THE MORRIS LEATHERMAN COMPANYCity of Brooklyn Center3128 Dean CourtResidential SurveyMinneapolis, Minnesota 55416FINAL JANUARY 2017

Hello, I'm ______ of the Morris Leatherman Company, a polling firm located in Minneapolis. We have been retained by the City of Brooklyn Center 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.

1.	Approximately how many years have you lived in Brooklyn Center?	LESS THAN TWO YEARS8% TWO TO FIVE YEARS20% FIVE TO TEN YEARS23% TEN TO TWENTY YEARS22% 20 TO 30 YEARS14% OVER THIRTY YEARS13% DON'T KNOW/REFUSED0%
2.	As things now stand, how long in the future do you expect to live in Brooklyn Center?	LESS THAN TWO YEARS4% TWO TO FIVE YEARS10% FIVE TO TEN YEARS20% OVER TEN YEARS18% REST OF LIFE
3.	What do you like most, if any- thing, about living in Brooklyn Center?	DON'T KNOW/REFUSED2% NOTHING

4.	What do you think is the most serious issue facing Brooklyn Center today?	DON'T KNOW/REFUSED7% NOTHING
5.	How would you rate the quality of life in Brooklyn Center excel- lent, good, only fair, or poor?	EXCELLENT
For	each of the following statements n	lease strongly agree

For each of the following statements, please strongly agree, agree, disagree or strongly disagree....

STA AGR DIS STD DKR

- 6. People have pride and ownership in our neighborhood.
 25% 61% 9% 2% 3%
- 7. I am proud to live in Brooklyn Center. 29% 60% 8% 1% 3%

IF "NO," ASK: (n=33)

8. Why do you feel that way?

UNSURE, 3%; CRIME, 52%; DRUG USE, 3%; RUNDOWN PROPERTIES, 15%; NOT WELCOMING OF DIVERSITY, 6%; TOO MUCH DIVERSITY, 12%; TOO MUCH RENTAL, 6%; SCATTERED, 3%.

9. How would you rate the strength of EXCELLENT......18% community identity and the sense of neighborliness in Brooklyn Center -- excellent, good, only fair or poor?
GOOD......58% GOOD......58% ONLY FAIR......21% POOR......4%

10.	To which of the following do you	STATEMENT A25%
	feel a closer connection to:	STATEMENT B59%
	A) The City of Brooklyn Center as	STATEMENT C
	a whole,	NONE OF ABOVE
	B) Your neighborhood, or	DON'T KNOW/REFUSED0%
	C) Your school district?	

11. All in all, do you think things in RIGHT DIRECTION......84% Brooklyn Center are generally WRONG TRACK.....10% headed in the right direction, or DON'T KNOW/REFUSED.....6% do you feel things are off on the wrong track?

Continuing....

12. How satisfied with the number of opportunities to participate in activities and meetings in your neighborhood and the city - very satisfied, somewhat dissatisfied, or very dissatisfied?
VERY SATISFIED.....29%
SOMEWHAT SATISFIED.....29%
SOMEWHAT DISSATISFIED.....1%
DON'T KNOW/REFUSED.....8%

IF "SOMEWHAT DISSATISFIED" OR "VERY DISSATISFIED," ASK: (n=15)

13. What could the City do to help you become more involved?

UNSURE, 7%; COMMUNICATE OPPORTUNITIES/EVENTS, 53%; DO MORE IN DIFFERENT LANGUAGES, 7%; MORE OPPORTUNITIES/EVENTS, 33%.

IF "NO," ASK: (n=23)

15. Why do you feel that way?

DON'T LISTEN, 44%; DON'T KNOW HOW, 17%; NOTHING CHANGES, 13%; DON'T VALUE DIFFERENT OPINIONS, 17%; NOT ENOUGH OPPORTUNITIES, 9%.

 IF "NO," ASK: (n=43)

18. Why do you feel that way?

UNSURE, 2%; NOT LISTENED TO, 54%; VIEWED AS TROUBLEMAKERS, 12%; NOT TAKEN SERIOUSLY, 23%; NOT ASKED, 5%; SCATTERED, 5%.

Changing topics....

