

The Morris Leatherman Company  
3128 Dean Court  
Minneapolis, Minnesota 55416

CITY OF BROOKLYN PARK  
Residential Study  
FINAL SEPTEMBER 2023

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?   | TWO YEARS OR LESS.....10% |
|   | THREE TO FIVE YEARS...19% |
|   | SIX TO TEN YEARS.....23%  |
|   | 11 TO 20 YEARS.....22%    |
|   | 21 TO 30 YEARS.....14%    |
|   | OVER THIRTY YEARS.....12% |
|   | DON'T KNOW/REFUSED.....0% |
| 2. How would you rate the quality of life in this community -- excellent, good, only fair, or poor?   | EXCELLENT.....18%         |
|   | GOOD.....67%              |
|   | ONLY FAIR.....13%         |
|   | POOR.....2%               |
|   | 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.....11%             |
|   | FEW TIMES A WEEK.....31%  |
|   | ONCE A WEEK.....15%       |
|   | FEW TIMES A MONTH.....22% |
|   | ONCE A MONTH.....6%       |
|   | LESS OFTEN.....16%        |
|   | DON'T KNOW/REFUSED.....0% |
| 4. Do you feel comfortable discussing neighborhood problems with your neighbors?  | YES.....82%               |
|   | NO.....12%                |
|   | DON'T KNOW/REFUSED.....6% |

IF "NO," ASK: (n=95)

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

REFUSED, 2%; DON'T LISTEN, 4%; TOO DIFFERENT, 9%;  
MIND OWN BUSINESS, 4%; SOLVE PROBLEMS ON OWN, 14%;  
DON'T KNOW NEIGHBORS, 46%; LEADS TO FIGHTING, 4%; NOT  
FRIENDLY, 10%; LANGUAGE BARRIERS, 7%.

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.....	16%
YES.....	75%
NO.....	6%
STRONGLY NO.....	0%
DON'T KNOW/REFUSED.....	3%

IF "NO" OR "STRONGLY NO," ASK: (N=53)

7. Why do you feel that way?

NEGATIVE TOWARDS PEOPLE OF COLOR, 15%; NEGATIVE TOWARDS WHITES, 15%; NEGATIVE TOWARDS IMMIGRANTS, 8%; NEGATIVE TOWARDS BLACKS, 19%; UNFRIENDLY PEOPLE, 34%; NEGATIVE TOWARDS LOW-INCOME, 9%.

Over the past few years....

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.....	10%
GOOD.....	63%
ONLY FAIR.....	26%
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.....	3%
NOTHING.....	9%
CRIME.....	23%
GANGS.....	3%
TOO MUCH LOW-INCOME.....	6%
HIGH TAXES.....	13%
TOO MUCH GROWTH.....	4%
JOBS/ECONOMY.....	22%
HOME FORECLOSURES.....	2%
SCHOOLS.....	3%
DRUGS.....	5%
SCATTERED.....	7%

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

UNSURE.....	3%
NOTHING.....	26%
COST OF LIVING.....	29%
HEALTH.....	10%
WORK/LIFE BALANCE.....	2%
HIGH RENT/MORTGAGE.....	3%
HIGH TAXES.....	4%
FAMILY ISSUES.....	2%
WORK ISSUES.....	3%
FEAR OF CRIME.....	4%
TRANSPORTATION ISSUES.....	2%
SCATTERED.....	12%

- |     |   |   |
|-----|---|---|
| 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.....76%<br>WRONG TRACK.....15%<br>DON'T KNOW/REFUSED.....9% |
| 12. | Would you recommend living in the City of Brooklyn Park to others?  | YES.....80%<br>NO.....14%<br>DON'T KNOW/REFUSED.....6%                      |

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.	38%	50%	9%	2%	1%
14. Brooklyn Park is a unique destination with beautiful spaces and quality infrastructure.	50%	40%	8%	2%	0%
15. Brooklyn Park has a balanced economic environment where businesses and residents can thrive.	35%	47%	16%	2%	0%
16. Brooklyn Park residents have what they need to feel healthy and safe.	33%	47%	14%	5%	1%
17. Brooklyn Park is working hard to increase racial and economic equity for residents throughout the city.	40%	47%	7%	2%	4%
18. Brooklyn Park city government is a leader in effectiveness and engaging the community.	30%	48%	16%	3%	3%

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:)<br>What is the name of your neighborhood? | DON'T KNOW/REFUSED.....8%<br>NO.....20%<br>NAMED NEIGHBORHOOD....72% |
|-----|--|--|

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 codes in your neighborhood.

