

2022 Resident Survey

Report of Results

May 2022



Table of Contents

Executive Summary	4
Survey Background	7
Quality of Life and Community	10
Quality of Life in Washington County	10
County Characteristics	13
Issues Facing the Community	15
Community Safety	15
Potential Problems	17
Most Serious Issue Facing Washington County	19
Health Concerns	20
Environmental Concerns	22
Evaluation of Government Services	23
County Government	23
Quality of County Services	26
Contact with County Government	29
Fiscal Management and Planning	34
Importance of Activities and Services in Washington County Parks	34
Importance of Services at County Libraries	37
Public Information Sources	38
COVID-19 Pandemic Concerns	39
County Diversity Ratings	40
Respondent Demographics	41
Appendix A: Responses to Survey Questions	46
Appendix B: Verbatim Responses to Survey Questions	69
Appendix C: Survey Results by Respondent Characteristics	78
Survey Results by Age and Gender of Respondent.....	79
Survey Results by Annual Household Income and Length of Residency	87
Survey Results by Type of Housing Unit and Housing Tenure (Rent or Own)	96
Survey Results by Race / Ethnicity	104
Appendix D: Survey Results by Commissioner District	112
Appendix E: Survey Results by Year	120
Appendix F: Survey Results Compared to Other Participating Minnesota Counties...	127
Appendix G: Benchmark Comparisons	144
Appendix H: Survey Methodology	147
Appendix I: Survey Materials	155

Table of Figures

Figure 1: Overall Quality of Life, 2022	10
Figure 2: Average Rating of Overall Quality of Life by Year	10
Figure 3: Average Ratings of Additional Quality of Life Characteristics by Year	11
Figure 4: Like Most about Living in County Compared by Year	12
Figure 5: Additional Community Characteristics Comparison to Benchmarks	13
Figure 6: Average Ratings of Additional County Characteristics by Year	14
Figure 7: Safety Comparison to Benchmarks.....	15
Figure 8: Average Ratings of Perception of Safety by Year	16
Figure 9: Average Ratings of Potential Problems by Year	18
Figure 10: Most Serious Issue Facing Washington County by Year	19
Figure 11: Average Ratings of Health Concerns by Year	21
Figure 12: Average Ratings of Environmental Concerns by Year	22
Figure 13: Average Ratings of County Board Approval Compared by Year	23
Figure 14: Government Performance Comparison to Benchmarks.....	24
Figure 15: Average Ratings of Perception of Government by Year	25
Figure 16: Average Ratings of County Services by Year	26
Figure 17: Overall Quality of County Services Comparison to Benchmark	26
Figure 18: Average Ratings of County Services by Year	28
Figure 19: County Services Comparison to Benchmarks	28
Figure 20: Government Office Contact by Year.....	29
Figure 21: Interacted with County Office or Officials Comparison to Benchmark	29
Figure 22: Average Ratings of Employee(s) in Most Recent Contact by Year	30
Figure 23: Perceptions of County Employees Comparison to Benchmarks	30
Figure 24: Overall Quality of Most Recent Washington County License Center Experience by Year	31
Figure 25: Washington County License Center More Recently Visited by Year.....	32
Figure 26: Reasonableness of Waiting Time at License Center by Year	33
Figure 27: Average Rating of Importance of Washington County Park Activities and Services by Year.....	34
Figure 28: Regional Park and Trail Visitation by Year.....	35
Figure 29: Reasons for Not Visiting Regional Parks and Trails, 2022.....	36
Figure 30: Average Rating of Importance of Washington County Library Services by Year	37
Figure 31: Potential Information Sources Compared by Year	38
Figure 32: COVID-19 Pandemic Concerns, 2022	39
Figure 33: Average Ratings of County Diversity and Acceptance, 2022.....	40
Figure 34: Respondent District	41
Figure 35: Length of Residency	41
Figure 36: Employment Status	42
Figure 37: Housing Unit Type	42
Figure 38: Housing Tenure.....	43
Figure 39: Ethnicity.....	43
Figure 40: Race	44
Figure 41: Respondent Age	44
Figure 42: Respondent Gender	45
Figure 43: Household Income	45

Executive Summary

Survey Background

Washington County's government conducts a regular, periodic survey of residents' opinions to understand their needs - 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 2022, the coalition included Dakota, Olmsted, Scott, St. Louis and Washington Counties. These counties worked together with Polco/National Research Center (NRC) to develop a survey instrument with a set of shared questions, as well as questions unique to each County.

The 2022 Washington County Resident Survey was administered by mail to 3,000 randomly selected households in January 2022 and was distributed equally among the five County Commissioner Districts. Of the approximately 2,890 households that received a survey in the mail (110 were returned undeliverable), 648 surveys were completed for a response rate of 22% and a margin of error of $\pm 3.8\%$.

To make the survey results comparable to other years and other jurisdictions, the ratings were converted to average scores on a 100-point scale. Comparisons were made to Washington County's results from its past iterations, to the other Minnesota counties mentioned above, and to other counties around the nation (through Polco/NRC's benchmark database of resident perspectives gathered in surveys from approximately 500 jurisdictions, including cities and counties).

Survey Highlights

Washington County residents enjoy a higher quality of life than those in most other counties across the nation.

- ◆ 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 they liked most about living in Washington County, the most frequently mentioned were quality of life in general (26%), location (25%), open space/rural area (13%), and their neighborhood (12%), which were similar to previous years.

Washington County residents generally feel safe, but there was an increase in concern.

- ◆ Residents' rating for overall feeling of safety was "good" at 66 points on average, which was similar to benchmark ratings given in other counties across the nation, but down from 2019 ratings (72).
- ◆ Considering how safe they felt from different types of crimes, compared to 2019, residents felt slightly less safe from property and violent crimes and slightly more safe

from distracted drivers on roads in the County. Other areas related to safety were similar between the two years.

Residents are moderately 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, 6 of the 21 health concerns decreased in 2022 from 2016, including overweight adults and children, illicit drug use, electronic cigarettes/vaping, misuse of prescribed medications, and suicide/attempted suicide. Not surprisingly, concern about the spread of infectious diseases and about loneliness increased with the introduction of COVID-19.
- ◆ When asked how much of a concern a variety of potential environmental issues were in Washington County, the quality of drinking water and the quality of water in lakes and streams were the items of the greatest concern to residents (of moderate concern, on average). Further, of the ten issues that could be compared to 2019, only the level of concern about lack of recycling decreased in 2022. Concern ratings for the remaining items were similar to those given in previous years.

County services and government performance are satisfactory to residents.

- ◆ Survey respondents were asked to rate several aspects of Washington County government performance. On average, residents approved of the job the County Board was doing and most County categories of performance (such as, informing and listening to residents, supporting quality of life, providing value for taxes) received average ratings between fair and good.
- ◆ The job Washington County government does at informing residents, managing tax dollars, and listening to residents were rated higher than ratings given in other counties across the United States.
- ◆ When evaluating the overall quality of County services, residents gave an average rating of 63 on the 100-point scale, a rating that was higher than the national benchmark for counties 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 six services for which a comparison was available: County libraries, County parks and recreation, recycling and drop-off services at the Environmental Center, snow and ice removal on County roads, disaster preparedness and services provided to older adults.

Most residents visit parks regularly; those who don't, don't have time.

- ◆ When asked how often they had frequented a regional park or trail in the past year, most (7 in 10) had visited at least three times during that time period; only 10% had not visited a regional park at all in the past 12 months. The rate of park visitation increased from 2019 to 2022.
- ◆ Thinking about what kept them from visiting a regional park or trail (or visiting more often), lack of time was a top factor (41% of respondents selected this option), while some (17%) said the vehicle permit fee was a barrier.

- ◆ As in previous years, the survey asked residents about the importance of providing five activities and services in Washington County parks. Average ratings were generally between “somewhat” and “very important.” Protection and management of natural areas was above “very important” at 82, followed by trail systems that connects communities at 70.

The economic impact is the most concerning effect of COVID-19 for respondents.

- ◆ The 2022 survey added a question regarding various concerns about the impact of COVID-19 pandemic. Of the seven questions, 84% of residents felt most concerned about the economic impact of COVID-19 on the local economy. Of least concern were residents’ behaviors impacting the health of vulnerable populations.
- ◆ Other likely impacts of COVID, as mentioned above, were an increase in concern about loneliness and about the spread of infectious diseases and an increase in park use.

Diversity initiatives tended to be rated positively.

- ◆ A question related to diversity and inclusion in Washington County was added to the survey in 2022. Ratings were generally in the “good” range for providing opportunities for residents with different opinions to voice their concerns, creating a community welcoming of residents of all backgrounds and cultures and treating all residents with respect.
- ◆ Residents who were newer to the County, renters, and residents living in attached housing units gave lower ratings to these measures of inclusion than longer tenured residents, homeowners, and those in single-family homes.

Survey Background

Survey Purpose

In completing the Washington County Resident Survey, residents are asked to rate the quality of life in the County, as well as their satisfaction with service delivery and the County government. Residents also provide feedback about what is working well and what is not, and to share their priorities for community planning and resource allocation.

In 2022, Washington County collaborated with Dakota, Olmsted, Scott and St. Louis Counties on this survey project. This was the sixth 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 Polco/National Research Center (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.

Survey Methods

Three thousand household addresses were selected at random and contacted three times via mail over the course of about three weeks starting in January 2022. First, a postcard was mailed, notifying residents that they had been chosen to participate in the survey and inviting recipients to complete the survey online. For 1,950 households, a survey packet followed in the mail one week after the postcard, and a second survey packet was sent one week after the first packet. For the remaining 1,050 households, one additional postcard invitation to complete the survey online was mailed one week after the first. There were 648 respondents, yielding a response rate of 22% and a margin of error of $\pm 3.8\%$ for the overall survey.

Survey results were weighted so that housing tenure (rent or own), gender, 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 (4=excellent, 3=good, 2=fair, and 1=poor), 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 allows for comparison to other jurisdictions, where different question wording and response scales may have been used. (More explanation is provided on page 152 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 required 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, most of the figures in the body of the report display the responses from respondents who had an opinion about the specific item.

Comparing Survey Results Over Time and by Geographic and Demographic Subgroups

Comparisons by demographic characteristics and district of residence can be found in *Appendix C: Survey Results by Respondent Characteristics* and *Appendix D: Survey Results by Commissioner District*. Disparities may point to a need for refinements to communications, policies or programs.

Survey results from 2022 that could be compared to previous Washington County surveys can be found in *Appendix E: Survey Results by Year*. 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.

Each table in these appendices includes the results of ANOVA tests to determine whether results between specific subgroups are statistically different. An explanation of how the statistical differences are denoted can be found on page 78.

Comparing Results to Other Jurisdictions

Jurisdictions 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 performance. It can be difficult to interpret whether ratings should be perceived as positive, neutral, or negative without comparing to benchmark averages.

Polco/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. Polco/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 Polco/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 specializing in the analysis of

resident surveys regularly have relied on our work (see footnote¹). The methods described in these publications are refined regularly and statistically tested on a growing number of resident surveys in our proprietary databases.

Jurisdictions in Polco/NRC's normative database are distributed across the country and range from small to large in population size. Most commonly, comparisons are made to all jurisdictions within the database; comparisons may also be made to subsets of jurisdictions within a given region or population range, if desired. Washington County, as well as the other four counties in the survey cohort, elected to have benchmark comparisons made to all other counties in the national database. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction should 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*. Benchmark comparisons have been provided when similar questions on the Washington County survey are included in Polco/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").

¹ 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.

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 77, 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 national 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 six or more years, owned their homes or lived in detached housing were more likely than their counterparts (younger, newer to the County, renters and those in attached homes) to give favorable ratings to their overall quality of life (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 1: Overall Quality of Life, 2022

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

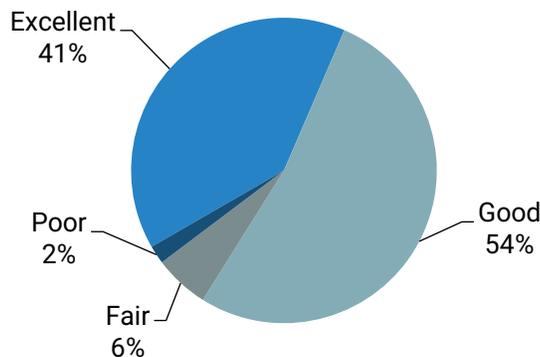
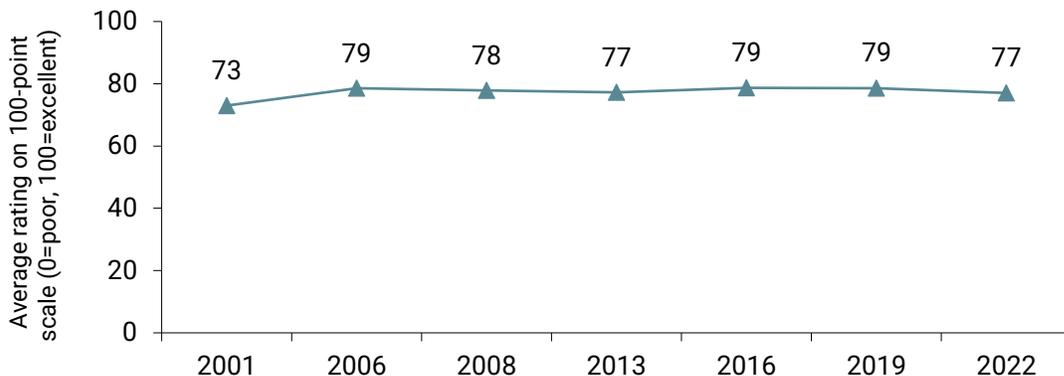


Figure 2: Average Rating of Overall Quality of Life by Year

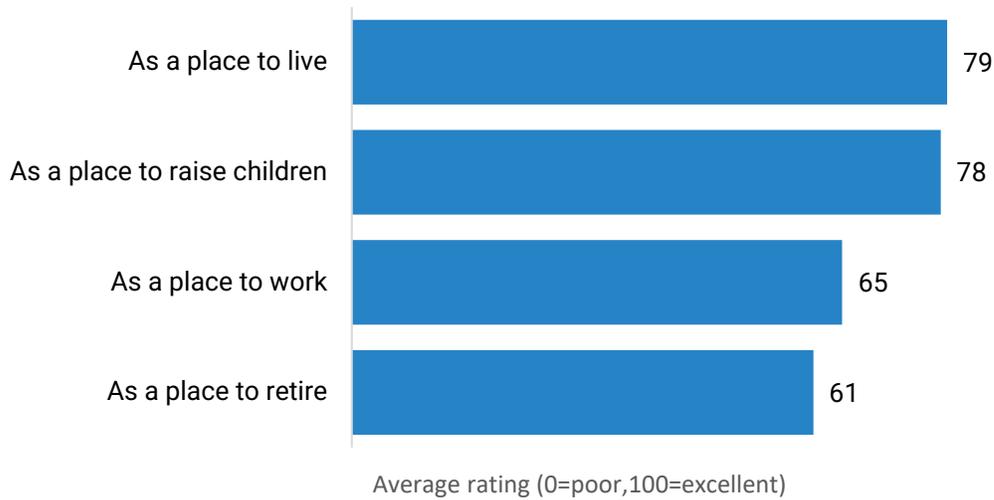
How would you rate the overall quality of life in Washington County?



Residents were asked to rate additional quality of life characteristics in Washington County. On a 100-point scale where zero equals “poor” and 100 equals “excellent,” Washington County had ratings mostly above “good” (66). The highest rating was Washington County as a place to live (79) and lowest was Washington County as a place to retire (61).

Figure 3: Average Ratings of Additional Quality of Life Characteristics by Year

Please rate each of the following aspects of 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 the County. As in 2019, the most frequently selected categories in 2022 were quality of life in general (26%) and the location (21%). Other top reasons for living in Washington County were the open space/rural nature and the neighborhood in which they lived (each selected by more than 1 in 10 respondents).

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

What one thing do you like most about living in Washington County? (percent of respondents)	2022	2019	2016	2013
Quality of life in general	26%	27%	24%	21%
Location	21%	25%	29%	25%
Open space/rural	13%	11%	12%	14%
My neighborhood	12%	13%	12%	13%
Small town feel	9%	9%	8%	8%
Parks/lakes	9%	8%	6%	7%
Schools	5%	5%	4%	5%
People	2%	2%	1%	2%
Low taxes	2%	1%	3%	3%
Other*	2%	1%	1%	3%
Total	100%	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 “poor,” 33 is “fair,” 67 is “good,” and 100 is “excellent.”

Outdoor recreational opportunities, ease of travel by car and the overall image or reputation of Washington County received the highest average ratings (74 to 70 on the 100-point scale, or “good”). As in previous years, availability of affordable housing and availability of public transportation options in Washington County were rated least positively (43 and 35 points on the 100-point scale, respectively, or between “fair” and “good”).

In general, Washington County ratings were higher than or similar to ratings given in other counties across the country. When comparisons over time were available, ratings were generally stable; however, feelings of overall safety decreased from 72 to 66 from 2019 to 2022 and availability of bike and pedestrian transportation options increased from 58 to 63.

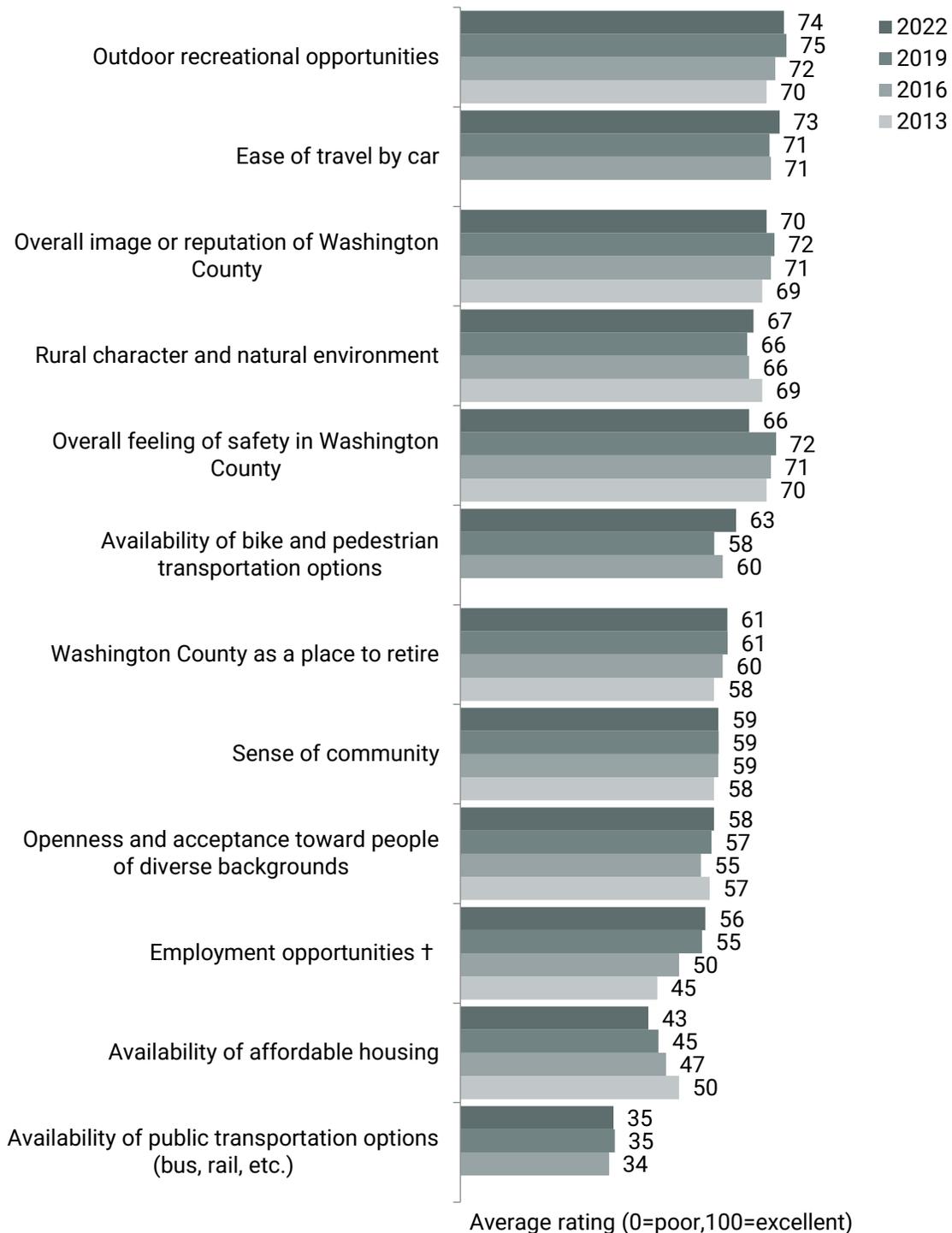
Ratings given by respondents living in the five different County Commissioner Districts were compared. Survey respondents from District 2 were more likely to positively rate public transit (bus, rail, etc.) options when compared to residents in other districts. Residents who lived in District 4 tended to give higher ratings to availability of affordable housing and having a sense of community, and District 3 gave more positive ratings to outdoor recreational opportunities than other districts. When differences emerged, residents who had lived in Washington County for 6 to 10 years or residents who owned their home gave more positive ratings to community characteristics over their counterparts (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 5: Additional Community Characteristics Comparison to 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	Higher
Availability of affordable housing	Much higher
Rural character and natural environment	Similar
Sense of community	Similar
Ease of travel by car	Much higher
Overall feeling of safety in Washington County	Similar
Overall image or reputation of Washington County	Much higher

Figure 6: 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. In 2022, “availability of public transportation options (bus, rail, etc.)” was changed to “public transit (bus, rail, etc.)”.

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 feeling safe in your neighborhood (81) and for safety from violent (78) crimes were highest. Respondents felt the least safe from distracted drivers (53 on the 100-point scale).

Three of eight safety ratings were compared to safety ratings in other counties across the country: feeling safe from property crimes, overall feelings of safety and from violent crimes. Washington County was rated similar to the benchmark for these items.

When compared to 2019 safety ratings, 2022 responses were similar for most items. However, residents reported feeling less safe in 2022 than in 2019 from property and violent crime and in their neighborhood. On the other hand, residents felt safer from distracted drivers in 2022 than in 2019.

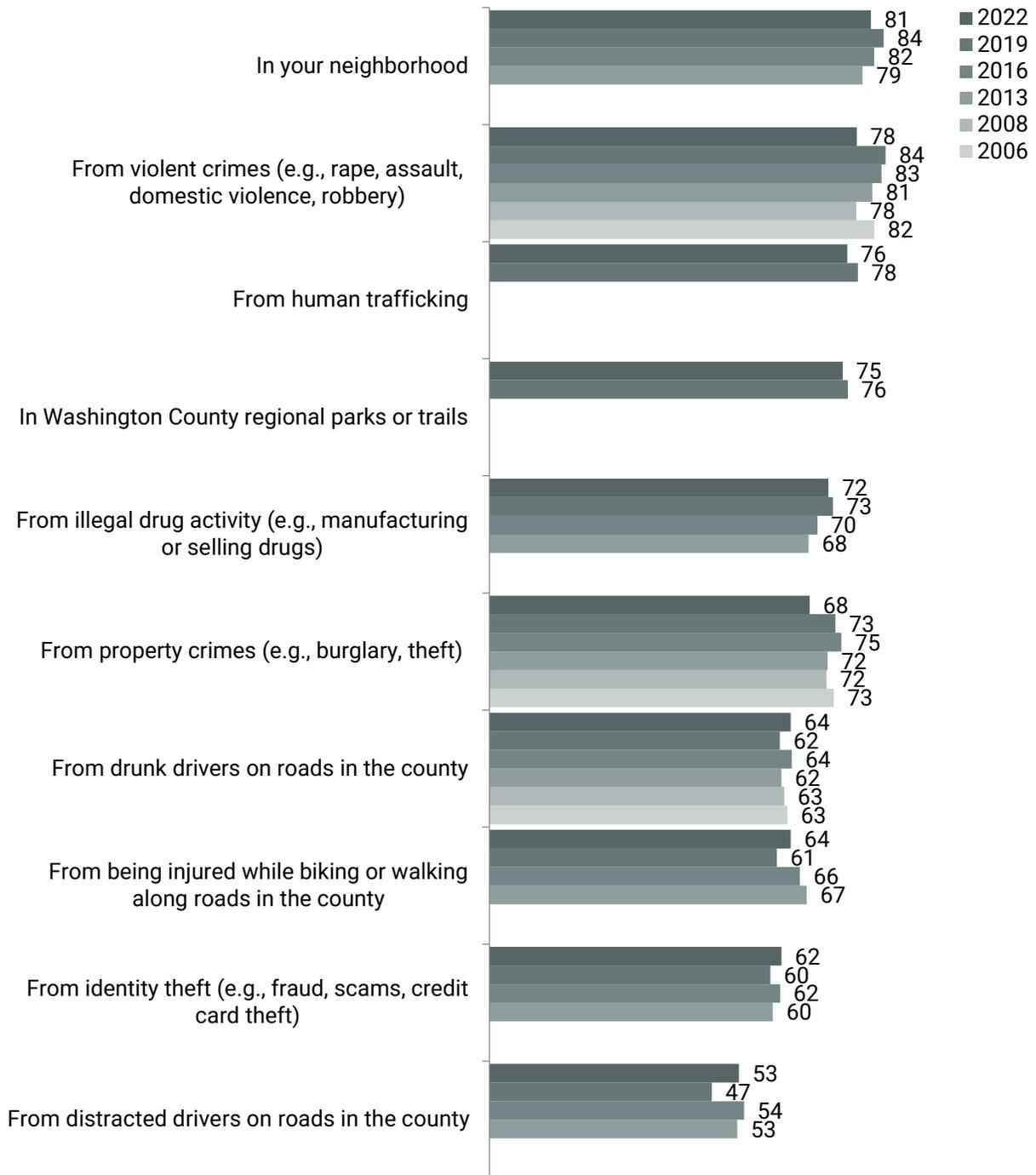
Commissioner District 5 residents reported feeling safer from illegal drug activity, while Districts 3 and 4 felt safer from drunk drivers, human trafficking, in Washington County regional parks and trails and in their home compared to other districts. Residents with 6 to 10 years in Washington County, those who earned \$100,000 or more, those who owned or lived in a detached residence, were more likely to report feeling safe from various crimes and illegal activity than their counterparts (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 7: Safety Comparison to Benchmarks

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

Figure 8: Average Ratings of Perception of Safety by Year

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



Average rating (0=very unsafe,100=very safe)

In 2016, '(e.g., fraud, scams, credit card fraud)' was changed 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.

