

Washington County, Minnesota

Residential Survey

Report of Results

2006

Prepared by:



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Executive Summary

Background

- Understanding the needs of residents is important to Washington County government. A periodic survey of residents' opinions has been conducted several times over the past 20 years. In 2006, Washington County chose to collaborate on this survey project with neighboring Scott and Dakota Counties. Scott and Dakota Counties first collaborated during the 2004 Residential Survey administration, with Washington County joining for the first time during the 2006 administration. The three counties worked together with National Research Center, Inc. (NRC) to develop a survey instrument with a set of shared questions as well as questions unique to each county. This report includes Washington County's results. Appendix F: Comparison of Washington, Scott, and Dakota Counties compares the results from the three counties.

Methods

- The Washington County Residential Survey was administered by phone to a representative sample of 500 residents from March 1 to March 23, 2006. A total of 100 surveys were completed in each of five County Commissioner Districts. A total of 7,146 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible for the survey. Of the approximately 2,701 households called, 500 completed interviews providing a response rate of 19%. Approximately 698 households refused the survey.
- The margin of error is no greater than plus or minus 4.4 percentage points around any given percent and no greater than plus or minus 2.6 points for any given average rating on the 100-point scale based on the entire sample (500 completed interviews).
- When possible, comparisons between survey years are made through the conversion of ratings to a 100-point scale, or comparison of the proportion of respondents choosing each answer.

Findings

Quality of Life

- Washington County residents were asked to rate the overall quality of life in the county. Forty-one percent of respondents gave the overall quality of life a rating of "excellent," and 53% rated the quality of life as "good."
- As in 2001, over one-quarter of respondents reported that their location was the one thing they liked most about living in Washington County.
- Those responding to the survey were given a set of seven community characteristics to rate. The highest rated characteristics were "access to parks" (average rating of 78 on the 100-point scale), "access to trails" (72 out of 100), and "access to open space" (67 out of 100), which were all rated as "good" or above.

Issues Impacting the Community

- Survey respondents provided unprompted responses to a question about the most serious issue facing the county. The most frequently identified issue was growth and development (37% of respondents), and about 1 in 10 residents mentioned schools (12%) and taxes (10%). Washington County residents identified these three issues as their biggest concerns in 2006 and 2001.
- Eleven potential community problems were presented to respondents. None of the problems received an average rating more serious than a "moderate" problem or below 33 on the 100-point scale. The issues identified as most problematic were growth and taxes, with each considered a "major" problem by at least one-quarter of respondents.

- Survey respondents were presented with a list of 14 potential health concerns and asked to rate how much of a concern each one was in the community. Residents were most concerned with underage drinking and illegal drug use. Respondents were least concerned about suicide, infectious disease, and sexually transmitted diseases.
- In addition to the list of health concerns, respondents were also presented with a list of eight environmental health concerns. Respondents identified water quality, both recreational and drinking, as the two biggest environmental health concerns, while radon was the least of the concerns.

Quality of Service Delivery

- In 2006, 94% of county residents reported “somewhat” or “strongly” approving of the job the Washington County Board is doing.
- Washington County residents were asked to rate a variety of county services. The highest average rating was given to the county library system (78 on the 100-point scale). The next most highly rated services were county parks and recreation (77), the trail and bikeway system in Washington County (75), records and vital statistics (73), sheriff services (71), and snow removal on county roads (68), all above “good.” The lowest rated services were disaster preparedness (52), condition of county roads (54), and services to low-income residents (55). While condition of county roads and services to low-income residents were the lowest rated services, each was considered above the norm for counties in the normative data set.
- Comparisons to other counties were available for 10 out of the 14 services included on the 2006 survey. The county received average ratings higher than the norm for nine services: sheriff services, county parks and recreation, trail and bikeway system, public health services, social services to seniors, social services to youth, social services to low-income residents, condition of county roads, and snow and ice removal on county roads. County libraries were rated similarly to other counties. No services were rated lower than the norm.
- Washington County residents were asked how often they visited a county library in the last three months. The majority of respondents (55%) reported going to the library at least three times, with about one-third of respondents reporting going to the library more than six times. Library attendance was similar between 2006 and 2001. Respondents who had visited a Washington County library were asked to evaluate the library staff by indicating their agreement or disagreement with a series of four statements about the performance of library employees. For all statements, respondents overwhelmingly indicated their agreement; the majority “strongly” agreed with each statement.

Public Trust

- Survey respondents were read four statements about Washington County government and asked the extent to which they agreed or disagreed with each statement. About 8 in 10 respondents “somewhat” or “strongly” agreed with the statements about receiving good value for the county taxes they pay, that the county does a good job of managing tax dollars and that the county listens to citizens. Just over half agreed that they feel they know the work of the County Board.
- Compared to the national norm, Washington County residents rated the county higher than the norm for receiving good value for the county taxes they pay and for feeling that the county government listens to them.
- Washington County residents were asked to rate the job the county does of informing its citizens. About 6 in 10 respondents (67%) rated the job the county does of informing its citizens as “good” or “excellent.” The 2006 rating of the job the county does of informing

its citizens was higher than the 2001 rating (59 out of 100 in 2006 vs. 39 out of 100 in 2001). (This difference may be attributable to the difference in question wording between survey years.)

Contacting County Government

- Survey respondents were asked several questions about their contact with Washington County government departments in the last 12 months. Half the respondents (51%) reported they had visited or telephoned a county government department in the last 12 months, a significant increase from the amount of contact in 2001 (29%). (This large increase may be attributable to a difference in question wording between survey years.) Respondents rated the quality of their contact with county employees higher than other counties across the nation.
- Almost 9 in 10 respondents (88%) rated their access to a county service location as either “very” or “somewhat” convenient.
- Three-quarters of respondents reported having visited a County License Center in the last year; a similar amount reported visiting a license center in 2001, with over 90% of respondents in 2006 and 2001 rating their waiting time as “reasonable” or “very” reasonable.

Public Information

- Those responding to the survey indicated whether each of nine possible sources of information about the county was a “major,” “minor,” or “not a source.” Weekly community newspapers were considered a “major” source by 47% of respondents. The Washington County newsletter, daily newspapers, and other county residents were each called a “major” source by 4 in 10 respondents. Least frequently cited as a “major” source were cable television programming (15%), county employees (9%), and community meetings (9%). Each of those sources was considered “not a source” by about half of respondents.

Parks and Recreation

- Washington County respondents were asked to rate the importance of different types of recreational activities in the county. At least 70% of respondents rated natural resource preservation and activity-based recreation as “essential” or “very” important.
- Survey respondents were also presented with a list of eight regional parks and asked whether or not they had visited that park within the previous 12 months. Respondents were most likely to have visited Lake Elmo Park Reserve (visited by 55% of respondents) and St. Croix Bluffs Regional Park (visited by 42% of respondents).

Policy Questions

- Washington County residents were asked to indicate the extent to which they would support or oppose an increase in their property tax if it were needed to maintain county services at their current levels. Just over half of respondents (54%) reported “somewhat” or “strongly” opposing a property tax increase; the remainder (47%) indicated that they would “strongly” or “somewhat” support such action.

Survey Background

About Washington County

Washington County was established in 1849. It is comprised of 26 cities and seven townships, and spans 423 square miles. During the 1990s, Washington County experienced dramatic population growth at a rate of almost 38%. According to estimates from the U.S. Census, Washington County's 2004 population was 217,435, making it one of the most populated counties in the state. By 2020, the county's population is expected to grow to over 316,000.

Survey Purposes

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

Washington County chose to collaborate on this survey project with neighboring Dakota County and Scott County. The three counties worked together with National Research Center, Inc. (NRC) to develop a survey instrument with a set of shared questions as well as questions unique to each county. This report includes Washington County's results. Appendix F: Comparison of Washington, Scott, and Dakota Counties compares the results from the three counties.

Methods

The Washington County Residential Survey was administered by phone to a representative sample of 500 residents from March 1 to March 23, 2006. A total of 100 surveys were completed in each of five County Commissioner Districts. The response rate was 19%. The survey instrument itself appears in Appendix I: Survey Instrument.

Survey results were weighted so that respondent age, gender, and income were represented in the proportions reflective of the entire county, and then adjusted to maintain equal stratification by County Commissioner District. (For more information see Appendix A: Detailed Survey Methodology.)

Open ended responses and "other" responses appear verbatim in Appendix C: Verbatim Responses to Survey Questions.

During the data collection phase, interviews were taking longer than initially anticipated. In order to make the survey length more reasonable for telephone interviews, some questions were cut from the survey early on in the data collection process. These questions do not appear in the body of the report, but they are reported in Appendix H: Questions Trimmed from Survey.

"Don't Know" Response and Rounding

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 D: Complete Set of Frequencies. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the tables and graphs in the body of the report display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are

counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of percentages being rounded to the nearest whole number.

Understanding the Results

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey is generally no greater than plus or minus 4.4 percentage points around any given percent and no greater than plus or minus 2.6 points for any given average rating on the 100-point scale based on the entire sample (500 completed surveys). For each County Commissioner District, the margin of error rises to approximately plus or minus 10 percentage points as each District has a sample size of 100.

Putting Evaluations onto a 100-Point Scale

Although responses to many of the evaluative or frequency questions were made on 4- or 5 -point scales with 1 representing the best rating, the scales had different labels (e.g. "very satisfied," "excellent," "most important"). To make comparisons easier, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 0-100 scale. If the average rating for quality of life was right in the middle of the scale ("neither satisfied nor dissatisfied"), then the result would be 50. The new scale can be thought of like the thermometer used to represent total giving to United Way. The higher the thermometer reading, the closer to the goal of 100. In this case, a score of 100 would be the most positive response possible. The .95 confidence interval around a score on the 0-100 scale based on all respondents typically will be no greater than plus or minus three points on the 100-point scale.

Comparing to the 2001 Survey Results

The 2006 survey results are presented along with the 2001 data when available. The wording of a number of questions changed between the 2001 and 2006 surveys, and differences are noted in the appropriate tables. In order to make the results comparable between the two survey years, statistical adjustments have been made to the 2001 data to account for any question and scale differences. These adjustments are based on NRC's analysis of nearly 400 citizen surveys from across the nation. Differences of four or more points between average ratings on the 100-point scale in 2006 and 2004 are noted as "statistically significant."

Comparing Survey Results

Because certain kinds of services tend to be thought less well of than others, it is best to understand relative quality ratings by comparing services in one jurisdiction to the same services in other jurisdictions. For example, sheriff services tend to be better appreciated by residents of most American jurisdictions than conditions of county roads so it is better not to hold road maintenance services to the same standard as sheriff services. Where possible, the better comparison is from Washington County services to similar services provided by other counties.

Comparisons to the nation are provided when similar questions are included in our database, and there are at least five other counties in which the question was asked. Where comparisons are available, three numbers are provided in the table in addition to the mean rating. The first is the rank assigned to Washington County's rating among counties where a similar question was asked. The second is the number of counties that asked a similar question. Third, the rank is expressed as a percentile to indicate its distance from the top score. This rank (fifth highest out of 25 jurisdictions'

results, for example) translates to a percentile (the 80th percentile in this example). A percentile indicates the percent of counties with identical or lower ratings. Therefore, a rating at the 80th percentile would mean that Washington County's rating is equal to or better than 80% of the ratings from other counties. Conversely, 20% of the counties where a similar question was asked had higher ratings.

Alongside the rank and percentile appears a comparison: "above the norm," "below the norm," or "similar to the norm." This evaluation of "above," "below," or "similar to" comes from a statistical comparison of Washington County's rating to the norm (the average rating from all the comparison counties where a similar question was asked). Differences of four or more points on the 100-point scale between Washington's ratings and the average based on the appropriate comparisons from the database are considered "statistically significant," and thus are marked as "above" or "below" the norm. When differences between Washington's ratings and the normative comparison are less than four points, they are marked as "similar to" the norm.

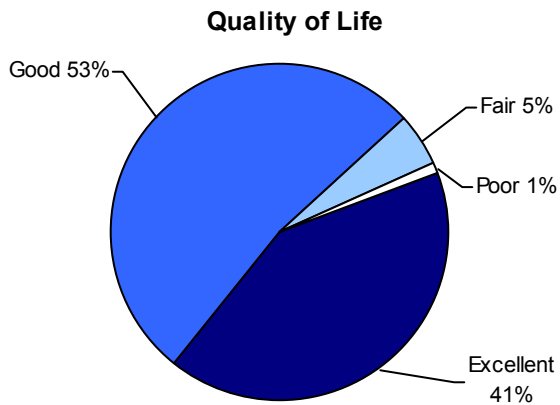
The national data are represented visually in a chart that accompanies each table. Washington County's percentile for each comparison is marked with a black line on the chart.

Report of Results

Quality of Life

Washington County residents were asked to rate the overall quality of life in the county. Forty-one percent of respondents gave the overall quality of life a rating of “excellent,” and 53% rated the quality of life as “good.”

These ratings also were converted to a 100-point scale where 100 equals “excellent” and 0 equals “poor” for comparison to Washington County’s 2001 survey and evaluations of residents in counties across the nation. Washington County’s average rating on the 100-point scale was 79. This rating was similar to the 2001 rating (73 on the 100-point scale). (See chart and table on the following page.)



When compared to other counties across the nation, residents of Washington County rated their quality of life higher than residents in other counties. (See table and chart on next page.)

2006 Overall Quality of Life

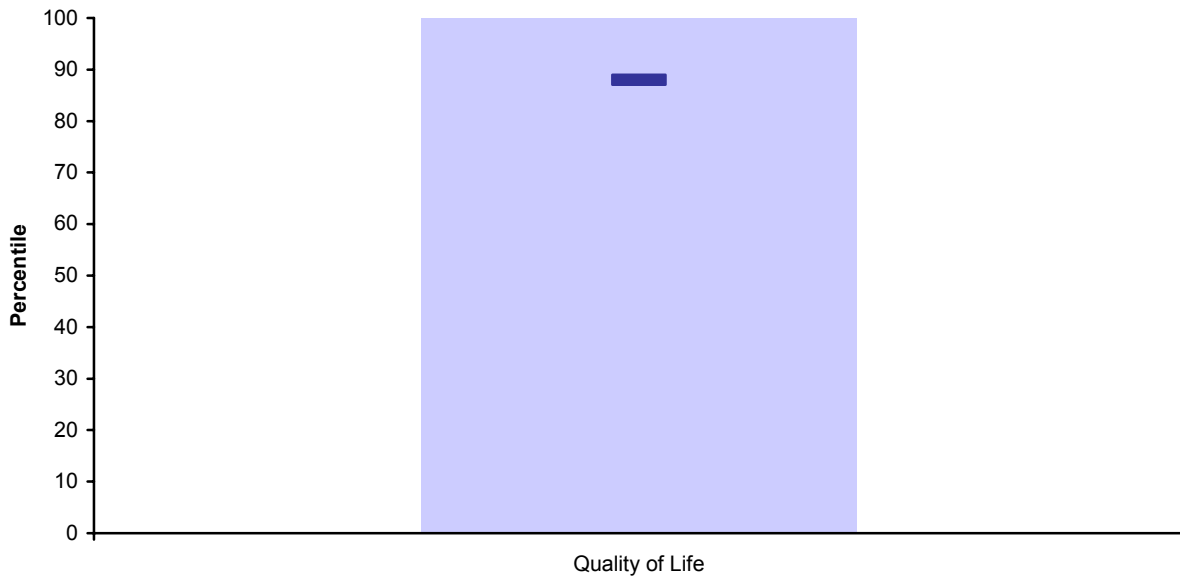
	Percent of respondents					Average rating on the 100-point scale (100 = excellent, 0 = poor)
	Excellent	Good	Fair	Poor	Total	
How would you rate your overall quality of life?	41%	53%	5%	1%	100%	79

Comparison by Year: Overall Quality of Life

	Average rating on the 100-point scale (100 = excellent, 0 = poor)	
	Year of survey	
	2006	2001
How would you rate your overall quality of life?	79	73

Cells shaded in grey indicate statistically significant differences.

Overall Quality of Life in Washington County



Quality of Life Ratings

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Overall quality of life in Washington County	79	3	16	88%	Above the norm

Unprompted responses to a question about the one thing that residents like most about living in Washington County appear in the table below. About one in five respondents (22%) identified the location of the county as the thing they liked most. Other popular responses were that the county is rural (12% of respondents) and has open space (11%). (Note that most of the “other” responses have been coded into more descriptive categories in the table below. The full set of “other” responses appears in Appendix C: Verbatim Responses to Survey Questions.)

Thing Respondents Most Like About Living In Washington County	
What one thing do you like most about living in Washington County?	Percent of respondents
Location	22%
Rural	12%
Open space	11%
Parks/lakes	7%
My neighborhood	6%
Quiet	5%
Shopping	5%
Schools	5%
Small town feel	3%
Peaceful	3%
Safe	3%
People	3%
Services	2%
Quality of life in general	2%
Home	1%
Libraries	1%
Good economy	1%
Job opportunities	1%
Transportation system (includes roads and transit)	0%
Unsure	2%
No reason	1%
Other	3%
Total	100%

In 2006 and 2001, location, the rural aspect of the county, and open space were the three most popular characteristics respondents named when asked what they liked most about living in Washington County.

