N=148	3%	N=22	14%	N=98	100%	N=715
Washington County Newsletter – Staying in Touch	21%	N=152	39%	N=281	32%	N=229	8%	N=57	100%	N=718
Phone calls to Washington County	56%	N=402	23%	N=163	9%	N=66	12%	N=84	100%	N=715
Other online news sources	34%	N=244	33%	N=234	20%	N=145	12%	N=89	100%	N=711
Television news broadcasts	36%	N=255	30%	N=212	26%	N=185	9%	N=63	100%	N=714
County listservs and other County electronic newsletters	64%	N=452	19%	N=136	4%	N=31	13%	N=91	100%	N=711
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)	41%	N=291	31%	N=218	19%	N=138	10%	N=68	100%	N=716
Word of mouth (from friends, family, neighbors)	10%	N=74	51%	N=369	32%	N=233	6%	N=41	100%	N=717

Table 29: Question 17 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N
Cable access programming	69%	N=437	21%	N=131	11%	N=69	100%	N=637
Daily newspapers	48%	N=316	35%	N=231	17%	N=112	100%	N=659
Washington County Web site (www.co.washington.mn.us)	30%	N=192	45%	N=293	25%	N=163	100%	N=648
Weekly community newspapers	39%	N=253	41%	N=268	20%	N=131	100%	N=653
Community meetings	73%	N=447	24%	N=148	4%	N=22	100%	N=617
Washington County Newsletter – Staying in Touch	23%	N=152	42%	N=281	35%	N=229	100%	N=661
Phone calls to Washington County	64%	N=402	26%	N=163	11%	N=66	100%	N=631
Other online news sources	39%	N=244	38%	N=234	23%	N=145	100%	N=622
Television news broadcasts	39%	N=255	33%	N=212	28%	N=185	100%	N=651
County listservs and other County electronic newsletters	73%	N=452	22%	N=136	5%	N=31	100%	N=620
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)	45%	N=291	34%	N=218	21%	N=138	100%	N=648
Word of mouth (from friends, family, neighbors)	11%	N=74	55%	N=369	34%	N=233	100%	N=676

Table 30: Question 18 - Including Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Libraries	49%	N=356	31%	N=228	9%	N=66	9%	N=66	2%	N=16	100%	N=732
Parks and recreational facilities	60%	N=439	26%	N=191	7%	N=51	4%	N=33	2%	N=14	100%	N=728
Information and referral services	33%	N=244	35%	N=257	14%	N=100	9%	N=64	9%	N=63	100%	N=728
Legal information and assistance (tied with) Long-Term Care Consultation	28%	N=204	37%	N=268	13%	N=94	11%	N=76	11%	N=82	100%	N=725
Senior housing/assisted living facilities	35%	N=259	32%	N=230	13%	N=95	11%	N=82	9%	N=63	100%	N=730
Transportation assistance (e.g., to appointments, shopping, etc.)	33%	N=242	31%	N=226	15%	N=111	12%	N=87	9%	N=64	100%	N=730

Table 31: Question 18 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N
Libraries	50%	N=356	32%	N=228	9%	N=66	9%	N=66	100%	N=717
Parks and recreational facilities	62%	N=439	27%	N=191	7%	N=51	5%	N=33	100%	N=713
Information and referral services	37%	N=244	39%	N=257	15%	N=100	10%	N=64	100%	N=665
Legal information and assistance (tied with) Long-Term Care Consultation	32%	N=204	42%	N=268	15%	N=94	12%	N=76	100%	N=643
Senior housing/assisted living facilities	39%	N=259	35%	N=230	14%	N=95	12%	N=82	100%	N=666
Transportation assistance (e.g., to appointments, shopping, etc.)	36%	N=242	34%	N=226	17%	N=111	13%	N=87	100%	N=666

Table 32: Question 19 - Including Don't Know Responses

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 smartphone, Kindle, iPad, or tablet)	17%	N=120	22%	N=161	32%	N=235	21%	N=149	8%	N=60	100%	N=725
Downloadable audiobooks (e.g., for a smartphone or mp3 player)	14%	N=99	23%	N=168	33%	N=238	21%	N=154	9%	N=63	100%	N=722
Audiovisual materials including audiobooks, music and movies on CD or DVD	13%	N=93	25%	N=180	34%	N=247	21%	N=149	8%	N=55	100%	N=724
Online access to magazines, newspapers and research databases	16%	N=114	28%	N=200	33%	N=235	16%	N=118	7%	N=54	100%	N=721
Access to government information and forms such as tax forms	27%	N=193	35%	N=254	22%	N=159	12%	N=84	5%	N=35	100%	N=724
Free computer and wireless access	28%	N=200	28%	N=202	22%	N=160	17%	N=125	5%	N=38	100%	N=725
Children's programs including "Storytimes"	21%	N=151	34%	N=249	21%	N=155	14%	N=102	9%	N=67	100%	N=724
Adult programs and classes	17%	N=123	37%	N=271	29%	N=209	11%	N=76	6%	N=44	100%	N=723
Staff assistance in-person, by email, phone, social media and online chat	30%	N=218	31%	N=225	25%	N=181	8%	N=58	6%	N=45	100%	N=726
Online job search assistance	18%	N=134	23%	N=167	25%	N=181	22%	N=162	11%	N=81	100%	N=724
Online homework assistance	14%	N=103	20%	N=148	30%	N=214	23%	N=170	12%	N=89	100%	N=725
Meeting and conference room use	11%	N=82	23%	N=168	34%	N=248	23%	N=168	8%	N=57	100%	N=724
Library express, pickup of library materials in automated lockers	11%	N=78	15%	N=107	30%	N=219	30%	N=216	14%	N=102	100%	N=722
Extended library hours	12%	N=86	21%	N=154	35%	N=257	21%	N=154	10%	N=74	100%	N=725
Additional library locations	9%	N=67	13%	N=94	31%	N=225	35%	N=251	12%	N=83	100%	N=720
Technology training and classes	15%	N=107	26%	N=186	36%	N=259	16%	N=113	8%	N=60	100%	N=725

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	
Access to emergent technology (e.g., virtual and augmented reality, robotics, artificial intelligence)	9%	N=65	18%	N=128	32%	N=232	27%	N=193	14%	N=102	100%	N=720

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

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	
	%	N	%	N	%	N	%	N	%	N
Downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet)	18%	N=120	24%	N=161	35%	N=235	22%	N=149	100%	N=665
Downloadable audiobooks (e.g., for a smartphone or mp3 player)	15%	N=99	25%	N=168	36%	N=238	23%	N=154	100%	N=659
Audiovisual materials including audiobooks, music and movies on CD or DVD	14%	N=93	27%	N=180	37%	N=247	22%	N=149	100%	N=670
Online access to magazines, newspapers and research databases	17%	N=114	30%	N=200	35%	N=235	18%	N=118	100%	N=667
Access to government information and forms such as tax forms	28%	N=193	37%	N=254	23%	N=159	12%	N=84	100%	N=689
Free computer and wireless access	29%	N=200	29%	N=202	23%	N=160	18%	N=125	100%	N=687
Children's programs including "Storytimes"	23%	N=151	38%	N=249	24%	N=155	15%	N=102	100%	N=656
Adult programs and classes	18%	N=123	40%	N=271	31%	N=209	11%	N=76	100%	N=680
Staff assistance in-person, by email, phone, social media and online chat	32%	N=218	33%	N=225	27%	N=181	8%	N=58	100%	N=681
Online job search assistance	21%	N=134	26%	N=167	28%	N=181	25%	N=162	100%	N=644
Online homework assistance	16%	N=103	23%	N=148	34%	N=214	27%	N=170	100%	N=635
Meeting and conference room use	12%	N=82	25%	N=168	37%	N=248	25%	N=168	100%	N=667
Library express, pickup of library materials in automated lockers	13%	N=78	17%	N=107	35%	N=219	35%	N=216	100%	N=620
Extended library hours	13%	N=86	24%	N=154	39%	N=257	24%	N=154	100%	N=652
Additional library locations	10%	N=67	15%	N=94	35%	N=225	39%	N=251	100%	N=637
Technology training and classes	16%	N=107	28%	N=186	39%	N=259	17%	N=113	100%	N=665
Access to emergent technology (e.g., virtual and augmented reality, robotics, artificial intelligence)	11%	N=65	21%	N=128	38%	N=232	31%	N=193	100%	N=618

Table 34: Question 20 - Including Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Off-road trail system that connects communities, county park system, and other destinations	23%	N=172	35%	N=258	28%	N=208	8%	N=56	5%	N=39	100%	N=732
Protection and management of natural areas such as woodlands, prairies, and wetlands	53%	N=390	32%	N=236	10%	N=73	1%	N=10	3%	N=21	100%	N=729
Renting equipment such as snowshoes, canoes, and bikes	11%	N=80	31%	N=228	38%	N=275	16%	N=114	5%	N=33	100%	N=730
Community events such as Bluegrass Festival and Explore Your Parks Day	15%	N=112	33%	N=239	35%	N=254	12%	N=86	5%	N=37	100%	N=728
Programs for learning about nature and outdoor recreation	19%	N=140	38%	N=279	31%	N=225	8%	N=58	4%	N=26	100%	N=727
Other (please specify)	16%	N=42	10%	N=25	6%	N=16	5%	N=12	63%	N=164	100%	N=259

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

Table 35: Question 20 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N
Off-road trail system that connects communities, county park system, and other destinations	25%	N=172	37%	N=258	30%	N=208	8%	N=56	100%	N=693
Protection and management of natural areas such as woodlands, prairies, and wetlands	55%	N=390	33%	N=236	10%	N=73	1%	N=10	100%	N=708
Renting equipment such as snowshoes, canoes, and bikes	11%	N=80	33%	N=228	40%	N=275	16%	N=114	100%	N=697
Community events such as Bluegrass Festival and Explore Your Parks Day	16%	N=112	35%	N=239	37%	N=254	12%	N=86	100%	N=692
Programs for learning about nature and outdoor recreation	20%	N=140	40%	N=279	32%	N=225	8%	N=58	100%	N=701
Other (please specify)	45%	N=42	26%	N=25	16%	N=16	13%	N=12	100%	N=95

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

Table 36: Question 21

In the past year, how many times have you visited a regional park or trail?	Percent of respondents	Number
Never	13%	N=99
Once or twice	23%	N=172
3 to 12 times	41%	N=300
13 to 23 times	11%	N=84
24 times or more	11%	N=81
Total	100%	N=737

Table 37: Question 22

Why haven't you visited a regional park or trail, or visited more often?	Percent*	Number*
I have visited a regional park or trail	40%	231
I didn't know about them/don't know enough to visit	12%	71
Lack of time	52%	300
Safety concerns	3%	19
Lack of transportation options	2%	9
Lack of parking	8%	45
Vehicle permit fee	22%	128
Parking too expensive	8%	45
Not comfortable visiting parks and trails	2%	11
There are not other people who look like me there	1%	3
There are not other people who speak my language there	0%	0
Other, please specify:	3%	18

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

Table 38: Question 23

What activities would you like expanded or added to the county's parks?	Percent*	Number*
Hiking trails	48%	297
Biking trails	36%	225
Camping (RV sites)	15%	92
Camping (rustic)	19%	116
Snowmaking for ski trails/sledding hill	20%	128
Other, please specify:	12%	76
Non-motorized water craft rental (kayak, canoe, paddle board)	36%	222
Swimming splash pad	27%	166
Dog parks	28%	174
Picnic/group shelters	25%	154
Additional parking	11%	67

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

Table 39: Question D1

How long have you lived in Washington County?	Percent of respondents	Number
Less than 2 years	12%	N=85
2-5 years	15%	N=107
6-10 years	10%	N=74
11-15 years	10%	N=74
16-20 years	8%	N=61
Over 20 years	46%	N=337
Total	100%	N=739

Table 40: Question D2

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	60%	N=446
Employed part-time	8%	N=57
Homemaker	4%	N=28
Retired	24%	N=181
Student	2%	N=14
Unemployed, looking for work	2%	N=12
Total	100%	N=738