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), with only homelessness below (28).

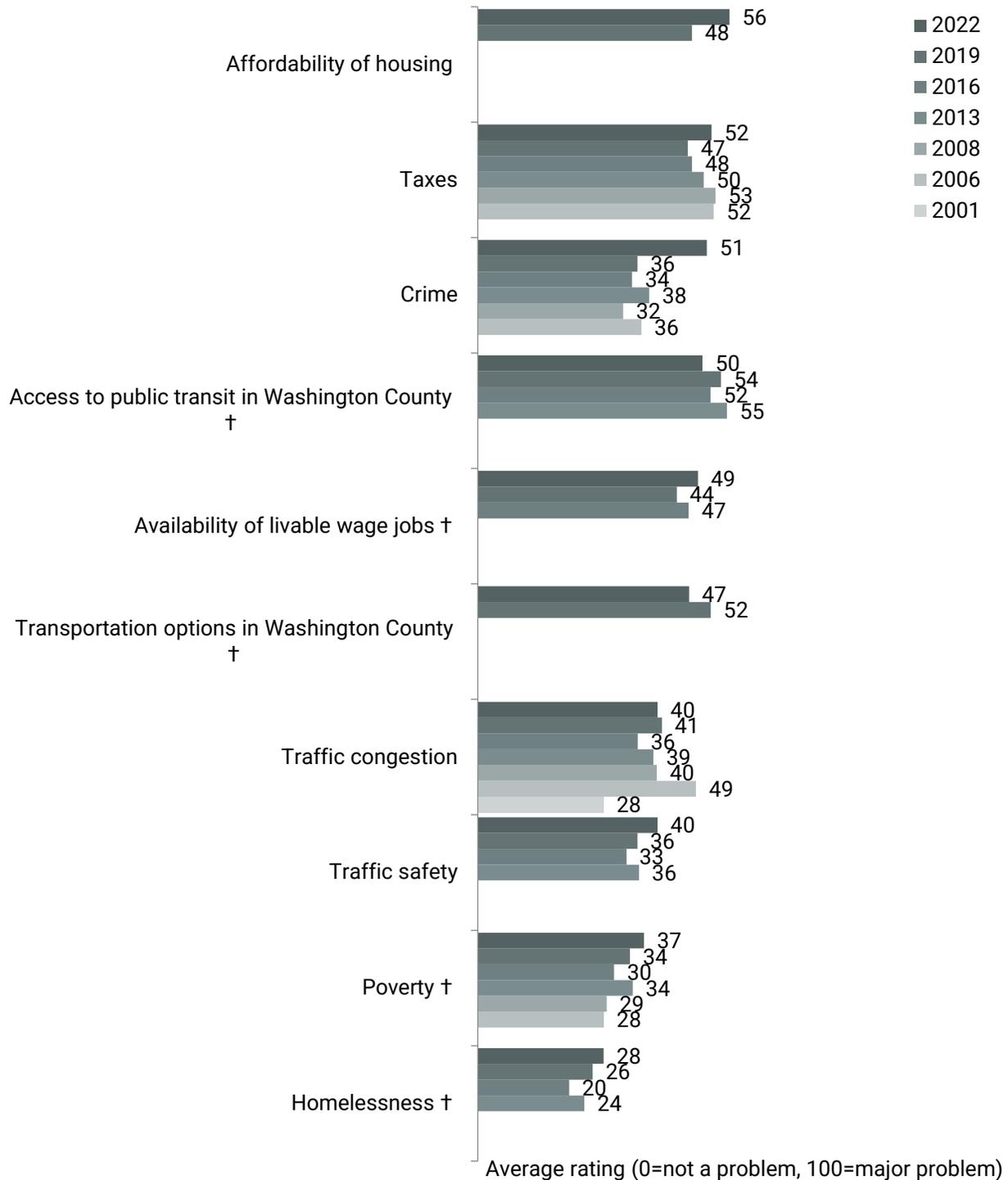
The most problematic issue, affordability of housing, received an average rating of only 56 on the 100-point scale, near the midpoint, not even reaching the level of a moderate problem. Residents’ assessments of how much of a problem they consider crime, taxes, affordability of housing and availability of livable wage jobs increased from 2019 to 2022.

Respondents from Commissioner District 2 tended to be less likely to indicate that crime and homelessness were problems compared to residents from other districts, while those living in District 3 were more likely to rate access to public transit and transportation options in Washington County as a problem.

Where differences emerged by demographic characteristics, residents who were age 55 or older, were female, who earned less than \$100,000 per year, or who had lived in Washington County for 10 years or more tended to rate these issues as more problematic than other residents (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 9: 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 asked to write in their own words what they felt was the most serious issue currently in Washington County. Crime was the most-commonly cited issue in 2022, with one-quarter of respondents writing a comment on this topic. The open-ended format of this question in 2022 was different from that in the 2016 and 2019 surveys; in those years, respondents were asked to select a response from a provided list (more detail is provided in the note below Figure 10). This question was also asked as an open-ended question from 2001-2008. To compare the 2022 responses to previous years, qualitative codes were developed starting from the 2019 response options.

Note that in 2022 there is a large “other” category (41%); this included themes of positive and negative comments about COVID-19 and diversity initiatives, political division, and climate change. Verbatim responses can be found in *Appendix B: Verbatim Responses to Survey Questions*.

Figure 10: 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)	2022	2019	2016	2013	2008	2006	2001
Too much growth/development	1%	23%	20%	NA	NA	NA	NA
Not enough growth/development	0%	1%	3%	NA	NA	NA	NA
Taxes	3%	16%	18%	22%	13%	9%	10%
Schools	2%	6%	9%	6%	6%	0%	12%
Condition of roads	2%	7%	11%	8%	6%	5%	2%
Crime	25%	3%	1%	2%	4%	1%	3%
Affordable housing	8%	11%	10%	9%	3%	2%	3%
Economic development	1%	3%	8%	12%	3%	1%	0%
Jobs	1%	4%	5%	11%	2%	1%	0%
Traffic congestion	3%	11%	6%	8%	6%	8%	5%
Water quality	6%	11%	5%	NA	NA	NA	NA
Other*	41%	3%	5%	5%	12%	8%	0%

Prior to 2013, and in 2022, 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 versus fixed response options), it is recommended that the reader use caution when interpreting any differences between years. 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. On a scale where zero equals “not at all a concern” and 100 equals a “major concern,” average ratings for nearly all potential health concerns fell between a “moderate” and “minor” concern.

Lack of access to parks and open space was least concerning (20), representing less than a “minor” concern on average. Of somewhat greater concern were problems of overweight adults and children, (57 and 54, respectively), depression/anxiety (55), heart disease (52) and loneliness (50).

Many of the 21 listed health concerns could be compared to data from previous survey iterations. Resident concern increased for two of the listed health issues in 2022 compared to 2019 while six decreased. The items that increased were loneliness (45 in 2019 to 50 in 2022) and spread of infectious disease (38 in 2019 to 48 in 2022). Items that decreased were overweight adults (61 in 2019 to 57 in 2022), overweight children (58 in 2019 to 54 in 2022), illicit drug use (52 in 2019 to 47 in 2022), electronic cigarettes/vaping (56 in 2019 to 46 in 2022), misuse of prescribed medications (54 in 2019 to 44 in 2022), and suicide/attempted suicide (48 in 2019 to 44 in 2022) (Please see Figure 11 on the following page.)

Survey respondents living in District 5 tended to be least concerned with nearly all health issues. When differences emerged, residents who were age 55 or older, earned less than \$50,000 per year, have lived in Washington County for 10 years or more, or rented their homes were more likely than their counterparts to cite higher levels of concerns for the listed potential health concerns (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 11: 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)	2022	2019	2016	2013	2008	2006	2001
Overweight adults	57	61	55	59	NA	NA	NA
Depression/Anxiety	55	52	NA	NA	NA	NA	NA
Overweight children	54	58	52	58	56	51	NA
Heart disease	52	52	NA	NA	NA	NA	NA
Loneliness	50	45	NA	NA	NA	NA	NA
The health and support of seniors	48	49	42	45	50	51	NA
Underage alcohol use	48	50	53	56	61	56	NA
Spread of infectious diseases	48	38	30	36	NA	NA	NA
Illicit drug use	47	52	54	55	NA	NA	NA
Bullying	47	50	44	47	NA	NA	NA
Domestic violence	47	48	44	48	NA	NA	NA
The health and support of people with disabilities	47	49	42	44	NA	NA	NA
Electronic cigarettes/vaping	46	56	NA	NA	NA	NA	NA
Excessive alcohol use among adults	46	49	48	50	NA	NA	NA
Abuse and neglect of children	46	45	38	45	41	48	NA
Misuse of prescribed medications	44	54	48	47	NA	NA	NA
Suicide/attempted suicide	44	48	39	40	NA	NA	NA
Abuse and neglect of seniors	44	47	36	41	NA	NA	NA
Accidental drug overdose	42	NA	NA	NA	NA	NA	NA
Tobacco use	40	44	44	46	44	48	NA
Lack of access to parks and open space	20	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, or not a problem). These questions were not asked in 2001. In 2022, 'abuse of prescribed medications,' 'illegal drug use', and 'alcohol abuse among adults' were changed to 'misuse of prescribed medications', 'illicit drug use', and 'excessive alcohol use among adults', respectively.

Environmental Concerns

As in past survey years, respondents to the 2022 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 drinking water and the quality of water in lakes and streams were rated of highest concern, although each rating did not reach the level of a “moderate” concern with average ratings of 59 and 57.

Ten of the 11 listed environmental concerns could be compared to 2019 ratings; yard waste disposal was added in 2022. Of the 10 items that could be compared to 2019, only the rating for lack of recycling decreased, from 40 in 2019 to 35 in 2022. The rest were similar to previous years.

Residents in District 5 tended to be the least worried about environmental concerns compared to residents of other districts. Washington County residents who were female, who rented or who earned less than \$50,000 per year were more likely to be concerned about each of the listed environment concerns than others (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 12: 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)	2022	2019	2016	2013	2008	2006	2001
Quality of drinking water	59	57	41	46	54	47	NA
Quality of water in lakes and streams	57	57	48	55	55	53	NA
Energy use	51	49	NA	NA	NA	NA	NA
Climate change	50	51	NA	NA	NA	NA	NA
Quantity of useable water supply	50	50	40	NA	NA	NA	NA
Exposure to radon †	38	41	30	37	32	34	NA
Lack of recycling	35	40	NA	NA	NA	NA	NA
Yard waste disposal	33	NA	NA	NA	NA	NA	NA
Quality of outdoor air	31	32	28	30	37	37	NA
Proper disposal of garbage	31	31	23	29	38	40	NA
Safety of food in public establishments	28	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

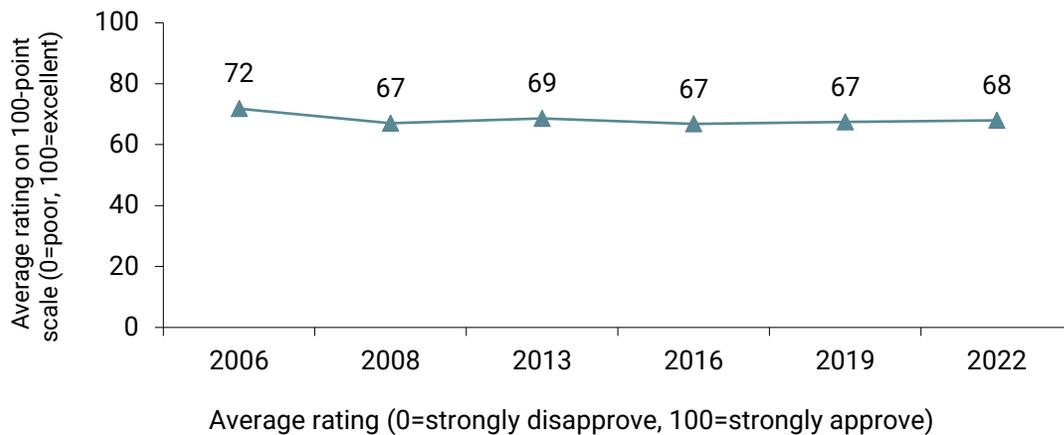
The survey included a series of questions related to Washington County government performance and the quality of County services.

County Government

As in previous years, respondents were asked to what extent they approved or disapproved of the job the Washington County Board was 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 68, equivalent to “somewhat” approve. This rating was similar to ratings given in previous years.

Figure 13: 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 at least 30% 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 specific aspects of Washington County’s government. Ratings for the perception of the County government were between “good” and “fair,” where zero equals “poor” and 100 equals “excellent” (see Figure 15 on the following page).

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 with average ratings of 60 and 56, respectively. The lowest rated item was “residents’ knowledge of the work of the Washington County board” with a “fair” rating of 38 on the 100-point scale. When comparisons were available to 2019, ratings remained stable.

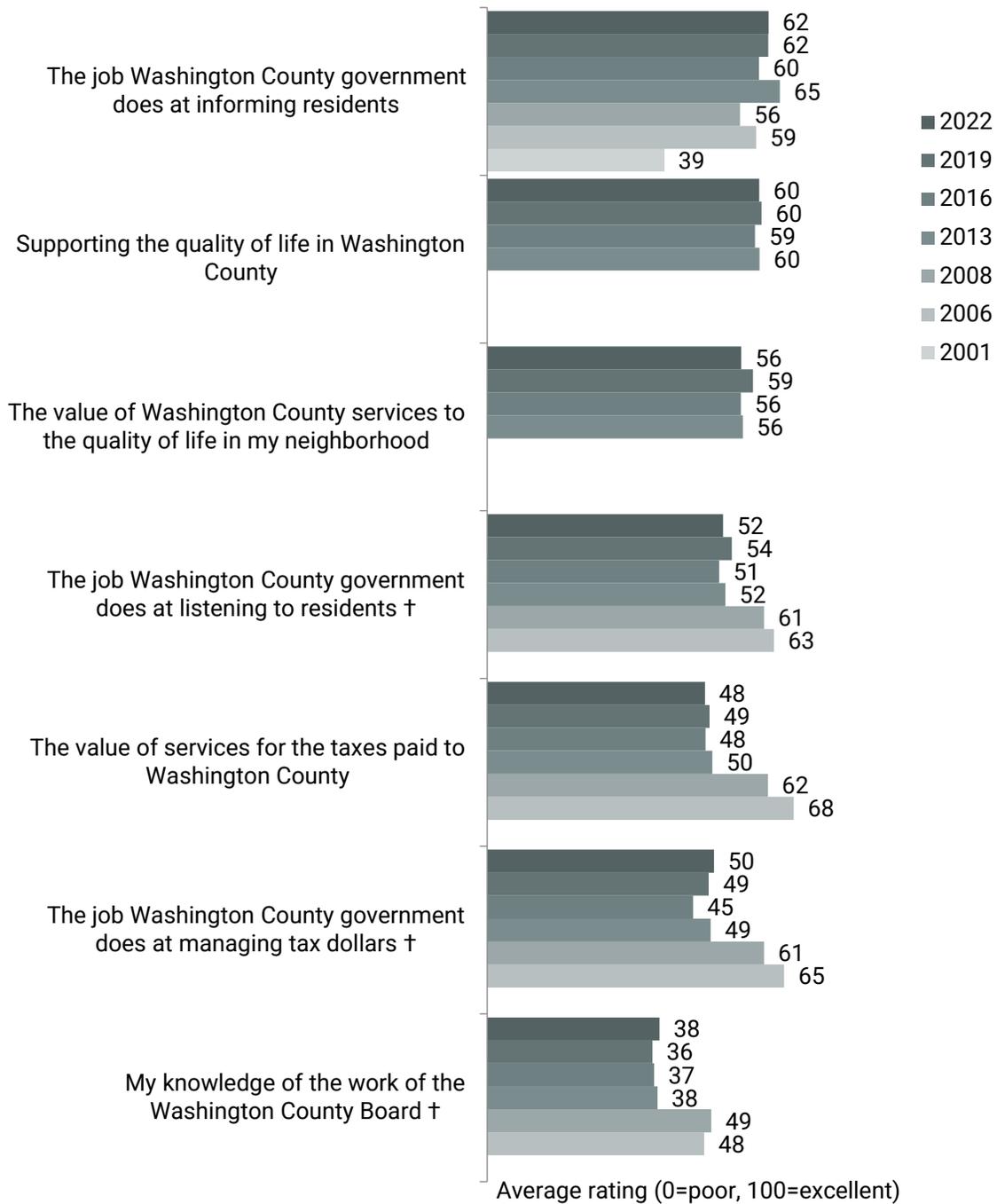
Four of the seven items could be compared to benchmark ratings in other counties across the country. Washington County was rated higher than the benchmark for the job it does at informing and listening to residents and the job it does at managing tax dollars; and similar to the benchmark for the value of services for the taxes paid.

Figure 14: Government Performance Comparison to 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	Higher

Figure 15: 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.”

Quality of County Services

Residents rated both specific County services and the overall quality of services provided by Washington County. For the overall quality of County services, residents gave an average rating of 63 on the 100-point scale, a rating that was higher than the County benchmark and similar to previous years.

Residents who lived in Commissioner District 1 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've lived in Washington County for 6 to 10 years or earned more than \$100,000 per year were more likely to provide a higher rating compared to their counterparts (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 16: Average Ratings of County Services by Year

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

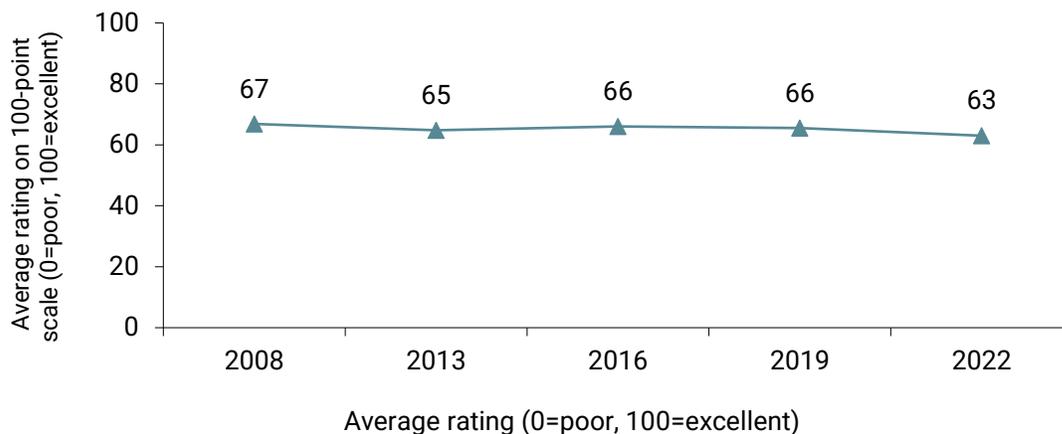


Figure 17: Overall Quality of County Services Comparison to Benchmark

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 14 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” or better. Those services included: County parks and recreation (average rating of 84), County libraries (81), the trail and bikeway system (80), 911 dispatch services (77), recycling and drop-off services at the Environmental Center (74) and snow and ice removal on County roads (68). Average ratings for the remaining eight County services were rated 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 six services for which a comparison was available: County libraries, County parks and recreation, recycling and drop-off services at the Environmental Center, snow and ice removal on County roads, disaster preparedness and services provided to older adults.

Compared to ratings in 2019, all ratings remained stable except for protecting children and vulnerable adults and mental and chemical health services, which both decreased, and snow and ice removal on County roads, which increased.

Residents from Commissioner District 4 were more likely to positively rate the quality of several County services, while District 1 was less likely to positively rate the quality of County services when compared to residents living in other districts. Generally, residents who owned their residence or who’ve lived in Washington County for 6 or more years gave more positive ratings compared to their counterparts (see *Appendix C: Survey Results by Respondent Characteristics*).

Figure 18: Average Ratings of County Services by Year

Please rate each of the following services provided by Washington County. Average rating (0=poor, 100=excellent)	2022	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	84	82	83	82	77	77	NA
County libraries	81	81	80	81	79	78	NA
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	80	80	78	78	76	75	NA
911 dispatch services †	77	77	77	77	NA	NA	NA
Recycling and drop-off services at the Environmental Center	74	74	73	72	NA	NA	NA
Snow and ice removal on County roads	68	64	67	59	68	68	NA
Records, vital statistics, licensing, and vehicle registration	64	62	72	72	70	73	NA
Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road	62	62	63	59	49	54	NA
Disaster preparedness †	61	64	66	59	55	52	NA
Employment support/Career Force services †	60	64	66	54	52	60	NA
Services provided to veterans †	57	58	63	58	NA	NA	NA
Services provided to older adults †	56	59	61	57	61	62	NA
Protecting children and vulnerable adults †	55	60	61	NA	NA	NA	NA
Mental and chemical health services †	48	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 2022, “employment support/workforce center services” was changed to “employment support/career force 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 19: County Services Comparison to 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
Recycling and drop-off services at the Environmental Center	Much higher
Snow and ice removal on County roads	Much higher
Disaster preparedness	Higher
Services provided to older adults	Higher

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 4 in 10 of respondents reported having contacted the County in the 12 months prior to the survey. The proportion of residents contacting County government was lower than in previous years, but similar to levels of contact reported in other counties across the nation.

Figure 20: Government Office Contact by Year

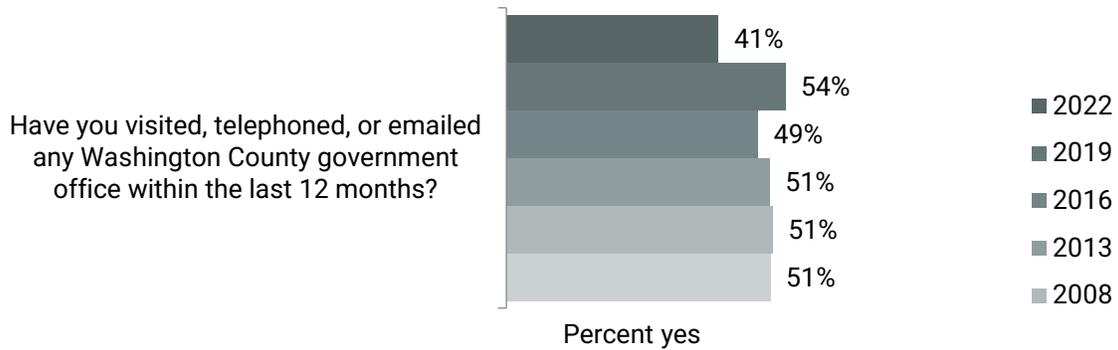


Figure 21: Interacted with County Office or Officials Comparison to Benchmark

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?	Similar

The 44% 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 courtesy was 79 on the 100-point scale, followed by knowledge (78) and then overall impression (77). Responsiveness was given an average rating of 76. Each of these impressions of County employees were above “good” on the 100-point scale.

