

St. Louis County, Minnesota

Resident Survey

Report of Results

2016



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EXECUTIVE SUMMARY

Background

Understanding the needs of residents is important to St. Louis County government, so it has conducted a regular, periodic survey of residents' opinions. This report includes St. Louis County's results from 2016 compared to those from 2013, 2011 and 2007 where possible. In 2016, St. Louis County was joined by Scott County, Washington County, Dakota County and Olmsted County, working together with NRC, to develop a survey instrument with a set of shared questions, as well as questions unique to each county.

The St. Louis County Resident Survey was administered by mail to 2,100 randomly selected households in February 2016 and was distributed equally among the seven County Commissioner Districts. Of the approximately 1,966 households that received a survey in the mail, 658 surveys were completed providing a response rate of 33%.

Because St. Louis County has administered a resident survey before, a number of comparisons could be made between 2016 responses and those from 2013, 2011 and 2007. Generally, comparisons between surveys are made through the conversion of ratings to a 100-point scale. St. Louis County also elected to have its results compared to those of other counties around the nation, comparisons made possible through NRC's national benchmark database. This database contains resident perspectives gathered in citizen surveys from approximately 500 jurisdictions, including cities and counties.

Key Findings

Residents continue to experience a positive quality of life and think highly of St. Louis County as a place to live and raise a family.

- Residents' ratings of the overall quality of life in St. Louis County have been steadily increasing since this question was first asked in 2007 (61 points on the 100-point scale in 2007, 66 in 2013 and 69 in 2016). This rating was similar to ratings given in other counties across the nation.
- When assessing 11 aspects of quality of life in the county, the second and third highest rated aspects were the county as a place to live (68 points on the 100-point scale), and the county as a place to raise a family (67). These ratings were similar to ratings given in 2013. The county as a place to raise a family was rated higher than the benchmark and the county as a place to live was rated similar to the county benchmark.
- The highest rated aspect was recreational opportunities (70), which was rated similar to 2013 but much higher than the benchmark. Among the lowest rated aspects of quality of life in the county were the availability of affordable housing (44) and the cost of living in St. Louis County (43). While these weren't the strongest ratings, they were both higher than ratings given in counties across the nation.
- As in 2011 and 2013, when asked to rate how important 17 factors were to their quality of life in the county, the availability of quality healthcare was considered most important to residents' quality of life in St. Louis County in 2016 (78 points on the 100-point scale where zero equals "not at all important" and 100 equals "essential").

St. Louis County residents felt safe from most types of crime but continued to feel less safe from distracted drivers.

- In 2016, residents felt safest from violent crime (68 points on the 100-point scale, or “somewhat safe”) and property crime (64 points, or just below “somewhat safe”). Respondents felt the least safe from distracted drivers (37 points, or between “somewhat” safe and “somewhat” unsafe). This was a similar pattern when compared to safety ratings in 2013 and 2011.
- Ratings of safety from violent crime and property crime were similar to the average for other counties around the country.
- Fewer respondents in 2016 than in 2013 reported feeling safe from illegal drug activity, a rating that has been on the decline since it was first asked in 2011.
- Public safety was viewed as the third most important factor, out of 17, in residents’ quality of life in St. Louis County.

Opportunities for employment continued to be of high concern for residents while taxes were becoming less of a concern.

- Residents identified their job as the second-most important factor, out of 17, in residents’ quality of life in St. Louis County.
- Respondents were asked to rate how much of a problem eight different potential issues were in the County. In 2016, jobs (75 points) and opportunities for young people (74 points) were seen as the most problematic for St. Louis County, ratings between a “moderate” and “major” problem. Taxes were considered least problematic out of the eight potential problems, and have been considered less problematic over time (57 in 2016 versus 68 in 2013).
- When asked to identify the most serious issue facing St. Louis County, one-quarter of respondents cited jobs, similar to 2013 and 2011. About 1 in 10 also mentioned issues related to infrastructure, crime and economic development as the most serious issue currently facing the county. Fewer residents in 2016 compared to 2013 mentioned issues related to taxes (6% in 2016 versus 14% in 2013).

Perceptions of St. Louis County government performance were lower compared to other counties but ratings are improving.

- About 77% of residents “somewhat” or “strongly” approved of the job St. Louis County government was doing. More residents in 2016 compared to 2013 indicated approval, however this rating was lower than the benchmark.
- Respondents’ ratings of St. Louis County government performance ranged from 36 (effectively planning for the future) to 44 (overall confidence in County government) points on the 100-point scale, or between about “fair” and “good.” When benchmark comparisons were available, St. Louis County ratings for government performance were much lower.

- When compared over time four of the seven listed aspects of government performance received higher ratings in 2016 compared to 2013. The items that increased include: overall confidence in the County government (44 in 2016 versus 39 in 2013), the value of services for the taxes paid to the County (38 in 2016 versus 34 in 2013), the job the County does at managing tax dollars (37 in 2016 versus 30 in 2013), and effectively planning for the future (36 in 2016 versus 32 in 2013).
- Respondents who had contacted a County employee in the year prior to the survey gave average ratings between “good” and “excellent” on the 100-point scale to the employee(s) being knowledgeable, courteous, responsive and their overall impression of the employee(s). Each of these ratings increased in 2016 compared to 2013 and tended to be similar when compared to the benchmark, however, the rating for overall impression was much higher than the benchmark.

When evaluating County services, residents continued to award the highest marks to law enforcement services.

- When asked about the importance of providing various services, more than 9 in 10 residents indicated that enforcing laws and prosecuting criminals was the most important (94% “essential” or “very important”). This was the highest “essential” rating given among the list of eight various services.
- In 2016 as in 2013, the highest rated services out of the 21 services asked about on the survey were 911 dispatch (72) and sheriff patrol (66), which were about “good” on the 100-point scale and similar to ratings given in 2011 and 2013. Services to youth and the assessment process/property tax system received the lowest ratings, at or just above “fair.”
- Of the 21 services asked about on the survey, 12 could be compared to the benchmark and ratings were mixed. The rating for maintenance of County roads was much higher than the benchmark. Services that were rated similar to the benchmark include: Sheriff patrol, snow and ice removal on County roads, land use services, including building and conditional use permitting, landfill, canister sites and recycling programs, and services to low income residents. Services that were rated lower or much lower than the benchmark include: accessibility and functionality of County website, disaster preparedness and response, public health, services to older adults, services to youth, and child protection.
- Quality ratings of most services remained stable over time; however, various differences did emerge. Services to low income residents (47 in 2016 versus 43 in 2013) and assessment process/property tax system (39 in 2016 versus 31 in 2013) received higher ratings in 2016 than in 2013. Records and vital statistics (50 in 2016 versus 55 in 2013) were given lower ratings in 2016 than in 2013.

Residents relied heavily on television newscasts and daily newspapers for information about the County and prefer using email to contact the County.

- When provided a list of 11 different sources for information about the County, at least 8 in 10 respondents relied on television newscasts (82% “major” or “minor” source), daily newspapers (82%), and other county residents (81%) as sources for information about the County government. The least relied upon sources of information were phone calls to St. Louis County (37% “major” or “minor” source), public/community meetings (37%), and County Board meetings shown on cable access (23%). Fewer people in 2016 than in 2013 reported using weekly community newspapers (65% in 2016 versus 73% in 2013), making phone calls to St. Louis County (37% versus 44%), and using County Board meetings shown on cable access (23% versus 30%).
- When asked what one method residents preferred to use to contact St. Louis County government for a suggestion, question or concern, nearly 4 in 10 residents chose sending an email (38%) and 3 in 10 chose calling a staff person (31%). More residents preferred sending an email in 2016 compared to 2013 and fewer preferred social media.
- As in 2013, the 2016 survey included a question about residents’ preferred method to learn more about County services. At the top of the list was direct mail (30% of respondents), followed by the County website (23%).

SURVEY BACKGROUND

Survey Purpose

The St. Louis County Residential Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery, and their satisfaction with local government. The survey also permits residents to provide feedback to the government on what is working well and what is not, and share their priorities for community planning and resource allocation.

In 2016, St. Louis County collaborated with Dakota, Scott, Washington and Olmsted Counties on this survey project. The five Minnesota counties worked together with National Research Center, Inc. (NRC) to develop a survey instrument with a set of shared questions, as well as questions unique to each County. This report presents St. Louis County's results. Comparisons of results from the four participating counties can be found in *Appendix D: Comparison with Other Participating Counties*.

Methods

The St. Louis County Resident Survey was administered by mail to 2,100 randomly selected households within the county in February 2016 and was distributed equally among the seven County Commissioner Districts. Of the approximately 1,966 households that received a survey in the mail, 658 surveys were completed providing a response rate of 33%. Typical response rates for a mailed resident survey range from 25% to 40%. The survey instrument itself appears in *Appendix H: Survey Instrument*.

Survey results were weighted so that respondent ethnicity, race, age, gender, housing tenure, and housing unit type were represented in the proportions reflective of the entire county, and then adjusted to match the appropriate proportions by County Commissioner District. (For more information see *Appendix A: Detailed Survey Methodology*.)

Responses to any open-ended questions and “other” responses appear verbatim in *Appendix B: Verbatim Responses to Open-ended Questions*.

How the Results Are Reported

“Don't Know” Responses and Rounding

On many of the questions in the survey, respondents could give an answer of “don't know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix C: Complete Set of Frequencies* and is discussed in the body of this report if it is 20% or greater. However, the “don't know” responses have been removed from the tables and analyses presented in the body of the report. In other words, the tables and graphs only display the responses from respondents who had an opinion about a specific item.

For some questions, respondents were permitted to select multiple responses. When the total exceeds 100% in a table for a multiple response question, it is because some respondents are counted in multiple categories. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the customary practice of rounding percentages to the nearest whole number.

Putting Evaluations onto a 100-point Scale

Although responses to many of the evaluative or frequency questions were made on four- or five-point scales with “1” representing the best rating, the scales had different labels (e.g., “essential,” “excellent,” “very safe”). To make comparisons easier, many of the results in this summary are reported on a common

scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent” for quality of life, then the result would be 100 on the 0-100 scale. If the average rating for quality of life was “fair,” then the result would be 33. The new scale can be thought of like the thermometer used to represent total giving to United Way: the higher the thermometer reading, the closer to the goal of 100. In this case, a score of 100 would be the most positive response possible.

Precision of Estimates

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). The 95% confidence interval for this survey is generally no greater than plus or minus four percentage points around any given percent and no greater than plus or minus two points on the 100-point scale around any average rating reported for the entire sample (658 completed surveys). For any given subgroup from the survey, the margin of error rises to as much as plus or minus 10% or six points (on the 100-point scale) for a sample size of 100 to plus or minus 5% or three points (on the 100-point scale) for 400 completed surveys.

Comparing Survey Results by Respondent Subgroups

Selected survey results were compared by certain demographic characteristics of survey respondents and by the seven County Commissioner Districts in which respondents lived. These comparisons are discussed throughout the body of the report and are presented in tabular form in *Appendix E: Comparison of Select Questions by Respondent Characteristics* (where differences between subgroups are statistically significant, the results in these tables are shaded grey).

Comparing Survey Results Over Time

The 2016 survey results are presented along with the data from 2013, 2011 and 2007, when available. Sometimes the wording of questions was inconsistent between survey years. Important differences are noted with the appropriate tables and figures. In order to make the results comparable between the survey years, statistical adjustments were made to the 2007 data to account for any question and scale differences when possible. These adjustments are based on the average difference between ratings given in 2007 and 2011 for items on a similar scale. Statistical adjustments were not made to the 2011 data. Differences of four or more points on the 100-point scale among average ratings between 2013 and 2016 and differences of six percentage points or more among percentages are considered meaningfully different.

Comparing Survey Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret their own citizen survey results, create or revise community plans, evaluate the success of policy or budget decisions and measure local government performance. NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. St. Louis County chose to have comparisons made to other counties across the nation. Additional information regarding benchmark comparisons can be found in *Appendix F: Benchmark Comparisons*.

Comparison of St. Louis County to the Benchmarking Database

Jurisdictions to which St. Louis County is compared can be found in *Appendix G: List of Counties in the Benchmark Comparisons*. National county benchmark comparisons have been provided when similar

questions on the St. Louis County survey are included in NRC's database and there are at least five counties in which the question was asked.

Where comparisons for quality ratings were available, the St. Louis County's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much" (for example, "much lower" or "much higher"). These labels come from a statistical comparison of St. Louis County's rating to the benchmark where a rating is considered "similar" if it is within the margin of error; "higher" or "lower" if the difference between St. Louis County's rating and the benchmark is greater than but no more than twice the margin of error; and "much higher" or "much lower" if the difference between St. Louis County's rating and the benchmark is more than twice the margin of error.

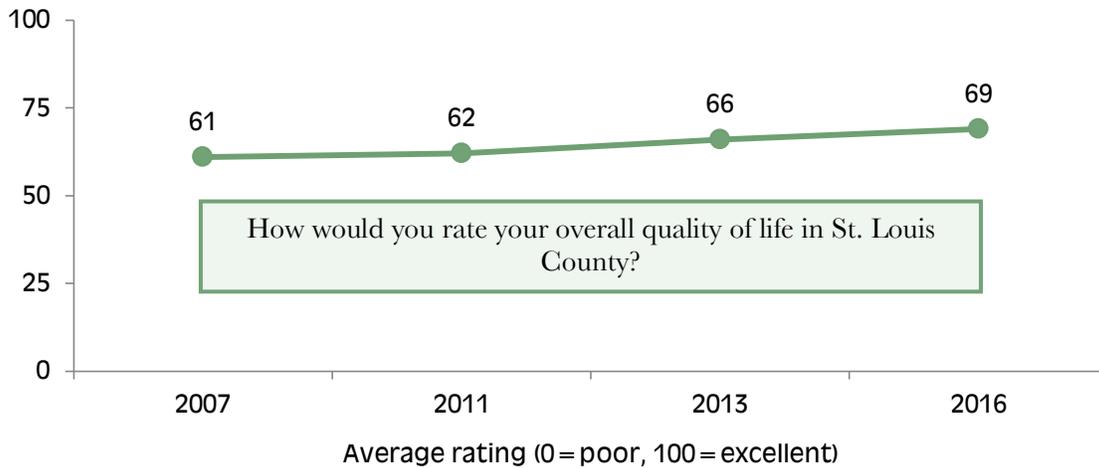
REPORT OF RESULTS

Quality of Life and Community

The 2016 St. Louis County Resident Survey permitted residents to rate various aspects of their quality of life in the county as well as the overall quality of life. Evaluations were converted to the 100-point scale where zero equals “poor” and 100 equals “excellent.” The overall quality of life was given an average rating of 69 points, or “good,” a similar rating compared to 2013 and similar to the ratings given to other counties across the nation.

Ratings given by respondents living in the seven different County Commissioner Districts were compared. Residents in Commissioner District 2 were more likely than their counterparts in other districts to give positive ratings to their overall quality of life. Ratings were also compared by a selection of demographic characteristics of the survey respondents. St. Louis County residents who owned their home were more likely to positively rate their overall quality of life than those who rented their home. (Please see *Appendix E: Comparison of Select Questions by Respondent Characteristics.*)

Figure 1: Overall Quality of Life in St. Louis County Compared by Year



In 2007 and 2011, this question was included in the Aspects of Quality of Life question. In 2013 it was modified to be its own question.

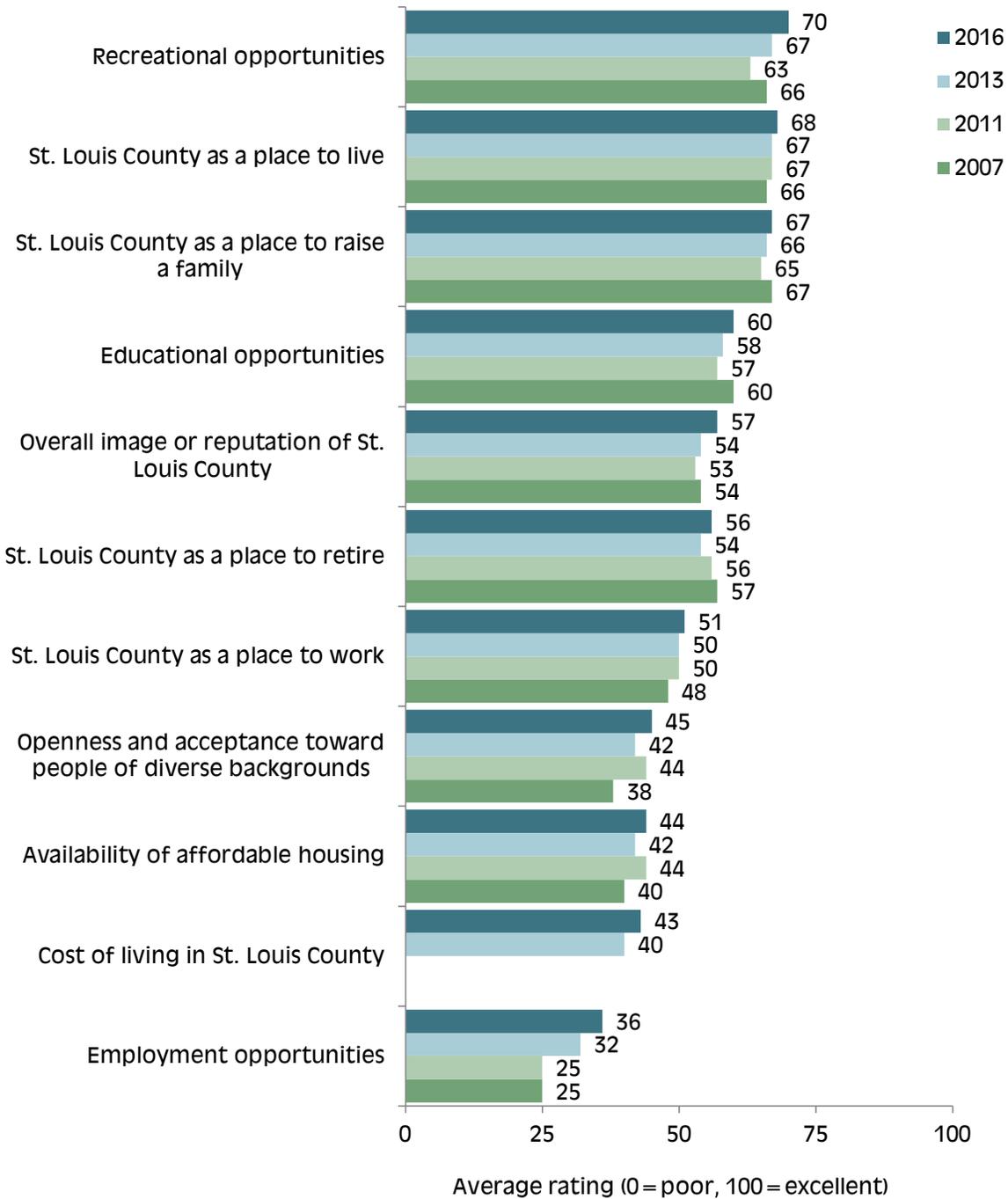
When assessing 11 aspects of quality of life in the county, recreational opportunities (70 points), the county as a place to live (68), and the county as a place to raise a family (67) were rated, on average, as “good” or higher on the 100-point scale. The lowest rated aspects of quality of life in St. Louis County included the cost of living in the county (43) and employment opportunities (36). However, the rating for employment opportunities increased compared to 2013 ratings (32). Ratings of the other aspects of quality of life remained stable from 2013 to 2016.

Ratings given by St. Louis County residents to the different aspects of quality of life were compared to those given by residents in other counties across the nation. Recreational opportunities was the one aspect of quality of life that was rated much higher than the benchmark while a variety of items were rated higher (the county as a place to raise a family, availability of affordable housing, and cost of living). Those that were similar to the national county average included the county as a place to live, as a place to retire, educational opportunities, the overall image or reputation of the county. The aspects that were rated lower or much lower were the county as a place to work, the openness and acceptance toward people of diverse backgrounds, and employment opportunities.

Survey respondents from District 7 were less likely to positively rate a number of aspects of quality of life, including St. Louis County as a place to live, raise a family and retire, when compared to residents in other districts. Survey respondents who had lived in St. Louis County for 6 to 10 years were more likely to positively rate recreational and employment opportunities, as well as the availability of affordable housing compared to their counterparts. (See *Appendix E: Comparison of Select Questions by Respondent Characteristics.*)

Figure 2: Average Ratings of Aspects of Quality of Life Compared by Year

Please rate each of the following aspects of quality of life in St. Louis County.



A couple parts of questions were worded differently in earlier surveys. In 2013, “St. Louis County as a place to raise a family” was “St. Louis County as a place to raise children.” In 2007, “Availability of affordable housing” was “access to affordable quality housing” and “employment opportunities” was “job opportunities.”

Figure 3: Aspects of Quality of Life Benchmarks

	Comparison to benchmark
Recreational opportunities	Much higher
St. Louis County as a place to live	Similar
St. Louis County as a place to raise a family	Higher
Educational opportunities	Similar
Overall image or reputation of St. Louis County	Similar
St. Louis County as a place to retire	Similar
St. Louis County as a place to work	Lower
Openness and acceptance toward people of diverse backgrounds	Much lower
Availability of affordable housing	Higher
Cost of living in St. Louis County	Higher
Employment opportunities	Lower

Residents were asked to rate how important 17 factors were to their quality of life in the county. On the 100-point scale, those deemed at least “very important,” with an average rating 67 points or above, were:

- Availability of quality healthcare (78)
- Your job (75)
- Public safety (75)
- Natural environment (75)
- Affordability (73)
- Fiscally sound government (73)
- Thriving economy (72)
- Educational/learning opportunities (68)
- Quality of infrastructure/ease of commute (68)
- Recreational opportunities (67)

All other quality of life factors had ratings between “very important” (67) and “somewhat important” (33) on the 100-point scale. Those considered to be relatively less important to respondents’ quality of life were County-provided services (54), rural character (52), and arts/cultural opportunities (46).

The importance of nearly all items in this question remained similar when compared to 2013 ratings. However, the importance of the quality of infrastructure/ease of commute increased (64 on the 100-point scale in 2013 versus 68 in 2016).

Survey respondents were given the opportunity to write in their own words an “other” factor in their quality of life. These verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 4: Average Ratings of Importance of Factors to Quality of Life Compared by Year

How important, if at all, are each of the following factors in your quality of life in St. Louis County?	Average rating (0=not at all important, 100=essential)		
	2016	2013	2011
Availability of quality health care	78	76	77
Your job	75	72	72
Public safety	75	72	73
Natural environment	75	72	70
Affordability	73	73	72
Fiscally sound government	73	71	72
Thriving economy	72	71	72
Educational/learning opportunities	68	66	70
Quality of infrastructure/ease of commute	68	64	NA
Recreational opportunities	67	66	64
Public land/open space	64	61	59
Land/home values	62	63	62
Close to family/friends	58	59	63
Sense of community	56	56	56
County-provided services	54	53	55
Rural character	52	50	51
Arts/cultural opportunities	46	44	44
Other	80	78	75

Issues Facing the Community

To help assess pressing issues the community may face, questions about safety and possible problems in the county were included on the survey, along with questions about health concerns in the county and household financial status.

Community Safety

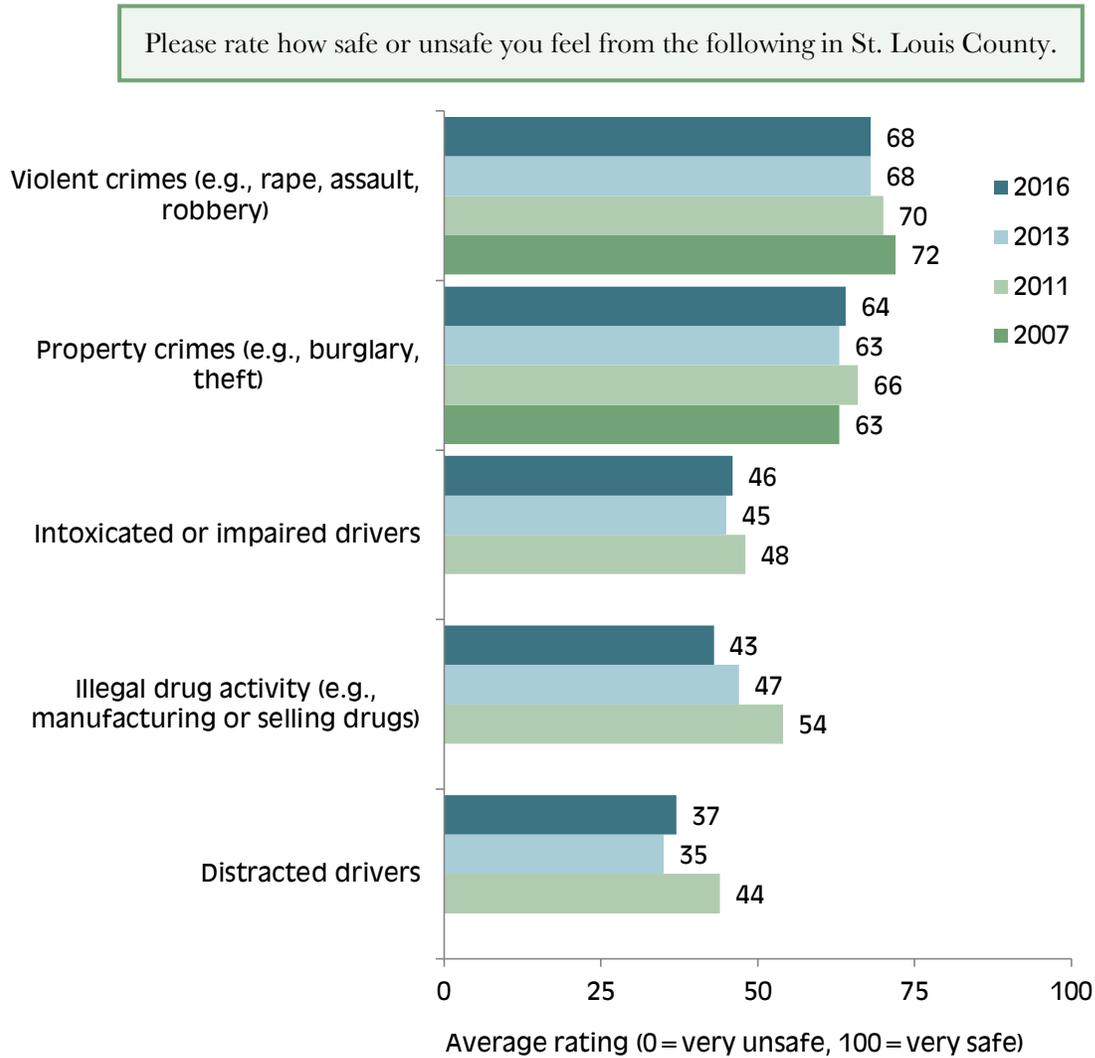
Residents were asked how safe they felt from different types of crimes, intoxicated or impaired drivers, and distracted drivers. Responses were converted to the 100-point scale where zero equals “very unsafe,” 33 is equal to “somewhat unsafe,” 67 represents “somewhat safe,” and 100 is equivalent to “very safe.” Residents felt the safest from violent (68 points) and property crimes (64). Respondents felt less safe from illegal drug activity (43) and from drivers who are intoxicated or impaired (46) or distracted (37).

Two of five safety ratings were compared to safety ratings in other counties across the country. St. Louis County was rated similar to the benchmark for safety from violent and property crimes.

When comparing ratings of safety over time, fewer respondents reported feeling safe from illegal drug activity in 2016 compared to 2013. Safety ratings for the other items remained stable.

Residents from Commissioner District 2 gave the highest ratings to feelings of safety from illegal drug activity while residents from District 6 gave the lowest ratings to this same safety concern. Survey respondents who had lived in St. Louis County for less than 10 years were more likely to positively rate their feelings of safety than their counterparts. (Please see *Appendix E: Comparison of Select Questions by Respondent Characteristics*.)

Figure 5: Average Ratings of Safety Compared by Year



In 2007, these items were asked on 5-point scale, and have been statistically adjusted to reflect this difference. A couple parts of questions were worded differently in earlier surveys. In 2013, “illegal drug activity (e.g., manufacture, sale or use of drugs)” was “illegal drug activity (e.g., manufacturing or selling drugs).” In 2001, “intoxicated or impaired drivers” was “from drunk drivers on County roads” and “distracted drivers” was “distracted drivers on County roads.”

