REQUEST FOR COUNCIL ACTION

Date: November 22, 2010

Item No.: 13.a

Department Approval City Manager Approval

Item Description: Review and Approve Questions for a Resident Survey

BACKGROUND

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- At its October 25 meeting the City Council approved conducting a residential survey to assess
- 3 citizens' satisfaction with various city services. The survey instrument from Cobalt Community
- Research is also designed to engage residents in budget and planning decisions.
- 5 City Council members have expressed a desire for greater citizen input on budget matters. To
- 6 help ensure that the survey will provide the data that Councilmembers will find most helpful in
- making budget decisions, the Council included two stipulations in the motion to authorize the survey:
 - 1. Questions must come before the City Council prior to their release; and
 - 2. The Budget module must reflect the priorities as considered in the annual Budgeting for Priorities process, including non-levy areas of the budget.
- Communications staff and the department heads reviewed the Budgeting for Priorities categories
- and the proposed performance standards to indentify items to be included in the survey. The
- items were then reviewed by Cobalt Community Research. Some titles used in the Budgeting for
- Priorities process may be technical in nature and not easily understood by the public so those
- titles have been modified for use in the survey.
- Following approval, staff will work with Cobalt Community Research on the logistics of
- conducting the mail survey of the scientifically selected, statistically valid sample and the on-line
- survey that will be available for the general public. The survey will be conducted in January and
- data should be available for the Council in time for its annual goal setting meeting in February.

21 STAFF RECOMMENDATION

22 Provide feedback on the proposed questions and approve the final slate of questions.

23 REQUESTED COUNCIL ACTION

A motion to approve the questions for the resident survey.

Prepared by: Tim Pratt, Communications Specialist

Attachments: A: Proposed questions for the resident survey





City of Roseville Citizen Engagement and Priority Study DRAFT 1

Thank you for your participation in this study. Please take a few minutes to share your opinion. All answers will remain completely confidential - your name will not be shared. Please take a few moments to complete and return the survey in the enclosed postage-paid envelope.

1.) First, think about the <i>transportation infrasti</i> 10, where 1 means " <i>Poor</i> " and 10 means " <i>Exce</i>			seville	e and r	rate it d	on the f	ollowin	g attribu	ıtes usi	ng a s	cale fron	n 1 to
,	Poor 1	2		3	4	5	6	7	8	9	Excellent 10	Don't Know
Road maintenance (patching, paving and plowing)			1 [<u> </u>								
Road signage												
Amount of traffic congestion on the roads												
Public transportation options												
Accommodation for bicycle and foot traffic												
2.) Please rate your Roseville Fire Department		e follov	wing a	ttribute	es:							
	Poor 1	2		3	4	5	6	7	8	9	Excellent 10	Don't Know
Adequate fire coverage for the community										Ш		
Fire prevention education												
Quick response to fires												
Response to medical emergencies												
3.) Next, rate the <i>utility services</i> (water, garbage, electricity, etc.) that you use on the following attributes:												
	Poor 1	2	, –	3	4	5	6	7	8	9	Excellent 10	Don't Know
Drinking water quality							Ц_	Ц_		Ц.		Щ
Adequate garbage collection												
4.) Next, please rate your Roseville Police Dep	artme	e nt on t	the fol	lowing	attribu	ıtes:						
	Poor 1	2		3	4	5	6	7	8	9	Excellent 10	Don't Know
Respectful treatment of citizens												
Safety education												
Timely response												
5.) How frequently do you use the <i>parks and re</i> as Rosefest, recreation classes)?	creati	on fac	ilities (such a	as the	Skating	Cente	r, Arbor	etum) a	and pr	ograms ((such
Never 1-6 times a ye	ear			6-12 t	imes a	year			Nore tha	n 12 tii	mes a yea	ar
6.) Next, rate your local parks and recreation f	acilitie	s and	progra	ams or	the fo	llowing	attribu	ites:			Excellent	Don't
	1	2	3		4	5	6	7	8	9	10	Know
Facilities meet your needs												
Facility maintenance	\mathbb{H}								H			
Quality of recreational programs												
Variety of recreational programs												

