

The Morris Leatherman Company  
3128 Dean Court  
Minneapolis, Minnesota 55416

CITY OF BROOKLYN PARK  
Residential Study  
FINAL SEPTEMBER 2021

Hello, I'm \_\_\_\_\_ of the Morris Leatherman Company, a nationwide polling firm located in the Twin Cities. We've been retained by the City of Brooklyn Park to speak with a random sample of Brooklyn Park residents about the community. This survey is being taken because the City Council and City Staff are interested in your opinions and suggestions about life in the community. All individual responses will be held strictly confidential; only summaries of the entire sample will be reported.  
(DO NOT PAUSE)

- |                                                                                                                                                 |                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Approximately how many years have you lived in Brooklyn Park?                                                                                | LESS THAN TWO YEARS...10%<br>TWO TO FIVE YEARS.....23%<br>SIX TO TEN YEARS.....24%<br>11 TO 20 YEARS.....21%<br>21 TO 30 YEARS.....14%<br>OVER THIRTY YEARS.....9%<br>DON'T KNOW/REFUSED.....0% |
| 2. How would you rate the quality of life in this community -- excellent, good, only fair, or poor?                                             | EXCELLENT.....24%<br>GOOD.....60%<br>ONLY FAIR.....14%<br>POOR.....1%<br>DON'T KNOW/REFUSED.....0%                                                                                              |
| 3. How often do you have contact with your neighbors - daily, a few times a week, once a week, a few times a month, once a month or less often? | DAILY.....23%<br>FEW TIMES A WEEK.....38%<br>ONCE A WEEK.....12%<br>FEW TIMES A MONTH.....16%<br>ONCE A MONTH.....5%<br>LESS OFTEN.....6%<br>DON'T KNOW/REFUSED.....0%                          |
| 4. Do you feel comfortable discussing neighborhood problems with your neighbors?                                                                | YES.....85%<br>NO.....10%<br>DON'T KNOW/REFUED.....5%                                                                                                                                           |

IF "NO," ASK: (n=80)

5. Why don't you feel comfortable discussing problems with your neighbors?

UNSURE, 6%; DIFFERENT ETHNICITY, 4%; UNSTABLE NEIGHBORS, 14%; DON'T KNOW NEIGHBORS, 44%; WANT TO KEEP THE PEACE, 6%; DON'T GET ALONG WITH NEIGHBORS, 4%; PREFER TO KEEP TO SELF, 9%; UNFRIENDLY NEIGHBORS, 11%; SCATTERED, 2%.

6. In general, do you think the community is welcoming to residents of all backgrounds and identities? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY YES.....	23%
YES.....	65%
NO.....	9%
STRONGLY NO.....	1%
DON'T KNOW/REFUSED.....	2%

IF "NO" OR "STRONGLY NO," ASK: (N=80)

7. Why do you feel that way?

UNSURE, 1%; PREJUDICE/RACISM, 63%; RACIAL PROFILING, 3%; DON'T FEEL VALUED, 3%; MEAN/RUDE PEOPLE, 9%; TOO MUCH CRIME, 3%; RICH AND POOR SIDES OF CITY, 3%; PEOPLE KEEP TO THEIR OWN RACE, 8%; BLACKS BLAMED FOR CRIME, 6%; SCATTERED, 2%.

Due to the pandemic during last eighteen months....

8. How would you rate how you and members of your household are doing financially, mentally and physically - excellent, good, only fair or poor?

EXCELLENT.....	9%
GOOD.....	68%
ONLY FAIR.....	22%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

9. What do you think is the most serious issue facing the community today?

DON'T KNOW/REFUSED.....	7%
NOTHING.....	7%
CRIME.....	22%
GANGS.....	4%
TOO MUCH LOW-INCOME.....	5%
HIGH TAXES.....	7%
TOO MUCH GROWTH.....	4%
JOBS/ECONOMY.....	16%
HOME FORECLOSURES.....	5%
CITY SPENDING/GOV'T....	2%
SCHOOLS.....	3%
DRUGS.....	7%
GUN VIOLENCE.....	5%
RACIAL DIVIDE.....	2%
SCATTERED.....	4%

10. What is the most serious issue facing you personally?

UNSURE, 3%; NOTHING, 35%; FINANCIAL STRUGGLES, 18%; CRIME IN NEIGHBORHOOD, 6%; HEALTH ISSUES, 10%; MENTAL HEALTH, 2%; UNEMPLOYED, 4%; COVID PANDEMIC, 8%; LIFE BALANCE, 4%; EDUCATION QUALITY, 2%; LACK OF TRANSPORTATION, 2%; SCATTERED, 6%.

