THE MORRIS LEATHERMAN COMPANY 3128 Dean Court Minneapolis, Minnesota 55416

City of Roseville Residential Survey FINAL APRIL 2018

Hello, I'm \_\_\_\_\_\_ of the Morris Leatherman Company, a polling firm located in Minneapolis. We have been retained by the City of Roseville to speak with a random sample of residents about issues facing the community. This survey is being conducted because the City Council and City Staff are interested in your opinions and suggestions about current and future city needs. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported.

	o <u>r</u> 02 000.	
1.	Approximately how many years have you lived in Roseville?	LESS THAN TWO YEARS9% TWO TO FIVE YEARS15% FIVE TO TEN YEARS22% TEN TO TWENTY YEARS22% 20 TO 30 YEARS17% OVER THIRTY YEARS16% DON'T KNOW/REFUSED0%
2.	As things stand now, how long in the future do you expect to live in Roseville?	LESS THAN TWO YEARS2% TWO TO FIVE YEARS7% SIX TO TEN YEARS11% OVER TEN YEARS73% DON'T KNOW/REFUSED8%
3.	How would you rate the quality of life in Roseville - excellent, good, only fair, or poor?	EXCELLENT
4.	What do you like most, if anything, about living in Roseville?	DON'T KNOW/REFUSED0% NOTHING0% CONVENIENT LOCATION2% NEIGHBORHOOD/HOUSING19% SAFE15% FRIENDLY PEOPLE12% CLOSE TO FAMILY17% CLOSE TO JOB12% SCHOOLS6% PARKS/TRAILS3% SHOPPING4% QUIET AND PEACEFUL .9% SCATTERED2%

5.	What do you think is the most serious issue facing Roseville today?	DON'T KNOW/REFUSED3% NOTHING17% HIGH TAXES17% RISING CRIME22% POOR CITY SPENDING2% LACK OF JOBS/BUSINESS4% AGING POPULATION15% AGING INFRASTRUCTURE10% STREET REPAIR7% SCATTERED4%
6.	All in all, do you think things in Roseville are generally headed in the right direction, or do you feel things are off on the wrong track?	RIGHT DIRECTION83% WRONG TRACK15% DON'T KNOW/REFUSED2%
	IF "WRONG TRACK," ASK: (N=60)	
	7. Please tell me why you feel things have gotten off on the wrong track?	DON'T KNOW/REFUSED0% HIGH TAXES15% POOR CITY SPENDING18% STREET REPAIR3% RISING CRIME42% GROWING DIVERSITY13% TOO MUCH RETAIL3% SCATTERED5%
8.	How would you rate the sense of community identity among residents in Roseville would you say it is very strong, somewhat strong, not too strong, or not at all strong?	VERY STRONG
9.	Please tell me which of the following do you feel the closest connection to the City of Roseville as a whole, your neighborhood, your School District or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	CITY OF ROSEVILLE17% NEIGHBORHOOD30% SCHOOL DISTRICT6% CHURCH15% WORKPLACE11% FAMILY/FRIENDS22% DON'T KNOW/REFUSED0%
10.	Do you feel accepted in the City of Roseville?	YES

IF "NO," ASK: (N=8)

11. Why do you feel that way?

TOO OLD, 38%; NOT WHITE, 38%; LOW INCOME, 25%.

Let's spend a few minutes discussing the future of the City of Roseville.

12.	When thinking about a city's quality of life, what do you think is the most important aspect of that quality?	DON'T KNOW/REFUSED0% SAFETY39% SENSE OF COMMUNITY25% GOOD SCHOOLS11% UPKEEP OF CITY9% OPEN SPACE/NATURE5% PARKS/RECREATION2% UPKEEP OF HOUSING3% QUIET AND PEACEFUL6%
13.	What aspects, if any, of the community should be fixed or improved in the future?	DON'T KNOW/REFUSED3% NOTHING14% LOWER TAXES19% BETTER ROADS17% MORE JOBS9% MORE PUBLIC TRANSIT11% MORE SENIOR HOUSING11% LESS AFFORDABLE HOUSING.7% SIDEWALKS5% SCATTERED4%
14.	What, if anything, is currently missing from the City of Roseville which, if present, would greatly improve the quality of life for residents?	DON'T KNOW/REFUSED6% NOTHING35% MORE PUBLIC TRANSIT16% MORE JOBS13% MORE ENTERTAINMENT8% MORE AFFORDABLE HOUSING7% SIDEWALKS16%

I would like to read a list of characteristics others have mentioned that indicate a city has a high quality of life.