Table 41: Question D3

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	69%	N=503
House attached to one or more houses (e.g., a duplex or townhome)	18%	N=134
Building with two or more apartments or condos	11%	N=81
Manufactured or mobile home	0%	N=3
Other	2%	N=13
Total	100%	N=733

Table 42: Question D4

Is this house, duplex, townhome, apartment or mobile home...	Percent of respondents	Number
Rented	19%	N=135
Owned (including with an outstanding mortgage)	81%	N=591
Total	100%	N=727

Table 43: Question D5

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	98%	N=704
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=15
Total	100%	N=719

Table 44: Question D6

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=14
Asian, Asian Indian or Pacific Islander	4%	N=29
Black or African American	4%	N=26
White or Caucasian	92%	N=666
Other	2%	N=16

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

Table 45: Question D7

Which category contains your age?	Percent of respondents	Number
18-24	5%	N=39
25-34	20%	N=145
35-44	16%	N=121
45-54	21%	N=155
55-64	14%	N=105
65-74	13%	N=97
75 +	10%	N=71
Total	100%	N=733

Table 46: Question D8

What is your gender?	Percent of respondents	Number
Female	51%	N=372
Male	48%	N=353
Prefer to self-describe	1%	N=4
Total	100%	N=730

Table 47: 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	21%	N=95	19%	N=90	12%	N=54	3%	N=14	0%	N=2	45%	N=210	100%	N=464
Adults under age 65 years	19%	N=111	52%	N=295	13%	N=76	5%	N=31	2%	N=9	9%	N=49	100%	N=572
Adults age 65 years and over	20%	N=87	18%	N=76	7%	N=31	2%	N=10	0%	N=0	53%	N=226	100%	N=430

Table 48: Question D10

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	6%	N=44
\$25,000-\$49,999	14%	N=96
\$50,000-\$74,999	14%	N=100
\$75,000-\$99,999	13%	N=89
\$100,000-\$124,999	18%	N=121
\$125,000-\$149,999	8%	N=55
\$150,000-\$199,999	15%	N=103
\$200,000 or more	12%	N=82
Total	100%	N=690

Table 49: Commissioner District

Commissioner District	Percent of respondents	Number
District 1	20%	N=150
District 2	19%	N=142
District 3	20%	N=152
District 4	20%	N=151
District 5	20%	N=152
Total	100%	N=748

Appendix B: Verbatim Responses to Survey Questions

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

Question 3: What one thing do you like most about living in Washington County? (other)

- ◆ CAN BE LEFT ALONE.
- ◆ FAIR.
- ◆ For now progress on walking trails through out (state trail access) that allows for access to Ramsey Cty
- ◆ I was born here and never left.
- ◆ It feels like home (the only place I've lived as an adult).
- ◆ MOVING OUT.
- ◆ My faith community
- ◆ RIVER.
- ◆ Ruined Lake Elma! Turning it into Woodbury Yuck!
- ◆ Saint Croix River
- ◆ St Croix River.
- ◆ Taxes are high.
- ◆ Trails
- ◆ Well designed/ planned.

Question 6: What would you say is the most serious issue facing Washington County at this time? (other)

- ◆ balancing development with retention of rural feel residents value
- ◆ Development of retail areas and restaurants too scattered. Maple grove did it right!
- ◆ DO NOT KNOW OR CARE.
- ◆ Don't know.
- ◆ Don't know.
- ◆ Fast-food.
- ◆ Fixing roads & curb that didn't need repair!!
- ◆ Growing problems for senior citizens to access necessities, especially for dental, eyewear & hearing aid needs
- ◆ Homelessness.
- ◆ I am very disappointed in recycling options.
- ◆ I don't know.
- ◆ I'm not informed enough to know.
- ◆ lack of public transportation
- ◆ Lack of yard waste disposal sites in Northern Washington County.
- ◆ Library/ civil activities.
- ◆ Live in Senior Facility so do not know.

- ◆ Munisiple water sewer in some areas
- ◆ NEED MORE PUBLIC TRANS.
- ◆ No real options for public transportation.
- ◆ None of the above are "Serious issues" on a cultural level; supporting healthy (Emotional & Values Morality). Family Life is essential.
- ◆ None seem "serious".
- ◆ None.
- ◆ Not really sure.
- ◆ Outgrowing current buildings.
- ◆ Pedestrian safety rep. crossing streets- with speeds of 60mph.
- ◆ preparing for climate change
- ◆ Probably Greg. [?]. Not sure. Happy with road re-construction on Mckinney & 47 by Holliday streets in Lake Elms. Also the re-construction in Lake Elms & stop light on 5 & L.E. Road.
- ◆ Public transportation past Woodbury. Why doesn't metro transit stop @ Park N Ride on Hwy. 95 & I94? Not sure why Woodbury has wonderful bike trails throughout city but still water doesn't. Stage coach was just redone w/out any bike/running path??? Peculiar considering the amount of use by bikers.
- ◆ Public transportation.
- ◆ Public transportation.
- ◆ Sheriff Department.
- ◆ Sprawl- lack of downtown/ center.
- ◆ TOO MANY COUNTY OFFICES.
- ◆ Too much govnt. involvement (building codes/ taxes).
- ◆ Transportation getting when you have to go without a car.
- ◆ Unknown- new resident.
- ◆ VERY LITTLE CONCERN FOR ANY OF THESE EXCEPT FOR NEEDING EMT'S AND POLICE TO GET UP OFF FLOOR. WE HAVE BEEN ABLE TO LIVE INDEPENDENTLY.
- ◆ White Bear Lake zebra mussels & H2O level.

Question 20: How important, if at all, is it for each of the following park activities and services to be provided by Washington County? (other)

Response	Importance rating
ACCESS TO LAKES & RIVERS.	1 – Essential
ATV ROUTES/ SCENIC IN NATURE- NOT FAST BUT ENJOYABLE.	1 – Essential
B.K. trail expansion & toilets.	1 – Essential
bikable paths and roadways are critical	1 – Essential
Bike riders need to stay off roads. There are plenty of bike trails. They are becoming a danger to drivers. Especially on windy curving 2 lane rural roads!!!	1 – Essential
Climate change architecture.	1 – Essential
County Parks that allow one to hike with one's dog!	1 – Essential

Cross County Ski Trails- please add snow making at lake Elmo Regional Park.	1 – Essential
Cross County Ski Trails.	1 – Essential
Dog parks.	1 – Essential
Dog parks.	1 – Essential
Dont Know	1 – Essential
Don't know	1 – Essential
Environmental education.	1 – Essential
farmers markets summer and plowed/salted trails during winter	1 – Essential
More trails- paths.	1 – Essential
Park reserve cross country ski access.	1 – Essential
Pay you librarians better.	1 – Essential
Safety in parks.	1 – Essential
School outreach.	1 – Essential
Snowmobile trail access.	1 – Essential
STOCKING FISH IN LOCAL LAKES.	1 – Essential
Summer camps & adult family retreats, retreats need off road ATV/UTV systems.	1 – Essential
Teaching & valuing conservation and care of environment.	1 – Essential
TRANSPORTATION FOR SENIORS.	1 – Essential
Was not clear what the other was for. No other information in the question	1 – Essential
Water management.	1 – Essential
We should retain portions of (A) nature intact- without use of motor vehicle, 4 wheel vehicles or mountain bike keep some trails unpaired so the real nature experience is available. (B) What is being done to control trash & congestion now and in future? (in our planet.)	1 – Essential
Affordability.	2 – Very important
CAMP SITES- HIKING TRAILS.	2 – Very important
Camping overnight.	2 – Very important
Common sense classes everyday living.	2 – Very important
Community days- i.e. Ottoberg Park in summer.	2 – Very important
Hiking trails.	2 – Very important
Info. about parks, mans, facilities, etc.	2 – Very important
Safety & parks.	2 – Very important

Swim programs, beach access.	2 – Very important
Swimming and dogs beaches.	2 – Very important
Volunteer programs & ways to give back and invest in the community we live in.	2 – Very important
4x4 trails needed.	3 – Somewhat important
Full service indoor shelters w/ kitchen.	3 – Somewhat important
Programs for seniors.	3 – Somewhat important
A bike trail around WBL.	No importance rating given
Access to trails, parking, bathrooms.	No importance rating given
All of the above should be self supporting.	No importance rating given
ATV trails.	No importance rating given
Cleanliness.	No importance rating given
DOG PARK- ENHANCEMENT.	No importance rating given
Don't believe it's necessary to waste time completing this mostly applies to families w/ children. One other thing that should be corrected & that is seniors are out voted at school function when parents cannot vote them.	No importance rating given
Dont Know	No importance rating given
Don't know	No importance rating given
Don't use.	No importance rating given
Don't wreck anymore of Cottage Grove Parks because of Woodbury's watershed, i.e., Ravine Park used to be great, it sucks now!	No importance rating given
Get volunteers to help service areas not paid employees.	No importance rating given
Hiking trails.	No importance rating given
More events for senior or people with disabilities.	No importance rating given
Night in the park (movie, food, trucks, etc.).	No importance rating given

Outdoor programs such as horseshoes, bocce ball, etc. to use parks.	No importance rating given
Park permit discount for disabled. State Park is 50% off.	No importance rating given
Pay you librarians better.	No importance rating given
Protect more of our nature- stop building so much!	No importance rating given
PROVIDING BENCHES AND GYM EQUIPMENT LIKE AT LAKE ELMO AND BIG MARINE FOR FAMILIES!	No importance rating given
PUBLIC ACCESS TO RIVERS & LAKES.	No importance rating given
Public transportation to metro.	No importance rating given
Public transportation to metro.	No importance rating given
Reduce taxes for this portion.	No importance rating given
Venues to host community events.	No importance rating given
Ways for citizens to do "out part" observant of recycling	No importance rating given

Question 22: Why haven't you visited a regional park or trail, or visited more often? (other)

- ◆ 1000 75.
- ◆ 81 yrs. old seen & sent her.
- ◆ Access/ disabled.
- ◆ AGE RESTRICTIONS.
- ◆ ATV/UTV- no systems so we need to go out of town.
- ◆ Bad weather.
- ◆ Bike trails shared with walking persons.
- ◆ Busy working!
- ◆ Cannot camp with my dog.
- ◆ Can't bring my dog camping at Lake Elmo
- ◆ Can't go every day, must work.
- ◆ Can't really walk for.
- ◆ Closed.
- ◆ DO NOT CARE.
- ◆ Dogs not allowed.
- ◆ Don't care to go.
- ◆ Don't drive age 82.

- ◆ Don't like to go alone.
- ◆ DON'T NEED IT.
- ◆ DON'T NEED IT.
- ◆ Don't want to go.
- ◆ Elderly.
- ◆ Elderly.
- ◆ Fear of things getting stolen from my vehicle.
- ◆ Good trails and parks in the city of Woodbury.
- ◆ Handicapped- Hard Walking.
- ◆ Handicapped.
- ◆ Have a place up north. We are at from mid-May to October.
- ◆ Have not got the opportunity.
- ◆ HEALTH ISSUE- SPOUSE.
- ◆ Health issues.
- ◆ Health issues.
- ◆ Health, not out door person.
- ◆ Health.
- ◆ Health.
- ◆ I chain walking paths where I live.
- ◆ I LIVED HERE FOR ALMOST 50 YRS. BETWEEN 6 GREAT PARKS.
- ◆ I'm handicap & do not get out.
- ◆ Injured knee.
- ◆ Just have other things to do.
- ◆ Just housing to do something else.
- ◆ Just moved here.
- ◆ Know reasons to go there.
- ◆ Lack of snow.
- ◆ Lack of time.
- ◆ LAZY.
- ◆ LAZY.
- ◆ LOCAL PARK UNDER CONSTRUCTION.
- ◆ Located near city park.
- ◆ Location- commute time.
- ◆ Mobility issues.
- ◆ MOBILITY.
- ◆ More dog parks.
- ◆ My own health concern.
- ◆ Need fishing docks better fishing docks.
- ◆ New Resident.
- ◆ No dogs in campgrounds. Very unusual.
- ◆ No longer go to Ravine Park!
- ◆ NO SNOW.
- ◆ NO TIME.