7.) Rate the <i>city government</i> in Roseville on the fol	lowing	g:								Excellent	Don't
	1	2	3	4	5	6	7	8	9	10	Know
Having leaders who are trustworthy											Н
Offering services that are well-managed	Н	$ \vdash$ \vdash	$ \vdash$			H				H	H
Having employees who are well-trained							Щ		Ц_		Щ
Communicating effectively to the community			\perp	Щ			Щ	Щ	\sqsubseteq	Ц	
Using dollars wisely											
Responsiveness to citizen ideas and involvement											
8.) Rate community events (such as Rosefest, Sur	nmer	Enter	tainmer	nt Serie	s) on the	follow	ring:				
	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Range of cultural offerings											
Strong and vibrant arts community											
Variety of festivals and community events											
9.) Rate the <i>economic health</i> of your community or	n the f	ollowi	ng aspe	ects:							
	Poor 1	2	3	4	_ 5	6	7	8	9	Excellent 10	Don't Know
Cost of living		\Box									Ш
Quality of jobs											
Affordability of housing											
Availability of jobs											
Stability of property values											
Strength of local economy											
10.) Thinking about the diversity of the people who	live ir	n your	commi	unity, pl	ease rat	e the f	ollowing	:			
	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Degree of ethnic diversity in your community											
Level of interaction between ethnic groups											
Support of ethnic and religious diversity by community groups, businesses, houses of worship and local government											
11.) Have you paid property taxes in the last 12 months	ths?				Yes				o (Ple .13)	ase skip) to
12.) Rate your <i>local property taxes</i> on the following	attrib	utes:							Exi	cellent	Not
Fairness of property appraisals		3	4	5	6	7	8	9			pplicable
Adequate period to pay taxes											
Ease of understanding the bills											
Fairness of tax levels	Ļ										
Amount and quality of services you receive for the local taxes you pay											

13.) Consider all your experiences in a Dissatisfied" and 10 means "Very S		in the City of	f Roseville	. Use a 10 p	ooint scale, v	where 1 m	neans " V	'ery	
Very Dissatisfied= 1 2 3	4	5	6	7		8	9	Very Sat	tisfied= 10
14.) Consider all your expectations of									
Expectations" and 10 means "Excel	eas Your Ex	pectations.	" To what	extent has I	Roseville fa	lien short	of or exc	eeded y	our/
expectations? Falls Short= 1 2 3	4	5	6	7		8	9	Excee	eds= 10
] Γ			Г	
15.) Imagine an ideal community. Ho	w closely doe	es the City o	f Roseville	compare w	ith that idea	_ l? Please	use a 1	0 point	 scale
where 1 is "Not Very Close to the Id								•	
Not Very Close= 1 2 3	4	5	6	7	1 -	8	9	Very CI	lose= 10
								L	
16.) On a scale where 1 means " Not actions:	at All Likely	" and 10 me	ans <i>"Very</i>	<i>Likely,"</i> ho	w likely are	you to tal	ke the fo	lowing	
		Not at All .ikely= 1	3	4	5 6	7	8	9	Very Likely=10
Recommend the community as a place to	live								
Remain living in the community <i>five</i> years									
Be a community volunteer									
Encourage someone to start a business in community	the								
Support the current City of Roseville gove administration	rnment								
17.) On a scale where 1 is "Strongly	Disagree " a	nd 10 is "St	rongly Ag	ree," to wha	at degree do	you agre	e or disa	agree th	at
your community is:		Strongly						Strongly	
	Di	sagree= 1 2	3	4 5	6 7	7 8	9	Agree= 10	Don't Know
A safe place to live									
Enjoyable place for children									
Enjoyable place for unmarried young adult	ts								
Enjoyable place for senior citizens									
Enjoyable place for everyone else									
Physically attractive									
A great place to live									
A great place to have a business									
Growing responsibly									Ш
A safe place to bike and walk									
A safe place to walk at night									
A perfect community for me									

City Government

Think about the following City services and rate your satisfaction with each using a scale from 1 to 10, where 1 means "Low satisfaction" and 10 means "High satisfaction." If you are not familiar with the service, mark "Don't Know."