11. All in all, do you think things in Brooklyn Park are generally headed in the right direction, or do you feel things are off on the wrong track?

RIGHT DIRECTION.....	74%
WRONG TRACK.....	16%
DON'T KNOW/REFUSED....	11%

12. Would you recommend living in the City of Brooklyn Park to others?

YES.....	86%
NO.....	9%
DON'T KNOW/REFUSED....	5%

The City has six major goals in the Brooklyn Park 2025 plan which was created through community input. For each of the following goal statements, please tell me if you rate the city as excellent, good, only fair or poor in achieving the statements.

	STA	SMA	SMD	STD	DKR
13. Brooklyn Park is a united and welcoming community, strengthened by its diversity?	48%	38%	10%	2%	1%
14. Brooklyn Park is a unique destination with beautiful spaces and quality infrastructure?	51%	39%	8%	2%	1%
15. Brooklyn Park has a balanced economic environment where businesses and residents can thrive?	33%	42%	19%	4%	3%
16. Brooklyn Park residents have what they need to feel healthy and safe?	35%	42%	17%	4%	2%
17. Brooklyn Park is working hard to increase racial and economic equity for residents throughout the city?	33%	45%	12%	5%	6%
18. Brooklyn Park city government is a leader in effectiveness and engaging the community?	28%	50%	12%	5%	6%

The City of Brooklyn Park has officially named neighborhoods across the city.

19.	Are you aware of the name of your neighborhood? (IF "YES," ASK:)	DON'T KNOW/REFUSED.....9%
	What is the name of your neighborhood? (DO NOT READ LIST)	NO.....31%
		BASS CREEK.....1%
		BIRCH GROVE.....5%
		BROOKDALE PARK.....4%
		CANDLEWOOD.....1%
		CENTRAL.....4%
		COLLEGE PARK.....2%
		COMMERCE.....1%
		EDINBURGH.....4%
		EIDEM.....2%
		FOUNDERS.....3%
		GREENHAVEN.....1%
		HARTKOPF.....1%
		LAKELAND PARK.....1%
		MONROE.....1%
		NORTHLAND.....1%
		NORTHWOODS.....2%
		NORWOOD.....4%
		OAK GROVE.....2%
		ORCHARD TRAIL.....2%
		PALMER LAKE.....1%
		PARK CENTER.....1%
		PINEBROOK.....2%
		RIVERVIEW.....2%
		RIVER NORTH.....2%
		RIVER PARK.....3%
		SHINGLE CREEK.....1%
		SUNNY LANE.....2%
		TESSMAN.....1%
		TRINITY GARDENS.....2%
		VILLAGE CREEK.....1%
		WILLOWSTONE.....1%

Moving on.....

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing these city rules in your neighborhood.

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
20. Loud noise after 10pm?	9%	61%	30%	0%
21. Storing of garbage and recycling cans out of sight?	6%	67%	26%	1%
22. No parking on neighborhood streets from 2am to 5am during winter months and during snow emergencies?	10%	56%	31%	2%

23. Commercial vehicles and equipment stored outside in residential areas?	4%	72%	17%	7%
24. Vehicles that do not work and are stored outside?	6%	54%	37%	3%
25. Chipped and peeling paint on homes?	3%	68%	21%	8%
26. Storing of lawn mowers, tools and wood outside?	7%	72%	16%	5%
27. Long grass and weeds?	9%	67%	23%	1%
28. Junk and debris in yards?	6%	64%	29%	1%

Now, I would like to briefly re-read the list.

- 29. Please tell me which one, if any, of those code violations would you place as the top priority?
- 30. Of the remaining, which one would you rank as the second priority?
- 31. Is there any one code violation you are least concerned about? (IF "YES," ASK:) Which one?

	TOP	SEC	OPP
Noise.....	28%	7%	13%
Storing of garbage and recycling cans.....	11%	6%	16%
No parking 2am to 5am during winter months and during snow emergencies.....	15%	13%	7%
Commercial vehicles in residential areas.....	8%	8%	7%
Vehicles that do not work and are stored outside.....	15%	20%	5%
Chipped and peeling paint on homes.....	5%	8%	9%
Storing of lawn mowers, tools and wood outside.....	3%	4%	12%
Long grass and weeds.....	5%	10%	13%
Junk and debris on yards.....	9%	17%	9%
NONE/DON'T KNOW/REFUSED.....	2%	7%	10%

- 32. Would you support or oppose the City allowing up to four female chickens, but not roosters, in residential backyards with proper regulations, such as having a chicken coop? (WAIT FOR RESPONSE) Do you feel strongly that way?
 