- 15. Please tell me which one you think is most important for a city to have? (ROTATE AND READ LIST)
- 16. Which is second most important? (RE-READ LIST; OMITTING FIRST CHOICE)

17.	Which is least important? (RE-READ CHOICES)	LIST; OMITTING FIRST TWO  MOST SEC LST
	HIGH PROPERTY VALUES.  WELL MAINTAINED PROPERTIES.  LOW PROPERTY TAXES.  LOW CRIME RATE.  GOOD SCHOOL SYSTEM.  VARIETY OF SHOPPING OPPORTUNITIES.  VARIETY OF PARK AND RECREATION  OPPORTUNITIES.  JOB OPPORTUNITIES.  COMMUNITY EVENTS AND FESTIVALS.  SENSE OF COMMUNITY.  ELSE.  DON'T KNOW/REFUSED.	
Let'	s discuss recreational opportunities	s in the community
18.	How would you rate park and recreational facilities in Roseville excellent, good, only fair, or poor?	EXCELLENT       38%         GOOD       57%         ONLY FAIR       3%         POOR       0%         DON'T KNOW/REFUSED       2%
19.	Which Roseville recreation facile- ties, if any, do you or members of your household use most frequently?	
20.	How would you rate the upkeep and maintenance of Roseville City Parks excellent, good, only fair, or poor?	EXCELLENT
21.	In the past year, have you or any members of this household participated in any city-sponsored park and recreation programs?	YES

22.	Are there any park and recreation see offered or expanded?	programs you would like to
	UNSURE, 8%; NO, 64%; YOUTH PROGR. IN PARKS, 7%; FITNESS EVENTS IN P. EVENTS, 2%; TEEN PROGRAMS, 5%; S.	ARKS, 8%; CITY WIDE
23.	How often do you or members of your household use the trail system, weather permitting twice or more per week, weekly, two or three times per month, monthly, quarterly, less frequently or not at all?	TWO/THREE PER MONTH17% MONTHLY5% QUARTERLY2%
24.	Are there any areas in the City of trails or pathways? (IF "YES," AS	
	UNSURE, 23%; NO, 75%; SCATTERED,	2%.
25.	Which of the following would be yo City's trails and sidewalk system?	
	CONSTRUCTION OF ADDITIONAL TRAILS EXERCISE WITHIN PARKS  CONSTRUCTION OF TRAILS CONNECTING AND PARKS  CONSTRUCTION OF TRAILS CONNECTING AND SHOPPING AND BUSINESS ARE ELSE	
	he past few years, the City has ope mn Grove, Lexington, Rosebrook, Oas s.	
26.	Are you aware of these new park buildings?	YES
27.	Have you or members of your house- hold visited or used one of the new park buildings?	YES
	IF "YES," ASK: (n=217)	

28.	How would you rate your experience - excellent, good, only fair or poor?	EXCELLENT
29.	Would you consider using one of the new park buildings again the future?	YES

IF "NO" IN QUESTION #27, ASK: (N=183)

30. Why haven't you or members of your household visited or used one of the new park buildings?

UNSURE, 8%; TOO BUSY, 36%; NO INTEREST, 22%; AGE/HEALTH, 23%; NOT AWARE, 6%; NO NEED, 5%; SCATTERED, 1%.

IF "NO," ASK: (N=0)

32. What facilities do you feel are missing?

NOT APPLICABLE.

Moving on....

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor? (ROTATE)

		EXCL	GOOD	FAIR	POOR	DK/R
33.	Police protection?	69%	28%	3%	0%	0%
34.	Fire protection?	72%	20%	0%	0%	8%
35.	Emergency medical services?	77%	16%	0%	0%	8%
36.	Sewer and water?	28%	68%	3%	0%	1%
37.	Drainage and flood control?	22%	69%	7%	0%	2%
38.	Building inspections?	30%	52%	2%	0%	17%
39.	Animal control?	28%	60%	6%	0%	7%
40.	Code enforcement?	46%	49%	3%	0%	3%

## IF ANY SERVICES WERE RATED "ONLY FAIR" OR "POOR," ASK: (N=77)

41.	Why did you rateas (only fair/poor)?	DON'T KNOW/REFUSED0% COULD IMPROVE4% FLOODING35% MORE PATROLLING12% POOR INSPECTIONS4% LOOSE ANIMALS12% RUNDOWN HOMES10%
		RUDE/UNFRIENDLY5%
		POOR TASTE OF WATER7%
		SLOW SERVICE12%

Now, for the next six city services, please consider only their job on city-maintained streets and roads in neighborhoods. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Therefore, Interstate 35W, Highway 36, County Road C or Lexington Avenue, should not be considered. How would you rate .... (ROTATE)