I would like to read you list of characteristics in a community. For each one, please tell me if you think Brooklyn Center currently has too many or too much, too few or too little, or about the right amount. (ROTATE LIST)

		MANY	FEW/	ABOUT	D.K./
		MUCH	LITT	RIGHT	REF.
19.	Affordable rental apartments	28%			3%
20.	Luxury rental apartments	24%	23%	39%	15%
21.	Rental homes?	26%	25%	44%	5%
22.	Condominiums or townhouses?	11%	33%	48%	88
23.	Starter homes for young families?	5%	25%	64%	6%
24.	Move up" housing for families				
	looking for a larger home?	10%	19%	65%	6%
25.	Senior housing?	5%	28%	52%	16%
26.	Affordable housing, defined by				
	the Metropolitan Council as a				
	single family home costing less				
	than \$160,250?	5%	24%	64%	8%
27.	Service establishments?	4%	16%	79%	2%
28.	Retail shopping opportunities?	7%	14%	78%	1%
29.	How would you rate general redev-	EXCEL	LENT		
	elopment in the City of Brooklyn				
	Center excellent, good, only				
	fair, or poor?				
	,				

IF A RATING IS GIVEN, ASK: (n=372)

	30. Why do you feel that way?	DON'T KNOW/REFUSED9% LACK OF BUSINESSES11% EMPTY BUILDINGS15% HIGH TAXES9% BRINGS JOBS
•	Do you support or oppose the con- tinued redevelopment in the City of Brooklyn Center? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT20% SUPPORT64% OPPOSE7% STRONGLY OPPOSE5% DON'T KNOW/REFUSED4%

32. Are there any types of development you would like to see in the city? (IF "YES," ASK:) What are they?

UNSURE, 9%; NO, 49%; SMALL RETAIL SHOPS, 2%; SENIOR HOUSING, 4%; RESTAURANTS, 5%; GOOD PAYING JOBS, 2%; AFFORDABLE HOUSING, 7%; MOVE-UP HOUSING, 3%; LOW INCOME HOUSING, 2%; DEPARTMENT STORES, 2%; FAMILY ENTERTAINMENT, 5%; DISCOUNT RETAIL, 2%; WATER TREATMENT PLANT, 2%; SCATTERED, 6%.

33. Are there any types of development you would strongly oppose?

UNSURE, 7%; NO, 61%; LOW INCOME HOUSING, 16%; LIQUOR STORES, 2%; APARTMENTS, 6%; RESTAURANTS, 2%; ADULT ENTERTAINMENT, 2%; RETAIL, 2%; LUXURY TOWNHOMES, 2%.

34. Do you think the City of Brooklyn
Center has too many dining
establishhments, too few or about
the right amount?TOO MANY......9%
TOO FEW......14%
ABOUT RIGHT AMOUNT.....76%
DON'T KNOW/REFUSED.....1%

IF "TOO FEW," ASK: (n=56)

31

35. What types of dining establishments would you like to see in Brooklyn Center?

UNSURE, 2%; FINE DINING, 19%; FAMILY SIT-DOWN, 55%; ETHNIC, 7%; NON-CHAIN, 4%; SPORTS BAR, 4%; BUFFETS, 9%. 36. Do you think the City of Brooklyn Center has too many entertainment establishments, too few or about the right amount?
TOO MANY......8%
TOO FEW......8%
ABOUT RIGHT AMOUNT.....82%
DON'T KNOW/REFUSED.....2%

IF "TOO FEW," ASK: (n=32)

37. What types of entertainment establishments would you like to see in Brooklyn Center?

UNSURE, 3%; ANYTHING FAMILY-ORIENTED, 15%; BOWLING CENTER, 38%; BARS, 3%; MOVIE THEATER, 19%; COMMUNITY THEATER, 6%; RECREATION FACILITIES, 9%; SCATTERED, 6%.

38. What do you believe is the greatest need in Brooklyn Center to provide economic stability for all city residents? (READ LIST AND ROTATE)

JOBS	6%
TRANSPORTATION TO JOBS1	3%
RESOURCES FOR SMALL BUSINESS DEVELOPMENT1	5%
DEVELOPMENT ASSISTANCE FOR NEW BUSINESSES1	4%
TECHNICAL TRAINING	7%
OTHER	0%
DON'T KNOW/REFUSED1	6%

As the City of Brooklyn Center continues redevelopment....