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
20. Loud noise after 10pm?	8%	65%	26%	0%
21. Storing of garbage and recycling cans out of sight?	7%	74%	17%	1%
22. No parking on neighborhood streets from 2am to 5am during winter months and during snow emergencies?	16%	58%	25%	1%
23. Commercial vehicles and equipment stored outside in residential areas?	2%	78%	16%	4%
24. Vehicles that do not work?	3%	55%	38%	3%
25. Chipped and peeling paint on homes?	1%	72%	20%	7%
26. Storing of lawn mowers, tools and wood outside?	3%	77%	15%	5%
27. Long grass and weeds?	2%	66%	30%	2%
28. Junk and debris in yards?	2%	69%	27%	3%

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
Loud noise after 10pm.....	24%	6%	10%
Storing of garbage and recycling cans.....	8%	5%	23%
No parking 2am to 5am during winter months and during snow emergencies.....	16%	9%	13%
Commercial vehicles and equipment stored outside in residential areas.....	7%	6%	5%
Vehicles that do not work.....	10%	23%	4%
Chipped and peeling paint on homes.....	4%	10%	5%
Storing of lawn mowers, tools and wood outside.....	2%	4%	6%
Long grass and weeds.....	15%	7%	11%
Junk and debris on yards.....	8%	18%	6%
NONE/DON'T KNOW/REFUSED.....	6%	13%	18%

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.....10%
	SUPPORT.....58%
	OPPOSE.....17%
	STRONGLY OPPOSE.....5%
	DON'T KNOW/REFUSED....10%

IF "OPPOSE" OR "STRONGLY OPPOSE," ASK: (N=172)

33. Why do you oppose this?

NOISY, 21%; MESSY, 10%, BAD ODOR, 16%; CAN GET LOOSE, 4%; BELONG ON FARMS, 33%; DISEASES, 8%; ATTRACTS WILDLIFE, 4%; SCATTERED, 4%

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....

	EXC	GOO	FAI	POO	DKR
34. Dependability of city sanitary sewer service?	25%	67%	8%	0%	1%
35. Dependability of city drinking water system?	17%	64%	18%	2%	0%
36. Building inspections and permits?	15%	60%	11%	1%	13%
37. Rental inspections?	19%	52%	12%	2%	15%
38. Neighborhood street lighting?	20%	55%	24%	1%	0%

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

	EXC	GOO	FAI	POO	DKR
39. City street repair and maintenance?	11%	67%	20%	2%	0%
40. Snow plowing of city streets?	14%	63%	22%	1%	0%
41. Snow plowing of sidewalks and trails?	19%	53%	26%	1%	1%

Turning to city drinking water specifically....

42. How would you rate the quality of drinking water -- excellent, good, only fair, or poor?

EXCELLENT.....	3%
GOOD.....	67%
ONLY FAIR.....	20%
POOR.....	10%
DON'T KNOW/REFUSED.....	0%

IF "ONLY FAIR" OR "POOR," ASK: (N=238)

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

UNSURE, 1%; BAD ODOR, 11%; POOR TASTE, 58%; CLOUDY, 5%; HARD, 13%; STAINS, 6%; UNSAFE, 5%; SCATTERED, 2%.

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.....	10%
SUPPORT.....	71%
OPPOSE.....	10%
STRONGLY OPPOSE.....	3%
DON'T KNOW/REFUSED.....	6%

IF "OPPOSE" OR "STRONGLY OPPOSE," ASK:

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.....	55%
NO.....	40%
DON'T KNOW/REFUSED.....	5%

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.....	26%
\$20.00.....	40%
\$40.00.....	11%
\$60.00.....	4%
\$80.00.....	2%
\$100.00.....	0%
\$120.00.....	0%
OVER \$120.....	0%
DON'T KNOW/REFUSED....	18%

47. Do you use a home water softener?

YES.....	49%
NO.....	45%
DON'T KNOW/REFUSED....	6%

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 development?