- ◆ No young children.
- ◆ Not enough to do w/ small child.
- ◆ Not interested.
- ◆ Not interested.
- ◆ Not interested.
- ◆ Not much of an outdoor activity family.
- ◆ not very close
- ◆ Other interests.
- ◆ Other owlery.
- ◆ Own lake perfect with trails near.
- ◆ People are very aggressive about pay attention to rules.
- ◆ Physically unable.
- ◆ POOR ACCESS TO RIVER & LAKES.
- ◆ Public launch limited fox boats.
- ◆ So old.
- ◆ Some routes are avoided due to excessive dog waste on trails.
- ◆ Someone to go with.
- ◆ The activity we like is not offered in WA CTY. so we travel to other locations such as Wiscor.
- ◆ Time issues.
- ◆ To old & fragile.
- ◆ Too old now.
- ◆ Too old to.
- ◆ TOO OLD.
- ◆ TOO OLD.
- ◆ Visit local parks.
- ◆ WE HAVE LAKE PROPERTY WE VISIT REGULARLY.
- ◆ We have only been here 6 mos.

**Question 23: What activities would you like expanded or added to the county's parks?
(other)**

- ◆ ?
- ◆ 4 wheel rec. vehicle trail.
- ◆ Ability to rent at a low cost, outdoor things like skis classes to show us what to do.
- ◆ ALL F ABOVE!
- ◆ All is good.
- ◆ Allow dogs in campgrounds.
- ◆ Allow dogs in country parks.
- ◆ Areas for camping with dogs and dog areas.
- ◆ ATV Trails expanded there are very few!
- ◆ ATV Trials there are NONE!
- ◆ Better more fishing.
- ◆ BETTER WINTER MAINTAINING OF PATHS.
- ◆ Camper Cabins Yurt .

- ◆ Community pool
- ◆ Cross Country Ski trails.
- ◆ Cross Country trails.
- ◆ Doing fine.
- ◆ DON'T CARE.
- ◆ Don't care.
- ◆ Don't get time to use.
- ◆ Don't know maybe picnic shelters.
- ◆ Don't know.
- ◆ Fishing piers.
- ◆ Get more young people involved.
- ◆ GRATER BOAT LAUNCH PARKING SPACES.
- ◆ GUIDED EDUCATIONAL WALKS.
- ◆ Gun ranges.
- ◆ GYM & CLIMBING EQUIPMENT FOR CHILDREN.
- ◆ Horse trails- horse camping campgrounds and SUP'S. This county in MN has the highest horse population.
- ◆ Horse trails.
- ◆ Horseback riding & Driving.
- ◆ Horseback riding.
- ◆ HUNTING- ARCHERY ONLY.
- ◆ Hunting opportunities.
- ◆ I'm 83- I don't care to use any.
- ◆ Interactive Education/ Community Cleanup.
- ◆ Just too old.
- ◆ Keep parks- native area, as nature not for motorized vehicles or games.
- ◆ Lifeguards @ City beach & dog park.
- ◆ Maintain paved surface trails better,
- ◆ Make more free service like Lebanon Hills in Dakota County.
- ◆ MAYBE JUST SOME MORE PARK [?].
- ◆ More archery shooting areas.
- ◆ More horse trails.
- ◆ More parks just for walking.
- ◆ More sidewalks esp. on 120 & 10th St.
- ◆ Motorized sports- walking is difficult in older life... We love ATVs/UTVs in the woods for bird seeing exploring nature!
- ◆ Motorized sports/access & access to camps- rustic & now rustic.
- ◆ Movie nights with vendors.
- ◆ MT. BIKE TRAILS.
- ◆ N/A.
- ◆ No idea.
- ◆ No interest.
- ◆ None
- ◆ None of the above.

- ◆ None of the above.
- ◆ NONE.
- ◆ Nordic Walking Poles for loan or rent.
- ◆ Not applicable.
- ◆ Nothing
- ◆ OM Trails.
- ◆ Pickle ball.
- ◆ Picnic tables located within a regional parks. To have a quiet lunch in the middle of the park.
- ◆ Playground equipment.
- ◆ PUBLIC BOAT RAMPS FOR RIVER & LAKES.
- ◆ senior pricing
- ◆ Snowshoe rental, informational programs.
- ◆ Snowshoe rental/ classes in more parks.
- ◆ Snowshoeing.
- ◆ soccer fields, basketball and tennis courts, nature trails such that of Maplewood
- ◆ Swimming pool outside.
- ◆ They are great.
- ◆ Too much is spent on this.
- ◆ TOO OLD TO DO THESE, BUT THINK IT'S GOOD FOR OTHERS.
- ◆ Water park in S. Wash. Cty. area.
- ◆ We don't need any more way to spend for dollars.
- ◆ X Country skiing/ snowshoeing.
- ◆ X COUNTY SKI TRAILS.
- ◆ XC-Ski Trails.

Question d8: What is your gender? (Prefer to self-describe:)

- ◆ Gender doesn't matter. What is this? 1951?
- ◆ I have an x chromosome & a Y chromosome.
- ◆ Just stop!!! Ughhghgg!!
- ◆ NINJA.
- ◆ NOT IMPORTANT.
- ◆ WRONG!!

Appendix C: Survey Results by Commissioner District

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “very familiar” or “somewhat familiar” with an item. No tests of statistical significance were performed; in general, differences greater than 6 points on the 100-point scale can be considered statistically different, while differences of 11 percentage points or more can be considered statistically significant, given the average number of respondents per District (about 150).

Table 50: 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?	79	79	78	74	83	79

Table 51: 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	75	75	76	69	78	75
Employment opportunities	58	53	54	51	60	55
Washington County as a place to retire	63	63	60	54	66	61
Openness and acceptance toward people of diverse backgrounds	55	61	52	56	63	57
Availability of affordable housing	48	51	38	45	45	45
Rural character and natural environment	72	65	70	61	60	66
Sense of community	62	57	62	54	60	59
Ease of travel by car	70	78	69	66	70	71
Bike and pedestrian transportation options	57	56	58	55	63	58
Public transportation options (bus, rail, etc.)	36	44	27	35	36	35
Overall feeling of safety in Washington County	70	70	73	69	78	72
Overall image or reputation of Washington County	72	75	71	65	76	72

Table 52: 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)	73	69	76	72	77	73
From violent crimes (e.g., rape, assault, domestic violence, robbery)	84	81	86	84	86	84
From illegal drug activity (e.g., manufacturing or selling drugs)	72	71	72	72	78	73
From drunk drivers on roads in the county	58	59	59	62	70	62
From distracted drivers on roads in the county	49	45	43	49	50	47
From being injured while biking or walking along roads in the county	57	62	56	63	68	61
From identity theft (e.g., fraud, scams, credit card theft)	59	56	56	63	63	60
From human trafficking	80	77	81	74	78	78
In your neighborhood	81	81	87	85	85	84
In Washington County regional parks or trails	78	72	79	75	76	76
In county government buildings (e.g., County Government Center, libraries)	86	86	89	87	90	88

Table 53: 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	36	44	35	37	28	36
Taxes	45	47	43	49	49	47
Traffic safety	36	34	40	35	33	36
Traffic congestion	35	43	43	40	45	41
Poverty	32	40	39	37	21	34
Homelessness	27	32	32	23	15	26
Affordability of housing	39	47	56	48	48	48
Availability of livable wage jobs	38	51	47	52	35	44
Access to public transit in Washington County	51	53	63	56	49	54
Transportation options in Washington County	48	50	62	51	48	52

Table 54: 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	53	51	45	52	48	50
Suicide/attempted suicide	44	56	48	48	47	48
Underage alcohol use	50	54	51	51	48	50
Alcohol abuse among adults	49	54	51	47	44	49
Illegal drug use	51	60	54	51	48	52
Abuse of prescribed medications	56	62	55	50	51	54
Tobacco use	42	51	46	43	38	44
Electronic cigarettes/vaping	53	67	57	50	57	56
Overweight children	54	67	57	58	56	58
Overweight adults	57	70	59	62	57	61
Heart disease	50	60	50	49	53	52
Spread of infectious diseases	41	41	37	38	35	38
Abuse and neglect of children	44	55	43	46	37	45
Abuse and neglect of seniors	46	56	46	50	41	47
Domestic violence	48	56	52	44	42	48
The health and support of seniors	50	57	47	47	45	49
The health and support of people with disabilities	48	56	50	46	45	49
Lack of access to parks and open space	21	22	18	22	19	20
Depression/Anxiety	50	59	51	48	57	52
Loneliness	40	51	46	43	49	45

Table 55: 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	34	42	36	47	48	41
Quality of outdoor air	29	34	29	41	28	32
Safety of food in public establishments	27	28	26	32	24	27
Proper disposal of garbage	34	32	34	34	24	31
Quality of drinking water	44	62	55	67	57	57
Quality of water in lakes and streams	53	65	56	63	50	57
Quantity of useable water supply	45	54	45	56	51	50
Climate change	47	55	56	50	49	51
Energy use	45	53	51	49	46	49
Lack of recycling	36	52	41	39	32	40

Table 56: 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	86	77	84	74	83	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	83	82	85	76	83	82
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	80	84	82	75	79	80
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	65	61	57	62	65	62
911 dispatch services	74	78	82	71	83	77
Sheriff services	77	73	81	72	81	77
Employment support/Workforce Center services	65	69	60	54	75	64
Recycling and drop-off services at the Environmental Center	66	72	74	75	80	74
Snow and ice removal on County roads	62	60	69	60	68	64
Records, vital statistics, licensing, and vehicle registration	66	60	59	67	60	62
Disaster preparedness	68	54	69	58	74	64
Services provided to veterans	64	58	68	43	64	58
Services provided to older adults	59	61	60	55	64	59
Protecting children and vulnerable adults	60	63	62	55	64	60
Mental and chemical health services	58	42	55	57	65	55
Overall quality of services provided by Washington County	67	64	67	59	71	66

Appendix D: Survey Results by Respondent Characteristics

Understanding the Tables

For most of the questions, for ease of comparison, responses have been condensed to show only the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “very familiar” or “somewhat familiar” with an item.

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

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

For example, in Table 57 on the next page, respondents who were ages 35 to 54 years old or 55+ years old (designated as Columns B and C) gave higher ratings to the overall quality of life in Washington County than did those who were 18-34 years old (designated as Column A), indicated by the “A” found in the cells for respondents age 35 to 54 and 55 or older. However, the differences between those age 35 to 54 years and those 55 and older were not significant, as there is no letter B or C in those cells. In that same table, differences between males and females were not statistically significant, as there is no letter in either cell.