39.	Do you support or oppose the City	STRONGLY SUPPORT21%
	providing financial incentives to	SUPPORT62%
	attract specific types of develop-	OPPOSE
	ment? (WAIT FOR RESPONSE) Do you	STRONGLY OPPOSE6%
	feel strongly that way?	DON'T KNOW/REFUSED5%

Moving on....

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on the nuisances.

		TOO TOU	ABO RIG	NOT TOU	DK/ REF
42. 43.	Loose animals? Junk cars on residential	4%	79%	11%	7%
44.	property? Messy yards on residential	3%	67%	27%	4%
45.	property? Deteriorated commercial	2%	61%	35%	2%
чу.	property?	3%	61%	34%	2%
46.	Weeds and tall grass?	3%	67%	28%	2%
47.	Noise?	3%	64%	33%	1%
48.	On street parking?	12%	75%	12%	2%
49.	Properties with vacant				_ •
	homes?	2%	59%	36%	3%
50.	Are you aware of homes or p ties in your neighborhood t vacant?		$NO\ldots$		
	IF "YES," ASK: (n=253)				
	51. Do you have any concer about the homes or pro in your neighborhood t vacant? (IF "YES," AS What would those be?	perties hat are	LOWER P CRIME UNKEPT VACANT	ROPERTY PROPERTI HOUSING.	
52.	How would you rate the wate ity in city lakes, streams rivers excellent, good, fair or poor?	and	GOOD ONLY FA POOR	 IR	
Movi	ng on				
53.	Do you consider the city po	rtion	VERY HI	GH	

53. Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low compared to neighboring cities?
VERY HIGH.....11% SOMEWHAT HIGH.....36% ABOUT AVERAGE......34% SOMEWHAT LOW.....1% VERY LOW......1% 54. 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? EXCELLENT.....10% GOOD......6%

In 2016, the actual percentage of your property taxes going to the City of Brooklyn Center was about thirty-eight percent.

IF "OPPOSE," ASK: (n=49)

56. What city services would you be willing to see cut?

UNSURE, 16%; NOTHING, 41%; ADMINISTRATION, 6%; PARKS AND RECREATION, 10%; ANIMAL CONTROL, 4%; SOCIAL SERVICES, 4%; STREET REPAIR, 6%; SCATTERED, 12%.

IF "FAVOR," ASK: (n=94)

58. What services would you like to see enhanced or offered?

UNSURE, 17%; POLICE, 27%; PARK AND TRAIL MAINTENANCE, 10%; PROPERTY CODE ENFORCEMENT, 5%; WATER TREATMENT PLANT, 13%; STREET REPAIR, 16%; STREET LIGHTS, 4%; SCATTERED, 8%. 59. How much would you be willing \$10.00 OR LESS.....10% to pay in additional property \$20.00......51% taxes to enhance city ser-\$40.00....15% vices or offer additional \$60.00....4% city services? How about \$80.00....08 \$100.00....0% \$____ per year? (CHOOSE A RANDOM STARTING POINT; MOVE \$120.00.....0% \$140.00....0% UP OR DOWN DEPENDING ON RE-SPONSE) How about \$____ per \$160.00....0% year? (REPEAT PROCESS) DON'T KNOW/REFUSED.....20%

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
60.	Police protection?	37%	54%	7%	2%	1%
61.	Fire protection?	49%	44%	1%	0%	7왕
62.	Recycling pick-up?	27%	56%	3%	0%	15%
63.	Storm drainage and flood					
	control?	18%	61%	12%	1%	9%
64.	Park maintenance?	23%	62%	12%	1%	3%
65.	City-sponsored recreation					
	programs?	27%	53%	7%	1%	13%
66.	Maintenance of city buildings					
	And facilities?	16%	62%	19%	1%	2%
67.	Animal control?	19%	64%	9%	1%	7%
68.	Emergency medical response?	43%	46%	4%	1%	7왕
69.	City drinking water?	12%	68%	15%	5%	0%
70.	Property maintenance					
	enforcement?	18%	54%	21%	4%	4%
71.	Building and construction					
	inspections?	16%	60%	14%	1%	10%