YES.....	78%
NO.....	11%
DON'T KNOW/REFUSED....	11%

IF "NO," ASK: (N=88)

49. Why do you feel that way?

UNSURE, 2%; DON'T LISTEN, 39%; HAVE OWN AGENDA, 18%; DON'T KNOW HOW, 14%; LACK OF INFORMATION ON ISSUES, 13%; INFORMATION AFTER DECISIONS, 6%; UNCIVIL MEETINGS, 6%; DEVELOPERS HAVE CONTROL, 3%.

50. What types of new development do you think would provide the most benefit to current and future city residents?

DON'T KNOW/REFUSED....	12%
NO.....	14%
RETAIL.....	17%
RESTAURANTS.....	15%
INDUSTRIAL.....	9%
JOB PRODUCING.....	30%
SCATTERED.....	3%

Moving on.....

51. Do you or members of your household use public transportation?

YES.....	29%
NO.....	71%
DON'T KNOW/REFUSED....	0%

IF "NO," ASK: (N=567)

52. Why don't you use public transportation?	DON'T KNOW/REFUSED.....1%
	NEED CAR.....15%
	PREFER TO DRIVE.....53%
	NOT CONVENIENT.....14%
	NOT SAFE.....10%
	TAKES TOO LONG.....4%
	DOESN'T GO WHERE NEED..2%
	SCATTERED.....2%

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	NO/ AWA	NO/ NOT	DK/ REF
53. City-owned parks?	80%	19%	1%	0%
54. Athletic complexes, such as Noble, Northwoods and Zane Sports Parks?	33%	60%	7%	0%
55. Brookland or Edinburgh USA golf courses?	36%	49%	15%	0%
56. The Community Activity Center, including the Ice Arena, gymnasiums and meeting and banquet rooms?	27%	60%	13%	1%
57. Historic Eidem Farm?	28%	52%	20%	0%
58. Disc golf course?	14%	59%	27%	1%
59. Environmental Nature Area or Brookdale dog parks?	32%	43%	25%	0%
60. Skate park?	8%	72%	19%	1%
61. Zanewood Recreation Center?	18%	72%	10%	0%
62. Brooklyn Park Sports Dome at Park Center High School?	14%	75%	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.....15%
	GOOD.....82%
	ONLY FAIR.....2%
	POOR.....0%
	DON'T KNOW/REFUSED.....1%

IF "ONLY FAIR" OR "POOR," ASK: (N=14)

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

RUN DOWN, 29%; GRAFFITI/VANDALISM, 29%; LACK OF TRASH BINS, 21%; LACK OF RESTROOMS, 21%.

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.....36%  
SOMEWHAT SATISFIED....55%  
NOT TOO SATISFIED.....8%  
NOT AT ALL SATISFIED...1%  
DON'T KNOW/REFUSED.....0%

66. Do you feel the current mix of recreational programs and facilities in the city sufficiently meets the needs of members of your household? YES.....92%  
NO.....4%  
DON'T KNOW/REFUSED.....5%

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

UNSURE, 3%; NO, 80%; COMMUNITY EVENTS, 4%; SENIOR ACTIVITIES, 2%; FITNESS, 2%; TEEN CENTER, 2%; SCATTERED, 7%.

68. Are you aware of the City Recreation and Parks insert in the city newsletter "Park Pages"? YES.....75%  
NO.....25%  
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=601)

69. How would you evaluate its usefulness -- excellent, good, only fair, or poor? EXCELLENT.....23%  
GOOD.....74%  
ONLY FAIR.....3%  
POOR.....0%  
DON'T KNOW/REFUSED.....1%

IF "ONLY FAIR" OR "POOR," ASK: (N=17)

70. Why did you rate its usefulness as (only fair/poor)?

NOT USEFUL INFORMATION, 24%; LACK OF DETAILS, 35%; NOT CURRENT INFORMATION, 41%.