STRONGLY SUPPORT.....	13%
SUPPORT.....	54%
OPPOSE.....	17%
STRONGLY OPPOSE.....	5%
DON'T KNOW/REFUSED....	11%

IF "OPPOSE" OR "STRONGLY OPPOSE," ASK: (N=179)

33. Why do you oppose this?

NOISY, 16%; BAD SMELL, 13%; MESSY, 6%; SHOULD ONLY BE IN RURAL AREAS, 45%; SPREADS DISEASE, 2%; ATTRACT WILDLIFE PREDATORS, 5%; WASTE OF MONEY FOR CITY TO MANAGE, 2%; INCREASE VANDALISM, 4%; SCATTERED, 7%.

Changing topics....

I am going to read you a list of some of the current services either directly or partially provided by the city. For each one, please tell me if you feel it is excellent, good, only fair or poor. If you don't have an opinion, just say so....

	EXCL	GOOD	FAIR	POOR	D.K.
34. Dependability of city sanitary sewer service?	40%	56%	2%	1%	2%
35. Dependability of city drinking water system?	29%	50%	10%	10%	1%
	EXCL	GOOD	FAIR	POOR	D.K.
36. Building inspection and permits?	20%	46%	11%	2%	20%
37. Public health inspections of city businesses?	22%	38%	6%	0%	34%
38. Neighborhood street lighting?	23%	47%	23%	7%	1%

For the next three city services, please consider only smaller streets. In particular, do not consider State Highway 610 or County Roads 81, 85th Avenue, Brooklyn Boulevard and Zane Avenue, as these are not maintained by the City of Brooklyn Park.

	EXCL	GOOD	FAIR	POOR	D.K.
39. City street repair and maintenance?	25%	61%	12%	2%	0%
40. Snow plowing of city streets?	32%	51%	15%	2%	0%
41. Snow plowing of sidewalks and trails?	30%	42%	16%	4%	8%

Turning to city drinking water specifically....

42. How would you rate the quality of drinking water -- excellent, good, only fair, or poor?	EXCELLENT.....	9%
	GOOD.....	55%
	ONLY FAIR.....	16%
	POOR.....	19%
	DON'T KNOW/REFUSED.....	1%

IF "ONLY FAIR" OR "POOR," ASK: (N=281)

43. Why did you rate the quality of drinking water as (only fair/poor)?

UNSURE, 1%; BAD TASTE, 42%; BAD SMELL, 8%; BROWN COLOR, 6%; SEDIMENT, 12%; HARD WATER, 22%; METAL TASTE, 3%; DAMAGES APPLIANCES/FIXTURES, 6%.

Water softening is a process in which hardness causing minerals are removed from the water. This can be achieved through centralized softening by the City or by residents installing their own water softeners. Currently, the City does not have the equipment for softening water but does offer a water softener rebate program for residents purchasing a qualifying water softener for their home.

44. Do you support or oppose the addition of a softening process to the city water treatment facility? (WAIT FOR RESPONSE) Do you feel strongly that way?  
STRONGLY SUPPORT.....16%  
SUPPORT.....57%  
OPPOSE.....11%  
STRONGLY OPPOSE.....6%  
DON'T KNOW/REFUSED....11%  
IF "OPPOSE" OR "STRONGLY OPPOSE," ASK: (N=130)

45. Would you still oppose if you would save money by not having to purchase a water softener or have to purchase salt and maintain your home water softener?  
YES.....75%  
NO.....12%  
DON'T KNOW/REFUSED....12%

If the City of Brooklyn Park were to add a softening process to the water treatment facility, an increase in utility rates would be necessary.

46. How much would you be willing to pay in additional utility bill charges to support the addition of a softening process to the city water treatment facility? Let's say, would you be willing to pay an additional \$\_\_\_ every three months? (CHOOSE A RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON RESPONSE)  
NOTHING.....27%  
\$20.00.....43%  
\$40.00.....10%  
\$60.00.....4%  
\$80.00.....0%  
\$100.00.....1%  
\$120.00.....0%  
OVER \$120.....0%  
DON'T KNOW/REFUSED....15%

47. Do you use a home water softener?  
YES.....46%  
NO.....49%

DON'T KNOW/REFUSED.....5%

Changing topics.....

As you may know, the City of Brooklyn Park has been actively working to encourage development. When development projects are proposed....