Now, for the next three city services, please consider only city-maintained streets and roads. This means excluding interstate highways and state and county roads taken care of by other levels of government. Hence, Interstate 694, Highway 100, Highway 252, County Road 81 or Brooklyn Boulevard, should not be considered. How would you rate

		EXCL	GOOD	FAIR	POOR	DK/R
72.	City street repair and					
	maintenance?	13%	70%	15%	3%	0%
73.	Snow plowing?	21%	65%	13%	1%	0%
74.	Street lighting?	11%	68%	13%	8%	0%

9

75.	How would you rate the quality of city drinking water excellent, good, only fair, or poor?	EXCELLENT
	IF "ONLY FAIR" OR "POOR," ASK: (n=	66)
	76. Why did you rate the quality (only fair/poor)?	of city drinking water as
	POOR TASTE, 59%; CLOUDY, 23% WATER, 2%; YELLOW COLOR, 3%.	; BAD ODOR, 14%; HARD
77.	Does your household regularly participated in the curbside recycling program?	YES64% NO36% DON'T KNOW/REFUSED0%
78.	Have you done anything during the past two years to reduce your use of energy? (IF "YES," ASK:) What would that be?	CFL LIGHT BULBS13%
Thin	king about another topic	
79.	Are there areas in the City of Brooklyn Center where you do not feel safe?	YES
	IF "YES," ASK: (n=142)	
	80. In which areas do you not feel safe?	DON'T KNOW/REFUSED0% RETAIL STORES4% RETAIL PARKING LOTS16% PARKS2% TRAILS9% EVERYWHERE30% APARTMENTS8% LOW INCOME HOUSING16% BUS TERMINAL5% BROOKDALE AREA9%

	81. What would make you feel more safe?	DON'T KNOW/REFUSED6% MORE POLICE PATROLS47% MORE STREET LIGHTS22% LESS DIVERSITY11% LESS LOW INCOME HOUSING13%
82.	Do you feel safe in your immediate neighborhood walking alone at night?	YES
83.	Do you participate in Neighborhood Watch?	YES
84.	How would you rate the amount of police patrolling in your neigh- borhood too much, about the right amount or not enough?	TOO MUCH
85.	How would you rate the amount of traffic enforcement by the police in your neighborhood too much, about right amount or not enough?	TOO MUCH
86.	How serious a problem is traffic speeding in your neighborhood very serious, somewhat serious, not too serious, or not at all serious?	VERY SERIOUS

87. Please tell me which one you consider to be the greatest concern in Brooklyn Center? If you feel that none of these problems are serious, just say so.

Violent crime
Traffic speeding10%
Traffic volume on residential streets10%
Drugs
Youth crimes and vandalism
Identity theft
Business crimes, such as shoplifting
and check fraud8%
Residential crimes, such as burglary,
and theft
Vandalism
Pedestrian safety at traffic crossings and
Intersections6%
ALL EQUALLY
NONE OF THE ABOVE
DON'T KNOW/REFUSED

IF "VIOLENT CRIME," ASK: (n=29)

88. What specific violent crime are you most concerned about?

UNSURE, 3%; ROBBERY/MUGGINGS, 21%; DOMESTIC ABUSE, 21%; ASSAULT, 15%; SHOOTINGS, 23%; STREET FIGHTS, 9%; MURDER, 6%; HOME INVASIONS, 3%.

Continuing....

The Brooklyn Center park system is composed of larger community parks and smaller neighborhood parks, trails, community ballfields and the Community Center. For each of the following, which have you or members of your household used during the past year? Then for each one you or members of your household have used, please rate it as excellent, good, only fair, or poor.

		NOT	USE	USE	USE	USE	DK/
		USE	EXC	GOO	FAI	POO	REF
89.	Trails?	29%	24%	45%	38	0%	0%
90.	Community Center?	50%	14%	34%	2%	0%	0%
91.	Football fields?	69%	10%	20%	1%	0%	1%
92.	Baseball fields?	76%	9%	15%	0%	0%	0%
93.	Soccer fields?	77%	12%	11%	1%	0%	0%