Moving on....

71. Have you called 9-1-1 in the past twelve months? YES.....15%  
 NO.....85%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=116)

72. Were you calling for help with an issue that you or someone close to you was directly experiencing? YES.....74%  
 NO.....26%  
 DON'T KNOW/REFUSED.....0%

73. How satisfied were you by the interaction with the 911 call center -- were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? VERY SATISFIED.....65%  
 SOMEWHAT SATISFIED...30%  
 SOMEWHAT DISSATISFIED..3%  
 VERY DISSATISFIED.....2%  
 DON'T KNOW/REFUSED.....0%

74. How satisfied were you with the people and resources that responded to your call - were you very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? VERY SATISFIED.....72%  
 SOMEWHAT SATISFIED....20%  
 SOMEWHAT DISSATISFIED..7%  
 VERY DISSATISFIED.....2%  
 DON'T KNOW/REFUSED.....0%

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

	YES	NO	DKR
75. I have an overall feeling of safety in Brooklyn Park.	85%	13%	2%
76. I would feel safe being out and about in my neighborhood alone at night.	70%	24%	6%

IF "NO" IN QUESTION #76, ASK: (N=191)

77. Why do you feel that way?

RISING CRIME, 48%; LACK OF STREET LIGHTS, 11%;  
 LOITERING YOUTH, 2%; GANGS, 12%; ISOLATED, 3%;  
 AGE/HEALTH/MOBILITY, 16%; LACK OF POLICE PATROLS, 2%;  
 NOT SAFE ANYWHERE, 3%; HOMELESS PEOPLE, 2%; SCATTERED,  
 2%.

78. Do you and members of your household feel safe using city parks and trails? YES.....90%  
 NO.....6%  
 DON'T KNOW/REFUSED.....4%

IF "NO," ASK: (N=49)

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

UNSURE, 4%; NO, 43%; ALL PARKS, 29%; SHINGLE CREEK TRAIL, 4%; RIVER PARK, 6%; CENTRAL PARK, 6%; BROOK OAKS PARK, 4%; SCATTERED, 4%.

80. Why don't you feel safe?

UNSURE, 4%; RISING CRIME, 21%; LOITERING YOUTH, 19%; GANGS, 16%; LACK OF SIDEWALKS, 4%; ISOLATED, 16%; AGE/HEALTH/MOBILITY, 8%; LACK OF POLICE PATROLS, 8%; SCATTERED, 4%

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

INCREASED.....	41%
DECREASED.....	9%
REMAINED THE SAME.....	38%
DON'T KNOW/REFUSED....	12%

82. Where do you believe your perception of crime in Brooklyn Park comes from? (READ LIST)

PERSONAL EXPERIENCE.....11%  
NEIGHBORS, FRIENDS, FAMILY OR OTHER RESIDENTS.....36%  
SOCIAL MEDIA.....16%  
PRINT MEDIA, SUCH AS NEWSPAPERS.....10%  
TELEVISION NEWS.....24%  
TIP 411 ALERTS.....2%  
ELSE: ON-LINE CRIME STATISTICS.....1%  
DON'T KNOW/REFUSED.....1%

83. Have you been a victim of crime in the City of Brooklyn Park during the past two years?

YES.....	9%
NO.....	91%
DON'T KNOW/REFUSED....	0%

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

UNSURE, 8%; RISING CRIME, 11%; GUNS/SHOOTINGS, 9%; GANGS, 6%; CARJACKINGS, 4%; ROBBERY/MUGGINGS, 5%; RETAIL THEFT, 2%; DANGEROUS/RECKLESS DRIVING, 19%; DRUGS, 11%; AUTO THEFT, 2%; NOT ENOUGH POLICE, 3%; VANDALISM, 3%; PROPERTY THEFT, 3%; YOUTH CRIME, 4%; PEDESTRIAN SAFETY, 2%; SCATTERED, 8%.