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

Survey Results by Age and Gender of Respondent

Table 57: Ratings of Overall Quality of Life by Respondent Characteristics

	Age			Gender		Overall
	18-34 years old	35-54 years old	55+ years old	Female	Male	
	(A)	(B)	(C)	(A)	(B)	(A)
How would you rate the overall quality of life in Washington County?	73	80 A	81 A	79	79	79

Table 58: Ratings of Community Characteristics by Respondent Characteristics

Please rate each of the following characteristics of Washington County.	Age			Gender		Overall
	18-34 years old	35-54 years old	55+ years old	Female	Male	
	(A)	(B)	(C)	(A)	(B)	(A)
Outdoor recreational opportunities	72	77 A	75	75	74	75
Employment opportunities	53	56	56	51	59 A	55
Washington County as a place to retire	61	61	61	59	64 A	61
Openness and acceptance toward people of diverse backgrounds	54	59	58	52	62 A	57
Availability of affordable housing	44	48	43	41	49 A	45
Rural character and natural environment	62	68 A	66	67	64	66
Sense of community	59	59	60	59	60	59
Ease of travel by car	72	71	69	70	71	71
Bike and pedestrian transportation options	54	60	59	56	60	58
Public transportation options (bus, rail, etc.)	44 B C	33	32	36	35	35
Overall feeling of safety in Washington County	75 C	73	70	71	74 A	72
Overall image or reputation of Washington County	72	71	72	71	73	72

Table 59: Ratings of Safety by Respondent Characteristics

Please rate how safe or unsafe you feel in Washington County.	Age			Gender		Overall
	18-34 years old	35-54 years old	55+ years old	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
From property crimes (e.g., burglary, theft)	72	72	76 A B	73	74	73
From violent crimes (e.g., rape, assault, domestic violence, robbery)	88 B C	84	82	83	86 A	84
From illegal drug activity (e.g., manufacturing or selling drugs)	73	72	74	73	73	73
From drunk drivers on roads in the county	61	62	63	60	64 A	62
From distracted drivers on roads in the county	48	47	47	47	47	47
From being injured while biking or walking along roads in the county	63	60	61	60	63	61
From identity theft (e.g., fraud, scams, credit card theft)	67 B C	59	56	59	60	60
From human trafficking	83 B C	78	74	75	82 A	78
In your neighborhood	86 C	84	82	82	86 A	84
In Washington County regional parks or trails	78	76	75	74	78 A	76
In Washington County regional parks or trails	78	76	75	74	78 A	76

Table 60: Ratings of Problems by Respondent Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Age			Gender		Overall
	18-34 years old	35-54 years old	55+ years old	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Crime	30	36 A	38 A	39 B	32	36
Taxes	41	44	53 A B	47	46	47
Traffic safety	31	35	38 A	38 B	32	36
Traffic congestion	39	42	41	43 B	38	41
Poverty	33	31	37 B	38 B	30	34
Homelessness	22	25	30 A	30 B	21	26
Affordability of housing	49	43	52 B	53 B	42	48
Availability of livable wage jobs	43	42	48	50 B	39	44
Access to public transit in Washington County	45	53 A	61 A B	58 B	50	54
Transportation options in Washington County	40	51 A	60 A B	58 B	45	52

Table 61: Ratings of Health Concerns by Respondent Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Age			Gender		Overall (A)
	18-34 years old	35-54 years old	55+ years old	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Bullying	53	47	49	58 B	41	50
Suicide/attempted suicide	49	46	50	57 B	39	48
Underage alcohol use	46	49	56 A B	57 B	44	50
Alcohol abuse among adults	49	43	55 A B	53 B	44	49
Illegal drug use	46	50	60 A B	57 B	48	52
Abuse of prescribed medications	54	50	60 B	60 B	49	54
Tobacco use	38	41	51 A B	49 B	39	44
Electronic cigarettes/vaping	50	58 A	60 A	62 B	50	56
Overweight children	57	54	63 A B	59	56	58
Overweight adults	58	58	65 A B	63	58	61
Heart disease	45	50	59 A B	54	49	52
Spread of infectious diseases	31	34	49 A B	42 B	34	38
Abuse and neglect of children	39	40	54 A B	48 B	40	45
Abuse and neglect of seniors	45	43	53 A B	50 B	44	47
Domestic violence	43	44	56 A B	52 B	43	48
The health and support of seniors	43	43	57 A B	51 B	45	49
The health and support of people with disabilities	48	45	52 B	52 B	44	49
Lack of access to parks and open space	14	20 A	25 A	22	19	20

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Age			Gender		Overall
	18-34 years old	35-54 years old	55+ years old	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Loneliness	41	43	50 A B	52 B	37	45

Table 62: Ratings of Environmental Concerns by Respondent Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Age			Gender		Overall
	18-34 years old	35-54 years old	55+ years old	Female	Male	(A)
	(A)	(B)	(C)	(A)	(B)	
Exposure to radon	36	42	43	44	38	41
Quality of outdoor air	24	34 A	36 A	35 B	29	32
Safety of food in public establishments	20	23	36 A B	29 B	25	27
Proper disposal of garbage	31	28	36 B	36 B	26	31
Quality of drinking water	50	62 A	57	60 B	54	57
Quality of water in lakes and streams	54	57	60	62 B	52	57
Quantity of useable water supply	43	51 A	53 A	55 B	44	50
Climate change	52	49	53	57 B	46	51
Energy use	48	50	48	54 B	43	49
Lack of recycling	47 B C	37	38	47 B	33	40

Table 63: Ratings of County Services by Respondent Characteristics

Please rate the quality of each of the following services provided by Washington County.	Age			Gender		Overall (A)
	18-34 years old	35-54 years old	55+ years old	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
County libraries	77	82 A	82 A	80	82	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	79	84 A	82	83	81	82
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	79	81	79	80	79	80
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	60	63	63	61	63	62
911 dispatch services	74	76	79	77	78	77
Sheriff services	73	77	79 A	75	78	77
Employment support/Workforce Center services	64	64	64	63	65	64
Recycling and drop-off services at the Environmental Center	74	72	75	73	74	74
Snow and ice removal on County roads	57	64 A	68 A B	60	67 A	64
Records, vital statistics, licensing, and vehicle registration	59	63	64 A	62	63	62
Disaster preparedness	60	63	69 A	61	68 A	64
Services provided to veterans	56	58	60	61	56	58
Services provided to older adults	66 C	61	56	58	62	59
Protecting children and vulnerable adults	60	61	60	56	65 A	60
Mental and chemical health services	50	58 A	57	48	64 A	55
Overall quality of services provided by Washington County	63	66	67	63	68 A	66

Survey Results by Annual Household Income and Length of Residency

Table 64: Ratings of Overall Quality of Life by Respondent Characteristics

	Length of residency			Annual household income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
How would you rate the overall quality of life in Washington County?	75	81 A	80 A	73	77	81 A B	79

Table 65: Ratings of Community Characteristics by Respondent Characteristics

Please rate each of the following characteristics of Washington County.	Length of residency			Annual household income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Outdoor recreational opportunities	73	79	74	69	73	77 A	75
Employment opportunities	53	64 A C	55	51	56	56	55
Washington County as a place to retire	61	66	60	59	64	60	61
Openness and acceptance toward people of diverse backgrounds	55	54	59	50	62 A C	57 A	57
Availability of affordable housing	43	45	46	40	41	49 A B	45
Rural character and natural environment	66	69	65	65	62	68 B	66
Sense of community	62	62	58	58	58	61	59
Ease of travel by car	67	72	72 A	69	71	71	71
Bike and pedestrian transportation options	53	60	60 A	57	55	60	58
Public transportation options (bus, rail, etc.)	35 B	26	37 B	37	39 C	33	35
Overall feeling of safety in Washington County	72	77	72	65	72 A	75 A	72
Overall image or reputation of Washington County	72	77 C	71	70	72	73	72

Table 66: Ratings of Safety by Respondent Characteristics

Please rate how safe or unsafe you feel in Washington County.	Length of residency			Annual household income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
From property crimes (e.g., burglary, theft)	76	75	72	71	73	75 A	73
From violent crimes (e.g., rape, assault, domestic violence, robbery)	85	83	84	83	80	87 A B	84
From illegal drug activity (e.g., manufacturing or selling drugs)	77 C	75	71	68	73	75 A	73
From drunk drivers on roads in the county	61	68 A C	61	53	62 A	65 A	62
From distracted drivers on roads in the county	50 C	54 C	45	43	45	51 A B	47
From being injured while biking or walking along roads in the county	64	64	60	60	61	63	61
From identity theft (e.g., fraud, scams, credit card theft)	62	62	58	53	55	64 A B	60
From human trafficking	80	82	77	77	75	81 B	78
In your neighborhood	83	84	84	77	83 A	87 A	84
In Washington County regional parks or trails	78	80 C	75	77	73	78 B	76
In Washington County regional parks or trails	78	80 C	75	77	73	78 B	76

Table 67: Ratings of Problems by Respondent Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Length of residency			Annual household income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Crime	34	31	37 B	40 C	38 C	32	36
Taxes	40	45	49 A	48	52 C	44	47
Traffic safety	34	33	36	38	38 C	33	36
Traffic congestion	45 B C	36	40	45	39	40	41
Poverty	34	33	34	45 B C	35 C	30	34
Homelessness	26	32	24	43 B C	28 C	19	26
Affordability of housing	49	49	47	60 B C	51 C	42	48
Availability of livable wage jobs	49	43	43	57 B C	44	40	44
Access to public transit in Washington County	56	58	53	61 C	52	52	54
Transportation options in Washington County	53	56	51	63 B C	50	48	52

Table 68: Ratings of Health Concerns by Respondent Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Length of residency			Annual household income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	(A)
Bullying	54 C	50	48	53	52	47	50
Suicide/attempted suicide	49	49	48	57 C	54 C	43	48
Underage alcohol use	47	48	52	54 C	53 C	47	50
Alcohol abuse among adults	48	45	50	59 C	52 C	44	49
Illegal drug use	48	48	55 A	55	56	50	52
Abuse of prescribed medications	50	54	56	64 B C	55	52	54
Tobacco use	39	45	45 A	49 C	46	41	44
Electronic cigarettes/vaping	49	52	59 A	58	59	54	56
Overweight children	52	56	60 A	56	59	58	58
Overweight adults	55	60	63 A	58	62	61	61
Heart disease	51	53	52	56	54	50	52
Spread of infectious diseases	36	39	39	40	43 C	35	38
Abuse and neglect of children	41	45	46	48 C	51 C	41	45
Abuse and neglect of seniors	43	51	48	55 C	51 C	43	47
Domestic violence	46	48	48	57 C	51 C	42	48
The health and support of seniors	47	49	49	56 C	51 C	44	49
The health and support of people with disabilities	45	52	49	59 B C	51 C	42	49
Lack of access to parks and open space	18	22	21	20	27 A C	17	20
Loneliness	44	49	45	47	54 C	40	45

Table 69: Ratings of Environmental Concerns by Respondent Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Length of residency			Annual household income			Overall
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	(A)
	(A)	(B)	(C)	(A)	(B)	(C)	
Exposure to radon	43	44	40	35	45 A	41	41
Quality of outdoor air	31	31	33	29	39 A C	30	32
Safety of food in public establishments	25	25	29	31 C	33 C	23	27
Proper disposal of garbage	32	28	32	38 C	34 C	27	31
Quality of drinking water	59	54	57	55	63 C	55	57
Quality of water in lakes and streams	59	57	57	63 C	60 C	54	57
Quantity of useable water supply	53	47	49	46	56 A C	48	50
Climate change	55 C	58	48	56	49	51	51
Energy use	56 C	51	45	51	46	50	49
Lack of recycling	47 C	38	37	48 C	42	36	40

Table 70: Ratings of County Services by Respondent Characteristics

Please rate the quality of each of the following services provided by Washington County.	Length of residency			Annual household income			Overall (A)
	5 years or less	6 to 10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
County libraries	76	84 A	82 A	81	82	81	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	76	88 A C	83 A	80	79	83 B	82
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	78	83	80	79	79	80	80
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	62	65	62	57	63 A	63 A	62
911 dispatch services	76	76	78	78	77	78	77
Sheriff services	77	78	77	76	76	77	77
Employment support/Workforce Center services	64	73 C	63	58	67 A	66 A	64
Recycling and drop-off services at the Environmental Center	69	71	76 A	71	71	76	74
Snow and ice removal on County roads	60	71 A C	64	61	62	65	64
Records, vital statistics, licensing, and vehicle registration	58	69 A	63	59	65 A	63	62
Disaster preparedness	73 C	72 C	61	59	66	65	64
Services provided to veterans	66 C	66	55	66 B C	56	55	58
Services provided to older adults	66 C	67 C	57	56	60	62	59
Protecting children and vulnerable adults	61	79 A C	58	60	61	61	60
Mental and chemical health services	53	75 A C	53	47	58 A	57 A	55
Overall quality of services provided by Washington County	65	71 A C	65	61	66 A	67 A	66

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

Table 71: Ratings of Overall Quality of Life by Respondent Characteristics

	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	
	(A)	(B)	(A)	(B)	(A)
How would you rate the overall quality of life in Washington County?	73	80 A	80 B	76	79