Comparison by Year: One Thing Respondent Likes Most About Living in Washington County		
What one thing do you like most about living in the County?	Percent of respondents	
	2006	2001
Location	22%	21%
Rural	12%	
Open space	11%	33%
Parks/lakes	7%	4%
My neighborhood	6%	5%
Quiet	5%	6%
Shopping	5%	2%
Schools	5%	5%
Small town feel	3%	9%
Peaceful	3%	NA
Safe	3%	4%
People	3%	6%
Services	2%	NA
Quality of life in general	2%	NA
Home	1%	NA
Libraries	1%	NA
Good economy	1%	NA
Job opportunities	1%	NA
Transportation system (includes roads and transit)	0%	NA
Unsure	2%	6%
No reason	1%	NA
Other	3%	NA
Total	100%	100%

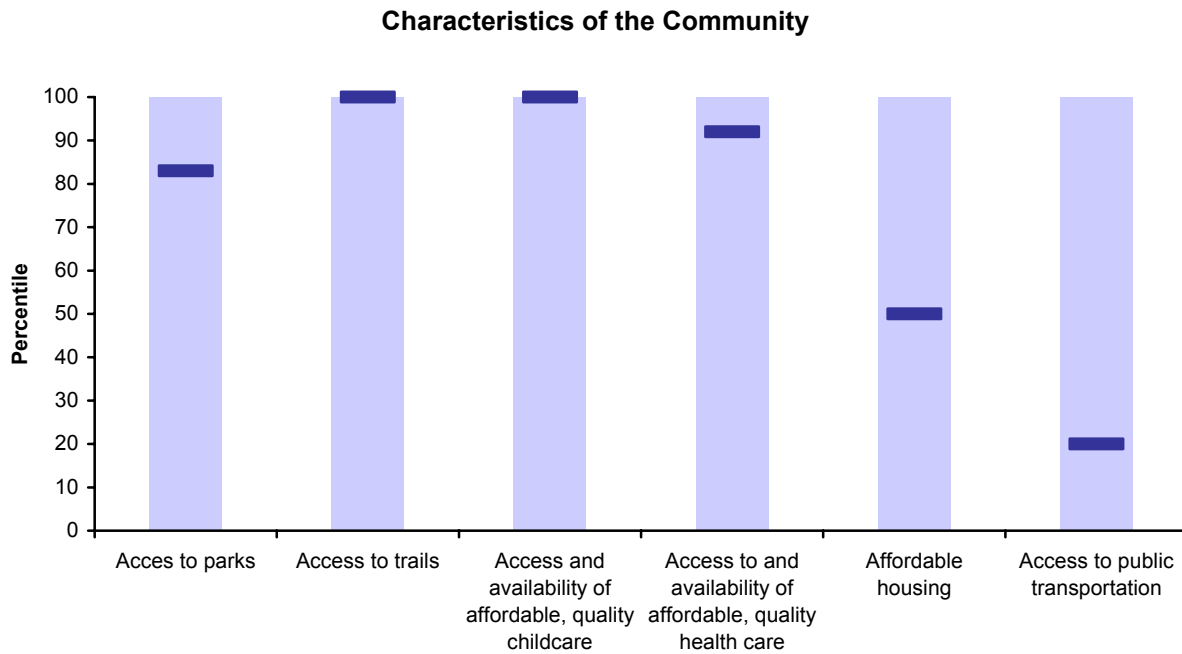
Statistical significance not tested.

Those responding to the survey were given a set of seven community characteristics to rate. The highest rated characteristics were “access to parks” (average rating of 78 on the 100-point scale), “access to trails” (72 out of 100), and “access to open space” (67 out of 100), which were all rated as “good” or above. “Access to public transportation/transit,” (34 out of 100), “affordable housing (46),” and “access to and availability of affordable, quality childcare” (55 out of 100) received the lowest average ratings which were between “fair” and “good.”

Ratings of Community Characteristics						
Please tell me if you think the following characteristics of Washington County is excellent, good, fair, or poor.	Percent of respondents					Average rating on the 100-point scale (100 = excellent, 0 = poor)
	Excellent	Good	Fair	Poor	Total	
Access to parks	45%	44%	8%	2%	100%	78
Access to trails	36%	49%	10%	4%	100%	72
Access to open space	27%	52%	17%	5%	100%	67
Access to and availability of affordable, quality health care	23%	53%	18%	7%	100%	64
Access to and availability of affordable, quality childcare	11%	52%	27%	10%	100%	55
Affordable housing	6%	40%	37%	16%	100%	46
Access to public transportation/transit	5%	28%	31%	36%	100%	34

Comparison to National County Norms

When compared with other counties across the nation, Washington County rated higher than the national norm for “access to parks,” “access to trails,” and “access to and availability of affordable, quality health care and childcare.” “Affordable housing” was rated similarly to other counties across the nation, while access to “public transportation/transit” was rated below the national norm by Washington County residents. No norm was available for access to open space.



Characteristics of the Community					
	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Access to parks	78	2	6	83%	Above the norm
Access to trails	72	1	5	100%	Above the norm
Access to open space	67	NA	NA	NA	NA
Access and availability of affordable, quality childcare	64	1	15	100%	Above the norm
Access and availability of affordable, quality health care	55	2	12	92%	Above the norm
Affordable housing	46	11	20	50%	Similar to the norm
Access to public transportation/transit	34	5	5	20%	Below the norm

Parks and Recreation

Washington County respondents were asked to rate the importance of different types of recreational activities in the county. At least 70% of respondents rated natural resource preservation and activity-based recreation as “essential” or “very” important. Socially-oriented recreation was least likely to be rated as “essential” over “very” important by respondents; 62% of respondents rated this as “essential” or “very” important. On the 100-point scale, the three types of recreational activities were rated between “somewhat” and “very” important.

Importance of Park Activities						
Please tell me if you think the following park activities are essential, very important, somewhat important, or not important at all in Washington County.	Percent of respondents					Average rating on the 100-point scale (100 = essential, 0 = not at all important)
	Essential	Very important	Somewhat important	Not important at all	Total	
Natural resource preservation and recreation, such as bird watching, nature hikes, and nature education	23%	55%	19%	3%	100%	66
Activity-based recreation, such as biking, swimming, hiking, canoeing/kayaking, and cross country skiing	19%	51%	28%	2%	100%	63
Socially-oriented recreation, such as family gatherings, picnics, people-watching, festivals, and concerts	12%	40%	43%	5%	100%	53

Survey respondents were presented with a list of eight regional parks and asked whether or not they had visited that park within the previous 12 months. Respondents were most likely to have visited Lake Elmo Park Reserve (visited by 55% of respondents) and St. Croix Bluffs Regional Park (visited by 42% of respondents). Respondents were least likely to have visited Pine Point and Point Douglas Parks (each were visited by 15% of respondents).

Washington County Regional Parks Visited in the Past 12 Months

I would like to read you a short list of regional parks in Washington County. For each one, please tell me if you have visited the park in the last 12 months.	Yes/visited	No/not visited	Total
Lake Elmo Park Reserve	55%	45%	100%
St. Croix Bluffs Regional Park	42%	58%	100%
Square Lake Park	26%	74%	100%
Cottage Grove Ravine Regional Park	22%	78%	100%
Big Marine Park Reserve	18%	82%	100%
Historic Courthouse	16%	84%	100%
Pine Point Park	15%	85%	100%
Point Douglas Park	15%	85%	100%

Issues Facing the Community

Survey respondents provided unprompted responses to a question about the most serious issue facing the county. The most frequently identified issue was growth and development (37% of respondents), and about 1 in 10 residents mentioned schools (12%) and taxes (10%). (Note that most of the “other” responses have been coded into more descriptive categories in the table below. The full set of “other” responses appears in Appendix C: Verbatim Responses to Survey Questions.)

Growth and development was of highest concern by respondents in 2006 (37%) and 2001 (32%). Taxes and schools continued to be of concern to Washington County residents, identified by 12% and 10% of respondents, respectively, as the highest concern in both survey years. (See the table on the following page.)

Most Serious Issue Facing Washington County	
What do you feel is the most serious issue facing Washington County at this time?	Percent of respondents
Growth/development	37%
Schools	12%
Taxes	10%
Traffic congestion	5%
Condition of roads	5%
Preserving natural areas/protecting natural resources	3%
Affordable housing	2%
Quality of county services	2%
Zoning laws	1%
Bridges/river crossings	1%
Pollution	1%
Crime	1%
Economic development	1%
Lack of recreational opportunities	1%
Loss of rural feel	1%
Jobs	1%
Parking	1%
Lack of businesses/attracting businesses	1%
Teen drug/alcohol use	0%
Affordable property	0%
Keeping farms	0%
Traffic law enforcement	0%
Native American land issues	0%
Amount of county services	0%
No issue	5%
Other	8%
Total	100%

Comparison by Year: Most Serious Issue Facing the County

What do you feel is the most serious issue facing the County at this time?	Percent of respondents	
	2006	2001
Growth/development	37%	32%
Schools	12%	12%
Taxes	10%	10%
Traffic congestion	5%	5%
Condition of roads	5%	2%
Preserving natural areas/protecting natural resources	3%	NA
Affordable housing	2%	3%
Quality of county services	2%	NA
Zoning laws	1%	NA
Bridges/river crossings	1%	4%
Pollution	1%	NA
Crime	1%	3%
Economic development	1%	NA
Lack of recreational opportunities	1%	2%
Loss of rural feel	1%	NA
Jobs	1%	NA
Parking	1%	NA
Lack of businesses/attracting businesses	1%	NA
Teen drug/alcohol use	0%	NA
Affordable property	0%	NA
Keeping farms	0%	NA
Traffic law enforcement	0%	NA
Native American land issues	0%	NA
Amount of county services	0%	2%
Other	8%	NA
No issue	5%	4%
Total	100%	100%

Statistical significance not tested.

Eleven potential problems were presented to respondents. None of the problems received an average rating more serious than a “moderate” problem or below 33 on the 100-point scale. The issues identified as most problematic were growth and taxes, with each considered a “major” problem by at least one-quarter of respondents. Poverty, domestic violence, and child abuse and neglect were the least problematic, with no more than 1 in 10 respondents selecting “major” problem to describe each.

Ratings of Potential Problems						
Now I'm going to read a list of possible problems in Washington County. Please tell me to what degree, if at all, these are a problem in the County.	Percent of respondents					Average rating on the 100-point scale (100 = not a problem, 0 = major problem)
	Not a problem	Minor problem	Moderate problem	Major problem	Total	
Poverty	22%	48%	26%	4%	100%	63
Domestic violence	19%	45%	28%	8%	100%	58
Child abuse and neglect	19%	46%	25%	10%	100%	58
Crime	11%	46%	37%	6%	100%	54
Identity theft or financial fraud	18%	37%	31%	14%	100%	53
Soil and water contamination	19%	36%	27%	19%	100%	52
Drinking and driving	8%	34%	39%	19%	100%	44
Traffic congestion	10%	30%	35%	24%	100%	42
Methamphetamines	14%	26%	31%	30%	100%	41
Taxes	7%	26%	40%	26%	100%	38
Growth	12%	16%	35%	37%	100%	34

Safety

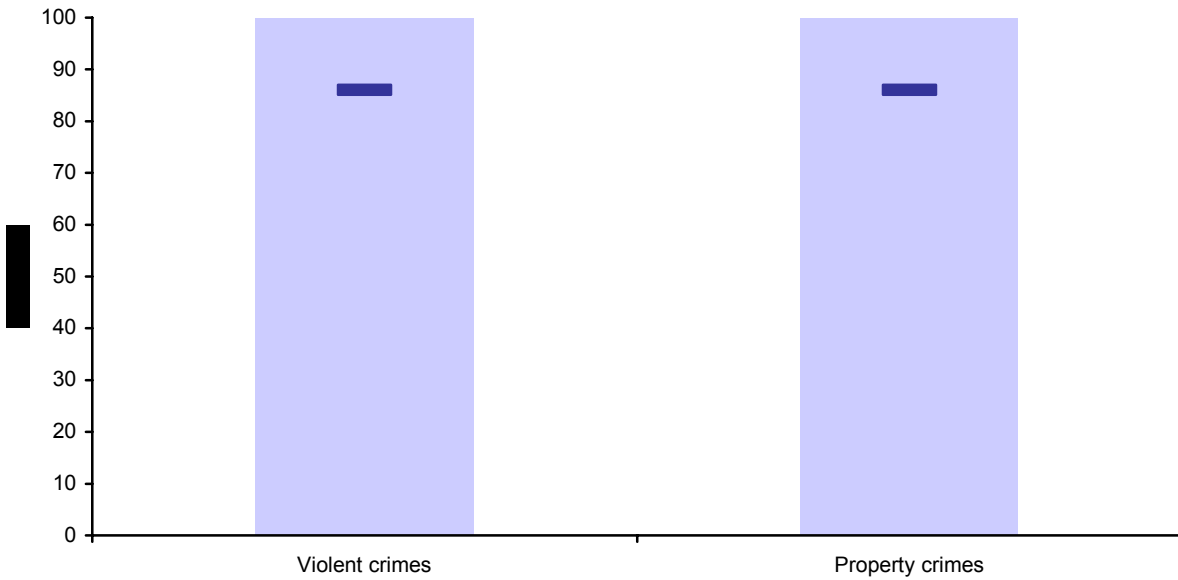
County residents assessed their feelings of safety from different types of crime and drunk driving in the county. Ninety-five percent of respondents said they felt “somewhat” or “very” safe from violent crimes (average rating of 85 on the 100-point scale) and about 9 in 10 respondents felt at least “somewhat” safe from property crimes (76 out of 100). Safety from drunk driving when traveling on county roads received an average rating of 66 on the 100-point scale, or equivalent to “somewhat” safe.

Ratings of Safety from Types of Crimes						
Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe from . . .	Percent of respondents					Average rating on the 100-point scale (100 = very safe, 0 = very unsafe)
	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Total	
Violent crimes (e.g., rape, assault, robbery)	60%	35%	4%	1%	100%	85
Property crimes (e.g., burglary, theft)	40%	51%	8%	2%	100%	76
Nuisance crimes (e.g., vandalism, noise violations)	38%	49%	11%	2%	100%	74
Drunk driving when traveling on county roads	21%	60%	17%	3%	100%	66

Comparison to National County Norms

Comparisons to other counties were available for ratings of safety from property crimes and violent crimes. Washington County's average ratings were higher than the norm for counties for both of these crime types.

Ratings of Safety from Various Problems



Ratings of Safety From Various Problems

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Violent crimes	85	3	14	86%	Above the norm
Property crimes	76	3	14	86%	Above the norm

Survey respondents were presented with a list of 14 potential health concerns and asked to rate how much of a concern each one was in the community. Residents were most concerned with underage drinking and illegal drug use. These concerns were rated 35 and 37 on the 100-point scale, or about a “moderate” concern. Respondents were least concerned about suicide, infectious disease, and sexually transmitted diseases. These three concerns all received average ratings of 55 or higher on the 100-point scale.

Rating of Potential Health Concerns						
I would like to know to what degree, if at all, each of the following is a health concern in Washington County.	Percent of respondents					Average rating on the 100-point scale (100 = not at all a concern, 0 = major concern)
	Major concern	Moderate concern	Minor concern	Not at all a concern	Total	
Suicide	11%	25%	50%	14%	100%	56
Infectious disease	10%	29%	45%	16%	100%	56
Sexually transmitted diseases	10%	31%	44%	16%	100%	55
Unplanned pregnancy	10%	39%	39%	13%	100%	52
The adequacy of care and parenting for infants and young children	16%	34%	35%	15%	100%	50
Depression	13%	37%	40%	10%	100%	49
Preparedness for bioterrorism and natural disasters	20%	29%	39%	11%	100%	47
Physical inactivity	18%	38%	30%	14%	100%	47
Preparedness for communicable disease outbreak	21%	31%	40%	8%	100%	45
Youth tobacco use	22%	35%	34%	8%	100%	43
The health and support for our elderly and disabled	28%	36%	24%	12%	100%	40
Obesity	26%	38%	28%	9%	100%	40
Illegal drug use	30%	38%	24%	8%	100%	37
Underage drinking	29%	42%	24%	5%	100%	35

In addition to the list of health concerns, respondents were also presented with a list of eight environmental health concerns. Respondents identified water quality, both recreational and drinking, as the two biggest environmental health concerns (37 and 44, respectively, on the 100-point scale), while radon was the least of the concerns (56).

Rating of Potential Environmental Health Concerns						
Now I'm going to read you a list of potential environmental health concerns in Washington County. Please tell me to what degree, if at all, each of these is a concern in Washington County.	Percent of respondents					Average rating on the 100-point scale (100 = not at all a concern, 0 = major concern)
	Major concern	Moderate concern	Minor concern	Not at all a concern	Total	
Radon	13%	25%	42%	20%	100%	56
Outdoor air quality	18%	25%	35%	23%	100%	54
Unsanitary food conditions	18%	23%	39%	21%	100%	54
Garbage disposal	20%	27%	35%	19%	100%	51
Exposure to secondhand smoke	23%	24%	33%	19%	100%	50
Septic systems	23%	25%	30%	22%	100%	50
Drinking water quality	30%	27%	24%	19%	100%	44
Recreational water quality	34%	32%	22%	12%	100%	37

Evaluation of County Services

Satisfaction with County Government

Ninety-four percent of county residents reported “somewhat” or “strongly” approving of the job the Washington County Board is doing. The average rating was a 72 on the 100-point scale.

2006 Approval Rating of Job Washington County Board is Doing						
	Percent of respondents					Average rating on the 100-point scale (100 = strongly approve, 0 = strongly disapprove)
	Strongly approve	Somewhat approve	Somewhat disapprove	Strongly disapprove	Total	
From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the County Board is doing?	23%	71%	6%	1%	100%	72

Satisfaction with County Services

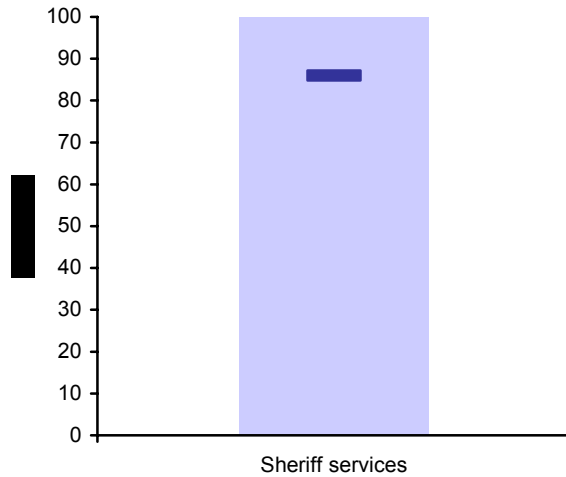
Washington County residents provided ratings of 14 county services. The highest average rating was given to the county libraries (78 on the 100-point scale). The next most highly rated services were county parks and recreation (77), the trail and bikeway system in Washington County (75), records and vital statistics (73), sheriff services (71), and snow removal on County roads (68), all above “good.” The lowest rated services were disaster preparedness (52), condition of county roads (54), and services to low-income residents (55).