48.	Do you think residents have enough opportunities to provide input about proposed new buildings?	YES.....66%
		NO.....12%
		DON'T KNOW/REFUSED....22%

IF "NO," ASK: (N=98)

49. Why do you feel that way?

UNSURE, 3%; ONLY GET INFORMATION AFTER DECISION, 12%; DON'T ASK FOR INPUT, 14%; DON'T LISTEN, 28%; NOT ENOUGH OPPORTUNITIES, 8%; NOT INFORMED, 9%; DECISIONS ARE PROFIT DRIVEN, 8%; NOT ENOUGH HOUSING CHOICES, 4%; NOT ENOUGH NOTICE FOR MEETINGS, 10%; IGNORE LOW-INCOME AREAS, 2%; SCATTERED, 2%.

50.	What types of new buildings do you think would provide the most benefit to current and future city residents?	DON'T KNOW/REFUSED....13%
		NO.....10%
		RETAIL.....15%
		RESTAURANTS.....11%
		INDUSTRIAL.....5%
		JOB PRODUCING.....33%
		AFFORDABLE HOUSING.....3%
		INDOOR POOL.....4%
		SCATTERED.....6%

Moving on....

51.	Do you or members of your household use public transportation?	YES.....33%
		NO.....67%
		DON'T KNOW/REFUSED.....1%

IF "NO," ASK: (N=534)

52.	Why don't you use public transportation?	DON'T KNOW/REFUSED.....0%
		NEED CAR.....9%
		PREFER TO DRIVE.....56%
		NOT CONVENIENT.....13%
		NOT SAFE.....10%
		TAKES TOO LONG.....6%
		DOESN'T GO WHERE NEED..2%
		SCATTERED.....4%



Let's talk about park and recreation opportunities in Brooklyn Park....

For each facility or amenity, please tell me if you or members of your household use it. Then for each one you don't use, please tell me if you are aware of the facility in Brooklyn Park.

	USE	NOT YES	NOT NO	DK/ REF
53. City-owned parks?	78%	21%	1%	0%
54. Athletic complexes, such as Noble, Northwoods and Zane Sports Parks?	37%	55%	8%	0%
55. Brookland or Edinburgh USA golf courses?	24%	61%	16%	0%
56. The Community Activity Center, including the Ice Arena, gymnasiums and meeting and banquet rooms?	33%	55%	12%	0%
57. Historic Eidem Farm?	23%	52%	26%	0%
58. Disc golf course?	15%	56%	28%	1%
59. Environmental Nature Area or Brookdale dog parks?	40%	48%	12%	0%
	USE	NOT YES	NOT NO	DK/ REF
60. Skate park?	15%	65%	20%	1%
61. Zanewood Recreation Center?	25%	66%	9%	0%
62. Brooklyn Park Sports Dome at Park Center High School?	16%	73%	11%	1%

When you consider park and recreation buildings, such as recreation centers and park shelters....

63. How would you rate maintenance and quality of park and recreation facilities in Brooklyn Park - excellent, good, only fair or poor?	EXCELLENT.....	29%
	GOOD.....	68%
	ONLY FAIR.....	3%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	1%

IF "ONLY FAIR" OR "POOR," ASK: (N=12)

64. Could you tell me one or two reasons why you feel that way?

RUNDOWN EQUIPMENT, 33%; NEED BETTER MAINTENANCE, 8%; VANDALISM, 8%; NEED MORE RESTROOMS, 17%; RUNDOWN SPORTS COURTS, 8%; NOT ENOUGH LIGHTS, 17%; RUNDOWN PICNIC AREAS, 8%.

65. How satisfied are you with the condition and amount of sidewalks and trails in your neighborhood - are you very satisfied, somewhat satisfied, not too satisfied or not at all satisfied?
 

VERY SATISFIED.....	41%
SOMEWHAT SATISFIED....	49%
NOT TOO SATISFIED.....	6%
NOT AT ALL SATISFIED...	4%
DON'T KNOW/REFUSED.....	1%

IF "NOT TOO SATISFIED" OR "NOT AT ALL SATISFIED," ASK: (N=76)

66. Why do you feel that way?

LACK OF SIDEWALKS, 72%; LACK OF TRAILS, 3%; POORLY MAINTAINED, 12%; NOT PLOWED IN THE WINTER, 8%; LACK OF LIGHTS, 3%; SCATTERED, 3%.

67. Do you feel the current mix of recreational programs and facilities in the city sufficiently meets the needs of members of your household?
 

YES.....	94%
NO.....	4%
DON'T KNOW/REFUSED.....	2%

68. Are there any additional programs or facilities you would like to see offered in the city? (IF "YES," ASK:) What programs or facilities would you like to see added?

UNSURE, 7%; NO, 77%; YOUTH PROGRAMS, 3%; INDOOR POOL, 4%; FIELDHOUSE, 2%; COMMUNITY EVENTS, 2%; SCATTERED, 5%.