Figure 6: Community Safety Benchmarks

	Comparison to benchmark
Violent crimes (e.g., rape, assault, robbery)	Similar
Property crimes (e.g., burglary, theft)	Similar

Potential Problems

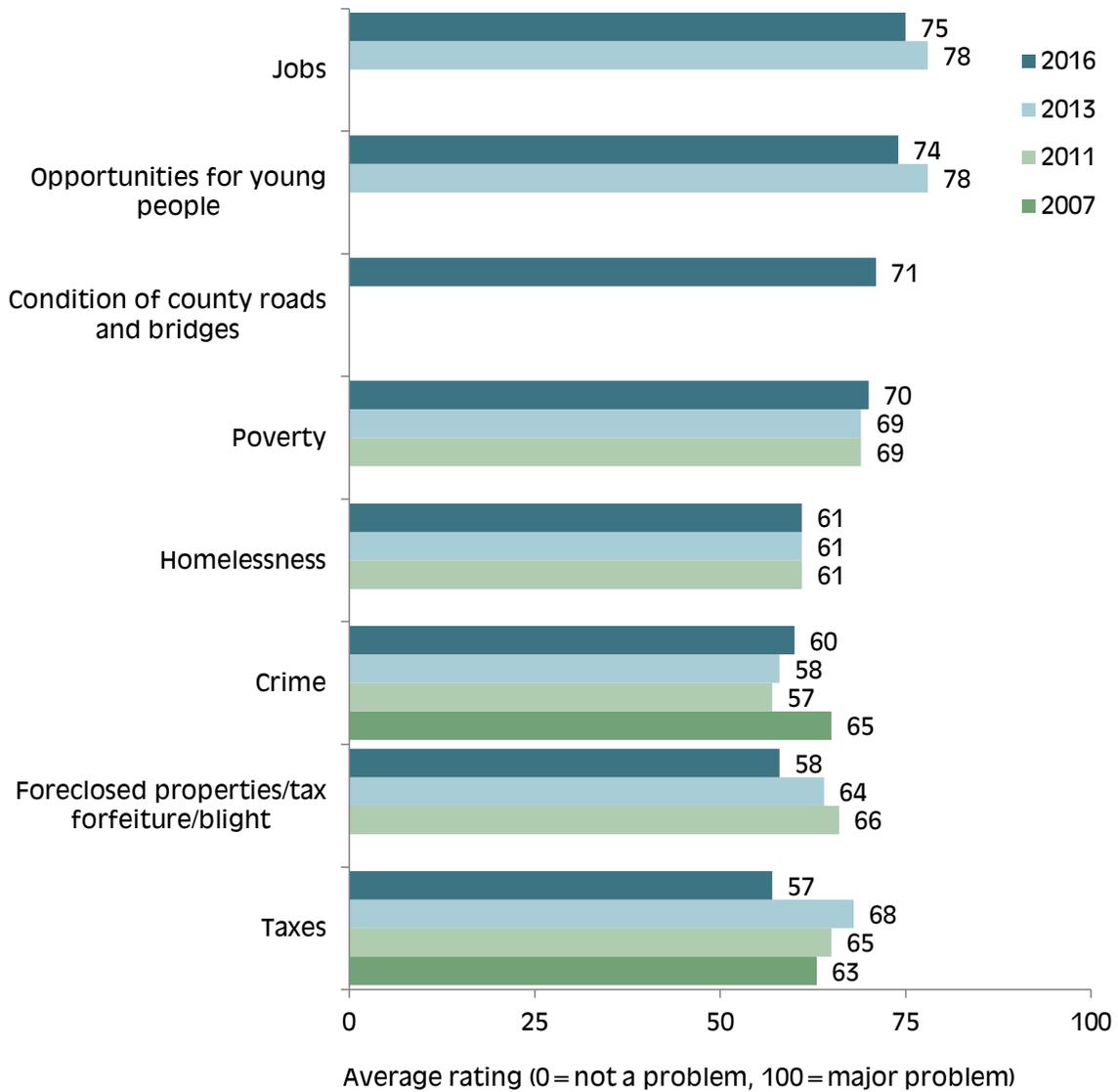
A list of eight potential problems was presented to respondents, asking how much of a problem, if at all, each was in St. Louis County. Ratings were converted to the 100-point scale where zero equals “not a problem” and 100 equals “major problem.” Average ratings for each potential problem ranged from 57 to 75; all received average ratings of at least a “minor problem,” with most hovering around a “moderate problem.” Items deemed the most problematic were jobs (75 points), opportunities for young people (74) condition of county roads and bridges (71), and poverty (70). Foreclosed properties and taxes were considered the least problematic (58 and 57, respectively).

When compared over time, three of the eight potential problems listed on the survey saw a decrease in ratings in 2016 compared to 2013. These ratings include: opportunities for young people (74 in 2016 versus 78 in 2013), foreclosed properties (58 in 2016 versus 64 in 2013), and taxes (57 in 2016 versus 68 in 2013).

Respondents from Commissioner District 4 were more likely to indicate that opportunities for young people was a greater problem compared to residents living in other districts. Where differences emerged across demographic characteristics, residents over the age of 55 and those who had lived in St. Louis County for more than 10 years gave higher ratings for potential problems than other residents. (Please see *Appendix E: Comparison of Select Questions by Respondent Characteristics.*)

Figure 7: Average Ratings of Potential Problems Compared by Year

Please rate to what degree, if at all, each of the following is a problem in St. Louis County.



Most Serious Issue Facing St. Louis County

St. Louis County residents were given the opportunity to write in their own words what they thought was the most serious issue facing the County and 508 respondents chose to write in a response. Responses were reviewed and grouped into thematic categories. One-quarter (25%) stated that jobs were the most serious issue the county is currently facing. Infrastructure (11%), crime (10%), and economic development (9%) were the next most frequently mentioned issues facing the County. Less than nine percent mentioned any of the other issues. All responses to this question, including “other” responses, appear in *Appendix B: Verbatim Responses to Open-ended Questions*.

Where comparisons were available, responses in 2016 generally were similar to 2013; however, fewer residents wrote in comments related to taxes in 2016 compared to 2013 and more residents wrote in comments related to crime.

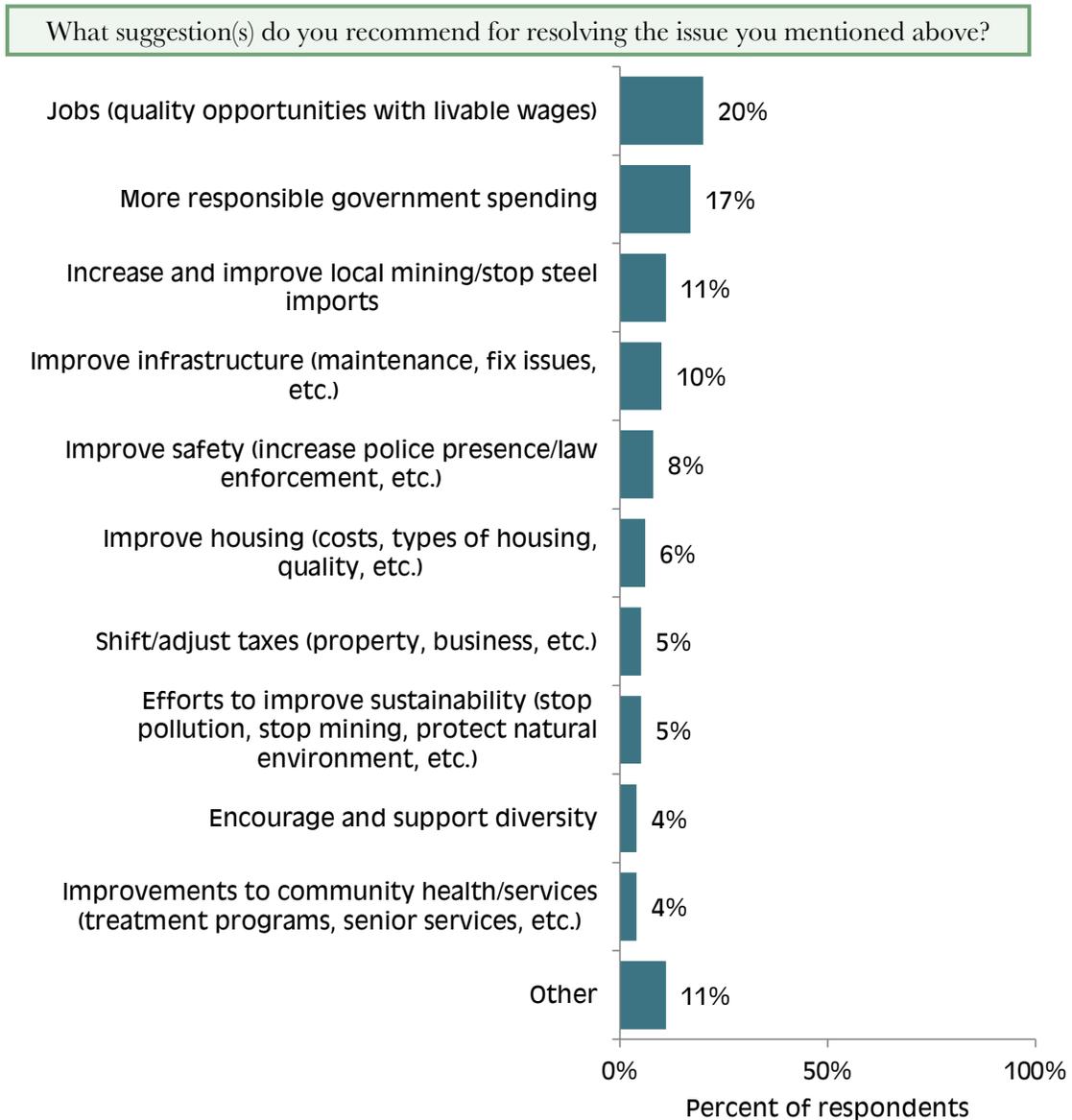
Figure 8: Most Serious Issue Compared by Year

What do you feel is the most serious issue facing St. Louis County at this time?	2016	2013	2011
Jobs	25%	24%	24%
Infrastructure (sewer, water, roads, bridges, etc.)	11%	10%	13%
Crime	10%	4%	7%
Economic development	9%	6%	6%
Control government spending/budget issues	8%	13%	14%
Mining	6%	4%	NA
Taxes	6%	14%	12%
Affordable housing	5%	NA	NA
Health	4%	2%	NA
Environmental issues (pollution, natural resource preservation, etc.)	3%	NA	NA
Poverty/homelessness	2%	NA	5%
Schools	1%	3%	2%
Growth/development/housing	NA	5%	2%
Other	10%	14%	14%

Suggestions for Addressing Serious Issues

After commenting on what they felt was the most serious issue facing the county, residents were then asked to write in their own words what suggestion(s) they recommend for resolving the issue and 397 respondents chose to write in a response. Responses were reviewed and grouped into thematic categories. One-fifth (20%) wrote in solutions related to jobs and having quality opportunities with livable wages. More responsible government spending (17%), increase and improve local mining/stop steel imports (11%), and improve infrastructure were the next more frequently mentioned solutions. Less than 10% mentioned any of the other potential solutions. All responses to this question, including “other” responses, appear in *Appendix B: Verbatim Responses to Open-ended Questions* and have been paired with the response for the most serious issue for ease of interpretation.

Figure 9: Suggestions for Addressing Most Serious Issue Facing St. Louis County



Health Concerns

Respondents also were asked to rate 20 different potential health concerns in St. Louis County. Evaluations were converted to the 100-point scale where zero equals “not at all a concern” and 100 equals “major concern.” Average ratings for the potential health concerns ranged from 80 points (between “moderate” and “major” concern) to 50 points (between “moderate” and “minor” concern). Illegal drug use was the biggest concern, with an average rating of 80 on the 100-point scale, followed by abuse of prescription medication (73), domestic violence (70), and abuse and neglect of children (70). Pedestrian and bicyclist safety (50) and sexually transmitted diseases (50) were the least concerning to residents.

Please note that at least 20% of respondents said “don’t know” when asked to rate the following health concerns: suicide/attempted suicide (22% “don’t know”), unplanned pregnancy (21%), sexually transmitted diseases (31%), and the abuse and neglect of older adults (20%). Responses presented in the body of this report are for those who had an opinion about a particular item. A full set of responses for each question, including “don’t know” responses, can be found in (see *Appendix C: Complete Set of Frequencies*).

All but one of the health concern items were able to be compared to 2013 ratings. Of those that could be compared to 2013, ratings generally remained similar; however, various items saw a change in rating compared to 2013. Items that were seen as more of a concern in 2016 than 2013 include: abuse of prescription medications (73 in 2016 versus 69 in 2013), domestic violence (70 in 2016 versus 66 in 2013), and suicide/attempted suicide (59 in 2016 versus 55 in 2013). Items that were seen as less of a concern in 2016 than 2013 include: overweight adults (69 in 2016 versus 73 in 2013), overweight children (65 in 2016 versus 69 in 2013), unplanned pregnancy (55 in 2016 versus 60 in 2013), and sexually transmitted diseases (50 in 2016 versus 54 in 2013).

Residents living in District 7 tended to be more concerned with most of the health issues, including underage alcohol use, illegal drug use and quality of parenting skills compared to respondents living in other districts. When differences by demographic characteristics emerged, women and those who rented their homes were more likely than men and homeowners to be concerned with the listed health issues. (Please see *Appendix E: Comparison of Select Questions by Respondent Characteristics*.)

Figure 10: Average Ratings of Health Concerns Compared by Year

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Average rating (0=not at all a concern, 100=major concern)		
	2016	2013	2011
Illegal drug use	80	77	75
Abuse of prescribed medications	73	69	NA
Domestic violence	70	66	68
Abuse and neglect of children	70	67	71
Overweight adults	69	73	69
Alcohol abuse among adults	68	69	70
Underage alcohol use	68	71	70
Health and support of older adults	67	66	69
Bullying	67	68	NA
Quality of parenting skills (of parents of children ages 0-17)	66	69	63
Overweight children	65	69	NA
Depression	64	66	61
Availability of mental health services	64	NA	NA
Abuse and neglect of older adults	63	61	66
Health and support of persons with disabilities	63	62	65
Suicide/attempted suicide	59	55	54
Tobacco use (including e-cigarettes and chewing tobacco)	58	58	46
Unplanned pregnancy	55	60	61
Pedestrian and bicyclist safety	50	47	NA
Sexually transmitted diseases	50	54	54

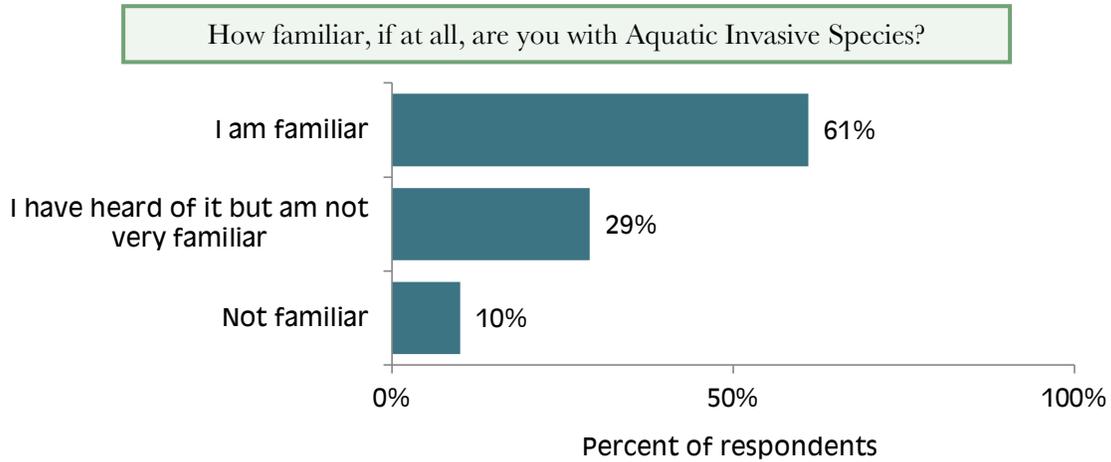
A couple parts of questions were worded differently in earlier surveys. In 2016, "(including e-cigarettes and chewing tobacco)" was added to "tobacco use," "/attempted suicide" was added to "suicide" and "abuse of prescribed medications" was "prescription drug abuse." In 2011, "health and support of older adults" was "the health and support of the elderly," "quality of parenting skills (of parents of children ages 0-17)" was "the adequacy of care and parenting for infants and young children," and "overweight adults" and "overweight children" was combined as "overweight adults and children." "Availability of mental health services" was a new item in 2016.

Aquatic Invasive Species

Two questions on the survey asked respondents about their knowledge of Aquatic Invasive Species and the importance they place on taking action to prevent the spread of Aquatic Invasive Species.

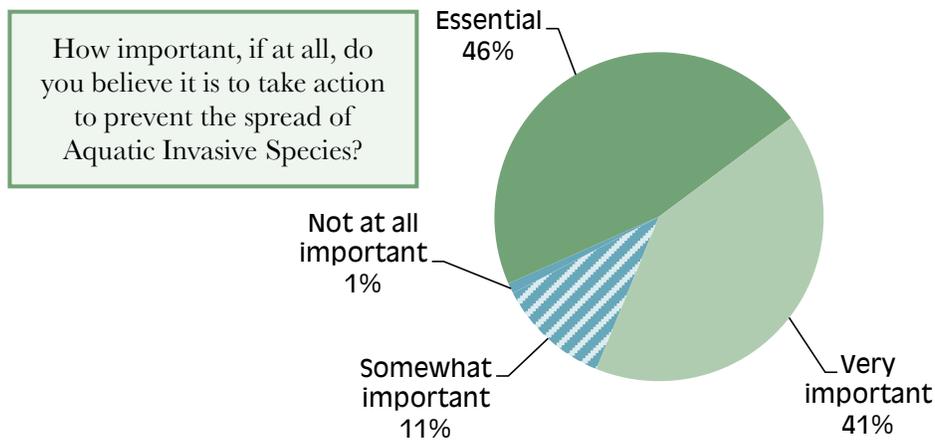
About twice as many residents were familiar with Aquatic Invasive Species than those who have heard of it but were not very familiar; and only 1 in 10 were not familiar.

Figure 11: Familiarity with Aquatic Invasive Species



When asked how important they believed it is to take action to prevent the spread of Aquatic Invasive Species, 87% indicated it was “essential” or “very important” and only one percent indicated it was “not at all important.”

Figure 12: Importance of Addressing Aquatic Invasive Species



Residents’ ratings of familiarity with Aquatic Invasive Species were compared to their ratings of importance for taking action to prevent the spread of Aquatic Invasive Species. As expected, residents who were more familiar were also more likely to find prevention of the spread more important. Residents who were not familiar were more likely to indicate “don’t know” when asked about importance.

Figure 13: Familiarly Compared to Importance

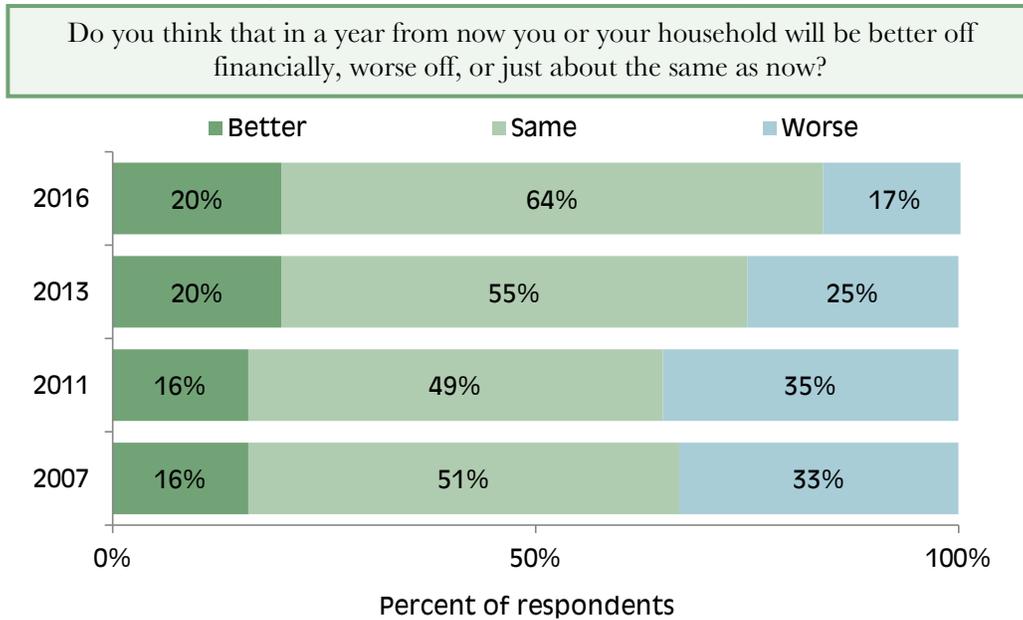
	Essential	Very important	Somewhat important	Not at all important	Don't know	Total
I am familiar	80%	59%	34%	57%	2%	61%
I have heard of it but am not very familiar	18%	37%	54%	29%	11%	29%
Not familiar	2%	4%	12%	14%	87%	10%
Total	100%	100%	100%	100%	100%	100%

ANOVA and chi-square tests of significance were applied to this comparison. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between subgroups are due to chance; or in other words, a greater than 95% probability that the differences observed are “real.” The differences above are statistically significant.

Household Financial Status

As in previous survey years, respondents were asked to report on the financial status of their household. About two-thirds of residents said that their household financial status would be “about the same” a year from now, 20% felt it would be “somewhat” or “much” better, and 17% said it would be “somewhat” or “much” worse. When comparing assessments of future household financial status over time, fewer respondents in 2016 felt it would be worse than in 2013 and more respondents felt it would be about the same.

Figure 14: Financial Status Compared by Year



The wording for this question changed in 2011. Prior to then, respondents were asked “What impact, if any, do you think the economy will have on your family income in the next 6 months?” on a 5-point “very positive” to “very negative” scale.

Evaluation of Government Services

Questions on the survey asked respondents to assess the performance of the St. Louis County government and the quality of County services.

Perceptions of County Government

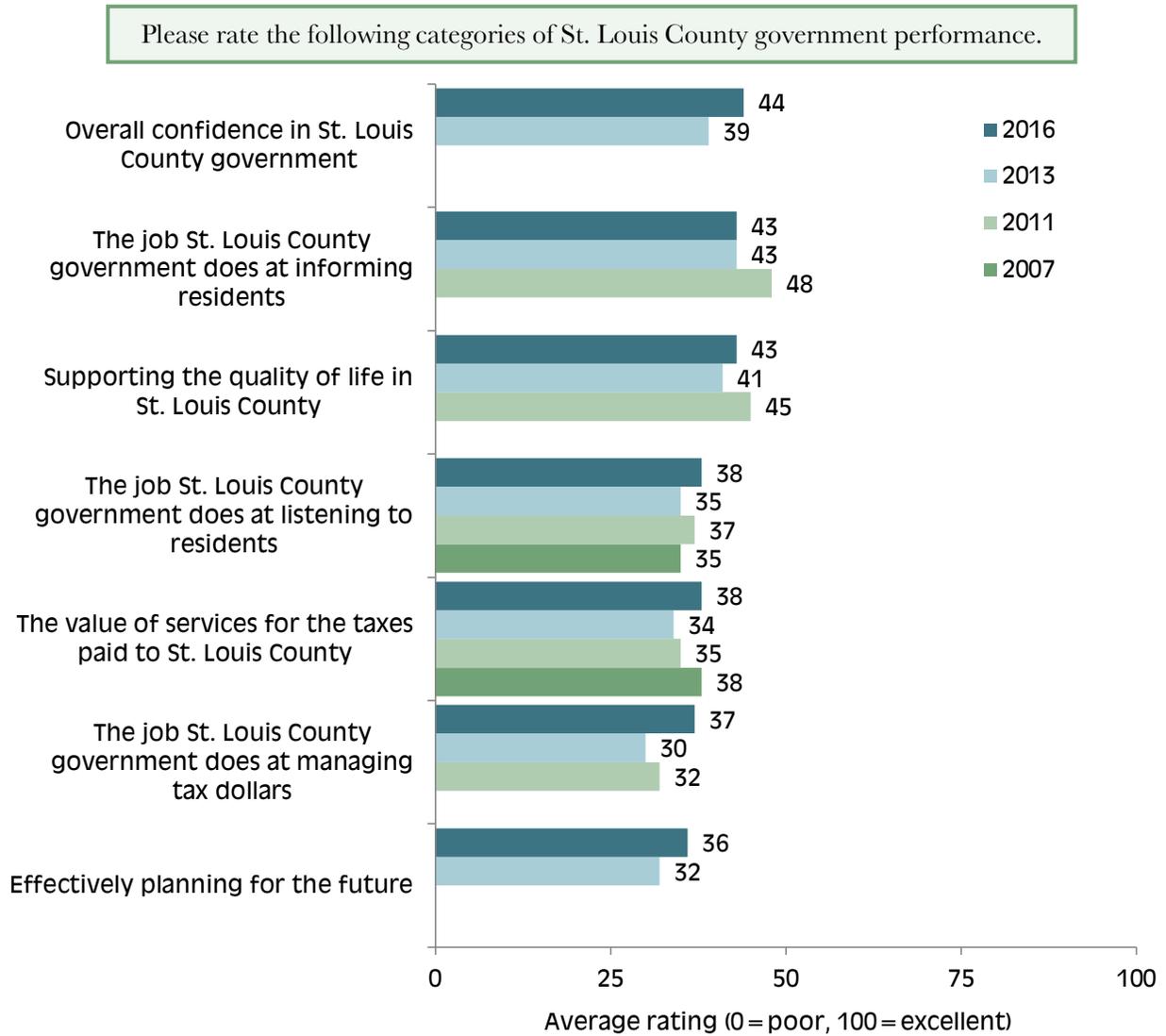
Residents were asked to evaluate their perception of County government performance. When converted to the 100-point scale where zero equals “poor” and 100 equals “excellent,” residents’ overall confidence in the County government received the highest ratings from respondents (44 on the 100-point scale), followed by the job the County government does at informing residents (43) and the County government supporting the quality of life (43). The lowest rated aspects of government performance included the job St. Louis County does at managing tax dollars (37) and effectively planning for the future (36).

Each of the seven government performance items could be compared to 2013. Three items received similar ratings in 2016 compared to 2013, while four items showed a change in rating. However, each of these four items increased in 2016 compared to 2013 including: overall confidence in the County government (44 in 2016 versus 39 in 2013), the value of services for the taxes paid to the County (38 in 2016 versus 34 in 2013), the job the County does at managing tax dollars (37 in 2016 versus 30 in 2013), and effectively planning for the future (36 in 2016 versus 32 in 2013).

Please note that 20% or more of respondents answered “don’t know” when rating the government’s job at listening to residents (21% “don’t know”), managing tax dollars (21%), and effectively planning for the future (24%). (Please see *Appendix C: Complete Set of Frequencies*.)

Four of the seven perceptions of government ratings were compared to ratings given to other counties across the country; St. Louis County was rated much lower than the benchmark for each of the four comparable items (see Figure 16 on the following page).

Figure 15: Average Ratings of Perception of Government Compared by Year



Items asked in 2007 were asked on a 5-point agreement scale of strongly agree to strongly disagree. The wording of these items also changed: “the job St. Louis County government does at listening to residents” was “St. Louis County government listens to citizens,” and “the value of services for the taxes paid to St. Louis County” was “I receive good value for the taxes I pay.” This change in the wording of response options may cause a decline in the percent of residents who offer a positive perspective on public trust. It is well to factor in the possible change due to question wording this way: if you show an increase, you may have found even more improvement with the same question wording; if you show no change, you may have shown a slight increase with the same question wording; if you show a decrease, community sentiment is probably about stable.

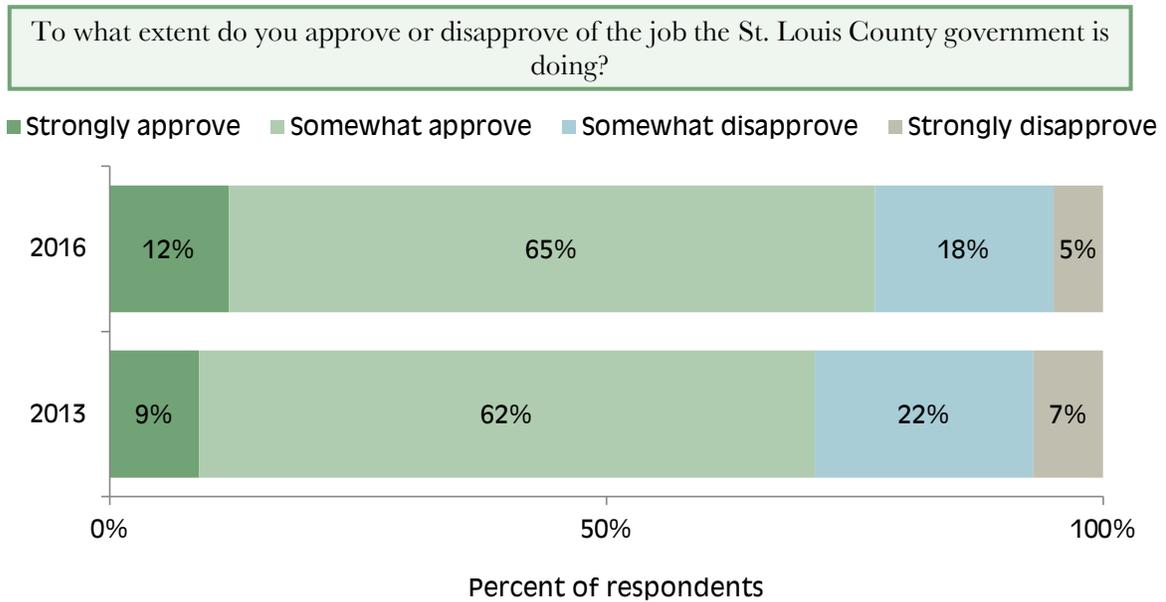
Figure 16: Perceptions of Government Benchmarks

	Comparison to benchmark
The job St. Louis County government does at informing residents	Much lower
The job St. Louis County government does at listening to residents	Much lower
The value of services for the taxes paid to St. Louis County	Much lower
The job St. Louis County government does at managing tax dollars	Much lower

As in 2013, survey respondents also were asked how strongly they approved or disapproved of the job the St. Louis County government is doing. Seventy-seven percent “somewhat” or “strongly” approved while 23% “somewhat” or “strongly” disapproved. More than twice as many residents strongly approved (12%) than strongly disapproved (5%).

When compared to 2013, more residents indicated approval in 2016 (77% “somewhat” or “strongly” approved in 2016 compared to 71% in 2013). When compared to the benchmark, this rating was lower.