Table 72: Ratings of Community Characteristics by Respondent Characteristics

Please rate each of the following characteristics of Washington County.	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	
	(A)	(B)	(A)	(B)	(A)
Outdoor recreational opportunities	70	75 A	75	74	75
Employment opportunities	51	56	55	57	55
Washington County as a place to retire	61	61	61	62	61
Openness and acceptance toward people of diverse backgrounds	50	59 A	58	56	57
Availability of affordable housing	37	47 A	46	44	45
Rural character and natural environment	63	66	66	65	66
Sense of community	58	59	59	60	59
Ease of travel by car	67	71	70	72	71
Bike and pedestrian transportation options	51	60 A	58	59	58
Public transportation options (bus, rail, etc.)	39	34	33	40 A	35
Overall feeling of safety in Washington County	69	73	72	72	72
Overall image or reputation of Washington County	74	71	70	75 A	72

Table 73: Ratings of Safety by Respondent Characteristics

Please rate how safe or unsafe you feel in Washington County.	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	
	(A)	(B)	(A)	(B)	(A)
From property crimes (e.g., burglary, theft)	71	74	74	71	73
From violent crimes (e.g., rape, assault, domestic violence, robbery)	80	85 A	84	84	84
From illegal drug activity (e.g., manufacturing or selling drugs)	70	74	73	72	73
From drunk drivers on roads in the county	54	63 A	63 B	58	62
From distracted drivers on roads in the county	44	48	48	46	47
From being injured while biking or walking along roads in the county	61	62	60	64	61
From identity theft (e.g., fraud, scams, credit card theft)	58	60	60	58	60
From human trafficking	79	78	78	78	78
In your neighborhood	76	85 A	86 B	79	84
In Washington County regional parks or trails	76	76	76	76	76
In Washington County regional parks or trails	76	76	76	76	76

Table 74: Ratings of Problems by Respondent Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	(A)
	(A)	(B)	(A)	(B)	
Crime	40 B	34	35	37	36
Taxes	43	47	49 B	41	47
Traffic safety	39	35	35	36	36
Traffic congestion	50 B	39	39	44	41
Poverty	47 B	31	32	39 A	34
Homelessness	40 B	22	22	34 A	26
Affordability of housing	60 B	45	46	51	48
Availability of livable wage jobs	54 B	42	43	47	44
Access to public transit in Washington County	62 B	52	54	55	54
Transportation options in Washington County	62 B	50	51	55	52

Table 75: Ratings of Health Concerns by Respondent Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	
	(A)	(B)	(A)	(B)	(A)
Bullying	57 B	48	48	55 A	50
Suicide/attempted suicide	59 B	46	46	54 A	48
Underage alcohol use	55	49	49	55 A	50
Alcohol abuse among adults	59 B	47	46	54 A	49
Illegal drug use	54	52	51	55	52
Abuse of prescribed medications	65 B	52	52	60 A	54
Tobacco use	47	43	42	47	44
Electronic cigarettes/vaping	59	55	55	59	56
Overweight children	53	58	59	55	58
Overweight adults	56	61	62 B	56	61
Heart disease	52	51	52	52	52
Spread of infectious diseases	43 B	36	37	40	38
Abuse and neglect of children	50	43	42	49 A	45
Abuse and neglect of seniors	56 B	45	46	50	47
Domestic violence	58 B	45	45	55 A	48
The health and support of seniors	54	47	47	52	49
The health and support of people with disabilities	60 B	46	46	55 A	49
Lack of access to parks and open space	23	19	20	21	20
Loneliness	53 B	43	43	50 A	45

Table 76: Ratings of Environmental Concerns by Respondent Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	
	(A)	(B)	(A)	(B)	(A)
Exposure to radon	38	42	42	39	41
Quality of outdoor air	32	32	33	30	32
Safety of food in public establishments	27	27	28	27	27
Proper disposal of garbage	38 B	30	30	34	31
Quality of drinking water	60	56	58	54	57
Quality of water in lakes and streams	61	56	58	56	57
Quantity of useable water supply	48	50	51	46	50
Climate change	57	50	49	55	51
Energy use	53	48	48	50	49
Lack of recycling	53 B	37	37	47 A	40

Table 77: Ratings of County Services by Respondent Characteristics

Please rate the quality of each of the following services provided by Washington County.	Housing tenure		Housing unit type		Overall
	Rent	Own	Detached SF home	Multi-family home	(A)
	(A)	(B)	(A)	(B)	
County libraries	78	81	80	82	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	79	82	82	82	82
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	76	80	80	80	80
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	56	63 A	62	62	62
911 dispatch services	78	77	76	79	77
Sheriff services	76	77	77	76	77
Employment support/Workforce Center services	58	66	64	65	64
Recycling and drop-off services at the Environmental Center	69	74	74	71	74
Snow and ice removal on County roads	55	66 A	66 B	58	64
Records, vital statistics, licensing, and vehicle registration	59	63	63	60	62
Disaster preparedness	63	65	64	67	64
Services provided to veterans	70 B	56	53	68 A	58
Services provided to older adults	64	59	58	62	59
Protecting children and vulnerable adults	62	60	59	63	60
Mental and chemical health services	48	57 A	57 B	50	55
Overall quality of services provided by Washington County	62	66	66	65	66

Appendix E: Survey Results by Year

For most of the questions, for ease of comparison, responses have been condensed to show only average rating on the 100-point scale across all response options (0=poor and 100=excellent or 0=very unsafe and 100=very safe). Responses are shown where question wording from previous surveys was identical or similar to what was included on the 2019 survey. If the cells for a particular survey year are blank in any given table, that means the question was not asked that year. If the cells within a table contain an “.”, that means that particular item was not asked on that year’s survey. Where differences between years are four points or greater on the 100-point scale, they can be considered statistically significant.

Table 78: Question #1 by Year of Survey

How would you rate your overall quality of life in Washington County?	2001	2006	2008	2013	2016	2019
	73	79	78	77	79	79

Table 79: Question #2 by Year of Survey

Please rate each of the following characteristics of Washington County. Average rating on a 100-point scale; 100=excellent, 0=poor	2001	2006	2008	2013	2016	2019
Outdoor recreational opportunities		.	.	70	72	75
Employment opportunities		.	.	45	50	55
Washington County as a place to retire		.	.	58	60	61
Openness and acceptance toward people of diverse backgrounds		.	.	57	55	57
Availability of affordable housing		46	43	50	47	45
Rural character and natural environment		.	.	69	66	66
Sense of community		.	.	58	59	59
Ease of travel by car		.	.	.	71	71
Bike and pedestrian transportation options		.	.	.	60	58
Public transportation options (bus, rail, etc.)		.	.	.	34	35
Overall feeling of safety in Washington County		.	.	70	71	72
Overall image or reputation of Washington County		.	.	69	71	72

Table 80: Question #3 by Year of Survey

What one thing do you like most about living in Washington County?	2001	2006	2008	2013	2016	2019
Location				25%	29%	25%
Open space/rural				14%	12%	11%
Parks/lakes				7%	6%	8%
People				2%	1%	2%
My neighborhood				13%	12%	13%
Schools				5%	4%	5%
Small town feel				8%	8%	9%
Low taxes				3%	3%	1%
Quality of life in general				21%	24%	27%
Other				3%	1%	1%
Total				100%	100%	100%

Table 81: Question #4 by Year of Survey

Please rate how safe or unsafe you feel in Washington County: Average rating on a 100-point scale; 100=very safe, 0=very unsafe	2001	2006	2008	2013	2016	2019
From property crimes (e.g., burglary, theft)		73	72	72	75	73
From violent crimes (e.g., rape, assault, domestic violence, robbery)		82	78	81	83	84
From illegal drug activity (e.g., manufacturing or selling drugs)		.	.	68	70	73
From drunk drivers on roads in the county		63	63	62	64	62
From distracted drivers on roads in the county		.	.	53	54	47
From being injured while biking or walking along roads in the county		.	.	67	66	61
From identity theft (e.g., fraud, scams, credit card theft)		.	.	60	62	60
From human trafficking		78
In your neighborhood		.	.	79	82	84
In Washington County regional parks or trails		76
In county government buildings (e.g., County Government Center, libraries)		88

Table 82: Question #5 by Year of Survey

Please rate to what degree, if at all, each of the following is a problem in Washington County: Average rating on a 100-point scale; 100=major problem, 0=not a problem	2001	2006	2008	2013	2016	2019
Crime	36	36	32	38	34	36
Taxes	52	52	53	50	48	47
Traffic safety	.	.	.	36	33	36
Traffic congestion	49	49	40	39	36	41
Poverty	28	28	29	34	30	34
Homelessness	.	.	.	24	20	26
Affordability of housing	48
Availability of livable wage jobs	47	44
Access to public transit in Washington County	.	.	.	55	52	54
Transportation options in Washington County	52

Table 83: Question #6 by Year of Survey

What would you say is the most serious issue facing Washington County at this time? (Please select only one.)	2001	2006	2008	2013	2016	2019
Too much growth/development				17%	20%	23%
Not enough growth/development				22%	3%	1%
Property taxes				6%	18%	16%
Schools				8%	9%	6%
Other				0%	5%	3%
Condition of roads				9%	11%	7%
Crime				12%	1%	3%
Affordable housing				11%	10%	11%
Economic development				5%	8%	3%
Jobs				0%	5%	4%
Traffic congestion				8%	6%	11%
Water quality				2%	5%	11%
98				1%	0%	0%
99				1%	1%	0%
Total				100%	100%	100%

Table 84: Question #7 by Year of Survey

Please rate to what degree, if at all, each of the following is a health concern in Washington County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	2001	2006	2008	2013	2016	2019
Bullying		.	.	47	44	50
Suicide/attempted suicide		.	.	40	39	48
Underage alcohol use		56	61	56	53	50
Alcohol abuse among adults		.	.	50	48	49
Illegal drug use		.	.	55	54	52
Abuse of prescribed medications		.	.	47	48	54
Tobacco use		48	44	46	44	44
Electronic cigarettes/vaping		56
Overweight children		51	56	58	52	58
Overweight adults		.	.	59	55	61
Heart disease		52
Spread of infectious diseases		.	.	36	30	38
Abuse and neglect of children		48	41	45	38	45
Abuse and neglect of seniors		.	.	41	36	47
Domestic violence		.	.	48	44	48
The health and support of seniors		51	50	45	42	49
The health and support of people with disabilities		.	.	44	42	49
Lack of access to parks and open space		20
Depression/Anxiety		52
Loneliness		45

Table 85: Question #8 by Year of Survey

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	2001	2006	2008	2013	2016	2019
Exposure to radon		34	32	37	30	41
Quality of outdoor air		37	37	30	28	32
Safety of food in public establishments		36	37	34	28	27
Proper disposal of garbage		40	38	29	23	31
Quality of drinking water		47	54	46	41	57
Quality of water in lakes and streams		53	55	55	48	57
Quantity of useable water supply		.	.	.	40	50
Climate change		51
Energy use		49
Lack of recycling		40

Table 86: Question #9 by Year of Survey

Please rate the quality of each of the following services provided by Washington County. Average rating on a 100-point scale; 100=excellent, 0=poor	2001	2006	2008	2013	2016	2019
County libraries		78	79	81	80	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park		77	77	82	83	82
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail		75	76	78	78	80
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road		54	49	59	63	62
911 dispatch services		.	.	77	77	77
Sheriff services		71	70	74	76	77
Employment support/Workforce Center services		60	52	54	66	64
Recycling and drop-off services at the Environmental Center		.	.	72	73	74
Snow and ice removal on County roads		68	68	59	67	64
Records, vital statistics, licensing, and vehicle registration		73	70	72	72	62
Disaster preparedness		52	55	59	66	64
Services provided to veterans		.	.	58	63	58
Services provided to older adults		62	61	57	61	59
Protecting children and vulnerable adults		.	.	.	61	60
Mental and chemical health services		.	.	.	56	55
Overall quality of services provided by Washington County		.	67	65	66	66

Table 87: Question #10 by Year of Survey

Have you visited, telephoned, or emailed any Washington County government office or official within the last 12 months?	2001	2006	2008	2013	2016	2019
Yes		51%	51%	51%	49%	54%
No		49%	48%	49%	51%	46%
Total		100%	100%	100%	100%	100%

