

DECISION RESOURCES, LTD.  
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Minneapolis, Minnesota 55416

City of Brooklyn Center  
Residential Survey  
FINAL NOVEMBER 2012

Hello, I'm \_\_\_\_\_ of Decision Resources, Ltd., 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.

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|--|---------------------------|
| 1. Approximately how many years have you lived in Brooklyn Center?                       | LESS THAN TWO YEARS....8% |
|  | TWO TO FIVE YEARS.....13% |
|  | FIVE TO TEN YEARS.....23% |
|  | TEN TO TWENTY YEARS...19% |
|  | 20 TO 30 YEARS.....13%    |
|  | OVER THIRTY YEARS.....24% |
|  | DON'T KNOW/REFUSED.....0% |
|  |                           |
| 2. As things now stand, how long in the future do you expect to live in Brooklyn Center? | LESS THAN TWO YEARS....1% |
|  | TWO TO FIVE YEARS.....3%  |
|  | FIVE TO TEN YEARS.....8%  |
|  | OVER TEN YEARS.....22%    |
|  | REST OF LIFE.....55%      |
|  | DON'T KNOW/REFUSED....12% |
|  |                           |
| 3. What do you like most, if anything, about living in Brooklyn Center?                  | DON'T KNOW/REFUSED....1%  |
|  | NOTHING.....3%            |
|  | LOCATION.....24%          |
|  | CLOSE TO FAMILY.....7%    |
|  | CLOSE TO JOB.....9%       |
|  | SMALL TOWN FEEL.....10%   |
|  | QUIET/PEACEFUL.....14%    |
|  | HOUSING/NEIGHBORHOOD..19% |
|  | PARKS/TRAILS.....2%       |
|  | CLOSE TO SHOPPING.....5%  |
|  | CITY SERVICES.....2%      |
|  | SCATTERED.....5%          |

4.	What do you think is the most serious issue facing Brooklyn Center today?	DON'T KNOW/REFUSED.....9% NOTHING.....17% LACK OF JOBS.....5% LACK OF BUSINESSES.....7% CRIME.....32% FORECLOSURES.....8% HIGH TAXES.....8% DIVERSITY.....5% RUNDOWN PROPERTIES.....2% LOW INCOME HOUSING.....2% SCATTERED.....5%
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5.	How would you rate the quality of life in Brooklyn Center -- excellent, good, only fair, or poor?	EXCELLENT.....14% GOOD.....71% ONLY FAIR.....13% POOR.....1% DON'T KNOW/REFUSED.....1%
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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.	18%	67%	8%	1%	7%
7.	I am proud to live in Brooklyn Center.	22%	67%	7%	1%	4%
8.	How would you rate the strength of community identity and the sense of neighborliness in Brooklyn Center -- excellent, good, only fair or poor?	EXCELLENT.....12% GOOD.....66% ONLY FAIR.....18% POOR.....2% DON'T KNOW/REFUSED.....2%				
9.	To which of the following do you feel a closer connection to: A) The City of Brooklyn Center as a whole, B) Your neighborhood, or C) Your school district?	STATEMENT A.....36% STATEMENT B.....49% STATEMENT C.....9% NONE OF ABOVE.....7% DON'T KNOW/REFUSED.....0%				
10.	All in all, do you think things in Brooklyn Center are generally headed in the right direction, or do you feel things are off on the wrong track?	RIGHT DIRECTION.....83% WRONG TRACK.....9% DON'T KNOW/REFUSED.....8%				