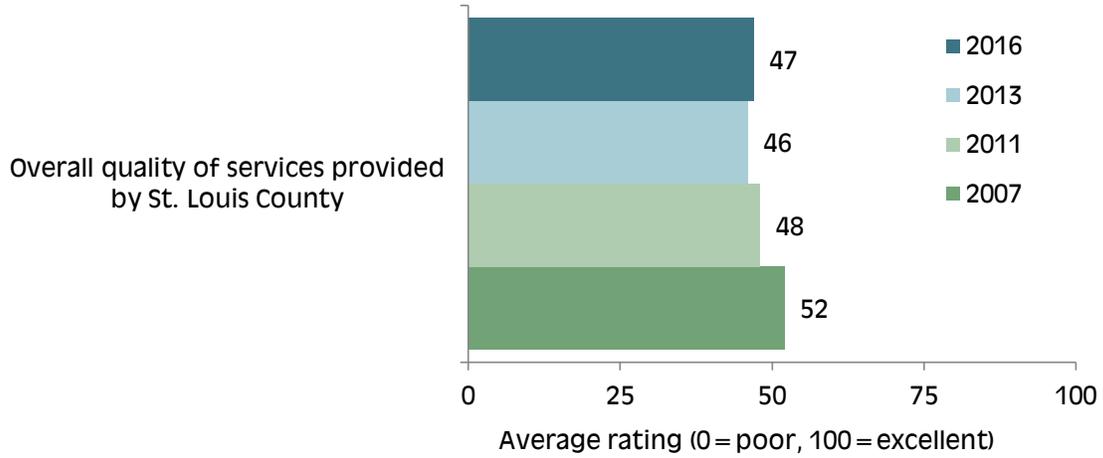
Figure 17: Approval for the Job St. Louis County is Doing Compared by Year



Overall Quality of County Services

When rating the overall quality of County services, the average rating of 47 on the 100-point scale was similar to the rating given in 2011 and 2013 and much lower than the national county benchmark.

Figure 18: Average Ratings of Overall Quality of County Services Compared by Year



County Services

Twenty-one County-provided services were evaluated by survey respondents and converted to the 100-point scale where zero equals “poor” and 100 equals “excellent.” Overall, ratings ranged from just above “good” (67) to just above “fair” (33). The highest rated services included 911 dispatch services (72 on the 100-point scale), Sheriff patrol (66), landfill, canister site, and recycling services (59), licensing and vehicle registration (56), and snow and ice removal on County roads (56). Services to youth and assessment process/property tax system were rated less favorably, with average ratings of 41 and 39, respectively.

Please note that at least one in five respondents said “don’t know” when asked to rate the quality of the following services (a full set of responses, including “don’t know,” can be found in *Appendix C: Complete Set of Frequencies*):

- 911 dispatch
- Sheriff patrol
- Employment support
- Accessibility and functionality of County website
- Information about the work of the St. Louis County Board
- Records and vital statistics
- Assessment process/property tax system
- Land use services, including building and conditional use permitting
- On-site wastewater and septic permitting
- Management of County-owned land
- Disaster preparedness and response
- Public health
- Services to older adults
- Services to youth
- Services to low income residents
- Child protection
- Services to veterans

Each of the 21 services asked about in 2016 could be compared to 2013. Services to low income residents (47 in 2016 versus 43 in 2013) and assessment process/property tax system (39 in 2016 versus 31 in 2013) received higher ratings in 2016 than in 2013. Records and vital statistics (50 in 2016 versus 55 in 2013) were given lower ratings in 2016 than in 2013.

Of the 21 services asked about on the survey, 12 could be compared to the benchmark and ratings were mixed. The rating for maintenance of County roads was much higher than the benchmark. Services that were rated similar to the benchmark include: Sheriff patrol, snow and ice removal on County roads, land use services, including building and conditional use permitting, landfill, canister sites and recycling programs, and services to low income residents. Services that were rated lower or much lower than the benchmark include: accessibility and functionality of County website, disaster preparedness and response, public health, services to older adults, services to youth, and child protection.

Residents from County Commissioner District 2 were more likely to positively rate the quality of St. Louis County’s 911 dispatch and emergency patrol than their counterparts in other districts. In general, homeowners and those under the age of 35 gave positive ratings to County services compared to other residents. (Please see *Appendix E: Comparison of Select Questions by Respondent Characteristics*.)

Figure 19: Average Ratings of County Services Compared by Year

Please rate each of the following services provided by St. Louis County.	Average rating (0=poor, 100=excellent)			
	2016	2013	2011	2007
911 dispatch	72	72	70	NA
Sheriff patrol	66	65	64	62
Landfill, canister sites and recycling programs	59	57	60	NA
Licensing and vehicle registration	56	59	NA	NA
Snow and ice removal on County roads	56	53	48	54
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	52	52	56	NA
Disaster preparedness and response	52	52	48	NA
Public health	52	51	50	55
Records and vital statistics	50	55	61	NA
Management of County-owned land	50	47	47	NA
Services to older adults	48	48	49	56
Services to low income residents	47	43	44	43
Child protection	46	47	48	NA
Land use services, including building and conditional use permitting	43	45	44	38
Services to veterans	43	46	43	NA
Employment support	43	43	42	NA
On-site wastewater and septic permitting	42	43	NA	NA
Maintenance of County roads	42	40	NA	NA
Information about the work of the St. Louis County Board	40	42	NA	NA
Services to youth	41	39	42	44
Assessment process/property tax system	39	31	NA	NA

A few services were worded differently in past survey years. In 2013, "accessibility and functionality of County website" was "access to information on County website" and "self-service options on County Web site," in 2011. Also in 2011 "services to older adults" was "services to seniors," "land use services, including building and conditional use permitting" was "land use services, including permitting (construction/septic)" and was "land use, planning and zoning" in 2007 and "management of County-owned land" was "County trust land management." In 2007, "condition of County roads" was "street repair," "snow and ice removal on County roads" was "snow removal," "public health" was "health services," "services to youth" was "services to children (age 0-12)" and "services to low-income residents" was "services to low-income people."

Figure 20: County Services Benchmarks

	Comparison to benchmark
Sheriff patrol	Similar
Landfill, canister sites and recycling programs	Similar
Snow and ice removal on County roads	Similar
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/mat	Much lower
Disaster preparedness and response	Lower
Public health	Lower
Services to older adults	Much lower
Services to low income residents	Similar
Child protection	Much lower
Land use services, including building and conditional use permitting	Similar
Maintenance of County roads	Much higher
Services to youth	Much lower

Familiarity with County Services

As in 2013, survey respondents in 2016 were also asked how familiar they were with the 21 services they rated and whether they would like more information about any of them. As would be expected and as was seen in 2013 when this question was first asked, the items with which residents were most familiar often were of least interest for getting additional information. (Though being less familiar did not necessarily mean that respondents wanted more information.)

The services respondents were most familiar with included snow and ice removal on County roads (86% “very” or “somewhat” familiar), licensing and vehicle registration (85%), and maintenance of County roads (84%). The services respondents were least familiar with included information about the work of the St. Louis County Board (42% “very” or “somewhat” familiar), on-site wastewater and septic permitting (42%), and management of County-owned land (43%).

When compared to 2013, most familiarity ratings remained stable in 2016, however various familiarity ratings decreased. In 2016, fewer residents reported being familiar with services to older adults (55% “very” or “somewhat” familiar in 2016 versus 62% in 2013), disaster preparedness and response (49% in 2016 versus 55% in 2013), records and vital statistics (49% in 2016 versus 55% in 2013), management of County-owned land (43% in 2016 versus 52% in 2013), on-site wastewater and septic permitting (42% in 2016 versus 50% in 2013), and information about the work of the St. Louis County Board (42% in 2016 versus 48% in 2013).

Requests for More Information about County Services

When asked which services they would like more information about, the services at the top of the list were information about the work of the St. Louis County Board (35%), services to older adults (34%), services to low income residents (30%), and public health (29%).

When compared to 2013, most requests for more information remained stable, however various services saw a decrease in the request for more information about them. Fewer residents wanted more information about the following services: assessment process/property tax system (25% in 2016 versus 39% in 2013), disaster preparedness and response (25% in 2016 versus 35% in 2013), employment support (22% in 2016 versus 35% in 2013), landfill, canister sites and recycling programs (15% in 2016 versus 23% in 2013), Sheriff patrol (15% in 2016 versus 21% in 2013), land use services, including building and conditional use permitting (13% in 2016 versus 23% in 2013), and on-site wastewater and septic permitting (12% in 2016 versus 18% in 2013).

Figure 21: Familiarity with County Services Compared by Year

Please first rate how familiar you are, if at all, with each of the following services provided by St. Louis County and then indicate whether you would like the County to provide more information about each.

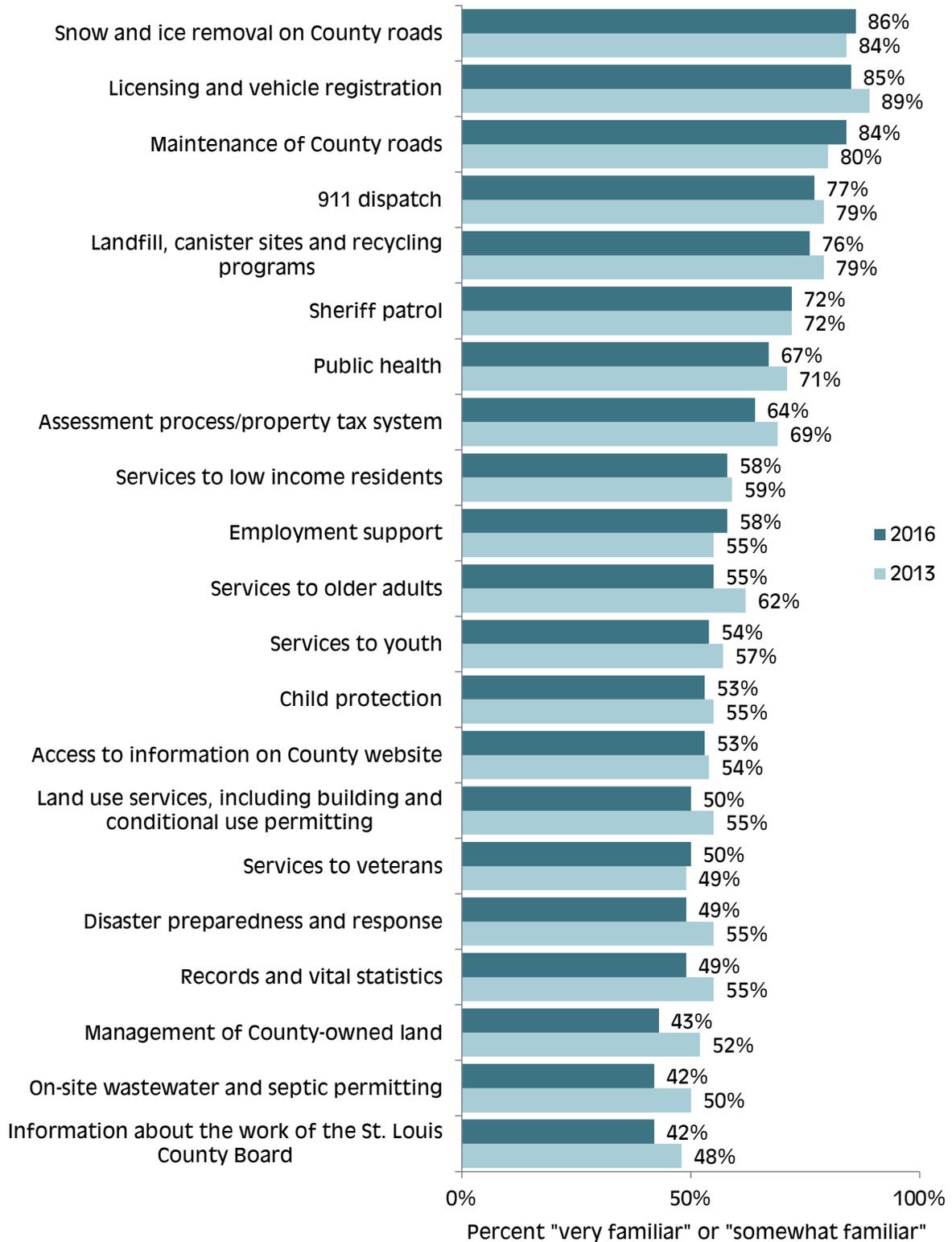
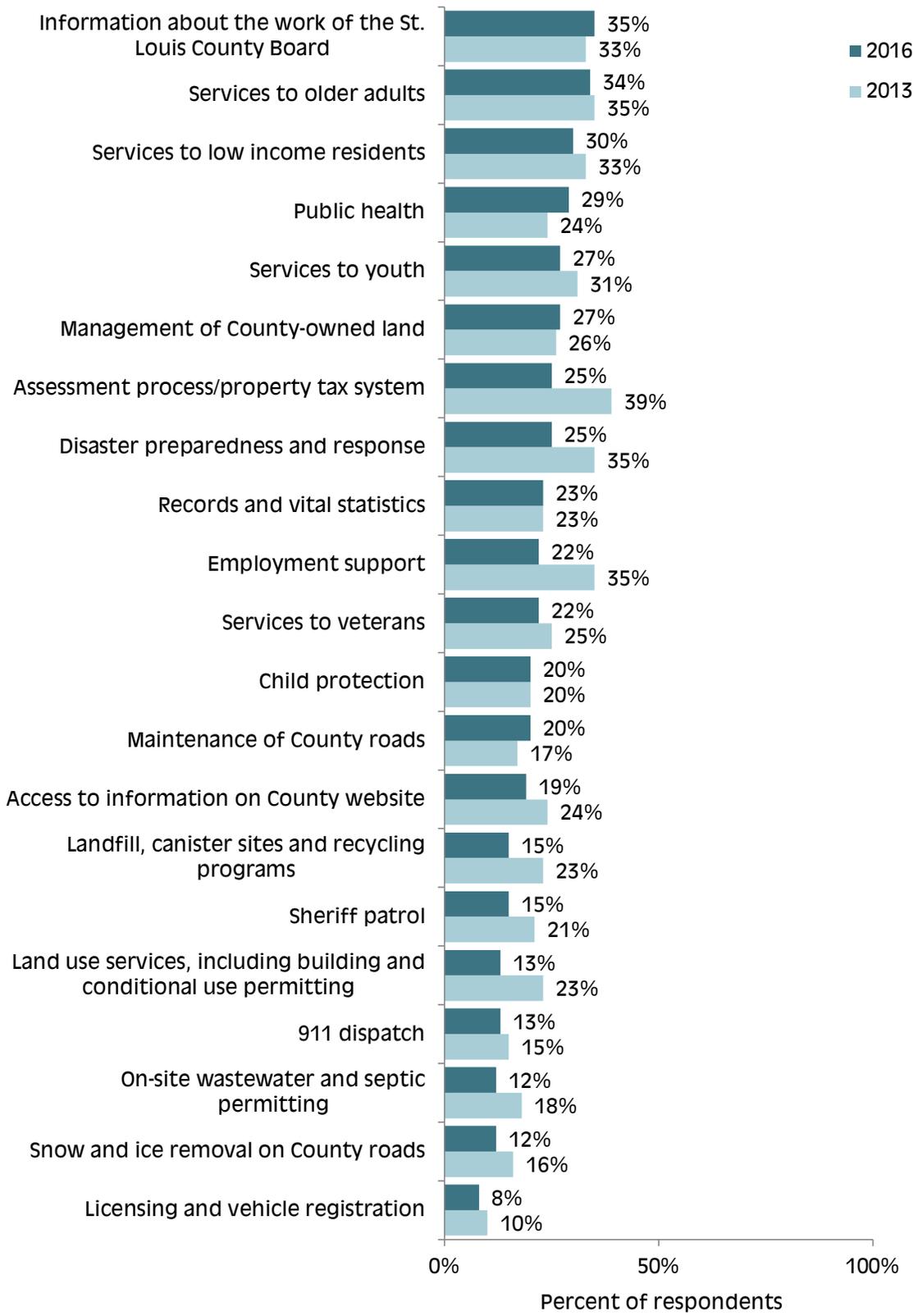


Figure 22: Would Like More Information about County Services

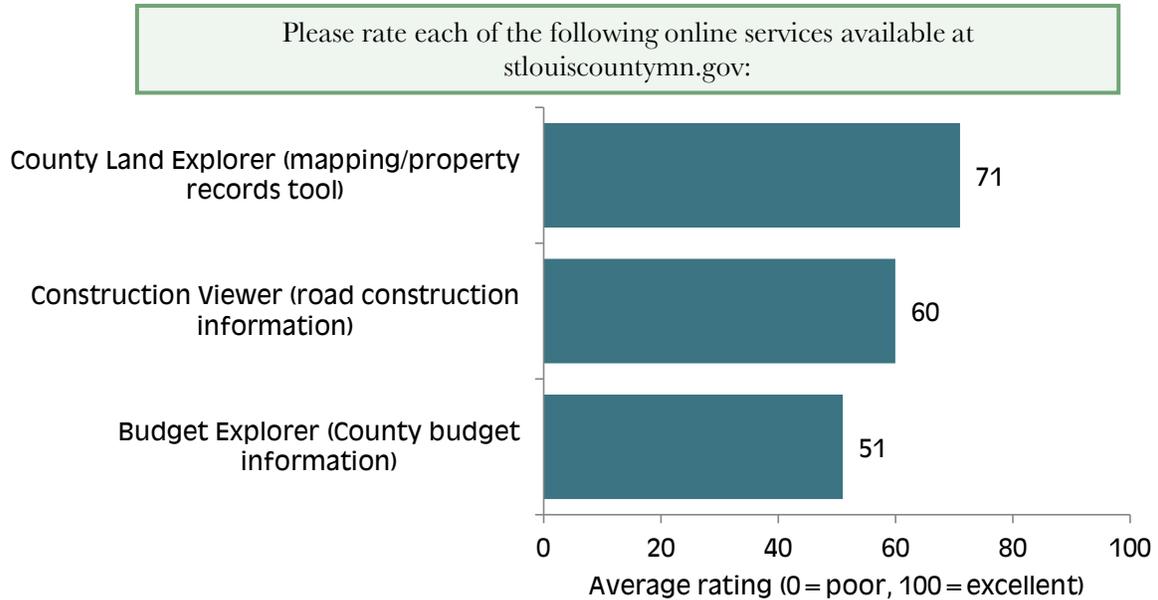


Online County Services

Respondents to the 2016 survey were asked to rate the quality of three online services available at stlouiscountymn.gov. Evaluations were converted to the 100-point scale where zero equals “poor” and 100 equals “excellent.” Ratings ranged from 71 (just above “good”) to 51 (between “fair” and “good”).

Please note that “don’t know” responses were high for each of the three online services: County Land Explorer (65% “don’t know”), Construction Viewer (74%), and Budget Explorer (80%).

Figure 23: Average Quality of Online County Services¹

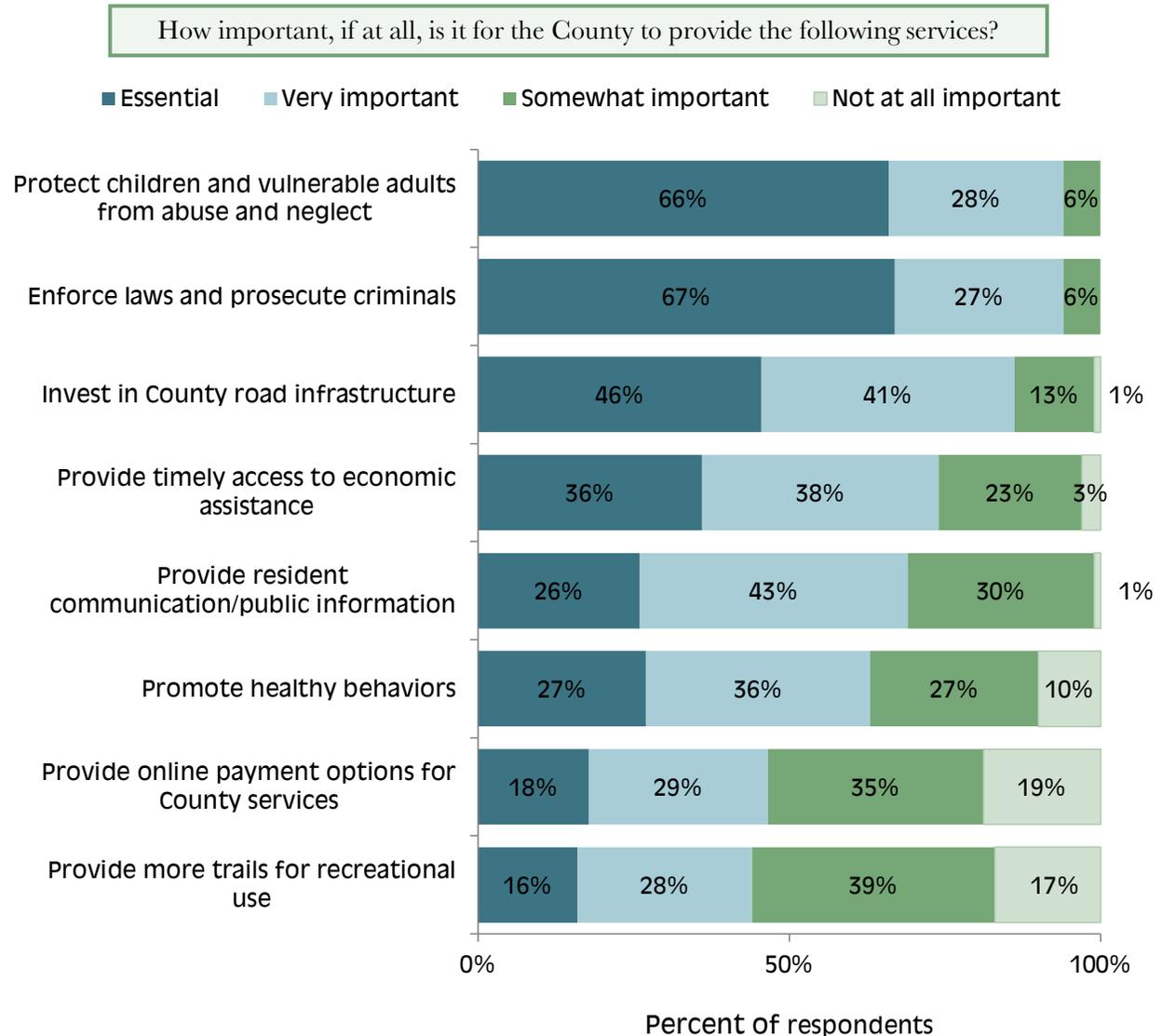


¹ It is important to note that “don’t know” responses were high for each of the three online services outlined above: County Land Explorer (65% “don’t know” or 415 respondents), Construction Viewer (74% or 466 respondents), and Budget Explorer (80% or 508 respondents). Please see *Appendix C: Complete Set of Survey Frequencies* for more information on the “don’t know” responses.

Importance of County Services

When asked about the importance of the County providing various services, more than 9 in 10 residents indicated that protecting children and vulnerable adults from abuse and neglect and enforcing laws and prosecuting criminals were the most important (94% “essential” or “very important” for each); in fact, no one gave a “not at all important” rating for either of these services (please see *Appendix C: Complete Set of Frequencies* for a full set of responses). Least important with fewer than half of survey respondents giving an “essential” or “very important” rating were providing online payment options for County services and providing more trails for recreational use.

Figure 24: Importance of County Services



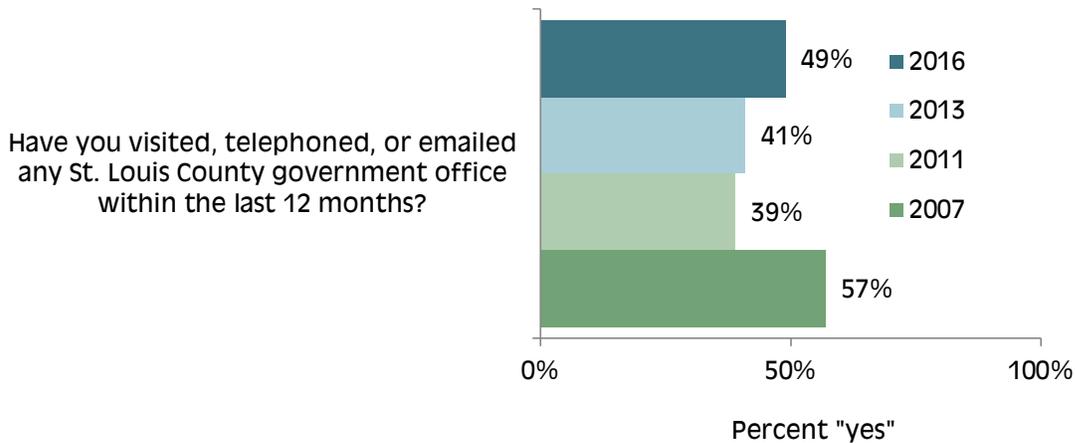
Contact with County Government

As in previous years, respondents were asked if they had contact with a County government office in the 12 months prior to the survey. In 2016, 49% of respondents said that they had visited, telephoned, or emailed a County government office within the previous 12 months, which was a higher rate of contact compared to what was reported in 2013. Compared to levels of contact in other counties across the nation, St. Louis County residents had a much higher level of contact with County offices.

Respondents were then asked, if they had contact, which office they contacted most recently. Seventeen percent reported the most recent contact was with 911 dispatch (new on the 2016 survey) followed by the assessor (13%) and County auditor (12%). Less than 1 in 10 respondents reported having contact with any of the other offices listed. A list of the “other” departments with which respondents had contact can be found verbatim in *Appendix B: Verbatim Responses to Open-ended Questions*.

When compared to 2013, fewer residents in 2016 had contacted the assessor (13% in 2016 versus 28% in 2013) and more had contacted public health (8% in 2016 versus 1% in 2013).

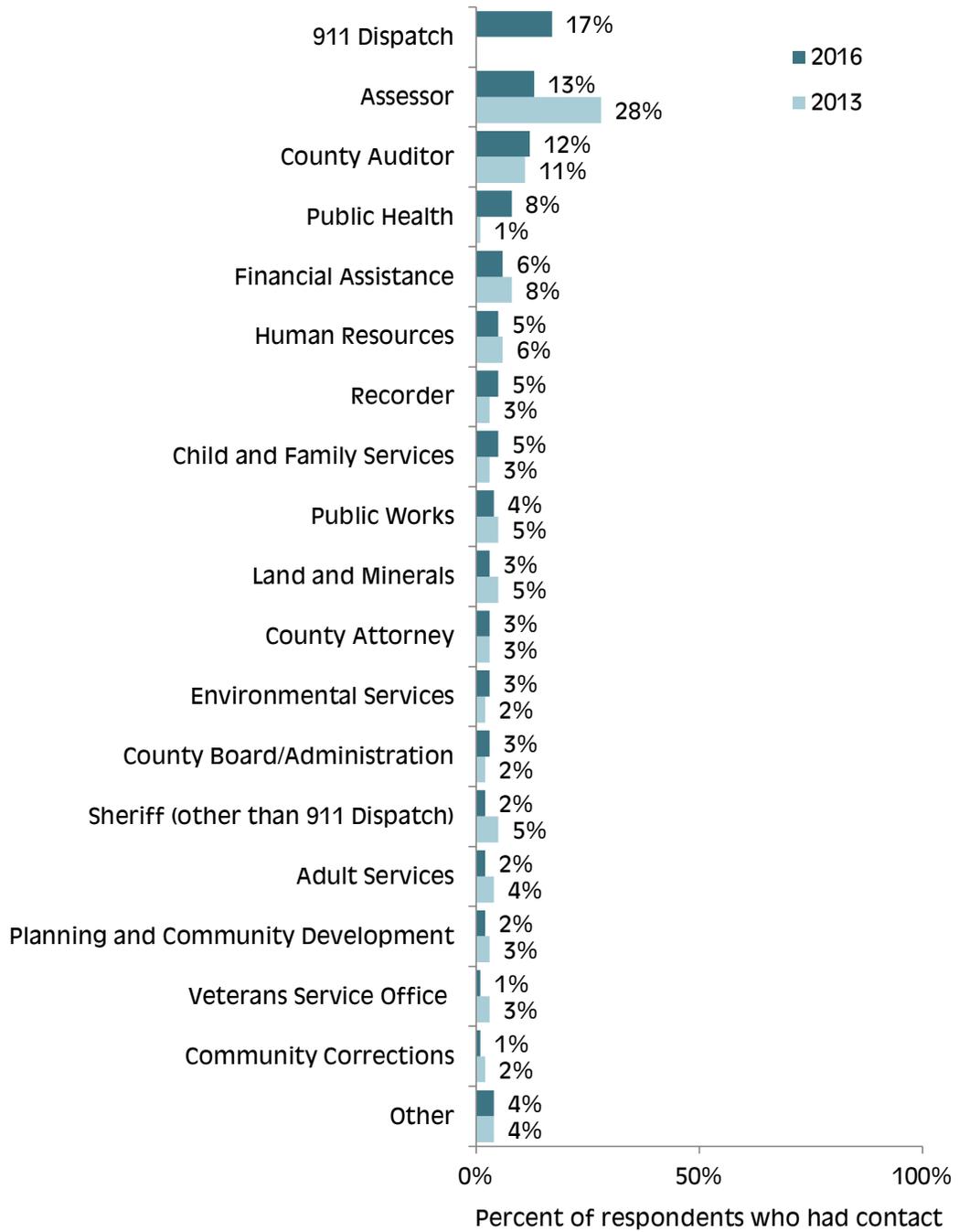
Figure 25: Government Office Contact Compared by Year



Question wording changed in 2011 including the addition of “email” as a method of contact. In 2011, 2013 and 2016, respondents were given the only options of “yes” and “no.”

Figure 26: Office Contacted Compared by Year

If more than one office contacted, please select the most recent.