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

EXCELLENT.....	14%
GOOD.....	75%
ONLY FAIR.....	7%
POOR.....	0%
DON'T KNOW/REFUSED.....	5%

IF "ONLY FAIR" OR "POOR," ASK: (N=53)

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

UNSURE, 4%; RUDE, 7%; RACIAL PROFILING, 6%; DON'T LISTEN, 7%; NOT ENOUGH PATROLLING, 28%; NOT TOUGH ENOUGH, 12%; POOR COMMUNITY RELATIONS, 23%; POOR TRAINING, 7%; FOCUS ON RICH AREAS, 6%.

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

YES.....	17%
NO.....	83%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=138)

88. What was the nature of the interaction?

REPORT A CRIME, 39%; TRAFFIC ACCIDENT, 12%; TRAFFIC STOP, 6%; NEIGHBORHOOD DISTURBANCE, 15%; MEDICAL ISSUE, 12%; REPORT SUSPICIOUS ACTIVITY, 3%; COMMUNITY EVENT, 4%; CRIME INVESTIGATION, 2%; SCATTERED, 7%.

89. How would you rate your interaction with the Brooklyn Park police -- excellent, good, only fair, or poor?

EXCELLENT.....	33%
GOOD.....	49%
ONLY FAIR.....	12%
POOR.....	7%
DON'T KNOW/REFUSED.....	0%

90. Overall, are you satisfied or dissatisfied with the Brooklyn Park Police Department's service?

SATISFIED.....	86%
DISSATISFIED.....	4%
BOTH (VOL.).....	5%
DON'T KNOW/REFUSED.....	5%

IF "DISSATISFIED," ASK: (N=28)

91. Why are you dissatisfied?

DON'T LISTEN, 7%; NEED MORE POLICE, 43%; RACIAL PROFILING, 25%; NOT TOUGH ENOUGH, 7%; DON'T CARE, 7%; POOR COMMUNITY RELATIONS, 11%.

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)

	VRA	SMA	NTA	NAA	DKR
92. Service oriented?	49%	43%	3%	1%	5%
93. Excellence?	51%	33%	4%	2%	11%
94. Trustworthy?	49%	39%	2%	2%	9%
95. Professional?	57%	35%	2%	1%	6%
96. Have you or anyone in your household ever had an emergency which required the Brooklyn Park Fire Department to respond in the last two years?	YES.....7%				
	NO.....93%				
	DON'T KNOW/REFUSED.....0%				

IF "YES," ASK: (N=53)

97. Were you satisfied or dissatisfied with the Fire Department's service?	SATISFIED.....100%
	DISSATISFIED.....0%
	BOTH (VOL.).....0%
	DON'T KNOW/REFUSED.....0%

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

98. Why were you dissatisfied?

NOT APPLICABLE.

99. Do you know how to perform CPR?	YES.....65%
	NO.....35%
	DON'T KNOW/REFUSED.....0%

The City of Brooklyn Park has four fire stations across the city. There have been discussions about updating and improving them over the next few years. Currently, the City is considering updating the Central Fire Station which is projected to cost about \$25 million. The owner of a \$320,000 home would see a property tax increase of about \$4 per month.

100. Would you support or oppose the improvements to the Central Fire Station? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....14%
	SUPPORT.....67%
	OPPOSE.....6%
	STRONGLY OPPOSE.....3%
	DON'T KNOW/REFUSED.....10%

IF "OPPOSE" OR "STRONGLY OPPOSE," ASK: (N=76)

The current fire stations no longer adequately support the efficient delivery of services. They lack equitable restrooms and locker room spaces, proper space for training,

and proper storage for modern equipment and vehicles. Updated facilities are also a critical recruitment and retention tool to maintain full staffing in the department and help minimize the health risks, especially cancer, to the city's firefighters.