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 MUCH	FEW/ LITT	ABOUT RIGHT	D.K./ REF.
11. Affordable rental apartments	30%	8%	51%	12%
12. Luxury rental apartments	5%	30%	40%	25%
13. Rental homes?	16%	12%	52%	20%
14. Condominiums or townhouses?	7%	16%	60%	18%
15. Starter homes for young families?	3%	23%	62%	12%
16. Move up" housing for families looking for a larger home?	2%	29%	59%	11%
17. Senior housing?	1%	31%	46%	23%
18. Affordable housing, defined by the Metropolitan Council as a single family home costing less than \$160,250?	7%	23%	60%	10%
19. Service establishments?	7%	18%	73%	2%
20. Retail shopping opportunities?	8%	36%	55%	1%
21. Entertainment establishments?	8%	47%	41%	4%
22. Dining establishments?	7%	44%	48%	1%
23. How would you rate general redev- elopment in the City of Brooklyn Center -- excellent, good, only fair, or poor?	EXCELLENT.....	GOOD.....	ONLY FAIR.....	POOR.....
	10%	58%	25%	5%
	DON'T KNOW/REFUSED.....	2%		
IF A RATING IS GIVEN, ASK: (n=392)				
24. Why do you feel that way?	DON'T KNOW/REFUSED.....	2%	LACK OF BUSINESSES....	14%
	EMPTY BUILDINGS.....	13%	HIGH TAXES.....	2%
	BRINGS JOBS.....	37%	LOOKS NICE.....	28%
	SCATTERED.....	4%		

25. Do you support or oppose the continued redevelopment in the City of Brooklyn Center? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	31%
SUPPORT.....	63%
OPPOSE.....	3%
STRONGLY OPPOSE.....	2%
DON'T KNOW/REFUSED.....	2%

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

UNSURE, 13%; NONE, 29%; SITDOWN FAMILY RESTAURANTS, 15%; ANY RETAIL, 14%; SERVICE BUSINESSES, 3%; UPSCALE RETAIL, 5%; TOWNHOMES, 3%; FINE DINING RESTAURANTS, 2%; TEEN CENTER, 3%; GROCERY STORES, 2%; JOB PRODUCING BUSINESSES, 2%; SENIOR HOUSING, 2%; ENTERTAINMENT BUSINESSES, 2%; AFFORDABLE SINGLE FAMILY HOMES, 2%; SCATTERED, 4%.

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

UNSURE, 13%; NONE, 47%; APARTMENTS, 11%; LOW INCOME HOUSING, 9%; INDUSTRIAL, 2%; ADULT BUSINESSES, 4%; BARS, 4%; SCATTERED (FAST FOOD/PAWN SHOPS/BIG BOX RETAIL/CASINO/CONDOS/CAR DEALERSHIPS), 10%.

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

28. Do you support or oppose the City providing financial incentives to attract specific types of development? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	20%
SUPPORT.....	65%
OPPOSE.....	6%
STRONGLY OPPOSE.....	1%
DON'T KNOW/REFUSED.....	7%

Moving on....

29. How would you rate the general condition and appearance of homes in the community -- excellent, good, only fair, or poor?

EXCELLENT.....	4%
GOOD.....	81%
ONLY FAIR.....	13%
POOR.....	2%
DON'T KNOW/REFUSED.....	0%

30. Over the past two years, has the appearance of your neighborhood improved, declined or remained the same?

IMPROVED.....	21%
DECLINED.....	16%
REMAINED THE SAME.....	61%
DON'T KNOW/REFUSED.....	2%

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
31. Loose animals?	1%	82%	13%	4%
32. Junk cars on residential property?	2%	75%	21%	3%
33. Messy yards on residential property?	2%	63%	33%	2%
34. Messy yards on commercial property?	1%	86%	9%	4%
35. Weeds and tall grass?	1%	78%	20%	2%
36. Noise?	2%	79%	18%	2%
37. On street parking?	11%	73%	15%	2%
38. Properties with vacant homes?	1%	75%	20%	5%

39. Are you aware of homes or properties in your neighborhood that are in foreclosure?	YES.....	42%
	NO.....	58%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=168)

40. Do you have any concerns about the homes or properties in your neighborhood that are in foreclosure? (IF "YES," ASK:) What would those be?	NO.....	45%
	LOWER PROPERTY VALUES.....	20%
	CRIME.....	6%
	UNKEPT PROPERTIES.....	14%
	VACANT HOUSING.....	15%
	USED AS RENTAL.....	1%
41. How would you rate the water quality in city lakes, streams and rivers -- excellent, good, only fair or poor?	EXCELLENT.....	13%
	GOOD.....	74%
	ONLY FAIR.....	7%
	POOR.....	2%
	DON'T KNOW/REFUSED.....	5%

Moving on....

42. Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low in comparison with neighboring cities?	VERY HIGH.....	9%
	SOMEWHAT HIGH.....	34%
	ABOUT AVERAGE.....	37%
	SOMEWHAT LOW.....	1%
	VERY LOW.....	0%
	DON'T KNOW/REFUSED.....	19%

43. 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.....	6%
GOOD.....	70%
ONLY FAIR.....	8%
POOR.....	1%
DON'T KNOW/REFUSED....	15%

In 2012, the actual percentage of your property taxes going to the City of Brooklyn Center was about forty-two percent.

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

FAVOR.....	50%
OPPOSE.....	35%
DON'T KNOW/REFUSED....	16%

IF "OPPOSE," ASK: (n=139)

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

UNSURE, 27%; NONE/CUT WASTE, 42%; ADMINISTRATION, 7%; PARKS AND TRAIL MAINTENANCE, 12%; ANIMAL CONTROL, 2%; CODE ENFORCEMENT, 4%; ACROSS THE BOARD, 2%; SCATTERED, 4%.

46. Would you favor or oppose an increase in city property taxes to enhance current city services or offer additional city services?

FAVOR.....	9%
OPPOSE.....	69%
DON'T KNOW/REFUSED....	23%

IF "FAVOR," ASK: (n=35)

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

UNSURE, 20%; POLICE, 20%; PARKS, 6%; STREET MAINTENANCE, 6%; SENIOR SERVICES, 6%; CODE ENFORCEMENT, 23%; TEEN ACTIVITIES, 11%; SCATTERED, 9%.

48.	How much would you be willing to pay in additional property taxes to enhance city services or offer additional city services? How about \$___ per year? (CHOOSE A RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON RESPONSE) How about \$___ per year? (REPEAT PROCESS)	NOTHING.....	0%
		\$20.00.....	57%
		\$40.00.....	20%
		\$60.00.....	11%
		\$80.00.....	0%
		\$100.00.....	9%
		\$120.00.....	0%
		\$140.00.....	0%
		\$160.00.....	3%
		DON'T KNOW/REFUSED.....	0%

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
49. Police protection?	53%	39%	6%	1%	1%
50. Fire protection?	55%	39%	1%	0%	5%
51. Recycling pick-up?	40%	50%	4%	1%	6%
52. Storm drainage and flood control?	16%	73%	6%	1%	5%
53. Park maintenance?	35%	51%	10%	1%	4%
54. City-sponsored recreation programs?	19%	58%	11%	0%	13%
55. Maintenance of city buildings And facilities?	15%	71%	11%	0%	4%
56. Animal control?	11%	73%	12%	2%	3%
57. Emergency medical response?	48%	46%	1%	0%	6%
58. City drinking water?	22%	66%	7%	4%	2%
59. Property maintenance enforcement?	5%	66%	20%	4%	6%
60. Building and construction inspections?	5%	69%	9%	0%	17%

Now, for the next three city services, please consider only their job on city-maintained street and roads. That means excluding interstate highways, state and county roads that are 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
61. City street repair and maintenance?	9%	79%	11%	1%	1%
62. Snow plowing?	17%	74%	7%	1%	2%
63. Street lighting?	4%	76%	17%	3%	1%

64. Does your household regularly participated in the curbside recycling program? YES.....82%  
 NO.....18%  
 DON'T KNOW/REFUSED.....0%

65. Have you done anything during the past two years to reduce your use of energy? (IF "YES," ASK:) What would that be? NO.....22%  
 CFL LIGHT BULBS.....27%  
 THERMOSTAT.....21%  
 APPLIANCES.....14%  
 INSULATION.....5%  
 USE LESS ELECTRICITY...5%  
 NEW WINDOWS.....2%  
 NEW FURNACE.....2%  
 SCATTERED.....2%

Thinking about another topic....