Compared to previous years, these ratings have remained stable. Compared to the County benchmark, the average rating for the overall impression was much higher while knowledge, responsiveness and courtesy were similar 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)	2022	2019	2016	2013	2008	2006	2001
Courtesy	79	76	74	75	80	79	NA
Knowledge	78	77	75	75	76	80	NA
Overall impression	77	73	72	73	NA	NA	NA
Responsiveness	76	72	72	74	75	77	NA

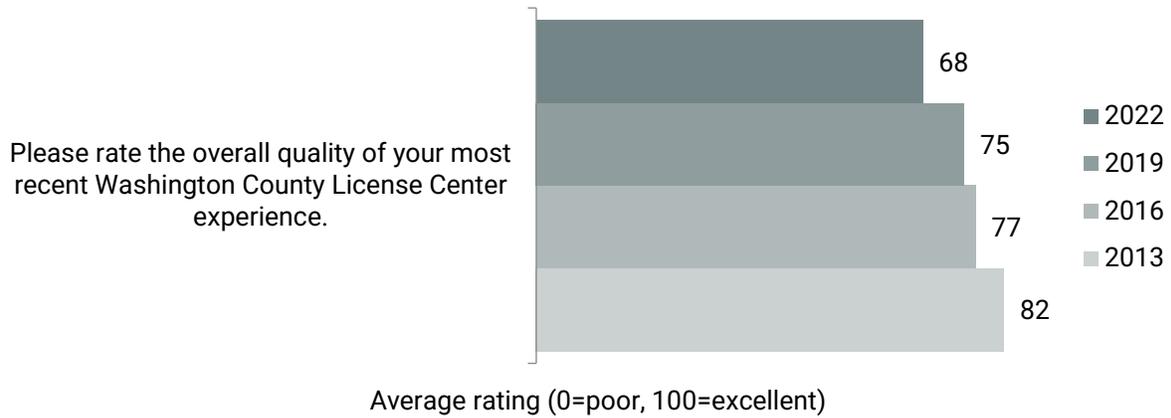
Figure 23: Perceptions of County Employees Comparison to Benchmarks

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

Of the 648 survey respondents, about 460 reported having visited a County license center. As in previous years, survey respondents were asked about the overall quality of resident’s most recent Washington County License Center experience. This rating in 2022 was just above “good” on the 100-point scale, which was a decline from ratings given in previous survey years.

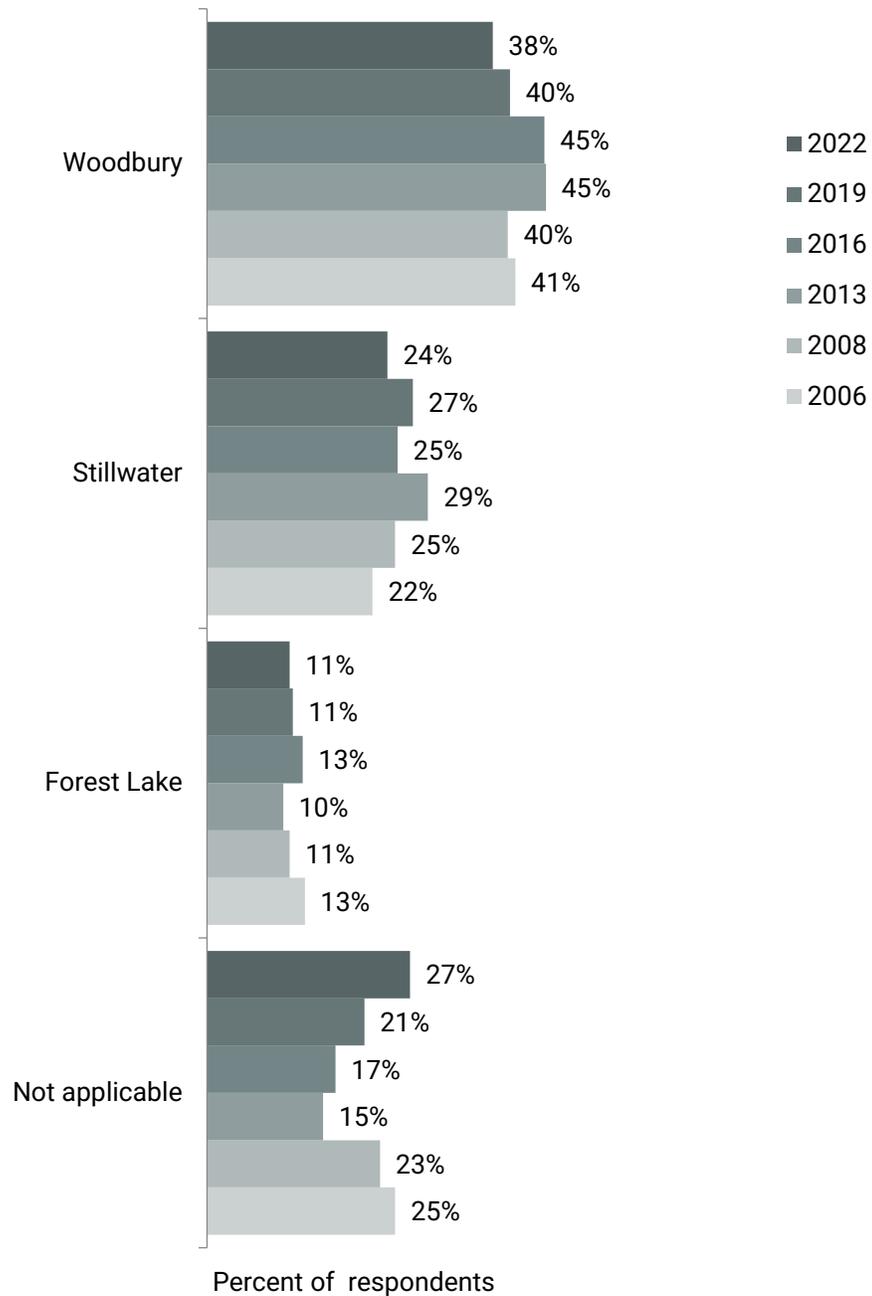
Figure 24: Overall Quality of Most Recent Washington County License Center Experience by Year



Respondents were asked if they had visited a Washington County license center, and which location they went to on their most recent visit. In 2022, respondents who had visited a license center were most likely to have gone to the Woodbury License Center (38%), which also was the most visited in previous years.

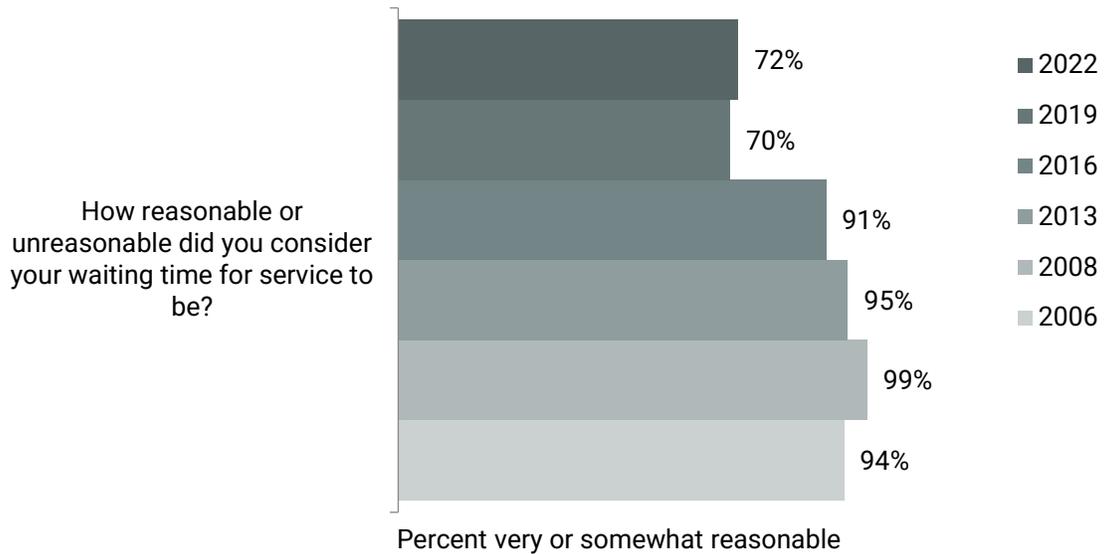
Figure 25: Washington County License Center More Recently Visited by Year

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 on your most recent visit?



When asked how reasonable their wait time was during their most recent visit to a Washington County license center, 72% thought it was “very” or “somewhat” reasonable. About 2 in 10 thought it was somewhat unreasonable and 12% thought it was very unreasonable (See *Appendix A: Responses to Survey Questions* for the full frequency of responses).

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



Fiscal Management and Planning

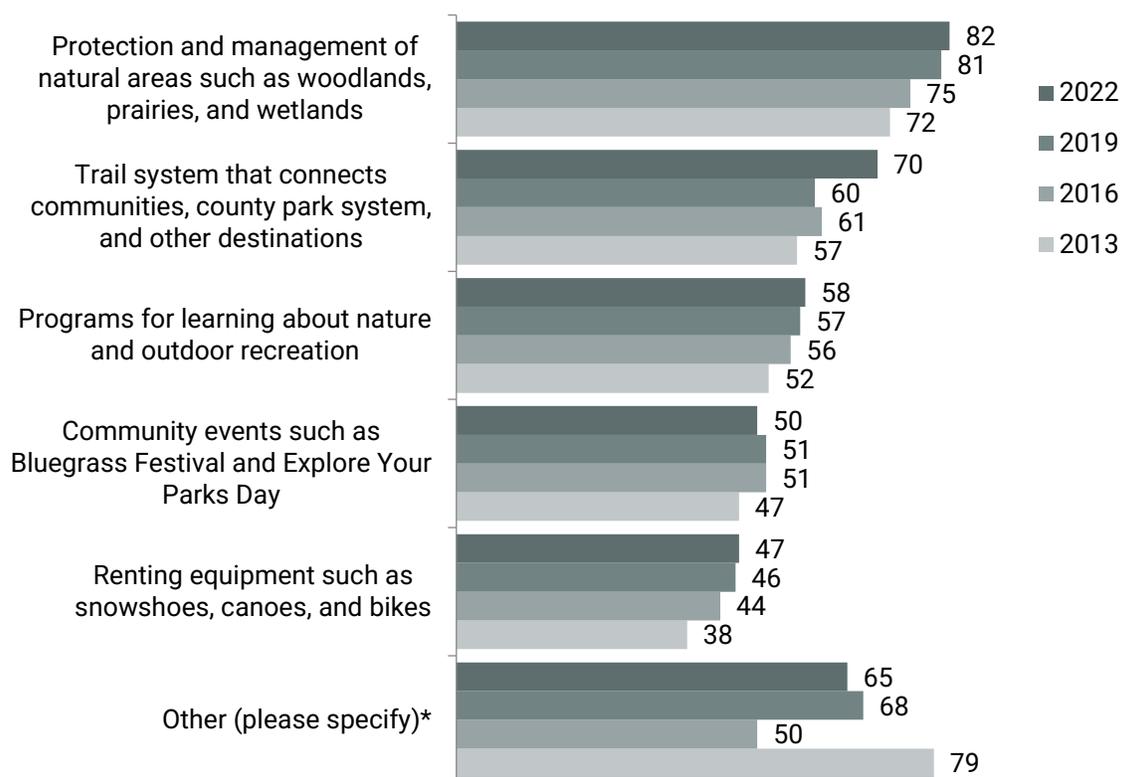
A number of questions on the 2022 survey were aimed at helping the County prioritize programs and services. Knowing where residents feel officials could trim and where resources should remain will aid the County government in making key decisions that affect the community.

Importance of Activities and Services in Washington County Parks

As in previous years, 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 important” (33) and “very important” (67); however, protection and management of natural areas was above “very important”, at 82. Compared to 2019, all importance ratings remained stable except for a trail system that connects communities, County park system, and other destinations, which increased from 60 in 2019 to 70 in 2022.

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.

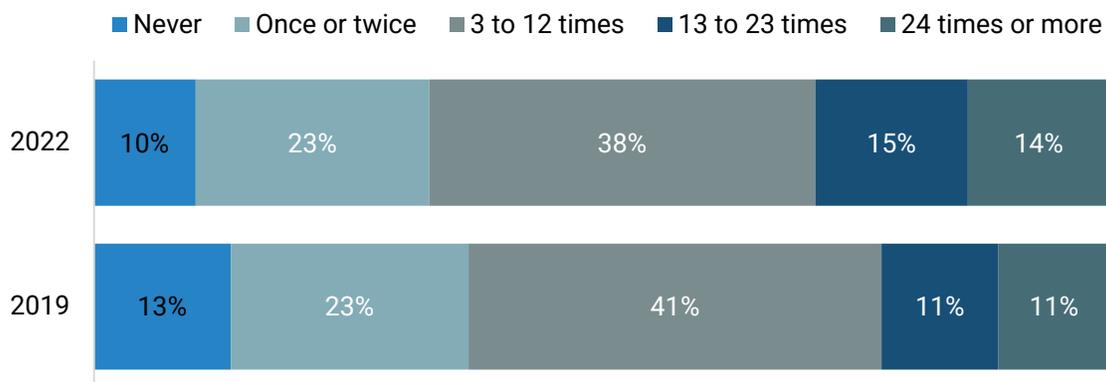
Parks and Trails

A new set of questions were introduced in the 2019 survey to ask residents about their visitation to 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 3 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.

The level of visitation increased from 2019 to 2022.

Figure 28: Regional Park and Trail Visitation by Year

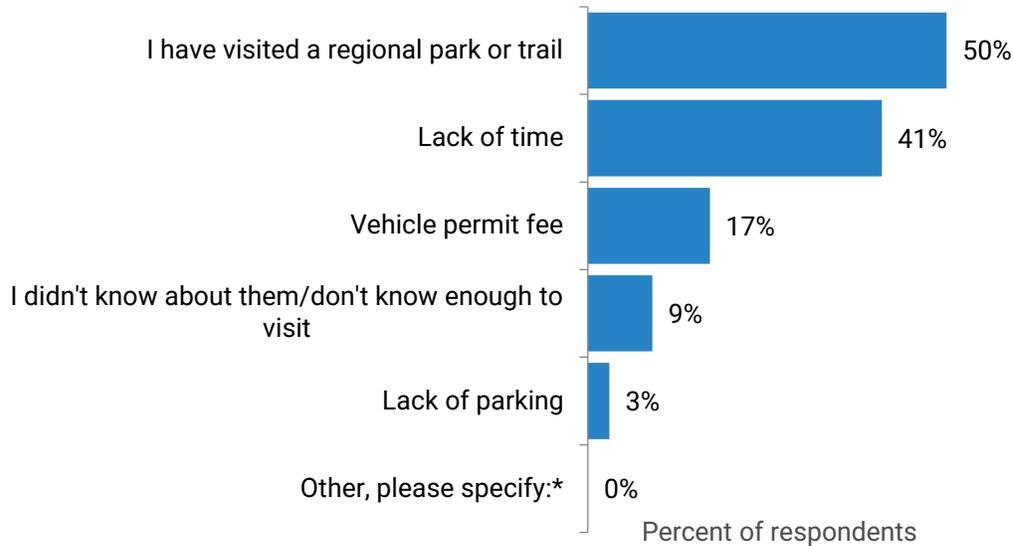
In the past year, how many times have you visited a regional park or trail?



Respondents were asked to select, from a list of options, the reasons they had not visited a regional park or trail, or had not visited more often, and instructed to choose as many as applied. Half of 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 (41% of respondents selected this option). Nearly 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. Three percent mentioned that there was a lack of parking. Three percent mentioned that there was a lack of parking.

Figure 29: Reasons for Not Visiting Regional Parks and Trails, 2022

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. The responses that appear in the "other" responses appear verbatim in Appendix B: Verbatim Responses to Survey Questions.

Importance of Services at County Libraries

As in previous years, the 2022 survey sought input about the importance of investing public funds into a variety of services provided at the Washington County Library. About half of the 11 library services received importance ratings above 50 on the 100-point scale: programs and classes for all ages for learning, connection and entertainment (61), access to government information and forms, such as tax forms (59), free computer and wireless access (57), adult programs and classes (56), downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet) (53), and technology training and classes (51). Meeting and conference room use (42) and library express and pickup of library materials in automated lockers (42) were rated of lower importance.

Figure 30: 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)	2022	2019	2016	2013
Programs and classes for all ages for learning, connection and entertainment	61	NA	NA	NA
Access to government information and forms such as tax forms	59	60	58	55
Free computer and wireless access	57	56	60	55
Adult programs and classes	56	55	53	48
Downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet)	53	46	47	43
Technology training and classes	51	48	NA	NA
Online access to magazines, newspapers and research databases	48	49	49	47
Extended library hours	46	42	46	NA
Access to loanable technology (e.g., hotspots, Chromebooks)	46	NA	NA	NA
Meeting and conference room use	42	42	44	39
Library express, pickup of library materials in automated lockers	42	36	38	32

'Programs and classes for all ages for learning, connection and entertainment' and 'Access to loanable technology (e.g., hotspots, Chromebooks)' were new items in 2022.

Public Information Sources

To understand the best ways to communicate with and inform residents about Washington County's government and its services, residents were asked which potential sources of information about Washington County government they used as a "major source," "minor source," or "not a source." Word of mouth topped the list, with 83% of residents saying it was a major or minor source of information. This was followed by the Washington County Website (75%) and the Washington County Newsletter - Staying in Touch (74%).

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

When compared to ratings given in 2019, the usage of one information source increased in 2022: Washington County website (70% in 2019 to 75% in 2022). Six information sources decreased in 2022: word of mouth (89% in 2019 to 83% in 2022), other online news sources and television news broadcasts (61% in 2019 to 54% in 2022), weekly community newspapers (61% in 2019 to 51% in 2022), phone calls to Washington County (36% in 2019 to 31% in 2022) and cable access programming (31% in 2019 to 25% in 2022).

Figure 31: 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")	2022	2019	2016	2013	2008	2006
Word of mouth (from friends, family, neighbors)	83%	89%	NA	NA	NA	NA
Washington County website (www.co.washington.mn.us)	75%	70%	74%	68%	67%	60%
Washington County Newsletter – Staying in Touch	74%	77%	77%	80%	80%	81%
Other online news sources	54%	61%	55%	50%	NA	NA
Television news broadcasts	54%	61%	64%	66%	NA	NA
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)	54%	55%	44%	25%	NA	NA
Weekly community newspapers	51%	61%	65%	69%	80%	81%
Daily newspapers	49%	52%	63%	67%	79%	77%
Phone calls to Washington County	31%	36%	37%	38%	NA	NA
Community meetings	27%	27%	35%	28%	50%	50%
County listservs and other County electronic newsletters	26%	27%	25%	27%	NA	NA
Cable access programming	25%	31%	33%	33%	59%	52%

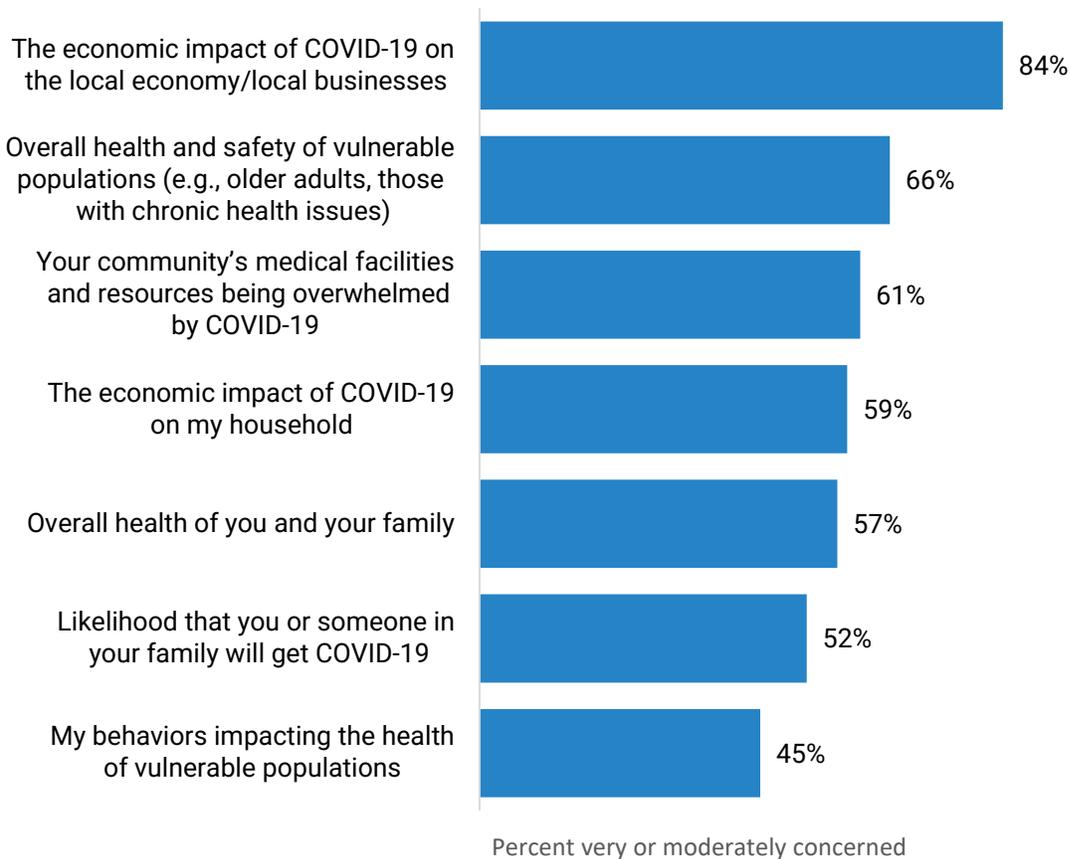
'Word of mouth' was a new item in 2019.

COVID-19 Pandemic Concerns

A question was added to the 2022 survey to assess concerns about the impact of the COVID-19 pandemic. Of the 7 items, 84% of residents felt “very” or “moderately” concerned about the economic impact of COVID-19 on the local economy. Overall health and safety of vulnerable populations, community’s medical facilities and resources being overwhelmed and the economic impact on households at least of moderate concern to closer to 6 in 10 respondents. Lowest in concern was the resident’s behaviors impacting the health of vulnerable populations, but 45% had at least of moderate concern.

Figure 32: COVID-19 Pandemic Concerns, 2022

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?



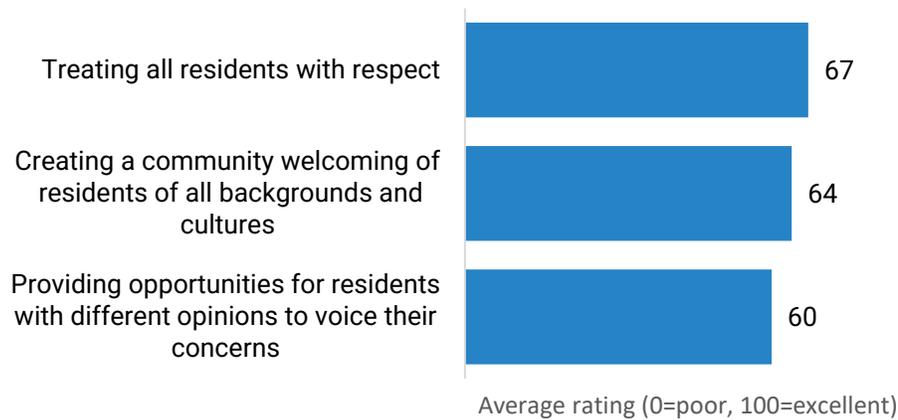
County Diversity Ratings

Also introduced in the 2022 survey was a question to explore how well the County was doing related to diversity and inclusion. When converted to a 100-point scale where zero is equal to “poor” and 100 represents “excellent”, average scores ranged from 60 to 67; closest to “good”.

Residents in District 4 gave higher ratings than those in other districts and men gave higher marks than women. Age and income did not impact ratings, but those who lived in the County 6 years or more gave higher ratings than newer residents. Renters and those in attached housing units gave lower marks than homeowners and those in single-family homes.