Ratings of Service Delivery						
I'm going to read you a list of services provided by Washington County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor.	Percent of respondents					Average rating on the 100-point scale (100 = excellent, 0 = poor)
	Excellent	Good	Fair	Poor	Total	
County libraries	43%	50%	6%	1%	100%	78
County parks and recreation	38%	54%	7%	1%	100%	77
Trail and bikeway system in Washington County	39%	48%	12%	1%	100%	75
Records, vital statistics, licensing, and vehicle registration	31%	59%	9%	1%	100%	73
Sheriff services	28%	60%	10%	1%	100%	71
Snow and ice removal on County roads	25%	55%	18%	2%	100%	68
Public health services	16%	66%	16%	2%	100%	65
Environmental protection	14%	60%	22%	4%	100%	62
Social services to seniors	12%	66%	19%	3%	100%	62
Child protection services	13%	64%	21%	2%	100%	62
Services to youth	16%	56%	24%	4%	100%	61
Employment support services	15%	54%	27%	4%	100%	60
Services to low-income residents	10%	55%	26%	9%	100%	55
Condition of County roads	10%	51%	32%	8%	100%	54
Disaster preparedness	8%	50%	31%	11%	100%	52

Comparison to National County Norms

Comparisons to other counties were available for 10 out of the 14 services included on the 2006 survey. Washington County received average ratings higher than the norm for nine services: sheriff services, county parks and recreation, trail and bikeway system, public health services, social services to seniors, social services to youth, social services to low-income residents, condition of county roads, and snow and ice removal on county roads. County libraries were rated similarly to other counties. No services were rated lower than the norm.

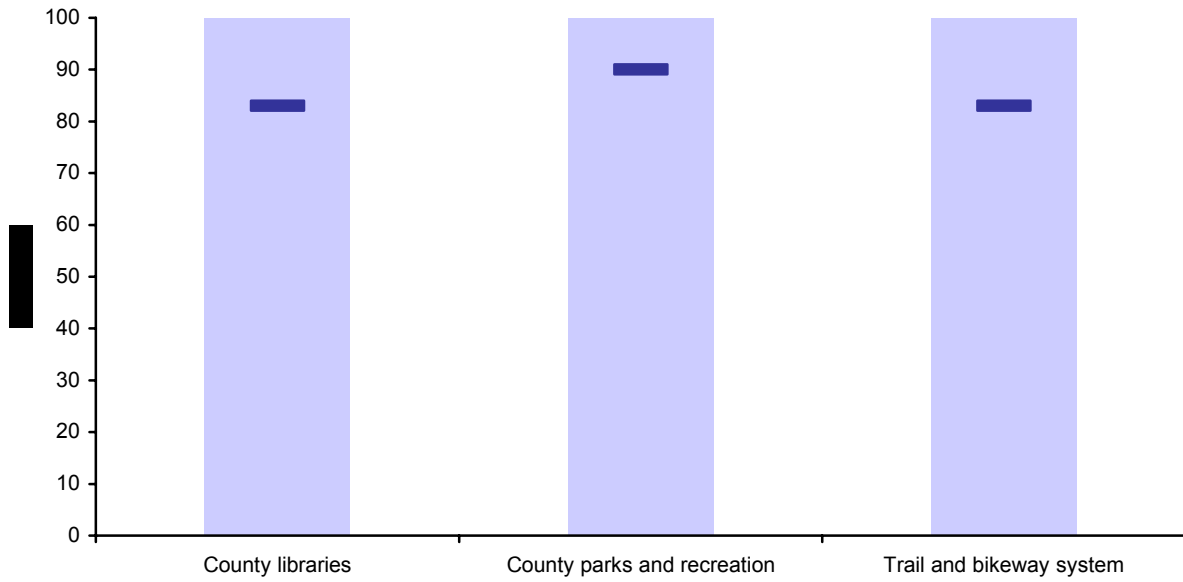
Quality of Public Safety Services



Quality of Public Safety Services

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Sheriff services	71	5	29	86%	Above the norm

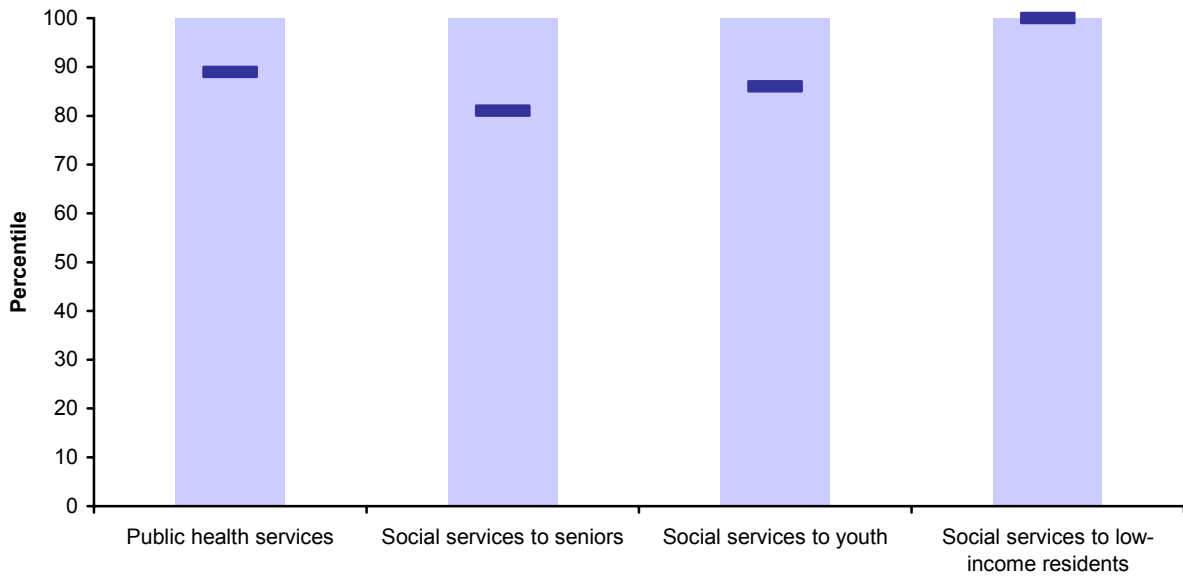
Quality of Leisure Services



Quality of Leisure Services

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
County libraries	78	2	6	83%	Similar to the norm
County parks and recreation	77	2	10	90%	Above the norm
Trail and bikeway system	75	2	6	83%	Above the norm

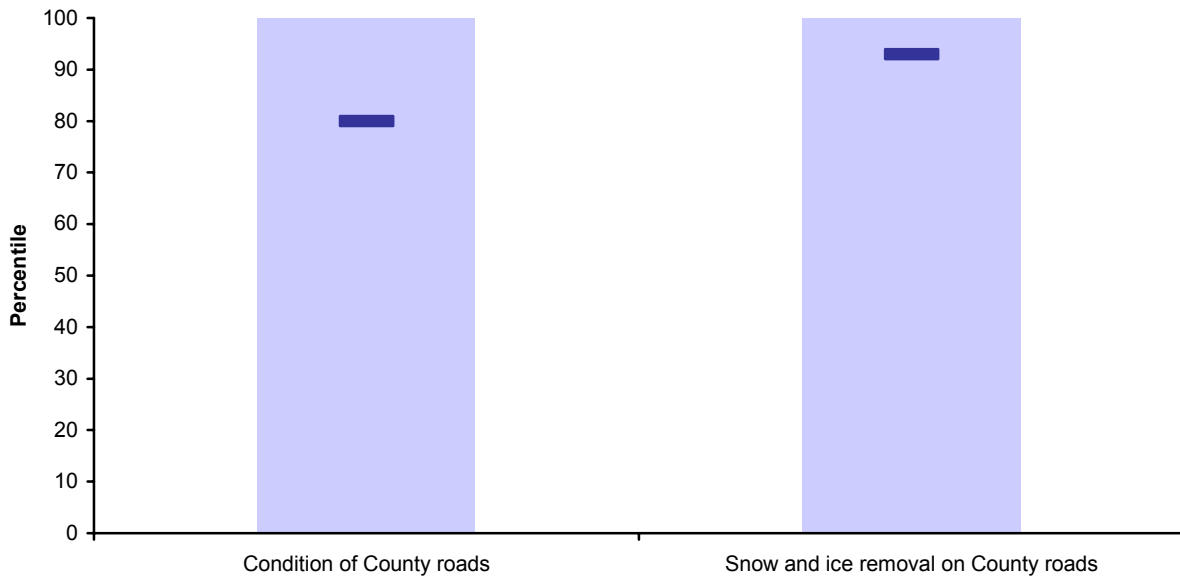
Quality of Health and Human Services



Quality of Health and Human Services

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Public health services	65	3	19	89%	Above the norm
Social services to seniors	62	5	21	81%	Above the norm
Child protection services	62	NA	NA	NA	NA
Social services to youth	61	3	14	86%	Above the norm
Social services to low-income residents	55	1	17	100%	Above the norm

Quality of Road and Transportation Services



Quality of Road and Transportation Services

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Condition of county roads	54	4	15	80%	Above the norm
Snow and ice removal on county roads	68	2	14	93%	Above the norm

Comparison of Quality and Awareness

The Washington County Residential Survey is designed to capture county residents' perceptions of various aspects of community life. There is no restriction that only those residents who have used a particular service can comment on its quality. Generally, even those residents who have not experienced a service directly have perceptions about its quality. In fact, Washington County residents often expressed an opinion about the quality of each county service rather than select the "don't know" response. When the percent of "don't know" responses for a given service was higher, respondents were considered to be less aware of the service. It is reasonable to assume that services about which residents are less aware tend to be lower profile services that do not typically receive the most public attention, and therefore, in some sense, can be considered of lower importance in overall perceptions of quality of life in Washington County.

By balancing quality and awareness, along with comparisons to the normative data, Washington County can make informed decisions about where to focus its efforts. All services were ranked from highest perceived quality to lowest perceived quality and from highest perceived awareness to lowest perceived awareness. Some services were in the top half of both lists (higher quality and higher awareness); some were in the top

half of one list but the bottom half of the other (higher quality and lower awareness, or lower quality and higher awareness); and some services were in the bottom half of both lists.

Ratings of awareness were compared to ratings of quality. (See the following table.) Services for which less than 14% of respondents said "don't know" were defined as having higher awareness. Lower awareness services were those for which 14% or more respondents reported "don't know."

Services with lower relative quality were those receiving an average rating of 62 or lower, while higher relative quality services had an average rating of over 62.

Also included in the table is a reminder of the position of each service relative to normative data for other counties. By considering these data in concert with one another, Washington County can identify those services about which residents are relatively more aware, but are considered of lower relative quality. As shown in the following table, there was no service about which residents were more aware and that received a quality rating that was below the norm. Only the condition of county roads was in the higher awareness-lower quality quadrant. However the average rating for the condition of county roads was above the norm.

		Relative Service Quality and Awareness			
		Relative Perceived Quality			
		Higher		Lower	
Relative Resident Awareness	Higher	Above the norm	<ul style="list-style-type: none"> County parks and recreation Sheriff services Snow and ice removal on County roads Trail and bikeway system in Washington County 	Above the norm	<ul style="list-style-type: none"> Condition of County roads
		Similar to the norm	<ul style="list-style-type: none"> County libraries 	Similar to the norm	
		Below the norm		Below the norm	
		No norm available for: records, vital statistics, licensing, and vehicle registration			
	Lower	Above the norm	<ul style="list-style-type: none"> Public health services 	Above the norm	<ul style="list-style-type: none"> Services to low-income residents Services to youth Social services to seniors
		Similar to the norm		Similar to the norm	
		Below the norm		Below the norm	
				No norm available for: environmental protection, child protection services, disaster preparedness, and employment support services	

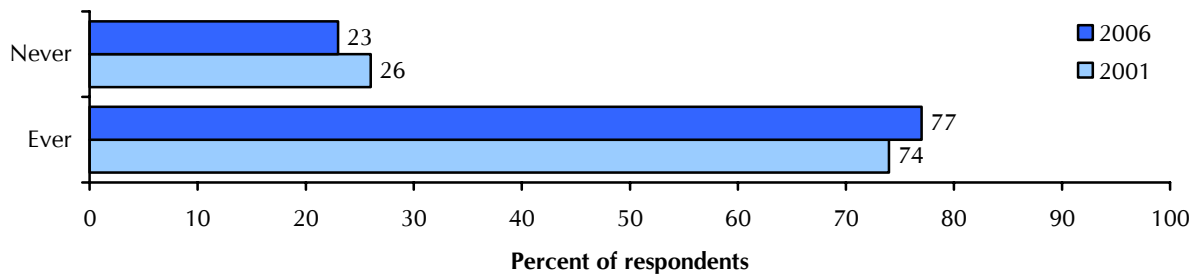
County Libraries and Leisure Services

Washington County residents were asked how often they visited a county library in the last three months. The majority of respondents (55%) reporting going to the library at least three times, with about one-third of respondents going to the library more than six times. Library attendance was similar between 2006 and 2001 (although the 2001 survey asked if respondents had visited a library in the past year) with about three-quarters of respondents having visited one at least once. When asked in which format (electronic, audiovisual, or print) they preferred their library materials, the majority of respondents (82%) preferred print materials.

Frequency of Visiting a Washington County Library

How many times in the last 3 months have you or a family member used a Washington County library?	Percent of respondents
Never/0 Times	23%
Once Or Twice	22%
3-6 Times	26%
More Than 6 Times	29%
Total	100%

Comparison by Year: Frequency of Visiting a Washington County Library



Preferred Library Material Format

Thinking about library materials, would you prefer electronic, audiovisual, or print materials? Electronic resources include databases and books, audiovisual materials include CDs and DVDs, and print materials include books, magazines, newspapers, etc.	Percent of respondents
Electronic Resources (Databases, Books)	10%
Audiovisual Materials (CD, DVD)	9%
Print Materials (Books, Magazines, Newspapers, Etc.)	82%
Total	100%

Respondents who had visited a Washington County library were asked to evaluate the library staff by indicating their agreement or disagreement with a series of four statements. These statements asked about the staff's timeliness and professionalism, as well as their knowledge and willingness to assist patrons. For all statements, respondents overwhelmingly indicated their agreement; the majority "strongly" agreed with each statement.

Ratings of County Library Staff						
When dealing with Washington County library staff, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements.	Percent of respondents					Average rating on the 100-point scale (100 = strongly agree, 0 = strongly disagree)
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	
Staff responds in a professional manner.	86%	13%	2%	0%	100%	95
Staff is knowledgeable and competent.	86%	14%	0%	0%	100%	95
When called upon, staff provides useful assistance.	83%	17%	0%	0%	100%	94
Inquires are answered in a timely manner.	81%	19%	0%	0%	100%	93

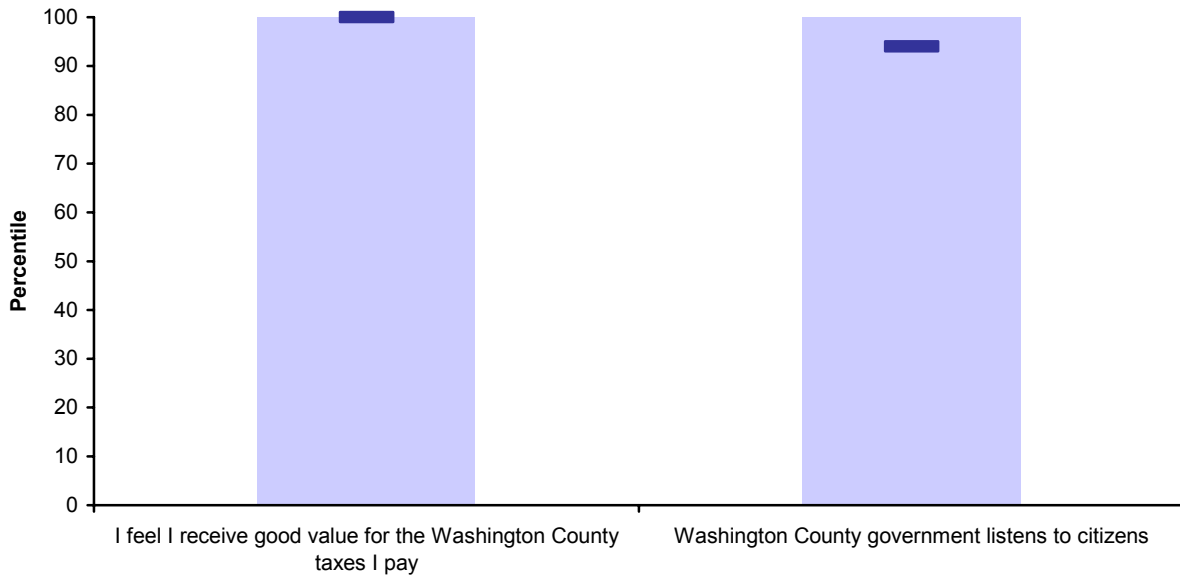
Public Trust

Survey respondents were read four statements about Washington County government and asked the extent to which they agreed or disagreed with each statement. About 8 in 10 respondents “somewhat” or “strongly” agreed with the statement about receiving good value for the County taxes they pay (84% of respondents), 83% “somewhat” or “strongly” agreed that the county does a good job of managing tax dollars, and 82% “somewhat” or “strongly” agreed that the county listens to citizens. Just over half (52%) agreed that they feel they know the work of the County Board. Each of the first three statements received an average rating of close to “somewhat” agree (67 on the 100-point scale). The remaining statement: “I feel I know about the work of the County Board” received an average rating of 48 on the 100-point scale.

Washington County respondents rated the value they receive for the county taxes they pay and their belief that the Washington County government listens to citizens higher than the national norm. (See chart and table on following page.)