		EXCL	GOOD	FAIR	POOR	DK/R
42.	Street repair and					
	maintenance?	4%	54%	36%	6%	0%
43.	Snow plowing?	18%	64%	16%	1%	1%
44.	Trail and pathway plowing					
	in parks?	33%	46%	12%	0%	9%
45.	Trail and pathway plowing					
	in neighborhoods?	33%	50%	10%	1%	7%
46.	Pathway repair and maintenance					
	in the parks?	36%	46%	9%	0%	9%
47.	Pathway repair and maintenance					
	in neighborhoods?	32%	51%	9%	1%	8%
48.	Do you consider the city portion	on '	VERY HI	GH		11%
	of your property taxes to be		SOMEWHA	T HIGH	· · · · · ·	42%
	very high, somewhat high, about	t .	ABOUT A	VERAGE		34%
	average, somewhat low, or very	low	SOMEWHA	T LOW.		0%
	in comparison with neighboring	,	VERY LO	W		0%
	cities?	-	DON'T K	NOW/RE	FUSED.	14%
49.	Would you favor or oppose an in	n- :	FAVOR			35%
	crease in YOUR city property to	ax (	OPPOSE.			51%
	if it were needed to maintain o	city 1	DON'T K	NOW/RE	FUSED.	14%
	services at their current level	1?				

50.	When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	GOOI ONLY POOI	D Y FAI R	 R		21%64%9%6%
plea inve	each of the following long-term inf se tell me if you strongly support st in it, somewhat support, somewha se. (ROTATE)	the (	City	conti	nuing	to
51. 52. 53. 54.	Water and sewer pipes? City buildings? Pedestrian pathways? Bikeways? City roads?	70% 31% 44% 27% 87%	24% 52% 38% 47% 12%	20%	4% 4%	3% 2% 1% 2% 0%
Chan	ging topics					
56.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Roseville runs things?	NO				71% 26% 3%
57.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	APPI DISZ STRO	ROVE. APPRO ONGLY	VE DISA	  .PPROV	26%16% E18
	IF "DISAPPROVE" OR "STRONGLY DISAF	PPROVI	E," A	SK: (	N=66)	
	58. Why do you feel that way?	POOI COUI HIGI	R SPE LD IM H TAX	NDING PROVE		3%6%24%18%
59.	From what you have heard or seen, how would you rate the job performance of the Roseville City staff excellent, good, only fair, or poor?	GOO! ONL! POO!	D Y FAI R	 R		28%65%4%0%

## IF "ONLY FAIR" OR "POOR," ASK: (N=15) POOR SPENDING.....47% Why do you feel that way? RUDE/UNPROFESSIONAL...20% Thinking about another topic.... EXCELLENT.....50% How would you rate the general GOOD.....47% condition and appearance of Roseville -- excellent, good, only fair, or poor? POOR.....0% DON'T KNOW/REFUSED.....0% IF "ONLY FAIR" OR "POOR," ASK: (N=10) 62. Why do you feel that way? MESSY YARDS.....60% JUNK CARS......20% VACANT BUSINESSES.....20% IMPROVED......29% 63. Over the past two years, has the appearance of Roseville improved, DECLINED.....6% declined or remained the same? REMAINED THE SAME.....65% DON'T KNOW/REFUSED.....1% EXCELLENT.....31% 64. How would you rate the job the City does enforcing city codes on GOOD................63% nuisances - excellent, good, only ONLY FAIR......6% fair or poor? POOR.....0% DON'T KNOW/REFUSED.....1% IF "ONLY FAIR" OR "POOR," ASK: (N=22) DON'T KNOW/REFUSED.....0% 65. What nuisances does the City need to do a better job of MESSY YARDS.....55% RUNDOWN HOMES.....5% enforcing? JUNK CARS.....18% LOOSE ANIMALS.....14%

The City of Roseville works with organizations to offer a variety of different housing programs for residential home owners. This includes foreclosure protection and home improvement loans for interior and exterior remodeling.

VACANT BUSINESSES......9%

66.	Prior to this survey, were you aware of this housing program?	YES
Turni	ng to the issue of public safety i	n the community
I wou	ald like to read you a short list o	f public safety concerns.
67.	Please tell me which one you consiconcern in Roseville? If you feel lems are serious in Roseville, jus	that none of these prob-
		FIRST
	Violent crime	
	IF "NONE OF THE ABOVE," ASK: (N=27	)
	68. Is there something not on the the greatest public safety co	_
	NO, 67%; DISTRACTED DRIVING, 4%; RACIAL INTOLERANCE, 4%.	26%; DOMESTIC VIOLENCE,
69.	How would you rate the amount of patrolling the Roseville Police Department does in your neighborhood would you say they do too much, about the right amount, or not enough?	TOO MUCH

Changing topics...