The 49% of respondents who reported having contacted a County government office were asked to give their impression of the employee(s) with whom they had contact. Each aspect of their impression was rated just above “good” (67 on the 100-point scale).

Each of the four ratings for perceptions of County employees improved in 2016 when compared to 2013.

When compared to ratings given by residents in other counties across the U.S., all aspects of County employees received ratings similar to the benchmark, except for overall impression, which was rated much higher.

Figure 27: Perceptions of St. Louis County Employees Compared by Year

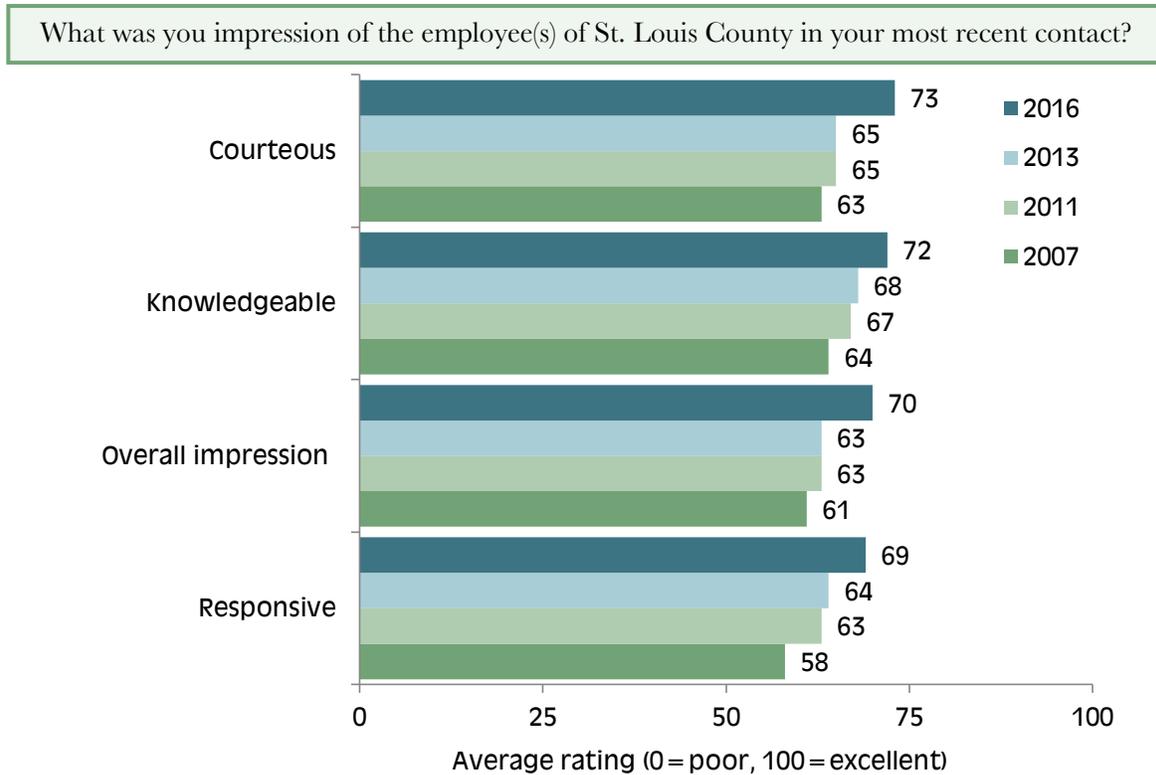


Figure 28: Perceptions of County Employees Benchmarks

	Comparison to benchmark
Knowledgeable	Similar
Responsive	Similar
Courteous	Similar
Overall impression	Much higher

Public Information and Communication

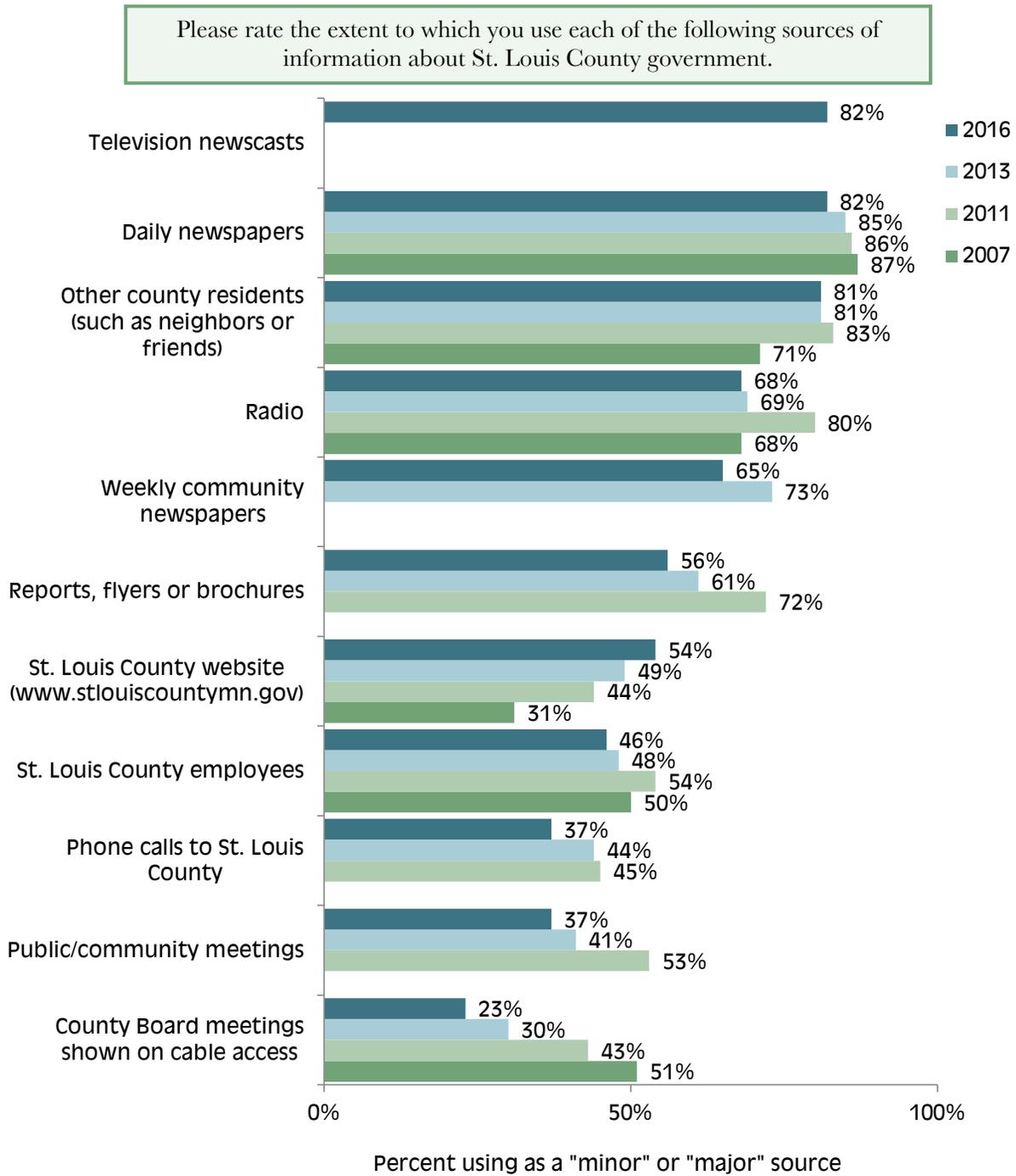
As in prior years, several questions on the survey assessed where and how St. Louis County residents get their information. Respondents were asked to identify if different sources of information were “minor,” “major,” or “not a source” for information about the County government. Information on preferred methods to learn about County services was gathered as well as preferred methods to contact the County for a suggestion, question or concern.

Potential Information Sources

When provided a list of 11 different sources for information about the County, at least 8 in 10 respondents relied on television newscasts (82% “major” or “minor” source), daily newspapers (82%), and other county residents (81%) as sources for information about the County government. The least relied upon sources of information were phone calls to St. Louis County (37% “major” or “minor” source), public/community meetings (37%), and County Board meetings shown on cable access (23%).

Responses to 10 of the 11 items in this question could be compared to the 2013 survey results. Fewer people in 2016 than in 2013 reported using weekly community newspapers (65% in 2016 versus 73% in 2013), making phone calls to St. Louis County (37% versus 44%), and using County Board meetings shown on cable access (23% versus 30%). Use of the other sources of information was similar in 2016 as in 2013.

Figure 29: Potential Information Sources Compared by Year

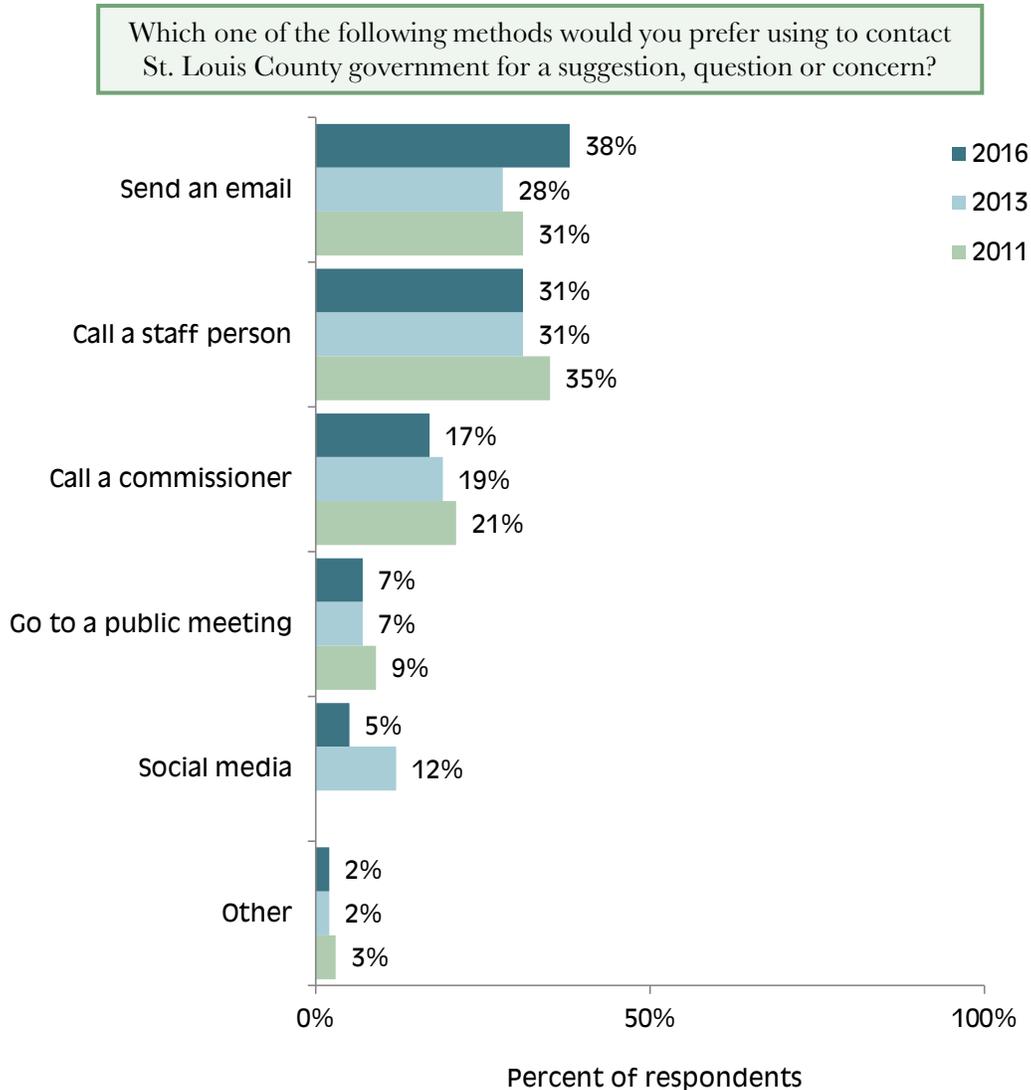


Wording of several items changed in past survey years. In 2011 “County Board meetings shown on cable access” was “cable access programming” and was “cable television” in 2007, “the radio” was “local radio show” in 2007 and “St. Louis County website (www.stlouiscountymn.gov)” was “St. Louis County internet Web site” in 2007. In 2016, “television newscast” was a new item.

When asked what one method residents preferred to use to contact St. Louis County government for a suggestion, question or concern, nearly 4 in 10 residents chose sending an email (38%) and 3 in 10 chose calling a staff person (31%). Responses generally remained steady when compared to 2013 survey ratings; however more residents preferred sending an email in 2016 compared to 2013 and fewer preferred social media.

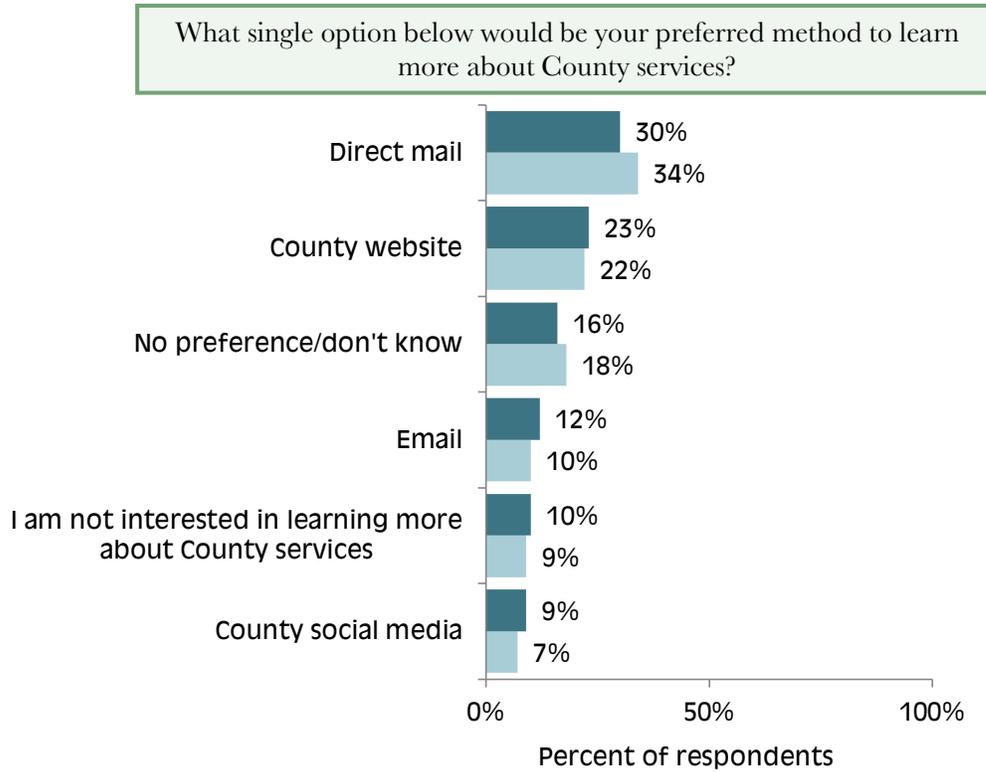
Survey respondents were given the opportunity to write in their own words an “other” preferred method for contacting the County. These verbatim responses can be found in *Appendix B: Verbatim Responses to Open-ended Questions*.

Figure 30: Top Preference for Contact Compared by Year



As in 2013, the 2016 survey included a question about residents' preferred method to learn more about County services. At the top of the list was direct mail (30% of respondents), followed by the County website (23%). Sixteen percent of respondents reported that they either did not have a preference or said "don't know" and 10% reported not being interested in learning more about County services.

Figure 31: Top Preferred Method to Learn About County Services



RESPONDENT DEMOGRAPHICS

Frequencies for demographic questions appear below and on the following pages.

Figure 32: Respondent District

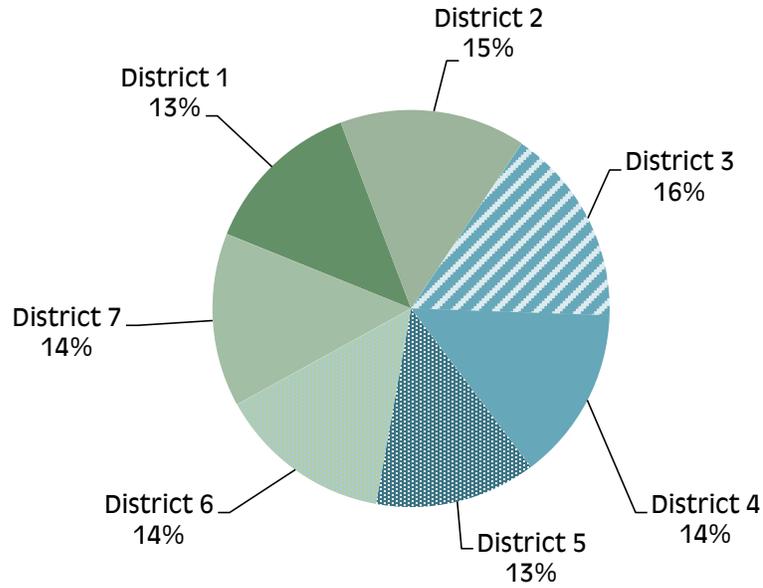


Figure 33: Respondent Length of Residency

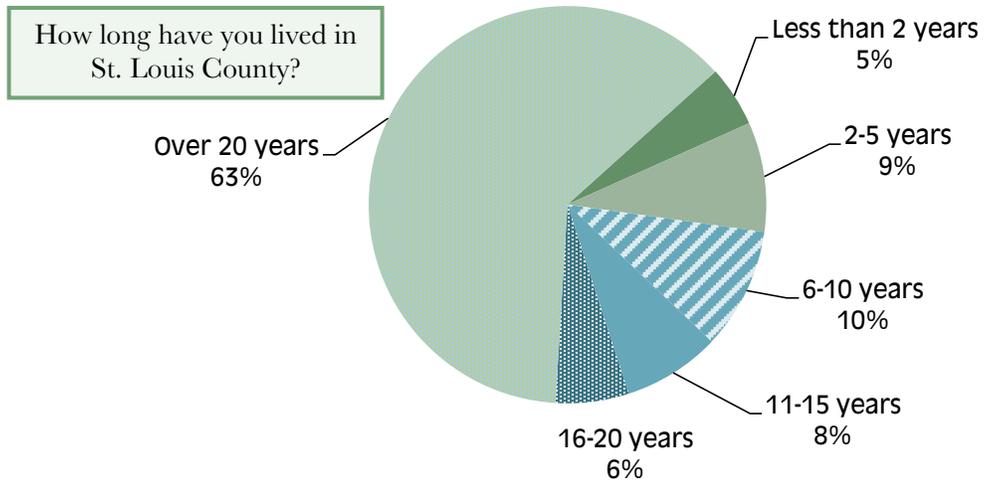


Figure 34: County Employee

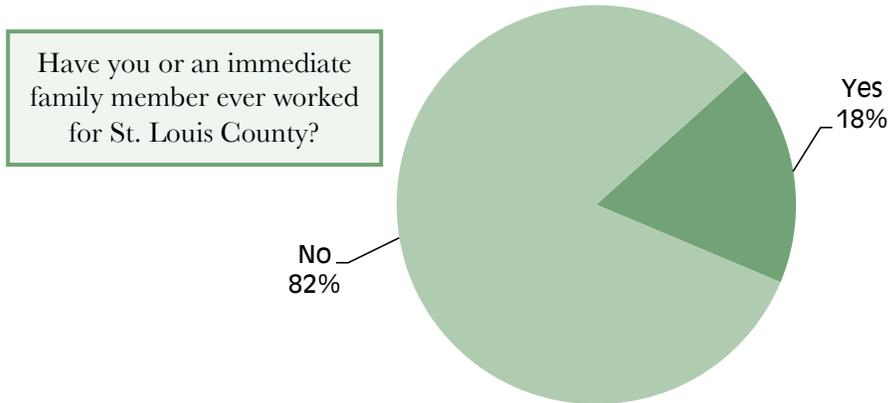


Figure 35: Respondent Housing Unit Type

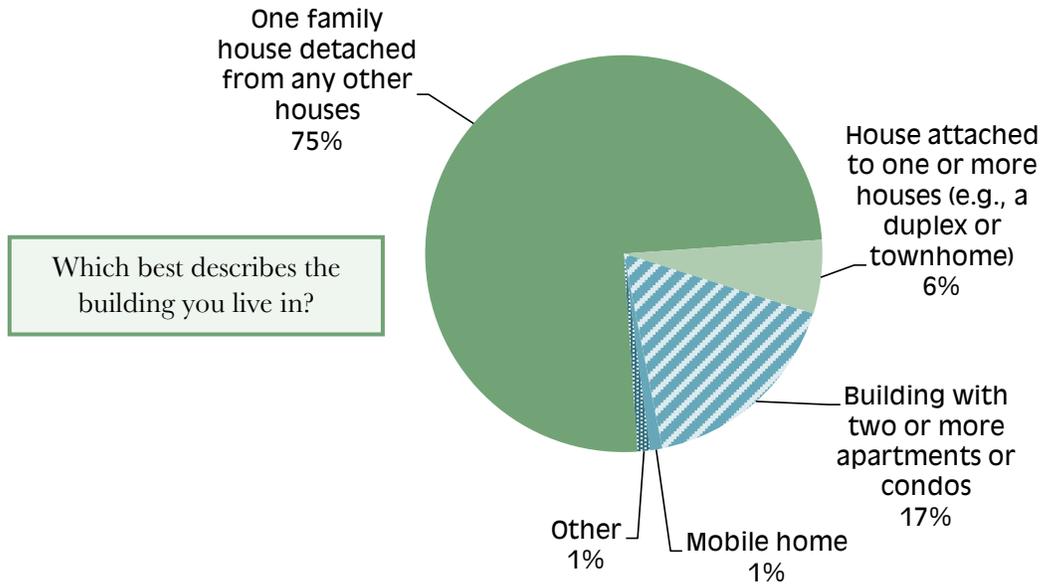


Figure 36: Respondent Housing Tenure

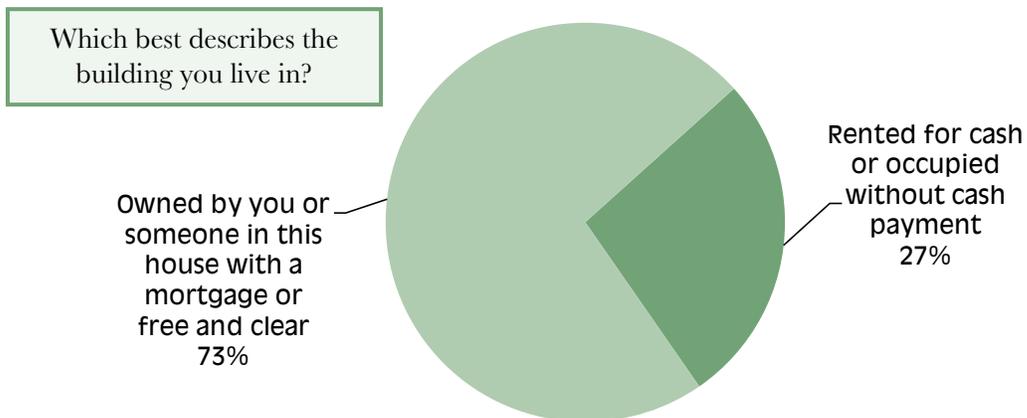


Figure 37: Respondent Employment Status

Which of the following best describes you?	Percent of respondents	Number
Employed full time	53%	N=345
Employed part time	9%	N=56
Homemaker	2%	N=16
Retired	29%	N=186
Student	3%	N=20
Unemployed, looking for work	4%	N=26
Total	100%	N=649

Figure 38: Presence of Children in Household

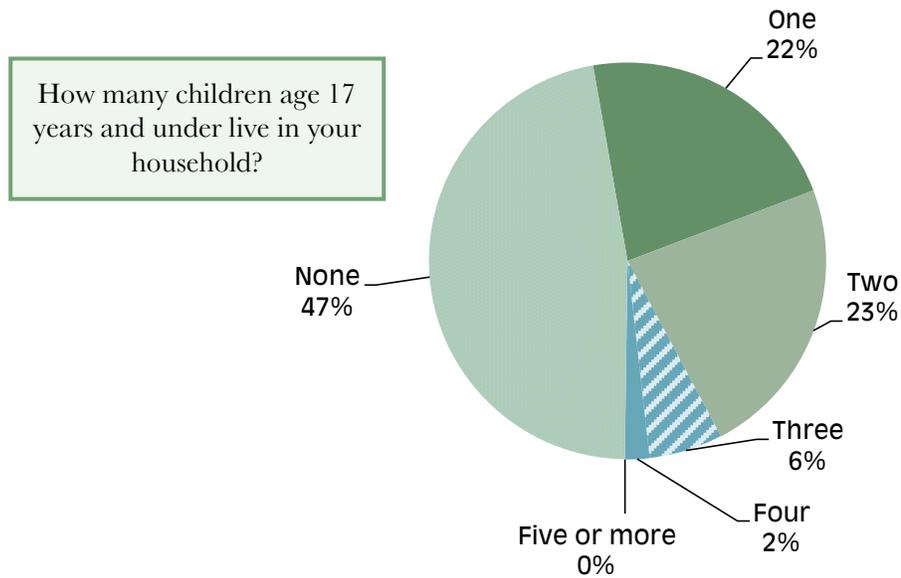


Figure 39: Presence of Adults under Age 65 in Household

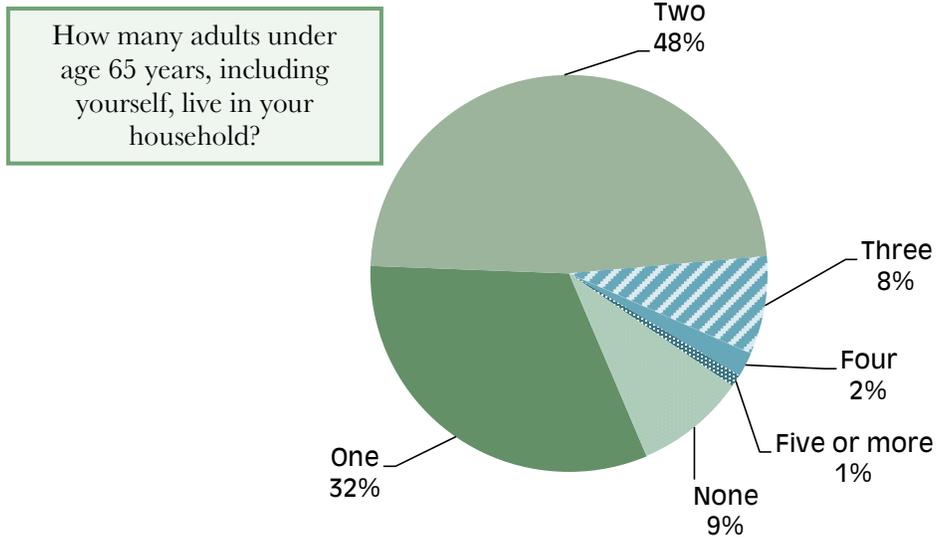


Figure 40: Presence of Older Adults Age 65 and Over in Household

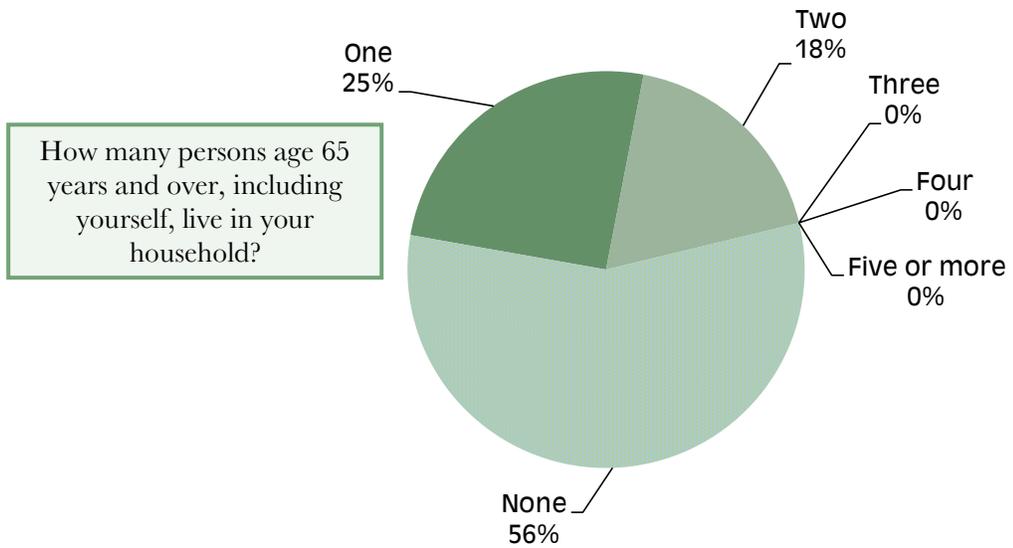


Figure 41: Respondent Ethnicity

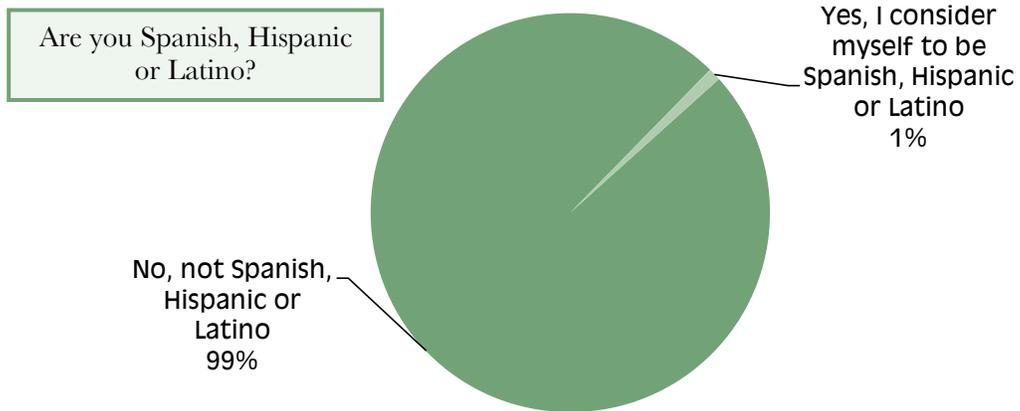


Figure 42: Respondent Race

What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Percent of respondents	Number
American Indian or Alaskan Native	2%	N=16
Asian, Asian Indian or Pacific Islander	1%	N=6
Black or African American	2%	N=11
White	97%	N=628
Other	1%	N=8

Total may exceed 100% as respondents could select more than one response.