Public Trust Ratings						
I am going to read you a list of statements about Washington County government. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements.	Percent of respondents					Average rating on the 100-point scale (100 = strongly agree, 0 = strongly disagree)
	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Total	
I feel I receive good value for the Washington County taxes I pay.	21%	63%	12%	3%	100%	68
Overall, I feel that Washington County does a good job of managing tax dollars.	19%	64%	13%	5%	100%	65
I feel Washington County government listens to citizens.	12%	70%	13%	5%	100%	63
I feel I know about the work of the Washington County Board.	8%	44%	32%	16%	100%	48

Ratings of Public Trust



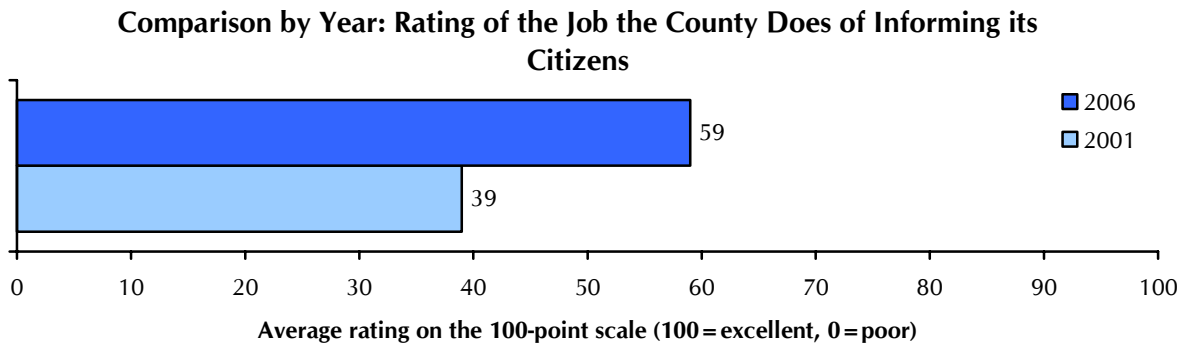
Ratings of Public Trust

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
I receive good value for county taxes I pay	68	1	17	100%	Above the norm
County does good job of managing tax dollars	65	NA	NA	NA	NA
County government listens to citizens	63	2	16	94%	Above the norm

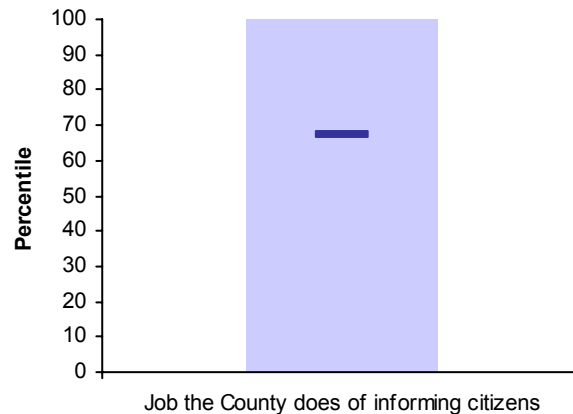
Washington County respondents were asked to rate the job the county does of informing its citizens. About 6 in 10 respondents (67%) rated the job the county does of informing its citizens as “good” or “excellent.” Less than 1 in 10 (5%) respondents reported feeling that the county does a poor job of informing its citizens.

2006 Rating of the Job the County Does of Informing its Citizens						
	Percent of respondents					Average rating on the 100-point scale (100 = excellent, 0 = poor)
	Excellent	Good	Fair	Poor	Total	
How would you rate the job the County does of informing its citizens?	17%	50%	28%	5%	100%	59

The 2006 rating of the job the county does of informing its citizens was higher than the 2001 rating (59 out of 100 in 2006 versus 39 out of 100 in 2001). This may be because the question wording differed between survey years. In 2001, the survey asked respondents to rate how informed they felt about county government and its activities, whereas the 2006 survey asked respondents to rate the job the county does of informing its citizens. The 2006 rating was “above” the norm when compared with other counties across the nation. (See table and chart on the next page.)



Job the County Does of Informing Citizens



Job the County Does of Informing Citizens

	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Job the County does of informing its citizens	59	6	15	67%	Above the norm

Survey respondents were asked to identify their County Commissioner. Most respondents did not know. Respondents in District 4 were most likely to identify their Commissioner (45%) correctly, while respondents in District 2 were least likely to be able to identify their Commissioner (17%).

Identification of Washington County Commissioner by District of Residence

I'm going to read you a list of the Washington County Commissioners. Please identify which Commissioner represents your district.	District of residence				
	1	2	3	4	5
Dennis Hegberg	29%	3%	2%	0%	3%
Bill Pulkrabek	2%	17%	1%	3%	2%
Gary Kriesel	3%	1%	23%	0%	0%
Myra Peterson	4%	1%	6%	45%	5%
Dick Stafford	8%	12%	9%	10%	24%
Don't know	53%	66%	60%	41%	66%

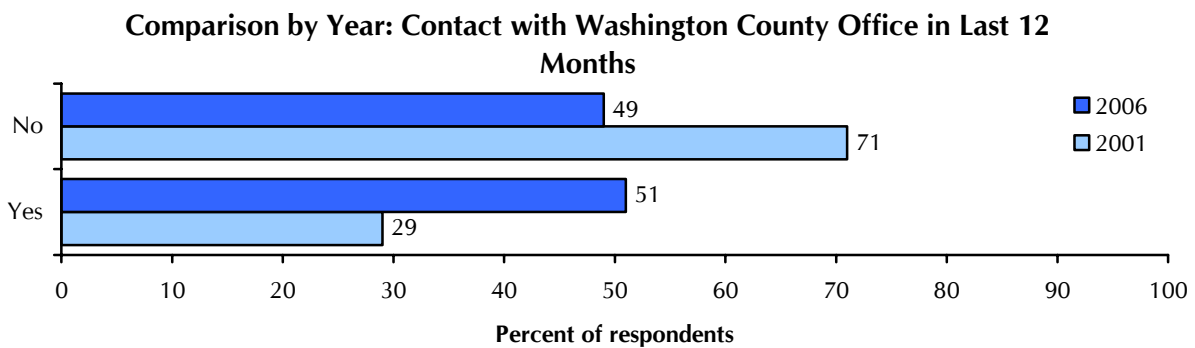
*Correct commissioners for each district are highlighted.

Contacting County Government

Survey respondents were asked several questions about their contact with Washington County government departments in the previous 12 months.

Half the respondents (51%) reported they had visited or telephoned a county government office in the last 12 months, a significant increase from the amount of contact in 2001 (29%). This large increase may be attributable to a difference in question wording between survey years. The 2001 survey asked if respondents had telephoned any county government office (the 2006 survey included telephone as well as in-person contact).

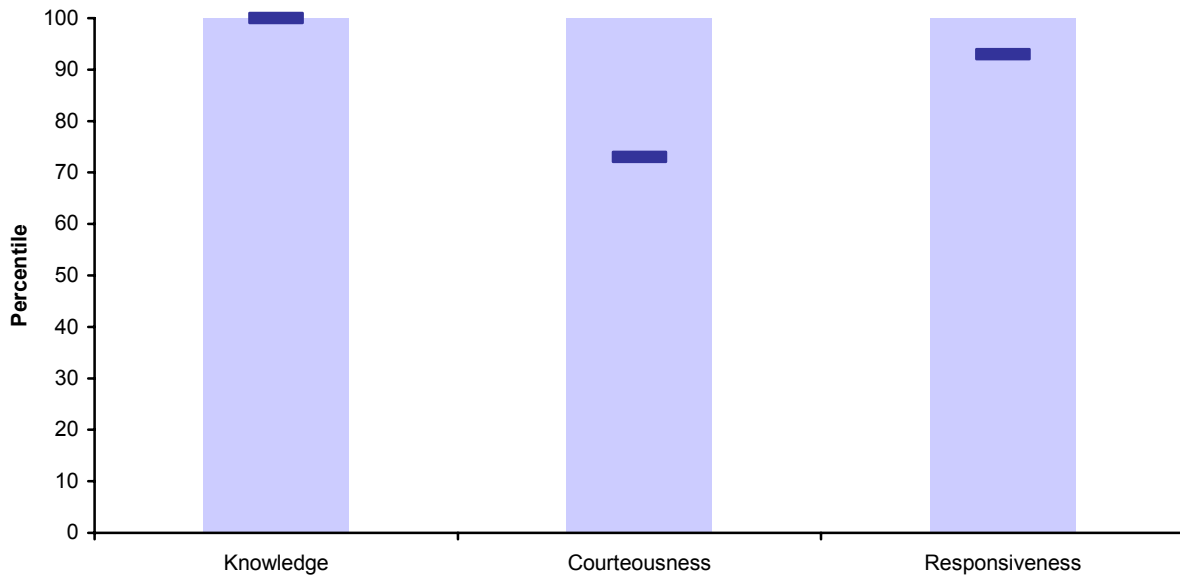
Contact with Washington County Office in Last 12 Months	
Have you visited or telephoned any Washington County government office within the last 12 months?	Percent of respondents
Yes	51%
No	49%
Total	100%



Respondents were asked to rate their impression of the Washington County employee in their most recent contact. Average ratings for each characteristic were higher than 77 points on a 100-point scale. Ratings for all three categories were above national norms.

2006 Ratings of Washington County Employees						
What was your impression of the employees of Washington County in your most recent contact?	Percent of respondents					Average rating on the 100-point scale (100 = excellent, 0 = poor)
	Excellent	Good	Fair	Poor	Total	
Courteousness	49%	41%	7%	3%	100%	79
Knowledge	49%	43%	7%	1%	100%	80
Responsiveness	48%	39%	10%	3%	100%	77

Ratings of Contact with County Employees



Ratings of Contact with the County Employees

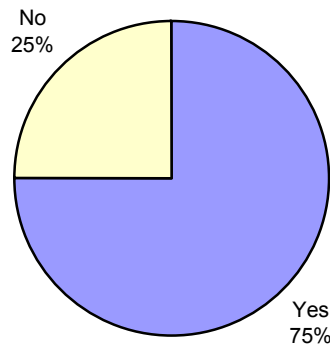
	Washington County rating	Rank	Number of jurisdictions for comparison	Washington County percentile	Comparison of Washington County rating to norm
Their knowledge	80	1	17	100%	Above the norm
Their courteousness	79	2	8	88%	Above the norm
Their responsiveness	77	2	15	93%	Above the norm

In addition to rating Washington County employees, respondents were asked how convenient or inconvenient it was for them to access the county service location they most frequently use. Almost 9 in 10 respondents (88%) rated their access to a county service location as either “very” or “somewhat” convenient. Only 4% felt that it was “very” inconvenient.

Convenience of Accessing Nearest County Service Location	
How convenient or inconvenient is it for you to access the County service location you most frequently use, for the services you require?	Percent of respondents
Very Convenient	45%
Somewhat Convenient	43%
Somewhat Inconvenient	8%
Very Inconvenient	4%
Total	100%
Average rating on the 100-point scale (100 = very convenient, 0 = very inconvenient)	77

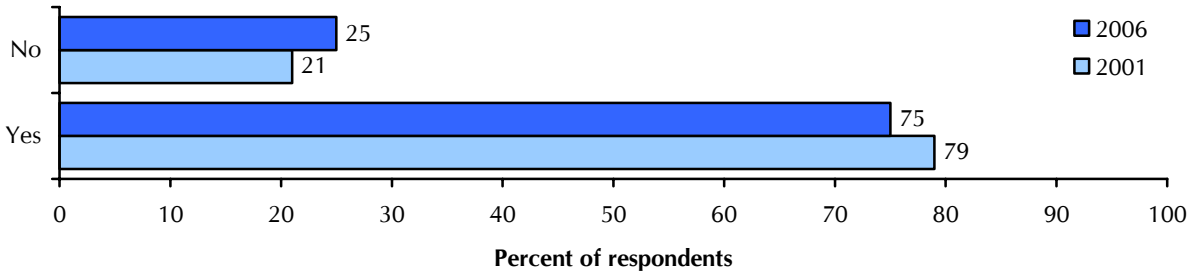
Three-quarters of respondents reported having visited a County License Center in the last year; a similar amount visited a license center in 2001. When asked how reasonable their waiting time for service was, about 9 in 10 respondents indicated that their wait was “very” or “somewhat” reasonable. These ratings were similar between survey years.

Have you visited a Washington County License Center in the last year?



Visit to County License Center in Last Year	
Have you visited a Washington County License Center in the last year?	Percent of respondents
Yes	75%
No	25%
Total	100%

Comparison by Year: Visit to County License Center in the Last Year



Comparison by Year: Visit to County License Center in Last Year

Have you visited a Washington County License Center in the last year?	Percent of respondents	
	2006	2001
Yes	75%	79%
No	25%	21%
Total	100%	100%

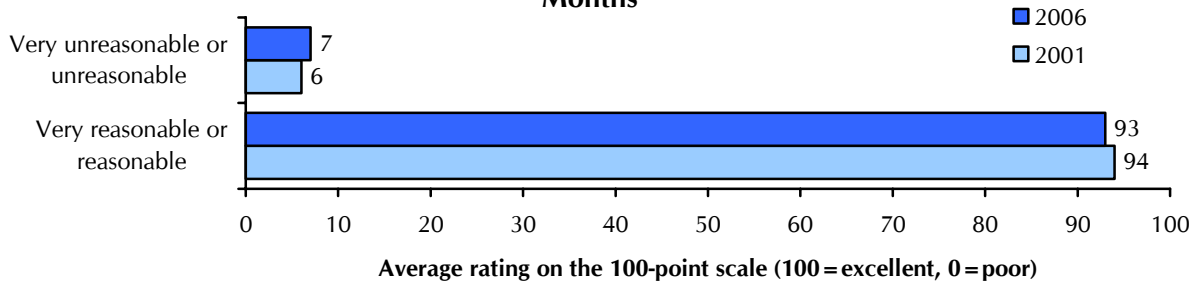
Location of Most Recent Visit to License Center

Which location did you go to on your most recent visit?	Percent of respondents
Woodbury	54%
Stillwater	29%
Forest Lake	17%
Total	100%

Reasonableness of Waiting Time at License Center

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents
Very reasonable	72%
Somewhat reasonable	22%
Somewhat unreasonable	5%
Very unreasonable	1%
Total	100%
Average rating on the 100-point scale (100 = very reasonable, 0 = very unreasonable)	89

Comparison by Year: Contact with Washington County Office in Last 12 Months



Comparison by Year: Reasonableness of Waiting Time at License Center

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents	
	Year of survey	
	2006	2001
Very reasonable or reasonable	93%	94%
Very unreasonable or unreasonable	7%	6%

Public Information

Public Information Sources

Those responding to the survey indicated whether each of nine possible sources of information about the county was “major,” “minor,” or “not a source” for them. Weekly community newspapers were considered a “major” source by 47% of respondents. The Washington County newsletter, and daily newspapers were each called a “major” source by 4 in 10 respondents. Least frequently cited as a “major source” were cable television programming (15%), county employees (9%), and community meetings (9%). Each of those sources was considered “not a source” by about half of respondents.

Respondents who reported using the Washington County newsletter, “Staying in Touch,” as a “major” or “minor” source of information were asked to rate its quality. About 8 in 10 respondents (78%) reported the newsletter to be “excellent” or “good.” Ratings of the newsletter were slightly higher in 2006 than 2001 (66 on the 100-point scale compared to the rating of 58 in 2001). (See chart on the following page.)

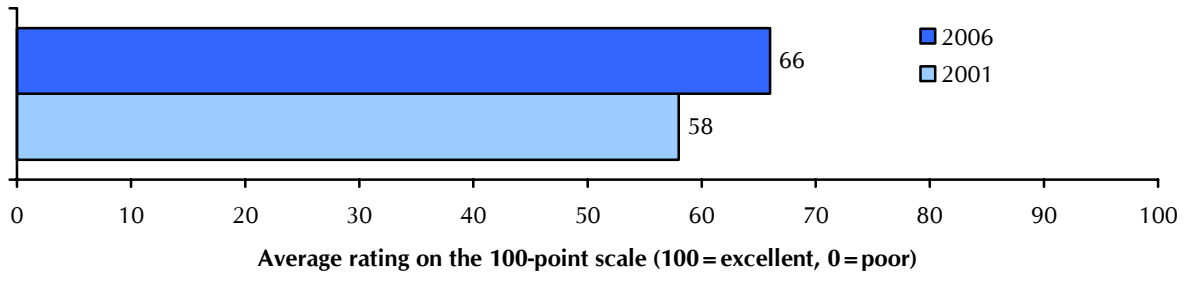
Use of Various Sources of Information about Washington County

I am going to read you a list of potential sources of information about Washington County government. Please tell me whether you use each as a major or minor source of information, or not at all.	Major source	Minor source	Not a source of information	Total
Weekly community newspapers	47%	35%	19%	100%
Washington County newsletter, “Staying in Touch”	44%	37%	19%	100%
Daily newspapers	45%	33%	23%	100%
Other county residents (e.g., neighbors or friends)	29%	46%	25%	100%
The Internet “the World Wide Web”	28%	40%	31%	100%
County Web site on the Internet	18%	43%	40%	100%
Cable television programming	15%	37%	48%	100%
Community meetings	9%	41%	50%	100%
Washington County employees	9%	33%	57%	100%

Rating of “Staying in Touch” Quarterly Newsletter

	Percent of respondents					Average rating on the 100-point scale (100 = excellent, 0 = poor)
	Excellent	Good	Fair	Poor	Total	
Would you rate the content of the quarterly newsletter called “Staying in Touch” as excellent, good, fair, or poor?	21%	57%	21%	1%	100%	66

Comparison by Year: Rating "Staying in Touch" Quarterly Newsletter

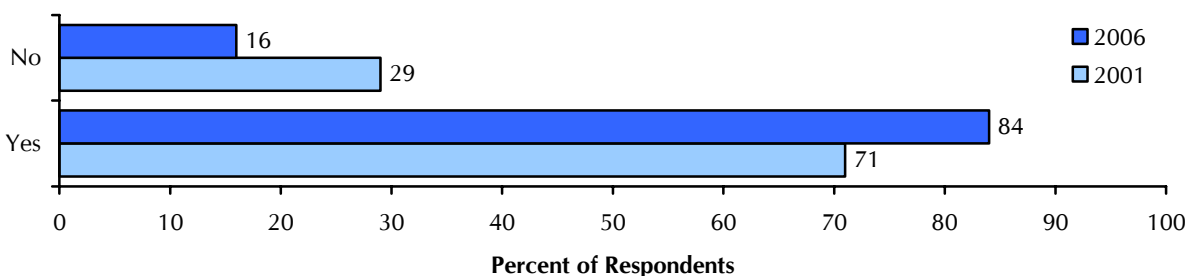


Computer and Internet Access

Eight in ten respondents (84%) reported having Internet access from their homes, and almost 7 in 10 reported using the Internet on a daily basis. Eight percent said they never access the Internet. Respondents having Internet access at home rose slightly from 2001 to 2006.