66. Are there areas in the City of Brooklyn Center where you do not feel safe? YES.....32%  
 NO.....68%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=127)

67. In which areas do you not feel safe? DON'T KNOW/REFUSED.....1%  
 RETAIL STORES.....19%  
 RETAIL PARKING LOTS...25%  
 PARKS.....6%  
 TRAILS.....3%  
 EVERYWHERE.....15%  
 APARTMENTS.....7%  
 LOW INCOME HOUSING...10%  
 BUS TERMINAL.....6%  
 BROOKDALE AREA.....6%  
 SCATTERED.....2%

68. What would make you feel more safe? DON'T KNOW/REFUSED.....2%  
 MORE POLICE PATROLS...64%  
 MORE STREET LIGHTS...22%  
 LESS DIVERSITY.....6%  
 LESS LOW INCOME HOUSING.....4%  
 SCATTERED.....2%

69. Do you feel safe in your immediate neighborhood walking alone at night? YES.....75%  
 NO .....25%  
 DON'T KNOW/REFUSED.....0%



70. Do you participate in Neighborhood Watch? YES.....34%  
 NO.....66%  
 DON'T KNOW/REFUSED.....0%
71. How would you rate the amount of police patrolling in your neighborhood -- too much, about the right amount or not enough? TOO MUCH.....1%  
 ABOUT RIGHT AMOUNT....81%  
 NOT ENOUGH.....17%  
 DON'T KNOW/REFUSED.....1%
72. 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.....2%  
 ABOUT RIGHT AMOUNT....84%  
 NOT ENOUGH.....14%  
 DON'T KNOW/REFUSED.....1%
73. How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....7%  
 SOMEWHAT SERIOUS.....33%  
 NOT TOO SERIOUS.....41%  
 NOT AT ALL SERIOUS....19%  
 DON'T KNOW/REFUSED.....0%
74. 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.....2%  
 Traffic speeding.....8%  
 Traffic volume on residential streets.....3%  
 Drugs.....17%  
 Youth crimes and vandalism.....23%  
 Identity theft.....1%  
 Business crimes, such as shoplifting  
 and check fraud.....3%  
 Residential crimes, such as burglary,  
 and theft.....26%  
 Vandalism.....4%  
 ALL EQUALLY.....6%  
 NONE OF THE ABOVE.....3%  
 DON'T KNOW/REFUSED.....3%

IF "VIOLENT CRIME," ASK: (n=6)

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

SHOOTINGS, 67%; MURDER, 17%; HOME INVASION, 17%.

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 EXC	USE GOO	USE FAI	USE POO	DK/ REF
76. Trails?	43%	25%	30%	1%	0%	1%
77. Community Center?	46%	27%	27%	1%	0%	0%
78. Football fields?	77%	6%	17%	0%	0%	0%
79. Baseball fields?	77%	7%	16%	0%	0%	0%
80. Soccer fields?	83%	5%	12%	1%	0%	0%
81. Ice rinks?	87%	5%	8%	0%	0%	0%
82. Tennis courts?	93%	2%	4%	0%	0%	0%
83. Basketball courts?	79%	8%	12%	1%	1%	0%
84. Larger community parks?	47%	26%	25%	1%	0%	1%
85. Smaller neighborhood parks?	38%	29%	31%	2%	0%	0%

IF USE LARGER COMMUNITY PARKS OR SMALLER NEIGHBORHOOD PARKS,  
ASK: (n=252)

	NOT USE	USE EXC	USE GOO	USE FAI	USE POO	DK/ REF
86. Playground equipment?	20%	24%	51%	4%	0%	1%
87. Which park, if any do you consider to be your neighborhood park?						