Table 88: Question #11 by Year of Survey

What was your impression of the employee(s)? Average rating on a 100-point scale; 100=excellent, 0=poor	2001	2006	2008	2013	2016	2019
Knowledge		80	76	75	75	77
Responsiveness		77	75	74	72	72
Courtesy		79	80	75	74	76
Overall impression		.	.	73	72	73

Table 89: Question #12 by Year of Survey

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?	2001	2006	2008	2013	2016	2019
Not applicable		23%	25%	15%	17%	21%
Woodbury		40%	41%	45%	45%	40%
Stillwater		22%	25%	29%	25%	27%
Forest Lake		11%	13%	10%	13%	11%
Total		100%	100%	100%	100%	100%

Table 90: Question #13 by Year of Survey

How reasonable or unreasonable did you consider your waiting time for service to be?	2001	2006	2008	2013	2016	2019
Very reasonable		72%	80%	71%	56%	35%
Somewhat reasonable		22%	19%	24%	35%	36%
Somewhat unreasonable		5%	1%	2%	7%	17%
Very unreasonable		1%	0%	2%	3%	13%
Total		100%	100%	100%	100%	100%

Table 91: Question #14 by Year of Survey

Please rate the overall quality of your most recent Washington County License Center experience.	2001	2006	2008	2013	2016	2019
Excellent				56%	46%	31%
Good				36%	41%	46%
Fair				7%	12%	16%
Poor				1%	2%	7%
Total				100%	100%	100%

Table 92: Question #15 by Year of Survey

Please rate the following categories of Washington County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	2001	2006	2008	2013	2016	2019
The job Washington County government does at informing residents	39	59	56	65	60	62
The job Washington County government does at listening to residents	.	51	49	52	51	54
My knowledge of the work of the Washington County Board	.	35	37	38	37	36
The value of services for the taxes paid to Washington County	.	55	49	50	48	49
The job Washington County government does at managing tax dollars	.	53	49	49	45	49
The value of Washington County services to the quality of life in my neighborhood	.	.	.	56	56	59
Supporting the quality of life in Washington County	.	.	.	60	59	60

Table 93: Question #16 by Year of Survey

To what extent do you approve or disapprove of the job the Washington County Board is doing?	2001	2006	2008	2013	2016	2019
Strongly approve		23%	17%	18%	19%	17%
Somewhat approve		71%	71%	71%	66%	70%
Somewhat disapprove		6%	8%	10%	12%	12%
Strongly disapprove		1%	4%	1%	3%	1%
Total		100%	100%	100%	100%	100%

Table 94: Question #17 by Year of Survey

Please rate the extent to which you use each of the following as sources of information about Washington County government, if at all. Percent rating as "major" or "minor source"	2001	2006	2008	2013	2016	2019
Cable access programming		52%	59%	33%	33%	31%
Daily newspapers		77%	79%	67%	63%	52%
Washington County Web site (www.co.washington.mn.us)		60%	67%	68%	74%	70%
Weekly community newspapers		81%	80%	69%	65%	61%
Community meetings		50%	50%	28%	35%	27%
Washington County Newsletter – Staying in Touch		81%	80%	80%	77%	77%
Phone calls to Washington County		.	.	38%	37%	36%
Other online news sources		.	.	50%	55%	61%
Television news broadcasts		.	.	66%	64%	61%
County listservs and other County electronic newsletters		.	.	27%	25%	27%
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)		.	.	25%	44%	55%
Word of mouth (from friends, family, neighbors)		89%

Table 95: Question #18 by Year of Survey

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? Percent "very" or "somewhat likely"	2001	2006	2008	2013	2016	2019
Libraries					85%	82%
Parks and recreational facilities					88%	88%
Information and referral services					76%	75%
Legal information and assistance (tied with) Long-Term Care Consultation					67%	73%
Senior housing/assisted living facilities					69%	73%
Transportation assistance (e.g., to appointments, shopping, etc.)					70%	70%

Table 96: Question #19 by Year of Survey

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? Average rating on a 100-point scale; 100=essential, 0=not at all important	2001	2006	2008	2013	2016	2019
Downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet)				43	47	46
Downloadable audiobooks (e.g., for a smartphone or mp3 player)				39	43	44
Audiovisual materials including audiobooks, music and movies on CD or DVD				40	45	44
Online access to magazines, newspapers and research databases				47	49	49
Access to government information and forms such as tax forms				55	58	60
Free computer and wireless access				55	60	56
Children's programs including "Storytimes"				53	55	56
Adult programs and classes				48	53	55
Staff assistance in-person, by email, phone, social media and online chat				53	59	63
Online job search assistance				48	48	48
Online homework assistance				43	43	43
Meeting and conference room use				39	44	42
Library express, pickup of library materials in automated lockers				32	38	36
Extended library hours				.	46	42
Additional library locations				.	36	32
Technology training and classes				.	.	48
Access to emergent technology (e.g., virtual and augmented reality, robotics, artificial intelligence)				.	.	37

Table 97: Question #20 by Year of Survey

How important, if at all, is it for each of the following park activities and services to be provided by Washington County? Average rating on a 100-point scale; 100=essential, 0=not at all important	2001	2006	2008	2013	2016	2019
Off-road trail system that connects communities, county park system, and other destinations				57	61	60
Protection and management of natural areas such as woodlands, prairies, and wetlands				72	75	81
Renting equipment such as snowshoes, canoes, and bikes				38	44	46
Community events such as Bluegrass Festival and Explore Your Parks Day				47	51	51
Programs for learning about nature and outdoor recreation				52	56	57
Other (please specify)				79	50	68

Appendix F: Survey Results Compared to Other Participating Minnesota Counties

Understanding the Tables

Questions asked by more than one Minnesota County in 2019 are included in the following tables for comparison. Only results from the “scientific survey;” that is, from households that were randomly selected to participate in the survey, are included for Scott and St. Louis Counties. For most of the questions, for ease of comparison, the average rating on the 100-point scale is used. If the cells for a particular County are blank in any given table, that means the question was not asked on that County’s survey. If the cells within a table contain an “.”, that means that particular item was not asked on that County’s survey.

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

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

For example, in Table 98 on the next page, respondents in Dakota County (Column A) gave an average rating of 97 on the 100- point scale to their quality of life, and that cell contains B, C and D. This means that the Dakota County rating is statistically significantly higher than the ratings for Olmsted County (Column B), Scott County (Column C) and St. Louis County (Column D). The cell for the Washington County rating also contains a B, C and D, indicating that the Washington County rating was also higher than Olmsted, Scott and St. Louis. However, differences between Washington and Dakota County were not statistically significant, as the Dakota County cell does not contain an E, nor the Washington County cell an A. Additionally, the differences between ratings in Olmsted, Scott and St. Louis Counties were not statistically significantly different, as none of these cells contains a letter B, C or D.

Table 98: Overall Quality of Life by County

How would you rate your overall quality of life in (this) County? Average rating 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
How would you rate your overall quality of life in (this) County?	97 B C D	90	88	87	95 B C D

Table 99: Overall Quality of Life by County

How would you rate your overall quality of life in (this) County?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Excellent	44% B C D	30%	27%	25%	41% B C D
Good	53%	60%	61% A E	61% A	54%
Fair	3%	10% A E	10% A E	12% A E	5%
Poor	0%	1%	2% A E	1%	0%
Total	100%	100%	100%	100%	100%

Table 100: What Like Best by County

What one thing do you like most about living in {this} County? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Location	36% B E	16%	NA		25% B
Access to Twin Cities	NA	NA	19%		NA
Small town feel	NA	NA	NA		9%
Rural/small town feel	0%	10%	23% B		0%
Rural character	7%	NA	NA		NA
Open space/rural	NA	NA	NA		11%
Open space	3%	4%	NA		NA
Affordability	0%	0%	7%		NA
Parks/lakes	12% B E	6%	10% B		8%
Quality of life in general	23%	37% A E	0%		27%
My neighborhood	9%	10% C	6%		13% C
Schools	6% B	1%	4% B		5% B
Low taxes	2% B	NA	NA		1% B
People	2%	7% A E	NA		2%
Entertainment offerings	NA	NA	5%		NA
Suburban lifestyle	NA	NA	17%		NA
Job opportunities	NA	NA	2%		NA
Other	1%	8% A E	6% A E		1%
Total	100%	100%	100%		100%

Table 101: Quality of Life by County

How would you rate {this} County . . . Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
{This} County as a place to live	95 B D	86	94 B D	84	.
{This} County as a place to raise a family ¹	91 B D	87 D	89 D	79	.
{This} County as a place to work	83 C	84 C	72	.	.
{This} County as a place to retire	71 B C D	53	59 B	56	72 B C D

¹For Scott County, this was "as a place to raise children"

Table 102: Quality of Community Characteristics by County

How would you rate each of the following characteristics as they relate to (this) County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Openness and acceptance toward people of diverse backgrounds ¹	66	66	62	.	64
Employment opportunities ²	67 C D E	71 C D E	56 D	38	60 D
Educational opportunities ³	.	72 C D	41	66 C	.
Availability of affordable housing ⁴	41 B	24	47 A B	.	42 B
Availability of affordable quality child care ⁵	49 B	19	45 B	.	.
Availability of affordable health care	.	47	60 B	.	.
Public transportation options (bus, rail, etc.) ⁶	.	55 C E	42 E	.	33
Sense of community	71	.	.	.	67
Outdoor recreational opportunities ⁷	90 C D	.	82	79	89 C D
Availability of bike and pedestrian transportation options ⁸	76 C E	.	71 E	.	64
Overall image or reputation of (this) County	89 D	.	.	65	87 D

¹For Scott County, this was "Openness and acceptance of the community towards people of diverse backgrounds"

²For Dakota County, this was "Availability of employment opportunities"

³For Scott County, this was "Higher education opportunities for residents"

⁴For Scott County, this was "Availability of housing options for all incomes"

⁵For Olmsted County, this was "Availability of affordable child care"

⁶For Olmsted County, this was "Availability of public transportation options" while for Scott County it was "Regional public transit or bus system":

⁷For St. Louis County, this was "Recreational opportunities"

⁸For Dakota County, this was "Availability of bike and pedestrian transportation options" and for Washington County, it was "Bike and pedestrian transportation options"

Table 103: Feelings of Safety by County

Please rate how safe or unsafe you feel in {this} County. Average rating on a 100-point scale; 100=very safe, 0=very unsafe	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
While in county government buildings ¹	99	98	.	.	98
While in your neighborhood	96	95	97 B	.	96
While using {this} County parks and/or trails ²	94 B	82	.	.	95 B
From property crimes (e.g., burglary, theft)	88 B D	75	.	76	92 B D
From violent crimes (e.g., rape, assault, robbery)	93 B D	80	.	79	98 A B D
From illegal drug activity	78 B D	69 D	.	50	89 A B D
From identity theft (e.g., fraud, scams, credit card theft) ³	65	64	.	.	71 A B
From drunk or impaired drivers on County roads ⁴	.	65 D	.	49	75 B D
From distracted drivers on roads in the county ⁵	.	32	.	33	48 B D

¹For Dakota County, this was "While in County office buildings, libraries, courtrooms, for Olmsted County it was "While in Olmsted County Government buildings" and for Washington County it was "In county government buildings (e.g., County Government Center, libraries)"

²For Washington County, this was "In Washington County regional parks or trails"

³For Dakota County, this was "From electronic crimes (e.g., identity theft, phone scams)"

⁴For St. Louis County, this was "Intoxicated or impaired drivers"

⁵For Olmsted County, this was "From distracted drivers on County roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)" and for St. Louis County it was "Distracted drivers"

Table 104: Problems by County

Please rate to what degree, if at all, each of the following is a problem in {this} County: Average rating on a 100-point scale; 100=major problem, 0=not at all a problem	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Crime	37	49 A E	49 A E	61 A B C E	36
Traffic safety ¹	33	43 A E	43 A E	.	36
Traffic congestion	39	45 A E	55 A B E	.	41
Poverty	34	54 A C E	43 A E	67 A B C E	34
Homelessness	26	53 A C E	32 A E	63 A B C E	26
Availability of livable wage jobs	.	49 E	46	62 B C E	44
Taxes ³	45	65 A D E	67 A D E	55 A E	47
Affordability of housing	.	.	53 E	.	48