Internet Access from Home	
Do you have Internet access from your home?	Percent of respondents
Yes	84%
No	16%
Total	100%

Comparison by Year : Internet Access from Home



Four in ten respondents reporting accessing the Washington County Web site at least once per year, while almost the same amount (37%) reported never visiting the Web site. (Note that most of the “other” responses have been coded into more descriptive categories in the table below. The full set of “other” responses appears in Appendix C: Verbatim Responses to Survey Questions).

2006 Frequency of Internet Access by Washington County Residents	
How often do you access the Internet?	Percent of respondents
Never	8%
Daily	68%
2-6 times per week	14%
Once a week	3%
1 to 3 times per month	3%
Once a month	3%
At least once per year	2%
Total	100%

Unprompted responses about the information that residents would like to access via the Internet appear in the table on the following page. Fourteen percent of respondents said they would like to access information about parks, 7% would like to access a county meeting calendar, agenda or minutes, and 5% would like service information and recreation/entertainment information.

Information Desired at Washington County Web site	
What kind of Washington County service or information would you like to access via the Internet?	Percent of respondents*
Park information (reservation at a regional park facility)	14%
Meeting calendar, agenda, and/or minutes	7%
Service information	5%
General information about the county	4%
Garbage and recycling	4%
Library catalogs	4%
Apply for a library card and/or utilize library resources	4%
Information about taxes	3%
Renew or apply for a license, permit, or other application	3%
Access public county records	3%
Researched property sales/information	3%
School information	3%
Job search	3%
Attend a county event	3%
Community activities/events calendar	3%
Newsletters	2%
Pay fees, fines, or property taxes	2%
Directions/hours of service	2%
Project information	2%
Information about crime, sexual predators, policing, warrants	2%
Policies	2%
Road construction areas	1%
Child care information	1%
Registrations	1%
Department/employee contacts	1%
Data	1%
Zoning and code requirements	1%
Contact county commissioners	1%
Economic development	1%
Maps	1%
Health information	1%
Public transportation schedules	1%
Historical information	0%
Budget documents	0%
Apply to be a foster parent	0%
Make an appointment for a county service	0%
Advisory committee	0%
Contact staff	0%
Register a complaint	0%

Information Desired at Washington County Web site

What kind of Washington County service or information would you like to access via the Internet?	Percent of respondents*
No purpose	19%
Other	7%
Don't know/refused	21%

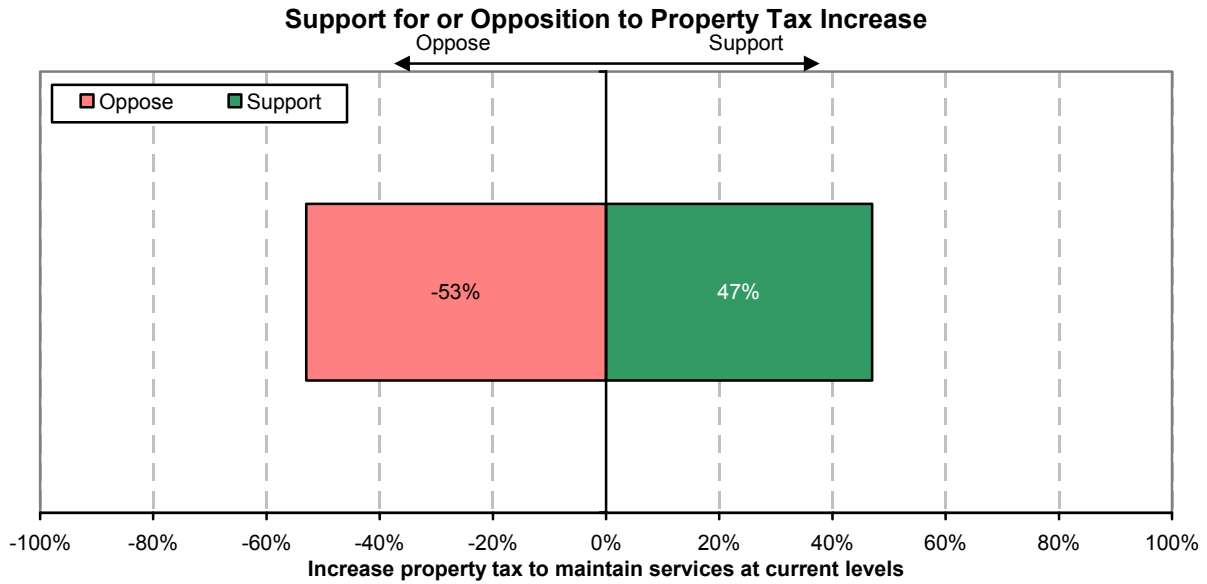
**Total may exceed 100% as respondents could select more than one option.*

Frequency of Use of Washington County Web Site

How often do you access the Washington County Web site on the Internet?	Percent of respondents
Never	37%
Daily	0%
2-6 Times Per Week	2%
Once A Week	2%
1 To 3 Times Per Month	5%
Once A Month	12%
At Least Once A Year	40%
Less Than Once a Year	2%
Total	100%

Policy Question

Washington County residents were asked to indicate the extent to which they would support or oppose an increase in their property tax if it were needed to maintain county services at their current levels. Just over half of respondents (53%) reported “somewhat” or “strongly” opposing a property tax increase; the remainder (47%) indicated that they would “strongly” or “somewhat” support such action.



Survey Respondent Demographics

Frequencies for demographic questions appear in the following section.

Household Emergency Plan	
Do you have a household emergency plan that includes: food and water supplies, and a communication plan?	Percent of respondents
Yes	32%
No	68%
Total	100%

Respondent Household Income	
Please stop me when I reach the category that includes your household's annual income.	Percent of respondents
Under \$25,000	5%
\$25,000 to less than \$50,000	12%
\$50,000 to less than \$75,000	24%
\$75,000 to less than \$100,000	27%
\$100,000 to less than \$150,000	23%
\$150,000 to less than \$200,000	5%
\$200,000 to less than \$250,000	2%
\$250,000 or more	3%
Total	100%

Respondent Currently Employed for Pay	
Are you currently employed for pay?	Percent of respondents
Yes	77%
No	23%
Total	100%

Respondent Status, if not Employed	
Respondent status, if not working	Percent of respondents
Homemaker	39%
Retired	39%
Student	6%
Unemployed, looking for work	16%
Total	100%

Respondent Employed Full-time or Part-time	
Working status	Percent of respondents
Full-time	82%
Part-time	18%
Total	100%

City in Which Respondent Works	
In what city do you primarily work?	Percent of respondents
St. Paul	25%
Woodbury	11%
Minneapolis	9%
Maplewood	7%
St. Paul Park	7%
Eagan	6%
Forest Lake	4%
Stillwater	4%
Oakdale	3%
Bloomington	3%
Cottage Grove	3%
South St. Paul	2%
Hastings	2%
Bayport	1%
Inver Grove Heights	1%
White Bear Lake	1%
Burnsville	1%
West St. Paul	1%
Lakeland	1%
Minnetonka	1%
Afton	1%
New Scandia Township	1%
Newport	1%
Mendota Heights	0%
St. Louis Park	0%
Northfield	0%
Lake Elmo	0%
Elko	0%
Hugo	0%
Grant	0%
Apple Valley	0%
Edina	0%
Oak Park Heights	0%
Birchwood	0%
Marine On St. Croix	0%
Mahtomedi	0%
Lakeville	0%
I work in a township	0%
Total	100%

Respondent Age	
Please stop me when I reach the category that includes your age.	Percent of respondents
18 to 24 years	4%
25 to 34 years	28%
35 to 44 years	24%
45 to 54 years	29%
55 to 64 years	9%
65 years and over	6%
Total	100%

Household Members	
How many children age 17 years and under live in your household? How many adults under age 65 years live in your household? How many persons age 65 years and over live in your household?	Average number of household members
Number of children in household	1.1
Number of adults under age 65 in household	2.0
Number of adults over age 65 in household	.1

Years Lived in County	
How long have you lived in the County?	Percent of respondents
Less Than 2 Years	8%
2 To 5 Years	20%
6 To 10 Years	19%
11 To 15 Years	12%
16 To 20 Years	9%
Over 20 Years	31%
Total	100%

Respondent Gender	
Gender of respondent	Percent of respondents
Female	50%
Male	50%
Total	100%

Appendix A: Detailed Survey Methodology

Survey Administration and Response Rate

Phone calls were made from March 1 to March 23, 2006 using a Computer-Assisted Telephone Interviewing (CATI) system.¹ The survey was administered and the data were recorded electronically. A majority of the interviews were completed during the evening hours, although calls were made on the weekend and during weekdays also. All phone numbers were dialed at least three times before replacing with another number, with at least one of the attempts on either a weekend or weekday. The dispositions of the numbers dialed during the survey are listed in the table on the following page. A quota system was used to ensure that 100 surveys were completed in each of five County Commissioner Districts.

A total of 7,146 phone numbers were dialed during the survey administration. Some of these numbers are considered ineligible² for the survey. Of the approximately 2,701 households called, 500 completed interviews providing a response rate of 19%. Approximately 698 households refused the survey.

Dispositions of All Numbers Called for the 2006 Washington County Residential Survey	
Complete	500
Refusal	698
Respondent never available	548
Language problem	52
Miscellaneous	56
Always busy	66
No answer	2,143
Call blocking	32
Out of sample - other strata than originally coded	441
Fax/data line	253
Disconnected number	1,662
Number changed	15
Cell phone	4
Business, government office, other organizations	331
Quota filled	338
Other	7
Total phone numbers used	7,146
I = Complete Interviews	500
P = partial Interviews	0
R = Refusal and break off	698
NC = non Contact	548
O = Other	108

¹CATI is a software program that automatically dials phone numbers, logs dispositions and records responses to completed interviews.

²Disconnected, fax/data line, or business phone numbers were not included as eligible households. For 2,241 phone numbers where the eligibility status of the household was unknown, 38% were estimated to be eligible. This proportion was assumed to hold for those households not contacted, or where the household refused, and therefore prevented knowing the eligibility status, and only 38% of these numbers were included in the final response rate calculation.

Dispositions of All Numbers Called for the 2006 Washington County Residential Survey

e = estimated proportion of cases of unknown eligibility that are eligible ³	38%
UH = Unknown household (3.1)	2,241
UO = Unknown other (3.2, 3.9)	0
Response Rate	
$I / ((I + P) + (R + NC + O) + e(UH + UO))$	19%

During the data collection phase interviews were taking longer than initially anticipated. In order to make the survey length more reasonable for telephone interviews, some questions were cut from the survey early on in the data collection process. These questions do not appear in the body of the report, but they are reported in Appendix H: Questions Trimmed from Survey.

³ Estimate of e is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate).

Data Analysis and Weighting

The surveys were analyzed using the SPSS statistical package. Frequency distributions are presented in the body of the report. Chi-square tests of significance were applied to breakdowns of selected survey questions by county, type of workplace, and type of ownership. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

The demographic characteristics of the sample were compared to population norms for Washington County and were statistically adjusted to reflect the larger population when necessary. The largest differences in opinion were found among county residents in different categories of age, gender, and income. Consequently, sample results were weighted using the population norms to reflect the appropriate percent of residents by age, gender, and income, and then adjusted to maintain the equal stratification by County Commissioner District. Other socio-demographic variables were also adjusted through the weighting as many of these characteristics are intercorrelated. The results of the weighting scheme are presented in the following table.

2006 Washington County Residential Survey Weighting Table			
Characteristic	Percent in population		
	Population norm⁴	Unweighted data	Weighted data
Sex and Age			
18-34 years of age	29%	12%	32%
35-54 years of age	49%	48%	53%
55+ years of age	22%	40%	15%
Female	51%	44%	50%
Male	49%	56%	50%
Females 18-34	16%	6%	16%
Females 35-54	27%	20%	27%
Females 55+	8%	18%	8%
Males 18-34	16%	6%	16%
Males 35-54	26%	28%	26%
Males 55+	7%	22%	7%
Household Income⁵			
Less than \$25,000	11%	7%	5%
\$25,000 to \$99,999	66%	64%	63%
\$100,000 or more	23%	29%	33%

⁴ Source: 2000 Census

⁵ Household income in 1999

Appendix B: Crosstabulation of Selected Questions by County District

Overall Quality of Life					
How would you rate your overall quality of life in Washington County? Would you say it is excellent, good, fair, or poor?	District number				
	District 1	District 2	District 3	District 4	District 5
How would you rate your overall quality of life in Washington County?	76	80	81	75	81

Average rating on the 100-point scale (100 = excellent, 0 = poor).

Ratings of Community Characteristics					
Please tell me if you think each of the following characteristics of Washington County is excellent, good, fair, or poor.	District number				
	District 1	District 2	District 3	District 4	District 5
Affordable housing	44	48	43	49	42
Access to and availability of affordable, quality health care	57	67	58	63	72
Access to and availability of affordable, quality childcare	52	50	52	56	62
Access to parks	71	81	81	76	79
Access to trails	67	79	74	65	76
Access to open space	66	68	71	62	68
Recreational opportunities	25	36	27	43	41

Average rating on the 100-point scale (100 = excellent, 0 = poor).

Ratings of Service Delivery					
I'm going to read you a list of services provided by Washington County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor.	District number				
	District 1	District 2	District 3	District 4	District 5
County libraries	76	78	79	74	85
County parks and recreation	74	81	79	71	79
Trail and bikeway system in Washington County	70	82	76	68	77
Condition of County roads	51	57	54	55	53
Sheriff services	68	78	72	68	71
Employment support services	56	67	61	58	58
Environmental protection	67	59	64	57	62
Public health services	61	71	64	63	68
Social services to seniors	59	68	68	58	59
Services to youth	61	65	61	58	63
Services to low-income residents	60	60	59	52	48
Child protection services	59	65	62	61	64
Snow and ice removal on County roads	67	66	70	66	69
Records, vital statistics, licensing, and vehicle registration	73	77	72	68	75
Disaster preparedness	49	48	56	54	50

Average rating on the 100-point scale (100 = excellent, 0 = poor).

Appendix C: Verbatim Responses to Survey Questions

Question 4: What one thing do you like most about living in the County?

Verbatim responses to "Other"

- Very well organized
- Zoning
- Average
- Rules pertaining to development/ building
- History
- In Minnesota
- No problems
- Impressed with the City of Woodbury
- It's not like Ramsey County
- Good local government
- Reasonable housing costs
- Lots of freedom in senior residence

Question 6: What do you feel is the most serious issue facing the County at this time?

Verbatim responses to "Other"

- More unique restaurants
- Deer population
- Funding
- Too many people
- They want to spend too much money buying more parks
- Ramsey County
- Support from the state
- Too many fires
- Metropolitan commission
- Excel energy
- Cottage grove development authority
- The court system
- Youth
- Housing
- Highest welfare counties in Minnesota child protection not adequate
- Too much government
- The cuts on welfare
- Open space battle
- Infrastructure
- Part of Metro Council
- Recycling
- Use of land so there won't be houses every were
- Budget cuts
- Not enough recycling
- Hwy 60 in Newport
- More restaurants
- Traffic construction at the wrong time of the year
- Strict child support laws
- Addressing the fish
- Snow piled on the sidewalks.
- Separating City of Woodbury by not taking care of older sections
- Unregulated snow mobiles and the ATV's and dirt bikes, power boats
- Smoking ban

Question 26: Information Desired at Washington County Web site

Verbatim responses to "Other"

- Crisis support; help for single parents
- When give free water evaluations; free radon tests
- Community garden plots
- Drinking water and air
- Information fishing and boating or just lakes and rivers in Washington; county
- Environment
- Latest information
- Public safety
- General information
- Property records; tax information; county services;
- Owner ship of lamb;
- Dealing with social security; banks
- Humanities
- Services available for special needs like the elderly
- Water supply, water status; community programs
- Government happenings, and proposals
- Government programs, parks, anything available, educations, etc
- News in community
- Community info; election info
- Road conditions/repair
- Keep up on what's going on
- Find out about the market
- More info on water quality
- Youth programs like parks and recreation; water updates
- Courthouse; retail hours
- Government info in general
- Basic services
- Any info they will give us
- Information on water pollution has it gone up or down
- Community education
- Tax information; recreational information; access to law enforcement
- As much as possible without affecting privacy laws
- I'd like to be able to look up anything i want to
- Area
- Environment info - like water quality
- General news, what is being done, things that impact our county
- Current county news; disaster preparedness

Appendix D: Complete Set of Frequencies

County District of Residence	
	Percent of respondents
1	20%
2	20%
3	20%
4	20%
5	20%
Total	100%

City of Residence	
In which city or township do you live?	Percent of respondents
Afton	2%
Bayport	0%
Baytown Township	0%
Birchwood	1%
Cottage Grove	15%
Dellwood	0%
Denmark Township	1%
Forest Lake	10%
Grant	2%
Grey Cloud Island	0%
Hastings	0%
Hugo	2%
Lake Elmo	3%
Lake St. Croix Beach	1%
Lakeland	2%
Lakeland Shores	0%
Landfall	0%
Mahtomedi	1%
Marine On St. Croix	1%
May Township	2%
New Scandia Township	1%
Newport	2%
Oak Park Heights	1%
Oakdale	6%
Pine Springs	0%
St. Mary's Point	0%
St. Paul Park	2%
Stillwater	7%
Stillwater Township	1%
West Lakeland Township	3%
White Bear Lake	0%
Willernie	1%
Woodbury	30%
Total	100%