Figure 43: Respondent Age

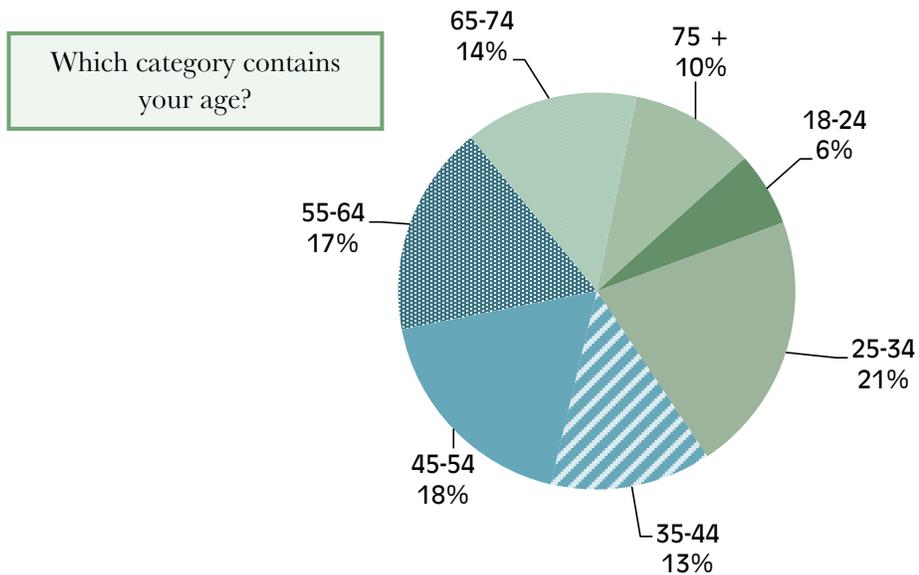


Figure 44: Respondent Gender

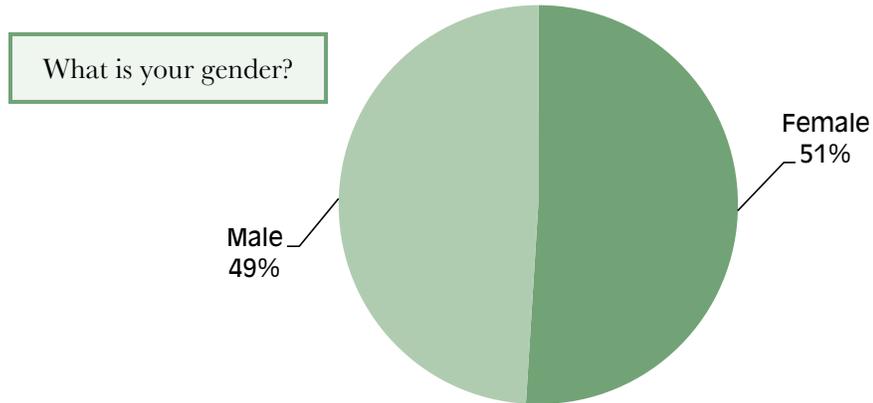


Figure 45: Respondent Household Income

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	21%	N=131
\$25,000 to less than \$50,000	28%	N=175
\$50,000 to less than \$75,000	16%	N=97
\$75,000 to less than \$100,000	19%	N=118
\$100,000 to less than \$150,000	12%	N=76
\$150,000 to less than \$200,000	3%	N=20
\$200,000 or more	2%	N=12
Total	100%	N=628

Figure 46: Respondent Education Level

Please indicate your education level:	Percent of respondents	Number
High school degree	19%	N=124
Vocational / 2-year degree	18%	N=117
Some college, no degree	15%	N=98
4-year degree	34%	N=223
Master's degree or higher	13%	N=86
Total	100%	N=648

APPENDIX A: DETAILED SURVEY METHODOLOGY

Survey Instrument Development

St. Louis County conducted its first general resident survey in 2007; 2016 marks the fourth administration of the St. Louis County Resident Survey. These surveys permit County staff and elected officials to hear from a broad range of the population. The surveys ask recipients about their perspectives on the quality of life in the county, use of County amenities, opinion on policy issues facing the County, and assessment of County service delivery. The 2016 resident survey instrument began with a review of the 2013 survey. A list of topics was generated for new questions; questions were developed and modified to find those that were the best fit for the 2016 questionnaire. In an iterative process between County staff including department heads and NRC staff, a final five-page questionnaire was crafted.

Selecting Survey Recipients

“Sampling” refers to the method by which survey recipients are chosen. The “sample” refers to all those who were given a chance to participate in the survey. All households located within the county boundaries were eligible for the survey. Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), updated every three months, usually provide the best representation of all households in a specific geographic location. NRC used USPS data to select the sample of households.

A larger list than needed was sampled so that a process referred to as “geocoding” could be used to eliminate addresses from the list that were outside the study boundaries. Geocoding is a computerized process in which addresses are compared to electronically mapped boundaries and coded as inside or outside desired boundaries. All addresses determined to be outside the study boundaries were eliminated from the sample. A random selection was made of the remaining addresses to create a final list of 2,100 addresses, each identified as being within one of the seven County Commissioner Districts.

Attached units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in detached housing units.

An individual within each household was randomly selected to complete the survey using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

Survey Administration and Response

Each selected household was contacted three times. First, a prenotification announcement, informing the household members that they had been selected to participate in the St. Louis County survey was sent. Approximately one week after mailing the prenotification, each household was mailed a survey containing a cover letter signed by the County Administrator enlisting participation. The packet also contained a postage-paid return envelope in which the survey recipients could return the completed questionnaire to NRC. A reminder letter and survey, scheduled to arrive one week after the first survey was the final contact. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey.

The mailings were sent in February 2016 and completed surveys were collected over the following six weeks. About 6% of the 2,100 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,966 households, 658 completed the survey, providing a response rate of 33%; average response rates for a mailed resident survey range from 25% to 40%. Additionally, responses were tracked by County Commissioner District. The following table shows the response rate for each district.

Table 1: Survey Response Rates by District 2016

Commissioner District	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate
District 1	300	19	281	73	26%
District 2	300	17	283	87	31%
District 3	300	13	287	85	30%
District 4	300	26	274	119	43%
District 5	300	15	285	111	39%
District 6	300	27	273	94	34%
District 7	300	17	283	89	31%
Overall	2,100	134	1,966	658	33%

95% Confidence Intervals

The 95% confidence interval (or “margin of error”) quantifies the “sampling error” or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within plus or minus four percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (potentially introducing non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error).

While the 95 percent confidence interval for the survey is generally no greater than plus or minus four percentage points around any given percent reported for the entire sample and plus or minus two points on the 100-point scale, results for subgroups will have wider confidence intervals. Where estimates are given for subgroups, they are less precise. For any subgroup from the survey, the margin of error rises to as much as plus or minus 10% or six points (on the 100-point scale) for a sample size of 100 to plus or minus 5% or three points (on the 100-point scale) for 400 completed surveys.

Survey Processing (Data Entry)

Mailed surveys were submitted via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys have been assigned a unique identification number, they are entered into an electronic dataset. This dataset was subject to a data entry protocol of “key and verify,” in which survey data were

entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Weighting the Data

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by: 1) reviewing the sample demographics and comparing them to the population norms from the most recent Census or other sources and 2) comparing the responses to different questions for demographic subgroups. The demographic characteristics that are least similar to the Census and yield the most different results are the best candidates for data weighting. Several different weighting “schemes” are tested to ensure the best fit for the data. The data were weighted by housing tenure (rent or own), housing unit type (attached or detached), race, ethnicity, age, gender, and County Commissioner District. The results of the weighting scheme are presented in the table on the following page.

Table 2: St. Louis County Weighting Table 2016

Characteristic	Population Norm²	Unweighted Data	Weighted Data
Housing			
Rent home	29%	20%	27%
Own home	71%	80%	73%
Detached unit ³	77%	79%	76%
Attached unit ²	23%	21%	24%
Race and Ethnicity			
Hispanic	1%	1%	1%
Not Hispanic	99%	99%	99%
White	94%	95%	94%
Non-white	6%	5%	6%
White alone, not Hispanic	94%	94%	94%
Hispanic and/or other race	6%	6%	6%
Sex and Age			
18-34 years of age	30%	11%	27%
35-54 years of age	32%	21%	32%
55+ years of age	38%	68%	41%
Female	50%	51%	51%
Male	50%	49%	49%
Females 18-34	14%	8%	14%
Females 35-54	16%	9%	16%
Females 55+	20%	33%	21%
Males 18-34	16%	3%	14%
Males 35-54	16%	12%	16%
Males 55+	18%	35%	19%
District			
District 1	14%	11%	13%
District 2	15%	13%	15%
District 3	16%	13%	16%
District 4	14%	18%	14%
District 5	13%	17%	13%
District 6	14%	14%	14%
District 7	14%	14%	14%

² Source: 2010 Census³ Source: American Community Survey, 2011 5-year estimates

Data Analysis

The surveys were analyzed using the Statistical Package for the Social Sciences (SPSS). Frequency distributions and averages are presented in the body of the report. Chi-square or ANOVA tests of significance were applied to breakdowns of selected survey questions by County Commissioner district. A “p-value” of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of our sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they are marked with grey shading in the appendices.

Comparing to Previous Survey Results

The 2016 survey results are presented along with the data from 2007, 2011 and 2013, when available. Sometimes the wording of questions was inconsistent between survey years. Important differences are noted with the appropriate tables and figures. In order to make the results comparable between the survey years, statistical adjustments were made to the 2007 data to account for any question and scale differences when possible. These adjustments are based on the average difference between ratings given in 2007 and 2011 for items on a similar scale.

APPENDIX B: VERBATIM RESPONSES TO OPEN-ENDED QUESTIONS

Following are alphabetized verbatim responses to the open-ended question on the survey. Responses are grouped by the theme to which they were coded. The verbatim responses were not edited for grammar but punctuation has been added for meaning or clarity.

Q3. How important, if at all, are each of the following factors in your quality of life in St. Louis County?

Other (please specify)

- ◆ Aging population resources.
- ◆ Catholic Church.
- ◆ Childcare.
- ◆ Freedom from gov.
- ◆ Global warming.
- ◆ Water quality.
- ◆ We are retired.

Q4a. What do you feel is the most serious issue facing St. Louis County at this time?

Jobs

- ◆ (North St. Louis County) - Economic base- Loss of jobs- Aging and declining population.
- ◆ All the unemployment.
- ◆ Availability of living wage/benefit positions.
- ◆ Clean jobs.
- ◆ Cost of living going up- pay rates stay the same.
- ◆ Decent paying jobs and more of them with varied job opportunities.
- ◆ Declining employment- mining- declining enrollment in schools.-
- ◆ Economy (jobs), education, infrastructure.
- ◆ Economy/jobs.
- ◆ Employment & health care.
- ◆ Employment & mail service.
- ◆ Employment in Northern St Louis County & road maintenance & infrastructures.
- ◆ Employment opportunities.
- ◆ Employment opportunities.
- ◆ Employment opportunities.
- ◆ Employment opportunities.
- ◆ Employment stability on iron range.
- ◆ Employment taxes.
- ◆ Employment, quality & good paying jobs for people.
- ◆ Employment, wages.
- ◆ Employment.
- ◆ Employment/housing (affordable) for young individuals & couples.
- ◆ Full time employment opportunities w/benefits.
- ◆ Good jobs with benefits to stay in the area and maintain a good living.
- ◆ Good paying jobs so that people can afford to stay here.
- ◆ Good paying jobs, affordable homes, recreational activities- or lack there of & child care (lack of options).
- ◆ Good paying jobs.
- ◆ Good paying jobs.

- ◆ Jobs/environment.
- ◆ Job-unemployment.
- ◆ Keeping the mines open. There's a lot of people who have jobs there.
- ◆ Lack of employment for younger families.
- ◆ Lack of employment opportunities to keep families in the area.
- ◆ Lack of employment with pay to support a family and taxes not paying for what they used to pay for.
- ◆ Lack of good paying jobs to keep young people here. Clean water and air.
- ◆ Lack of good paying jobs. Not \$10-12 an hour jobs either. I'm saying \$20/hr jobs.
- ◆ Lack of good paying jobs. Too much attraction to people who need assistance.
- ◆ Lack of jobs & future of jobs due to mining slow down.
- ◆ Lack of jobs!!!!
- ◆ Lack of jobs.
- ◆ Lack of jobs.
- ◆ Lack of jobs.
- ◆ Lack of quality jobs. Lack of professional jobs to sustain a higher standard of living.
- ◆ Living wage employment.
- ◆ Loss of jobs in the mines.
- ◆ Loss of jobs on the Iron Range.
- ◆ Loss of jobs/industry on the iron range.
- ◆ Loss of mine jobs. State residents blocking mine jobs (former LTV) Wolf Management.
- ◆ Low paying jobs seem to be most available- serious lack of good paying jobs.
- ◆ Low paying jobs.
- ◆ Mining layoffs-It trickles down to Duluth & St. L.C. and infringes on the quality of life here; steady incomes needed.
- ◆ No jobs mines have all laid off homelessness.
- ◆ No jobs, high taxes, influx of intercity crime via the section 8 housing program. Nothing for kids to do. Terrible snow removal/salting/sanding roads! Awful! They're so bad, never were before!
- ◆ Not enough employees willing to take on employees with checkered post. High cost of living for average available job salaries.
- ◆ Not enough employment opportunities.
- ◆ Not enough good paying jobs.
- ◆ Not having enough quality jobs in the area.
- ◆ The lack of employment at the mines.
- ◆ unemployment due to mine lay offs.
- ◆ Unemployment on the range and lack of "sorely" needed "Blue collar" jobs.
- ◆ Unemployment to many people coming here from other states getting free housing-food-etc. Bringing drugs and crime!!-
- ◆ Unemployment, drug use.
- ◆ Unemployment, mostly because of the struggles of the iron ore industry.
- ◆ Unemployment.
- ◆ Unemployment/employment opportunities.
- ◆ Wages & job opportunities.
- ◆ Wages. Higher paying jobs would keep students/graduates from leaving universities to live elsewhere.
- ◆ We need job opportunity. Spend less money for re-locating highway!
- ◆ Work opportunities.

Infrastructure (sewer, water, roads, bridges, etc.)

- ◆ 1) Condition of roads & infrastructures; 2) Homelessness/crime/people loitering downtown.3) Availability of middle class single family homes affordable, fair condition/newer construction.
- ◆ 1. Condition of county Highways- deplorable! 2. Unemployment.
- ◆ Adequate funding for maintenance of infrastructure, excess spending on unnecessary jobs/programs, inefficient management of tax dollars.

- ◆ Age & condition of water works/sewer included.
- ◆ Bad roads.
- ◆ Condition of roads, highways. How to deal with drug trafficking (definitely both).
- ◆ Deteriorating roads & bridges.
- ◆ Deteriorating roads.
- ◆ Failing infrastructure, job loss, diversification, mental health, housing.
- ◆ Fix the roads.
- ◆ Infrastructure improvements. Jobs in mining sector.
- ◆ Infrastructure- Roads & bridges.
- ◆ Infrastructure specifically roadways and housing.
- ◆ Infrastructure.
- ◆ Infrastructure: pipes, roads.
- ◆ Maintain & repair roads/streets/other infrastructure.
- ◆ Maintaining infrastructure-sewer! & safe & clean. Rural outdoors.
- ◆ Maintaining roads & bridges- infrastructure.
- ◆ Our roads.
- ◆ Our roads.
- ◆ Poor roads, over taxation!!
- ◆ Poor roads.
- ◆ Property taxes- too high.
- ◆ Road conditions!
- ◆ Road conditions, drugs.
- ◆ Road quality.
- ◆ Road quality.
- ◆ Road quality.
- ◆ Road repair, country & city bridges, also city infrastructure.
- ◆ Roads & bridges- crime & welfare.
- ◆ Roads & jobs.
- ◆ Roads and bridge.
- ◆ Roads and infrastructure.
- ◆ Roads bridges.
- ◆ Roads need repair.
- ◆ Roads not being repaired & lack of community between towns.
- ◆ Roads.
- ◆ Some roads need work, but in MN that's to be expected.
- ◆ Streets are in bad condition, lots of holes just patching, does not help. Plows grade the streets, and lots of traffic and the holes are back.
- ◆ Streets.
- ◆ Terrible uncared for roads & streets - Too large taxes and very high utilities- no jobs.
- ◆ The condition of my township road (Carlson Rd., Saginaw area) is disgusting!
- ◆ The lack of fixing county roads- Seems they (commissioners) are more concerned about Duluth and that area.
- ◆ The poor quality of roads.
- ◆ Transportation- roads & bridge- Age of population.-

Crime

- ◆ Crime & heroin.
- ◆ Crime and drugs.
- ◆ Crime drugs- Lack of safe, quality, attractive housing & neighborhoods.
- ◆ Crime- drugs.
- ◆ Crime- Influx of transient populations from large cities to small towns due to cheap housing. Bringing drugs and significant crime.
- ◆ Crime rise/drugs.

- ◆ Crime, job, housing health care.
- ◆ Crime.
- ◆ Crime-violence Minnesota is a highly rated welfare state, which is bringing in people from other states. Most of these people being on drugs, & alcohol which is cause more mental/health issues to deal with too.
- ◆ Cultural- widely accepted use of drugs & alcohol which result in a multitude of negative issues.
- ◆ Drug & alcohol abuse (heroin, prescription drugs, alcohol). Tax.
- ◆ Drug & criminal population & activity.
- ◆ Drug abuse's - increased crime.
- ◆ Drug problem and the welfare system- how easy it is to get & not live here!! Also Homelessness.
- ◆ Drug- St Louis County talk about all the welfare you can get for them. From Tenn all over to Chicago.
- ◆ Drug trafficking/sex trafficking.
- ◆ Drugs & crime enabled through social programs that attract this element from other states/cities.
- ◆ Drugs & crime.
- ◆ Drugs & crime.
- ◆ Drugs & opioids= crime.
- ◆ Drugs & resulting crimes.
- ◆ Drugs and violence.
- ◆ Drugs Bed Bugs gangs.
- ◆ Drugs- crime and untrustworthy politicians.
- ◆ Drugs in school.
- ◆ Drugs with really not much penalty to major distributors.
- ◆ Drugs, burglaries, repeat offenders!
- ◆ Drugs, crime, very poor streets- some very hazardous to drive and hard on vehicles.
- ◆ Drugs, crime.
- ◆ Drugs, crime. Roads, streets.
- ◆ Drugs.
- ◆ Human trafficking, illegal drug increase, need for more fire and police support.
- ◆ I would say crimes & drug use. Duluth is cleaning up & improving which is good but still a big concern with hard drug use.
- ◆ Illegal drug activity.
- ◆ Illegal drug use in the community & the crime that goes with it.
- ◆ Illegal drug use, abuse of government assistance programs.
- ◆ Illegal substance, cost of tuition.
- ◆ Increase in crime and drug use.
- ◆ Increase in drug use & crime related to it.
- ◆ Influx of drugs.
- ◆ Lack of police action & certain neighborhoods that are bad.
- ◆ Not enough police. Too many drugs & drug dealers. Not enough small industry.
- ◆ Petty crime-drugs- people being dumped here from other counties.-
- ◆ The rampant drug activity is causing an increase in crime across the board, creating a general anxiety in the public.
- ◆ Theft, destruction of property, violence, drugs, alcohol violence, jobs for peoples, young older peoples.

Economic development

- ◆ A sustainable work force that maintains jobs attracting people of all ages, building strong, diverse communities.
- ◆ Changing economy.
- ◆ Cost of living & employment.
- ◆ Cost of living is too high in comparison to wages.
- ◆ Declining to aging population. Lack of quality jobs to attract or retain population.
- ◆ Economic inequality-creating opportunities for everyone to feel safe, empowered, and independent.
- ◆ Economic opportunity is poor.
- ◆ Economy & income.

- ◆ Economy & job issues.
- ◆ Economy and jobs.
- ◆ Economy- the mining situation on the Iron Range is by far the most important- we need the mines running & miners working.-
- ◆ Economy, jobs and high taxes and high utilities make cost of living high which makes life a challenge!
- ◆ Economy, jobs.
- ◆ Economy, loss of jobs & people.
- ◆ Economy.
- ◆ Economy.
- ◆ Economy.
- ◆ Employment & industry- Too dependent on current mining. Need a balance between environmental & jobs/industry- State is restricting growth.
- ◆ Employment, econ. diversification.
- ◆ I live in No St Louis Cty which has different needs and concerns than the southern part of Cty. I think the economy is most important.
- ◆ Lack of diversified economy, drug dealers.
- ◆ Money economy- need to diversity/experience hiring for stem/finance.
- ◆ Need to grow the tax base.
- ◆ Not following historic modes of economic development; extractive industries are not sustainable & pollute.
- ◆ Poor economy on Iron Range.
- ◆ Regressive business environment.
- ◆ Roadways.
- ◆ Tax base problems on the iron range roads/infrastructure.
- ◆ The ability to grow in the smaller communities of St Louis County. Recognize this.
- ◆ The economy & growth. Attracting new businesses.
- ◆ The major industries are struggling, causing a cascade of economic troubles.
- ◆ This is an one industry area of mining is at poor rate it affects every other employer in the area.
- ◆ To be economically competitive.
- ◆ With the cost of living the way it is (housing affordability etc), we need more employment options w/ better pay.

Control government spending/budget issues

- ◆ 2017 St Louis County budget.
- ◆ Abuse of our welfare system.
- ◆ All of the free loaders- They make more staying at home than if they take a job.
- ◆ Budgeting of departments-mentality in depts. is if they don't spend what they get it will be cut.
- ◆ City budget.
- ◆ Group homes & public asst.
- ◆ How to keep providing services that cost more each year while not raising taxes.
- ◆ Increase in welfare demands from people moving in to county for services only.
- ◆ Increasing financial pressure on social services.
- ◆ Ineffective management of county employees, & services. Lack of leaderships accountability among both upper & lower level management.
- ◆ Influx of new "residents" receiving aid as soon as they step off of the bus from IL,IN.
- ◆ Influx of people seeking welfare.
- ◆ Liberal social policies-providing benefits to all wise ask.
- ◆ Local budget issues - Some unions having to much control.
- ◆ Mismanagement- poor distribution of taxes.
- ◆ Misuse of welfare.
- ◆ Paying out welfare for people don't need or just move here to receive it.
- ◆ Paying too much county workers that don't anything. Road's crew's cop's Sheriffs.
- ◆ People moving here for higher welfare benefits. Young girls getting pregnant and we give them free everything.
- ◆ Pressure on social services by non-productives.
- ◆ Social services cost, and the importation of people that should not be here Chicago etc.

- ◆ The amount of money spent to provide assistance to individuals coming to St Louis County who in my opinion have been to take advantage of same.
- ◆ The amount of welfare recipients. I think its too high.
- ◆ The cost of septic systems and the rules that are in place. Also protect volunteer fire fighter chiefs from being sued.
- ◆ The dumping of criminals by other county & states to St Louis Co.
- ◆ The influx of undesirable people receiving too soon & too much assistance from the county & city.
- ◆ The rise of government dependent lower income individuals & families.
- ◆ The welfare system here, bring in all the shit heads from everywhere else.
- ◆ To easy access to welfare for out of town incoming drug users and dealers- To much drug related crime!
- ◆ To many people living on public assistance and the drug crime problem that follow them.
- ◆ To much you take and no give. This county keeps trying to empty our pockets, like all good them do. Just tax and tax.
- ◆ Too many low income housing being built causing our home values to decrease near them.
- ◆ Too many low income people moving to St Louis County & MN just for welfare.
- ◆ Too many people on out welfare system. Unfair tax system.
- ◆ Too much "affordable" housing which tends to bring in those normally on gov't assistance.
- ◆ Way too many welfare recipients moving here to get free money, housing & health care & other social services- that we the workers & tax payers of St. Louis County are paying for. Many other problems come with these welfare recipients- such as- crime, drugs, domestic violence, etc.
- ◆ We are putting to much into homeless-welfare and forget about who is paying for it-the taxes that we pay.-
- ◆ We are spending too much on entitlements as compared to infrastructure in particular roads.
- ◆ Welfare and assistance is handed out easily. We have people come up from the cities, Chicago and create crime.
- ◆ Welfare money/efforts on people who are not resident i.e. people who come here from Chicago/Detroit to take advantage of our services.
- ◆ Welfare people entering the county!
- ◆ Welfare system & drug coming from other communities.

Mining

- ◆ Copper nickel sulfide mining.
- ◆ Downfall of mining industry.
- ◆ For the county as a whole, I would say that the mines that are idled and its effect on the economy.
- ◆ Health of the mining industry.
- ◆ Iron range job situation -dumping steel depressing price structure.
- ◆ Lack of the governor's support for mining.
- ◆ Loss of mining jobs.
- ◆ Mine closings.
- ◆ Mine companies, lack of reasonable rental housing.
- ◆ Mine layoffs, continued increase in charges.
- ◆ Mine lay-offs.
- ◆ Mining & exploration, risking water & natural resource.
- ◆ Mining a forestry industries.
- ◆ Mining closures & our future without mining.
- ◆ Mining companies closing down.
- ◆ Mining industry tough shape.
- ◆ Mining layoffs.
- ◆ Mining problems-road repair.
- ◆ Mining threat to BWCAW, Sulfide mining.
- ◆ Mining.
- ◆ Mining.
- ◆ PolyMet mine vs BWCA pollution.
- ◆ Polymets plan to build a copper-nickle sulfide mine. Enbridge pipe 3 sand pipes. Both endanger our communities overall quality of life by threatening to pollute our lakes, rivers & wild rice beds.
- ◆ The downturn in the mining industry. e.g, UTAC shutdown.
- ◆ The mines at Idle!! On the Iron Range.

- ◆ The mining industry with its ups and downs, they make excellent money when working, but when they are laid off want all kinds of extensions.
- ◆ The mining industry.
- ◆ The mining industry.

Taxes

- ◆ Commercial property taxes.
- ◆ Cost of living, taxes etc.
- ◆ Drugs & crime.
- ◆ Extremely high property tax and small homes. Unfair property taxes, (newer, larger homes in same neighborhood pay less). Infrastructure poor also.
- ◆ High taxes (property) - high social welfare costs.
- ◆ High taxes- particularly real estate taxes.
- ◆ High taxes, lack of jobs.
- ◆ High taxes.
- ◆ High taxes.
- ◆ Home values & taxes.
- ◆ Home values and taxes.
- ◆ Increase in taxes- spending tax payers money on worthy items.
- ◆ Knowledge of tax spending.
- ◆ Lower taxes for seniors, fix roads.
- ◆ Property taxes are too high!
- ◆ Property taxes- getting higher every year. Seniors can't stay in their homes because can't afford property taxes.
- ◆ Property taxes.
- ◆ Property taxes.
- ◆ Rising cost of taxes & services.
- ◆ Rising taxes- retirement housing & affordability.
- ◆ Some of us are on a fixed income and can't afford any increase. The county must lower their taxes.
- ◆ Taxation burden keeping at business and jobs.
- ◆ Taxes & cost of living to high- to many people living of the tax payer- welfare & 600 employees.-
- ◆ Taxes & health care affordability.
- ◆ Taxes & road repair.
- ◆ Taxes and infrastructure are important, but currently I think it is the catering to the welfare crowd.
- ◆ Taxes Hwy #53 traffic lights.
- ◆ Taxes- too high.
- ◆ Taxes- too high.
- ◆ Taxes! The tax on gas, cigarettes and soon, Minnesota has a financial surplus and all these taxes continue.
- ◆ Taxes, roads condition.
- ◆ Taxes.
- ◆ Taxes. Make alcoholics went for their moneys.
- ◆ Way too high property taxes for homeowners with small homes. Property taxes not fair, homes larger, newer just up street pay less. Crumbling infrastructure.

Affordable housing

- ◆ Affordability in housing (owning/renting). Poor quality of building structures & up keep poorly of properties, poor standards for landlords/slumlords. People cramped into close to one another. Everyone living in each other space too much noise walls built cheaply effects people's moods.
- ◆ Affordable housing & jobs that allow people to live in St Louis County- pay a living wage.
- ◆ Affordable housing as well as college housing. Ageing infrastructure- sewers, H2O, lines, roads.
- ◆ Affordable housing for low income families in quality neighborhoods.
- ◆ Affordable housing for seniors.
- ◆ Affordable housing for seniors.
- ◆ Affordable housing, especially for seniors, and poor people. Roads and other infrastructure.
- ◆ Affordable housing.
- ◆ Affordable housing. Employment opportunities other than mining, medical & hospitality aging infrastructure, education K-12
- ◆ Affordable housing; drug use.
- ◆ Affordable housing-Livable wage.
- ◆ Affordable safe housing.
- ◆ Affordable, quality housing.
- ◆ Cost of housing- i.e. rental.
- ◆ Cost of living- affordable housing/availability heroin.
- ◆ Cost of rent.
- ◆ Economy.
- ◆ General lack of affordable housing at entry level.
- ◆ Housing for recent college graduates to keep them in the area. By the time grads are done with school, they usually don't want roommates, but cannot afford an apartment by themselves. So they move to the Twin cities.
- ◆ Housing is to expensive for the little pay we get.
- ◆ Housing.
- ◆ Lack of affordable housing; public road maintenance.
- ◆ Lack of quality housing at market value.
- ◆ Lack of residential living options. Poor economic development strategies.
- ◆ Public housing & help for low income.
- ◆ Very little affordable/reasonable housing/rentals available.