Figure 33: Average Ratings of County Diversity and Acceptance, 2022

Please rate Washington County on each of the following:



Respondent Demographics

Figure 34: Respondent District

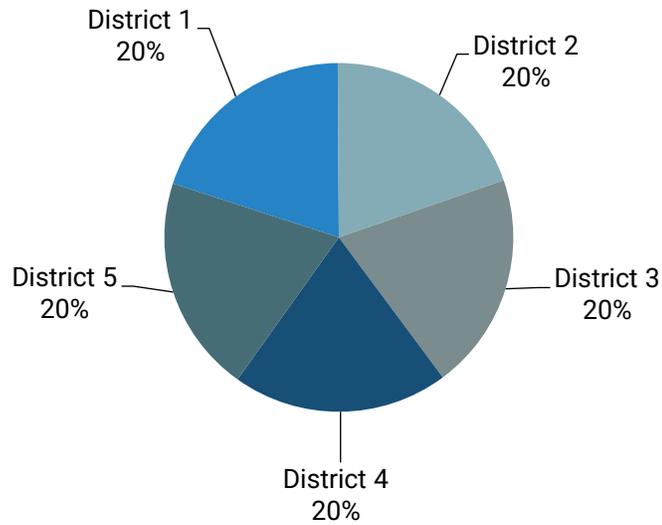


Figure 35: Length of Residency

How long have you lived in Washington County?

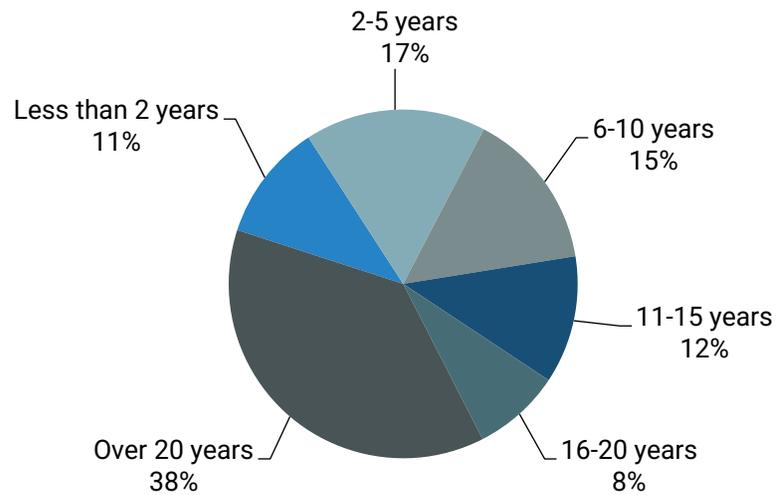


Figure 36: Employment Status

Which of the following best describes you?

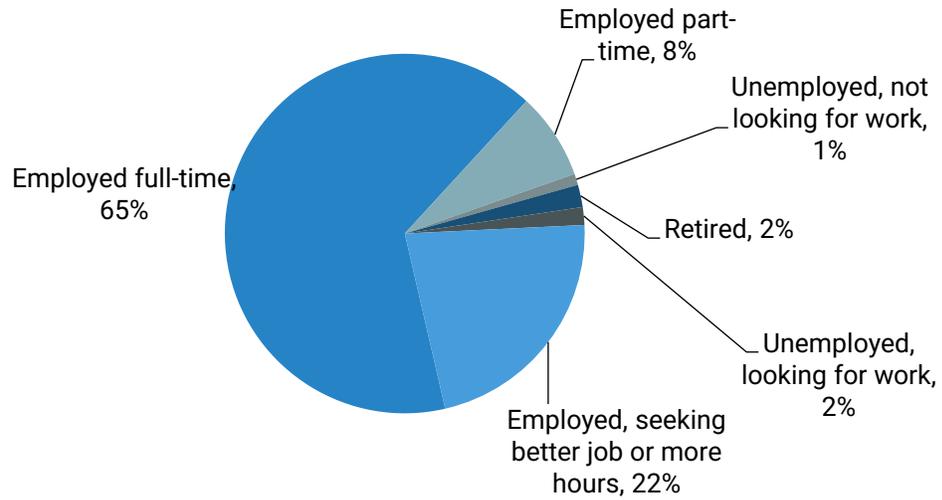


Figure 37: Housing Unit Type

Which best describes the building you live in?

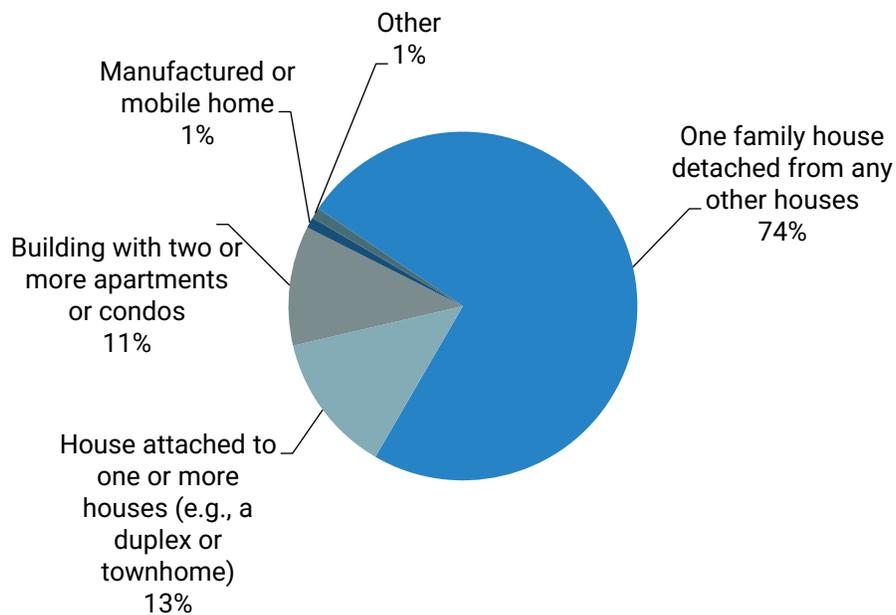


Figure 38: Housing Tenure

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

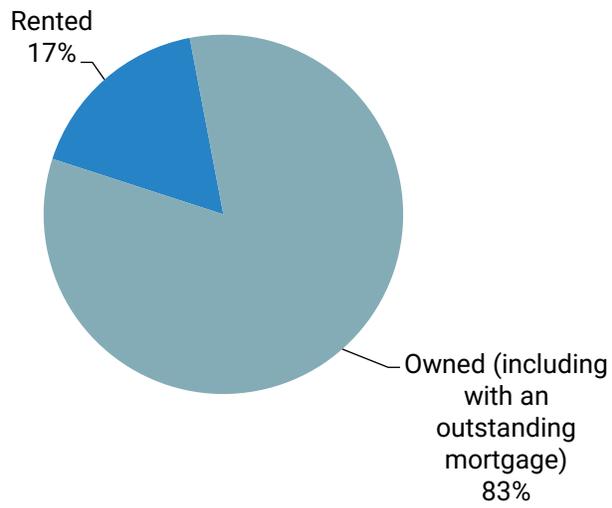


Figure 39: Ethnicity

Are you Spanish, Hispanic or Latino?

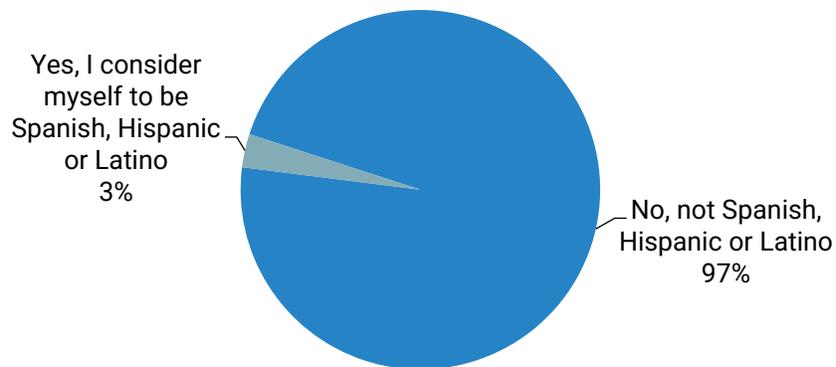


Figure 40: Race

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%	11
Asian, Asian Indian or Pacific Islander	8%	51
Black or African American	4%	29
White or Caucasian	87%	585
Other	3%	17

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

Figure 41: Respondent Age

Which category contains your age?

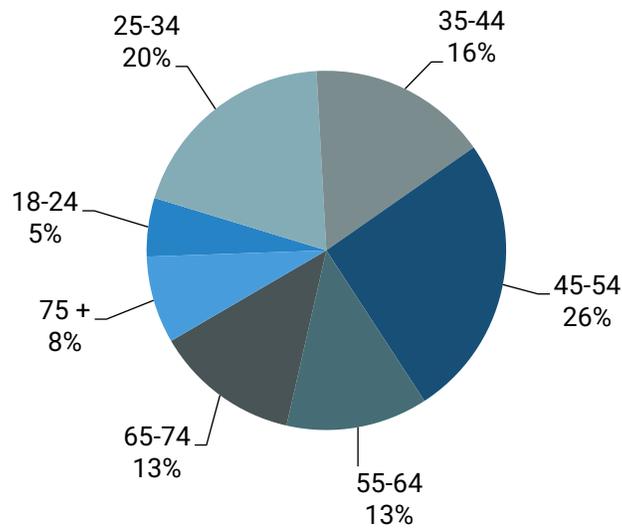


Figure 42: Respondent Gender

What is your gender?

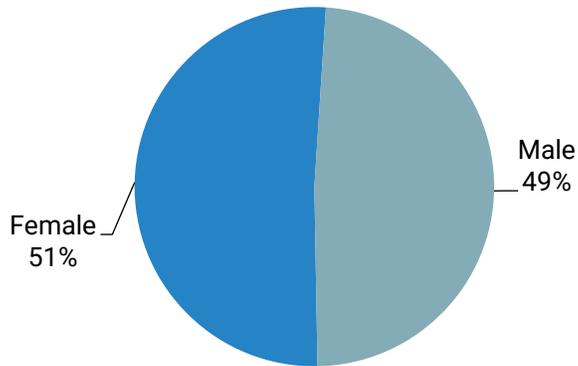
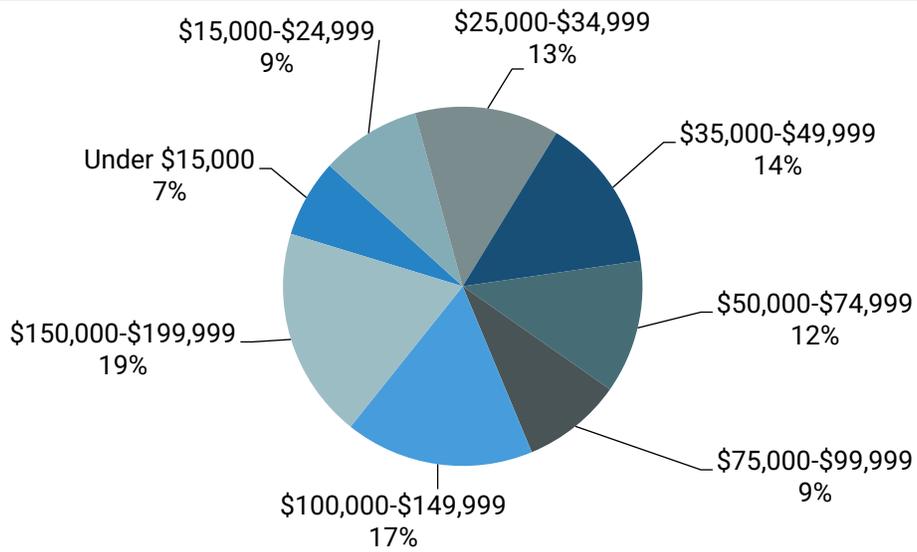


Figure 43: Household Income

Please indicate your household's annual income:



**There were no respondents who indicated '\$200,000 or more' in response to this question.*

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=260
Good	51%	N=318
Fair	6%	N=36
Poor	2%	N=13
Total	100%	N=627

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

Please rate each of the following aspects of quality of life in Washington County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
As a place to live	48%	N=313	42%	N=271	7%	N=42	3%	N=20	0%	N=0	100%	N=647
As a place to raise children	40%	N=260	40%	N=255	5%	N=35	3%	N=19	12%	N=76	100%	N=645
As a place to work	22%	N=139	28%	N=179	17%	N=111	4%	N=28	29%	N=189	100%	N=645
As a place to retire	21%	N=133	34%	N=216	17%	N=111	9%	N=55	20%	N=125	100%	N=640

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

Please rate each of the following aspects of quality of life in Washington County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
As a place to live	48%	N=313	42%	N=271	7%	N=42	3%	N=20	100%	N=647
As a place to raise children	46%	N=260	45%	N=255	6%	N=35	3%	N=19	100%	N=569
As a place to work	30%	N=139	39%	N=179	24%	N=111	6%	N=28	100%	N=457
As a place to retire	26%	N=133	42%	N=216	22%	N=111	11%	N=55	100%	N=515

Table 4: Question 3 - 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	39%	N=255	45%	N=290	12%	N=77	2%	N=16	1%	N=9	100%	N=648
Employment opportunities	11%	N=70	31%	N=199	22%	N=144	6%	N=38	30%	N=189	100%	N=641
Openness and acceptance toward people of diverse backgrounds	17%	N=108	37%	N=241	26%	N=168	7%	N=46	13%	N=81	100%	N=643
Welcoming residents from all backgrounds to participate in local government and community decision-making	16%	N=103	32%	N=205	21%	N=138	7%	N=44	24%	N=155	100%	N=645
Availability of affordable housing	8%	N=53	22%	N=140	31%	N=200	16%	N=102	22%	N=144	100%	N=639
Rural character and natural environment	29%	N=182	45%	N=287	19%	N=122	5%	N=29	3%	N=19	100%	N=639
Sense of community	18%	N=113	46%	N=298	26%	N=165	7%	N=44	4%	N=24	100%	N=644
Ease of travel by car	36%	N=230	51%	N=326	11%	N=69	3%	N=19	0%	N=1	100%	N=644
Bike and pedestrian transportation options	26%	N=169	34%	N=217	23%	N=150	7%	N=44	10%	N=67	100%	N=646
Public transit (bus, rail, etc.)	8%	N=52	14%	N=88	23%	N=148	27%	N=171	28%	N=179	100%	N=638
Overall feeling of safety in Washington County	26%	N=167	52%	N=334	16%	N=102	6%	N=38	0%	N=2	100%	N=643
Overall image or reputation of Washington County	30%	N=191	51%	N=328	13%	N=86	4%	N=23	2%	N=15	100%	N=643

Table 5: Question 3 - 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	40%	N=255	45%	N=290	12%	N=77	3%	N=16	100%	N=638
Employment opportunities	16%	N=70	44%	N=199	32%	N=144	8%	N=38	100%	N=451
Openness and acceptance toward people of diverse backgrounds	19%	N=108	43%	N=241	30%	N=168	8%	N=46	100%	N=562
Welcoming residents from all backgrounds to participate in local government and community decision-making	21%	N=103	42%	N=205	28%	N=138	9%	N=44	100%	N=490
Availability of affordable housing	11%	N=53	28%	N=140	40%	N=200	21%	N=102	100%	N=495
Rural character and natural environment	29%	N=182	46%	N=287	20%	N=122	5%	N=29	100%	N=620
Sense of community	18%	N=113	48%	N=298	27%	N=165	7%	N=44	100%	N=620
Ease of travel by car	36%	N=230	51%	N=326	11%	N=69	3%	N=19	100%	N=643
Bike and pedestrian transportation options	29%	N=169	37%	N=217	26%	N=150	8%	N=44	100%	N=579
Public transit (bus, rail, etc.)	11%	N=52	19%	N=88	32%	N=148	37%	N=171	100%	N=459
Overall feeling of safety in Washington County	26%	N=167	52%	N=334	16%	N=102	6%	N=38	100%	N=642
Overall image or reputation of Washington County	30%	N=191	52%	N=328	14%	N=86	4%	N=23	100%	N=627

Table 6: Question 4

What one thing do you like most about living in Washington County?	Percent of respondents	Number
Location	21%	N=136
Open space/rural	13%	N=81
Parks/lakes problem	9%	N=60
People	2%	N=12
My neighborhood	12%	N=76
Schools	5%	N=29
Small town feel	9%	N=57
Low taxes	2%	N=11
Quality of life in general	26%	N=167
Other	2%	N=10
Total	100%	N=639

Table 7: Question 5 - 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	
	%	N	%	N	%	N	%	N	%	N	%	N
From property crimes (e.g., burglary, theft)	27%	N=175	52%	N=336	15%	N=99	4%	N=29	0%	N=2	100%	N=641
From violent crimes (e.g., rape, assault, domestic violence, robbery)	48%	N=309	37%	N=240	11%	N=71	2%	N=16	2%	N=10	100%	N=646
From illegal drug activity (e.g., manufacturing or selling drugs)	37%	N=238	39%	N=253	14%	N=89	4%	N=27	6%	N=36	100%	N=643
From drunk drivers on roads in the county	18%	N=115	55%	N=354	19%	N=119	4%	N=24	5%	N=31	100%	N=643
From distracted drivers on roads in the county	9%	N=58	48%	N=307	30%	N=193	9%	N=60	4%	N=27	100%	N=645
From being injured while biking or walking along roads in the county	21%	N=136	44%	N=284	17%	N=106	6%	N=39	12%	N=76	100%	N=641
From identity theft (e.g., fraud, scams, credit card theft)	19%	N=122	45%	N=291	19%	N=125	6%	N=36	11%	N=72	100%	N=646
From human trafficking	36%	N=233	36%	N=231	7%	N=45	3%	N=17	18%	N=118	100%	N=644
In your neighborhood	54%	N=348	35%	N=225	6%	N=38	4%	N=23	1%	N=9	100%	N=643
In Washington County regional parks or trails	36%	N=228	50%	N=321	7%	N=48	2%	N=11	5%	N=33	100%	N=642
In county government buildings (e.g., County Government Center, libraries)	61%	N=395	29%	N=190	2%	N=14	0%	N=2	7%	N=43	100%	N=645

Table 8: Question 5 - 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	
	%	N	%	N	%	N	%	N	%	N
From property crimes (e.g., burglary, theft)	27%	N=175	53%	N=336	15%	N=99	4%	N=29	100%	N=639
From violent crimes (e.g., rape, assault, domestic violence, robbery)	49%	N=309	38%	N=240	11%	N=71	2%	N=16	100%	N=636
From illegal drug activity (e.g., manufacturing or selling drugs)	39%	N=238	42%	N=253	15%	N=89	5%	N=27	100%	N=607
From drunk drivers on roads in the county	19%	N=115	58%	N=354	19%	N=119	4%	N=24	100%	N=612
From distracted drivers on roads in the county	9%	N=58	50%	N=307	31%	N=193	10%	N=60	100%	N=618
From being injured while biking or walking along roads in the county	24%	N=136	50%	N=284	19%	N=106	7%	N=39	100%	N=565
From identity theft (e.g., fraud, scams, credit card theft)	21%	N=122	51%	N=291	22%	N=125	6%	N=36	100%	N=574
From human trafficking	44%	N=233	44%	N=231	9%	N=45	3%	N=17	100%	N=526
In your neighborhood	55%	N=348	36%	N=225	6%	N=38	4%	N=23	100%	N=634
In Washington County regional parks or trails	37%	N=228	53%	N=321	8%	N=48	2%	N=11	100%	N=609
In county government buildings (e.g., County Government Center, libraries)	66%	N=395	32%	N=190	2%	N=14	0%	N=2	100%	N=602

Table 9: Question 7 - 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	9%	N=59	37%	N=236	36%	N=228	11%	N=72	6%	N=40	100%	N=635
Taxes	15%	N=95	27%	N=174	35%	N=224	16%	N=100	7%	N=48	100%	N=640
Traffic safety	21%	N=133	42%	N=271	28%	N=179	6%	N=37	3%	N=21	100%	N=641
Traffic congestion	23%	N=146	40%	N=254	29%	N=188	7%	N=46	1%	N=10	100%	N=643
Poverty	20%	N=125	33%	N=211	18%	N=115	5%	N=29	25%	N=157	100%	N=637
Homelessness	31%	N=195	30%	N=190	7%	N=48	6%	N=38	26%	N=168	100%	N=639
Affordability of housing	11%	N=71	24%	N=156	30%	N=193	20%	N=125	15%	N=97	100%	N=641
Availability of livable wage jobs	16%	N=102	19%	N=124	22%	N=137	14%	N=88	30%	N=188	100%	N=639
Access to public transit in Washington County	18%	N=113	20%	N=125	23%	N=146	17%	N=109	23%	N=148	100%	N=641
Transportation options in Washington County	19%	N=121	21%	N=133	25%	N=160	13%	N=85	22%	N=140	100%	N=640

Table 10: Question 7 - 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	10%	N=59	40%	N=236	38%	N=228	12%	N=72	100%	N=595
Taxes	16%	N=95	29%	N=174	38%	N=224	17%	N=100	100%	N=593
Traffic safety	21%	N=133	44%	N=271	29%	N=179	6%	N=37	100%	N=620
Traffic congestion	23%	N=146	40%	N=254	30%	N=188	7%	N=46	100%	N=633
Poverty	26%	N=125	44%	N=211	24%	N=115	6%	N=29	100%	N=480
Homelessness	41%	N=195	40%	N=190	10%	N=48	8%	N=38	100%	N=471
Affordability of housing	13%	N=71	29%	N=156	35%	N=193	23%	N=125	100%	N=544
Availability of livable wage jobs	23%	N=102	27%	N=124	31%	N=137	20%	N=88	100%	N=450
Access to public transit in Washington County	23%	N=113	25%	N=125	30%	N=146	22%	N=109	100%	N=493
Transportation options in Washington County	24%	N=121	27%	N=133	32%	N=160	17%	N=85	100%	N=500

Table 11: Question 8 - 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 a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Bullying	14%	N=90	18%	N=113	21%	N=131	9%	N=57	39%	N=245	100%	N=636
Suicide/attempted suicide	13%	N=81	19%	N=124	18%	N=114	6%	N=39	44%	N=282	100%	N=640
Underage alcohol use	12%	N=75	19%	N=118	22%	N=143	8%	N=52	39%	N=250	100%	N=638
Excessive alcohol use among adults	13%	N=82	27%	N=171	25%	N=156	7%	N=46	29%	N=184	100%	N=638
Illicit drug use	11%	N=71	25%	N=157	21%	N=136	9%	N=55	34%	N=214	100%	N=632
Accidental drug overdose	12%	N=79	23%	N=145	15%	N=98	6%	N=39	43%	N=278	100%	N=640
Misuse of prescribed medications	12%	N=76	21%	N=134	19%	N=124	6%	N=37	42%	N=268	100%	N=638
Tobacco use	20%	N=127	25%	N=158	16%	N=105	9%	N=59	29%	N=187	100%	N=635
Electronic cigarettes/vaping	17%	N=107	22%	N=141	20%	N=131	12%	N=76	29%	N=183	100%	N=638
Overweight children	11%	N=71	24%	N=151	23%	N=148	17%	N=105	25%	N=159	100%	N=634
Overweight adults	10%	N=65	21%	N=133	30%	N=190	18%	N=115	21%	N=135	100%	N=637
Heart disease	10%	N=64	19%	N=123	22%	N=138	12%	N=77	37%	N=234	100%	N=637
Spread of infectious diseases	16%	N=104	22%	N=139	21%	N=136	13%	N=84	27%	N=172	100%	N=636
Abuse and neglect of children	10%	N=65	23%	N=146	16%	N=102	8%	N=50	43%	N=269	100%	N=633
Abuse and neglect of seniors	12%	N=77	22%	N=139	15%	N=98	7%	N=47	43%	N=273	100%	N=635
Domestic violence	9%	N=58	24%	N=153	20%	N=128	7%	N=43	40%	N=254	100%	N=635
The health and support of seniors	12%	N=75	26%	N=162	21%	N=131	11%	N=70	31%	N=194	100%	N=633
The health and support of people with disabilities	10%	N=67	27%	N=171	19%	N=120	10%	N=61	34%	N=219	100%	N=638
Lack of access to parks and open space	48%	N=307	29%	N=187	7%	N=43	3%	N=20	12%	N=78	100%	N=634
Depression/anxiety	10%	N=66	19%	N=123	24%	N=154	15%	N=96	31%	N=197	100%	N=635
Loneliness	11%	N=67	24%	N=152	20%	N=126	12%	N=73	34%	N=216	100%	N=634