101. Does this make you much more likely to support these improvements, somewhat more likely, or does it make no difference to you?	MUCH MORE LIKELY.....11% SOMEWHAT MORE LIKELY..20% NO DIFFERENCE.....70% DON'T KNOW/REFUSED.....0%
---	---

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

102. From what you have seen, heard, or experienced, how would you rate the job of the Brooklyn Park City Staff -- excellent, good, only fair, or poor?	EXCELLENT.....13% GOOD.....71% ONLY FAIR.....13% POOR.....1% DON'T KNOW/REFUSED.....2%
---	--

103. Excluding the Police and Fire departments, have you had any contact with city staff during the past two years?	YES.....40% NO.....59% DON'T KNOW/REFUSED.....1%
---	--

IF "YES," ASK: (N=321)

104. On your last contact with the City, which service area did you contact - Water and Sewer, Department of Motor Vehicles, Utility billing, Assessor's Office, Planning/Zoning, Park Maintenance, Street Maintenance, Building Inspections, Engineering, Recycling, Recreation Services, General Information Desk, Environmental Health/Code Enforcement, Administration or City Council?	WATER AND SEWER.....1% DMV.....18% UTILITY BILLING.....30% ASSESSOR'S OFFICE.....2% PLANNING/ZONING.....7% PARK MAINTENANCE.....1% STREET MAINTENANCE.....3% BUILDING INSPECTIONS...3% ENGINEERING.....0% RECYCLING.....8% RECREATION SERVICES....5% GENERAL INFORMATION...16% ENVIRO HEALTH/CODE.....3% ADMINISTRATION.....1% CITY COUNCIL.....3% DON'T KNOW/REFUSED.....0%
---	---

105. How would you rate the customer service you received -- excellent, good, only fair, or poor?	EXCELLENT.....23% GOOD.....57% ONLY FAIR.....11% POOR.....1% DON'T KNOW/REFUSED.....7%
---	--

IF A RATING IS GIVEN, ASK: (N=298)

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

UNSURE, 4%; SLOW RESPONSE, 4%; RUDE, 3%; NOT HELPFUL, 3%; FRIENDLY/POLITE, 26%; HELPFUL, 34%; FAST/EFFICIENT, 22%; SCATTERED, 4%.

107. When you consider the property taxes you pay and the quality of the city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?

EXCELLENT.....	5%
GOOD.....	69%
ONLY FAIR.....	19%
POOR.....	2%
DON'T KNOW/REFUSED.....	6%

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

FAVOR.....	69%
OPPOSE.....	17%
DON'T KNOW/REFUSED....	15%

IF "FAVOR," ASK: (N=551)

109. How much would you be willing to pay in additional property taxes to maintain city services? How about \$\_\_\_\_\_ per month? (CHOOSE A RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON RESPONSE) How about \$\_\_\_\_\_ per month?

NOTHING.....	0%
\$4.00.....	44%
\$8.00.....	34%
\$12.00.....	14%
\$16.00.....	3%
\$20.00.....	1%
OVER \$20.00.....	0%
DON'T KNOW.....	3%
REFUSED.....	1%

IF "OPPOSE," ASK: (N=133)

110. What services would you be willing to see cut?

UNSURE, 11%; NONE/CUT WASTE, 34%; ADMINISTRATION, 9%; POLICE, 5%; PARK/TRAIL MAINTENANCE, 9%; RECREATION PROGRAMS, 9%; ROAD REPAIR, 2%; DRINKING WATER QUALITY, 2%; ACROSS THE BOARD, 3%; PLOWING, 4%; SCATTERED, 12%.

111. 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 those be?

UNSURE, 7%; NO, 73%; POLICE, 5%; DRINKING WATER QUALITY, 4%; SCATTERED, 11%.

112. 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.....	18%
SOMEWHAT HIGH.....	38%
ABOUT AVERAGE.....	32%
SOMEWHAT LOW.....	2%
VERY LOW.....	0%
DON'T KNOW/REFUSED....	11%

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

YES.....	84%
NO.....	8%
DON'T KNOW/REFUSED....	8%

IF "NO," ASK: (N=62)

114. Why do you feel that way?

DON'T LISTEN, 57%; LACK OF INFORMATION, 7%; OWN AGENDA, 7%; LACK OF OPPORTUNITIES, 7%; DON'T KNOW HOW, 10%; AGE/HEALTH, 3%; INFORMATION AFTER DECISIONS, 5%; WON'T ANSWER QUESTIONS, 5%.