69. Are you aware of the City Recreation and Parks Brochure "Get Up and Go!"?
 

YES.....	75%
NO.....	25%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=598)

70. How would you evaluate its usefulness -- excellent, good, only fair, or poor?
 

EXCELLENT.....	31%
GOOD.....	58%
ONLY FAIR.....	9%
POOR.....	0%
DON'T KNOW/REFUSED.....	1%

71. How likely would you or a member of your household be to use an aquatic facility attached to the existing Community Activities Center - very likely, somewhat likely, not too likely or not at all likely?
 

VERY LIKELY.....	36%
SOMEWHAT LIKELY.....	40%
NOT TOO LIKELY.....	10%
NOT AT ALL LIKELY.....	11%
DON'T KNOW/REFUSED.....	4%

IF "NOT TOO LIKELY" OR "NOT AT ALL LIKELY," ASK: (N=166)

72. Why would you be not likely to use an aquatic facility?

USE OTHER FACILITIES, 12%; NOT INTERESTED, 55%;  
AGE/HEALTH ISSUES, 22%; NOT SAFE FROM COVID, 6%; TOO  
EXPENSIVE, 2%; SCATTERED, 3%.

The cost for the construction of an aquatic facility is estimated to be 28 million dollars. The owner of a \$272,600 home would see a monthly property tax increase of about \$3.44 or \$41.28 per year for twenty years.

73. Would you support or oppose the construction of an aquatic facility attached to the Community Activities Center? (WAIT FOR RESPONSE) Do you feel strongly that way?  
STRONGLY SUPPORT.....26%  
SUPPORT.....53%  
OPPOSE.....12%  
STRONGLY OPPOSE.....3%  
DON'T KNOW/REFUSED.....6%

Moving on....

As I read the following statements about police services in Brooklyn Park, please answer "yes" or "no." (READ LIST)

	YES	NO	DKR
74. I have an overall feeling of safety in Brooklyn Park.	84%	16%	1%
75. I would feel safe being out and about in my neighborhood alone at night.	72%	26%	2%

IF "NO," ASK: (N=208)

76. Why do you feel that way?

RISING CRIME, 40%; GUN VIOLENCE/SHOOTINGS, 19%;  
ASSAULTS/ROBBERIES, 2%; GANGS, 6%; LOITERING YOUTH,  
4%; LACK OF LIGHTS, 11%; AGE/HEALTH ISSUES, 8%; LACK  
OF POLICE PATROLLING, 5%; SCATTERED, 5%.

77. Do you and members of your household feel safe using city parks and trails?  
YES.....92%  
NO.....5%  
DON'T KNOW/REFUSED.....3%

IF "NO," ASK: (N=42)

78. Is there a specific park or trail you are concerned about?

NO, 62%; ALL, 5%; RIVER PARK, 2%; HARTKOPF PARK, 5%;  
BROOKDALE DOG PARK, 2%; SHINGLE CREEK TRAIL, 7%;  
MISSISSIPPI GATEWAY TRAIL, 2%; CENTRAL PARK, 2%;

EMERSON WOODS PARK, 2%; LUCY LINE TRAIL, 5%; PALMER LAKE PARK, 2%; OXBOW PARK, 5%.

79. Why don't you feel safe?

RISING CRIME, 7%; GUN VIOLENCE/SHOOTINGS, 14%; ASSAULTS/ROBBERIES, 10%; LOITERING YOUTH, 17%; LACK OF LIGHTS, 2%; ISOLATED, 19%; AGE/HEALTH ISSUES, 12%; THEFT, 10%; AGGRESSIVE DOGS, 2%; DRUGS, 2%; SCATTERED, 5%.

80. Do you feel that crime in Brooklyn Park has increased, decreased or remained about the same during the past few years?

INCREASED.....	48%
DECREASED.....	7%
REMAINED THE SAME.....	43%
DON'T KNOW/REFUSED.....	2%

81. What do you consider to be the greatest public safety concern in Brooklyn Park?

UNSURE, 7%; ALL CRIME, 12%; GUN VIOLENCE/SHOOTINGS, 17%; DRUGS, 8%; CARJACKINGS, 5%; PROPERTY THEFT, 5%; RECKLESS/DISTRACTED DRIVING, 6%; TEEN CRIME, 3%; TRAFFIC SPEEDING, 10%; GANGS, 7%; PEDESTRIAN SAFETY, 3%; COVID, 2%; IDENTITY THEFT, 2%; ASSAULTS, 3%; SCATTERED, 10%.