Community Safety											Don't
	Low= 1	2	3	1 [5	6	7	8	9	High= 10	
Animal Control		H									
Emergency Medical Services					-						
Firefighting Services											
Fire Prevention Inspections											
Police Crime Investigations		_									
Police Patrols in Your Neighborhood		_								<u> </u>	
Police Citizen Outreach Programs											
Streets and Sidewalks											Don't
	Low= 1	2	3	4	5	6	7	8	9	High= 10	
Litter Pickup along Boulevard		H]				
Tree and Plant Maintenance along Boulevard					 						
Snowplowing of Streets		H									
Street Maintenance											
Street Lighting											
Traffic Congestion											
Snowplowing of Pathways and Trails											
Pathways and Trails Maintenance											
City Communication and Engagement											Don't
	Low= 1	2	3	4	5	6	7	8	9	High= 10	
Customer Service by City Staff									<u> </u>		
Elections/Ease of Voting] [
Roseville Cable Channel 16		-									
City Newsletter											
City Website		H									
Providing for Residents of All Age Groups											
City Activities											Don't
	Low= 1	2	3	4	5	6	7	8	9	High= 10	Know
Appearance/Cleanliness of City Facilities		H]				
Providing Community Facilities											
Cedarholm Golf Course		H] <u> </u>]] <u> </u>		
Harriet Alexander Nature Center					 						
Muriel Sahlin Arboretum		H									
Park/Playground Maintenance											
Recreational Facilities											
Recreational Programs											
Skating Center/OVAL		Ļ									
Protecting the Environment		Ļ				ŢĹ					
Water quality in Lakes and Ponds											

Other City Services										Don't
	Low= 1	2	3	4	5 6	7	8	9	High= 10	
Building Codes/Permitting										
Drinking Water Quality										
Flood Protection										
Housing Code/Nuisance Property Enforcement										
Housing Programs										
Clean Up Day										
Leaf Pickup Program										
License Center										
Recycling Collection										
Reliability of Sewer Services										
Next, think about the following services and ra potential budgetary shortfalls. Use a	ate how	much p	g Priori riority the neans "L	city sho	ould place	e on fund d 10 me a	ding the ans "Hig	service jh Prio r	in the fa	ace of
Community Safety		•		,	_	•	_	•	•	
Animal Control	Low= 1	2	3	4	5	6		8	9	High= 10
						Н				
Emergency Medical Services										
Firefighting Services										
Fire Prevention Inspections		H			\Box	H		H		
Police Crime Investigations										\vdash
Police Patrols in Your Neighborhood						H				H
Police Citizen Outreach Programs										
Streets and Sidewalks	Low= 1	2	3	4	5	6	7	8	9	High= 10
Litter Pickup along Boulevard										
Tree and Plant Maintenance along Boulevard										
Snowplowing of Streets										
Street Maintenance										
Street Lighting										
Traffic Congestion										
Snowplowing of Pathways and Trails										
Pathways and Trails Maintenance										
City Communication and Engagement										
	Low= 1	2	3	4	5	6	7	8	9	High= 10
Customer Service by City Staff										
Elections/Ease of Voting										
Roseville Cable Channel 16										
City Newsletter										
City Website										