Health

- ◆ (1) Prescription drug abuse handed out easily by doctor and Duluth hospitals.(2) Too much paper work (3) Not enough staff to do their jobs in a timely manner.
- ◆ Access to health care in rural areas.
- ◆ Affordable health insurance.
- ◆ Community health issues, especially alcohol/cigarette usage and environmental protection with increasing trails/rec funding along with popularity of the area.
- ◆ Drug abuse.
- ◆ Drug addiction & treatment options.
- ◆ Drug issues, meth & heroin. Neighborhood revitalizing.
- ◆ Drug problems & infrastructure. Need more indoor facilities for toddlers to play in & run.
- ◆ Drugs & alcohol.
- ◆ Drugs/mental illness.
- ◆ Health care insurance.
- ◆ Health care.
- ◆ Inadequate health & dental care in rural St. Louis County.
- ◆ Lack of mental health services and affordable housing.
- ◆ May not be most important however since recently finding a difficult time to resolve a chemical dependency problem.
- ◆ Poor health care, very aggressive hatred toward people of color, no livable wage jobs, aging population.
- ◆ Support for those with mental health problems and affordable housing.
- ◆ We have the worst health outcomes in the State & do not address how minorities are at even higher risks.

Environmental issues (pollution, natural resources preservation, etc.)

- ◆ City government rep. a few- allowing few hunting in town- disregarding those who moved here to enjoy nature.-
- ◆ Degradation of groundwater and surface water quality in Lake Superior and Rainy River watersheds modeled and predicted in Polymet EIS.
- ◆ Destruction of clean water and the boundary waters canoe area wilderness.
- ◆ Environmental sustainability.
- ◆ Environmental threats such as pig farms too close to Lake Superior.
- ◆ Environmental, too dam money of them thinking we don't need jobs here.
- ◆ Loss of public hunting lands.
- ◆ My primary issue of concern centers on how this county plans on preparing for climate change.
- ◆ Our county is quite large and different parts needs diff. requirements. Clean water is essential. Health & safety foremost.
- ◆ Pollution from Enbridge.
- ◆ Preserving wild area in Duluth area, road maintenance- pedestrian/walker safely crossing streets. Shoveling snow not enforced.
- ◆ Protection of water quality and quantity- especially in a changing climate.
- ◆ Recently, our surrounding area has become known for outdoor recreation. We need to focus on becoming more eco-friendly and preserving our outdoor. Also, we need to offer more support for growing families.
- ◆ Rise of pollution/global warming. Jobs related to alternative energy & clean H2O. Also efficient homes of easy access.
- ◆ The preservation of our natural resources #1.
- ◆ The thought of possible copper mining. We traveled to areas in our country where copper mining happened- The land was totally raped & desolate. Who wants Minnesota to look like that?
- ◆ Water quality.

Poverty/homelessness

- ◆ (1)Homelessness. (2)Poverty.
- ◆ Care of poor.
- ◆ Government- homeless-housing.
- ◆ Homelessness, jobs, affordability of housing.
- ◆ Homelessness/food programs for veterans.Violent crimes/illegal drug activity. Both.
- ◆ Most resident live on a low income, county not focused on improving quality of life- into control.
- ◆ The struggles families are facing on the Iron-Range. I want St.Louis County to be an example of over coming industrial struggle and focus more on sustainable energy investment, but it's difficult to see those families struggle.
- ◆ Wealth & income inequality, homelessness, racial disparities, privatization of public resources.

Schools

- ◆ Affordable education, jobs.
- ◆ Being someone who did not grow up around here I have to say that the Duluth Public School system is a mess. The roads are a joke. Go to the Twin Cities and just try to find an urban area where you don't have curbs and proper drainage.
- ◆ Education for Elem. & Sec. Students ISD 2142 obsolete and ineffective for today's needs. Insufficient options and affordability for rural septic systems.
- ◆ School board, roads, equal opportunity employment and housing.

Other

- ◆ Access to technology and jobs for young people.
- ◆ Affordable living.
- ◆ Aging population.
- ◆ Avoiding issues with diversity and offending people of different backgrounds & keeping the county safe.
- ◆ Better law enforcement.
- ◆ Caring for people who can't care for themselves.
- ◆ Communicating in a large city.
- ◆ Cost of living is high/road repairs.

- ◆ Cost of living.
- ◆ Declining populations in small towns. Sense of hopelessness that becomes more persuasive.
- ◆ E.P.A regulations.
- ◆ Enforcement of county regulations.
- ◆ Environmental control of public land and water.
- ◆ Fiscal responsibility very poor.
- ◆ Getting financial funds for laid off miners and others.
- ◆ Getting the new mayor up to speed.
- ◆ Group homes, we have 11 in our development. Semi's delivering food, create parking issue, buses coming in & out, employee's have little respect for neighborhood. The problem is so bad we are thinking of relocating.
- ◆ Honest government and freedom per the US constitution.
- ◆ I feel the demographics of our county have changed greatly in the last 10 years. Our middle class is decreasing and our social program dependent population has increased greatly.
- ◆ Inflated and values- High Real Estate Taxes.
- ◆ Internet access rarely. High property taxes outside taconite tax relief area.
- ◆ It doesn't feel like as inclusive environment that seek creativity. Employment- Need less emphasis on the use of our natural resources and more on new technology.
- ◆ It is not "one" issue but many. We seem to address children very well (rightly so) but not our aging.
- ◆ It is too large of a county.
- ◆ Lack of broadband services.
- ◆ Lack of diversity & lack of transportation options & unemployment.
- ◆ Lack of diversity and close minded attitudes of long time residents.
- ◆ Lack of diversity.
- ◆ Lack of internet access throughout entire county especially rural.
- ◆ Lack of leadership- commissioner selling out the public.
- ◆ Lack of young families.
- ◆ Little to no racial/cultural diversity, lack of employment opportunities, lack of public services.
- ◆ Loss of water quality because of hydro logically connected wetlands loss and development in sensitive riparian & lake shore areas; variance granting to not comply with comprehensive plans.
- ◆ My husband and I would like to live in our home, would be nice if somehow there were people.
- ◆ Openness & acceptance of people different than ourselves.
- ◆ Race equity.
- ◆ Racial and economic disparities.
- ◆ Racism.
- ◆ Racism.
- ◆ Responding to the unique needs across the county- needs for the Iron Range are different from Duluth, etc.
- ◆ Rural moon a systems.
- ◆ Serving needs of such a huge county equally- Range area/needs different/jobs/roads.
- ◆ The cost to provide extensive & expensive services to the public while maintaining quality despite economic down turns.
- ◆ The county board is out of touch with the reality of life in the county.
- ◆ The division between Northern (rural) St. Louis County and Duluth (Southern) County.
- ◆ The divisive issues and lack of understanding of them. The quick tendency to hate because of difference of opinion & unwillingness to accept another side even in county & city officials.
- ◆ The hostility of people on the Iron Range to everyone else.
- ◆ The loss of selling my home in the future with having to replace Septic System cost when system is still working and losing that money for my enjoyment to live on.
- ◆ Too big. Need to divide in two- North/South.
- ◆ Transportation for seniors, people in disabilities.
- ◆ Wasting & putting to much salt on roads. Union contractors are way faster getting culverts etc done on budget on time.

Q4b. What suggestion(s) do you recommend for resolving the issue you mentioned above?**Jobs (quality opportunities with livable wages)**

- ◆ 1) More aggressive recruitment of businesses. 2) Less constrictive taxes on business (mostly local knowledge, but seems economy faltering in area. (ISSUE: Regressive business environment.)
- ◆ A diversified economy to attract and retain workers from various job type and age levels. Somehow put a cap on social programs that breed dependence. (ISSUE: I feel the demographics of our county have changed greatly in the last 10 years. Our middle class is decreasing and our social program dependent population has increased greatly.)
- ◆ Adopt county minimum wage of \$10/hr. (ISSUE: Availability of living wage/benefit positions.)
- ◆ Assisting communities with steps towards creating niche jobs based on tourism & renewable energy. (ISSUE: Declining populations in small towns. Sense of hopelessness that becomes more persuasive.)
- ◆ Balance. (ISSUE: Jobs/environment.)
- ◆ Become diversified. Don't just depend on mining and tourism. (ISSUE: Employment, wages.)
- ◆ Better environment for different business, get rid of illegal drug dealers. (ISSUE: Lack of diversified economy, drug dealers.)
- ◆ Bring & support business that provide good wages. Tourism only pays so much. (ISSUE: Affordable housing & jobs that allow people to live in St Louis County- pay a living wage.)
- ◆ Bring back and support the unions in the USA. Raise the minimum wage. (ISSUE: Not enough good paying jobs.)
- ◆ Bring better and more jobs to reduce taxes and utilities. (ISSUE: Economy, jobs and high taxes and high utilities make cost of living high which makes life a challenge!)
- ◆ Bring in companies that will provide jobs to support families. (ISSUE: Economy and jobs.)
- ◆ Bring in more businesses, i.e restaurants, shops, etc. (ISSUE: Employment opportunities.)
- ◆ Bring in more industrial/manufacturing big business instead of focusing on tourism only. (ISSUE: Not having enough quality jobs in the area.)
- ◆ Bring in new businesses. (ISSUE: Jobs.)
- ◆ Bring more businesses here so people can make a decent wage. (ISSUE: No jobs mines have all laid off homelessness.)
- ◆ Businesses that employ. (ISSUE: Employment.)
- ◆ Continue to explore new opportunities. (ISSUE: Jobs.)
- ◆ Create more incentives to seek employment. Make welfare available for people from this county & make sure they stay here if they receive it. (ISSUE: Influx of people seeking welfare.)
- ◆ Create more jobs. (ISSUE: Jobs.)
- ◆ Defined permitting requirements & quicker process. Attract diversity. (ISSUE: Employment & industry- Too dependent on current mining. Need a balance between environmental & jobs/industry- State is restricting growth.)
- ◆ Develop more diversified job opportunities. (ISSUE: Economic opportunity is poor.)
- ◆ Diversification of the economy. (ISSUE: Jobs for our kids.)
- ◆ Diversified economy. (ISSUE: Jobs.)
- ◆ Diversity of employers, not relying only on mining. (ISSUE: Unemployment.)
- ◆ Don't stand in the way & encourage new permits. (ISSUE: Jobs.)
- ◆ Draw better employers/companies to our area- not walmarts. (ISSUE: Low paying jobs seem to be most available- serious lack of good paying jobs.)
- ◆ Drive higher-wage jobs (versus retail/food), reduce benefits for people who should be working. (ISSUE: Jobs with a living wage, coupled with people who should get a job.)
- ◆ Either better paying job opportunities need to be created or cost of living needs to decrease. (ISSUE: With the cost of living the way it is (housing affordability etc), we need more employment options w/ better pay.)
- ◆ Embracing new businesses when they express an interest in our location. More housing for poor & townhouse type of housing. (ISSUE: Jobs & housing.)
- ◆ Encourage business & industry to come here. Don't encourage people from other areas to come here for assistance by giving too much too easy. (ISSUE: Lack of good paying jobs. Too much attraction to people who need assistance.)
- ◆ Encourage companies to come in. (ISSUE: Employment taxes.)
- ◆ Expand internet; provide more job options. (ISSUE: Access to technology and jobs for young people.)
- ◆ Fair taxes & cost of living & CWP education. (ISSUE: To be economically competitive.)

- ◆ Find a way to create jobs. Put money into bike trails, parks, camping. Work with boys & girls club for school aged kids- County run daycare centers. Look at Otter Trail, Becker or Cty County. (ISSUE: Good paying jobs, affordable homes, recreational activities- or lack there of & child care (lack of options).)
- ◆ Find ways to keep college graduates in Duluth- 9 out 10 of my classmates moved to Twin Cities-jobs! (ISSUE: 1)Condition of roads & infrastructures; 2) Homelessness/crime/people loitering downtown.3) Availability of middle class single family homes affordable, fair condition/newer construction.)
- ◆ Focus on helping home grown businesses. (ISSUE: Economy, loss of jobs & people.)
- ◆ Get businesses here especially Iron Range. Too many regulations to start mining, excavating, building. Fight for the people change government- more things more faster not years. (ISSUE: Jobs for our young people. So many are learning & the elderly have a hard time on limited income. Expenses are high.)
- ◆ Get more businesses besides counting on just mining. (ISSUE: Lack of jobs.)
- ◆ Give a pay increase to all businesses. (ISSUE: Housing is to expensive for the little pay we get.)
- ◆ Help laid-off workers to find jobs or to learn another skill. (ISSUE: Helping to provide employment opportunities.)
- ◆ Help subsidies small business & tax all properties & income fairly & evenly. (ISSUE: Jobs.)
- ◆ Hire more. (ISSUE: Jobs.)
- ◆ Hollow Seattle was lead & mandate \$16/hr minimum wage, off financial support for business to gradually attain that goal. (ISSUE: Living wage employment.)
- ◆ I believe efforts to attract and retain good paying jobs are already being addressed, it takes time. (ISSUE: Good paying jobs so that people can afford to stay here.)
- ◆ I read about & see Rep. Nolan on TV trying to fix it but don't know how effective it is. (ISSUE: Jobs disappearing from the county i.e. the steel industry and wood paper industry.)
- ◆ If we're going to invest in sustainable energy and infrastructure, which we will have to do, it would be nice to see the skills of the men & women who are currently laid off from the mines be put back to work on rebuilding with sustainable vs. a finite approach. (ISSUE: The struggles families are facing on the Iron-Range. I want St. Louis County to be an example of over coming industrial struggle and focus more on sustainable energy investment, but it's difficult to see those families struggle.)
- ◆ Incentivizing opportunities for other viable companies wanting to come to St Louis Co. areas. (ISSUE: Mining closures & our future without mining.)
- ◆ Increase incentives to low income individuals who are working or going to school/ attempting to better themselves their lives. Decrease time frames for to those who receive assistance, but make no attempt to work or go to school. (ISSUE: The amount of money spent to provide assistance to individuals coming to St Louis County who in my opinion have been to take advantage of same.)
- ◆ Increase St Louis County wages to attract and retain professional talent. (ISSUE: Lack of quality jobs. Lack of professional jobs to sustain a higher standard of living.)
- ◆ Increase wages, decrease costs. (ISSUE: Cost of living is too high in comparison to wages.)
- ◆ Internships pre-grad job monitoring. (ISSUE: Jobs for grads.)
- ◆ Job creation- forestry, mining, tourism. (ISSUE: Unemployment.)
- ◆ Jobs. (ISSUE: Affordable living.)
- ◆ Looking for investment opportunities for good employees wages. (ISSUE: Cost of living & employment.)
- ◆ Make business environment attractive to investors. (ISSUE: Jobs.)
- ◆ Make the area attractable to better businesses, Aurora lost 2 great businesses. (ISSUE: Jobs (good paying jobs that don't require 2 years of college). In other words something other then the mines (who discriminate!))
- ◆ MN must become more business friendly. (ISSUE: Taxation burden keeping at business and jobs.)
- ◆ More business diversity. Drug abuse programs. (ISSUE: Unemployment, drug use.)
- ◆ More business promoted to move here. Tougher laws on pollution of air and water, also land. (ISSUE: Lack of good paying jobs to keep young people here. Clean water and air.)
- ◆ More business. (ISSUE: Work opportunities.)
- ◆ More diverse industry instead of part time work at Hotel Sand fast food restaurants. Part time work just does not cut it. (ISSUE: Employment opportunities.)
- ◆ More employees w/ higher wages. (ISSUE: Not enough employees willing to take on employees with checkered post. High cost of living for average available job salaries.)
- ◆ More industries are needed to shift from total dependence on mining. Create paying jobs from what is now volunteer jobs, such as delivering groceries to seiners. Welfare for able-bodied & out of work could be replaced by paying jobs instead of relying on volunteer services. Give companies incentives to locate here. (ISSUE: Lack of jobs.)

- ◆ Move to diverse Eco-tourism, food, water economy. (ISSUE: Changing economy.)
- ◆ Need more business in towns- more jobs. Need better health care. (ISSUE: Employment & health care.)
- ◆ Need to aggressively pursue businesses to come to the range area. (ISSUE: The economy & growth. Attracting new businesses.)
- ◆ Need to create jobs that offer livable wage/beyond mining. (ISSUE: Jobs/economy.)
- ◆ No employment opportunities should be shut out. If companies follow the rigorous progress they should be able to operate and employ people. (ISSUE: Lack of the governor's support for mining.)
- ◆ Private business incentives to locate out state. (ISSUE: Lack of employment opportunities to keep families in the area.)
- ◆ Promoting & encouraging industry development. (ISSUE: Employment.)
- ◆ Recruit those businesses w/ incentives. (ISSUE: Clean jobs.)
- ◆ Reduce corporate taxes to allow more jobs? (ISSUE: Wages. Higher paying jobs would keep students/graduates from leaving universities to live elsewhere.)
- ◆ Stimulus for new business, promoting work life balance across many industries. (ISSUE: Money economy- need to diversity/experience hiring for stem/finance.)
- ◆ Tax breaks for new industry. Seek out new business don't wait. Tax breaks for hiring new employees or expansions. Capitalize of the baby boomers. Provide a complete packages. Visit 200 existing businesses recruit them to St Louis County. (ISSUE: Jobs for all people.)
- ◆ The easy to say and rely had to do "create jobs." (ISSUE: Need to grow the tax base.)
- ◆ The mining issue is huge. I believe all would be better served to get away from an extraction economy and focus on diversification- bring high speed broadband to area, invest in rd infrastructure, and build small businesses, waiting for the next mining boom (followed by the next bust) is not a good long term strategy. (ISSUE: I live in No St Louis Cty which has different needs and concerns than the southern part of Cty. I think the economy is most important.)
- ◆ Try to attract companies will good pay & benefits. We have quality people to fill in but they have to move to bigger cities to make it. (ISSUE: Employment, quality & good paying jobs for people.)
- ◆ Try to attract smaller businesses with 5-25 employees instead of pouring huge resources into the large businesses that never pan out. (ISSUE: Jobs!!)
- ◆ We need fiber optic for jobs. (ISSUE: Jobs, bike trails for safety & exercise, we have a lot of motorized trails, need more for quiet walking.)
- ◆ Welcome more manufacturing companies into the city. Not just airplane mfg. (ISSUE: Lack of good paying jobs. Not \$10-12 an hour jobs either. I'm saying \$20/hr jobs.)
- ◆ Work harder to find various businesses to employ people outside of mining. (ISSUE: Decent paying jobs and more of them with varied job opportunities.)

More responsible government spending

- ◆ "Cut the waste"- Stop throwing tax dollars into black holes and start using them for tangible projects that benefit everyone not just the low income. (ISSUE: Adequate funding for maintenance of infrastructure, excess spending on unnecessary jobs/programs, inefficient management of tax dollars.)
- ◆ 1 Yr residence w/some employment before qualifying for services. (ISSUE: Pressure on social services by non-productives.)
- ◆ 1) Need an id with a Minn. address. 2) Do a back round check of people applying. Only allow a timely manner of help with the money assistance. 3) Need more shelters/housing for homelessness. (ISSUE: Drug problem and the welfare system- how easy it is to get & not live here!! Also Homelessness.)
- ◆ 1) Recipients must be a St Louis Co. resident for one year to be eligible for welfare benefits. 2) Setup mandatory random surprised drug testing to receive welfare benefits. 3) Set up a work program, for those able to work, to receive welfare benefits. (ISSUE: Abuse of our welfare system.)
- ◆ A more detailed check on the information on the forms for the assistance. (ISSUE: The influx of undesirable people receiving too soon & too much assistance from the county & city.)
- ◆ Affordability. (ISSUE: Economy.)
- ◆ Ask those on public assistance to contribute to their community in some way to be eligible for programs. Getting something for nothing provides little incentive to become a dependable member of society. (ISSUE: A sustainable work force that maintains jobs attracting people of all ages, building strong, diverse communities.)
- ◆ Control spending. (ISSUE: Taxes.)
- ◆ Cut social programs. (ISSUE: Poor roads, over taxation!!)

- ◆ Cut some of the social services & 600 employees cut the waste of money in all departments which there is a lot of! (ISSUE: Taxes & cost of living to high- to many people living of the tax payer- welfare & 600 employees.-)
- ◆ Cut spending. (ISSUE: Taxes.)
- ◆ Cut wages and benefits like the rest of people. (ISSUE: Some of us are on a fixed income and can't afford any increase. The county must lower their taxes.)
- ◆ Cut welfare. (ISSUE: Home values & taxes.)
- ◆ Direct communication- man to man- open meeting.- (ISSUE: Cost of living, taxes etc.)
- ◆ Don't spend money foolishly. (ISSUE: Fiscal responsibility very poor.)
- ◆ Drug test those who want benefits. (ISSUE: Welfare and assistance is handed out easily. We have people come up from the cities, Chicago and create crime.)
- ◆ Drug test. (ISSUE: Misuse of welfare.)
- ◆ Education, less acceptance (socially & government-wise), policy changes, require testing/jobs/etc for those receiving gov't help. (ISSUE: Cultural- widely accepted use of drugs & alcohol which result in a multitude of negative issues.)
- ◆ Eliminate group homes. Monitor public asst. (ISSUE: Group homes & public asst.)
- ◆ Enforce your welfare systems rules and get the freeloader off welfare. (ISSUE: Welfare system & drug coming from other communities.)
- ◆ Figuring out how to fix these problems while putting to work those who needs work, youth, homeless, others. (ISSUE: Affordable housing, especially for seniors, and poor people. Roads and other infrastructure.)
- ◆ Finding the most essential programs to support (good luck!) and cutting down, eliminating or combining all others. (ISSUE: The cost to provide extensive & expensive services to the public while maintaining quality despite economic down turns.)
- ◆ Fiscal discipline. (ISSUE: High taxes, lack of jobs.)
- ◆ Focus; on children, equality and social justice, educating all Duluthians about human condition- for all people. (ISSUE: School board, roads, equal opportunity employment and housing.)
- ◆ Get rid of welfare scamming dead beats! Welfare is not a career A urine sample should be given before those with police records are given welfare checks. (ISSUE: To easy access to welfare for out of town incoming drug users and dealers- To much drug related crime!)
- ◆ Have some of the people in office take a cut in pay & live in our shoes and start making all these old schools into apt. (ISSUE: Public housing & help for low income.)
- ◆ Have to be a citizen of the county for at least a year. (ISSUE: Paying out welfare for people don't need or just move here to receive it.)
- ◆ Help more people in Minn instead of bringing people in for all over, my pay does not cover them. (ISSUE: Drug- St Louis County talk about all the welfare you can get for them. From Tenn all over to Chicago.)
- ◆ I seriously believe welfare recipients should be screened for drugs & alcohol. Women that have more then 1 child out of wedlock should be given an option for benefits if sterilized. Evidently they are not responsible enough to care about birth control. (ISSUE: Crime-violence Minnesota is a highly rated welfare state, which is bringing in people from other states. Most of these people being on drugs, & alcohol which is cause more mental/health issues to deal with too.)
- ◆ Improved fiscal management. Develop a plan to use more I.R.R.R.B. funds on roads, highways & bridges. (ISSUE: Infrastructure.)
- ◆ Increase the number of people living here & paying taxes. (ISSUE: How to keep providing services that cost more each year while not raising taxes.)
- ◆ Input from the private sector and less from career politicians. (ISSUE: The county board is out of touch with the reality of life in the county.)
- ◆ Less regulations- shoreline issues, septic issues, well issues. (ISSUE: Enforcement of county regulations.)
- ◆ Let people performing community service or capable welfare adults work for their keep. (ISSUE: Deteriorating roads & bridges.)
- ◆ Make people get a job even part time before they get any assistance!! (ISSUE: Unemployment to many people coming here from other states getting free housing-food-etc. Bringing drugs and crime!!-)
- ◆ Make them earn their cheese - community service, drug tests etc. (ISSUE: High taxes (property)- high social welfare costs.)
- ◆ Make welfare and assistance harder to obtain and make recipients take drug tests. (ISSUE: The amount of welfare recipients. I think its too high.)
- ◆ Mandatory drug testing; have people work for welfare check by cleaning public areas, etc. (ISSUE: Too many low income people moving to St Louis County & MN just for welfare.)

- ◆ Match the funds of IL and IN (other states) for a period of time for new residents from other counties/states. (ISSUE: Influx of new "residents" receiving aid as soon as they step off of the bus from IL, IN.)
- ◆ More in-depth investigations, background checks, drug testing for welfare recipients. (ISSUE: Illegal drug use, abuse of government assistance programs.)
- ◆ More money for schools & infrastructure. (ISSUE: Affordable education, jobs.)
- ◆ More public information, pay scales, updates on projects. (ISSUE: Knowledge of tax spending.)
- ◆ More qualified- realistic administration. (ISSUE: Mismanagement- poor distribution of taxes.)
- ◆ National health care, reviewing all jobs & spending to make sure they are essential. (ISSUE: Taxes & health care affordability.)
- ◆ No welfare for anyone. (ISSUE: To many people living on public assistance and the drug crime problem that follow them.)
- ◆ No work- No free money. (ISSUE: All of the free loaders- They make more staying at home than if they take a job.)
- ◆ Prioritize. (ISSUE: Taxes & road repair.)
- ◆ Reduce expenditures!! (ISSUE: 2017 St Louis County budget.)
- ◆ Reduce governmental spend and eliminate duplicate programs. This is a major problem at all levels of government. (ISSUE: Home values and taxes.)
- ◆ Reduce welfare for new 'move-ins'. (ISSUE: High taxes.)
- ◆ Require residency of a minimum of 6 months before receiving benefits. (ISSUE: Liberal social policies- providing benefits to all wise ask.)
- ◆ Respect the residents and try to help all. County to directed by govt programs and control. (ISSUE: Most resident live on a low income, county not focused on improving quality of life- into control.)
- ◆ Spend less - Reduce power of unions in public government. (ISSUE: Local budget issues - Some unions having to much control.)
- ◆ Spend less resources on programming and more on long-term & bigger picture things that affect us all, such as policy, and our built environment & social determinants of health. (ISSUE: We have the worst health outcomes in the State & do not address how minorities are at even higher risks.)
- ◆ Spend less. (ISSUE: City budget.)
- ◆ Stop being so generous, quit the free gifts, free money & free services so they leave. Lengthen the eligibility period, I know future families that move here for our welfare & have no instructions of working or supporting themselves. They are just a burden to our county & have changed the demographics of our towns & cities for the worse. The county commissioners need to tighten up the eligibility rules so they leave & new "welfare lifers" don't come here. These "welfare lifers" are ruining our county. (ISSUE: Way too many welfare recipients moving here to get free money, housing & health care & other social services- that we the workers & tax payers of St. Louis County are paying for. Many other problems come with these welfare recipients- such as- crime, drugs, domestic violence, etc.)
- ◆ Stop spending all the money in the Duluth area & roads. (ISSUE: The lack of fixing county roads- Seems they (commissioners) are more concerned about Duluth and that area.)
- ◆ Term limits. (ISSUE: Lack of leadership- commissioner selling out the public.)
- ◆ The schools are of need of too much money. Go back to the basics of education. (ISSUE: Taxes.)
- ◆ There's to many get rid of some. (ISSUE: Paying to much county workers that don't anything. Road's crew's cop's Sheriffs.)
- ◆ To be fair and equitable when setting priorities for county business, both for Duluth and outlying residents. (ISSUE: The division between Northern (rural) St. Louis County and Duluth (Southern) County.)
- ◆ Too many retirees, working people pulling for those who won't get a job! (ISSUE: High unemployment on the Iron Range- the need for more "Blue collar" jobs locally- reigning in of the "Freebee" welfare programs.-)
- ◆ Try to save money! "Easy" to just raise taxes! Get more work per hour. I see many times 1 person working and 3 watching. It is ok to be tired after working a full day. (ISSUE: Budgeting of departments-mentality in depts. is if they don't spend what they get it will be cut.)
- ◆ We need to roll back our emphasis on social services as we have a culture of dependence. (ISSUE: We are spending too much on entitlements as compared to infrastructure in particular roads.)
- ◆ Welfare should not be a career choice. Limit the time, flat tax system. (ISSUE: Too many people on out welfare system. Unfair tax system.)
- ◆ Work with local, state, federal entities to provide working solutions. (ISSUE: Failing infrastructure, job loss, diversification, mental health, housing.)