City and District of Residence	
	Percent of respondents
Afton (District 3)	2%
Bayport (District 3)	0%
Baytown Township (District 3)	0%
Birchwood (District 1)	1%
Cottage Grove (District 4)	15%
Dellwood (District 1)	0%
Denmark Township (District 4)	1%
Forest Lake (District 1)	10%
Grant (District 1)	2%
Grey Cloud Island (District 4)	0%
Hastings (District 4)	0%
Hugo (District 1)	2%
Lake Elmo (District 2)	3%
Lake St. Croix Beach (District 3)	1%
Lakeland (District 3)	2%
Lakeland Shores (District 3)	0%
Landfall (District 2)	0%
Mahtomedi (District 1)	1%
Marine On St. Croix (District 1)	1%
May Township (District 3)	2%
New Scandia Township (District 1)	1%
Newport (District 4)	2%
Oak Park Heights (District 3)	1%
Oakdale (District 2)	6%
Pine Springs (District 1)	0%
St. Mary's Point (District 3)	0%
St. Paul Park (District 4)	2%
Stillwater (District 3)	7%
Stillwater Township (District 3)	1%
West Lakeland Township (District 3)	3%
White Bear Lake (District 1)	0%
Willernie (District 1)	1%
Woodbury (District 2)	10%
Woodbury (District 5)	20%
Total	100%

Question 4: Thing Respondents Most Like About Living In Washington County

What one thing do you like most about living in Washington County?	Percent of respondents
Location	18%
Rural	10%
Open space	9%
Parks/lakes	6%
My neighborhood	5%
Quiet	4%
Shopping	4%
Schools	4%
Small town feel	3%
Peaceful	3%
Safe	3%
People	3%
Services	2%
Quality of life in general	2%
Clean	1%
Surroundings, atmosphere, area	1%
Convenience, access	1%
Family ties	1%
Home	1%
Libraries	1%
Good economy	1%
Low taxes	1%
Job opportunities	1%
Not congested, population density	0%
Transportation system (includes roads and transit)	0%
No reason	1%
Unsure	2%
Other	2%
Don't know/refused	10%
Total	100%

Question 5: Approval Rating of the Job the Washington County Board is Doing

From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the Washington County Board is doing?	Percent of respondents
Strongly approve	18%
Somewhat approve	57%
Somewhat disapprove	5%
Strongly disapprove	1%
Don't know/refused	20%
Total	100%

Question 6: Most Serious Issue Facing Washington County

What do you feel is the most serious issue facing Washington County at this time?	Percent of respondents
Growth/development	30%
Schools	10%
Taxes	8%
Traffic congestion	4%
Condition of roads	4%
Water issues	3%
Preserving natural areas/protecting natural resources	2%
Affordable housing	2%
Quality of county services	1%
Zoning laws	1%
Bridges/river crossings	1%
Pollution	1%
Methamphetamines/drug use	1%
Crime	1%
Economic development	1%
Lack of recreational opportunities	1%
Loss of rural feel	1%
Jobs	1%
Parking	1%
Lack of businesses/attracting businesses	1%
Transit/transportation	0%
Teen drug/alcohol use	0%
Affordable property	0%
Keeping farms	0%
Traffic law enforcement	0%
Native American land issues	0%
Amount of county services	0%
No issue	4%
Other	6%
Don't know/refused	15%
Total	100%

Question 7: Ratings of Community Characteristics

Please tell me if you think each of the following characteristics of Washington County is excellent, good, fair, or poor.	Excellent	Good	Fair	Poor	Don't know/refused	Total
Affordable housing	6%	37%	34%	15%	9%	100%
Access to and availability of affordable, quality health care	21%	48%	16%	6%	9%	100%
Access to and availability of affordable, quality childcare	7%	32%	17%	6%	38%	100%
Access to parks	45%	44%	8%	2%	1%	100%
Access to trails	34%	47%	10%	4%	4%	100%
Access to open space	26%	51%	16%	5%	2%	100%
Access to public transportation/transit	5%	25%	28%	32%	10%	100%

Question 11: Washington County Regional Parks Visited in the Past 12 months

I would like to read you a short list of regional parks in Washington County. For each one, please tell me if you have visited the park during the past 12 months.	Yes/visited	No/not visited	Don't know/refused	Total
Big Marine Park Reserve	18%	82%	0%	100%
Cottage Grove Ravine Regional Park	21%	78%	0%	100%
Lake Elmo Park Reserve	55%	45%	0%	100%
Pine Point Park	15%	85%	0%	100%
Point Douglas Park	15%	84%	1%	100%
Square Lake Park	26%	74%	0%	100%
St. Croix Bluffs Regional Park	42%	58%	0%	100%
Historic Courthouse	16%	83%	1%	100%

Question 13: Importance of Park Activities

Please tell me if you think each of the following types of park activities are essential, very important, somewhat important or not important at all in Washington County.	Essential	Very important	Somewhat important	Not important at all	Don't know/refused	Total
Natural resource preservation and recreation, such as bird watching, nature hikes, and nature education	23%	54%	18%	3%	3%	100%
Activity-based recreation, such as biking, swimming, hiking, canoeing/kayaking, and cross country skiing	19%	50%	27%	2%	2%	100%
Socially-oriented recreation, such as family gatherings, picnics, people-watching, festivals, and concerts	11%	39%	43%	5%	2%	100%

Question 15: Rating of the Job the County Does of Informing its Citizens

How would you rate the job the County does of informing its citizens? Would you say it is excellent, good, fair, or poor?	Percent of respondents
Excellent	17%
Good	49%
Fair	28%
Poor	5%
Don't know/refused	1%
Total	100%

Question 16: Ratings of Potential Problems

Now I'm going to read you a list of possible problems in Washington County. Please tell me to what degree, if at all, each of these is a problem in Washington County.	Not a problem	Minor problem	Moderate problem	Major problem	Don't know/refused	Total
Crime	11%	44%	36%	6%	3%	100%
Taxes	7%	26%	39%	26%	3%	100%
Growth	11%	15%	34%	36%	3%	100%
Traffic congestion	10%	30%	35%	24%	0%	100%
Domestic violence	15%	35%	22%	6%	21%	100%
Poverty	20%	45%	24%	4%	6%	100%
Child abuse and neglect	15%	36%	20%	8%	22%	100%
Drinking and driving	8%	31%	37%	17%	7%	100%
Identity theft or financial fraud	15%	32%	27%	12%	14%	100%
Methamphetamines	11%	21%	25%	24%	18%	100%
Soil and water contamination	17%	33%	25%	17%	7%	100%

Question 17: Support for Increase In County Property Taxes to Maintain Current Services

Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	Percent of respondents
Strongly support	8%
Somewhat support	36%
Somewhat oppose	26%
Strongly oppose	25%
Don't know/Refused	5%
Total	100%

Question 18: Rating of Potential Health Concerns

I would like to know to what degree, if at all, each of the following is a health concern in Washington County.	Major concern	Moderate concern	Minor concern	Not at all a concern	Don't know/ refused	Total
Youth tobacco use	21%	33%	32%	8%	7%	100%
Depression	11%	32%	35%	9%	14%	100%
Suicide	10%	21%	43%	12%	14%	100%
Underage drinking	27%	39%	23%	5%	7%	100%
Unplanned pregnancy	8%	33%	33%	11%	14%	100%
The health and support for our elderly and disabled	26%	33%	22%	11%	8%	100%
The adequacy of care and parenting for infants and young children	14%	29%	30%	13%	15%	100%
Sexually transmitted diseases	8%	25%	36%	13%	17%	100%
Preparedness for bioterrorism and natural disasters	17%	25%	34%	9%	15%	100%
Physical inactivity	17%	35%	27%	13%	7%	100%
Obesity	24%	35%	26%	8%	8%	100%
Preparedness for communicable disease outbreak	17%	25%	32%	6%	20%	100%
Illegal drug use	28%	35%	22%	8%	7%	100%
Infectious disease	9%	26%	40%	14%	11%	100%

Question 20: Rating of Potential Environmental Health Concerns

Now I'm going to read you a list of potential environmental health concerns in Washington County. Please tell me to what degree, if at all, each of these is a concern in Washington County.	Major concern	Moderate concern	Minor concern	Not at all a concern	Don't know/refused	Total
Exposure to secondhand smoke	23%	24%	33%	19%	1%	100%
Radon	11%	23%	37%	18%	11%	100%
Outdoor air quality	18%	24%	34%	22%	1%	100%
Unsanitary food conditions	17%	23%	38%	20%	2%	100%
Garbage disposal	19%	27%	34%	18%	3%	100%
Septic systems	22%	24%	28%	21%	5%	100%
Drinking water quality	30%	27%	24%	18%	1%	100%
Recreational water quality	33%	31%	22%	12%	2%	100%

Question 21: Ratings of Safety from Types of Crimes

Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe from in Washington County?	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know/refused	Total
Property crimes (e.g., burglary, theft)	40%	51%	8%	2%	0%	100%
Violent crimes (e.g., rape, assault, robbery)	59%	35%	4%	1%	0%	100%
Nuisance crimes (e.g., vandalism, noise violations)	38%	49%	11%	2%	0%	100%
Drunk driving when traveling on county roads	20%	60%	16%	3%	1%	100%

Question 23: Internet Access from Home

Do you have Internet access from your home?	Percent of respondents
Yes	84%
No	16%
Don't know/refused	0%
Total	100%

Question 25: Frequency of Internet Access

On average, how often do you access the Internet?	Percent of respondents
Never	8%
Daily	68%
2-6 Times Per Week	14%
Once A Week	3%
1 To 3 Times Per Month	3%
Once A Month	3%
At Least Once A Year	2%
Don't know/refused	0%
Total	100%

Question 26: Information Desired at Washington County Web Site

What kind of Washington County service or information would you like to access via the Internet?	Percent of respondents*
Park information (reservation at a regional park facility)	14%
Meeting calendar, agenda, and/or minutes	7%
Service information	5%
General information about the county	4%
Garbage and recycling	4%
Library catalogs	4%
Apply for a library card and/or utilize library resources	4%
Information about taxes	3%
Renew or apply for a license, permit, or other application	3%
Access public county records	3%
Researched property sales/information	3%
School information	3%
Job search	3%
Attend a county event	3%
Community activities/events calendar	3%
Newsletters	2%
Pay fees, fines, or property taxes	2%
Directions/hours of service	2%
Project information	2%
Information about crime, sexual predators, policing, warrants	2%
Policies	2%
Road construction areas	1%
Child care information	1%
Registrations	1%
Department/employee contacts	1%
Data	1%
Zoning and code requirements	1%
Contact county commissioners	1%
Economic development	1%
Maps	1%
Health information	1%
Public transportation schedules	1%
Historical information	0%
Budget documents	0%
Apply to be a foster parent	0%
Make an appointment for a county service	0%
Advisory committee	0%
Contact staff	0%
Register a complaint	0%

Question 26: Information Desired at Washington County Web Site

What kind of Washington County service or information would you like to access via the Internet?	Percent of respondents*
Reserve meeting space	0%
Subscribe to listserv	0%
No purpose	19%
Other	7%
Don't know/refused	21%

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

Question 27: Frequency of Use of Washington County Web site

How often do you access the Washington County Web site on the Internet?	Percent of respondents
Never	36%
Daily	0%
2-6 Times Per Week	2%
Once A Week	2%
1 To 3 Times Per Month	5%
Once A Month	12%
At Least Once A Year	40%
Less Than Once a Year	2%
Don't know/refused	1%
Total	100%

Question 28: Use of Various Sources of Information about Washington County

I am going to read you a list of potential sources of information about Washington County government. Please tell me whether you use each as a major or minor source of information, or not at all.	Major source	Minor source	Not a source of information	Don't know/refused	Total
Cable television programming	15%	37%	47%	1%	100%
Daily newspapers	44%	33%	22%	1%	100%
Other County residents (e.g., neighbors or friends)	29%	45%	25%	0%	100%
Washington County employees	9%	33%	56%	2%	100%
The Internet "the World Wide Web"	28%	40%	31%	1%	100%
County Web site on the Internet	18%	42%	39%	1%	100%
Weekly community newspapers	46%	35%	18%	1%	100%
Community meetings	9%	41%	49%	1%	100%
Washington County newsletter, "Staying in Touch"	44%	37%	18%	1%	100%

Question 29: Rating of "Staying in Touch" quarterly newsletter

Would you rate the content of the quarterly newsletter called "Staying in Touch" as excellent, good, fair, or poor?	Percent of respondents
Excellent	19%
Good	51%
Fair	19%
Poor	1%
Don't know/refused	11%
Total	100%

Question 30: Convenience of Accessing Nearest County Service Location

How convenient or inconvenient is it for you access the County service location you most frequently use, for the services you require?	Percent of respondents
Very Convenient	41%
Somewhat Convenient	40%
Somewhat Inconvenient	7%
Very Inconvenient	3%
Don't know/refused	8%
Total	100%

Question 31: Ratings of Service Delivery

I'm going to read you a list of services provided by Washington County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor.	Excellent	Good	Fair	Poor	Don't know/refused	Total
County libraries	41%	48%	6%	1%	4%	100%
County parks and recreation	37%	51%	6%	1%	5%	100%
Trail and bikeway system in Washington County	35%	44%	11%	1%	9%	100%
Condition of County roads	9%	50%	31%	8%	1%	100%
Sheriff services	24%	52%	9%	1%	13%	100%
Employment support services	9%	33%	17%	3%	39%	100%
Environmental protection	12%	52%	19%	3%	14%	100%
Public health services	12%	51%	13%	1%	23%	100%
Social services to seniors	7%	40%	12%	2%	39%	100%
Services to youth	12%	42%	18%	3%	25%	100%
Services to low-income residents	6%	34%	16%	5%	39%	100%
Child protection services	8%	39%	13%	1%	39%	100%
Snow and ice removal on County roads	25%	54%	17%	2%	2%	100%
Records, vital statistics, licensing, and vehicle registration	30%	58%	9%	1%	2%	100%
Disaster preparedness	5%	30%	18%	7%	40%	100%

Question 38: Frequency of Visiting a Washington County Library

How many times in the past 3 months have you or a member of your family used a Washington County Library?	Percent of respondents
Never/0 Times	23%
Once Or Twice	22%
3-6 Times	26%
More Than 6 Times	29%
Don't know/refused	0%
Total	100%

Question 39: Preferred Library Material Format

Thinking about library materials, would you prefer electronic, audiovisual, or print materials? Electronic resources include databases and books, audiovisual materials include CDs and DVDs, and print materials include books, magazines, newspapers, etc.	Percent of respondents
Electronic Resources (Databases, Books)	9%
Audiovisual Materials (CD, DVD)	8%
Print Materials (Books, Magazines, Newspapers, Etc.)	79%
Don't know/refused	3%
Total	100%

Question 41: Rating of County Library Staff

When dealing with Washington County library staff, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements . . .	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/refused	Total
When called upon, staff provides useful assistance.	81%	16%	0%	0%	2%	100%
Inquires are answered in a timely manner.	79%	18%	0%	0%	3%	100%
Staff responds in a professional manner.	83%	12%	2%	0%	3%	100%
Staff is knowledgeable and competent.	83%	14%	0%	0%	3%	100%

Question 44: Contact with Washington County Office in Last 12 Months

Have you visited or telephoned any Washington County government office within the last 12 months?	Percent of respondents
Yes	51%
No	49%
Don't know/refused	0%
Total	100%

Question 45: Ratings of Washington County Employees

What was your impression of the employees of Washington County in your most recent contact?	Excellent	Good	Fair	Poor	Don't know/refused	Total
Their courteousness	49%	41%	7%	3%	0%	100%
Their knowledge	49%	43%	7%	1%	0%	100%
Their responsiveness	47%	39%	10%	3%	0%	100%

Question 47: Visit to County License Center in Last Year

Have you visited a Washington County License Center in the last year?	Percent of respondents
Yes	74%
No	25%
Don't know/refused	1%
Total	100%

Question 48: Location of Most Recent Visit to License Center

Which location did you go to on your most recent visit?	Percent of respondents
Woodbury	46%
Stillwater	25%
Forest Lake	14%
Don't know/refused	1%
Another location not listed	13%
Total	100%

Question 49: Reasonableness of Waiting Time at License Center

How reasonable or unreasonable did you consider your waiting time for service to be?	Percent of respondents
Very reasonable	71%
Somewhat reasonable	22%
Somewhat unreasonable	5%
Very unreasonable	1%
Don't know/refused	1%
Total	100%

Question 50: Household Emergency Plan

Do you have a household emergency plan that includes: food and water supplies, and a communication plan?	Percent of respondents
Yes	31%
No	68%
Don't know/refused	1%
Total	100%

Question 51: Public Trust Ratings

I am going to read you a list of statements about Washington County government. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements.	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know/refused	Total
I feel Washington County government listens to citizens.	11%	62%	12%	4%	10%	100%
I feel I know about the work of the Washington County Board.	7%	41%	30%	15%	7%	100%
I feel I receive good value for the Washington County taxes I pay.	21%	61%	12%	3%	3%	100%
Overall, I feel that Washington County does a good job of managing tax dollars.	17%	59%	12%	4%	7%	100%

Question 52: Identification of Washington County Commissioner by District of Residence

I'm going to read you a list of the Washington County Commissioners. Please identify which Commissioner represents your district.	District of residence				
	1	2	3	4	5
Dennis Hegberg	29%	3%	2%	0%	3%
Bill Pulkrabek	2%	17%	1%	3%	2%
Gary Kriesel	3%	1%	23%	0%	0%
Myra Peterson	4%	1%	6%	45%	5%
Dick Stafford	8%	12%	9%	10%	24%
Don't know	53%	66%	60%	41%	66%

*Correct commissioners for each district are highlighted.