82. Overall, how would you rate the Brooklyn Park Police Department -- excellent, good, only fair or poor?

EXCELLENT.....	18%
GOOD.....	66%
ONLY FAIR.....	11%
POOR.....	2%
DON'T KNOW/REFUSED.....	3%

IF "ONLY FAIR" OR "POOR," ASK: (N=106)

83. Why did you rate them as (only fair/poor)?

UNSURE, 1%; SLOW RESPONSE, 9%; NEED RETRAINING, 11%; LACK OF PATROLLING, 30%; DON'T INVESTIAGE SHOOTINGS, 9%; RACIAL PROFILING, 14%; POOR COMMUNITY RELATIONS, 10%; AFRAID TO DO THEIR JOB, 9%; NOT DOING ENOUGH, 2%; SCATTERED, 5%.

84. Have you had an interaction with the Brooklyn Park police in the last two years?

YES.....	22%
NO.....	78%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=176)

85. What was the nature of the interaction?

TRAFFIC STOP, 16%; FRIENDLY NEIGHBORHOOD INTERACTION, 7%; NEIGHBORHOOD DISTURBANCE, 14%; VICTIM OF CRIME, 2%; CAR ACCIDENT, 6%; REPORT A CRIME, 26%; MEDICAL/MENTAL HEALTH CALL, 7%; COMMUNITY EVENT, 5%; INVESTIGATION, 3%; VOLUNTEER, 2%; RACIAL PROFILED, 3%; NUISANCE COMPLAINT, 4%; SCATTERED, 5%.

86. How would you rate your interaction with the Brooklyn Park police - excellent, good, only fair or poor? EXCELLENT.....43% GOOD.....42% ONLY FAIR.....8% POOR.....7% DON'T KNOW/REFUSED.....0%

87. Overall, are you satisfied or dissatisfied with the Brooklyn Park Police Department's service? SATISFIED.....81% DISSATISFIED.....7% BOTH (VOL.).....9% DON'T KNOW/REFUSED.....4%

IF "DISSATISFIED," ASK: (N=52)

88. Why are you dissatisfied?

SLOW RESPONSE, 8%; DON'T INVESTIGATE, 11%; LACK OF PATROLLING, 14%; RACIAL PROFILING, 33%; ABUSE POWER, 8%; TREAT AREAS OF CITY DIFFERENTLY, 4%; NOTHING DONE, 4%; AFRAID TO DO JOB, 4%; DISREPECTFUL, 4%; NEED RETRAINING, 4%; SCATTERED, 6%.

The Brooklyn Park Fire Department has four core values. As I read the following descriptions, please tell me if it is very accurate, somewhat accurate, not too accurate or not at all accurate. (READ LIST)

Table with 5 columns: Question, VRA, SMA, NTA, NAA, DKR. Rows include questions like 'Service oriented?', 'Excellence?', 'Trustworthy?', 'Professional?', and 'Have you or anyone in your household YES...'.

ever had an emergency which required NO.....85%  
 the Brooklyn Park Fire Department DON'T KNOW/REFUSED.....0%  
 to respond in the last two years?

IF "YES," ASK: (N=125)

94. Were you satisfied or dis- SATISFIED.....98%  
 satisfied with the Fire DISSATISFIED.....0%  
 Department's service? BOTH (VOL.).....2%  
 DON'T KNOW/REFUSED.....0%

IF "DISSATISFIED," ASK: (N=0)

95. Why were you dissatisfied?

NOT APPLICABLE.

96. Do you know how to perform CPR? YES.....60%  
 NO.....40%  
 DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (N=483)

97. Are you interested in learning YES.....32%  
 how to perform CPR? NO.....60%  
 DON'T KNOW/REFUSED.....8%

Moving on, let's talk about city government in general.....

98. From what you have seen, heard, or EXCELLENT.....14%  
 experienced, how would you rate GOOD.....69%  
 the job of the Brooklyn Park City ONLY FAIR.....12%  
 Staff -- excellent, good, only POOR.....1%  
 fair, or poor? DON'T KNOW/REFUSED.....4%

99. Excluding the Police and Fire YES.....32%  
 departments, have you had any con- NO.....67%  
 tact with city staff during the DON'T KNOW/REFUSED.....1%  
 past two years?