Table 12: Question 8 - 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 a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Bullying	23%	N=90	29%	N=113	33%	N=131	15%	N=57	100%	N=390
Suicide/attempted suicide	23%	N=81	35%	N=124	32%	N=114	11%	N=39	100%	N=358
Underage alcohol use	19%	N=75	30%	N=118	37%	N=143	13%	N=52	100%	N=388
Excessive alcohol use among adults	18%	N=82	38%	N=171	34%	N=156	10%	N=46	100%	N=455
Illicit drug use	17%	N=71	37%	N=157	32%	N=136	13%	N=55	100%	N=418
Accidental drug overdose	22%	N=79	40%	N=145	27%	N=98	11%	N=39	100%	N=362
Misuse of prescribed medications	20%	N=76	36%	N=134	33%	N=124	10%	N=37	100%	N=371
Tobacco use	28%	N=127	35%	N=158	23%	N=105	13%	N=59	100%	N=448
Electronic cigarettes/vaping	24%	N=107	31%	N=141	29%	N=131	17%	N=76	100%	N=455
Overweight children	15%	N=71	32%	N=151	31%	N=148	22%	N=105	100%	N=474
Overweight adults	13%	N=65	26%	N=133	38%	N=190	23%	N=115	100%	N=503
Heart disease	16%	N=64	30%	N=123	34%	N=138	19%	N=77	100%	N=402
Spread of infectious diseases	22%	N=104	30%	N=139	29%	N=136	18%	N=84	100%	N=464
Abuse and neglect of children	18%	N=65	40%	N=146	28%	N=102	14%	N=50	100%	N=364
Abuse and neglect of seniors	21%	N=77	39%	N=139	27%	N=98	13%	N=47	100%	N=362
Domestic violence	15%	N=58	40%	N=153	34%	N=128	11%	N=43	100%	N=382
The health and support of seniors	17%	N=75	37%	N=162	30%	N=131	16%	N=70	100%	N=438
The health and support of people with disabilities	16%	N=67	41%	N=171	29%	N=120	15%	N=61	100%	N=419
Lack of access to parks and open space	55%	N=307	34%	N=187	8%	N=43	4%	N=20	100%	N=556
Depression/anxiety	15%	N=66	28%	N=123	35%	N=154	22%	N=96	100%	N=439
Loneliness	16%	N=67	36%	N=152	30%	N=126	18%	N=73	100%	N=419

Table 13: Question 9 - 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 a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Exposure to radon	19%	N=122	30%	N=192	15%	N=95	7%	N=45	28%	N=181	100%	N=635
Quality of outdoor air	33%	N=210	39%	N=246	16%	N=104	6%	N=37	6%	N=37	100%	N=634
Safety of food in public establishments	39%	N=252	35%	N=226	13%	N=84	6%	N=36	7%	N=43	100%	N=642
Proper disposal of garbage	40%	N=254	30%	N=193	16%	N=102	8%	N=52	6%	N=39	100%	N=639
Quality of drinking water	19%	N=123	21%	N=133	21%	N=132	36%	N=233	3%	N=20	100%	N=640
Quality of water in lakes and streams	15%	N=97	24%	N=156	26%	N=168	27%	N=171	7%	N=44	100%	N=636
Quantity of useable water supply	24%	N=153	22%	N=138	20%	N=128	25%	N=160	9%	N=60	100%	N=638
Climate change	27%	N=174	18%	N=117	20%	N=129	26%	N=165	8%	N=54	100%	N=639
Energy use	20%	N=130	24%	N=155	29%	N=187	20%	N=127	7%	N=43	100%	N=642
Lack of recycling	39%	N=247	24%	N=155	22%	N=137	11%	N=70	4%	N=27	100%	N=636
Yard waste disposal	39%	N=248	26%	N=165	18%	N=117	10%	N=67	7%	N=45	100%	N=642

Table 14: Question 9 - 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 a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Exposure to radon	27%	N=122	42%	N=192	21%	N=95	10%	N=45	100%	N=454
Quality of outdoor air	35%	N=210	41%	N=246	17%	N=104	6%	N=37	100%	N=596
Safety of food in public establishments	42%	N=252	38%	N=226	14%	N=84	6%	N=36	100%	N=599
Proper disposal of garbage	42%	N=254	32%	N=193	17%	N=102	9%	N=52	100%	N=600
Quality of drinking water	20%	N=123	22%	N=133	21%	N=132	38%	N=233	100%	N=620
Quality of water in lakes and streams	16%	N=97	26%	N=156	28%	N=168	29%	N=171	100%	N=592
Quantity of useable water supply	26%	N=153	24%	N=138	22%	N=128	28%	N=160	100%	N=578
Climate change	30%	N=174	20%	N=117	22%	N=129	28%	N=165	100%	N=585
Energy use	22%	N=130	26%	N=155	31%	N=187	21%	N=127	100%	N=599
Lack of recycling	41%	N=247	25%	N=155	23%	N=137	11%	N=70	100%	N=608
Yard waste disposal	42%	N=248	28%	N=165	20%	N=117	11%	N=67	100%	N=596

Table 15: Question 10 - 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	46%	N=289	33%	N=207	6%	N=41	1%	N=5	14%	N=90	100%	N=632
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	55%	N=348	32%	N=203	5%	N=31	1%	N=7	8%	N=49	100%	N=638
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	40%	N=253	33%	N=212	6%	N=39	1%	N=7	20%	N=128	100%	N=639
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	19%	N=120	49%	N=313	20%	N=125	6%	N=40	6%	N=38	100%	N=637
911 dispatch services	26%	N=164	26%	N=162	6%	N=37	1%	N=4	42%	N=267	100%	N=635
Employment support/CareerForce services	7%	N=46	16%	N=99	8%	N=53	3%	N=17	66%	N=419	100%	N=634
Recycling and drop-off services at the Environmental Center	38%	N=245	30%	N=190	14%	N=90	3%	N=17	15%	N=96	100%	N=638
Snow and ice removal on County roads	34%	N=215	41%	N=263	19%	N=124	5%	N=32	1%	N=7	100%	N=641
Records, vital statistics, licensing, and vehicle registration	20%	N=124	50%	N=319	17%	N=109	5%	N=33	8%	N=50	100%	N=634
Disaster preparedness	8%	N=52	19%	N=123	10%	N=63	2%	N=15	61%	N=389	100%	N=642
Services provided to veterans	5%	N=30	12%	N=77	7%	N=41	3%	N=18	74%	N=469	100%	N=636
Services provided to older adults	7%	N=43	18%	N=112	12%	N=75	4%	N=27	60%	N=381	100%	N=638
Protecting children and vulnerable adults	7%	N=48	17%	N=108	12%	N=75	5%	N=30	59%	N=379	100%	N=640
Mental and chemical health services	5%	N=33	15%	N=93	15%	N=92	7%	N=42	59%	N=377	100%	N=638
Overall quality of services provided by Washington County	16%	N=104	52%	N=331	21%	N=134	2%	N=14	8%	N=50	100%	N=633

Table 16: Question 10 - 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	53%	N=289	38%	N=207	7%	N=41	1%	N=5	100%	N=542
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	59%	N=348	35%	N=203	5%	N=31	1%	N=7	100%	N=589
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	50%	N=253	41%	N=212	8%	N=39	1%	N=7	100%	N=511
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	20%	N=120	52%	N=313	21%	N=125	7%	N=40	100%	N=599
911 dispatch services	45%	N=164	44%	N=162	10%	N=37	1%	N=4	100%	N=367
Employment support/CareerForce services	22%	N=46	46%	N=99	25%	N=53	8%	N=17	100%	N=215
Recycling and drop-off services at the Environmental Center	45%	N=245	35%	N=190	17%	N=90	3%	N=17	100%	N=542
Snow and ice removal on County roads	34%	N=215	42%	N=263	20%	N=124	5%	N=32	100%	N=634
Records, vital statistics, licensing, and vehicle registration	21%	N=124	55%	N=319	19%	N=109	6%	N=33	100%	N=585
Disaster preparedness	21%	N=52	49%	N=123	25%	N=63	6%	N=15	100%	N=253
Services provided to veterans	18%	N=30	46%	N=77	25%	N=41	11%	N=18	100%	N=167
Services provided to older adults	17%	N=43	44%	N=112	29%	N=75	10%	N=27	100%	N=257
Protecting children and vulnerable adults	18%	N=48	41%	N=108	29%	N=75	12%	N=30	100%	N=261
Mental and chemical health services	13%	N=33	36%	N=93	35%	N=92	16%	N=42	100%	N=261
Overall quality of services provided by Washington County	18%	N=104	57%	N=331	23%	N=134	2%	N=14	100%	N=582

Table 17: Question 11

Have you visited, telephoned, or emailed any Washington County government office within the last 12 months?	Percent of respondents	Number
Yes	44%	N=280
No	56%	N=359
Total	100%	N=639

Table 18: Question 12 - 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	50%	N=140	37%	N=105	9%	N=26	4%	N=11	0%	N=0	100%	N=281
Responsiveness	44%	N=121	44%	N=121	10%	N=28	3%	N=8	0%	N=0	100%	N=278
Courtesy	50%	N=142	38%	N=107	9%	N=25	3%	N=7	0%	N=0	100%	N=282
Overall impression	48%	N=135	37%	N=105	10%	N=29	4%	N=11	0%	N=0	100%	N=280

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

Table 19: Question 12 - 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	50%	N=140	37%	N=105	9%	N=26	4%	N=11	100%	N=281
Responsiveness	44%	N=121	44%	N=121	10%	N=28	3%	N=8	100%	N=278
Courtesy	50%	N=142	38%	N=107	9%	N=25	3%	N=7	100%	N=282
Overall impression	48%	N=135	37%	N=105	10%	N=29	4%	N=11	100%	N=280

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

Table 20: Question 13 - Including Don't Know Responses

If you have visited a Washington County License Center for services, which location did you go to on your most recent visit?	Percent of respondents	Number
Not applicable	26%	N=161
Woodbury	36%	N=222
Forest Lake	11%	N=66
Stillwater	22%	N=139
Don't know	5%	N=33
Total	100%	N=621

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

If you have visited a Washington County License Center for services, which location did you go to on your most recent visit?	Percent of respondents	Number
Not applicable	27%	N=161
Woodbury	38%	N=222
Forest Lake	11%	N=66
Stillwater	24%	N=139
Total	100%	N=588

Table 22: Question 14 - 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	37%	N=171
Somewhat reasonable	34%	N=160
Somewhat unreasonable	15%	N=71
Very unreasonable	12%	N=56
Don't know	1%	N=6
Total	100%	N=465

Table 23: Question 14 - 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	37%	N=171
Somewhat reasonable	35%	N=160
Somewhat unreasonable	16%	N=71
Very unreasonable	12%	N=56
Total	100%	N=458

Table 24: Question 15

Please rate the overall quality of your most recent Washington County License Center experience.	Percent of respondents	Number
Excellent	30%	N=137
Good	49%	N=225
Fair	15%	N=69
Poor	7%	N=33
Total	100%	N=463

Table 25: Question 16 - 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	17%	N=109	49%	N=315	20%	N=126	5%	N=33	9%	N=59	100%	N=641
The job Washington County government does at listening to residents	7%	N=46	30%	N=190	22%	N=139	7%	N=43	34%	N=220	100%	N=639
My knowledge of the work of the Washington County Board	6%	N=39	17%	N=106	23%	N=148	20%	N=129	34%	N=213	100%	N=634
The value of services for the taxes paid to Washington County	8%	N=51	32%	N=207	34%	N=214	11%	N=67	16%	N=100	100%	N=640
The job Washington County government does at managing tax dollars	7%	N=47	31%	N=194	25%	N=159	9%	N=60	28%	N=176	100%	N=636
The value of Washington County services to the quality of life in my neighborhood	12%	N=76	44%	N=281	23%	N=149	8%	N=49	13%	N=87	100%	N=642
Supporting the quality of life in Washington County	14%	N=91	45%	N=287	22%	N=141	5%	N=35	14%	N=88	100%	N=642

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

Please rate the following categories of Washington County government performance:	Excellent		Good		Fair		Poor		Total	
The job Washington County government does at informing residents	19%	N=109	54%	N=315	22%	N=126	6%	N=33	100%	N=583
The job Washington County government does at listening to residents	11%	N=46	45%	N=190	33%	N=139	10%	N=43	100%	N=419
My knowledge of the work of the Washington County Board	9%	N=39	25%	N=106	35%	N=148	31%	N=129	100%	N=421
The value of services for the taxes paid to Washington County	9%	N=51	38%	N=207	40%	N=214	13%	N=67	100%	N=540
The job Washington County government does at managing tax dollars	10%	N=47	42%	N=194	35%	N=159	13%	N=60	100%	N=460
The value of Washington County services to the quality of life in my neighborhood	14%	N=76	51%	N=281	27%	N=149	9%	N=49	100%	N=556
Supporting the quality of life in Washington County	16%	N=91	52%	N=287	25%	N=141	6%	N=35	100%	N=554

Table 27: Question 17 - 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	16%	N=104
Somewhat approve	39%	N=252
Somewhat disapprove	9%	N=56
Strongly disapprove	3%	N=17
Don't know	33%	N=210
Total	100%	N=639

Table 28: Question 17 - 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	24%	N=104
Somewhat approve	59%	N=252
Somewhat disapprove	13%	N=56
Strongly disapprove	4%	N=17
Total	100%	N=429

Table 29: Question 18 - 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	65%	N=406	15%	N=93	7%	N=42	14%	N=86	100%	N=627
Daily newspapers (online or in print)	47%	N=299	29%	N=184	16%	N=101	8%	N=54	100%	N=637
Washington County Web site (www.co.washington.mn.us)	23%	N=149	46%	N=294	24%	N=154	6%	N=38	100%	N=635
Weekly community newspapers (online or in print)	45%	N=285	32%	N=206	14%	N=87	9%	N=59	100%	N=637
Community meetings	65%	N=411	19%	N=122	4%	N=26	11%	N=72	100%	N=632
Washington County Newsletter – Staying in Touch	24%	N=156	33%	N=209	37%	N=233	6%	N=39	100%	N=636
Phone calls to Washington County	62%	N=396	21%	N=134	7%	N=47	9%	N=58	100%	N=635
Other online news sources	41%	N=261	35%	N=223	13%	N=84	10%	N=65	100%	N=633
Television news broadcasts	43%	N=269	35%	N=217	15%	N=94	7%	N=42	100%	N=623
County listservs and other County electronic newsletters	65%	N=413	19%	N=119	4%	N=25	13%	N=80	100%	N=637
Social Media (e.g., Twitter, Facebook, etc.)	43%	N=275	29%	N=188	21%	N=132	7%	N=47	100%	N=641
Word of mouth (from friends, family, neighbors)	16%	N=104	48%	N=304	32%	N=205	4%	N=25	100%	N=637

Table 30: Question 18 - 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	75%	N=406	17%	N=93	8%	N=42	100%	N=541
Daily newspapers (online or in print)	51%	N=299	32%	N=184	17%	N=101	100%	N=583
Washington County Web site (www.co.washington.mn.us)	25%	N=149	49%	N=294	26%	N=154	100%	N=597
Weekly community newspapers (online or in print)	49%	N=285	36%	N=206	15%	N=87	100%	N=578
Community meetings	73%	N=411	22%	N=122	5%	N=26	100%	N=560
Washington County Newsletter – Staying in Touch	26%	N=156	35%	N=209	39%	N=233	100%	N=597
Phone calls to Washington County	69%	N=396	23%	N=134	8%	N=47	100%	N=577
Other online news sources	46%	N=261	39%	N=223	15%	N=84	100%	N=568
Television news broadcasts	46%	N=269	37%	N=217	16%	N=94	100%	N=581
County listservs and other County electronic newsletters	74%	N=413	21%	N=119	4%	N=25	100%	N=557
Social Media (e.g., Twitter, Facebook, etc.)	46%	N=275	32%	N=188	22%	N=132	100%	N=594
Word of mouth (from friends, family, neighbors)	17%	N=104	50%	N=304	33%	N=205	100%	N=613

Table 31: 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	
	%	N	%	N	%	N	%	N	%	N	%	N
Downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet)	21%	N=132	25%	N=157	30%	N=193	14%	N=88	11%	N=68	100%	N=639
Online access to magazines, newspapers and research databases	15%	N=99	24%	N=154	35%	N=224	15%	N=93	11%	N=68	100%	N=638
Access to government information and forms such as tax forms	25%	N=157	33%	N=211	23%	N=148	11%	N=72	8%	N=52	100%	N=639
Free computer and wireless access	28%	N=182	25%	N=157	20%	N=126	17%	N=108	10%	N=66	100%	N=639
Programs and classes for all ages for learning, connection and entertainment	26%	N=168	32%	N=200	23%	N=148	10%	N=61	9%	N=58	100%	N=635
Adult programs and classes	21%	N=131	32%	N=202	28%	N=179	10%	N=65	9%	N=58	100%	N=634
Meeting and conference room use	13%	N=84	18%	N=114	34%	N=216	21%	N=132	14%	N=91	100%	N=637
Library express, pickup of library materials in automated lockers	15%	N=95	18%	N=113	26%	N=163	25%	N=160	17%	N=109	100%	N=639
Technology training and classes	16%	N=103	28%	N=179	31%	N=196	13%	N=82	12%	N=77	100%	N=637
Access to loanable technology (e.g., hotspots, Chromebooks)	17%	N=106	19%	N=122	24%	N=156	22%	N=142	18%	N=114	100%	N=640
Extended library hours	15%	N=96	22%	N=138	30%	N=189	20%	N=125	14%	N=90	100%	N=639

Table 32: 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)	23%	N=132	27%	N=157	34%	N=193	15%	N=88	100%	N=570
Online access to magazines, newspapers and research databases	17%	N=99	27%	N=154	39%	N=224	16%	N=93	100%	N=570
Access to government information and forms such as tax forms	27%	N=157	36%	N=211	25%	N=148	12%	N=72	100%	N=587
Free computer and wireless access	32%	N=182	28%	N=157	22%	N=126	19%	N=108	100%	N=572
Programs and classes for all ages for learning, connection and entertainment	29%	N=168	35%	N=200	26%	N=148	11%	N=61	100%	N=578
Adult programs and classes	23%	N=131	35%	N=202	31%	N=179	11%	N=65	100%	N=576
Meeting and conference room use	15%	N=84	21%	N=114	40%	N=216	24%	N=132	100%	N=545
Library express, pickup of library materials in automated lockers	18%	N=95	21%	N=113	31%	N=163	30%	N=160	100%	N=531
Technology training and classes	18%	N=103	32%	N=179	35%	N=196	15%	N=82	100%	N=560
Access to loanable technology (e.g., hotspots, Chromebooks)	20%	N=106	23%	N=122	30%	N=156	27%	N=142	100%	N=526
Extended library hours	18%	N=96	25%	N=138	34%	N=189	23%	N=125	100%	N=549

Table 33: 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
Trail system that connects communities, county park system, and other destinations	36%	N=232	37%	N=233	22%	N=141	2%	N=15	2%	N=15	100%	N=637
Protection and management of natural areas such as woodlands, prairies, and wetlands	56%	N=359	31%	N=200	11%	N=68	1%	N=4	1%	N=9	100%	N=640
Renting equipment such as snowshoes, canoes, and bikes	13%	N=81	27%	N=174	40%	N=256	15%	N=95	5%	N=35	100%	N=640
Community events such as Bluegrass Festival and Explore Your Parks Day	15%	N=98	27%	N=171	40%	N=258	11%	N=68	7%	N=42	100%	N=637
Programs for learning about nature and outdoor recreation	23%	N=145	33%	N=213	31%	N=195	9%	N=57	5%	N=30	100%	N=640
Other (please specify)	11%	N=28	6%	N=16	4%	N=12	4%	N=10	75%	N=194	100%	N=260

Table 34: 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
Trail system that connects communities, county park system, and other destinations	37%	N=232	37%	N=233	23%	N=141	2%	N=15	100%	N=621
Protection and management of natural areas such as woodlands, prairies, and wetlands	57%	N=359	32%	N=200	11%	N=68	1%	N=4	100%	N=631
Renting equipment such as snowshoes, canoes, and bikes	13%	N=81	29%	N=174	42%	N=256	16%	N=95	100%	N=606
Community events such as Bluegrass Festival and Explore Your Parks Day	16%	N=98	29%	N=171	43%	N=258	12%	N=68	100%	N=595
Programs for learning about nature and outdoor recreation	24%	N=145	35%	N=213	32%	N=195	9%	N=57	100%	N=610
Other (please specify)	42%	N=28	25%	N=16	18%	N=12	15%	N=10	100%	N=66

Table 35: Question 21

In the past year, how many times have you visited a regional park or trail?	Percent of respondents	Number
Never	10%	N=64
Once or twice	23%	N=149
3 to 12 times	38%	N=243
13 to 23 times	15%	N=94
24 or more times	14%	N=93
Total	100%	N=644

Table 36: Question 22

Why haven't you visited a regional park or trail, or visited more often? (Please check all that apply).	Percent of respondents	Number
I have visited a regional park or trail	45%	N=273
I didn't know about them/don't know enough to visit	9%	N=51
Lack of time	37%	N=221
Vehicle permit fee	15%	N=93
Lack of parking	3%	N=17
Other, please specify:	15%	N=89

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

Table 37: Question 23 - Including Don't Know Responses

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Very concerned		Somewhat concerned		Slightly concerned		Not at all concerned		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overall health of you and your family	32%	N=207	25%	N=158	21%	N=136	21%	N=137	0%	N=2	100%	N=641
Likelihood that you or someone in your family will get COVID-19	26%	N=166	26%	N=164	23%	N=149	24%	N=153	2%	N=11	100%	N=644
Your community's medical facilities and resources being overwhelmed by COVID-19	32%	N=202	27%	N=170	17%	N=107	21%	N=132	4%	N=28	100%	N=640
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	38%	N=243	26%	N=165	26%	N=167	7%	N=47	3%	N=22	100%	N=645
My behaviors impacting the health of vulnerable populations	26%	N=164	17%	N=110	18%	N=114	35%	N=223	4%	N=27	100%	N=638
The economic impact of COVID-19 on my household	32%	N=208	26%	N=168	22%	N=141	19%	N=122	1%	N=6	100%	N=644
The economic impact of COVID-19 on the local economy/local businesses	51%	N=331	31%	N=202	13%	N=83	3%	N=21	1%	N=7	100%	N=645

Table 38: Question 23 - Excluding Don't Know Responses

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Very concerned		Somewhat concerned		Slightly concerned		Not at all concerned		Total	
	%	N	%	N	%	N	%	N	%	N
Overall health of you and your family	32%	N=207	25%	N=158	21%	N=136	22%	N=137	100%	N=639
Likelihood that you or someone in your family will get COVID-19	26%	N=166	26%	N=164	24%	N=149	24%	N=153	100%	N=632
Your community's medical facilities and resources being overwhelmed by COVID-19	33%	N=202	28%	N=170	18%	N=107	22%	N=132	100%	N=612
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	39%	N=243	27%	N=165	27%	N=167	8%	N=47	100%	N=623
My behaviors impacting the health of vulnerable populations	27%	N=164	18%	N=110	19%	N=114	37%	N=223	100%	N=612
The economic impact of COVID-19 on my household	33%	N=208	26%	N=168	22%	N=141	19%	N=122	100%	N=638
The economic impact of COVID-19 on the local economy/local businesses	52%	N=331	32%	N=202	13%	N=83	3%	N=21	100%	N=638

Table 39: Question 24 - Including Don't Know Responses

Please rate Washington County on each of the following:	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Creating a community welcoming of residents of all backgrounds and cultures	20%	N=132	41%	N=263	19%	N=125	5%	N=30	15%	N=96	100%	N=646
Treating all residents with respect	23%	N=150	44%	N=281	17%	N=111	3%	N=18	13%	N=84	100%	N=645
Providing opportunities for residents with different opinions to voice their concerns	17%	N=111	37%	N=236	20%	N=130	7%	N=46	19%	N=122	100%	N=646

Table 40: Question 24 - Excluding Don't Know Responses

Please rate Washington County on each of the following:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Creating a community welcoming of residents of all backgrounds and cultures	24%	N=132	48%	N=263	23%	N=125	5%	N=30	100%	N=550
Treating all residents with respect	27%	N=150	50%	N=281	20%	N=111	3%	N=18	100%	N=560
Providing opportunities for residents with different opinions to voice their concerns	21%	N=111	45%	N=236	25%	N=130	9%	N=46	100%	N=524