		NOT	USE	USE	USE	USE	DK/
		USE	EXC	GOO	FAI	POO	REF
94.	Ice rinks?	82%	5%	12%	18	0%	0%
95.	Tennis courts?	87%	6%	6%	1%	08	1%
96.	Basketball courts?	69%	14%	15%	2%	0%	0%
97.	Youth recreation						
	center?	69%	14%	15%	2%	0%	0%
98.	Larger community parks?	38%	19%	41%	28	0%	0%
99.	Smaller neighborhood						
	parks?	37%	27%	33%	38	0%	18
	-						
	IF USE LARGER COMMUNITY	PARKS	OR SM	ALLER	NEIGHBO	ORHOOD	PARKS,
	ASK: (n=305)						
		NOT	USE	USE	USE	USE	DK/
		USE	EXC	GOO	FAI	POO	REF
	100. Playground						
	equipment?	39%	13%	40%	6%	18	0%

101. Which park, if any do you consider to be your neighborhood park?

NONE, 23%; EVERGREEN, 9%; CENTENNIAL, 14%; BELLVUE, 4%; PALMER LAKE, 14%; HAPPY HOLLOW, 6%; WILLOW LANE, 6%; KYLAWN, 4%; NORTHPORT, 2%; SCATTERED PARKS, 18%.

IF A PARK IS MENTIONED, ASK:

	102.	What improvements, if any, would like to see made to the park?	DON'T KNOW/REFUSED1% NONE
103.	Cente "YES of ye	you aware the City runs the erbrook Golf Course? (IF ," ASK:) Have you or members our household played the golf se during the past two years?	NO42% YES/YES17% YES/NO41% DON'T KNOW/REFUSED0%

IF "YES/YES," ASK: (n=69)

	104. How would you rate your ex- perience at Centerbrook Golf Course - excellent, good, only fair or poor?	EXCELLENT
	IF "YES/NO," ASK: (n=164)	
	105. Why have you not used the Centerbrook Golf Course?	DON'T KNOW/REFUSED26% NOT INTERESTED45% DON'T PLAY GOLF6% NO TIME15% AGE/HEALTH7%
106.	In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?	YES97% NO1% DON'T KNOW/REFUSED3%
	IF "NO," ASK: (n=2)	
	107. What additional recreational to see the City offer its re	_
	MORE OPEN SPACE, 50%; WATER	PARK, 50%.
108.	Have you or members of your house hold participated in any City park and recreation programs?	NO65%
	IF "YES," ASK: (n=142)	
	109. Which ones?	DON'T KNOW/REFUSED0% SWIMMING11% BASEBALL/SOFTBALL16% SOCCER

110. How would you rate the qual- ity of program - excellent, good, only fair or poor?	EXCELLENT
111. Does the current mix of City park	YES94%
and recreation programming meet	NO1%
the needs of your househol?	DON'T KNOW/REFUSED6%

IF "NO," ASK: (n=2)

112. What program(s) do you feel are lacking?

KIDS SPORTS LEAGUES, 50%; TEEN PROGRAMS, 50%.

113. Do you or members of your household currently leave the city
 to use park and recreation facilities? (IF "YES," ASK:)
 What facility would that be?

NO, 92%; SPORTS FIELDS, 2%; TRAILS, 2%; SCATTERED, 4%.

114. Do you or members of your household currently leave the city
 to participate in park and recreation activities? (IF
 "YES," ASK:) What activity would that be?

NO, 91%; SPORTS LEAGUES, 2%; BOATING/FISHING, 2%; WALKING/RUNNING, 2%; SCATTERED, 3%.

IF "YES," ASK: (n=248)

- 116. How many minutes a week do you typically engage in physical activity or exercise?
 60 MINUTES OR LESS.....27%
 61 TO 90 MINUTES.....24%
 91 TO 120 MINUTES.....20%
 MORE THAN 120 MINUTES....29%
- 117. For each of the following activities, please tell me which one you participate in most often? (ROTATE AND READ LIST)
- 118. Which one do you participate in the second most often? (RE-READ LIST IF NECESSARY, OMITTING FIRST CHOICE)

FIRST SECOND

	WALKING JOGGING/RUNNING BIKING SWIMMING TENNIS DANCING FITNESS CLASSES/WORKING ON A FITNESS CENTER TEAM SPORT, SUCH AS SOFTE ELSE NONE (VOL.) DON'T KNOW/REFUSED	
119.	What is your principal source of information about parks and rec- reation programs and facilities in the City of Brooklyn Center?	NONE
120.	How would you prefer to receive information about parks and recreation programs and facilities in the city?	DON'T KNOW/REFUSED0% NONE

Moving on....