NONE MENTIONED, 27%; LIONS, 4%; BELLVUE, 4%; EVERGREEN, 9%; GRANDVIEW, 2%; FIREHOUSE, 4%; PALMER LAKE, 15%; NORTHPORT, 2%; KYLAWN, 4%; GARDEN CITY, 2%; WILLOW LANE, 3%; RIVERDALE, 2%; ORCHARD LANE, 2%; SCATTERED PARKS, 20%.

IF A PARK IS MENTIONED, ASK:

88. What improvements, if any, would like to see made to the park?

DON'T KNOW/REFUSED.....	4%
NONE.....	50%
BETTER MAINTENANCE.....	15%
UPDATED EQUIPMENT.....	19%
PICNIC TABLES.....	2%
MORE LIGHTS.....	3%
MORE RESTROOMS.....	2%
SCATTERED.....	5%

89. Are you aware the City runs the Centerbrook Golf Course? (IF "YES," ASK:) Have you or members of your household played the golf course during the past two years?

NO.....	38%
YES/YES.....	14%
YES/NO.....	49%
DON'T KNOW/REFUSED.....	0%

IF "YES/YES," ASK: (n=54)

90. How would you rate your experience at Centerbrook Golf Course - excellent, good, only fair or poor?

EXCELLENT.....	15%
GOOD.....	80%
ONLY FAIR.....	6%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

IF "YES/NO," ASK: (n=195)

91. Why have you not used the Centerbrook Golf Course?

NOT AWARE.....	1%
NOT INTERESTED.....	25%
DON'T PLAY GOLF.....	69%
NO TIME.....	2%
AGE/HEALTH.....	2%
SCATTERED.....	1%

92. In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?

YES.....	94%
NO.....	2%
DON'T KNOW/REFUSED.....	5%

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

93. What additional recreational facilities would you like to see the City offer its residents?

UNSURE, 25%; MORE FOR SENIORS, 25%; GYMNASIUM, 13%; INDOOR PARK, 25%; PICNIC AREAS, 13%.

94. Have you or members of your household participated in any City park and recreation programs? YES.....25%  
 NO.....74%  
 DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=99)

95. Which ones? DON'T KNOW/REFUSED.....2%  
 SWIMMING.....20%  
 BASEBALL/SOFTBALL.....18%  
 SOCCER.....13%  
 MULTIPLE.....34%  
 GYMNASTICS.....2%  
 DANCE.....4%  
 SCATTERED.....6%

96. How would you rate the quality of program - excellent, good, only fair or poor? EXCELLENT.....21%  
 GOOD.....76%  
 ONLY FAIR.....3%  
 POOR.....0%  
 DON'T KNOW/REFUSED.....0%

97. Does the current mix of City park and recreation programming meet the needs of your household? YES.....95%  
 NO.....1%  
 DON'T KNOW/REFUSED.....4%

IF "NO," ASK: (n=5)

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

SENIOR PROGRAMS, 80%; DANCE PROGRAMS, 20%.

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

NO, 85%; LAKES, 4%; PARKS AND TRAILS, 3%; GYM/YMCA, 3%; INDOOR WATER PARK, 2%; RECREATION LEAGUES, 2%; SCATTERED, 2%.

100. What is your principal source of information about parks and recreation programs and facilities in the City of Brooklyn Center?

NONE.....	10%
CITY NEWSLETTER.....	31%
CITY WEBSITE.....	5%
LOCAL NEWSPAPER.....	6%
PARK AND REC CATALOG...	41%
WORD OF MOUTH.....	5%
SCATTERED.....	3%

101. How would you prefer to receive information about parks and recreation programs and facilities in the city?

DON'T KNOW/REFUSED.....	1%
NONE.....	7%
CITY NEWSLETTER.....	35%
CITY WEBSITE.....	6%
LOCAL NEWSPAPER.....	7%
PARK AND REC CATALOG...	41%
WORD OF MOUTH.....	2%
SCATTERED.....	2%

Moving on....

102. How satisfied are you with your level of involvement in activities and meetings in your neighborhood and the city - very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied?