IF "YES," ASK: (N=261)

100. On your last contact with the WATER AND SEWER.....7%  
 City, which service area did DMV.....36%  
 you contact - Water and Sewer, UTILITY BILLING.....18%  
 Department of Motor Vehicles, ASSESSOR'S OFFICE.....3%  
 Utility billing, Assessor's PLANNING/ZONING.....2%  
 Office, Planning/Zoning, Park PARK MAINTENANCE.....1%  
 Maintenance, Street Mainten- STREET MAINTENANCE.....5%

ance, Building Inspections,	BUILDING INSPECTIONS...3%
Engineering, Recycling, Rec-	ENGINEERING.....0%
reation Services, General	RECYCLING.....6%
Information Desk, Environment-	RECREATION SERVICES....4%
al Health/Code Enforcement,	GENERAL INFORMATION....8%
Administration or City	ENVIRO HEALTH/CODE....3%
Council?	ADMINISTRATION.....3%
	CITY COUNCIL.....2%
	DON'T KNOW/REFUSED.....0%

101. How would you rate the	EXCELLENT.....32%
customer service you received	GOOD.....54%
- excellent, good, only fair	ONLY FAIR.....12%
or poor?	POOR.....0%
	DON'T KNOW/REFUSED.....2%

IF A RATING IS GIVEN, ASK: (N=257)

102. Why did you rate the customer service as (\_\_\_\_\_)?

"Excellent": n=84  
 Polite, 29%  
 Professional, 2%  
 Helpful, 23%  
 Fast/Efficient service, 29%  
 Good job, 2%  
 Knowledgeable, 16%

"Good": n=140  
 Polite, 19%  
 Helpful, 18%  
 Fast/Efficient service, 29%  
 Knowledgeable, 34%

"Only fair/Poor": n=33  
 Refused, 3%  
 Not helpful, 24%  
 Slow service, 46%  
 Rude, 12%  
 Hard to resolve issue, 9%  
 Poor communication, 6%

103. When you consider the property	EXCELLENT.....9%
taxes you pay and the quality of	GOOD.....63%
the city services you receive,	ONLY FAIR.....16%
would you rate the general value	POOR.....1%
of city services as excellent,	DON'T KNOW/REFUSED....11%
good, only fair, or poor?	

104. Would you favor or oppose an increase in city property taxes if it were needed to maintain city services at their current level?

	FAVOR.....	63%
	OPPOSE.....	18%
	DON'T KNOW/REFUSED....	19%

IF "FAVOR," ASK: (N=499)

105. How much would you be willing to pay in additional property taxes to maintain city services?

	NOTHING.....	1%
	\$1.00.....	10%
	\$2.00.....	22%
	\$3.00.....	19%
	\$4.00.....	10%
	\$5.00.....	21%
	\$6.00.....	14%
	DON'T KNOW.....	3%
	REFUSED.....	0%

How about \$\_\_\_\_\_ per month?  
(CHOOSE A RANDOM STARTING POINT; MOVE UP OR DOWN DEPEND-  
ING ON RESPONSE) How about \$\_\_\_\_\_ per month?

IF "OPPOSE," ASK: (N=147)

106. What service would you be willing to see cut?

UNSURE, 13%; NOTHING/CUT WASTE, 23%; PARK MAINTENANCE, 21%; STREET REPAIR, 2%; CITY FACILITIES, 5%; ACROSS THE BOARD, 6%; ADMINISTRATION, 11%; RECREATIONAL PROGRAMS, 4%; COMMUNITY EVENTS, 4%; POLICE, 2%; SCATTERED, 9%.

107. Would you be willing to pay higher property taxes to improve current city services or offer new city services? (IF "YES," ASK:) What services would that be?

UNSURE, 5%; NO, 79%; POLICE, 4%; STREET REPAIR, 2%; ALL CITY SERVICES, 2%; YOUTH PROGRAMS, 2%; STREET LIGHTS, 2%; SCATTERED, 4%.

108. Compared to neighboring communities, do you feel property taxes in Brooklyn Park are very high, somewhat high, about average, somewhat low, or very low?

	VERY HIGH.....	8%
	SOMEWHAT HIGH.....	35%
	ABOUT AVERAGE.....	37%
	SOMEWHAT LOW.....	2%
	VERY LOW.....	0%
	DON'T KNOW/REFUSED....	18%

109. Do you think you have adequate opportunities to provide input and feedback about issues to the City of Brooklyn Park?

	YES.....	78%
	NO.....	9%
	DON'T KNOW/REFUSED....	13%

IF "NO," ASK: (N=72)



110. Why do you feel that way?

UNSURE, 3%; NOT ENOUGH OPPORTUNITIES, 11%; DON'T LISTEN, 67%; DON'T ASK, 7%; IGNORE LOW-INCOME AREAS, 3%; ONLY KNOW AFTER DECISIONS, 3%; SCATTERED, 6%.

111. From what you know, do you approve or disapprove of the job the City Council is doing? (WAIT FOR RESPONSE) And, do you feel strongly that way?	STRONGLY APPROVE.....8%
	APPROVE.....73%
	DISAPPROVE.....9%
	STRONGLY DISAPPROVE....2%
	DON'T KNOW/REFUSED.....8%

Ranked Choice Voting is a voting system that allows people to vote for multiple candidates in order of their preference. Currently, voters choose who they want to win among two candidates. If there are more than two candidates, there is a primary election to narrow the field to two candidates. With ranked choice voting, you fill out the ballot indicating your first choice, second choice, third choice or more as needed for each position.