I would like to read you a list of characteristics of a community. For each one, please tell me if you think Roseville currently has

too many or too much, too few or too little, or about the right amount. (ROTATE)

		MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
70. 71. 72. 73. 74. 75. 76. 77.	Affordable rental units? Market rate rental units? Condominiums? Townhomes? Affordable owner-occupied housing? "Move up" housing? Higher cost housing? Assisted living for seniors? Parks and open spaces?	36% 22% 16% 17% 3% 3% 11% 4%	19% 12% 19% 20% 18% 9% 20% 36% 2%	97%	7% 5% 6% 4% 11% 4% 6% 21% 0%
79. 80.	Trails and bikeways? Service and retail establish-	2%	11%	86%	1%
81.	ments? Entertainment and dining opportunities?	9% 6%	7% 31%	84% 63%	0% 0%
82.	If you were going to move from your current home for upgrading, how committed would you be to stay in Roseville very committed, somewhat committed, not too committed or not at all committed?	SOMEWH NOT TO NOT AT	COMMITTE  IAT COMM  O COMMI  CALL CO  KNOW/RE	MITTED. ITTED DMMITTEI	33% 6% D4%
83.	And, if you were going to move from your current home for down-sizing, how committed would you be to stay in Roseville very committed, somewhat committed, not too committed, or not at all committed?	SOMEWE NOT TO NOT AT	COMMITTE IAT COMM OO COMMI 'ALL CO KNOW/RE	MITTED. ITTED DMMITTEI	35% 6% D3%
	IF "NOT TOO COMMITTED" OR "NOT AT A	ALL COM	MITTED	IN QUES	STIONS

if "NOT TOO COMMITTED" OR "NOT AT ALL COMMITTED IN QUESTIONS
#82 OR #83, ASK: (N=50)

84. Is there anything missing or could be improved in Roseville that would make you committed to staying?

UNSURE, 6%; NO, 50%; SENIOR HOUSING, 12%; LESS CRIME, 6%; TOLERANCE, 2%; PUBLIC TRANSIT, 12%; AFFORDABLE HOUSING, 12%

Changing topics....

The City contracts with a local company for curbside recycling services. Currently, residents are provided a single-sort recycling cart, and recyclables are picked up every two weeks.

IF "NO," ASK: (N=100)

86. Could you tell me one or two reasons why your household does not participate in the curbside recycling program?

NO INTEREST, 8%; TOO BUSY, 2%; TOO MUCH HASSLE, 10%; RENTER, 41%; NOT ENOUGH WASTE, 13%; HIGH COST, 4%; AGE/HEALTH, 3%; ASSOCIATION DOES IT, 16%; SCATTERED, 3%.

87. Are there any changes or improvements in the service which could be made to induce you to participate in it?

UNSURE, 11%; NO, 78%; EVERY WEEK PICK-UP, 2%; LOWER COST, 6%; SCATTERED, 4%.

IF "YES" IN QUESTION #85, ASK: (N=300)

88. How often do you put recycle- EVERY TWO WEEKS.......84% ables out for collection -- MONTHLY................14% every two weeks, monthly, or LESS OFTEN..................1% less often? DON'T KNOW/REFUSED......0%

When you think of the recylables your household generates...

- 90. Are there any changes or improvements in the curbside recycling program you would like to see?

UNSURE, 4%; NO, 74%; EVERY WEEK PICK-UP, 3%; BIGGER BINS, 15%; SCATTERED, 4%.

Most communities have one of three systems for garbage collection. In an open collection system, like the City of Roseville currently has, residents choose their hauler from several different companies serving the community. Other cities use an organized collection system, where the City contracts with a hauler for collection throughout city, either for the entire city or for zones within the city.

IF A RESPONSE IS GIVEN, ASK: (N=313)

92. Could you tell me one or two reasons for your decision?

LESS TRUCK TRAFFIC, 35%; WANT TO CHOOSE OWN, 28%; LIKE CURRENT HAULER, 17%; LOWER COST WITH ORGANIZED, 3%; COMPETITION CREATES LOWER COST, 8%; ORGANIZED IS EASIER, 2%; HIGHER COST WITH ORGANIZED, 2%; ORGANIZED BETTER FOR STREET MAINTENANCE, 4%; SCATTERED, 2%.

As you may know, some cities have begun a curbside collection program for compostable waste called "organics," such as food scraps and non-recyclable paper.