IF "SOMEWHAT DISSATISFIED" OR "VERY DISSATISFIED," ASK: (n=5)

122. What could the City do to help you become more involved?

UNSURE, 20%; WEEKEND TIMES, 20%; ADVERTISE, 40%; LISTEN TO RESIDENTS, 20%.

As you may know, the populations of most inner ring suburban areas are becoming more diverse in terms of age, household income, race, and ethnicity.

- 123. In general, do you think that GOOD THING......41% growing population diversity is a good thing or a bad thing for the community? GOOD THING......10% DON'T KNOW/REFUSED.....29%
 - IF A RESPONSE IS GIVEN, ASK: (n=283)
 - 124. Could you tell me one or two reasons why you feel that way?

UNSURE, 2%; TEACHES TOLERANCE, 8%; BRINGS CRIME, 19%; LEARN ABOUT OTHER CULTURES, 32%; BRINGS CRIME/LEARN ABOUT CULTURE, 4%; BRINGS ETHNIC RESTAURANTS/SERVICES, 12%; RELIGIOUS TENSION, 2%; NO PROBLEMS, 3%; LOWERS PROPERTY VALUES, 3%; WAY OF THE WORLD, 3%; LANGUAGE BARRIERS/LEARN ABOUT CULTURE, 2%; SCATTERED, 10%.

- - IF "NOT TOO WELL" OR "NOT AT ALL WELL," ASK: (n=26)
 - 126. Could you tell me one or two reasons why you feel that way?

UNSURE, 4%; RISING CRIME, 8%; NOT ENOUGH POLICE, 19%; RESIDENTS FEEL AFRAID/UNCOMFORTABLE, 27%; LANGUAGE BARRIERS, 15%; NOT ENOUGH JOBS, 12%; NEED MORE SOCIAL SERVICES, 12%; SCATTERED, 4%.

Changing topics....

127.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Brooklyn Center runs things?	YES
	IF "NO," ASK: (n=26)	
	128. Why do you feel that way?	
	DON'T LISTEN, 81%; NO RESULTS KNOW HOW, 8%.	5, 8%; TOO OLD, 4%; DON'T
129.	How much do you feel you know about the work of the Mayor and City Council a great deal, a fair amount, very little, or none at all?	A GREAT DEAL
130.	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?	
131.	How much first hand contact have you had with the Brooklyn Center City staff quite a lot, some, very little, or none?	QUITE A LOT
132.	From what you have heard or seen, how would you rate the job per- formance of the Brooklyn Center City staff excellent, good, only fair, or poor?	EXCELLENT
133.	During the past year, have you contacted Brooklyn Center City Hall?	YES

IF "YES," ASK: (n=98)

134.	On your last telephone call	POLICE DEPARTMENT35%
	or visit, which Department	FIRE DEPARTMENT2%
	did you contact the Police	PUBLIC WORKS19%
	Department, Fire Department,	COMMUNITY CENTER4%
	Public Works, Community Cen-	HOUSING AND
	ter, Housing and Property	PROPERTY MAINT4%
	Maintenance, Park and	PARKS AND REC11%
	Recreation, Building Inspec-	BUILDING INSPECT0%
	tions, Engineering, Planning,	ENGINEERING1%
	Administration, the Asses-	PLANNING4%
	sor's Office, the Finance	ADMINISTRATION1%
	Department, or the General	ASSESSOR'S OFFICE1%
	Information Desk reception-	FINANCE DEPT
	ist?	GENERAL INFORMATION14%
		DON'T KNOW/REFUSED0%

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
135. Waiting time for the reception-					
ist to help you?	18%	75%	7왕	0%	0%
136. Courtesy of city staff?	31%	63%	6%	0%	0%
137. Ease of obtaining the service					
you needed?	28%	65%	6%	1%	0%
Moving on					

138.	What is your principal source of information about Brooklyn Center City Government and its activi- ties?	NONE10%CITY WEBSITE23%LOCAL NEWSPAPER18%CABLE TELEVISION12%CITY NEWSLETTER32%WORD OF MOUTH4%SCATTERED2%
139.	How would you prefer to receive information about Brooklyn Center City Government and its active- ties?	NONE

140.	Do you receive the "Sun Post" newspaper?	YES67% NO33% DON'T KNOW/REFUSED1%
141.	During the past year, did you receive the "City Watch," the City's quarterly newsletter?	YES
	IF "YES," ASK: (n=285)	
	142. Do you or any members of your household regularly read it?	
143.	Does your household currently sub- scribe to cable television?	YES68% NO32% REFUSED1%

IF "YES," ASK: (n=270)

As you may know, the City currently cablecasts City Council meetings.