115. 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.....	5%
APPROVE.....	79%
DISAPPROVE.....	8%
STRONGLY DISAPPROVE....	1%
DON'T KNOW/REFUSED....	7%

Turning to communications....

116. What is your main source of information about the City of Brooklyn Park?

DON'T KNOW/NOTHING.....	0%
CITY NEWSLETTER.....	22%
SUN POST/LOCAL NEWSPAPER.....	19%
STAR TRIBUNE.....	3%
CITY WEBSITE.....	17%
EMAIL.....	6%
CABLE TELEVISION.....	2%
WORD OF MOUTH.....	11%
MAILINGS.....	6%
SOCIAL MEDIA.....	12%
SCATTERED.....	2%

117. How would you prefer to receive information about the City of Brooklyn Park?	DON'T KNOW/NOTHING.....0% CITY NEWSLETTER.....25% SUN POST/LOCAL NEWSPAPER.....18% STAR TRIBUNE.....5% CITY WEBSITE.....16% EMAIL.....7% WORD OF MOUTH.....5% MAILINGS.....9% SOCIAL MEDIA.....13% SCATTERED.....2%
118. Do you recall receiving the City newsletter, titled "Park Pages," during the last six months?	YES.....76% NO.....24% DON'T KNOW/REFUSED.....0%
IF "YES," ASK: (N=606)	
119. Do you or any members of your household regularly read it?	YES.....87% NO.....12% DON'T KNOW/REFUSED.....1%
120. 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, 61%; FACEBOOK, 26%; TWITTER/X, 6%; NEXTDOOR, 2%; SCATTERED, 5%.	
Now, just a few more questions for demographic purposes....	
121. Do you reside in an apartment, townhouse or condominium, or a detached single family home?	APARTMENT.....25% TOWNHOUSE/CONDO.....20% SINGLE-FAMILY HOME....55% SOMETHING ELSE.....1% DON'T KNOW/REFUSED.....0%
122. Do you own or rent your current residence?	OWN.....65% RENT.....35% DON'T KNOW/REFUSED.....0%
123. What is your age, please?	18-24.....10% 25-34.....19% 35-44.....21% 45-54.....19% 55-64.....19% 65 AND OVER.....13% REFUSED.....0%

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

	YES	NO	DKR
124. African.	10%	90%	0%
125. Asian.	17%	83%	0%
126. African American or Black.	22%	78%	0%
127. Hispanic or Latino.	9%	91%	0%
128. Native American or American Indian.	1%	99%	0%
129. Native Hawaiian or other Pacific Islander.	1%	99%	0%
130. White.	42%	58%	0%
131. Another race or ethnicity.	2%	98%	0%
132. What is the primary language spoken in your home?	DON'T KNOW/REFUSED.....0%		
	ENGLISH.....82%		
	SPANISH.....6%		
	VIETNAMESE.....2%		
	SOMALI.....4%		
	HMONG.....3%		
	LIBERIAN ENGLISH.....2%		
	SCATTERED.....2%		
133. Finally, thinking about your household finances, how would you describe your financial situation, would you say that --	STATEMENT A.....7%		
	STATEMENT B.....41%		
	STATEMENT C.....36%		
	STATEMENT D.....16%		
A) Your monthly expenses are exceeding your income;	DON'T KNOW/REFUSED.....1%		
B) You are meeting your monthly expenses but are putting aside little or no savings;			
C) You are managing comfortably while putting some money aside;			
D) You are on track to meet long-term financial goals, such as mortgage payments, tuition costs and retirement plans?			
134. What is your gender identity?	MALE.....49%		
	FEMALE.....50%		
	NON-BINARY.....1%		
136. REGION OF CITY:	EAST/SOUTH.....15%		
	CENTRAL/SOUTH.....14%		
	WEST/SOUTH.....19%		
	EAST/NORTH.....20%		
	CENTRAL/NORTH.....23%		
	WEST/NORTH.....9%		