VERY SATISFIED.....	25%
SOMEWHAT SATISFIED.....	65%
SOMEWHAT DISSATISFIED...	2%
VERY DISSATISFIED.....	1%
DON'T KNOW/REFUSED.....	8%

IF "SOMEWHAT DISSATISFIED" OR "VERY DISSATISFIED," ASK:  
(n=13)

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

UNSURE, 15%; ADVERTISE MORE, 39%; OFFER RIDES, 16%;  
MORE FOR DISABLED, 8%; INFORMATION IN SPANISH, 23%.

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.

104. In general, do you think that growing population diversity is a good thing or a bad thing for the community?

GOOD THING.....	32%
BAD THING.....	12%
BOTH (VOL).....	53%
DON'T KNOW/REFUSED.....	4%

IF A RESPONSE IS GIVEN, ASK: (n=174)

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

REFUSED, 6%; REAL WORLD IS DIVERSE, 22%; TEACHES TOLERANCE, 9%; LEARN ABOUT OTHER CULTURES, 28%; BRINGS UNIQUE RESTAURANTS AND SERVICES, 3%; BRINGS CRIME, 15%; PEOPLE CAN LIVE WHERE THEY WANT, 2%; DON'T MAINTAIN PROPERTIES, 4%; TOO MUCH LOW INCOME HOUSING, 2%; TOO MANY CULTURAL DIFFERENCES, 4%; SCATTERED, 5%.

106. Currently, how well prepared do you think the community is to meet the growing diversity of residents -- very well, somewhat well, not too well, or not at all well?

VERY WELL.....	21%
SOMEWHAT WELL.....	61%
NOT TOO WELL.....	5%
NOT AT ALL WELL.....	1%
DON'T KNOW/REFUSED....	13%

IF "NOT TOO WELL" OR "NOT AT ALL WELL," ASK: (n=25)

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

UNSURE, 8%; COST TOO MUCH, 8%; NOT ENOUGH POLICE/RISING CRIME, 32%; LOWER PROPERTY VALUES DUE TO RUNDOWN PROPERTIES, 8%; SERVICES CAN'T KEEP PACE WITH GROWTH, 16%; LANGUAGE BARRIER, 4%; OLDER POPULATION HAS HARD TIME ACCEPTING DIVERSITY, 16%; SCATTERED, 8%.

108. Do you think the City of Brooklyn Center is doing too much, too little or about the right amount for minority families in the city?

TOO MUCH.....	6%
TOO LITTLE.....	1%
ABOUT RIGHT.....	72%
DON'T KNOW/REFUSED....	21%

IF "TOO LITTLE" OR "TOO MUCH," ASK: (n=27)

109. Why do you feel that way?

UNSURE, 4%; TOO MUCH MONEY SPENT, 19%; TOO MUCH LOW INCOME HOUSING, 26%; LACK OF FUNDING FOR SERVICES, 15%; TOO MANY PROGRAMS, 7%; PROVIDE FREE SERVICES FOR ONLY SOME, 22%; RELAXED HOUSING CODES, 4%; SCATTERED, 4%.

Changing topics....

110. 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.....	72%
NO .....	24%
DON'T KNOW/REFUSED....	5%

- |   |   |
|---|---|
| 111. 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.....3%<br>A FAIR AMOUNT.....31%<br>VERY LITTLE.....44%<br>NONE AT ALL.....22%<br>DON'T KNOW/REFUSED.....0%   |
| 112. 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? | STRONGLY APPROVE.....5%<br>APPROVE.....81%<br>DISAPPROVE.....3%<br>STRONGLY DISAPPROVE....0%<br>DON'T KNOW/REFUSED....10% |
| 113. 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.....2%<br>SOME.....32%<br>VERY LITTLE.....41%<br>NONE.....25%<br>DON'T KNOW/REFUSED.....0%                    |
| 114. From what you have heard or seen, how would you rate the job performance of the Brooklyn Center City staff -- excellent, good, only fair, or poor?       | EXCELLENT.....8%<br>GOOD.....78%<br>ONLY FAIR.....6%<br>POOR.....0%<br>DON'T KNOW/REFUSED.....8%                          |
| 115. During the past year, have you contacted Brooklyn Center City Hall?  | YES.....28%<br>NO.....71%<br>DON'T KNOW/REFUSED.....0%  |