Table 41: Question D1

How long have you lived in Washington County?	Percent of respondents	Number
Less than 2 years	11%	N=71
2-5 years	17%	N=109
6-10 years	15%	N=93
11-15 years	12%	N=74
16-20 years	8%	N=50
Over 20 years	38%	N=245
Total	100%	N=644

Table 42: Question D2

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	65%	N=418
Employed part-time	8%	N=50
Employed, seeking better job or more hours	22%	N=143
Unemployed, looking for work	2%	N=11
Unemployed, not looking for work	1%	N=10
Retired	2%	N=10
Student	0%	N=0
Total	100%	N=642

Table 43: Question D3

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	74%	N=476
House attached to one or more houses (e.g., a duplex or townhome)	13%	N=85
Building with two or more apartments or condos	11%	N=73
Manufactured or mobile home	1%	N=5
Other	1%	N=4
Total	100%	N=642

Table 44: Question D4

Is this house, duplex, townhome, apartment or mobile home...	Percent of respondents	Number
Rented for cash or occupied without cash payment	17%	N=104
Owned by you or someone in this house with a mortgage or free and clear	83%	N=525
Total	100%	N=629

Table 45: Question D5

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	97%	N=614
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=18
Total	100%	N=632

Table 46: Question D6

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=11
Asian, Asian Indian or Pacific Islander	8%	N=48
Black or African American	4%	N=27
White or Caucasian	87%	N=551
Other	3%	N=16

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

Table 47: Question D7

Which category contains your age?	Percent of respondents	Number
18-24	5%	N=31
25-34	20%	N=127
35-44	16%	N=101
45-54	26%	N=167
55-64	13%	N=80
65-74	13%	N=83
75-84	8%	N=51
85+	0%	N=0
Total	100%	N=640

Table 48: Question D8

Which gender do you identify with most closely?	Percent of respondents	Number
Female	51%	N=323
Male	49%	N=306
Identify another way	0%	N=1
Total	100%	N=630

Table 49: Question D10

Please indicate your household's annual income:	Percent of respondents	Number
Under \$15,000	7%	N=45
\$15,000-\$24,999	9%	N=56
\$25,000-\$34,999	13%	N=79
\$35,000-\$49,999	14%	N=85
\$50,000-\$74,999	12%	N=71
\$75,000-\$99,999	9%	N=56
\$100,000-\$149,999	17%	N=101
\$150,000-\$199,999	19%	N=113
\$200,000 or more	0%	N=0
Total	100%	N=606

Appendix C: 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, on the next page, respondents who were ages 35 to 54 years old (designated as Columns B) gave higher ratings to the overall quality of life in Washington County than did those who were 18 to 34 years old (designated as Column A), indicated by the “A” found in the cells for respondents aged 35 to 54. 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 gender 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. 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 50: Ratings of Overall Quality of Life by Age and Gender

	Average rating (0=poor, 100=excellent)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
How would you rate the overall quality of life in Washington County?	74	79 A	78	77	78	77

Table 51: Ratings of Quality of Life by Respondent Demographic Characteristics

Please rate each of the following aspects of quality of life in Washington County.	Average rating (0=poor, 100=excellent)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
As a place to live	74	81 A	79 A	79	79	79
As a place to raise children	74	80 A	78	77	79	78
As a place to work	63	64	67	68 B	62	65
As a place to retire	61	56	66 B	67 B	56	61

Table 52: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of Washington County:	Average rating (0=poor, 100=excellent)					Overall (A)
	Age			Gender		
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Outdoor recreational opportunities	69	77 A	76 A	75	74	74
Employment opportunities	51	58 A	58 A	58 B	53	56
Openness and acceptance toward people of diverse backgrounds	55	58	59	53	62 A	58
Welcoming residents from all backgrounds to participate in local government and community decision-making	55	61	58	55	61 A	58
Availability of affordable housing	36	44 A	46 A	42	43	43
Rural character and natural environment	69	66	68	66	68	67
Sense of community	56	61	59	59	59	59
Ease of travel by car	77 B	71	73	72	75	73
Bike and pedestrian transportation options	55	66 A	64 A	63	63	63
Public transit (bus, rail, etc.)	36	34	34	31	39 A	35
Overall feeling of safety in Washington County	66	66	66	65	67	66
Overall image or reputation of Washington County	68	71	70	70	70	70

Table 53: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
From property crimes (e.g., burglary, theft)	69	68	67	67	69	68
From violent crimes (e.g., rape, assault, domestic violence, robbery)	78	80 C	74	79	77	78
From illegal drug activity (e.g., manufacturing or selling drugs)	78 B C	72 C	66	72	72	72
From drunk drivers on roads in the County	64	67 C	60	62	65	64
From distracted drivers on roads in the County	56 C	55 C	49	53	53	53
From being injured while biking or walking along roads in the County	66 C	66 C	59	62	67 A	64
From identity theft (e.g., fraud, scams, credit card theft)	71 B C	63 C	55	61	64	62
From human trafficking	81 B C	75	74	75	78	76
In your neighborhood	76	84 A C	79	80	82	81
In Washington County regional parks or trails	79 C	76 C	72	74	77 A	75
In County government buildings (e.g., County Government Center, libraries)	89	89 C	85	87	89	87

Table 54: Ratings of Problems by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Average rating (0=Not a problem, 100=Major problem)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Crime	45	52 A	53 A	54 B	47	51
Taxes	47	49	58 A B	50	53	52
Traffic safety	40	38	42	42	38	40
Traffic congestion	37	40	43 A	41	39	40
Poverty	37	34	41 B	43 B	31	37
Homelessness	25	26	35 A B	35 B	22	28
Affordability of housing	58	54	59	61 B	51	56
Availability of livable wage jobs	52	46	51	56 B	43	49
Access to public transit in Washington County	49	45	58 A B	57 B	43	50
Transportation options in Washington County	42	45	56 A B	54 B	40	47

Table 55: Ratings of health concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Average rating (0=Minor concern, 100=Major concern)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Bullying	40	47	52 A	53 B	41	47
Suicide/attempted suicide	35	46 A	49 A	49 B	39	44
Underage alcohol use	42	47	55 A B	52 B	45	48
Excessive alcohol use among adults	51 B	41	48 B	48	43	46
Illicit drug use	42	44	56 A B	49	45	47

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Average rating (0=Minor concern, 100=Major concern)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Accidental drug overdose	44	37	50 B	45	40	42
Misuse of prescribed medications	50 B	37	50 B	45	44	44
Tobacco use	43 B	36	44 B	42	40	40
Electronic cigarettes/vaping	45	44	51	50	44	46
Overweight children	52	52	59 B	51	56	54
Overweight adults	55	55	62 B	56	58	57
Heart disease	52	49	58 B	50	55	52
Spread of infectious diseases	39	45	58 A B	52 B	43	48
Abuse and neglect of children	41	44	54 A B	48	44	46
Abuse and neglect of seniors	40	39	54 A B	43	44	44
Domestic violence	45	43	55 A B	48	46	47
The health and support of seniors	48	43	55 B	48	48	48
The health and support of people with disabilities	48	41	54 B	48	47	47
Lack of access to parks and open space	20	19	20	19	20	20
Depression/anxiety	59	52	54	58 B	51	55
Loneliness	50	48	52	57 B	44	50

Table 56: Ratings of Environmental Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Average rating (0=not at all a concern, 100=major concern)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Exposure to radon	37	36	41	40	36	38
Quality of outdoor air	32	29	34	33	30	31
Safety of food in public establishments	27	24	35 A B	31 B	25	28
Proper disposal of garbage	30	30	33	35 B	25	31
Quality of drinking water	56	62	58	61	57	59
Quality of water in lakes and streams	57	57	57	60 B	54	57
Quantity of useable water supply	49	49	54	55 B	46	50
Climate change	47	45	57 A B	57 B	42	50
Energy use	48	48	57 A B	56 B	46	51
Lack of recycling	34	34	37	43 B	27	35
Yard waste disposal	34	31	37	38 B	30	33

Table 57: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services provided by Washington County.	Average rating (0=poor, 100=excellent)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
County libraries	76	82 A	84 A	84 B	78	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	80	87 A	84	85	83	84
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	75	83 A	80	82	78	80
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	58	64 A	62	63	61	62
911 dispatch services	71	82 A	78 A	79	77	77
Employment support/CareerForce services	55	64	61	64	59	60
Recycling and drop-off services at the Environmental Center	72	74	76	75	74	74
Snow and ice removal on County roads	63	68	73 A B	67	70	68
Records, vital statistics, licensing, and vehicle registration	65	61	67 B	66	62	64
Disaster preparedness	61	62	61	62	61	61
Services provided to veterans	62	53	57	58	57	57
Services provided to older adults	54	57	56	56	55	56
Protecting children and vulnerable adults	51	55	60	54	56	55
Mental and chemical health services	43	47	54 A	46	51	48
Overall quality of services provided by Washington County	62	64	65	62	65	63

Table 58: Ratings of the impacts of the COVID-19 pandemic by Respondent Demographic Characteristics

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Average rating (0=Not at all concerned, 100=Very concerned)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Overall health of you and your family	49	52	66 A B	57	55	56
Likelihood that you or someone in your family will get COVID-19	47	47	60 A B	54	49	51
Your community's medical facilities and resources being overwhelmed by COVID-19	50	55	66 A B	63 B	51	57
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	62	61	74 A B	69 B	63	66
My behaviors impacting the health of vulnerable populations	45	42	49	47	42	45
The economic impact of COVID-19 on my household	61	57	55	58	57	57
The economic impact of COVID-19 on the local economy/local businesses	81 B	75	79	78	77	77

Table 59: Ratings of Washington County efforts by Respondent Demographic Characteristics

Please rate Washington County on each of the following:	Average rating (0=poor, 100=excellent)					
	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Creating a community welcoming of residents of all backgrounds and cultures	62	64	64	58	70 A	64
Treating all residents with respect	64	68	68	63	71 A	67
Providing opportunities for residents with different opinions to voice their concerns	58	61	58	57	62	60

Survey Results by Annual Household Income and Length of Residency

Table 60: Ratings of Overall Quality of Life by Respondent Characteristics

	Average rating (0=poor, 100=excellent)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
How would you rate the overall quality of life in Washington County?	72	83 A C	78 A	74	80 A	82 A	77

Table 61: Ratings of Quality of Life by Respondent Demographic Characteristics

Please rate each of the following aspects of quality of life in Washington County.	Average rating (0=poor, 100=excellent)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
As a place to live	73	85 A C	79 A	76	80	84 A	79
As a place to raise children	73	85 A C	78 A	74	80 A	83 A	78
As a place to work	56	71 A	66 A	62	67	68	65
As a place to retire	52	70 A C	62 A	62	58	61	61

Table 62: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of Washington County:	Average rating (0=poor, 100=excellent)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
Outdoor recreational opportunities	68	84 A C	75 A	71	79 A	77 A	74
Employment opportunities	45	66 A C	58 A	54	58	58	56
Openness and acceptance toward people of diverse backgrounds	49	68 A C	59 A	56	60	60	58
Welcoming residents from all backgrounds to participate in local government and community decision-making	48	70 A C	60 A	55	61	61	58
Availability of affordable housing	34	48 A	46 A	41	46	43	43
Rural character and natural environment	69	74 C	64	64	67	70 A	67
Sense of community	52	68 A C	60 A	56	63 A	62 A	59
Ease of travel by car	73	80 A C	71	71	71	78 A B	73
Bike and pedestrian transportation options	54	64 A	66 A	58	63	68 A	63
Public transit (bus, rail, etc.)	27	39 A	37 A	36	34	34	35
Overall feeling of safety in Washington County	63	72 A	66	64	67	72 A	66
Overall image or reputation of Washington County	64	78 A C	71 A	67	69	76 A B	70

Table 63: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
From property crimes (e.g., burglary, theft)	67	69	68	67	68	70	68
From violent crimes (e.g., rape, assault, domestic violence, robbery)	76	82	77	72	80 A	85 A	78
From illegal drug activity (e.g., manufacturing or selling drugs)	75 C	79 C	69	69	72	77 A	72
From drunk drivers on roads in the County	64	70 A C	62	62	63	68 A	64
From distracted drivers on roads in the County	54	61 A C	51	54	48	55 B	53
From being injured while biking or walking along roads in the County	61	67	64	61	64	68 A	64
From identity theft (e.g., fraud, scams, credit card theft)	65 C	69 C	59	60	64	65	62
From human trafficking	78	80	75	72	78	81 A	76
In your neighborhood	79	83	81	78	83 A	87 A	81
In Washington County regional parks or trails	77	81 C	73	74	76	79 A	75
In County government buildings (e.g., County Government Center, libraries)	87	92 A C	87	87	89	89	87

Table 64: Ratings of Problems by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Average rating (0=Not a problem, 100=Major problem)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
Crime	50	48	52	49	55 A C	48	51
Taxes	46	47	56 A B	51	54	50	52
Traffic safety	36	43	41 A	39	46 A C	36	40
Traffic congestion	36	36	44 A B	41	40	40	40
Poverty	34	30	39 B	41 C	36	32	37
Homelessness	29	21	30 B	35 B C	27 C	18	28
Affordability of housing	61 B	46	57 B	61 B C	53	52	56
Availability of livable wage jobs	51	47	48	54 B C	46	44	49
Access to public transit in Washington County	60 B C	42	48	57 B C	46	43	50
Transportation options in Washington County	53 C	44	46	53 B C	44	41	47

Table 65: Ratings of Health Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Average rating (0=Minor concern, 100=Major concern)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
Bullying	44 B	32	51 B	52 B C	40	42	47
Suicide/attempted suicide	39	34	48 A B	47 C	49 C	36	44
Underage alcohol use	45	41	51 B	48	55 C	43	48
Excessive alcohol use among adults	48 B	39	46	47	49 C	41	46
Illicit drug use	45	36	51 B	50 C	50 C	40	47
Accidental drug overdose	43 B	28	45 B	47 C	53 C	30	42
Misuse of prescribed medications	45 B	34	47 B	44	52 A C	39	44
Tobacco use	44 B	34	40	44 C	37	37	40
Electronic cigarettes/vaping	43	39	49 B	48	42	46	46
Overweight children	54 B	41	56 B	51	54	55	54
Overweight adults	57	50	59 B	54	60	58	57
Heart disease	52	44	54 B	49	57	52	52
Spread of infectious diseases	49 B	30	51 B	48	50	44	48
Abuse and neglect of children	46 B	33	49 B	49 C	44	42	46
Abuse and neglect of seniors	46	38	45	47 C	42	40	44
Domestic violence	43	37	51 A B	49	49	44	47
The health and support of seniors	50 B	37	50 B	50 C	52 C	42	48
The health and support of people with disabilities	48 B	38	49 B	48	52 C	43	47

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Average rating (0=Minor concern, 100=Major concern)						
	Respondent length of residency			Household income			Overall
	5 years or less	6-10 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)	
Lack of access to parks and open space	19	17	21	22 C	18	17	20
Depression/anxiety	57 B	45	56 B	54	59	52	55
Loneliness	55 B	35	51 B	53 C	53 C	44	50

Table 66: Ratings of Environmental Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Average rating (0=not at all a concern, 100=major concern)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
Exposure to radon	37	28	41 B	38	41	36	38
Quality of outdoor air	34 B	22	33 B	36 C	30	25	31
Safety of food in public establishments	31 B	20	29 B	32 C	28 C	21	28
Proper disposal of garbage	34 B	22	31 B	34 C	29	26	31
Quality of drinking water	60	52	60	57	59	59	59
Quality of water in lakes and streams	57 B	47	58 B	55	56	58	57
Quantity of useable water supply	52	43	51	48	50	51	50
Climate change	57 B C	38	48 B	53 C	52	44	50
Energy use	53 B	42	52 B	54 C	51	47	51
Lack of recycling	40 B C	29	34	39 C	34	30	35
Yard waste disposal	35	37	32	39 C	34 C	25	33

Table 67: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services provided by Washington County.	Average rating (0=poor, 100=excellent)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 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	73	88 A C	82 A	81	84	81	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	79	91 A C	84 A	81	88 A	86 A	84
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	73	89 A C	81 A	77	84 A	82 A	80
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	59	62	63	63	59	63	62
911 dispatch services	74	81	78	79	79	77	77
Employment support/CareerForce services	54	70 A	60	63	60	58	60
Recycling and drop-off services at the Environmental Center	66	79 A	76 A	73	76	75	74
Snow and ice removal on County roads	64	71 A	70 A	68	68	69	68
Records, vital statistics, licensing, and vehicle registration	62	74 A C	62	67 C	64	61	64
Disaster preparedness	56	72 A C	61	61	69	61	61
Services provided to veterans	52	67 A	56	62	52	56	57
Services provided to older adults	49	68 A C	55	56	55	56	56
Protecting children and vulnerable adults	50	64 A	56	54	61	55	55
Mental and chemical health services	37	61 A C	50 A	49	53	45	48
Overall quality of services provided by Washington County	58	72 A C	64 A	61	65	67 A	63

Table 68: Ratings of the impacts of the COVID-19 pandemic by Respondent Demographic Characteristics

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Average rating (0=Not at all concerned, 100=Very concerned)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
Overall health of you and your family	55	48	59 B	64 B C	50	50	56
Likelihood that you or someone in your family will get COVID-19	53 B	39	54 B	57 B C	47	47	51
Your community's medical facilities and resources being overwhelmed by COVID-19	61 B	51	58	62 B	50	56	57
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	69 B	60	65	72 B C	57	63	66
My behaviors impacting the health of vulnerable populations	47	45	44	50 C	43	39	45
The economic impact of COVID-19 on my household	59	54	57	66 B C	51	50	57
The economic impact of COVID-19 on the local economy/local businesses	77	77	78	80 C	79 C	73	77

Table 69: Ratings of Washington County efforts by Respondent Demographic Characteristics

Please rate Washington County on each of the following:	Average rating (0=poor, 100=excellent)						Overall (A)
	Respondent length of residency			Household income			
	5 years or less	6-10 years	More than 10 years	Less than \$50,000	\$50,000 to \$99,999	\$100,000 or more	
	(A)	(B)	(C)	(A)	(B)	(C)	
Creating a community welcoming of residents of all backgrounds and cultures	58	68 A	65 A	63	65	65	64
Treating all residents with respect	60	71 A	69 A	66	69	68	67
Providing opportunities for residents with different opinions to voice their concerns	52	68 A	61 A	59	63	62	60

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

Table 70: Ratings of Overall Quality of Life by Respondent Characteristics

	Average rating (0=poor, 100=excellent)				
	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
How would you rate the overall quality of life in Washington County?	79 B	70	61	80 A	77

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

Please rate each of the following aspects of quality of life in Washington County.	Average rating (0=poor, 100=excellent)				
	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
As a place to live	81 B	73	62	82 A	79
As a place to raise children	79 B	72	61	81 A	78
As a place to work	67 B	59	48	68 A	65
As a place to retire	61	61	55	62 A	61

Table 72: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of Washington County:	Average rating (0=poor, 100=excellent)				
	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Outdoor recreational opportunities	76 B	69	57	78 A	74
Employment opportunities	57	53	42	59 A	56
Openness and acceptance toward people of diverse backgrounds	60 B	51	43	61 A	58
Welcoming residents from all backgrounds to participate in local government and community decision-making	61 B	51	44	62 A	58
Availability of affordable housing	45 B	37	30	46 A	43
Rural character and natural environment	69 B	63	58	69 A	67
Sense of community	61 B	54	47	61 A	59
Ease of travel by car	74 B	69	67	75 A	73
Bike and pedestrian transportation options	64	59	48	66 A	63
Public transit (bus, rail, etc.)	34	39	31	36	35
Overall feeling of safety in Washington County	67 B	63	54	69 A	66
Overall image or reputation of Washington County	72 B	64	58	73 A	70

Table 73: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)				
	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
From property crimes (e.g., burglary, theft)	68	67	64	68	68
From violent crimes (e.g., rape, assault, domestic violence, robbery)	79 B	73	68	80 A	78
From illegal drug activity (e.g., manufacturing or selling drugs)	72	71	67	73 A	72
From drunk drivers on roads in the County	64	63	60	65	64
From distracted drivers on roads in the County	52	57 A	56	52	53
From being injured while biking or walking along roads in the County	64	64	62	65	64
From identity theft (e.g., fraud, scams, credit card theft)	62	62	62	63	62
From human trafficking	78 B	71	68	79 A	76
In your neighborhood	83 B	73	68	83 A	81
In Washington County regional parks or trails	76	74	75	76	75
In County government buildings (e.g., County Government Center, libraries)	88	85	85	88	87

Table 74: Ratings of Problems by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Average rating (0=Not a problem, 100=Major problem)				
	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Crime	51	50	54	50	51
Taxes	54 B	45	45	52 A	52
Traffic safety	40	41	40	40	40
Traffic congestion	40	42	40	40	40
Poverty	35	41 A	48 B	34	37
Homelessness	25	39 A	40 B	25	28
Affordability of housing	53	66 A	73 B	53	56
Availability of livable wage jobs	46	57 A	59 B	47	49
Access to public transit in Washington County	46	61 A	64 B	47	50
Transportation options in Washington County	44	57 A	59 B	44	47

Table 75: Ratings of health concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Average rating (0=Minor concern, 100=Major concern)				
	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Bullying	45	52	62 B	44	47
Suicide/attempted suicide	43	46	53 B	42	44
Underage alcohol use	49	46	53	47	48
Excessive alcohol use among adults	45	47	59 B	43	46
Illicit drug use	47	48	58 B	45	47
Accidental drug overdose	41	47	57 B	39	42
Misuse of prescribed medications	45	43	53 B	42	44
Tobacco use	39	45	58 B	37	40
Electronic cigarettes/vaping	48	41	51	45	46
Overweight children	56 B	46	53	53	54
Overweight adults	59 B	50	53	57	57
Heart disease	54 B	45	57	51	52
Spread of infectious diseases	46	52	52	46	48
Abuse and neglect of children	46	44	52	44	46
Abuse and neglect of seniors	44	43	50	43	44
Domestic violence	47	47	53	46	47
The health and support of seniors	48	49	52	48	48
The health and support of people with disabilities	47	49	51	46	47
Lack of access to parks and open space	18	23	28 B	18	20
Depression/anxiety	55	54	65 B	52	55
Loneliness	48	55	63 B	46	50

Table 76: Ratings of Environmental Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Average rating (0=not at all a concern, 100=major concern)				
	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Exposure to radon	39	36	40	37	38
Quality of outdoor air	30	36 A	38 B	30	31
Safety of food in public establishments	25	36 A	38 B	25	28
Proper disposal of garbage	28	37 A	38 B	29	31
Quality of drinking water	58	60	59	58	59
Quality of water in lakes and streams	56	56	55	56	57
Quantity of useable water supply	49	53	49	50	50
Climate change	47	57 A	59 B	47	50
Energy use	49	57 A	63 B	48	51
Lack of recycling	33	42 A	47 B	33	35
Yard waste disposal	32	37	42 B	32	33

Table 77: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services provided by Washington County.	Average rating (0=poor, 100=excellent)				
	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
County libraries	82	79	74	83 A	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	86 B	77	70	87 A	84
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	82 B	75	67	82 A	80
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	62	61	57	63	62
911 dispatch services	78	77	71	79 A	77
Employment support/CareerForce services	58	65	53	64 A	60
Recycling and drop-off services at the Environmental Center	74	74	72	75	74
Snow and ice removal on County roads	70 B	64	60	70 A	68
Records, vital statistics, licensing, and vehicle registration	62	69 A	66	64	64
Disaster preparedness	62	61	53	64 A	61
Services provided to veterans	54	64	58	58	57
Services provided to older adults	55	57	52	57	56
Protecting children and vulnerable adults	56	55	47	57 A	55
Mental and chemical health services	48	49	41	51 A	48
Overall quality of services provided by Washington County	64	61	53	66 A	63

Table 78: Ratings of the impacts of the COVID-19 pandemic by Respondent Demographic Characteristics

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Average rating (0=Not at all concerned, 100=Very concerned)				
	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
Overall health of you and your family	53	66 A	67 B	54	56
Likelihood that you or someone in your family will get COVID-19	48	63 A	67 B	49	51
Your community's medical facilities and resources being overwhelmed by COVID-19	54	68 A	68 B	56	57
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	63	73 A	75 B	64	66
My behaviors impacting the health of vulnerable populations	41	57 A	57 B	43	45
The economic impact of COVID-19 on my household	55	65 A	73 B	55	57
The economic impact of COVID-19 on the local economy/local businesses	77	79	82	77	77