IF A RESPONSE IS GIVEN, ASK: (N=325)

GOOD FOR ENVIRONMENT, 31%; MESSY, 6%; SMELLS, 9%; ATTRACTS WILDLIFE/INSECTS, 3%; DON'T WANT TO PAY A FEE, NO INTEREST, 4%; NOT ENOUGH WASTE, 9%; WASTE IN GARBAGE, 9%; LESS SMELL IN GARBAGE, 3%; OWN, 6%; LIKE TO HAVE OPTION, 3%; TOO MUCH HASSLE, 3%; SCATTERED, 4%. If a curbside collection program VERY LIKELY......11% 95. for compostable waste was avail- SOMEWHAT LIKELY......20% able, how likely would your house- NOT TOO LIKELY......15% hold be to participate in it - NOT AT ALL LIKELY.....49% very likely, somewhat likely, not DON'T KNOW/REFUSED......6% too likely or not at all likely? As an alternative to a curbside collection system for compostable waste, the City could offer a central drop-off location. 96. How likely would you household be VERY LIKELY......4% to use a central drop-off location SOMEWHAT LIKELY......11% for compostable waste - very like- NOT TOO LIKELY......25% ly, somewhat likely, not too like- NOT AT ALL LIKELY.....57% ly or not at all likely? DON'T KNOW/REFUSED.....2% IF "VERY LIKELY" OR "SOMEWHAT LIKELY," ASK: (N=61) 97. How often would you expect to MORE THAN ONCE A WEEK...3% use this site - more than ONCE A WEEK......39% once a week, once a week, ONCE EVERY OTHER WEEK..51% a month or less often? LESS OFTEN.....0% DON'T KNOW/REFUSED.....0% On another topic.... 98. How would you rate the City's ing key local issues to residents ONLY FAIR..................8% in its publications, website, POOR.....0% mailings, and on cable television DON'T KNOW/REFUSED.....0% -- excellent, good, only fair, or poor?

94. Why do you feel that way?

99.		is your primary source of in- ation about the City of Rose- e?	DON'T KNOW/REFUSED0% NONE
100.	ceive City (F the c tions to you paper prograpage,	would you most prefer to re- e information about Roseville Government and its activities ROTATE) e-mail, information on city's website, city publica- e and newsletters, mailings our home, local weekly news- c coverage, cable television camming, the city's Facebook the City's Twitter feed extdoor?	E-MAIL
101.	publi News'	ou recall receiving the City ication "Roseville City" during the past year?  YES, " ASK: (N=326)	YES
	102.	Do you or any members of your household regularly read it?	
	103.	How effective is this city publication in keeping you informed about activities in the city very effective, somewhat effective, not too effective, or not at all effective?	VERY EFFECTIVE36% SOMEWHAT EFFECTIVE48% NOT TOO EFFECTIVE14% NOT AT ALL EFFECTIVE1% DON'T KNOW/REFUSED1%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Roseville. (ROTATE)

		NOT	USE	USE	DK/
		USE	LIK	NLK	REF
104.	Facebook?	25%	48%	27%	0%
105.	Twitter?	69%	12%	20%	0%
106.	YouTube?	56%	21%	23%	0%
107.	Nextdoor?	69%	28%	3%	1%
108.	E-mail?	13%	61%	26%	0%
109.	City website?	38%	61%	1%	0%
110.	Other social media				
	sites?	82%	13%	2%	4%

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household.

111.	Persons 65 or over?	NONE
112.	Adults between the ages of 50 and 64 years of age?	NONE       74%         ONE       12%         TWO MORE       14%
113.	Adults between the ages of 18 and 49 years of age?	NONE       37%         ONE       18%         TWO       40%         THREE OR MORE       5%
114.	School-aged children and preschoolers?	NONE       .74%         ONE       .10%         TWO       .13%         THREE OR MORE       .4%
115.	Do you own or rent your present residence?	OWN       61%         RENT       38%         REFUSED       1%
116.	What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.       .8%         25-34.       .15%         35-44.       .18%         45-54.       .23%         55-64.       .16%         65 AND OVER.       .22%

117.	cribes your household: (READ)  A. Single, no other family at home.  B. Single parent with children at home.  C. Married or partnered, with children at home.  D. Married or partnered with no children or no children at home.  E. Something else.	SINGLE/NO OTHER
118.	Which of the following categories represents your ethnicity White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	ASIAN-PACIFIC ISLAND10% NATIVE AMERICAN2%
119.	Do you live north or south of Highway 36? (WAIT FOR RESPONSE) Do you east or west of Snelling Avenue?	NORTHWEST
120.	Gender (DO NOT ASK)	MALE