Increase and improve local mining/stop steel imports

- ◆ 1) Help push for anti-dumping legislation. 2) Advocate for timely permitting for industry and businesses. (ISSUE: Health of the mining industry.)
- ◆ 1. Open polymet. 2. Stop illegal "steel dumping". (ISSUE: Poor economy on Iron Range.)
- ◆ Allow mining stream live permitting process. (ISSUE: Good paying jobs.)
- ◆ Allow more mining and exploration. (ISSUE: Loss of jobs/industry on the iron range.)
- ◆ Allowing/encouraging development. (ISSUE: Employment stability on iron range.)
- ◆ Approve Polymet. (ISSUE: Jobs.)
- ◆ Better trade laws against imports. (ISSUE: Mining a forestry industries.)
- ◆ Build the pipelines, 10 years of tree nuggets delay in opening polymet? Get rid of the damn bureaucratic bull shit & give a green lite to business. (ISSUE: Jobs.)
- ◆ Congress to stand up and demand the ending of dumping steel; selling it at a loss (foreign countries doing it). (ISSUE: Mining layoffs-It trickles down to Duluth & St. L.C. and infringes on the quality of life here; steady incomes needed.)
- ◆ Don't take steel imports. (ISSUE: Jobs.)
- ◆ Educate people on how much money mining brings to our county and how few "accidents" happen in mining. (ISSUE: Mining.)
- ◆ Enacting fee to bring steel prices to reflects true costs. (ISSUE: Iron range job situation -dumping steel depressing price structure.)
- ◆ For govt. to get the job voted to help miners and others. (ISSUE: Getting financial funds for laid off miners and others.)
- ◆ Get rid of them and let us live, we've had mining here for many years- & retired from LTV. (ISSUE: Environmental, too dam money of them thinking we don't need jobs here.)
- ◆ Import levels adjusted. (ISSUE: Loss of mining jobs.)
- ◆ Insist on fair labor & stop international trade that reduces our sources being used. (ISSUE: Lack of jobs & future of jobs due to mining slow down.)
- ◆ It's far more global- stop importing foreign steel. Help by extending benefits-lower/incentives utility costs for mines.- (ISSUE: Economy- the mining situation on the Iron Range is by far the most important- we need the mines running & miners working.-)
- ◆ Jobs- environmental regulations are excessive. Safety- increase police force "support them." Roads- maintenance poor (band and work). (ISSUE: Jobs, public safety, condition of roads, schools on range are a mess.)
- ◆ Keep the mines open. (ISSUE: Good jobs with benefits to stay in the area and maintain a good living.)
- ◆ Lax imports!!! (ISSUE: This is an one industry area of mining is at poor rate it affects every other employer in the area.)
- ◆ Legislation stopping dumping of foreign steel. (ISSUE: Mine lay-offs.)
- ◆ Let Polymet open its mine. (ISSUE: The mining industry.)
- ◆ Lobby Washington DC TC put sanctions/plus against countries importing steel to the USA. (ISSUE: The downturn in the mining industry. e.g, UTAC shutdown.)
- ◆ No steel from other places. (ISSUE: Economy.)
- ◆ Permit mining for copper ilmenite. (ISSUE: Employment, econ. diversification.)
- ◆ Release environmental demands! We need jobs, but have lots of trees and land! Stop foreign steel! And hire more and better guys to work on snow removal on the highways! (ISSUE: No jobs, high taxes, influx of intercity crime via the section 8 housing program. Nothing for kids to do. Terrible snow removal/salting/sanding roads! Awful! They're so bad, never were before!)
- ◆ Stop foreign steel from coming in. (ISSUE: The mines at Idle!! On the Iron Range.)
- ◆ Stop getting from an from other countries. (ISSUE: The lack of employment at the mines.)
- ◆ Stop illegal dumping in the USA of foreign steel. (ISSUE: Mining companies closing down.)
- ◆ Stop importing foreign steel. Open poly-met and all the mines that are on lay off. (ISSUE: Job-unemployment.)
- ◆ Stop importing steel from other countries. (ISSUE: unemployment due to mine lay offs.)
- ◆ Stop importing steel. (ISSUE: Jobs.)
- ◆ Stop imports. (ISSUE: Jobs & roads.)
- ◆ Stop the import of steel. (ISSUE: Mining industry tough shape.)
- ◆ Stop using foreign ore. (ISSUE: Unemployment.)

- ◆ Support mining & the pipeline. Stop taxing these industries unnecessarily. The companies in St Louis County are responsible- taking care of the environment and the community. Why punish them? (ISSUE: The major industries are struggling, causing a cascade of economic troubles.)
- ◆ Support mining. (ISSUE: Jobs layoffs in the mines.)
- ◆ Talk with/lobby national leaders to make US steel a priority. (ISSUE: Unemployment, mostly because of the struggles of the iron ore industry.)
- ◆ Tariffs on China. (ISSUE: Mining layoffs.)
- ◆ Tell the environmentalists to fuck off. (ISSUE: Jobs.)

Improve infrastructure (maintenance, fix issues, etc.)

- ◆ "Synchronize lights" so if you go the speed limit you can go through. (ISSUE: Taxes Hwy #53 traffic lights.)
- ◆ 1. If there isn't enough money to repair/replace roads, raise our taxes- find a way to make the necessary repairs! 2. Try to attract businesses other than mining! (ISSUE: 1. Condition of county Highways- deplorable! 2. Unemployment.)
- ◆ Better kept highways. (ISSUE: Communicating in a large city.)
- ◆ Better maintenance. (ISSUE: Poor roads.)
- ◆ Bonding to finance, better materials to reduce frequency of repairs. (ISSUE: Maintain & repair roads/streets/other infrastructure.)
- ◆ Continue program started in 2015 - Use sales tax to repair replace roads. (ISSUE: Transportation- roads & bridge- Age of population.-)
- ◆ Dedicate more to roads and such. (ISSUE: Jobs (livable income), infrastructure.)
- ◆ Develop a plan for ongoing improvements based on revenue and the cost of materials/labor. Amt improved would vary. (ISSUE: Affordable housing as well as college housing. Ageing infrastructure- sewers, H2O, lines, roads.)
- ◆ Distribute more money towards road repair. (ISSUE: Roads need repair.)
- ◆ Dug out and repaired, with a better quality material put in, and have a special machine to seal the holes. (ISSUE: Streets are in bad condition, lots of holes just patching, does not help. Plows grade the streets, and lots of traffic and the holes are back.)
- ◆ Figure the depreciation costs for vehicles due to poor roads and ask for a reasonable fraction of this as an assessment, then fix them. (ISSUE: Roads.)
- ◆ Fix & maintain the roads. (ISSUE: Road quality.)
- ◆ Fix the streets- even if a small chg. is put on tax payers never should have had all new schools- as to raise our taxes to high. Need to bring in jobs, not just tourists. (ISSUE: Terrible uncared for roads & streets - Too large taxes and very high utilities- no jobs.)
- ◆ Fix them. (ISSUE: Streets.)
- ◆ Funds to take care of crumbling sewers & protection of our forests, streams, & rivers. (ISSUE: Maintaining infrastructure-sewer! & safe & clean. Rural outdoors.)
- ◆ Getting to the more beat up roads & replacing them. (ISSUE: Infrastructure specifically roadways and housing.)
- ◆ Go to work on them. (ISSUE: Our roads.)
- ◆ Indoor play park that is affordable! Better roads, potholes are awful. (ISSUE: Drug problems & infrastructure. Need more indoor facilities for toddlers to play in & run.)
- ◆ Keep working at it. (ISSUE: Roads bridges.)
- ◆ Lots & lots of repair. (ISSUE: Roadways.)
- ◆ More attention to efficiently using county resources already available. (ISSUE: Roads and infrastructure.)
- ◆ More tax \$ on road repair. (ISSUE: Deteriorating roads.)
- ◆ Perhaps someone in the State Legislature could get a study going. (ISSUE: Employment in Northern St Louis County & road maintenance & infrastructures.)
- ◆ Prioritize it. (ISSUE: Infrastructure: pipes, roads.)
- ◆ Proactive reporting systems available to public for roads & drugs with anonymous options. Not just in the winter but also repair work. (ISSUE: Condition of roads, highways. How to deal with drug trafficking (definitely both).)
- ◆ Put miners to work renovating infrastructure. (ISSUE: Infrastructure improvements. Jobs in mining sector.)
- ◆ Put more money towards fixing these. Rank them in order of importance or disrepair, and start fixing them. (ISSUE: Maintaining roads & bridges- infrastructure.)
- ◆ Repair & encourage community. (ISSUE: Roads not being repaired & lack of community between towns.)

- ◆ Replacement. (ISSUE: Age & condition of water works/sewer included.)
- ◆ Researching new options for septic systems and regulation of costs. Researching new rural living options and breaking up 2142 into a more manageable and representational system. (ISSUE: Education for Elem. & Sec. Students ISD 2142 obsolete and ineffective for today's needs. Insufficient options and affordability for rural septic systems.)
- ◆ Road improvements. (ISSUE: Road quality.)
- ◆ Road maintenance- Welfare fraud control (very difficult to stop). Resources at the 4 above are necessary & will continue to climb. (ISSUE: Roads & bridges- crime & welfare.)
- ◆ Spend less on patching more on resurfacing. (ISSUE: Infrastructure- Roads & bridges.)
- ◆ Spend more tax dollars on fixing roads and bridge. (ISSUE: Roads and bridge.)
- ◆ Stop wasting so much salt & drivers driving plow trucks for 1/2" snow and repeating roads namely Hwy 115 cook to tower. Quit wasting fuel. They don't use salt in N.Dak. (ISSUE: Wasting & putting too much salt on roads. Union contractors are way faster getting culverts etc done on budget on time.)
- ◆ The county should take over heavily traveled roads like this and rebuild them! (ISSUE: The condition of my township road (Carlson Rd., Saginaw area) is disgusting!)
- ◆ Try to put more money in our roads. (ISSUE: Bad roads.)

Improve safety (increase police presence/law enforcement, etc.)

- ◆ Come to homes that call for assistance about other neighbors instead of doing phone action. If police don't come someone could get hurt. (ISSUE: Lack of police action & certain neighborhoods that are bad.)
- ◆ Get more police officers bring in manufacturing more affordable housing. (ISSUE: Not enough police. Too many drugs & drug dealers. Not enough small industry.)
- ◆ Harsher penalties. (ISSUE: Drugs with really not much penalty to major distributors.)
- ◆ Have law enforcement respond when called and not tell us. We need to stop crying wolf. (ISSUE: Drugs.)
- ◆ Improve and add to law enforcement. (ISSUE: Drugs- crime and untrustworthy politicians.)
- ◆ Increase drug task force. (ISSUE: Drugs & crime.)
- ◆ Increase jobs in public safety. Have people watching Lake Superior for human trafficking. (ISSUE: Human trafficking, illegal drug increase, need for more fire and police support.)
- ◆ Increased punishment. Increase drug task force. Drug test county service recipients stricter guidelines for welfare so less low income relocate for welfare benefits. (ISSUE: Illegal drug use in the community & the crime that goes with it.)
- ◆ Keep our authorities, drug enforcement & police on top of it, as you have done. (ISSUE: Influx of drugs.)
- ◆ Let the police shoot the gang & drug dealers! (ISSUE: Social services cost, and the importation of people that should not be here Chicago etc.)
- ◆ Localize them all. (ISSUE: Drugs & resulting crimes.)
- ◆ Maybe increase in penalties affordable entertainment for young people to keep them busy and out of troubles. (ISSUE: Increase in drug use & crime related to it.)
- ◆ More city involvement. (ISSUE: Crime- drugs.)
- ◆ More coverage. (ISSUE: Drugs, crime.)
- ◆ More enforcement. (ISSUE: Drug trafficking/sex trafficking.)
- ◆ More investigation & priority to police especially in established residential areas. (ISSUE: Drug issues, meth & heroin. Neighborhood revitalizing.)
- ◆ More law enforcement, tip lines. (ISSUE: Drugs and violence.)
- ◆ More law enforcement. Reinstate residency requirement for public assist. program tear down substandard housing. Install more street lights; especially mid-block. Stop recruiting out of state college athletes. Build more apartment, buildings & develop land & people can build & relocate. (ISSUE: Crime drugs- Lack of safe, quality, attractive housing & neighborhoods.)
- ◆ More police presence. (ISSUE: Drugs & alcohol.)
- ◆ More police. Do something about land owners & Bed Bugs. (ISSUE: Drugs Bed Bugs gangs.)
- ◆ More special units/divisions to investigate leads to help stop drug traffic. Harder punishments for drug dealers/users. (ISSUE: I would say crimes & drug use. Duluth is cleaning up & improving which is good but still a big concern with hard drug use.)
- ◆ More staff. (ISSUE: Better law enforcement.)
- ◆ Partner w/ local law enforcement, community foundations, social service dept, schools, city government etc. to get a handle on this out of control crime. (ISSUE: Crime- Influx of transient populations from large cities to small towns due to cheap housing. Bringing drugs and significant crime.)

- ◆ Quit allowing the repeat offenders to be let out with a slap on the wrist! (ISSUE: Drugs, burglaries, repeat offenders!)
- ◆ Stiffer punishments. Fix them. (ISSUE: Drugs, crime. Roads, streets.)
- ◆ Stop supporting all the people that come from Chicago & the cities etc. bust the doctors that are helping create the narcotic problems. (ISSUE: Drug abuse's - increased crime.)
- ◆ Stronger sentencing for the guilty. (ISSUE: Illegal drug activity.)
- ◆ The guys are already doing a good job (law enforcement). (ISSUE: Drug & criminal population & activity.)
- ◆ Tighter restrictions & monitoring of individuals coming to the area including those who have relatives here. (ISSUE: Drugs & crime enabled through social programs that attract this element from other states/cities.)
- ◆ Tougher punishment & treatment options. (ISSUE: Drugs.)

Shift/adjust taxes (property, business, etc.)

- ◆ Expand tax breaks for local small business & industry. Taxes & levies are getting out of control-reduce. (ISSUE: Wages & job opportunities.)
- ◆ Job with a state sales tax- to lighten the burden on home and business owner! (ISSUE: Property taxes are too high!)
- ◆ Lower property taxes. (ISSUE: Property taxes- getting higher every year. Seniors can't stay in their homes because can't afford property taxes.)
- ◆ Lower some taxes so people can afford to live here! (ISSUE: Taxes! The tax on gas, cigarettes and soon, Minnesota has a financial surplus and all these taxes continue.)
- ◆ Lower taxes- increase jobs & wages. (ISSUE: Job opportunities for our young people, and to high of price on colleges.)
- ◆ Lower taxes on middle-income purchased homes in residential communities invest in fixing roads. (ISSUE: Lack of affordable housing; public road maintenance.)
- ◆ Lower taxes on the 10 thousands lakes. Do not give alcoholics free moneys. (ISSUE: Taxes. Make alcoholics went for their moneys.)
- ◆ Lower taxes to attract industry. Follow State & Fed Environment laws instead of making it harder for industry. The Greenies agenda is to make this area not habitable by people. (ISSUE: Declining to aging population. Lack of quality jobs to attract or retain population.)
- ◆ Lower taxes. (ISSUE: Employment.)
- ◆ Lower taxes. (ISSUE: Taxes.)
- ◆ Lower taxes/get more companies to move into the county. (ISSUE: Taxes.)
- ◆ Lower them, fix them. (ISSUE: Taxes, roads condition.)
- ◆ Lower them. (ISSUE: Property taxes.)
- ◆ Lower them. (ISSUE: Property taxes.)
- ◆ More tax equality, less welfare spending, particularly for those who gravitate here sole in for benefits. (ISSUE: High taxes- particularly real estate taxes.)
- ◆ Raise property tax on all businesses. No loop holes such as tax free land. Provide online payments for homeowners monthly, not every 6 months. (ISSUE: Extremely high property tax an small homes. Unfair property taxes, (newer, larger homes in same neighborhood pay less). Infrastructure poor also.)
- ◆ Raise taxes on all businesses, no loop holes, no free land or tax free land. Make entire month payments of property taxes available for homeowners who have to pay large amounts of cash. (ISSUE: Way too high property taxes for homeowners with small homes. Property taxes not fair, homes larger, newer just up street pay less. Crumbling infrastructure.)
- ◆ Reasonable taxes? (ISSUE: Caring for people who can't care for themselves.)
- ◆ Reduce the budget & taxes. (ISSUE: Rising taxes- retirement housing & affordability.)
- ◆ Shift burden (a little) to residential properties. (ISSUE: Commercial property taxes.)
- ◆ Stop raising taxes so seniors can stay in their homes. (ISSUE: Lower taxes for seniors, fix roads.)
- ◆ Stop raising taxes. (ISSUE: Taxes.)
- ◆ Streamline dept's employees- lower taxes. (ISSUE: Taxes- too high.)
- ◆ Taxes. (ISSUE: Jobs.)

Efforts to improve sustainability (stop pollution, stop mining, protect natural environment, etc.)

- ◆ 1. Accept that there is a problem. 2. Form task force to compile possible responses. (ISSUE: My primary issue of concern centers on how this county plans on preparing for climate change.)
- ◆ Ban all agricultural run-off in our lakes & streams. (ISSUE: Environmental threats such as pig farms too close to Lake Superior.)
- ◆ Concerned about sulfides from proposed copper/nickel mining. (ISSUE: Water quality.)
- ◆ Continue to advocate for the range. (ISSUE: For the county as a whole, I would say that the mines that are idled and its effect on the economy.)
- ◆ County Bd should not support mining (Polymet) at objection of residents, all development is not good- be selective! (ISSUE: Not following historic modes of economic development; extractive industries are not sustainable & pollute.)
- ◆ Don't allow polluting, unproven mining. (ISSUE: Destruction of clean water and the boundary waters canoe area wilderness.)
- ◆ Don't let them mine it. (ISSUE: Copper nickel sulfide mining.)
- ◆ I do not want to see losing our resources H2O trees natural habitat for wild life; more home grown businesses. (ISSUE: The preservation of our natural resources #1.)
- ◆ Keep the land & water safe for our children. (ISSUE: Jobs for people a good environment.)
- ◆ Long term planning with sustainability in mind. (ISSUE: Environmental sustainability.)
- ◆ NE, MN is rather un-evolved; we need to move from mining to the use of advanced technologies. If not, the area will continue to struggle. (ISSUE: It doesn't feel like as inclusive environment that seek creativity. Employment- Need less emphasis on the use of our natural resources and more on new technology.)
- ◆ No copper nickel mining, reach out to protect air/H2O to area around us. Stop use of coal. No tar sand fuel. No pipeline. Promote solar/wind & small "E" efficient homes. (ISSUE: Rise of pollution/global warming. Jobs related to alternative energy & clean H2O. Also efficient homes of easy access.)
- ◆ No new pipes or mines through our amazing. Next to none ecosystems & water sheds. (ISSUE: Polymets plan to build a copper-nickle sulfide mine. Enbridge pipe 3 sand pipes. Both endanger our communities overall quality of life by threatening to pollute our lakes, rivers & wild rice beds.)
- ◆ Not approve mining in this area. (ISSUE: Mining threat to BHCAN, Sulfide mining.)
- ◆ Protect our water & open forested areas by strict laws ensuring testing & professional input. (ISSUE: Mining & exploration, risking water & natural resource.)
- ◆ St. Louis County should go on record against Polymet project and support a moratorium on Metallic Sulfide mining until the industry can provide an example of where this type of mining has been done without polluting local waters. There is too much at risk here. (ISSUE: Degradation of groundwater and surface water quality in Lake Superior and Rainy River watersheds modeled and predicted in Polymet EIS.)
- ◆ Stop Enbridge. (ISSUE: Pollution from Enbridge.)
- ◆ To stop the talk, planning & even thinking about it. Besides, copper prices have dropped. (ISSUE: The thought of possible copper mining. We traveled to areas in our country where copper mining happened- The land was totally raped & desolate. Who wants Minnesota to look like that?)
- ◆ Treat the mining industry the same as the rest of the workers! (ISSUE: The mining industry with its ups and downs, they make excellent money when working, but when they are laid off want all kinds of extensions.)
- ◆ Water resources must be valued equal to mineral resources. (ISSUE: Protection of water quality and quantity- especially in a changing climate.)

Encourage and support diversity

- ◆ Cultural diverse activities in schools, community events/guests, the rest are up to the politicians on economy & money budgeting for services. (ISSUE: Little to no racial/cultural diversity, lack of employment opportunities, lack of public services.)
- ◆ Educating the community, affordable housing for all including rental properties. (ISSUE: Racial and economic disparities.)
- ◆ Education of acceptance and avoiding irrational fears that cause irrational actions. (ISSUE: Avoiding issues with diversity and offending people of different backgrounds & keeping the county safe.)
- ◆ Education. (ISSUE: Race equity.)
- ◆ Ground rules of for official's behavior & unbiased reporting. (ISSUE: The divisive issues and lack of understanding of them. The quick tendency to hate because of difference of opinion & unwillingness to accept another side even in county & city officials.)

- ◆ Have county leaders welcome all people. (ISSUE: The hostility of people on the Iron Range to everyone else.)
- ◆ Leaders must champion this (top down). (ISSUE: Lack of diversity.)
- ◆ More employment of minorities in all government & human services positions. (ISSUE: Lack of diversity & lack of transportation options & unemployment.)
- ◆ More public forums w/ professional moderators, culture/ethnic based community dinners and/or dances and/or lectures. (ISSUE: Racism.)
- ◆ Referendum for education, diversity ed in K-12 (ISSUE: Jobs for young families, money for K-12 education, lack of diversity.)

Improvements to community health/services (treatment programs, senior services, etc.)

- ◆ Better early interventions. (ISSUE: Increasing financial pressure on social services.)
- ◆ Build in some time to allow people to get on their feet with full services, then slowly back off the support. (ISSUE: (1) Homelessness. (2) Poverty.)
- ◆ Church business, civic group. Sponsorship for felons, sex offenders, only convicted. Less dense single/ until family rentals- disperse through community not all in one place like West Duluth, rebuild, Hillside etc. (ISSUE: Petty crime-drugs- people being dumped here from other counties.)
- ◆ Focus on accessible treatment & not on criminal punishment. (ISSUE: Drug addiction & treatment options.)
- ◆ Have our politicians focus on helping the ones that really need help. Seniors!! (ISSUE: We need job opportunity. Spend less money for re-locating highway!)
- ◆ Hire more mental health professionals and have them readily available in both rural and urban communities. Have or get money to obtain affordable housing for those people who don't have adequate resources. (ISSUE: Support for those with mental health problems and affordable housing.)
- ◆ Hire more people reduce the paperwork when drug users are, red flagged they should not be given medicines in ER rooms- eliminate the drug dealer send them home on a bus. (ISSUE: (1) Prescription drug abuse handed out easily by doctor and Duluth hospitals. (2) Too much paper work (3) Not enough staff to do their jobs in a timely manner.)
- ◆ If it was up to me I would reduce the number & talk to the neighbors that put up with the problems they create. (ISSUE: Group homes, we have 11 in our development. Semi's delivering food, create parking issue, buses coming in & out, employee's have little respect for neighborhood. The problem is so bad we are thinking of relocating.)
- ◆ Less loop holes for people seeking recovery (has gotten very difficult to get into treatment & water park or 200/things for families to do). (ISSUE: Crime & heroin.)
- ◆ Make paths to treatment easy, stronger enforcement of existing laws- taking drugs off the street, create more job opportunities. (ISSUE: The rampant drug activity is causing an increase in crime across the board, creating a general anxiety in the public.)
- ◆ More \$ for rural hospitals and nursing homes. (ISSUE: Access to health care in rural areas.)
- ◆ More help for addicts. (ISSUE: Drugs.)
- ◆ More quality treatment and understanding. Up against a brick wall on many contacted & rudeness. (ISSUE: May not be most important however since recently finding a difficult time to resolve a chemical dependency problem.)
- ◆ Outreach and employment services, along with collaborative planning with environmental/rec groups and options for public comment. (ISSUE: Community health issues, especially alcohol/cigarette usage and environmental protection with increasing trails/rec funding along with popularity of the area.)
- ◆ To have more resources for elderly with any cost devastation which has always been a problem for them. (ISSUE: It is not "one" issue but many. We seem to address children very well (rightly so) but not our aging.)
- ◆ To keep the elderly. Without such high pay. (ISSUE: My husband and I would like to live in our home, would be nice if somehow there were people.)
- ◆ Treatment programs (project, pilots). (ISSUE: Drug & alcohol abuse (heroin, prescription drugs, alcohol). Tax.)
- ◆ When you have your health that is your wealth. Caring for the population, more free opportunities for mental health care! Keeping polluting industry out of our rural areas- cleaning's water a must!!! (ISSUE: Our county is quite large and different parts needs diff. requirements. Clean water is essential. Health & safety foremost.)

Other

- ◆ Allow growth- give people a reason to want to stay- to be able to say- in their community. (ISSUE: The ability to grow in the smaller communities of St Louis County. Recognize this.)
- ◆ Arm yourself. (ISSUE: The welfare system here, bring in all the shit heads from everywhere else.)
- ◆ As long as Obama cake has you covering your children till 26. Make those woman live with their parents till age 26. (ISSUE: People moving here for higher welfare benefits. Young girls getting pregnant and we give them free everything.)
- ◆ Attract younger & retain younger adults. (ISSUE: Aging population.)
- ◆ Better info- communication to public. (ISSUE: Employment.)
- ◆ Electing the best candidates to adhere to the above. (ISSUE: Honest government and freedom per the US constitution.)
- ◆ Get county board too do it! (ISSUE: Too big. Need to divide in two- North/South.)
- ◆ Go to reps, sen etc. city officials as well as state. (ISSUE: All the unemployment.)
- ◆ Grant opportunities for rural "connectedness" for broadband. (ISSUE: Lack of broadband services.)
- ◆ I think we are doing very well in this area. (ISSUE: Care of poor.)
- ◆ Investigate options using current availability via satellite, phones (cell), cable. (ISSUE: Lack of internet access throughout entire county especially rural.)
- ◆ It takes 2 weeks for mail from Virginia to tower pony express could even be better. (ISSUE: Employment & mail service.)
- ◆ Kick every them out of this state. (ISSUE: To much you take and no give. This county keeps trying to empty our pockets, like all good them do. Just tax and tax.)
- ◆ Landowners must be responsible in protecting water quality by conforming to BMPs; putting tax-forfeit land back on tax rolls must be curtailed for public benefits non-development provides, especially water quality. (ISSUE: Loss of water quality because of hydro logically connected wetlands loss and development in sensitive riparian & lake shore areas; variance granting to not comply with comprehensive plans.)
- ◆ Limit "based land" sales. Limit horse power in lakes (e.g. Vermilion). (ISSUE: Loss of public hunting lands.)
- ◆ Listen to local residents and not the federal EPA. (ISSUE: E.P.A regulations.)
- ◆ Lobby hard for state & feed money targeted for rural upgrade of internet find away to balance property tax disparity. (ISSUE: Internet access rarely. High property taxes outside taconite tax relief area.)
- ◆ Lobby to create 2 counties N. St Louis & South St. Louis. (ISSUE: Serving needs of such a huge county equally- Range area/needs different/jobs/roads.)
- ◆ Lower cost of tuition by offering program of volunteer hours in community in field of diploma or licensure. (ISSUE: Illegal substance, cost of tuition.)
- ◆ Make insurance companies accountable for their profits. Limit the profits. (ISSUE: Health care insurance.)
- ◆ More maintenance of public trails, beaches, etc. People who seek out nature shouldn't have to look at trash. More day-care child services, family-centered activities. (ISSUE: Recently, our surrounding area has become known for outdoor recreation. We need to focus on becoming more eco-friendly and preserving our outdoor. Also, we need to offer more support for growing families.)
- ◆ Move to another area- vote out the mayor. (ISSUE: City government rep. a few- allowing few hunting in town- disregarding those who moved here to enjoy nature.-)
- ◆ Not so many rules. (ISSUE: The cost of septic systems and the rules that are in place. Also protect volunteer fire fighter chiefs from being sued.)
- ◆ Offer viable incentive programs to recruit providers suited to the ethnic & cultural make-up of rural St Louis County. (ISSUE: Inadequate health & dental care in rural St. Louis County.)
- ◆ Open a state owned casino at the old center high school. (ISSUE: The poor quality of roads.)
- ◆ Over hand the city of Duluth leadership- now. (ISSUE: Jobs. Lower cost of government.)
- ◆ Perhaps a yearly mailing with goals and achievements from the past year. (ISSUE: I really don't know much about the county.)
- ◆ Powers that be get off their butts. (ISSUE: Employment opportunities.)
- ◆ Practice, mentor sessions, etc. (ISSUE: Getting the new mayor up to speed.)
- ◆ Quit coming up with what the county thinks for ideas that tend to fail & the high cost of replacement. (ISSUE: The loss of selling my home in the future with having to replace Septic System cost when system is still working and losing that money for my enjoyment to live on.)
- ◆ Quite having to people change a light bulb. (ISSUE: Roads & jobs.)

- ◆ Seeing if it's here or overseas, if it's political shame on you for allowing this to happen. (ISSUE: Keeping the mines open. There's a lot of people who have jobs there.)
- ◆ Sell off more county owned land at reasonable prices- to reduce taxes. (ISSUE: Inflated and values- High Real Estate Taxes.)
- ◆ Stop the far left liberals from forcing their agenda down the working mans throat! (ISSUE: Too much "affordable" housing which tends to bring in those normally on gov't assistance.)
- ◆ There are ways to rejuvenate drain fields. (ISSUE: Rural moon a systems.)
- ◆ They all need to be priorities- get neighbors watching out for neighbors all across Duluth. (ISSUE: Drugs, crime, very poor streets- some very hazardous to drive and hard on vehicles.)
- ◆ This is a problem the U.S. government can't solve. (ISSUE: Cost of living going up- pay rates stay the same.)
- ◆ Vote for the right person. (ISSUE: Economy.)
- ◆ Walkers- safety clearly marked cross walks, enforcement of sidewalk, clearing of snow & ice please. (ISSUE: Preserving wild area in Duluth area, road maintenance- pedestrian/walker safely crossing streets. Shoveling snow not enforced.)
- ◆ We cannot continue to welcome all corners. We do not need to build more facilities that attract the welfare crowd! (ISSUE: Taxes and infrastructure are important, but currently I think it is the catering to the welfare crowd.)
- ◆ Wish I had some. (ISSUE: Drugs.)
- ◆ You are elected to solve these problems. (ISSUE: Welfare people entering the county!)

Q13. Have you visited, telephoned, or emailed any St. Louis County government office within the last 12 months? (If more than one office contacted, please select the most recent.)

