

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

At its October 25 meeting the City Council approved conducting a residential survey to assess citizens' satisfaction with various city services. The survey instrument from Cobalt Community Research is also designed to engage residents in budget and planning decisions.

City Council members have expressed a desire for greater citizen input on budget matters. To 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 identify 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.

STAFF RECOMMENDATION

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

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 **transportation infrastructure** in Roseville and rate it on the following attributes using a scale from 1 to 10, where 1 means "**Poor**" and 10 means "**Excellent**."

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Road maintenance (patching, paving and plowing)	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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** on the following attributes:

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Adequate fire coverage for the community	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fire prevention education	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Quick response to fires	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Response to medical emergencies	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

3.) Next, rate the **utility services** (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	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Adequate garbage collection	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

4.) Next, please rate your **Roseville Police Department** on the following attributes:

	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 **parks and recreation** facilities (such as the Skating Center, Arboretum) and programs (such as Rosefest, recreation classes)?

☐ Never
 ☐ 1-6 times a year
 ☐ 6-12 times a year
 ☐ More than 12 times a year

6.) Next, rate your **local parks and recreation** facilities and programs on the following attributes:

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Facilities meet your needs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Facility maintenance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Quality of recreational programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Variety of recreational programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

7.) Rate the *city government* in Roseville on the following:

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Having leaders who are trustworthy	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Offering services that are well-managed	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Having employees who are well-trained	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Communicating effectively to the community	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Using dollars wisely	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Responsiveness to citizen ideas and involvement	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

8.) Rate *community events* (such as Rosefest, Summer Entertainment Series) on the following:

	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 *economic health* of your community on the following aspects:

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Don't Know
Cost of living	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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 in your community, please rate the following:

	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?

☐ Yes

☐ No (**Please skip to Q.13**)

12.) Rate your *local property taxes* on the following attributes:

	Poor 1	2	3	4	5	6	7	8	9	Excellent 10	Not Applicable
Fairness of property appraisals	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Adequate period to pay taxes	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Ease of understanding the bills	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fairness of tax levels	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Amount and quality of services you receive for the local taxes you pay	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

13.) Consider all your experiences in the last year in the City of Roseville. Use a 10 point scale, where 1 means **"Very Dissatisfied"** and 10 means **"Very Satisfied."**

Very Dissatisfied= 1	2	3	4	5	6	7	8	9	Very Satisfied= 10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

14.) Consider all your expectations of the City of Roseville. Use a 10 point scale where 1 means **"Falls Short of Your Expectations"** and 10 means **"Exceeds Your Expectations."** To what extent has Roseville fallen short of or exceeded your expectations?

Falls Short= 1	2	3	4	5	6	7	8	9	Exceeds= 10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

15.) Imagine an ideal community. How closely does the City of Roseville compare with that ideal? Please use a 10 point scale where 1 is **"Not Very Close to the Ideal"** and 10 is **"Very Close to the Ideal."**

Not Very Close= 1	2	3	4	5	6	7	8	9	Very Close= 10
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

16.) On a scale where 1 means **"Not at All Likely"** and 10 means **"Very Likely,"** how likely are you to take the following actions:

	Not at All Likely= 1	2	3	4	5	6	7	8	9	Very Likely=10
Recommend the community as a place to live	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Remain living in the community five years from now	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Be a community volunteer	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Encourage someone to start a business in the community	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Support the current City of Roseville government administration	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

17.) On a scale where 1 is **"Strongly Disagree"** and 10 is **"Strongly Agree,"** to what degree do you agree or disagree that your community is:

	Strongly Disagree= 1	2	3	4	5	6	7	8	9	Strongly Agree= 10	Don't Know
A safe place to live	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Enjoyable place for children	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Enjoyable place for unmarried young adults	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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

	Low= 1	2	3	4	5	6	7	8	9	High= 10	Don't Know
Animal Control	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Emergency Medical Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Firefighting Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fire Prevention Inspections	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Police Crime Investigations	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Police Patrols in Your Neighborhood	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Police Citizen Outreach Programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Streets and Sidewalks

	Low= 1	2	3	4	5	6	7	8	9	High= 10	Don't Know
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	Don't Know
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

	Low= 1	2	3	4	5	6	7	8	9	High= 10	Don't Know
Appearance/Cleanliness of City Facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Providing Community Facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cedarholm Golf Course	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Harriet Alexander Nature Center	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Muriel Sahlin Arboretum	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Park/Playground Maintenance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Recreational Facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Recreational Programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Skating Center/OVAL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Protecting the Environment	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water quality in Lakes and Ponds	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Other City Services

	Low= 1	2	3	4	5	6	7	8	9	High= 10	Don't Know
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	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Funding Priority

Next, think about the following services and rate how much priority the city should place on funding the service in the face of potential budgetary shortfalls. Use a scale where 1 means "Low Priority" and 10 means "High Priority."