Table 79: Ratings of Washington County efforts by Respondent Demographic Characteristics

Please rate Washington County on each of the following:	Average rating (0=poor, 100=excellent)				
	Respondent housing unit type		Rent or own		Overall
	Detached	Attached	Rent	Own	(A)
	(A)	(B)	(A)	(B)	
Creating a community welcoming of residents of all backgrounds and cultures	66 B	57	52	67 A	64
Treating all residents with respect	69 B	61	55	69 A	67
Providing opportunities for residents with different opinions to voice their concerns	62 B	54	50	62 A	60

Survey Results by Race / Ethnicity

Table 80: Ratings of Overall Quality of Life by Respondent Characteristics

	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	(A)
	(A)	(B)	
How would you rate the overall quality of life in Washington County?	79 B	70	77

Table 81: Ratings of Quality of Life by Respondent Demographic Characteristics

Please rate each of the following aspects of quality of life in Washington County..	Race/ethnicity		Overall
	White alone, not Hispanic	Hispanic and/or other race	(A)
	(A)	(B)	
As a place to live	80 B	71	79
As a place to raise children	79 B	72	78
As a place to work	67 B	53	65
As a place to retire	62	57	61

Table 82: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of Washington County:	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Outdoor recreational opportunities	76 B	70	74
Employment opportunities	56	52	56
Openness and acceptance toward people of diverse backgrounds	59 B	51	58
Welcoming residents from all backgrounds to participate in local government and community decision-making	59	52	58
Availability of affordable housing	43	39	43
Rural character and natural environment	67	68	67
Sense of community	60	55	59
Ease of travel by car	74	72	73
Bike and pedestrian transportation options	63	62	63
Public transit (bus, rail, etc.)	34	38	35
Overall feeling of safety in Washington County	67	65	66
Overall image or reputation of Washington County	71	67	70

Table 83: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe you feel...	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
From property crimes (e.g., burglary, theft)	67	70	68
From violent crimes (e.g., rape, assault, domestic violence, robbery)	78	76	78
From illegal drug activity (e.g., manufacturing or selling drugs)	72	72	72
From drunk drivers on roads in the county	63	69 A	64
From distracted drivers on roads in the county	52	61 A	53
From being injured while biking or walking along roads in the county	63	68	64
From identity theft (e.g., fraud, scams, credit card theft)	63	62	62
From human trafficking	77	74	76
In your neighborhood	82 B	74	81
In Washington County regional parks or trails	75	81 A	75
In county government buildings (e.g., County Government Center, libraries)	88	88	87

Table 84: Ratings of Problems by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a problem in Washington County.	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Crime	52 B	44	51
Taxes	51	54	52
Traffic safety	39	42	40
Traffic congestion	41	39	40
Poverty	38	31	37
Homelessness	29	26	28
Affordability of housing	56	58	56
Availability of livable wage jobs	49	51	49
Access to public transit in Washington County	49	54	50
Transportation options in Washington County	46	56 A	47

Table 85: Ratings of health concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a health concern in Washington County.	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Bullying	49 B	37	47
Suicide/attempted suicide	47 B	34	44
Underage alcohol use	48	48	48
Excessive alcohol use among adults	47 B	38	46
Illicit drug use	48	41	47
Accidental drug overdose	44	36	42
Misuse of prescribed medications	46 B	35	44
Tobacco use	41	40	40
Electronic cigarettes/vaping	49 B	33	46
Overweight children	57 B	37	54
Overweight adults	60 B	38	57
Heart disease	56 B	35	52
Spread of infectious diseases	49 B	38	48
Abuse and neglect of children	48 B	35	46
Abuse and neglect of seniors	45 B	36	44
Domestic violence	50 B	35	47
The health and support of seniors	49	41	48
The health and support of people with disabilities	49 B	36	47
Lack of access to parks and open space	19	21	20
Depression/anxiety	58 B	39	55
Loneliness	54 B	33	50

Table 86: Ratings of Environmental Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is an environmental concern in Washington County.	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Exposure to radon	39	34	38
Quality of outdoor air	32	30	31
Safety of food in public establishments	28	24	28
Proper disposal of garbage	31	25	31
Quality of drinking water	60	52	59
Quality of water in lakes and streams	58 B	49	57
Quantity of useable water supply	52 B	41	50
Climate change	51	44	50
Energy use	52	46	51
Lack of recycling	34	40	35
Yard waste disposal	31	46 A	33

Table 87: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services provided by Washington County.	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
County libraries	82	82	81
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	85	80	84
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	80	78	80
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	61	65	62
911 dispatch services	78	77	77
Employment support/CareerForce services	61	59	60
Recycling and drop-off services at the Environmental Center	75 B	68	74
Snow and ice removal on County roads	70 B	55	68
Records, vital statistics, licensing, and vehicle registration	64	65	64
Disaster preparedness	59	70 A	61
Services provided to veterans	56	61	57
Services provided to older adults	55	58	56
Protecting children and vulnerable adults	53	63 A	55
Mental and chemical health services	45	61 A	48
Overall quality of services provided by Washington County	63	67	63

Table 88: Ratings of the impacts of the COVID-19 pandemic by Respondent Demographic Characteristics

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Overall health of you and your family	55	64 A	56
Likelihood that you or someone in your family will get COVID-19	51	56	51
Your community's medical facilities and resources being overwhelmed by COVID-19	58	59	57
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	66	64	66
My behaviors impacting the health of vulnerable populations	44	53 A	45
The economic impact of COVID-19 on my household	56	64	57
The economic impact of COVID-19 on the local economy/local businesses	77	81	77

Table 89: Ratings of Washington County efforts by Respondent Demographic Characteristics

Please rate Washington County on each of the following:	Race/ethnicity		Overall (A)
	White alone, not Hispanic	Hispanic and/or other race	
	(A)	(B)	
Creating a community welcoming of residents of all backgrounds and cultures	63	64	64
Treating all residents with respect	67	64	67
Providing opportunities for residents with different opinions to voice their concerns	61	56	60

Appendix D: 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. 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 125).

Table 90: Ratings of Overall Quality of Life by Commissioner District

	Average rating (0=poor, 100=excellent)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
How would you rate the overall quality of life in Washington County?	75	75	80	78	78

Table 91: Ratings of Quality of Life by Commissioner District

Please rate each of the following aspects of quality of life in Washington County.	Average rating (0=poor, 100=excellent)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
As a place to live	76	73	81 B	80 B	83 A B
As a place to raise children	75	70	81 B	81 A B	80 B
As a place to work	59	68 A	67 A	64	66
As a place to retire	61	63	62	60	59

Table 92: Ratings of Community Characteristics by Commissioner District

Please rate each of the following characteristics of Washington County:	Average rating (0=poor, 100=excellent)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
Outdoor recreational opportunities	68	71	83 A B D	73	77 A B
Employment opportunities	47	60 A	54	55 A	62 A C
Openness and acceptance toward people of diverse backgrounds	51	63 A C	54	62 A C	59 A
Welcoming residents from all backgrounds to participate in local government and community decision-making	53	64 A C	53	61 A	59
Availability of affordable housing	39	40	38	54 A B C E	41
Rural character and natural environment	71 E	66 E	70 E	67 E	59
Sense of community	55	60	58	66 A C E	56
Ease of travel by car	67	77 A	73	76 A	72
Bike and pedestrian transportation options	49	68 A	65 A	64 A	69 A
Public transit (bus, rail, etc.)	24	46 A C E	27	42 A C	36 A
Overall feeling of safety in Washington County	65	61	71 A B	67	66
Overall image or reputation of Washington County	65	67	73 A B	70	74 A B

Table 93: Ratings of Safety by Commissioner District

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
From property crimes (e.g., burglary, theft)	71 B	60	71 B	70 B	67 B
From violent crimes (e.g., rape, assault, domestic violence, robbery)	77 B	69	83 B	80 B	78 B
From illegal drug activity (e.g., manufacturing or selling drugs)	70	66	75 B	71	78 A B D
From drunk drivers on roads in the County	57	60	66 A B	68 A B	68 A B
From distracted drivers on roads in the County	49	54	54	54	54
From being injured while biking or walking along roads in the County	59	63	62	69 A C	66
From identity theft (e.g., fraud, scams, credit card theft)	63	63	58	67 C	60
From human trafficking	73	71	78 B	81 A B	78 B
In your neighborhood	81 B	72	86 B	83 B	81 B
In Washington County regional parks or trails	73	73	80 A B D	74	76
In County government buildings (e.g., County Government Center, libraries)	86	86	90	87	88

Table 94: 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)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
Crime	47	57 A C D	47	49	54
Taxes	52	52	50	56	50
Traffic safety	40	45 D	42 D	34	38
Traffic congestion	41	40	45 D	36	41
Poverty	38 E	39 E	38 E	38 E	30
Homelessness	31	36 C D E	25	26	24
Affordability of housing	58 D	57 D	61 D	47	58 D
Availability of livable wage jobs	56 C E	51	45	49	44
Access to public transit in Washington County	53	46	59 B D E	44	49
Transportation options in Washington County	48	44	54 B D	44	47

Table 95: 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=Minor concern, 100=Major concern)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
Bullying	43	44	51	48	47
Suicide/attempted suicide	44	40	51 B E	44	39
Underage alcohol use	47	54 D E	55 D E	43	43
Excessive alcohol use among adults	52 D E	48 E	46	41	39
Illicit drug use	46	54 E	45	48	42
Accidental drug overdose	43 E	49 E	47 E	42 E	32
Misuse of prescribed medications	44	50 E	52 D E	41	36
Tobacco use	43 E	50 C E	36	42	33
Electronic cigarettes/vaping	51 E	46	46	50 E	37
Overweight children	52	52	55	59 E	49
Overweight adults	55	57	60	61 E	52
Heart disease	53	50	55	55	48
Spread of infectious diseases	50	41	44	51	52 B
Abuse and neglect of children	46	45	51 E	48	40
Abuse and neglect of seniors	42	46	47	44	41
Domestic violence	47	49	49	48	42
The health and support of seniors	52	50	47	48	44
The health and support of people with disabilities	49	46	45	51	44
Lack of access to parks and open space	26 D E	20	20	18	14
Depression/anxiety	58	55	55	54	51
Loneliness	53	51	50	48	46

Table 96: 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)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
Exposure to radon	34	41	38	37	39
Quality of outdoor air	30	36 C E	27	40 A C E	24
Safety of food in public establishments	30	29	27	29	25
Proper disposal of garbage	38 B C E	30	27	33 E	25
Quality of drinking water	44	65 A C	56 A	61 A	68 A C
Quality of water in lakes and streams	52	60	59	56	56
Quantity of useable water supply	47	53	49	48	54
Climate change	49	55 D	49	45	50
Energy use	58 C D	50	47	45	53
Lack of recycling	38	37	37	33	31
Yard waste disposal	26	44 A D E	37 A	28	33

Table 97: 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)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
County libraries	80	80	86	81	80
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	80	83	89 A B E	86 A	82
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	76	78	87 A B E	81	76
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	60	61	58	70 A B C E	62
911 dispatch services	71	80 A	74	82 A C	78 A
Employment support/CareerForce services	48	63 A	58	67 A	64 A
Recycling and drop-off services at the Environmental Center	65	74 A	73 A	79 A	79 A
Snow and ice removal on County roads	58	68 A	68 A	78 A B C E	68 A
Records, vital statistics, licensing, and vehicle registration	65	69 C E	59	69 C E	59
Disaster preparedness	47	70 A E	60 A	68 A E	57 A
Services provided to veterans	60	62	57	50	57
Services provided to older adults	49	55	56	59	59
Protecting children and vulnerable adults	44	59 A	58 A	60 A	56 A
Mental and chemical health services	35	54 A	48 A	51 A	56 A
Overall quality of services provided by Washington County	56	65 A	65 A	67 A	64 A

Table 98: Ratings of the impacts of the COVID-19 pandemic by Commissioner District

Thinking about the impacts of the COVID-19 pandemic, how concerned, if at all, are you about each of the following?	Average rating (0=Not at all concerned, 100=Very concerned)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
Overall health of you and your family	53	61 C	50	55	61 C
Likelihood that you or someone in your family will get COVID-19	46	56 A C	44	54 C	57 A C
Your community's medical facilities and resources being overwhelmed by COVID-19	48	65 A D	56	55	63 A
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	58	73 A C	64	65	68 A
My behaviors impacting the health of vulnerable populations	38	50 A	40	51 A C	47
The economic impact of COVID-19 on my household	58	64 C E	51	59	55
The economic impact of COVID-19 on the local economy/local businesses	78	80	76	75	76

Table 99: Ratings of Washington County efforts by Commissioner District

Please rate Washington County on each of the following:	Average rating (0=poor, 100=excellent)				
	District 1	District 2	District 3	District 4	District 5
	(A)	(B)	(C)	(D)	(E)
Creating a community welcoming of residents of all backgrounds and cultures	59	67 A C E	59	72 A C E	60
Treating all residents with respect	65	68	66	74 A C E	62
Providing opportunities for residents with different opinions to voice their concerns	57	63 C	54	66 A C	58

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 within a table contain an “.”, that means that particular item was not asked on that year’s survey.

For each pair or set of by-year 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 year with the smaller column proportion from which it is statistically different. Years 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 from each other.

Table 100: Ratings of Overall Quality of Life by Year

	Average rating (0=poor, 100=excellent)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
How would you rate the overall quality of life in Washington County?	79	78	77	79	79	77

Table 101: Ratings of Quality of Life by Year

Please rate each of the following aspects of quality of life in Washington County.	Average rating (0=poor, 100=excellent)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
As a place to live	79
As a place to raise children	78
As a place to work	65
As a place to retire	.	.	58	60	61	61

Table 102: Ratings of Community Characteristics by Year

Please rate each of the following characteristics of Washington County:	Average rating (0=poor, 100=excellent)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Outdoor recreational opportunities	.	.	70	72	75 C D	74 C D
Employment opportunities	.	.	45	50 C	55 C D	56 C D
Openness and acceptance toward people of diverse backgrounds	.	.	57	55	57	58
Welcoming residents from all backgrounds to participate in local government and community decision-making	58
Availability of affordable housing	46	43	50 A B E F	47 B F	45	43
Rural character and natural environment	.	.	69 E	66	66	67
Sense of community	.	.	58	59	59	59
Ease of travel by car	.	.	.	71	71	73
Bike and pedestrian transportation options	.	.	.	60	58	63 E
Public transit (bus, rail, etc.)	.	.	.	34	35	35
Overall feeling of safety in Washington County	.	.	70 F	71 F	72 F	66
Overall image or reputation of Washington County	.	.	69	71	72 C	70

Table 103: Ratings of Safety by Year

Please rate how safe you feel...	Average rating (0=very unsafe, 100=very safe)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
From property crimes (e.g., burglary, theft)	76 C F	74 F	72 F	75 C F	73 F	68
From violent crimes (e.g., rape, assault, domestic violence, robbery)	85 B C F	81 F	81 F	83 B F	84 B C F	78
From illegal drug activity (e.g., manufacturing or selling drugs)	.	.	68	70	73 C D	72 C
From drunk drivers on roads in the County	66 C E	65 C E	62	64 E	62	64
From distracted drivers on roads in the County	.	.	53 E	54 E	47	53 E
From being injured while biking or walking along roads in the County	.	.	67 E F	66 E	61	64
From identity theft (e.g., fraud, scams, credit card theft)	.	.	60	62	60	62
From human trafficking	78	76
In your neighborhood	.	.	79	82 C	84 C F	81
In Washington County regional parks or trails	76	75
In County government buildings (e.g., County Government Center, libraries)	88	87

Table 104: Ratings of Problems by Year

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)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Crime	46 B C D E	42 C D E	38 D	34	36	51 A B C D E
Taxes	62 C D E F	62 C D E F	50	48	47	52 D E
Traffic safety	.	.	36	33	36	40 C D E
Traffic congestion	58 B C D E F	49 C D E F	39 D	36	41 D	40 D
Poverty	37 D E	38 C D E	34 D	30	34 D	37 D
Homelessness	.	.	24	20	26 D	28 C D
Affordability of housing	48	56 E
Availability of livable wage jobs	.	.	.	47	44	49 E
Access to public transit in Washington County	.	.	55 F	52	54	50
Transportation options in Washington County	52 F	47

Table 105: 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=Minor concern, 100=Major concern)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Bullying	.	.	47	44	50 D	47
Suicide/attempted suicide	.	.	40	39	48 C D F	44 D
Underage alcohol use	65 C D E F	71 A C D E F	56 E F	53 F	50	48
Excessive alcohol use among adults	.	.	50 F	48	49	46
Illicit drug use	.	.	55 F	54 F	52 F	47
Accidental drug overdose	42
Misuse of prescribed medications	.	.	47	48	54 C D F	44
Tobacco use	57 C D E F	54 C D E F	46 F	44	44	40
Electronic cigarettes/vaping	56 F	46
Overweight children	60 D F	66 A C D E F	58 D F	52	58 D F	54
Overweight adults	.	.	59 D	55	61 D F	57
Heart disease	52	52
Spread of infectious diseases	.	.	36 D	30	38 D	48 C D E
Abuse and neglect of children	58 B C D E F	50 C D E F	45 D	38	45 D	46 D
Abuse and neglect of seniors	.	.	41 D	36	47 C D	44 D
Domestic violence	.	.	48 D	44	48 D	47
The health and support of seniors	60 C D E F	60 C D E F	45	42	49 D	48 D
The health and support of people with disabilities	.	.	44	42	49 C D	47 D
Lack of access to parks and open space	20	20
Depression/anxiety	52	55
Loneliness	45	50 E

Table 106: 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=Minor concern, 100=Major concern)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
Exposure to radon	44 C D F	41 C D	37 D	30	41 C D	38 D
Quality of outdoor air	46 C D E F	47 C D E F	30	28	32 D	31 D
Safety of food in public establishments	46 C D E F	46 C D E F	34 D E F	28	27	28
Proper disposal of garbage	49 C D E F	47 C D E F	29 D	23	31 D	31 D
Quality of drinking water	56 C D	63 A C D E F	46 D	41	57 C D	59 C D
Quality of water in lakes and streams	63 C D E F	65 C D E F	55 D	48	57 D	57 D
Quantity of useable water supply	.	.	.	40	50 D	50 D
Climate change	51	50
Energy use	49	51
Lack of recycling	40 F	35
Yard waste disposal	33

Table 107: Ratings of County Services by Year

Please rate the quality of each of the following services provided by Washington County.	Average rating (0=poor, 100=excellent)					
	Year of survey					
	2006	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)	(F)
County libraries	78	79	81 A	80	81	81 A
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	77	77	82 A B	83 A B	82 A B	84 A B
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail	75	76	78 A	78 A	80 A B	80 A B
Condition of County roads such as Manning Avenue (County Rd. 15), 10th Street (County 10), or Bailey Road (County Rd. 18)	54 B	49	59 A B	63 A B C	62 A B C	62 A B C
911 dispatch services	.	.	77	77	77	77
Employment support/CareerForce services	60 B C	52	54	66 A B C F	64 A B C	60 B C
Recycling and drop-off services at the Environmental Center	.	.	72	73	74	74
Snow and ice removal on County roads	68 C E	68 C E	59	67 C E	64 C	68 C E
Records, vital statistics, licensing, and vehicle registration	73 E F	70 E F	72 E F	72 E F	62	64
Disaster preparedness	52	55	59 A	66 A B C	64 A B C	61 A B
Services provided to veterans	.	.	58	63	58	57
Services provided to older adults	62 C F	61 F	57	61 C F	59	56
Protecting children and vulnerable adults	.	.	.	61 F	60 F	55
Mental and chemical health services	.	.	.	56 F	55 F	48
Overall quality of services provided by Washington County	.	67 F	65	66 F	66	63

Appendix F: Survey Results Compared to Other Participating Minnesota Counties

Understanding the Tables

Questions asked by more than one Minnesota County in 2022 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 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 a “.”, 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 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, on the next page, respondents in Dakota County (Column A) gave an average rating of 78 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 statistically significantly different, as Olmsted and Scott cells contain a D, indicating both values are significantly higher than the ratings for St. Louis County.

Table 108: Overall Quality of Life by 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?	78 B C D	73 D	72 D	68	77 B C D

**Note: For each County's survey, this question used the name of the County. For this and subsequent tables in this appendix, the specific County name has been replaced with the generic {this} in brackets to avoid confusion.*

Table 109: 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	43% B C D	33% D	27%	23%	41% B C D
Good	48%	55%	61% A E	61% A E	51%
Fair	6%	10%	11% A E	14% A B E	6%
Poor	2%	3%	1%	2%	2%
Total	100%	100%	100%	100%	100%

**Note: For each County's survey, this question used the name of the County. For this and subsequent tables in this appendix, the specific County name has been replaced with the generic {this} in brackets to avoid confusion.*

Table 110: 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	27% B E	15%	.	.	21% B
Rural character ¹	9%	11%	29% A B E	.	9%
Parks/lakes ²	15% B E	8%	14% B	.	9%
Quality of life in general	21%	38% A E	.	.	26%
My neighborhood	12%	10%	13%	.	12%
Schools	4%	2%	6% B	.	5%
Low taxes	3% B	0%	.	.	2% B
People	2%	4%	.	.	2%
Open space ³	4%	5%	.	.	13% A B
Other	4%	8% A E	.	.	2%
Access to Twin Cities	.	.	14%	.	.
Suburban lifestyle	.	.	19%	.	.
Affordability	.	.	3%	.	.
Entertainment offerings	.	.	1%	.	.
Job opportunities	.	.	2%	.	.
Total	100%	100%	100%	.	100%

¹For Olmsted County and for Scott County, this was "rural/small town feel"; for Washington County, this was "small town feel".

²For Dakota County, this was "parks and greenways"; for Scott County, this was "parks/lakes/recreation".

³For Washington County, this was "open space/rural".

Table 111: 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	79 B C D	71	74 D	69	79 B C D
{This} County as a place to raise a family*	78 B C D	73 D	72 D	66	78 B C D
{This} County as a place to work	69 C E	72 A C E	62	.	65
{This} County as a place to retire	61 B D	53	57 B	55	61 B D

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

Table 112: 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	59 B C	53	53	.	58 B C
Employment opportunities ²	61 C D E	67 A C D E	54 D	44	56 D
Educational opportunities ³	.	63 C	45	61 C	.
Availability of affordable housing ⁴	44 B	26	51 A B E	.	43 B
Availability of affordable quality child care ⁵	46 B	27	45 B	.	.
Availability of affordable health care	.	48	55 B	.	.
Public transportation options (bus, rail, etc.) ⁶	.	47 E	45 E	.	35
Sense of community	62	.	.	.	59
Outdoor recreational opportunities ⁷	77 C	.	72	77 C	74
Availability of bike and pedestrian transportation options ⁸	66	.	65	.	63
Economic health of {this} County	70 B	66	.	.	.
Welcoming residents from all backgrounds to participate in local government and community decision-making	.	.	55	.	58

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 113: 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	87	87	.	.	87
While in your neighborhood	84 E	84 E	84 E	.	81
While using {this} County parks and/or trails ²	78 B	73	77 B	.	75
From property crimes (e.g., burglary, theft)	67 D	65	.	63	68 B D
From violent crimes (e.g., rape, assault, robbery)	77 B D	71	.	71	78 B D
From illegal drug activity	68 B D	63 D	.	51	72 B D
From identity theft (e.g., fraud, scams, credit card theft) ³	57	59	.	.	62 A B
From drunk or impaired drivers on County roads ⁴	.	58 D	.	48	64 B D
From distracted drivers on roads in the County ⁵	.	46 D	.	40	53 B D
Domestic violence	85	82	.	.	.
While in school or places of worship	85 B	79	.	.	.

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 114: 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	50	51	49	58 A B C E	51
Traffic safety ¹	35	44 A C E	36	.	40 A C
Traffic congestion	38	37	41 B	.	40 B
Poverty	43 C E	54 A C E	37	71 A B C E	37
Homelessness	38 C E	58 A C E	25	72 A B C E	28
Availability of livable wage jobs ²	47	52 A C	44	54 A C E	49 C
Taxes ³	43	66 A C D E	61 A E	57 A E	52 A
Affordability of housing	60 C	67 A C E	51	.	56 C
Lack of opportunities for people of color	.	44	.	57 B	.
Discrimination/attitudes toward diverse people	.	46	.	58 B	.