Question 55: Respondent Household Income

Please stop me when I reach the category that includes your household's annual income.	Percent of respondents
Under \$25,000	4%
\$25,000 to less than \$50,000	10%
\$50,000 to less than \$75,000	21%
\$75,000 to less than \$100,000	24%
\$100,000 to less than \$150,000	20%
\$150,000 to less than \$200,000	4%
\$200,000 to less than \$250,000	1%
\$250,000 or more	3%
Don't know/refused	12%
Total	100%

Question 56: Respondent Currently Employed for Pay

Are you currently employed for pay?	Percent of respondents
Yes	77%
No	22%
Don't know/refused	1%
Total	100%

Question 57: Respondent Status, if not Employed

Which of the following best describes you?	Percent of respondents
Homemaker	36%
Retired	36%
Student	6%
Unemployed, looking for work	15%
Don't know/refused	7%

Question 57: Respondent Status, if not Employed

Which of the following best describes you?	Percent of respondents
Total	100%

Question 58: Respondent Employed Full-time or Part-time

Are you employed full-time or part-time?	Percent of respondents
Full-time	81%
Part-time	18%
Don't know/refused	1%
Total	100%

Question 59: City in Which Respondent Works

In what city do you primarily work?	Percent of respondents
Afton	1%
Anoka	0%
Apple Valley	0%
Bayport	1%
Birchwood	0%
Blaine	1%
Bloomington	2%
Brooklyn Center	0%
Burnsville	1%
Chisago	1%
Coon Rapids	0%
Cottage Grove	2%
Eagan	5%
Edina	0%
Elko	0%
Forest Lake	3%
Fridley	1%
Grant	0%
Hastings	2%
Hopkins	0%
Hudson Wisconsin	1%
Hugo	0%
Inver Grove Heights	1%
Lake Elmo	0%
Lakeland	1%
Lakeville	0%
Lindstrom	0%
Little Canada	2%
Mahtomedi	0%

Question 59: City in Which Respondent Works

In what city do you primarily work?	Percent of respondents
Mankato	1%
Maple Grove	0%
Maplewood	6%
Marine On St. Croix	0%
Mendota Heights	0%
Minneapolis	7%
Minnetonka	1%
New Scandia Township	0%
Newport	0%
North St. Paul	0%
Northfield	0%
Oak Park Heights	0%
Oakdale	2%
Plymouth	1%
Roseville	2%
Shoreview	0%
South St. Paul	2%
St. Louis Park	0%
St. Paul	21%
St. Paul Park	6%
Stillwater	3%
Twin Cities	0%
Vadnais Heights	0%
Welsh	1%
West St. Paul	1%
White Bear Lake	1%
Woodbury	9%
Wyoming	1%
I work in a township	0%
Don't know/refused	5%
Total	100%

Question 64: Respondent Age

Please stop me when I reach the category that includes your age.	Percent of respondents
18 to 24 years	4%
25 to 34 years	28%
35 to 44 years	23%
45 to 54 years	29%
55 to 64 years	9%
65 years and over	6%
Refused	2%
Total	100%

Questions 65, 66, 67: Household Members

	Average number of household members
How many children age 17 years and under live in your household?	1.1
How many adults under age 65 years live in your household? Please remember to include yourself if you are under age 65.	2.0
How many persons age 65 years and over live in your household? Please remember to include yourself if you are age 65 or over.	.1

Question 69: Years Lived in County

How long have you lived in the County?	Percent of respondents
Less than 2 years	8%
2 to 5 years	20%
6 to 10 years	19%
11 to 15 years	12%
16 to 20 years	9%
Over 20 years	31%
Don't know/refused	0%
Total	100%

Question 71: Gender

	Percent of respondents
Female	50%
Male	50%
Total	100%

Appendix E: GIS Mapping of Selected Survey Questions

Households Responding to 2006 Washington County Residential Survey: Household Locations	
City/Township	Number*
Afton	12
Baytown Township	1
Birchwood	6
Cottage Grove	69
Dellwood	1
Denmark Township	4
Forest Lake	44
Grant	10
Grey Cloud Island	1
Hugo	9
Lake Elmo	21
Lake St. Croix Beach	5
Lakeland	12
Lakeland Shores	1
Mahtomedi	8
Marine On St. Croix	8
May Township	10
New Scandia Township	10
Newport	13
Oak Park Heights	3
Oakdale	34
Pine Springs	1
St. Mary's Point	1
St. Paul Park	13
Stillwater	39
Stillwater Township	7
West Lakeland Township	9
Willernie	3
Woodbury	145
Total	500

*Note: Counts reflected unweighted data.
See corresponding map on following page.

Washington County

2006 Residential Survey

Household Locations of Respondents

By Nearest Cross Street

- 1 Respondent
- 2 - 3 Respondents
- 4 - 6 Respondents
- 7 - 10 Respondents

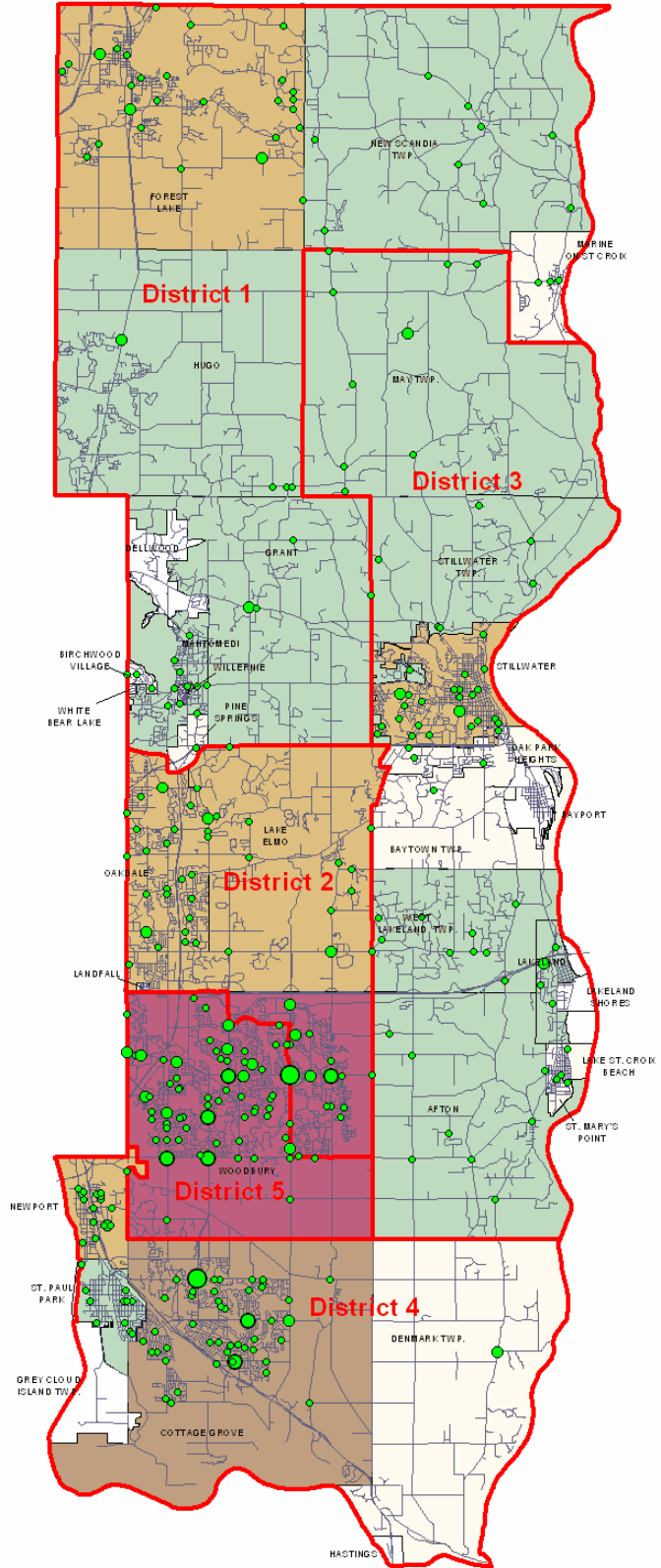
By City or Township

- 1 - 4 Respondents
- 5 - 11 Respondents
- 12 - 30 Respondents
- 31 - 60 Respondents
- 61 - 124 Respondents

The data depicted on this drawing was provided by National Research Center, Inc. The information was edited and geocoded by the Washington County GIS Support Unit. Approximately 83% of the address were successfully matched for display on this drawing.



0 1 2 3 4 5 Miles



05-09-2006
 Prepared by:
 The GIS Support Unit
 Washington County Government Center
 14949 62nd Street North - P.O. Box 6
 Stillwater, MN 55082
 Phone: (651) 430-6412

Households Responding to 2006 Washington County Residential Survey: Work Locations

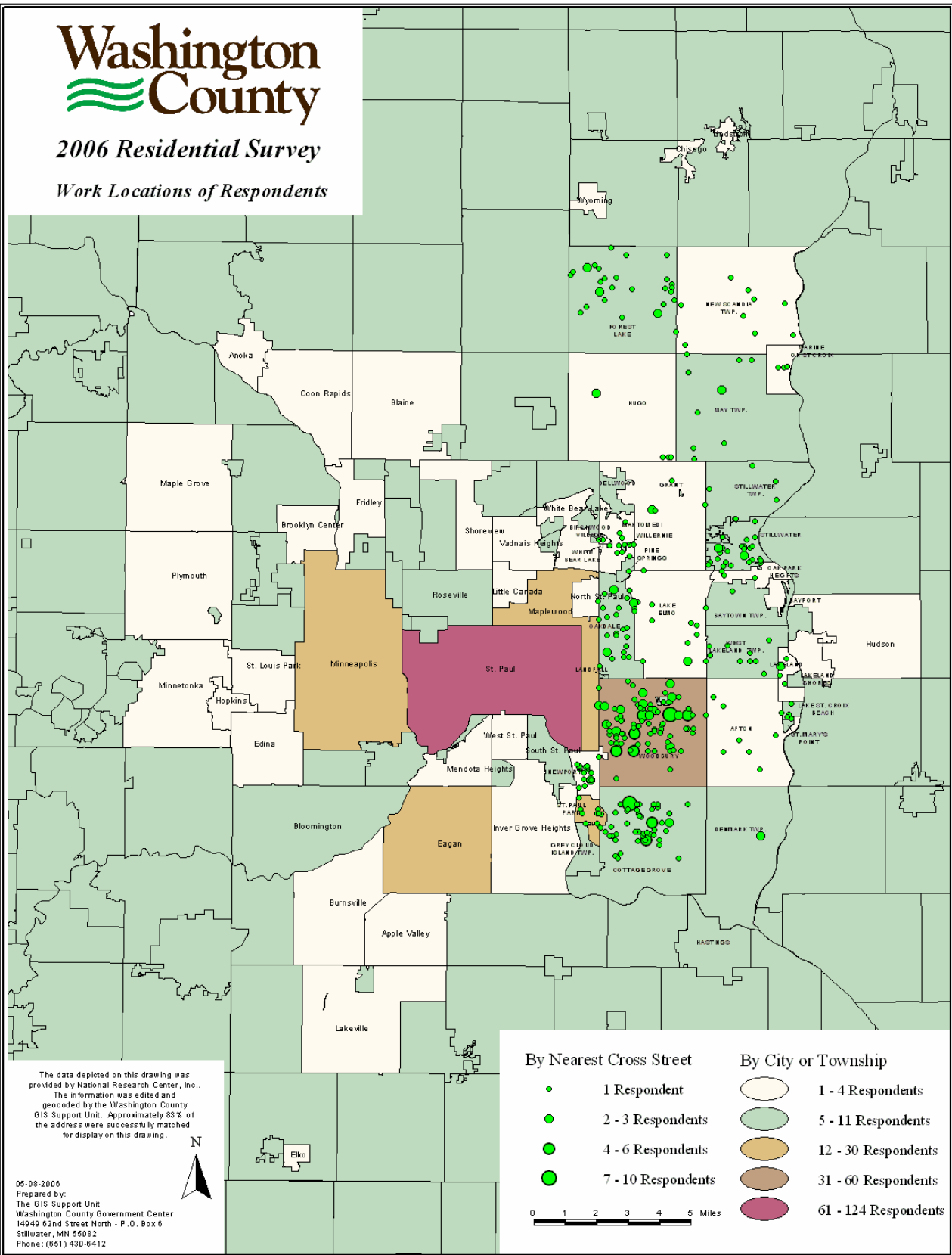
Work location	Number*
Afton	3
Apple Valley	1
Bayport	3
Birchwood	1
Bloomington	7
Burnsville	2
Cottage Grove	11
Eagan	14
Edina	2
Elko	1
Forest Lake	8
Grant	1
Hastings	5
Hugo	1
Inver Grove Heights	4
Lake Elmo	2
Lakeland	3
Lakeville	1
Mahtomedi	1
Maplewood	23
Marine On St. Croix	1
Mendota Heights	2
Minneapolis	22
Minnetonka	1
New Scandia Township	2
Newport	2
Northfield	1
Oak Park Heights	1
Oakdale	7
South St. Paul	6
St. Louis Park	1
St. Paul	72
St. Paul Park	17
Stillwater	11
West St. Paul	3
White Bear Lake	4
Woodbury	33
I work in a township	1
Total	500

**Note: Counts reflect unweighted data.
See corresponding map on following page.*

Washington County

2006 Residential Survey

Work Locations of Respondents



The data depicted on this drawing was provided by National Research Center, Inc.. The information was edited and geocoded by the Washington County GIS Support Unit. Approximately 83% of the address were successfully matched for display on this drawing.

05-09-2006
 Prepared by:
 The GIS Support Unit
 Washington County Government Center
 14949 62nd Street North - P.O. Box 6
 Stillwater, MN 55082
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Appendix F: Comparison of Washington, Scott, and Dakota Counties

Cells shaded grey indicate statistically significant differences.

Overall Quality of Life			
	Washington	Dakota	Scott
How would you rate your overall quality of life in Washington County?	79	76	74

Average rating on the 100-point scale (100=excellent, 0=poor).

Thing Respondents Most Like About Living In the County			
What one thing do you like most about living in the county?	Washington	Dakota	Scott
Location	22%	29%	32%
Rural	12%	4%	10%
Parks/lakes	7%	9%	4%
Open space	11%	4%	4%
Schools	5%	8%	3%
My neighborhood	6%	5%	5%
Small town feel	3%	4%	9%
Quiet	5%	3%	4%
Shopping	5%	3%	2%
Services	2%	4%	3%
People	3%	4%	2%
Quality of life in general	2%	4%	2%
Peaceful	3%	2%	3%
Safe	3%	3%	2%
Home	1%	2%	3%
Transportation system (includes roads and transit)	0%	2%	2%
Libraries	1%	1%	0%
Job opportunities	1%	0%	1%
Good economy	1%	1%	0%
Weather	0%	0%	0%
Unsure	2%	1%	3%
No reason	1%	2%	2%
Other	3%	4%	4%

Statistical significance not tested.

Approval Rating of the Job the County Board is Doing			
	Washington	Dakota	Scott
From what you know, do you strongly approve, somewhat approve, somewhat disapprove, or strongly disapprove of the job the County Board is doing?	72	69	66

Average rating on the 100-point scale (100 = strongly approve, 0 = strongly disapprove).

Most Serious Issue Facing Washington County			
What do you feel is the most serious issue facing Washington County at this time?	Washington	Dakota	Scott
Growth/development	37%	26%	47%
Taxes	10%	14%	10%
Schools	12%	11%	8%
Traffic congestion	5%	8%	5%
Condition of roads	5%	4%	7%
Crime	1%	7%	1%
Affordable housing	2%	5%	1%
Economic development	1%	2%	3%
Preserving natural areas/protecting natural resources	3%	1%	0%
Jobs	1%	2%	1%
Quality of county services	2%	2%	1%
Zoning laws	1%	1%	0%
Teen drug/alcohol use	0%	1%	1%
Affordable property	0%	1%	0%
Pollution	1%	1%	0%
Lack of recreational opportunities	1%	1%	0%
Loss of rural feel	1%	0%	0%
Native American land issues	0%	0%	1%
Bridges/river crossings	1%	0%	0%
Politics/political issues	0%	0%	1%
Lack of businesses/attracting businesses	1%	0%	0%
Amount of county services	0%	0%	0%
Traffic law enforcement	0%	0%	0%
Quality housing	0%	0%	0%
Parking	1%	0%	0%
Keeping farms	0%	0%	0%
No issue	5%	4%	3%
Other	8%	8%	8%

Statistical significance not tested.

Ratings of Community Characteristics

Please tell me if you think each of the following characteristics of Washington County is excellent, good, fair, or poor.	Washington	Dakota	Scott
Affordable housing	46	46	49
Access to and availability of affordable, quality health care	64	59	61
Access to and availability of affordable, quality childcare	55	56	53
Access to parks	78	75	71
Access to trails	72	69	63
Access to open space	67	60	61
Recreational opportunities	34	46	36
Preservation of farmland and natural areas	NA	48	46

Average rating on the 100-point scale (100=excellent, 0=poor).

Importance of Park Activities

Please tell me if you think each of the following types of park activities are essential, very important, somewhat important or not important at all in Washington County.	Washington	Dakota	Scott
Natural resource preservation and recreation, such as bird watching, nature hikes, and nature education	66	63	NA
Activity-based recreation, such as biking, swimming, hiking, canoeing/kayaking, and cross country skiing	63	58	NA
Socially-oriented recreation, such as family gatherings, picnics, people-watching, festivals, and concerts	53	52	NA

Average rating on the 100-point scale (100=essential, 0=not at all Important).

Rating of the Job the County Does of Informing its Citizens

How would you rate the job the County does of informing its citizens? Would you say it is excellent, good, fair, or poor?	Washington	Dakota	Scott
How would you rate the job the County does of informing its citizens?	59	59	52

Average rating on the 100-point scale (100=excellent, 0=poor).

Ratings of Potential Problems

Now I'm going to read you a list of possible problems in Washington County. Please tell me to what degree, if at all, each of these is a problem in Washington County.	Washington	Dakota	Scott
Crime	54	47	52
Taxes	38	NA	38
Growth	34	41	36
Traffic congestion	42	41	43
Domestic violence	58	NA	55
Poverty	63	55	62
Child abuse and neglect	58	52	57
Drinking and driving	44	42	41
Methamphetamines	41	30	31

Average rating on the 100-point scale (100 = not a problem, 0 = major problem).