112. Would you favor or oppose the use of Ranked Choice Voting in the City of Brooklyn Park? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....10%
	FAVOR.....46%
	OPPOSE.....26%
	STRONGLY OPPOSE.....10%
	DON'T KNOW/REFUSED.....8%

Turning to communications....

113. What is your main source of information about the City of Brooklyn Park?	UNSURE/NOTHING.....1%
	CITY NEWSLETTER.....27%
	SUN POST.....12%
	STAR TRIBUNE.....8%
	CITY WEBSITE.....15%
	E-MAIL.....6%
	WORD OF MOUTH.....5%
	MAILINGS.....15%
	SOCIAL MEDIA.....8%
	SCATTERED.....3%

114. How would you prefer to receive information about the City of	UNSURE/NOTHING.....1%
	CITY NEWSLETTER.....28%

Brooklyn Park?	SUN POST.....11%
	STAR TRIBUNE.....6%
	CITY WEBSITE.....14%
	E-MAIL.....11%
	WORD OF MOUTH.....3%
	MAILINGS.....16%
	SOCIAL MEDIA.....8%
	SCATTERED.....2%
115. Do you recall receiving the City newsletter, titled "Park Pages," during the last six months?	YES.....72%
	NO.....27%
	DON'T KNOW/REFUSED.....1%
IF "YES," ASK: (N=578)	
116. Do you or any members of your household regularly read it?	YES.....78%
	NO.....21%
	DON'T KNOW/REFUSED.....0%
117. Do you use social media to receive information from the City? (IF "YES," ASK:) Which social media source do you use most often to receive this information?	
NO, 70%; FACEBOOK, 24%; TWITTER, 5%; SCATTERED, 2%.	
118. Do you use high speed internet in your home?	YES.....91%
	NO.....9%
	DON'T KNOW/REFUSED.....0%
IF "NO," ASK: (N=67)	
119. Why don't you use high speed internet in your home?	
TOO OLD, 18%; USE HOTSPOT, 8%; NO NEED, 34%; COST TOO HIGH, 21%; DON'T USE, 19%.	
Now, just a few more questions for demographic purposes....	
120. Do you reside in an apartment, townhouse or condominium, or a detached single family home?	APARTMENT.....24%
	TOWNHOUSE/CONDO.....20%
	SINGLE-FAMILY HOME....56%
	SOMETHING ELSE.....1%
	DON'T KNOW/REFUSED.....0%
121. Do you own or rent your current residence?	OWN.....66%
	RENT.....33%
	DON'T KNOW/REFUSED.....1%
122. What is your age, please?	18-24.....10%

25-34.....20%  
 35-44.....23%  
 45-54.....18%  
 55-64.....17%  
 65 AND OVER.....12%  
 REFUSED.....0%

I am going to read a list of races and ethnicities, please tell me if you identify as....

	YES	NO	DKR
123. African.	11%	89%	1%
124. Asian.	18%	82%	0%
125. African American or Black.	22%	78%	0%
126. Hispanic or Latino.	7%	93%	0%
127. Native American or American Indian.	2%	98%	0%
128. Native Hawaiian or other Pacific Islander.	1%	99%	0%
129. White.	42%	58%	0%
130. Another race or ethnicity.	4%	96%	1%

131. What is the primary language spoken in your home?	DON'T KNOW/REFUSED.....0%
	ENGLISH.....80%
	SPANISH.....5%
	VIETNAMESE.....3%
	SOMALI.....5%
	HMONG.....3%
	SCATTERED.....4%

132. Finally, thinking about your household finances, how would you describe your financial situation, would you say that --	STATEMENT A.....5%
A) Your monthly expenses are exceeding your income;	STATEMENT B.....32%
B) You are meeting your monthly expenses but are putting aside little or no savings;	STATEMENT C.....40%
C) You are managing comfortably while putting some money aside;	STATEMENT D.....23%
D) You are on track to meet long-term financial goals, such	DON'T KNOW/REFUSED.....1%

as mortgage payments, tuition costs and retirement plans?

133. Gender.	MALE.....48%
	FEMALE.....52%
134. REGION OF CITY:	EAST/SOUTH.....15%
	CENTRAL/SOUTH.....14%
	WEST/SOUTH.....19%
	EAST/NORTH.....20%
	CENTRAL/NORTH.....23%
	WEST NORTH.....9%