IF "YES," ASK:

- |   |  |
|---|--|
| 116. On your last telephone call or visit, which Department did you contact -- the Police Department, Fire Department, Public Works, Community Center, Housing and Property Maintenance, Park and Recreation, Building Inspections, Engineering, Planning, Administration, the Assessor's Office, the Finance Department, or the General Information Desk receptionist? | POLICE DEPARTMENT.....14%<br>FIRE DEPARTMENT.....5%<br>PUBLIC WORKS.....17%<br>COMMUNITY CENTER.....13%<br>HOUSING AND<br>PROPERTY MAINT.....8%<br>PARKS AND REC.....10%<br>BUILDING INSPECT.....7%<br>ENGINEERING.....0%<br>PLANNING.....1%<br>ADMINISTRATION.....1%<br>ASSESSOR'S OFFICE.....2%<br>FINANCE DEPT.....0%<br>GENERAL INFORMATION...22%<br>DON'T KNOW/REFUSED.....0% |
|---|--|

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
117. Waiting time for the receptionist to help you?	31%	63%	4%	2%	0%
118. Courtesy of city staff?	39%	55%	5%	2%	0%
119. Ease of obtaining the service you needed?	31%	60%	6%	3%	0%

Moving on.....

120. What is your principal source of information about Brooklyn Center City Government and its activities?	NONE.....	2%
	CITY WEBSITE.....	13%
	LOCAL NEWSPAPER.....	42%
	CABLE TELEVISION.....	3%
	CITY NEWSLETTER.....	34%
	WORD OF MOUTH.....	5%
	SCATTERED.....	2%
121. How would you prefer to receive information about Brooklyn Center City Government and its activities?	NONE.....	1%
	CITY WEBSITE.....	11%
	LOCAL NEWSPAPER.....	44%
	CABLE TELEVISION.....	3%
	CITY NEWSLETTER.....	37%
	WORD OF MOUTH.....	2%
	E-MAIL.....	2%
	SCATTERED.....	1%
122. Do you receive the "Sun Post" newspaper?	YES.....	78%
	NO.....	21%
	DON'T KNOW/REFUSED.....	1%
123. During the past year, did you receive the "City Watch," the City's quarterly newsletter?	YES.....	85%
	NO .....	15%
	DON'T KNOW/REFUSED.....	1%
IF "YES," ASK: (n=339)		
124. Do you or any members of your household regularly read it?	YES.....	95%
	NO .....	5%
	DON'T KNOW/REFUSED.....	0%
125. Does your household currently subscribe to cable television?	YES.....	65%
	NO.....	35%
	REFUSED.....	1%



IF "YES," ASK: (n=258)

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

126. How often do you watch City Council or Planning Commission meetings -- frequently, occasionally, rarely, or never?	FREQUENTLY.....5%
	OCCASIONALLY.....17%
	RARELY.....26%
	NEVER.....52%
	DON'T KNOW/REFUSED.....0%
127. Do you have access to the Internet at home? (WAIT FOR RESPONSE) Do you have access to the Internet at work?	HOME ONLY.....43%
	WORK ONLY.....2%
	BOTH.....36%
	NEITHER.....20%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=79)

128. How do you connect to the internet at home--on a dial-up modem, DSL, Comcast Cable High Speed Internet, cellular wireless, or some other way? (IF "OTHER," ASK:) How?	YES/DIAL-UP.....3%
	YES/DSL.....41%
	YES/COMCAST CABLE.....50%
	YES/CELLULAR WIRELESS...4%
	YES/SOME OTHER WAY.....1%
	DON'T KNOW/REFUSED.....1%

The City redesigned its website in June 2011....