Providing for Residents of All Age Groups

City Activities	Lour	1	2		2		1		E		6		7		0		0	Llia	b_ 1(
Appearance/Cleanliness of City Facilities	Low=		2] [3	ſ	4				6		7]	Ö]	9	ПIGI	h= 10
Providing Community Facilities	Ħ												Г		Г				Ī
Cedarholm Golf Course				j j		Ī			\Box				Τ	ĺ	Τ		$\overline{\Box}$		ī
Harriet Alexander Nature Center													Ī		Г				Ī
Muriel Sahlin Arboretum				ĺ		Ī			$\overline{\Box}$					ĺ	Τ		T		ī
Park/Playground Maintenance									$\overline{\Box}$				Ī				一		Ī
Recreational Facilities				Ī										İ			$\overline{\Box}$		ī
Recreational Programs																			Ī
Skating Center/OVAL														ĺ					ī
Protecting the Environment																			Ī
Water quality in Lakes and Ponds																			Ī
Other City Services			•					•				•		•					_
	Low=	1	2	1 [3	Г	4		5	ſ	6]	7	1	8	1	9	Higl	h= 10
Building Codes/Permitting] <u>Г</u>	_	Ĺ]		[]]			╣
Drinking Water Quality	H] <u> </u>	_]					L] 1		<u> </u> 	\dashv		┩
Flood Protection	Н				_	Ĺ							L] 1]	\blacksquare		4
Housing Code/Nuisance Property Enforcement	H		L] <u> </u>	닉								느]	L]]	뷔	Ļ	┩
Housing Programs					_	Ĺ		1		[1	L]	느]	=	L	4
Clean Up Day	Щ				ᆜ								L]]	Щ	Ļ	ᆗ
Leaf Pickup Program						Ĺ		1		[1	L		느		\sqsubseteq		4
License Center	Щ				_								L		L		Щ	Ļ	4
Recycling Collection													L		L		Щ		╛
Reliability of Sewer Services													L		L				
Addressing Budgetary Shortfalls Because of the weak economy and falling property valuations, the city is looking at ways to address the budget shortfall. If there is not adequate funding to provide each service below, please specify the budgetary actions you would support for each service. (Mark all that apply). Community Safety																			
Animal Control	LIII	minate tl		el vice		Neduc		ervice Le	iveis	iviai	man	Current		vice Leve	513	rvais	le Taxe	es & Fee.	3
Emergency Medical Services																			
Firefighting Services																			
Fire Prevention Inspections																			
Police Crime Investigations																			
Police Patrols in Your Neighborhood							Ī												
Police Citizen Outreach Programs																			