Community Safety

	Low= 1	2	3	4	5	6	7	8	9	High= 10
Animal Control	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Emergency Medical Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Firefighting Services	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fire Prevention Inspections	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Police Crime Investigations	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Police Patrols in Your Neighborhood	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
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

	Low= 1	2	3	4	5	6	7	8	9	High= 10
Appearance/Cleanliness of City Facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Providing Community Facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cedarholm Golf Course	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Harriet Alexander Nature Center	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Muriel Sahlin Arboretum	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Park/Playground Maintenance	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Recreational Facilities	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Recreational Programs	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Skating Center/OVAL	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Protecting the Environment	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water quality in Lakes and Ponds	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Other City Services

	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	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

	Eliminate the Service	Reduce Service Levels	Maintain Current Service Levels	Raise Taxes & Fees
Animal Control	☐	☐	☐	☐
Emergency Medical Services	☐	☐	☐	☐
Firefighting Services	☐	☐	☐	☐
Fire Prevention Inspections	☐	☐	☐	☐
Police Crime Investigations	☐	☐	☐	☐
Police Patrols in Your Neighborhood	☐	☐	☐	☐
Police Citizen Outreach Programs	☐	☐	☐	☐

Streets and Sidewalks

	<i>Eliminate the Service</i>	<i>Reduce Service Levels</i>	<i>Maintain Current Service Levels</i>	<i>Raise Taxes & Fees</i>
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

	<i>Eliminate the Service</i>	<i>Reduce Service Levels</i>	<i>Maintain Current Service Levels</i>	<i>Raise Taxes & Fees</i>
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

	<i>Eliminate the Service</i>	<i>Reduce Service Levels</i>	<i>Maintain Current Service Levels</i>	<i>Raise Taxes & Fees</i>
Appearance/Cleanliness of City Facilities	☐	☐	☐	☐
Providing Community Facilities	☐	☐	☐	☐
Cedarholm Golf Course	☐	☐	☐	☐
Harriet Alexander Nature Center	☐	☐	☐	☐
Muriel Sahlin Arboretum	☐	☐	☐	☐
Park/Playground Maintenance	☐	☐	☐	☐
Recreational Facilities	☐	☐	☐	☐
Recreational Programs	☐	☐	☐	☐
Skating Center/OVAL	☐	☐	☐	☐
Protecting the Environment	☐	☐	☐	☐
Water quality in Lakes and Ponds	☐	☐	☐	☐

Other City Services

	<i>Eliminate the Service</i>	<i>Reduce Service Levels</i>	<i>Maintain Current Service Levels</i>	<i>Raise Taxes & Fees</i>
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	☐	☐	☐	☐

The following questions are for 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 city	☐ No, I am unemployed	☐ I am retired
What is your age group?	☐ 18 to 24	☐ 35 to 44	☐ 55 to 64	☐ 75 or older
	☐ 25 to 34	☐ 45 to 54	☐ 65 to 75	
Which of the following categories best describes your level of education?	☐ Some high school	☐ High school graduate	☐ Some college	☐ College graduate
Which of the following categories includes your total family income last year?	☐ \$25,000 or less	☐ \$50- \$100,000	☐ Over \$150,000	
	☐ \$25-\$50,000	☐ \$100-\$150,000		
Please indicate your marital status:	☐ Single	☐ Married/living with partner	☐ Widowed/separated/divorced	
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 age 12	☐ Parent age 65 or older	☐ None of these
What is your gender?	☐ Male	☐ Female		
Please check all that apply: To which group(s) do you belong?	☐ Asian	☐ Black/African American	☐ American Indian/Alaska Native/Native Hawaiian	☐ Other
	☐ White/Caucasian	☐ Hispanic/Latino		