144. How often do you watch City	FREQUENTLY2%
Council meetings - frequent-	OCCASIONALLY24%
ly, occasionally, rarely,	RARELY
or never?	NEVER52%
	DON'T KNOW/REFUSED1%

145.	Do you have access to the Internet	HOME ONLY
	at home? (WAIT FOR RESPONSE) Do	WORK ONLY
	you have access to the Internet	BOTH42%
	at work?	NEITHER22%
		DON'T KNOW/REFUSED0%

IF "YES," ASK: (n=312)

146. How do you connect to the internet at home--on a dialup modem, DSL, Comcast Cable High Speed Internet, cellular wireless, or some other way? (IF "OTHER," ASK:) How?
YES/DIAL-UP.....4% YES/DSL.....29% YES/COMCAST CABLE.....29% YES/COMCAST CABLE.....29% YES/COMCAST CABLE.....29% YES/SOME OTHER WAY.....0%

147.	Have you	accessed	the	City's	YES		65%
	website?				NO		34%
					DON'T	KNOW/REFUSED	.0%

IF "YES," ASK: (n=203)

149.	What information would you	DON'T KNOW/REFUSED11%
	like to see on the City	NONE/FINE AS IS48%
	of Brooklyn Center's website?	CRIME STATISTICS15%
		GENERAL INFORMATION7%
		COUNCIL INFORMATION3%
		DEVELOPMENT NEWS7%
		ROAD CONSTRUCTION6%
		SCATTERED

150. What additional features or tools would you like to see on the city's website?

UNSURE, 21%; NOTHING, 71%; REAL TIME TRAFFIC UPDATES, 3%; SCATTERED, 5%.

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 Brooklyn Center.

1					
		NOT	USE	USE	DK/
		USE	LIK	NLK	REF
151.	Facebook?	24%	49%	26%	1%
152.	Twitter?	57%	24%	18%	18
153.	YouTube?	42%	26%	31%	1%
154.	Blogs?	77%	8%	11%	5%
155.	Podcasts?	84%	7%	7%	28
156.	E-mail blasts?	60%	35%	4%	28
157.	Text blasts?	61%	30%	7%	28

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.

159. Persons 65 or over?	NONE
160. Adults under 65?	NONE
161. School-aged children and pre- schoolers?	NONE

IF CHILDREN ARE PRESENT, ASK: (n=148)

162.	Have your children partici-	YES74%
	pated in any city recreation	NO26%
	activities or education pro-	DON'T KNOW/REFUSED0%
	grams during the past the	
	years?	

IF "YES," ASK: (n=109)

163. How would you rate your EXCELLENT......23%
children's experience -- GOOD......77%
- excellent, good, only ONLY FAIR......0%
fair or poor? POOR.....0%
DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (n=39)

164. Why have your children not participated in any city recreation activities or education programs?		
	TOO YOUNG, 18%; NOT CON BUSY, 36%; NOT INTEREST	VENIENT TIMES, 5%; TOO ED, 36%; GO ELSEWHERE, 5%.
165.	Do you own or rent your present residence?	OWN61% RENT39% REFUSED0%
166.	What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24
167.	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 ISLAND14% NATIVE AMERICAN1%
168.	Were you born and raised in the United States? (IF "NO," ASK:) How long have you been in the United States?	YES

And now, for one final question, keeping in mind that your answers are held strictly confidential....

 169. Thinking about your household finances, how would you describe your financial situation, would you say that A) Your monthly expenses are exceeding your income; 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) Managing very well? 	STATEMENT B
170. Gender	MALE49% FEMALE51%
171. REGION OF CITY	PRECINCT 1