Litter Pickup along Boulevard Tree and Plant Maintenance Street Lighting Traffic Congestion Snowplowing of Pathways and Trails Street Maintenance Street Lighting Traffic Congestion Snowplowing of Pathways and Trails Customer Service by City Staff Electrons/Ease of Voting Customer Service by City Staff City Newslater City Website City Website City Website City Activities City	Streets and Sidewalks	- " · · · ·	.			D: T 05
Snowplowing of Streets Street Maintenance Street Maintenance Street Uplining Traffic Congestion Snowplowing of Pathways and Trails Makhas Current Snowplow Indiana Makhas Current Snowplowing Indiana Makh	Litter Dickup along Roulevard	Eliminate tr	ne Service	Reduce Service Level	is Maintain Current Service Levels	Raise Taxes & Fees
Street Lighting Street Lighting Street Lighting Street Lighting Street Lighting Showplowing of Pathways and Trails Showplowing of Pa			_			
Street Lighting Traffic Congestion Traffic Congestion Street Lighting Traffic Congestion Pathways and Trails Maintenance City Communication and Engagement Eliminater the Service Customer Service by City Staff Elections/Ease of Voting Roseville Cable Channel 16 City Newsletter City Website Providing for Residents of All Age Groups City Activities Eliminater the Service Providing Community Facilities Providing Community Fac	•					
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Traffic Congestion Snowplowing of Pathways and Trails Pathways and Trails						
Snowplowing of Pathways and Trails Maintenance City Communication and Engagement Elinitesis this Service Customer Service by City Staff Customer Service by City Staff Customer Service by City Staff City Newsletter City Website City Newsletter City Website Providing for Residents of All Age Groups City Activities Elinitesis this Service Reduce Service Levels Aliaitain Current Service Levels Aliait						
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Elizations/Ease of Voting City Newsletter						
Elections/Ease of Voting Roseville Cable Channel 16 City Newsletter City Website City Website City Activities City Acti	City Communication and Engagement	Eliminate th	ne Service	Reduce Service Leve	ls Maintain Current Service Levels	Raise Taxes & Fees
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City Newsletter City Website Providing for Residents of All Age Groups City Activities Eliminate the Service Appearance/Cleanliness of City Facilities Providing Community Facilities Cedarholm Golf Course Harriet Alexander Nature Center Muriel Sahiin Arboretum Park/Playground Maintenance Recreational Facilities Recreational Facilities Recreational Fording Center/OVAL Protecting the Environment Water quality in Lakes and Ponds Other City Services Eliminate the Service Reduce Service Levels Reales Taxes & Fees Reales Taxe	Elections/Ease of Voting					
City Website	Roseville Cable Channel 16					
City Website	City Newsletter					
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Park/Playground Maintenance Recreational Facilities Recreational Programs Skating Center/OVAL Protecting the Environment Water quality in Lakes and Ponds City Services Eliminate the Service Reduce Service Levels Maintain Current Service Levels Raise Taxes & Fees Building Codes/Permitting Drinking Water Quality Flood Protection Housing Code/Nuisance Property Enforcement Housing Programs Clean Up Day Leaf Pickup Program License Center	Harriet Alexander Nature Center					
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Recreational Programs Skating Center/OVAL Protecting the Environment Water quality in Lakes and Ponds City Services Eliminate the Service Reduce Service Levels Maintain Current Service Levels Raise Taxes & Fees Building Codes/Permitting Drinking Water Quality Flood Protection Housing Code/Nuisance Property Enforcement Housing Programs Clean Up Day Leaf Pickup Program License Center	Park/Playground Maintenance					
Skating Center/OVAL Protecting the Environment Water quality in Lakes and Ponds Other City Services Eliminate the Service Building Codes/Permitting Drinking Water Quality Flood Protection Housing Code/Nuisance Property Enforcement Housing Programs Clean Up Day Leaf Pickup Program License Center	Recreational Facilities					
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Other City Services Eliminate the Service Reduce Service Levels Maintain Current Service Levels Raise Taxes & Fees	Protecting the Environment					
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Housing Programs Clean Up Day Leaf Pickup Program License Center						
Clean Up Day Leaf Pickup Program License Center						
Leaf Pickup Program License Center						
License Center						
Indecycling Collection						
Reliability of Sewer Services						

The following questions are for	r analysis only and	will not be used in any way to identify you.
How long have you been living in this community?	One year or less	1-5 years 6-10 years More than 10 years
Do you own or rent/lease your residence?	Own	Rent/Lease
Do you currently work inside the city?	Yes	No, outside the One No, I am Unemployed I am retired
What is your age group?	18 to 24 25 to 34	35 to 44 55 to 64 75 or older 65 to 75
Which of the following categories best describes your level of education?	Some high school	High school Some College Graduate graduate graduate graduate
Which of the following categories includes your total family income last year?	\$25,000 or less \$25-\$50,000	\$50- \$100,000 Over \$150,000 \$100-\$150,000
Please indicate your marital status:	Single	Married/living with
Mark the boxes that describe the people living		
in your house (other than yourself and/or a spouse). Check all that apply.	Child(ren) age 12 or under	Child(ren) over Parent age 65 or None of these older
What is your gender?	Male	Female
Please check all that apply: To which group(s) do you belong?	Asian White/Caucasian	Black/African American Indian/Alaska Native/Native Hispanic/Latino American Other Native/Native Hawaiian