¹For Scott County, this was "Highway safety"

²For Olmsted County, this was "Lack of livable wage jobs" and for St. Louis County, it was "Lack of jobs"

³For Olmsted County, this was "High taxes"

Table 105: Most Serious Issue by County

What would you say is the most serious issue facing {this} County at this time? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Crime			9% E		3%
Taxes			33% E		16%
Education/Schools ¹			7%		6%
Condition of roads			4%		7% C
Traffic congestion			17% E		11%
Affordability of housing			16% E		11%
Availability of livable wage jobs			9%		NA
Jobs			NA		4%
Poverty			1%		NA
Homelessness			1%		NA
Aging of the population			2%		NA
Bike and pedestrian safety			1%		NA
Economic development			NA		3%
Too much growth/development			NA		23%
Not enough growth/development			NA		1%
Water quality			NA		11%
Other			NA		3%
Total			100%		100%

¹For Scott County, this was "Education," for Washington County, it was "Schools"

Table 106: Environmental Concerns by County

Please rate to what degree, if at all, each of the following is an environmental concern in (this) County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Exposure to radon		35			41 B
Quality of outdoor air		30			32
Safety of food in public establishments		28			27
Proper disposal of garbage		30			31
Quality of drinking water		34			57 B
Quality of water in lakes and streams		47			57 B
Quantity of useable water supply		33			50 B

Table 107: Health Concerns by County

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Bullying	52	55 E	60 A B E	64 A B C E	50
Depression, anxiety, and other mental illnesses ¹	48	64 A E	.	67 A E	52 A
Social isolation/lack of community connections ²	37	.	44 A	.	45 A
Suicide/attempted suicide	.	53 C E	48	62 B C E	48
Environmental hazards (polluted water, toxic waste)	36	40 A	.	.	.
Tobacco use (including e-cigarettes and chewing tobacco) ³	38	55 A C E	44 A	53 A C E	44 A
Underage alcohol use ⁴	43	54 A E	65 A B E	63 A B E	50 A
Alcohol abuse among adults ⁵	41	54 A E	59 A B E	67 A B C E	49 A
Illegal drug use ⁶	49	66 A E	.	79 A B E	52 A
Abuse of prescribed medications ⁷	49	62 A E	59 A E	73 A B C E	54 A
Health and support of older adults ⁸	45	54 A C E	48	64 A B C E	49
Health and support of people with disabilities ⁹	45	51 A	48	62 A B C E	49
The support of persons with mental health challenges ¹⁰	.	62	61	66 B C	.
Quality of parenting skills of parents of children ages 0-17	46	57 A	.	64 A B	.
The adequacy of school readiness for children	.	48 C	34	.	.
Spread of infectious diseases	37	41 A	.	.	38
Overweight adults	.	62	.	67 B E	61
Overweight children	.	64 E	.	61	58

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Overweight adults and children	54	.	57 A	.	.
Abuse and neglect of older adults	44	53 A E	50 A	61 A B C E	47 A
Abuse and neglect of children	46	57 A C E	51 A E	67 A B C E	45
Domestic violence	.	57 E	54 E	67 B C E	48
Sexually transmitted diseases	.	.	37	46 C	.
Vaping (e-cigarettes)	.	.	.	58	56

¹For Olmsted County, this was “Depression, anxiety, or other mental health challenges,” for St. Louis County it was “Depression and for Washington County it was “Depression/Anxiety”

²For Washington County, this was “Loneliness” and for Dakota County it was “Social isolation”

³For St. Louis County, this was “Tobacco use (smoking, chewing tobacco)” and for Washington County it was “Tobacco use”

⁴ For Scott County, this was “Alcohol and drug use by youth”

⁵For Scott County, this was “Alcohol and drug use by adults”

⁶For Dakota County, this was “Illegal drug use (e.g., heroin, cocaine, methamphetamine)”

⁷For Dakota County, this was “Illegal use of prescribed medications (such as opioids)” and for Olmsted County it was “Illegal use of prescribed medications”

⁸For Olmsted County, this was “The support of older adults”

⁹For Olmsted County, this was “The support of persons with disabilities”

¹⁰For Scott County, this was “Mental illness/mental health issues,” for St. Louis County it was “Availability of mental health services”

¹¹For Dakota County, this was “Abuse and neglect of older adults or vulnerable adults”

Table 108: Ratings of Government Performance by County

Please rate the following categories of County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
The job {this} County government does at informing residents	64 B C D	52 D	60 B D	45	62 B D
The job {this} County government does at listening to residents	55 B C D	44 D	52 B D	40	54 B D
The job {this} County government does at managing tax dollars	54 B C D E	40	44 B D	39	49 B C D
The value of services for the taxes paid to {this} County	57 B C D E	44	45 D	41	49 B C D
My knowledge of the work of the {this} County Board	.	40 E	.	.	36
Generally acting in the best interests of the community	63 B	51	.	.	.
Effectively planning for the future of the county	61 B D	48 D	.	39	.
The value of {this} County services to the quality of life in my neighborhood	62 B C E	54	58 B	.	59 B
Supporting the quality of life in the county	65 E	.	.	.	60
Overall confidence in {this} County government	62 D	.	.	46	.

Table 109: Approval Rating of Board by County

To what extent do you approve or disapprove of the job {this} County Board is doing?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly approve	22% D			13%	17%
Somewhat approve	70% D			63%	70%
Somewhat disapprove	6%			18% A	12% A
Strongly disapprove	2%			7% A E	1%
Total	100%			100%	100%

Table 110: Ratings of County Services by County

Please rate the quality of each of the following services provided by {this} County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Overall quality of services provided by {this} County	68 B C D E	61 D	60 D	48	66 B C D
Condition of County roads ¹	66 B C D E	55 D	56 D	42	62 B C D
Snow and ice removal on County roads	67 B D E	60 D	65 B D	54	64 B D
Recycling and drop-off services ²	74 B C	69 C	64	.	74 B C
County parks and recreation ³	85 B C E	68	72 B	.	82 B C
Land use, planning and zoning ⁴	.	52 D	53 D	46	.
Sheriff services ⁵	70	68	72 B	70	77 A B C D
Records, vital statistics, licensing, and vehicle registration ⁶	63 D	65 D	62 D	53	62 D
Property records (plats, surveys, recording & abstracting) ⁷	.	66	66	.	.
Assessment process/property tax system ⁸	54 B C D	50 D	47 D	42	.
Disaster preparedness and response ⁹	.	63 D	61 D	54	64 D
Services to older adults	52 D	52 D	55 D	47	59 A B D
Services to children and families ¹⁰	.	56 D	.	42	.
Services to veterans	.	51 D	56 D	42	58 B D
Mental health services ¹¹	47	47	50	.	55 A B
Public health services	.	57 D	.	52	.
Protecting vulnerable adults	.	52	57 B	.	.
Protecting children ¹²	56 D	55 D	62 A B D	44	.
Information available on the County website ¹³	63 B D	60 D	63 B D	53	.

Please rate the quality of each of the following services provided by (this) County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
County libraries	85 C E	.	79	.	81
Trails and bikeways ¹⁴	81 C	.	65		80 C
Employment and training services ¹⁵	68 C D	.	58 D	45	64 C D
Services for low income residents ¹⁶	53 D	.	54 D	44	.
Services for people with disabilities	54	.	57	.	.
911 dispatch services	.	.	80	78	77

¹For Dakota County, this was “Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)”; for Olmsted County, it was “Maintenance and repair of County roads”; for Scott County, it was “Surface condition of County roads” for St. Louis County it was “Maintenance of County roads” and for Washington County, it was “Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road”

²For Dakota County, this was “Services at the Recycling Zone”; for Olmsted County, it was “Recycling and drop-off services at the Recycling Center Plus”; for Scott County it was “Recycling and household hazardous waste disposal” and for Washington County, it was “Recycling and drop-off services at the Environmental Center”

³For Dakota County, this was “County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)”; for Olmsted County it was “County parks and recreation”; for Scott County it was “Regional parks” and for Washington County it was “County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park”

⁴For Olmsted County, this was “Land use, planning and zoning, including permitting”; for Scott County it was “Inspections and zoning services” and for St. Louis County it was “Land use services, including building and conditional use permitting:

⁵For Dakota County, this was “Sheriff deputies patrol and park protection services”; for Olmsted County it was “Sheriff’s Office services”; for Scott and St. Louis County it was “Sheriff patrol”

⁶For Olmsted County, this was “Vital records (birth/death/marriage certificates, driver’s licenses)”; for Scott County it was “Birth/death/marriage records, licensing, and vehicle registration” and for St. Louis County it was “Records and vital statistics”

⁷For Scott County, this was “Land records and other property information”

⁸For Scott County, this was “Property assessment and taxpayer services”

⁹For Scott and Washington Counties, this was “Disaster preparedness”

¹⁰For St. Louis County, this was “Services to youth”

¹¹For Dakota County, this was “Services for people experiencing mental illness”; for Olmsted and Washington County, it was “Mental and chemical health services”

¹²For Dakota County, this was “Services that protect neglected or abused children”

¹³For Olmsted County, this was “Accessibility and functionality of County website”; for Scott County, it was “Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)” and for St. Louis County it was “Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)”

¹⁴For Dakota County, this was “Trail and bikeway system like the Mississippi River or Big Rivers trails”; for Scott County this was “Trail and bikeway connectivity” and for Washington County it was “Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail”

¹⁵For Dakota County, this was “Employment support/Workforce Center services”; for St. Louis County, it was “Employment support” and for Washington County it was “Employment support/Workforce Center services”

¹⁶For Dakota County, this was “Financial assistance for low-income families”

Table 111: Support for or Opposition to a Property Tax Increase by 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?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly support	9%		8%		
Somewhat support	42% C		37%		
Somewhat oppose	29%		30%		
Strongly oppose	20%		26% A		
Total	100%		100%		

Table 112: Contact with County Employees by County

Have you visited, telephoned, or emailed any County government office within the last 12 months?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Yes	36%	47% A	43% A	40%	54% A C D
No	64% B C E	53%	57% E	60% E	46%
Total	100%	100%	100%	100%	100%

Table 113: Ratings of Contact with County Employees by County

What was your impression of the employee(s) in your most recent contact? (Rate each characteristic below.) Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Knowledgeable	76	79 D	80 A D	74	77
Responsive	75 D	75 D	78 D E	69	72
Courteous	78 D	79 D	83 A D E	72	76 D
Overall impression	76 D	77 D	79 D E	68	73 D

Table 114: Preferred Way to Contact the County by County

How would you most prefer to contact {this} County for information, questions or concerns in the future? (Please check only one option.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Call a commissioner		5%	9% B	NA	
Call a staff person		36% C	21%	NA	
Attend a public meeting		3%	NA	NA	
Email a staff person		13%	36% B D	13%	
County website		39% C D	12%	31% C	
Use the County's social media (such as Facebook)		2%	3%	9% B C	
In-person visit to a government office		NA	8%	NA	
Go to a public meeting		NA	4%	NA	
Fill out an online survey		NA	4%	NA	
Direct mail		NA	NA	24%	
I am not interested in learning more about County services		NA	NA	8%	
No preference/don't know		NA	NA	16%	
Other		2%	3%	NA	
Total		100%	100%	100%	

Table 115: Sources of Information by County

Please rate the extent to which you use each of the following as sources of information about {this} County government, if at all. Percent reporting "major" or "minor source"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Daily Newspapers ¹		69% D	73% D	51%	83% B C D
Other county residents (such as neighbors or friends) ²		67%	.	73% B E	66%
County employees		83%	90% B D	85%	.
County web site		57%	66% B	70% B	75% B C
Other online resources		71%	77% B	.	77% B
Public/Community meetings		92%	92%	91%	96% B C D
Radio		78%	89% B D	75%	.
Phone calls to {this} County		81%	.	88% B	89% B
Reports, flyers or brochures		85%	.	86%	.
Television news broadcasts/cable TV		60%	69% B D	58%	72% B D
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)		80% C	74%	83% C	79% C
County Board meetings shown on cable access		.	97%	94%	.
Weekly community newspapers		.	52%	.	80% C
{This} County newsletter			65%		65%