Support for Increase In County Property Taxes to Maintain Current Services

Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	Washington	Dakota	Scott
Would you strongly support, somewhat support, somewhat oppose, or strongly oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	43	42	NA

Average rating on the 100-point scale (100 = strongly support, 0 = strongly oppose).

Rating of Potential Health Concerns

I would like to know to what degree, if at all, each of the following is a health concern in Washington County.	Washington	Dakota	Scott
Exposure to secondhand smoke	NA	45	46
Youth tobacco use	43	39	42
Depression	49	43	47
Suicide	56	51	53
Underage drinking	35	29	33
Unplanned pregnancy	52	43	51
The health and support for our elderly and disabled	40	34	44
The adequacy of care and parenting for infants and young children	50	45	53
Sexually transmitted diseases	55	44	52
Preparedness for bioterrorism and natural disasters	47	41	NA
Physical inactivity	47	43	46
Obesity	40	36	39
Preparedness for communicable disease outbreak	45	40	NA
Illegal drug use	37	28	32

Average rating on the 100-point scale (100 = not at all a concern, 0 = major concern).

Ratings of Safety from Types of Crimes

Do you feel very safe, somewhat safe, somewhat unsafe, or very unsafe from... in Washington County?	Washington	Dakota	Scott
Property crimes (e.g., burglary, theft)	76	71	74
Violent crimes (e.g., rape, assault, robbery)	85	78	83
Nuisance crimes (e.g., vandalism, noise violations)	74	69	74
Drunk driving when traveling on county roads	66	65	NA

Internet Access from Home			
Do you have Internet access from your home?	Washington	Dakota	Scott
No	16%	21%	NA
Yes	84%	79%	

Frequency of Internet Access			
On average, how often do you access the Internet?	Washington	Dakota	Scott
At least once a year	2%	1%	NA
Once a month	3%	2%	
1 to 3 times per month	3%	2%	
Once a week	3%	7%	
2-6 times per week	14%	13%	
Daily	68%	63%	
Never	8%	11%	

Information Desired at the County Web Site

What kind of Washington County service or information would you like to access via the Internet?	Washington	Scott	Dakota
Park information (reservation at a regional park facility)	14%	10%	19%
Meeting calendar, agenda, and/or minutes	7%	4%	4%
Service information	5%	4%	5%
Information about taxes	3%	5%	3%
Pay fees, fines, or property taxes	2%	4%	5%
General information about the county	4%	3%	4%
Community activities/events calendar	3%	4%	3%
Apply for a library card and/or utilize library resources	4%	3%	3%
Researched property sales/information	3%	2%	4%
Information about crime, sexual predators, policing, warrants	2%	4%	3%
Job search	3%	2%	4%
Access public county records	3%	2%	3%
Library catalogs	4%	1%	3%
Garbage and recycling	4%	1%	2%
Renew or apply for a license, permit, or other application	3%	1%	2%
School information	3%	2%	1%
Attend a county event	3%	2%	2%
Newsletters	2%	1%	2%
Policies	2%	1%	2%
Project information	2%	2%	2%
Child care information	1%	0%	3%
Road construction areas	1%	2%	1%
Directions/hours of service	2%	1%	1%
Maps	1%	1%	2%
Zoning and code requirements	1%	2%	1%
Department/employee contacts	1%	1%	1%
Health information	1%	1%	1%
Public transportation schedules	1%	1%	1%
Contact county commissioners	1%	0%	1%
Register a complaint	0%	1%	1%
Data	1%	0%	1%
Economic development	1%	1%	0%
Budget documents	0%	0%	1%
Registrations	1%	0%	0%
Make an appointment for a county service	0%	0%	1%

Information Desired at the County Web Site

What kind of Washington County service or information would you like to access via the Internet?	Washington	Scott	Dakota
Historical information	0%	0%	0%
Apply to be a foster parent	0%	0%	1%
Contact staff	0%	0%	0%
Advisory committee	0%	0%	0%
Reserve meeting space	0%	0%	0%
Subscribe to listserv	0%	0%	0%
No purpose	19%	17%	13%
Other	7%	9%	9%
Don't know/refused	21%	28%	25%

Statistical significance not tested.

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

Use of Various Sources of Information about the County

I am going to read you a list of potential sources of information about Washington County government. Please tell me whether you use each as a major or minor source of information, or not at all.		Washington	Dakota	Scott
Cable television programming	Major Source	12%	12%	24%
	Minor Source	40%	40%	37%
	Not A Source	48%	48%	40%
Daily newspapers	Major Source	38%	38%	42%
	Minor Source	37%	37%	37%
	Not A Source	26%	26%	21%
Other County residents (e.g., neighbors or friends)	Major Source	36%	36%	31%
	Minor Source	45%	45%	47%
	Not A Source	19%	19%	22%
Washington County employees	Major Source	9%	9%	10%
	Minor Source	36%	36%	41%
	Not A Source	55%	55%	49%
The Internet "the World Wide Web"	Major Source	28%	28%	37%
	Minor Source	40%	40%	35%
	Not A Source	31%	31%	29%
County Web site on the Internet	Major Source	17%	17%	21%
	Minor Source	44%	44%	38%
	Not A Source	39%	39%	41%
Weekly community newspapers	Major Source	60%	60%	41%
	Minor Source	28%	28%	41%
	Not A Source	11%	11%	18%
Community meetings	Major Source	8%	8%	9%
	Minor Source	43%	43%	41%
	Not A Source	50%	50%	50%
County Newsletter*	Major Source	48%	48%	36%
	Minor Source	33%	33%	43%
	Not A Source	19%	19%	21%

*Dakota Co. newsletter is the "Dakota County Update;" Scott Co. newsletter is the "Scott County Scene;" Washington Co. newsletter is "Staying in Touch."

Ratings of Service Delivery

I'm going to read you a list of services provided by Washington County. Please tell me whether you would rate the quality of each service as excellent, good, fair, or poor.	Washington	Dakota	Scott
County libraries	78	78	73
County parks and recreation	77	74	69
Trail and bikeway system in Washington County	75	70	59
Condition of County roads	54	57	54
Sheriff services	71	70	68
Employment support services	60	NA	55
Environmental protection	62	59	58
Public health services	65	62	62
Social services to seniors	62	61	58
Services to youth	61	60	54
Services to low-income residents	55	51	56
Child protection services	62	61	58
Public transportation/transit services	NA	47	40
Snow and ice removal on County roads	68	67	63
Records, vital statistics, licensing, and vehicle registration	73	NA	67

Average rating on the 100-point scale (100=excellent, 0=poor).

Frequency of Visiting a County Library

How many times in the past 3 months have you or a member of your family used a Washington County Library?	Washington	Dakota	Scott
More than 6 times	29%	25%	NA
3-6 times	26%	22%	
Once or twice	22%	28%	
Never/0 times	23%	24%	
Don't know/refused	0%	0%	

Rating of County Library Staff

When dealing with Washington County library staff, please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with the following statements	Washington	Dakota	Scott
When called upon, staff provides useful assistance.	94	92	91
Inquires are answered in a timely manner.	93	90	91
Staff responds in a professional manner.	95	91	92
Staff is knowledgeable and competent.	95	92	91

Average rating on the 100-point scale (100 = strongly agree, 0 = strongly disagree).

Contact with the County Office in Last 12 Months

Have you visited or telephoned any Washington County government office within the last 12 months?	Washington	Dakota	Scott
Yes	51%	51%	52%
No	49%	48%	47%
Don't know/refused	0%	1%	1%

Public Trust Ratings

I am going to read you a list of statements about Washington County government. Please tell me if you strongly agree, somewhat agree, somewhat disagree, or strongly disagree with each of these statements.	Washington	Dakota	Scott
I feel Washington County government listens to citizens.	63	61	60
I feel I know about the work of the Washington County Board.	48	44	49
I feel I receive good value for the Washington County taxes I pay.	68	66	63
Overall, I feel that Washington County does a good job of managing tax dollars.	65	66	NA

Average rating on the 100-point scale (100 = strongly agree, 0 = strongly disagree).

Respondent Household Income

Please stop me when I reach the category that includes your household's annual income.	Washington	Dakota	Scott
Under \$25,000	4%	11%	4%
\$25,000 to less than \$50,000	10%	16%	13%
\$50,000 to less than \$75,000	21%	23%	23%
\$75,000 to less than \$100,000	24%	21%	21%
\$100,000 to less than \$150,000	20%	14%	20%
\$150,000 to less than \$200,000	4%	3%	6%
\$200,000 to less than \$250,000	1%	1%	3%
\$250,000 or more	3%	1%	1%
Don't know/refused	12%	10%	8%

Employed for Pay

Are you currently employed for pay?	Washington	Dakota	Scott
Yes	77%	74%	79%
No	22%	25%	21%
Don't know/refused	1%	1%	0%

Respondent Status, if not Employed

Which of the following best describes you?	Washington	Dakota	Scott
Homemaker	36%	20%	30%
Retired	36%	52%	47%
Student	6%	7%	3%
Unemployed, looking for work	15%	17%	12%
Don't know/refused	7%	3%	8%

Respondent Employed Full-time or Part-time

Are you employed full-time or part-time?	Washington	Dakota	Scott
Full-time	81%	83%	84%
Part-time	18%	17%	16%
Don't know/refused	1%	0%	0%

City in Which Respondent Works

In what city do you primarily work?	Washington	Dakota	Scott
Afton	1%	0%	0%
Anoka	0%	0%	0%
Apple Valley	0%	6%	2%
Bayport	1%	0%	0%
Belle Plaine	0%	0%	2%
Birchwood	0%	0%	0%
Blaine	1%	0%	0%
Bloomington	2%	7%	8%
Brainerd	0%	0%	0%
Brooklyn Center	0%	0%	0%
Burnsville	1%	7%	6%
Cannon Falls	0%	0%	0%
Carver	0%	0%	0%
Chanhassen	0%	1%	3%
Chaska	0%	0%	3%
Chisago	1%	0%	0%
Coon Rapids	0%	0%	0%
Cottage Grove	2%	1%	0%
Eagan	5%	16%	4%
Eden Prairie	0%	2%	7%
Edina	0%	1%	2%
Elko	0%	0%	1%
Excelsior	0%	0%	0%
Faribault	0%	0%	0%
Farmington	0%	2%	1%
Forest Lake	3%	0%	0%
Fridley	1%	0%	1%
Ft. Snelling	0%	0%	0%
Golden Valley	0%	1%	1%
Grant	0%	0%	0%
Hampton	0%	0%	0%
Hastings	2%	4%	0%
Hopkins	0%	0%	0%
Hudson Wisconsin	1%	0%	0%
Hugo	0%	0%	0%
Inver Grove Heights	1%	2%	0%
Jordan	0%	0%	2%
Lake City	0%	0%	0%
Lake Elmo	0%	0%	0%
Lake St. Croix Beach	0%	0%	0%

City in Which Respondent Works

In what city do you primarily work?	Washington	Dakota	Scott
Lakeland	1%	0%	0%
Lakeville	0%	3%	2%
Le Seuer	0%	0%	1%
Lindstrom	0%	0%	0%
Little Canada	2%	0%	0%
Livingston	0%	0%	0%
Mahtomedi	0%	0%	0%
Mankato	1%	0%	0%
Maple Grove	0%	0%	0%
Maplewood	6%	0%	0%
Marine On St. Croix	0%	0%	0%
Mendota Heights	0%	1%	0%
Minneapolis	7%	11%	10%
Minnetonka	1%	1%	3%
New Prague	0%	0%	2%
New Scandia Township	0%	0%	0%
Newport	0%	0%	0%
North St. Paul	0%	0%	0%
Northfield	0%	0%	0%
Oak Park Heights	0%	0%	0%
Oakdale	2%	0%	0%
Owatonna	0%	0%	0%
Plymouth	1%	0%	0%
Prior Lake	0%	1%	6%
Redwing	0%	0%	0%
Richfield	0%	0%	1%
Robbinsdale	0%	0%	0%
Rochester	0%	0%	0%
Rosedale	0%	0%	0%
Rosehill	0%	0%	0%
Rosemount	0%	2%	0%
Roseville	2%	0%	0%
Savage	0%	1%	5%
Shakopee	0%	1%	13%
Shoreview	0%	0%	0%
Shorewood	0%	0%	0%
South St. Paul	2%	1%	0%
Spring Lake	0%	0%	0%
St. Louis Park	0%	1%	1%
St. Paul	21%	11%	3%
St. Paul Park	6%	3%	1%

City in Which Respondent Works

In what city do you primarily work?	Washington	Dakota	Scott
Stillwater	3%	0%	0%
The Metro Area	0%	0%	0%
Twin Cities	0%	0%	0%
Vadnais Heights	0%	0%	0%
Waconia	0%	0%	0%
Wayzata	0%	0%	1%
Welsh	1%	0%	0%
West St. Paul	1%	1%	0%
White Bear Lake	1%	0%	0%
Woodbury	9%	0%	1%
Wyoming	1%	0%	0%
I work in a township	0%	0%	0%
Don't know/refused	5%	4%	6%
Total	100%	100%	100%

Respondent Age

Please stop me when I reach the category that includes your age.	Washington	Dakota	Scott
18 to 24 years	4%	6%	6%
25 to 34 years	28%	25%	27%
35 to 44 years	23%	21%	25%
45 to 54 years	29%	24%	22%
55 to 64 years	9%	12%	12%
65 years and over	6%	11%	7%
Refused	2%	1%	1%

Number of People in Household			
	Washington	Scott	Dakota
How many children age 17 years and under live in your household?	1.1	1.1	1.0
How many adults under age 65 years live in your household? Please remember to include yourself if you are under age 65.	2.0	1.9	1.7
How many persons age 65 years and over live in your household? Please remember to include yourself if you are age 65 or over.	.1	.1	.2

Gender			
	Washington	Scott	Dakota
Female	50%	51%	49%
Male	50%	49%	51%

Appendix G: List of Counties in the Normative Comparisons

Counties in Normative Comparisons		
County	ST	Population (2000 U.S. Census)
Sacramento	CA	1,230,236
San Francisco	CA	776,677
San Luis Obispo	CA	247,713
Santa Barbara	CA	399,695
Boulder	CO	271,388
Broomfield	CO	39,339
Denver	CO	555,446
Douglas	CO	180,437
Jefferson	CO	526,595
Larimer	CO	252,924
Brevard	FL	477,830
Broward	FL	1,632,662
Collier	FL	254,099
Orange	FL	902,297
Palm Beach	FL	1,135,780
Pinellas	FL	922,257
Walton	FL	40,601
Douglas	GA	92,741
Adams	IA	4,479
Clarke	IA	9,195
Des Moines	IA	42,291
Iowa	IA	15,716
Louisa	IA	12,183
Marion	IA	7,144
Polk	IA	375,804
Marion	IN	860,454
Jefferson Parish	LA	454,778
Orleans Parish	LA	483,560
Carver	MN	70,205
Dakota	MN	357,886
Polk	MN	31,369
Scott	MN	91,115
Washington	MN	202,654
Platte	MO	74,199
Yellowstone	MT	129,570
Los Alamos	NM	18,287
Genesee	NY	60,336
Ontario	NY	100,409
Jackson	OR	181,866

Counties in Normative Comparisons		
County	ST	Population (2000 U.S. Census)
Multnomah	OR	661,466
Pickens	SC	110,986
York	SC	165,721
Albemarle	VA	84,620
Bedford	VA	60,371
Botetourt	VA	30,496
Chesterfield	VA	260,941
Hanover	VA	86,320
James City	VA	48,492
Northampton	VA	13,093
Prince William	VA	283,811
Roanoke	VA	85,763
Stafford	VA	93,571
Kitsap	WA	232,358
Marquette	WI	14,615
Winnebago	WI	157,030

Source: US Census Bureau

Appendix H: Questions Trimmed from Survey

Question 7: Ratings of Community Characteristics

Please tell me if you think each of the following characteristics of Washington County is excellent, good, fair, or poor.						Total	
	Excellent	Good	Fair	Poor	Don't know/refused		
Air quality	24%	62%	10%	3%	1%	100%	N = 403
Water quality	19%	53%	18%	9%	1%	100%	N = 403
Job opportunities	7%	37%	31%	8%	18%	100%	N = 403

Question 20: Rating of Potential Environmental Health Concerns

Now I'm going to read you a list of potential environmental health concerns in Washington County. Please tell me to what degree, if at all, each of these is a concern in Washington County.					Total		
	Major concern	Moderate concern	Minor concern	Not at all a concern	Don't know/refused		
Household hazardous waste	13%	24%	42%	20%	1%	100%	N = 126
Tattoo parlors	2%	10%	38%	37%	13%	100%	N = 126
Noise pollution	10%	21%	42%	25%	2%	100%	N = 126

Question 42: Rating of County Library Services

I'm going to read you a list of aspects of Washington County libraries. Please tell me whether you would rate the quality of each as excellent, good, fair, or poor.	Excellent	Good	Fair	Poor	Don't know/ refused	Total	
The selection of materials available on the shelves	33%	51%	12%	2%	2%	100%	N = 162
The process for requesting materials not currently available	34%	44%	9%	1%	13%	100%	N = 162
The timeliness of receiving requested materials	38%	49%	6%	2%	5%	100%	N = 162
The method of receiving notification of filled requests	36%	48%	5%	1%	10%	100%	N = 162

Question 61: Reasonable Length of Commute

If you work outside of the home, what would you consider to be a reasonable commuting time to your place of work?	Percent of respondents	Number of respondents
5 minutes or less	7%	N = 10
6 to 10 minutes	8%	N = 12
11 to 15 minutes	13%	N = 19
16 to 20 minutes	23%	N = 33
21 to 25 minutes	10%	N = 14
26 to 30 minutes	23%	N = 33
Over 30 minutes	12%	N = 17
Not applicable/work at home	3%	N = 5
Don't know/refused	1%	N = 1
Total	100%	N = 144

Question 62: Volunteered in Last 12 Months

In the past 12 months, have you volunteered in any community organization, like a church, neighborhood group, social service agency, or school association?	Percent of respondents	Number of respondents
Yes	57%	N = 127
No	43%	N = 95
Don't know/refused	0%	N = 0
Total	100%	N = 222

Appendix I: Survey Instrument

The following pages contain the survey instrument.