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 115: 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	.	36	.	.	38
Quality of outdoor air	30 B	26	.	.	31 B
Safety of food in public establishments	.	24	.	.	28 B
Proper disposal of garbage	.	25	.	.	31 B
Quality of drinking water	39 B	30	.	.	59 A B
Quality of water in lakes and streams	49 B	44	.	.	57 A B
Quantity of useable water supply	39 B	29	.	.	50 A B
Climate change	56 E	.	.	.	50
Energy use	52	.	.	.	51

Table 116: 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 E	53 E	60 A B E	65 A B C E	47
Depression, anxiety, and other mental illnesses ¹	57	66 A E	.	71 A B E	55
Social isolation/lack of community connections ²	50	61 A C E	48	.	50
Suicide/attempted suicide	.	52 E	48 E	63 B C E	44
Environmental hazards (polluted water, toxic waste)	40 B C	36 C	32	.	.
Tobacco use ³	33 C	44 A C	27	46 A C E	40 A C
Underage alcohol use ⁴	42	47 A	59 A B E	55 A B E	48 A
Excessive alcohol abuse among adults ⁵	45	51 A E	52 A E	61 A B C E	46
Illicit drug use ⁶	49	61 A E	.	71 A B E	47
Misuse of prescribed medications ⁷	48	52 A C E	47	63 A B C E	44
Health and support of older adults ⁸	51 C	53 C E	44	61 A B C E	48 C
Health and support of people with disabilities ⁹	49	50 C	45	62 A B C E	47
The support of persons with mental health challenges ¹⁰	.	61	61	69 B C	.
Quality of parenting skills of parents of children ages 0-17	51	55 A	.	58 A	.
The adequacy of school readiness for children	.	48 C	35	.	.
Spread of infectious diseases	51	48	.	.	48
Overweight adults and children	56	.	53	.	.
Overweight adults	.	59	.	65 B E	57
Overweight children	.	60 E	.	59 E	54
Abuse and neglect of older adults ¹¹	49 C E	51 C E	41	59 A B C E	44
Domestic violence	.	53 E	52 E	66 B C E	47

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)
Sexually transmitted diseases	.	.	25	44 C	.
Vaping (e-cigarettes)	.	.	.	53 E	46

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"

⁴For 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 117: 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	65 B C D E	51 D	57 B D	41	62 B C D
The job {this} County government does at listening to residents	54 B C D	42 D	50 B D	32	52 B D
The job {this} County government does at managing tax dollars	55 B C D E	38	46 B D	36	50 B D
The value of services for the taxes paid to {this} County	57 B C D E	41 D	47 B D	37	48 B D
My knowledge of the work of the {this} County Board	.	40	.	.	38
Generally acting in the best interests of the community	63 B	50	.	.	.
Effectively planning for the future of the County	62 B D	48 D	.	37	.
The value of {this} County services to the quality of life in my neighborhood	62 B E	52	59 B	.	56 B
Supporting the quality of life in the County	65 E	.	.	.	60
Overall confidence in {this} County government	63 D	.	.	44	.
The job {This} County does at providing access to {This} County government services	.	.	56 D	45	.

Table 118: 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	26% D	.	.	9%	24% D
Somewhat approve	64%	.	.	62%	59%
Somewhat disapprove	8%	.	.	21% A E	13%
Strongly disapprove	2%	.	.	8% A E	4%
Total	100%	.	.	100%	100%

Table 119: 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 health of you and your family	51	.	55	.	56 A
Likelihood that you or someone in your family will get COVID-19	47	.	49	.	51
Your community's medical facilities and resources being overwhelmed by COVID-19	57 C	.	41	.	57 C
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	64 C	.	37	.	66 C
My behaviors impacting the health of vulnerable populations	44	.	71 A E	.	45
The economic impact of COVID-19 on my household	.	.	51	.	57 C
The economic impact of COVID-19 on the local economy/local businesses	71 C	.	27	.	77 A C
Overall quality of services provided by {this} County	69 B C D E	58 D	62 B D	47	63 B D
Condition of County roads ¹	65 B C D	52 D	56 B D	47	62 B C D
Snow and ice removal on County roads	68 B D	62 D	66 B D	56	68 B D
Recycling and drop-off services ²	75 B C D	69 C D	61	58	74 B C D
County parks and recreation ³	86 B C	67	71 B	.	84 B C
Land use, planning and zoning ⁴	.	49 D	55 B D	43	.
Sheriff services ⁵	68 D	67 D	73 A B D	62	.
Records, vital statistics, licensing, and vehicle registration ⁶	61 D	67 A C D	59 D	51	64 C D
Property records (plats, surveys, recording & abstracting) ⁷	.	68	66	.	.
Property assessment and taxpayer services ⁸	55 C D	52 D	50 D	38	.
Disaster preparedness and response ⁹	.	61 D	60 D	49	61 D
Services to older adults	58 B D	50	54 D	47	56 B D
Services to children and families ¹⁰	.	55 D	.	42	.
Services to veterans ¹¹	.	49 D	56 B D	40	57 B D

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)
Mental health services	50	45	44	.	48
Public health services	.	57 D	.	53	.
Protecting vulnerable adults	.	47	54 B	.	.
Protecting children ¹²	55 D	52 D	59 B D	44	.
Information available on the County website ¹³	63 B D	56 D	62 B D	51	.
County libraries	85 C E	.	77	.	81 C
Trail and bikeway connectivity ¹⁴	81 C	.	65	.	80 C
Employment and training services ¹⁵	69 C D E	.	58 D	48	60 D
Financial assistance for low-income families ¹⁶	63 B D	49 D	56 B D	43	.
Services for people with disabilities	62 B C	52	48	.	.
911 dispatch services	.	.	80 D	75	77
Disease prevention and control	.	57 C	53	.	.
COVID services (Providing information, testing, vaccines, etc.)	61 D	.	.	58	.

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 120: 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	10%	.	7%	.	.
Somewhat support	40%	.	41%	.	.
Somewhat oppose	28%	.	24%	.	.
Strongly oppose	22%	.	29% A	.	.
Total	100%	.	100%	.	.

Table 121: 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	34%	41%	49% A B D	36%	44% A D
No	66% C E	59% C	51%	64% C E	56%
Total	100%	100%	100%	100%	100%

Table 122: 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	82 B C D	76	74	72	78 D
Responsive	75 D	73 D	72	68	76 D
Courteous	80 B	74	77	75	79 B
Overall impression	78 B D	72	74	69	77 B D

Table 123: 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)
Newspapers ¹	.	47% C D E	40% D E	32%	33%
Other County residents (such as neighbors or friends) ²	.	53%	.	61% B	58% B
County employees	.	27% C	23%	42% B C	.
County web site	.	49%	50%	63% B C E	50%
Other online resources	.	46% C E	34%	.	34%
Public/Community meetings	.	24% C E	14%	63% B C E	16%
Radio	.	38% C	19%	45% B C	.
Phone calls to {this} County	.	24% E	.	36% B E	20%
Reports, flyers or brochures	.	36%	.	41% B	.
Television news broadcasts/cable TV	.	54% C E	33%	52% C E	35%
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)	.	32%	43% B D E	37% B	38% B
County Board meetings shown on cable access	.	.	9%	24% C E	16% C
Weekly community newspapers	.	.	55% E	.	33%
{This} County newsletter	.	.	46%	.	56% C

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

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

Table 124: 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 ¹	.	56 E	.	.	47
Community events	.	60 E	.	.	50
Programs for learning about nature and outdoor recreation	.	65 E	.	.	58
Trail and greenway systems that connect parks and recreation sites ²	.	71	.	.	70

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 125: 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	6% C D	.	3%	2%	.
Somewhat better	20%	.	20%	19%	.
About the same	53%	.	57%	58%	.
Somewhat worse	18%	.	14%	15%	.
Much worse	3%	.	5%	6%	.
Total	100%	.	100%	100%	.

Table 126: Diversity and Inclusion by County

Please rate the following characteristics for {this} County? Average rating 100=essential, 0=not at all important"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Treating all residents with respect	.	53	.	.	67 B
Providing opportunities for resident with different opinions to voice their concerns	.	50	.	.	60 B

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 sheriff services rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than sheriff services. More illuminating is how residents’ ratings of sheriff services compare to opinions about sheriff services in other communities and to resident ratings over time.

A sheriff department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the County rate sheriff services lower than ratings given by residents in other 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

Polco/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 Polco/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 Polco/NRC’s work^{2, 3}. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in Polco/NRC’s proprietary databases.

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

² 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.

³ 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 bring pride and a sense of accomplishment.

Polco/NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from more than 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. Polco/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 Polco/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 County services or aspects of government performance). These items are excluded from the benchmark tables.

National County Benchmark Comparisons

All Benchmarks	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
How would you rate the overall quality of life in Washington County?	77	5	43	Much higher
Outdoor recreational opportunities	74	7	33	Much higher
Employment opportunities	56	7	38	Much higher
Washington County as a place to retire	61	20	41	Similar
Openness and acceptance toward people of diverse backgrounds	58	8	35	Higher
Availability of affordable housing	43	10	38	Much higher
Rural character and natural environment	67	17	30	Similar
Sense of community	59	12	33	Similar
Ease of travel by car	73	2	33	Much higher
Overall feeling of safety in Washington County	66	16	33	Similar
Overall image or reputation of Washington County	70	8	38	Much higher
From property crimes (e.g., burglary, theft)	68	5	11	Similar
From violent crimes (e.g., rape, assault, domestic violence, robbery)	78	5	11	Similar
County libraries	81	6	34	Higher
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park	84	2	34	Much higher
Recycling and drop-off services at the Environmental Center	74	2	33	Much higher
Snow and ice removal on County roads	68	2	24	Much higher
Disaster preparedness	61	10	34	Higher
Services provided to older adults	56	1	7	Higher
Overall quality of services provided by Washington County	63	10	40	Higher
Have you visited, telephoned, or emailed any Washington County government office within the last 12 months?	44	19	35	Similar
Knowledge	78	3	6	Similar
Responsiveness	76	2	7	Similar
Courtesy	79	3	7	Similar
Overall impression	77	3	39	Much higher
The job Washington County government does at informing residents	62	2	5	Higher
The job Washington County government does at listening to residents	52	2	7	Higher
The value of services for the taxes paid to Washington County	48	14	40	Similar
The job Washington County government does at managing tax dollars	50	2	5	Higher

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.

Developing the Questionnaire

The resident survey questionnaire for Washington County was developed by starting with the version from the previous implementation in 2019. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2022 project. In an iterative process between Washington County staff, staff from coalition of the other counties, the Washington County Board of Commissioners, 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 3,000 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

Each selected household was contacted three times over the course of about three weeks starting January 2022. First, a postcard was mailed to 3,000 households, selected at random, notifying residents that they had been chosen to participate in the survey and inviting recipients to complete the survey online. For 1,950 households (Group A), a survey packet followed in the mail one week after the postcard, and a second survey packet was sent one week after the first packet. For the remaining 1,050 households (Group B), one additional postcard invitation to complete the survey online was mailed one week after the first. More information about this methodological approach is included below. There were 648 respondents to the mailed questionnaire, yielding a response rate of 22% when taking into account the 110 undeliverable addresses.

Note on Change in Survey Methodology from 2019 to 2022

In the past, NRC’s standard approach to community survey “sampling” (e.g., creating the mailing list of randomly selected households) was to send paper copies of the survey to all selected households. Our traditional three-part mailing included a prenotification postcard to let the household know they had been selected for the survey, followed by two “waves” of the survey, one week apart. The five-page survey was accompanied by a cover letter with instructions and a postage-paid return envelope, and the cover letter contained a web link so that recipients could complete the survey online if they preferred.

Our current standard mailing approach for community surveys is what we refer to as a “hybrid” mailing in which some selected households receive the traditional three-part mailing as described above (Group A), while the remaining selected households receive two half-page-sized postcard invitations, one week apart, with a web link and instructions to go online to complete the survey (Group B). In Washington County, 65% of the 3,000 selected households received the Group A mailing, and the remaining 35% received the Group B mailing (more detailed information about the mailings is included in the preceding section). A similar number of survey responses were received in both years (648 in 2022 versus 749 in 2019). NRC’s main focus is on the total *number* of responses versus the response *rate*, since the overall margin of error for the report is based solely on the number of responses and is unrelated to response rate.

There are two primary reasons for this shift in methodology. The first is that the hybrid mailing approach allows us to reach a significantly larger number of households for about the same cost; this is because printing and postage costs for postcards only are far lower than for printing and mailing the five-page survey (plus the cover letter and return

envelope); there is also the additional cost of the postage for the respondent to mail the surveys back to NRC, as well as the cost of data-entering the responses from the paper surveys into an electronic dataset for analysis. (Whereas when a resident responds online to a survey, they are essentially data-entering their responses themselves, thus eliminating the need for any additional data entry). Further, technological shifts in recent years have led to most residents having internet access, which makes the option of responding online feasible for almost everyone.

The second reason for this methodological shift is that by encouraging more residents to take the survey online, they are directed to the County's profile on the Polco platform, and then asked if they would like to join the County's digital engagement panel. This panel of subscribers then gets notifications if the County posts new surveys or short polls on the platform, thus further increasing response and engagement. While the County's resident engagement panel will continue to grow over time as more outreach is done to spread community awareness about the County's Polco profile, the 2022 Resident Survey has been a good way to initially build that panel due to the fact that so many residents are directed to Polco in order to take the survey. (There were 365 online responses to the survey in 2022, versus 83 online responses in 2019). As a result of this methodological shift, Washington County currently has about 126 subscribers on the Polco platform.

Finally, sending two different mailing types out within the same community, for the same survey, allows NRC to assess the difference in response rates for each approach and adjust our recommendations on the sampling approach in future years, if needed.

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 621 respondents, is $\pm 3.9\%$.

Survey Processing (Data Entry)

Mailed surveys were returned to Polco/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; Polco/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 higher rate. For example, in nearly all surveys, younger people respond at a lower rate than older people. Weighting rebalances the profile. The theory behind this weighting is that younger people (or other groups who tend to under-respond) who did participate in the survey are more like the younger people who did NOT participate than they are like the older people who did respond to the survey. 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 2022

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	17%	12%	17%
Own home	83%	88%	83%
Detached unit	71%	74%	75%
Attached unit	29%	26%	25%
Race and Ethnicity			
Not Hispanic**	97%	99%	98%
Hispanic**	3%	1%	2%
White**	90%	90%	90%
Non-white**	10%	10%	10%
White alone, not Hispanic	88%	89%	84%
Hispanic and/or other race	12%	11%	16%
Gender and Age			
Female	51%	55%	51%
Male	49%	44%	49%
18-34 years of age	26%	8%	25%
35-54 years of age	43%	29%	42%
55+ years of age	31%	63%	33%
District*			
District 1	20%	19%	20%
District 2	19%	19%	20%
District 3	20%	23%	20%
District 4	18%	18%	20%
District 5	21%	22%	20%

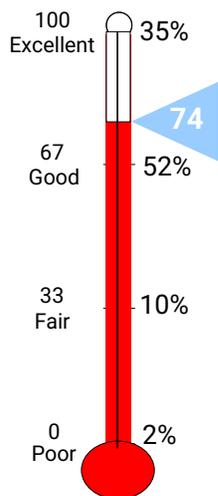
¹Source: 5-year estimates from the 2019 American Community Survey

*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”	Step1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	32%	$=32 \div (100-11)=$	36%	100	$=36\% \times 100 =$	36
Good	46%	$=46 \div (100-11)=$	52%	67	$=52\% \times 67 =$	35
Fair	9%	$=9 \div (100-11)=$	10%	33	$=10\% \times 33 =$	3
Poor	2%	$=2 \div (100-11)=$	2%	0	$=2\% \times 0 =$	0
Don’t know	11%		--			
Total	100%		100%			74

Statistical Analysis

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

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

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 D: Survey Results by Commissioner District*, and tests of statistical significance were conducted for comparisons of results by survey year.

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 Polco/NRC in Washington County that compared mail and phone responses, as well as Polco/NRC’s analysis of national trends comparing phone and mail responses, Polco/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. (Polco/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 Polco/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.

Dear Washington County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Washington County's 2022 Community Survey. You can go online and complete the **confidential survey** at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only. You can also wait a few days for the survey to arrive in the mail.

If you have any questions about the survey, please call 651-430-6021.

Thank you for helping create a better County!

Sincerely,

A handwritten signature in blue ink that reads "Wayne A. Johnson". The signature is fluid and cursive, with a long horizontal line extending to the right.

Wayne A. Johnson
Chair
Washington County Board of Commissioners

Dear Washington County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Washington County's 2022 Community Survey. You can go online and complete the **confidential survey** at:

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Washington County, MN
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14949 62nd Street North
Stillwater, MN 55082

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February 2022

Dear Washington County Resident:

Please help us shape the future of Washington County! You have been selected at random to participate in the 2022 Washington County Community Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Washington County make decisions that affect our County.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call 651-430-6021.

Thank you for your time and participation!

Sincerely,

A handwritten signature in blue ink that reads "Wayne A. Johnson".

Wayne A. Johnson
Chair
Washington County Board of Commissioners



February 2022

Dear Washington County Resident:

Here's another chance if you haven't already responded to the 2022 Washington County Community Survey! **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help Washington County make decisions that affect our County.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call 651-430-6021.

Thank you for your time and participation!

Sincerely,

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Wayne A. Johnson
Chair
Washington County Board of Commissioners

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<https://polco.us/xxplaceholder>

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Dear Washington County Resident,

Just a reminder—if you have not yet completed Washington County’s 2022 Community Survey, please do so. **If you have completed it, thank you. Please do not respond twice.**

Your participation in this **confidential survey** is very important—your answers will help Washington County make decisions that affect our community.

Please complete the survey online at:

<https://polco.us/xxplaceholder>

Please do not share your survey link. This survey is for randomly selected households only.

If you have any questions about the survey, please call 651-430-6021.

Thank you very much!

Sincerely,



Wayne A. Johnson
Chair
Washington County Board of Commissioners

Dear Washington County Resident,

Just a reminder—if you have not yet completed Washington County’s 2022 Community Survey, please do so. **If you have completed it, thank you. Please do not respond twice.**

Your participation in this **confidential survey** is very important—your answers will help Washington County make decisions that affect our community.

Please complete the survey online at:

<https://polco.us/xxplaceholder>

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If you have any questions about the survey, please call 651-430-6021.

Thank you very much!

Sincerely,



Wayne A. Johnson
Chair
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Washington County Resident Survey 2022

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

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

2. Please rate each of the following aspects of quality of life in Washington County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
As a place to live	1	2	3	4	5
As a place to raise children.....	1	2	3	4	5
As a place to work.....	1	2	3	4	5
As a place to retire.....	1	2	3	4	5

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

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Outdoor recreational opportunities	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Openness and acceptance toward people of diverse backgrounds	1	2	3	4	5
Welcoming residents from all backgrounds to participate in local government and community decision-making	1	2	3	4	5
Availability of affordable housing	1	2	3	4	5
Rural character and natural environment	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Ease of travel by car	1	2	3	4	5
Bike and pedestrian transportation options	1	2	3	4	5
Public transit (bus, rail, etc.)	1	2	3	4	5
Overall feeling of safety in Washington County.....	1	2	3	4	5
Overall image or reputation of Washington County.....	1	2	3	4	5

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

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

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

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

6. What would you say is the most serious issue facing Washington County at this time?

Washington County Resident Survey 2022

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

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic safety	1	2	3	4	5
Traffic congestion.....	1	2	3	4	5
Poverty.....	1	2	3	4	5
Homelessness.....	1	2	3	4	5
Affordability of housing.....	1	2	3	4	5
Availability of livable wage jobs.....	1	2	3	4	5
Access to public transit in Washington County.....	1	2	3	4	5
Transportation options in Washington County.....	1	2	3	4	5

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

	<u>Not at all a concern</u>	<u>Minor concern</u>	<u>Moderate concern</u>	<u>Major concern</u>	<u>Don't know</u>
Bullying	1	2	3	4	5
Suicide/attempted suicide.....	1	2	3	4	5
Underage alcohol use.....	1	2	3	4	5
Excessive alcohol use among adults.....	1	2	3	4	5
Illicit drug use.....	1	2	3	4	5
Accidental drug overdose	1	2	3	4	5
Misuse of prescribed medications	1	2	3	4	5
Tobacco use	1	2	3	4	5
Electronic cigarettes/vaping	1	2	3	4	5
Overweight children.....	1	2	3	4	5
Overweight adults.....	1	2	3	4	5
Heart disease.....	1	2	3	4	5
Spread of infectious diseases	1	2	3	4	5
Abuse and neglect of children	1	2	3	4	5
Abuse and neglect of seniors	1	2	3	4	5
Domestic violence.....	1	2	3	4	5
The health and support of seniors.....	1	2	3	4	5
The health and support of people with disabilities	1	2	3	4	5
Lack of access to parks and open space	1	2	3	4	5
Depression/anxiety	1	2	3	4	5
Loneliness.....	1	2	3	4	5

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

	<u>Not at all a concern</u>	<u>Minor concern</u>	<u>Moderate concern</u>	<u>Major concern</u>	<u>Don't know</u>
Exposure to radon.....	1	2	3	4	5
Quality of outdoor air.....	1	2	3	4	5
Safety of food in public establishments	1	2	3	4	5
Proper disposal of garbage.....	1	2	3	4	5
Quality of drinking water	1	2	3	4	5
Quality of water in lakes and streams.....	1	2	3	4	5
Quantity of useable water supply.....	1	2	3	4	5
Climate change.....	1	2	3	4	5
Energy use.....	1	2	3	4	5
Lack of recycling.....	1	2	3	4	5
Yard waste disposal	1	2	3	4	5

Washington County Resident Survey 2022

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

	Excellent	Good	Fair	Poor	Don't know
County libraries.....	1	2	3	4	5
County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park.....	1	2	3	4	5
Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail.....	1	2	3	4	5
Condition of County roads such as Manning Avenue (County Rd. 15), 10 th Street (County 10), or Bailey Road (County Rd. 18).....	1	2	3	4	5
911 dispatch services.....	1	2	3	4	5
Employment support/CareerForce services.....	1	2	3	4	5
Recycling and drop-off services at the Environmental Center	1	2	3	4	5
Snow and ice removal on County roads.....	1	2	3	4	5
Records, vital statistics, licensing, and vehicle registration	1	2	3	4	5
Disaster preparedness	1	2	3	4	5
Services provided to veterans.....	1	2	3	4	5
Services provided to older adults	1	2	3	4	5
Protecting children and vulnerable adults	1	2	3	4	5
Mental and chemical health services.....	1	2	3	4	5
Overall quality of services provided by Washington County.....	1	2	3	4	5

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

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

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

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

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

- Not applicable → Skip to question 16 Woodbury Forest Lake Stillwater Don't know

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

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

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

- Excellent Good Fair Poor

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

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

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

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

Washington County Resident Survey 2022

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

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

19. 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
Downloadable ebooks (e.g., for a smartphone, Kindle, iPad, or tablet)	1	2	3	4	5
Online access to magazines, newspapers and research databases.....	1	2	3	4	5
Access to government information and forms such as tax forms.....	1	2	3	4	5
Free computer and wireless access	1	2	3	4	5
Programs and classes for all ages for learning, connection and entertainment ...	1	2	3	4	5
Adult programs and classes	1	2	3	4	5
Meeting and conference room use	1	2	3	4	5
Library express, pickup of library materials in automated lockers	1	2	3	4	5
Technology training and classes.....	1	2	3	4	5
Access to loanable technology (e.g., hotspots, Chromebooks)	1	2	3	4	5
Extended library hours	1	2	3	4	5

20. 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
Trail system that connects communities, county park system, and other destinations	1	2	3	4	5
Protection and management of natural areas such as woodlands, prairies, and wetlands.....	1	2	3	4	5
Renting equipment such as snowshoes, canoes, and bikes	1	2	3	4	5
Community events such as Bluegrass Festival and Explore Your Parks Day .	1	2	3	4	5
Programs for learning about nature and outdoor recreation	1	2	3	4	5
Other (please specify) _____	1	2	3	4	5

21. In the past year, how many times have you visited a regional park or trail?

- Never
 Once or twice
 3 to 12 times
 13 to 23 times
 24 or more times

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

- I have visited a regional park or trail
 Vehicle permit fee
 I didn't know about them/don't know enough to visit
 Lack of parking
 Lack of time
 Other, please specify: _____