¹For Olmsted County, this was "Newspapers" and for St. Louis County it was "Newspapers (print or online)"

²For Washington County, this was "Word of mouth (from friends, family, neighbors)"

Table 116: Importance of Park Activities and Services by County

How important, if at all, is it for each of the following park activities and services to be provided by {this} County? Average rating 100=essential, 0=not at all important"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Equipment rentals such as canoes, paddleboats, snowshoes, skis		47			46
Community events		44			51 B
Programs for learning about nature and outdoor recreation		59			57
Trail and greenway systems that connect parks and recreation sites ²		62			60

¹For Washington County, this was "Renting equipment such as snowshoes, canoes, and bikes"

²For Washington County, this was "Off-road trail system that connects communities, county park system, and other destinations"

Table 117: Future Financial Situation by County

Do you think that a year from now you and your household will be better off financially, or worse off, or just about the same as now?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Much better	4%	0%	5%	4%	
Somewhat better	23%	0%	23%	22%	
About the same	63%	0%	62%	60%	
Somewhat worse	9%	0%	9%	11%	
Much worse	1%	0%	1%	3% A	
Total	100%	0%	100%	100%	

Table 118: Why Not Work in County by County

If you drive outside of {this} County to get to your place of employment, please indicate which of the following factors apply to your situation. Please check all that apply.	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
I am not employed, or my workplace is in {this} County	47% C		35%		
I am satisfied with my employer and job outside the County	31%		41% A		
When I moved to {this} County, my job was in the County, but I have changed {this} since then	5%		3%		
Even though my job is outside of {this} County, I choose to live in the County because of the quality of life here or the amenities in the community in {this} I live	29%		30%		
I feel committed to living in {this} County (kids/schools, spouse job), even though my job is {this} the County	21%		22%		
My skills don't fit the jobs available in {this} County	8%		14% A		
Jobs matching my skills in {this} County don't pay enough	7%		11% A		
I am not interested in moving to a new home outside {this} County	16%		18%		
I would not move closer to my job because of the high cost of living where my employer/job is located	9%		12%		
My commute time to my job outside the County is reasonable	24%		30% A		
Other	8%		7%		

Appendix G: Benchmark Comparisons

Understanding the Benchmark Comparisons

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

Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. More illuminating is how residents’ ratings of 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 counties with objectively “worse” departments. Benchmark data can help that sheriff department – or any County department – to understand how well citizens think it is doing.

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

Comparison Data

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

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

¹ 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.

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

jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community).

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

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

Interpreting the Results

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

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

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

National Benchmark Comparisons

Table 119: Overall Quality of Life Benchmark

Overall Quality of Life	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
How would you rate the overall quality of life in Washington County?	79	1	49	Much higher

Table 120: Quality of Life Benchmarks

Please rate each of the following characteristics of Washington County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Outdoor recreational opportunities	75	5	32	Much higher
Employment opportunities	55	8	35	Much higher
Washington County as a place to retire	61	14	39	Similar
Openness and acceptance toward people of diverse backgrounds	57	6	33	Similar
Availability of affordable housing	45	8	34	Much higher
Rural character and natural environment	66	16	27	Similar
Sense of community	59	10	30	Higher
Ease of travel by car	71	1	32	Much higher
Public transportation options (bus, rail, etc.)	35	5	6	Lower
Overall feeling of safety in Washington County	72	8	28	Much higher
Overall image or reputation of Washington County	72	3	36	Much higher

Table 121: Safety Benchmarks

Please rate how safe or unsafe you feel in Washington County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
From property crimes (e.g., burglary, theft)	73	1	6	Much higher
From violent crimes (e.g., rape, assault, domestic violence, robbery)	84	1	6	Much higher

Table 122: Overall Quality of County Services Benchmark

Overall Quality of County Services	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of services provided by Washington County	66	8	46	Higher

Table 123: County Services Benchmarks

Please rate the quality of each of the following services provided by Washington County.	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
County libraries	81	4	33	Higher
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	82	3	32	Much higher
Sheriff services	77	5	43	Much higher
Recycling and drop-off services at the Environmental Center	74	3	33	Much higher
Snow and ice removal on County roads	64	5	23	Higher
Disaster preparedness	64	2	31	Higher
Services provided to older adults	59	2	9	Higher
Mental and chemical health services	55	1	5	Much higher

Table 124: Interacted with County Office or Officials Benchmark

Interacted with County Office or Officials	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Have you visited, telephoned, or emailed any Washington County government office within the last 12 months?	54	4	36	Higher

Table 125: County Employee Benchmarks

What was your impression of the employee(s) of Washington County in your most recent contact? (Rate each characteristic below.)	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	77	4	8	Similar
Responsiveness	72	5	9	Similar
Courtesy	76	4	8	Similar
Overall impression	73	4	36	Much higher

Table 126: Government Performance Benchmarks

What was your impression of the employee(s) of Washington County in your most recent contact? (Rate each characteristic below.)	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
The job Washington County government does at informing residents	62	2	5	Higher
The job Washington County government does at listening to residents	54	2	8	Higher
The value of services for the taxes paid to Washington County	49	15	43	Similar
The job Washington County government does at managing tax dollars	49	2	5	Similar

Communities Included in the National County Benchmark Comparisons

Shown below are the counties that were included in the benchmark comparisons for Washington County, with their population from the 2010 Census.

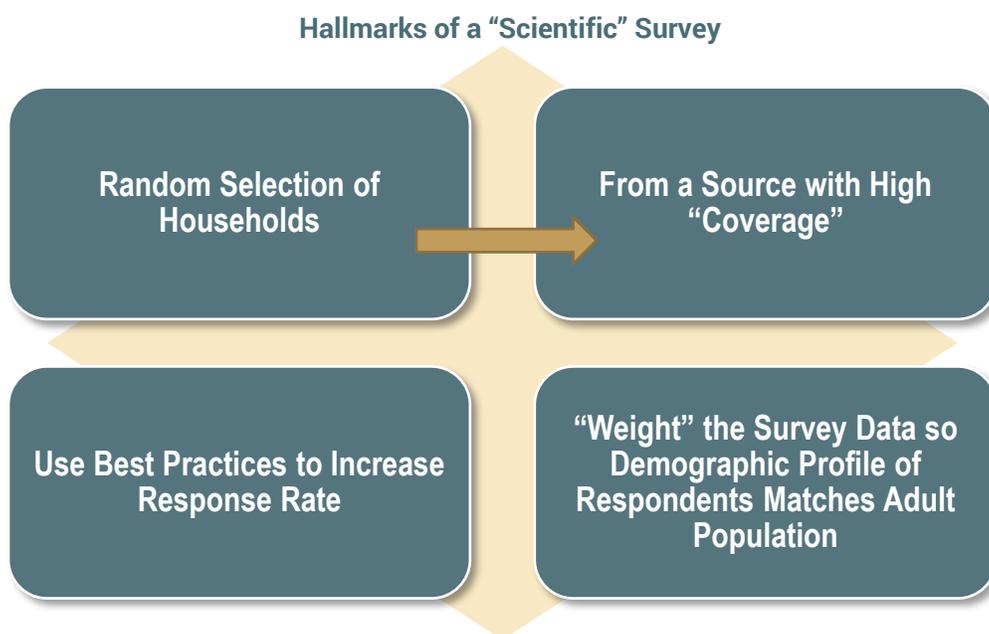
Adams County, CO.....	441,603	Maricopa County, AZ.....	3,817,117
Albemarle County, VA.....	98,970	Marin County, CA.....	252,409
Arapahoe County, CO.....	572,003	Mariposa County, CA.....	18,251
Athens-Clarke County.....	115,452	Maui County, HI.....	154,834
Baltimore County, MD.....	805,029	Mecklenburg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

Appendix H: Survey Methodology

The Washington County Resident Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery and their satisfaction with County government. The survey also permits residents to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation. The survey permits County staff and elected officials to hear from a broad range of the population. Washington County funded this research. Please contact Amanda Hollis, Senior Planner in the Washington County Office of Administration, at 651-430-6008 or Amanda.Hollis@co.washington.mn.us if you have any questions about the survey.

Hallmarks of a “Scientific” Survey

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



Developing the Questionnaire

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

Selecting Survey Recipients

The target population for the survey was adults who live in the limits of Washington County. The survey was designed as a mailed survey. The list from which survey recipients will be selected is referred to as a “sampling frame.” A sampling frame is chosen which will provide high “coverage,” meaning that almost every member of the target population has a chance of being selected.

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

To ensure that survey results could be compared by District, a different color paper was used to print the survey for each District. A code for the color identifying the District was then data entered along with the responses to that survey. An individual within each household was randomly selected to complete the survey using the birthday method. (The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Administering the Survey

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

The cover letter also contained a link to a URL where recipients could choose to complete the survey online if they preferred that to doing a hard copy survey. A total of 83 online surveys were received, as well as 666 mailed surveys, for a total of 749 completed surveys.

About 3% of the surveys (87) were returned because they either had incorrect addresses or were received by vacant housing units. Of the estimated 2,413 remaining households, 749 completed the survey, providing a response rate of 31%. This method of calculating the response rate is in accordance with the AAPOR's response rate #2 for mailed surveys of unnamed persons.³ Typical response rates for a mailed resident survey range from 12% to 35%.

Confidence Intervals

The 95% confidence interval (or "margin of error") quantifies the "sampling error" or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within a certain number of percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). The margin of error for this survey, with 749 respondents, is $\pm 4\%$.

Survey Processing (Data Entry)

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

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

Analyzing the Results

Weighting the Data

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by comparing the demographic profile of survey respondents to that of the target population, adults living in Washington County. Weighting is a statistical adjustment where more weight is given to groups who responded at a lower rate than other groups, and less weight is given to those who responded at a

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

higher rate. For example, in nearly all surveys, younger people respond at a lower rate than older people. Weighting rebalances the profile. The theory behind this weighting is that younger people (or other groups who tend to underrespond) who did participate in the survey are more like the younger people who did NOT participate than they are like the older people who did respond to the survey.⁴

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

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

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

Table 127: Weighting Table 2019

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	19%	13%	19%
Own home	81%	87%	81%
Detached unit	69%	71%	69%
Attached unit	31%	29%	31%
Race and Ethnicity			
Not Hispanic**	97%	99%	98%
Hispanic**	3%	1%	2%
White**	91%	92%	89%
Non-white**	9%	8%	11%
White alone, not Hispanic	86%	91%	87%
Hispanic and/or other race	14%	9%	13%
Sex and Age			
Female	26%	6%	25%
Male	38%	29%	38%
18-34 years of age	36%	65%	37%
35-54 years of age	51%	55%	51%
55+ years of age	49%	45%	49%
Females 18-34	13%	3%	13%
Females 35-54	19%	17%	19%
Females 55+	19%	35%	19%
Males 18-34	13%	3%	13%
Males 35-54	19%	12%	19%
Males 55+	17%	30%	17%
District*			
District 1	20%	20%	20%
District 2	19%	17%	19%
District 3	20%	25%	20%
District 4	20%	18%	20%
District 5	20%	19%	20%

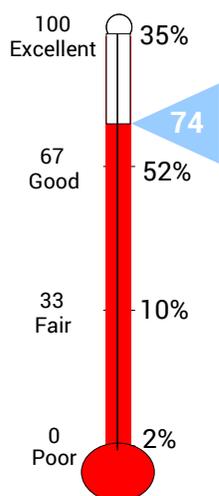
¹Source: 5-year estimates from the 2017 American Community Survey

*Source: Sample list purchased from Go-Dog Direct

**Source: Census 2010 data

Putting Responses on a 100-Point Scale

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



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

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

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

Statistical Analysis

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

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

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

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 I: Survey Materials

The following pages contain a copy of the postcards, cover letters and survey questionnaire. The cover letters and postcards have a placeholder (bit.ly/XX) for the web survey URL link. The mailhouse inserted the correct link for each District into the materials.