129. Have you accessed the City's new website?	YES.....58%
	NO.....42%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=187)

130. Were you able to find what you were looking for?	YES.....99%
	NO.....1%
	DON'T KNOW/REFUSED.....0%

131. What information would you like to see on the City of Brooklyn Center's website?	DON'T KNOW/REFUSED.....23%
	NONE/FINE AS IS.....39%
	CRIME STATISTICS.....7%
	GENERAL INFORMATION....13%
	COUNCIL INFORMATION.....3%
	DEVELOPMENT NEWS.....7%
	ROAD CONSTRUCTION.....4%
	CITY SERVICES.....2%
	SCATTERED.....3%

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.

	NOT USE	USE LIK	USE NLK	DK/REF
132. Facebook?	45%	35%	20%	0%
133. Twitter?	70%	14%	16%	0%
134. YouTube?	58%	20%	22%	0%
135. Blogs?	81%	11%	8%	0%
136. Podcasts?	87%	8%	6%	0%
137. E-mail blasts?	82%	13%	6%	0%
138. How would you rate the City's overall performance in communicating key local issues to residents in its publications, on the Website, and on cable television -- excellent, good, only fair, or poor?				
			EXCELLENT.....8%	
			GOOD.....79%	
			ONLY FAIR.....10%	
			POOR.....2%	
			DON'T KNOW/REFUSED.....2%	

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.

139. Persons 65 or over?	NONE.....77%
	ONE.....15%
	TWO OR MORE.....9%
140. Adults under 65?	NONE.....16%
	ONE.....19%
	TWO.....54%
	THREE OR MORE.....11%

141. School-aged children and pre-schoolers?	NONE.....	66%
	ONE.....	13%
	TWO.....	16%
	THREE OR MORE.....	6%

IF CHILDREN ARE PRESENT, ASK: (n=137)

142. Have your children participated in any city recreation activities or education programs during the past the years?	YES.....	61%
	NO.....	38%
	DON'T KNOW/REFUSED.....	2%

IF "YES," ASK: (n=83)

143. How would you rate your children's experience -- excellent, good, only fair or poor?	EXCELLENT.....	25%
	GOOD.....	75%
	ONLY FAIR.....	0%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=52)

144. Why have your children not participated in any city recreation activities or education programs?

UNSURE, 8%; PARTICIPATES ELSEWHERE, 12%; TOO YOUNG, 19%; NO INTEREST, 31%; NOT AWARE, 8%; TOO BUSY, 19%; SCATTERED, 4%.

145. Do you own or rent your present residence?	OWN.....	65%
	RENT.....	35%
	REFUSED.....	0%

146. What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.....	3%
	25-34.....	16%
	35-44.....	22%
	45-54.....	23%
	55-64.....	16%
	65 AND OVER.....	20%

147. 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?

WHITE.....	49%
AFRICAN-AMERICAN.....	24%
HISPANIC-LATINO.....	10%
ASIAN-PACIFIC ISLAND.....	15%
NATIVE AMERICAN.....	1%
SOMETHING ELSE.....	0%
MIXED/BI-RACIAL.....	1%
DON'T KNOW.....	0%
REFUSED.....	1%

148. Were you born and raised in the United States? (IF "NO," ASK:) How long have you been in the United States?

YES.....	85%
LESS THAN ONE YEAR.....	1%
ONE TO TWO YEARS.....	1%
THREE TO FIVE YEARS.....	1%
OVER FIVE YEARS.....	12%
DON'T KNOW/REFUSED.....	1%

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

149. Thinking about your household finances, how would you describe your financial situation, would you say that --

STATEMENT A.....	5%
STATEMENT B.....	36%
STATEMENT C.....	41%
STATEMENT D.....	17%
DON'T KNOW/REFUSED.....	2%

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?

150. Gender

MALE.....	49%
FEMALE.....	51%

151. REGION OF CITY

PRECINCT 1.....	15%
PRECINCT 2.....	12%
PRECINCT 3.....	16%
PRECINCT 4.....	18%
PRECINCT 5.....	19%
PRECINCT 6.....	11%
PRECINCT 7.....	10%