Other (please specify)

- ◆ County clerk.
- ◆ County tool house.
- ◆ LIC registration.
- ◆ Medical insurance help.
- ◆ Public relations.
- ◆ Stride.
- ◆ Unemployment services.
- ◆ Work force center.

Q20. Which one of the following methods would you prefer using to contact St. Louis County government for a suggestion, question or concern? (Mark only one.)

Other (please specify)

- | | |
|--|--|
| <ul style="list-style-type: none"> ◆ (I believe your commissioners have many bias in rural areas with new people, new ideas & people who are rational & intelligent- they are the good old boys club). ◆ Anonymously. ◆ Contact representative/ senators. ◆ Court H&L. ◆ Have someone who is interested. ◆ Letter. ◆ Letters. | <ul style="list-style-type: none"> ◆ Mail. ◆ Mail. ◆ Mail. ◆ Newspaper & T.V. ◆ Someone who will listen! ◆ These people never have or give you time of day to discuss much of anything & goes in one ear & out the other it's just becomes venting. ◆ TV. |
|--|--|

APPENDIX C: COMPLETE SET OF FREQUENCIES

The following pages contain two sets of responses to each question on St. Louis County's survey. The first set excludes "don't know" responses and the second includes them.

Frequencies Excluding "Don't Know" Responses

Table 3: Question 1

How would you rate your overall quality of life in St. Louis County?	Percent of respondents	Number
Excellent	23%	N=140
Good	63%	N=384
Fair	12%	N=74
Poor	2%	N=15
Total	100%	N=612

Table 4: Question 2

Please rate each of the following aspects of quality of life in St. Louis County.	Excellent		Good		Fair		Poor		Total	
St. Louis County as a place to live	24%	N=155	58%	N=376	16%	N=101	3%	N=17	100%	N=649
St. Louis County as a place to raise a family	26%	N=160	53%	N=331	18%	N=111	3%	N=20	100%	N=622
St. Louis County as a place to work	13%	N=81	41%	N=259	34%	N=213	13%	N=79	100%	N=632
St. Louis County as a place to retire	18%	N=104	42%	N=249	32%	N=188	9%	N=54	100%	N=596
Openness and acceptance toward people of diverse backgrounds	9%	N=58	32%	N=199	42%	N=260	17%	N=102	100%	N=620
Recreational opportunities	42%	N=264	33%	N=211	17%	N=110	7%	N=46	100%	N=631
Employment opportunities	5%	N=33	24%	N=150	44%	N=281	27%	N=170	100%	N=634
Educational opportunities	22%	N=138	44%	N=276	28%	N=179	6%	N=39	100%	N=632
Availability of affordable housing	10%	N=60	31%	N=188	41%	N=250	19%	N=118	100%	N=616
Cost of living in St. Louis County	6%	N=36	34%	N=219	42%	N=271	18%	N=113	100%	N=639
Overall image or reputation of St. Louis County	11%	N=70	54%	N=348	31%	N=196	4%	N=26	100%	N=640

Table 5: Question 3

How important, if at all, are each of the following factors in your quality of life in St. Louis County?	Essential		Very important		Somewhat important		Not at all important		Total	
Affordability	31%	N=203	56%	N=364	12%	N=78	0%	N=2	100%	N=647
Land/home values	20%	N=123	50%	N=314	26%	N=164	4%	N=26	100%	N=627
Arts/cultural opportunities	10%	N=65	30%	N=189	44%	N=275	15%	N=90	100%	N=619
Close to family/friends	19%	N=119	46%	N=293	26%	N=170	9%	N=59	100%	N=640
Rural character	10%	N=61	46%	N=289	33%	N=208	11%	N=68	100%	N=626
Sense of community	13%	N=80	48%	N=303	32%	N=202	7%	N=42	100%	N=627
Public land/open space	28%	N=173	43%	N=269	24%	N=148	6%	N=34	100%	N=625
Your job	42%	N=244	45%	N=261	9%	N=52	5%	N=27	100%	N=584
County-provided services	17%	N=104	37%	N=228	35%	N=216	11%	N=65	100%	N=613
Public safety	40%	N=258	47%	N=300	12%	N=76	1%	N=6	100%	N=640
Thriving economy	31%	N=200	54%	N=344	14%	N=87	1%	N=7	100%	N=638
Educational/learning opportunities	27%	N=172	54%	N=348	17%	N=113	2%	N=12	100%	N=645
Natural environment	41%	N=263	43%	N=277	14%	N=92	1%	N=8	100%	N=640
Fiscally sound government	37%	N=226	47%	N=285	15%	N=92	1%	N=6	100%	N=609
Quality of infrastructure/ease of commute	28%	N=175	51%	N=323	19%	N=120	2%	N=14	100%	N=633
Recreational opportunities	29%	N=185	46%	N=296	22%	N=142	2%	N=16	100%	N=638
Availability of quality health care	47%	N=307	41%	N=266	10%	N=67	1%	N=7	100%	N=647
Other	39%	N=14	45%	N=16	9%	N=3	6%	N=2	100%	N=35

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 6: Question 4 - Most Serious Issue Facing St. Louis County

What do you feel is the most serious issue facing St. Louis County at this time?	Percent of respondents	Number
Schools	1%	N=4
Poverty/homelessness	2%	N=11
Environmental issues (pollution, natural resource preservation, etc.)	3%	N=13
Health	4%	N=21
Affordable housing	5%	N=27
Mining	6%	N=32
Economic development	9%	N=47
Control government spending/budget issues	8%	N=43
Taxes	6%	N=28
Infrastructure (sewer, water, roads, bridges, etc.)	11%	N=55
Crime	10%	N=49
Jobs	25%	N=127
Other	10%	N=52
Total	100%	N=508

Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 7: Question 4 - Suggestions for Resolving Issue

What suggestion(s) do you recommend for resolving the issue you mentioned above?	Percent of respondents	Number
Improve housing (costs, types of housing, quality, etc.)	6%	N=22
Improve infrastructure (maintenance, fix issues, etc.)	10%	N=40
Improve safety (increase police presence/law enforcement, etc.)	8%	N=31
Jobs (quality opportunities with livable wages)	20%	N=81
Improvements to community health/services (treatment programs, senior services, etc.)	4%	N=15
Efforts to improve sustainability (stop pollution, stop mining, protect natural environment, etc.)	5%	N=20
Shift/adjust taxes (property, business, etc.)	5%	N=18
More responsible government spending	17%	N=68
Encourage and support diversity	4%	N=15
Increase and improve local mining/stop steel imports	11%	N=45
Other	11%	N=42
Total	100%	N=397

Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 8: Question 5

Please rate how safe or unsafe you feel from the following in St. Louis County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
Property crimes (e.g., burglary, theft)	22%	N=139	53%	N=340	21%	N=137	5%	N=30	100%	N=646
Violent crimes (e.g., rape, assault, robbery)	28%	N=178	52%	N=332	18%	N=113	3%	N=19	100%	N=642
Illegal drug activity (e.g., manufacture, sale or use of drugs)	10%	N=64	33%	N=206	34%	N=212	24%	N=148	100%	N=629
Intoxicated or impaired drivers	8%	N=48	39%	N=246	38%	N=243	15%	N=98	100%	N=636
Distracted drivers	6%	N=37	27%	N=172	41%	N=259	27%	N=171	100%	N=639

Table 9: Question 6

Please rate to what degree, if at all, each of the following is a problem in St. Louis County.	Not a problem		Minor problem		Moderate problem		Major problem		Total	
	%	N	%	N	%	N	%	N	%	N
Crime	4%	N=26	28%	N=174	51%	N=321	17%	N=108	100%	N=629
Taxes	11%	N=67	31%	N=188	35%	N=214	24%	N=147	100%	N=616
Condition of county roads and bridges	3%	N=17	19%	N=118	42%	N=267	36%	N=231	100%	N=633
Poverty	2%	N=15	18%	N=110	45%	N=265	34%	N=204	100%	N=594
Homelessness	4%	N=23	32%	N=185	39%	N=222	24%	N=139	100%	N=569
Foreclosed properties/tax forfeiture/blight	5%	N=26	33%	N=173	44%	N=231	17%	N=90	100%	N=520
Opportunities for young people	4%	N=26	15%	N=92	35%	N=211	45%	N=274	100%	N=603
Jobs	3%	N=22	15%	N=94	35%	N=219	46%	N=288	100%	N=622

Table 10: Question 7

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Tobacco use (including e-cigarettes and chewing tobacco)	10%	N=58	27%	N=165	41%	N=250	22%	N=130	100%	N=603
Availability of mental health services	11%	N=59	22%	N=122	34%	N=190	34%	N=187	100%	N=558
Depression	8%	N=43	23%	N=129	40%	N=227	29%	N=162	100%	N=560
Suicide/attempted suicide	9%	N=43	29%	N=147	38%	N=193	24%	N=123	100%	N=506
Underage alcohol use	4%	N=23	22%	N=121	41%	N=229	33%	N=182	100%	N=556
Alcohol abuse among adults	4%	N=24	21%	N=126	42%	N=248	33%	N=194	100%	N=593
Illegal drug use	3%	N=17	10%	N=60	31%	N=184	56%	N=331	100%	N=592
Abuse of prescribed medications	4%	N=22	17%	N=88	36%	N=192	43%	N=230	100%	N=532
Unplanned pregnancy	9%	N=46	36%	N=183	37%	N=188	18%	N=93	100%	N=510
Health and support of older adults	5%	N=29	21%	N=121	41%	N=233	32%	N=182	100%	N=566
Health and support of people with disabilities	7%	N=38	25%	N=143	41%	N=231	27%	N=151	100%	N=563
Quality of parenting skills (of parents of children ages 0-17)	6%	N=33	23%	N=123	38%	N=205	33%	N=179	100%	N=541
Sexually transmitted diseases	11%	N=51	40%	N=178	36%	N=162	13%	N=59	100%	N=450
Overweight children	5%	N=29	23%	N=133	43%	N=246	29%	N=167	100%	N=574
Overweight adults	4%	N=22	21%	N=123	40%	N=237	36%	N=211	100%	N=593
Abuse and neglect of children	5%	N=25	18%	N=97	42%	N=227	36%	N=198	100%	N=547

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
	%	N	%	N	%	N	%	N	%	N
Abuse and neglect of older adults	7%	N=36	24%	N=123	43%	N=221	27%	N=139	100%	N=519
Pedestrian and bicyclist safety	14%	N=80	39%	N=228	30%	N=174	17%	N=96	100%	N=578
Domestic violence	3%	N=16	18%	N=101	44%	N=242	34%	N=187	100%	N=545
Bullying	7%	N=38	21%	N=118	38%	N=215	34%	N=193	100%	N=565

Table 11: Question 8

Please rate the following categories of St. Louis County government performance.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
The job St. Louis County government does at informing residents	2%	N=13	37%	N=209	47%	N=267	14%	N=77	100%	N=566
The job St. Louis County government does at listening to residents	3%	N=17	27%	N=138	51%	N=265	18%	N=94	100%	N=514
The value of services for the taxes paid to St. Louis County	4%	N=22	30%	N=165	43%	N=232	23%	N=127	100%	N=546
The job St. Louis County government does at managing tax dollars	4%	N=21	26%	N=132	47%	N=244	23%	N=117	100%	N=514
Effectively planning for the future	3%	N=15	26%	N=128	47%	N=230	24%	N=118	100%	N=490
Supporting the quality of life in St. Louis County	3%	N=20	35%	N=195	48%	N=268	14%	N=78	100%	N=561
Overall confidence in St. Louis County government	4%	N=24	36%	N=212	47%	N=280	13%	N=77	100%	N=593

Table 12: Question 9

To what extent do you approve or disapprove of the job the St. Louis County government is doing?	Percent of respondents	Number
Strongly approve	12%	N=67
Somewhat approve	65%	N=362
Somewhat disapprove	18%	N=101
Strongly disapprove	5%	N=29
Total	100%	N=559

Table 13: Question 10

Please rate the quality of each of the following services provided by St. Louis County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
911 dispatch	34%	N=156	51%	N=236	12%	N=56	3%	N=15	100%	N=464
Sheriff patrol	20%	N=100	60%	N=300	16%	N=79	4%	N=18	100%	N=497
Employment support	5%	N=22	35%	N=155	45%	N=198	15%	N=66	100%	N=441
Snow and ice removal on County roads	17%	N=101	44%	N=263	31%	N=184	9%	N=52	100%	N=600
Maintenance of County roads	7%	N=39	32%	N=193	42%	N=254	19%	N=113	100%	N=600
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	7%	N=25	47%	N=159	40%	N=134	5%	N=18	100%	N=335
Information about the work of the St. Louis County Board	3%	N=12	30%	N=105	49%	N=170	17%	N=58	100%	N=344
Records and vital statistics	6%	N=19	44%	N=155	45%	N=159	5%	N=19	100%	N=352
Assessment process/property tax system	4%	N=19	31%	N=143	44%	N=206	21%	N=100	100%	N=468
Licensing and vehicle registration	13%	N=75	49%	N=287	33%	N=193	5%	N=31	100%	N=585
Land use services, including building and conditional use permitting	2%	N=9	39%	N=147	45%	N=171	14%	N=52	100%	N=378
On-site wastewater and septic permitting	4%	N=12	32%	N=101	50%	N=158	14%	N=46	100%	N=317
Management of County-owned land	7%	N=24	43%	N=149	43%	N=151	8%	N=26	100%	N=349
Disaster preparedness and response	9%	N=31	46%	N=162	38%	N=133	8%	N=27	100%	N=353
Public health	8%	N=37	46%	N=224	41%	N=198	5%	N=24	100%	N=483
Landfill, canister sites and recycling programs	18%	N=99	47%	N=255	27%	N=146	7%	N=37	100%	N=537
Services to older adults	8%	N=30	40%	N=153	41%	N=160	11%	N=44	100%	N=387
Services to youth	6%	N=26	32%	N=131	43%	N=176	20%	N=81	100%	N=414
Services to low income residents	12%	N=52	33%	N=142	38%	N=163	17%	N=75	100%	N=432
Child protection	9%	N=36	36%	N=139	41%	N=160	14%	N=56	100%	N=391
Services to veterans	10%	N=35	32%	N=118	35%	N=131	23%	N=86	100%	N=371
Overall quality of services provided by St. Louis County	5%	N=26	39%	N=221	50%	N=285	6%	N=34	100%	N=567

Table 14: Question 11 - Familiarity with Services

Please rate how familiar you are, if at all, with each of the following services provided by St. Louis County.	Very familiar		Somewhat familiar		Not at all familiar		Total	
911 dispatch	22%	N=137	56%	N=354	23%	N=144	100%	N=635
Sheriff patrol	14%	N=89	58%	N=368	28%	N=175	100%	N=633
Employment support	9%	N=55	49%	N=307	42%	N=264	100%	N=626
Snow and ice removal on County roads	34%	N=212	53%	N=334	14%	N=85	100%	N=631
Maintenance of County roads	27%	N=169	57%	N=357	16%	N=101	100%	N=626
Access to information on County website	14%	N=86	39%	N=243	47%	N=292	100%	N=621
Information about the work of the St. Louis County Board	5%	N=33	37%	N=230	58%	N=361	100%	N=623
Records and vital statistics	5%	N=31	44%	N=274	51%	N=319	100%	N=624
Assessment process/property tax system	14%	N=86	51%	N=317	36%	N=224	100%	N=626
Licensing and vehicle registration	38%	N=237	48%	N=300	15%	N=94	100%	N=630
Land use services, including building and conditional use permitting	8%	N=51	42%	N=264	50%	N=319	100%	N=634
On-site wastewater and septic permitting	7%	N=41	35%	N=222	58%	N=367	100%	N=630
Management of County-owned land	5%	N=31	38%	N=236	57%	N=357	100%	N=624
Disaster preparedness and response	6%	N=35	43%	N=270	51%	N=320	100%	N=624
Public health	11%	N=71	56%	N=352	33%	N=204	100%	N=628
Landfill, canister sites and recycling programs	21%	N=134	55%	N=344	24%	N=149	100%	N=628
Services to older adults	10%	N=65	44%	N=279	45%	N=287	100%	N=630
Services to youth	10%	N=61	44%	N=278	46%	N=290	100%	N=629
Services to low income residents	13%	N=82	45%	N=281	42%	N=268	100%	N=631
Child protection	9%	N=56	44%	N=279	47%	N=296	100%	N=631
Services to veterans	9%	N=53	41%	N=261	50%	N=315	100%	N=629

Table 15: Question 11 - Would Like More Information

Indicate whether you would like the County to provide more information about each service	Percent of respondents	Number
911 dispatch	13%	N=20
Sheriff patrol	15%	N=24
Employment support	22%	N=34
Snow and ice removal on County roads	12%	N=19
Maintenance of County roads	20%	N=31
Access to information on County website	19%	N=29
Information about the work of the St. Louis County Board	35%	N=54
Records and vital statistics	23%	N=35
Assessment process/property tax system	25%	N=38
Licensing and vehicle registration	8%	N=12
Land use services, including building and conditional use permitting	13%	N=20
On-site wastewater and septic permitting	12%	N=18
Management of County-owned land	27%	N=41

Indicate whether you would like the County to provide more information about each service	Percent of respondents	Number
Disaster preparedness and response	25%	N=38
Public health	29%	N=46
Landfill, canister sites and recycling programs	15%	N=24
Services to older adults	34%	N=53
Services to youth	27%	N=41
Services to low income residents	30%	N=47
Child protection	20%	N=30
Services to veterans	22%	N=34

Total may exceed 100% as respondents could select more than one option.

Table 16: Question 12

What single option below would be your preferred method to learn more about County services?	Percent of respondents	Number
Email	12%	N=72
Direct mail	30%	N=188
County website	23%	N=144
County social media	9%	N=54
No preference/don't know	16%	N=101
I am not interested in learning more about County services	10%	N=64
Total	100%	N=623

Table 17: Question 13 - Contact with County

Have you visited, telephoned, or emailed any St. Louis County government office within the last 12 months?	Percent of respondents	Number
Yes	49%	N=313
No	51%	N=323
Total	100%	N=636

Table 18: Question 13 - Office Contacted

Select the office that was most recently contacted.	Percent of respondents	Number
911 Dispatch	17%	N=53
Assessor	13%	N=40
Community Corrections	1%	N=2
County Board/Administration	3%	N=11
County Attorney	3%	N=9
County Auditor	12%	N=36
Environmental Services	3%	N=10
Human Resources	5%	N=17
Land and Minerals	3%	N=10
Planning and Community Development	2%	N=6
Financial Assistance	6%	N=19
Public Health	8%	N=25
Child and Family Services	5%	N=15
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	2%	N=5
Public Works	4%	N=12
Recorder	5%	N=15
Sheriff (other than 911 Dispatch)	2%	N=7
Veterans' Services Office	1%	N=4
Other	4%	N=11
Total	100%	N=307

This question was only asked of those who reported having contact with a St. Louis County government office. Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 19: Question 14

What was your impression of the employee(s) of St. Louis County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Knowledgeable	41%	N=131	40%	N=130	13%	N=41	6%	N=20	100%	N=322
Responsive	41%	N=130	35%	N=112	14%	N=44	10%	N=32	100%	N=319
Courteous	46%	N=145	36%	N=113	11%	N=36	7%	N=23	100%	N=318
Overall impression	42%	N=134	34%	N=109	14%	N=46	9%	N=30	100%	N=318

This question was only asked of those who reported having contact with a St. Louis County government office.

Table 20: Question 15

Please rate each of the following online services available at stlouiscountymn.gov.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
County Land Explorer (mapping/property records tool)	32%	N=72	49%	N=110	16%	N=36	2%	N=5	100%	N=223
Construction Viewer (road construction information)	18%	N=31	48%	N=80	29%	N=48	5%	N=9	100%	N=168
Budget Explorer (County budget information)	8%	N=10	47%	N=60	37%	N=48	8%	N=10	100%	N=128

Table 21: Question 16

Please rate the extent to which you use each of the following sources of information about St. Louis County government.	Not a source		Minor source		Major source		Total	
	%	N	%	N	%	N	%	N
County Board meetings shown on cable access	77%	N=369	20%	N=97	3%	N=12	100%	N=478
Daily newspapers	18%	N=108	33%	N=198	49%	N=292	100%	N=598
Weekly community newspapers	35%	N=204	41%	N=235	24%	N=135	100%	N=574
Other county residents (such as neighbors or friends)	19%	N=109	45%	N=260	36%	N=207	100%	N=576
St. Louis County employees	54%	N=302	34%	N=192	12%	N=66	100%	N=560
St. Louis County website (www.stlouiscountymn.gov)	46%	N=252	35%	N=192	20%	N=108	100%	N=551
Public/community meetings	63%	N=342	28%	N=155	9%	N=49	100%	N=546
Radio	32%	N=185	42%	N=243	27%	N=157	100%	N=586
Television newscasts	18%	N=104	34%	N=204	48%	N=284	100%	N=593
Phone calls to St. Louis County	63%	N=350	26%	N=145	11%	N=58	100%	N=554
Reports, flyers or brochures	44%	N=254	43%	N=243	13%	N=75	100%	N=572

Table 22: Question 17

How important, if at all, is it for the County to provide the following services?	Essential		Very important		Somewhat important		Not at all important		Total	
Enforce laws and prosecute criminals	67%	N=426	27%	N=174	6%	N=36	0%	N=2	100%	N=639
Protect children and vulnerable adults from abuse and neglect	66%	N=421	28%	N=178	6%	N=37	0%	N=1	100%	N=637
Provide timely access to economic assistance	36%	N=230	38%	N=239	23%	N=143	3%	N=20	100%	N=632
Invest in County road infrastructure	46%	N=290	41%	N=259	13%	N=80	1%	N=6	100%	N=636
Provide more trails for recreational use	16%	N=100	28%	N=175	39%	N=250	17%	N=108	100%	N=633
Promote healthy behaviors	27%	N=171	36%	N=227	27%	N=167	10%	N=61	100%	N=627
Provide resident communication/public information	26%	N=164	43%	N=273	30%	N=186	1%	N=8	100%	N=631
Provide online payment options for County services	18%	N=105	29%	N=171	35%	N=205	19%	N=112	100%	N=593

Table 23: Question 18

How familiar, if at all, are you with Aquatic Invasive Species?	Percent of respondents	Number
I am familiar	61%	N=399
I have heard of it but am not very familiar	29%	N=186
Not familiar	10%	N=65
Total	100%	N=650

Table 24: Question 19

How important, if at all, do you believe it is to take action to prevent the spread of Aquatic Invasive Species?	Percent of respondents	Number
Essential	46%	N=279
Very important	41%	N=250
Somewhat important	11%	N=66
Not at all important	1%	N=7
Total	100%	N=603

Table 25: Question 20

Which one of the following methods would you prefer using to contact St. Louis County government for a suggestion, question or concern?	Percent of respondents	Number
Call a commissioner	17%	N=108
Call a staff person	31%	N=201
Other	2%	N=14
Go to a public meeting	7%	N=43
Send an email	38%	N=242
Social media	5%	N=34
Total	100%	N=642

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 26: Question 21

Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	Percent of respondents	Number
Much better	6%	N=38
Somewhat better	14%	N=85
About the same	64%	N=396
Somewhat worse	14%	N=89
Much worse	3%	N=16
Total	100%	N=624

Table 27: Question D1

How long have you lived in St. Louis County?	Percent of respondents	Number
Less than 2 year	5%	N=32
2-5 years	9%	N=57
6-10 years	10%	N=64
11-15 years	8%	N=54
16-20 years	6%	N=36
Over 20 years	63%	N=409
Total	100%	N=653

Table 28: Question D2

Have you or an immediate family member ever worked for St. Louis County?	Percent of respondents	Number
Yes	18%	N=117
No	82%	N=531
Total	100%	N=648

Table 29: Question D3

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	75%	N=491
House attached to one or more houses (e.g., a duplex or townhome)	6%	N=38
Building with two or more apartments or condos	17%	N=110
Mobile home	1%	N=6
Other	1%	N=8
Total	100%	N=653

Table 30: Question D4

Is this house, apartment, or mobile home...	Percent of respondents	Number
Rented	27%	N=174
Owned (including with an outstanding mortgage)	73%	N=463
Total	100%	N=637

Table 31: Question D5

Which of the following best describes you?	Percent of respondents	Number
Employed full time	53%	N=345
Employed part time	9%	N=56
Homemaker	2%	N=16
Retired	29%	N=186
Student	3%	N=20
Unemployed, looking for work	4%	N=26
Total	100%	N=649

Table 32: Question D6

How many of each of the following, including yourself, live in your household?													Total	
	One		Two		Three		Four		Five or more		None			
Children age 17 years and under	22%	N=80	23%	N=83	6%	N=21	2%	N=8	0%	N=2	47%	N=174	100%	N=367
Adults under age 65 years	32%	N=162	48%	N=245	8%	N=38	2%	N=10	1%	N=5	9%	N=45	100%	N=506
Adults age 65 years and over	25%	N=92	18%	N=67	0%	N=1	0%	N=0	0%	N=1	56%	N=203	100%	N=363

Table 33: Question D7

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	99%	N=636
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=8
Total	100%	N=644

Table 34: Question D8

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=16
Asian, Asian Indian or Pacific Islander	1%	N=6
Black or African American	2%	N=11
White	97%	N=628
Other	1%	N=8

Total may exceed 100% as respondents could select more than one response.

Table 35: Question D9

Which category contains your age?	Percent of respondents	Number
18-24	6%	N=40
25-34	21%	N=134
35-44	13%	N=87
45-54	18%	N=120
55-64	17%	N=110
65-74	14%	N=92
75 +	10%	N=68
Total	100%	N=651

Table 36: Question D10

What is your gender?	Percent of respondents	Number
Female	51%	N=321
Male	49%	N=313
Total	100%	N=633

Table 37: Question D11

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	21%	N=131
\$25,000 to less than \$50,000	28%	N=175
\$50,000 to less than \$75,000	16%	N=97
\$75,000 to less than \$100,000	19%	N=118
\$100,000 to less than \$150,000	12%	N=76
\$150,000 to less than \$200,000	3%	N=20
\$200,000 or more	2%	N=12
Total	100%	N=628

Table 38: Question D12

Please indicate your education level:	Percent of respondents	Number
High school degree	19%	N=124
Vocational / 2-year degree	18%	N=117
Some college, no degree	15%	N=98
4-year degree	34%	N=223
Master's degree or higher	13%	N=86
Total	100%	N=648

Frequencies Including “Don’t Know” Responses

Table 39: Question 1

How would you rate your overall quality of life in St. Louis County?	Percent of respondents	Number
Excellent	23%	N=140
Good	63%	N=384
Fair	12%	N=74
Poor	2%	N=15
Total	100%	N=612

Table 40: Question 2

Please rate each of the following aspects of quality of life in St. Louis County.	Excellent		Good		Fair		Poor		Don't know		Total	
St. Louis County as a place to live	24%	N=155	58%	N=376	16%	N=101	3%	N=17	0%	N=2	100%	N=651
St. Louis County as a place to raise a family	25%	N=160	51%	N=331	17%	N=111	3%	N=20	5%	N=29	100%	N=651
St. Louis County as a place to work	13%	N=81	40%	N=259	33%	N=213	12%	N=79	2%	N=14	100%	N=646
St. Louis County as a place to retire	16%	N=104	39%	N=249	29%	N=188	8%	N=54	8%	N=52	100%	N=648
Openness and acceptance toward people of diverse backgrounds	9%	N=58	31%	N=199	40%	N=260	16%	N=102	4%	N=28	100%	N=648
Recreational opportunities	41%	N=264	33%	N=211	17%	N=110	7%	N=46	2%	N=16	100%	N=647
Employment opportunities	5%	N=33	23%	N=150	43%	N=281	26%	N=170	3%	N=17	100%	N=651
Educational opportunities	21%	N=138	43%	N=276	28%	N=179	6%	N=39	2%	N=16	100%	N=648
Availability of affordable housing	9%	N=60	29%	N=188	39%	N=250	18%	N=118	5%	N=33	100%	N=649
Cost of living in St. Louis County	6%	N=36	34%	N=219	42%	N=271	18%	N=113	1%	N=8	100%	N=647
Overall image or reputation of St. Louis County	11%	N=70	54%	N=348	30%	N=196	4%	N=26	1%	N=7	100%	N=647

Table 41: Question 3

How important, if at all, are each of the following factors in your quality of life in St. Louis County?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Affordability	31%	N=203	56%	N=364	12%	N=78	0%	N=2	1%	N=5	100%	N=652
Land/home values	19%	N=123	48%	N=314	25%	N=164	4%	N=26	3%	N=22	100%	N=649
Arts/cultural opportunities	10%	N=65	29%	N=189	43%	N=275	14%	N=90	3%	N=21	100%	N=640
Close to family/friends	18%	N=119	45%	N=293	26%	N=170	9%	N=59	2%	N=11	100%	N=651
Rural character	9%	N=61	44%	N=289	32%	N=208	10%	N=68	4%	N=25	100%	N=651
Sense of community	12%	N=80	47%	N=303	31%	N=202	6%	N=42	3%	N=19	100%	N=647
Public land/open space	27%	N=173	42%	N=269	23%	N=148	5%	N=34	3%	N=19	100%	N=644
Your job	39%	N=244	42%	N=261	8%	N=52	4%	N=27	7%	N=41	100%	N=625
County-provided services	16%	N=104	35%	N=228	33%	N=216	10%	N=65	5%	N=33	100%	N=647
Public safety	40%	N=258	47%	N=300	12%	N=76	1%	N=6	1%	N=5	100%	N=645
Thriving economy	31%	N=200	53%	N=344	13%	N=87	1%	N=7	2%	N=13	100%	N=651
Educational/learning opportunities	26%	N=172	54%	N=348	17%	N=113	2%	N=12	1%	N=5	100%	N=651
Natural environment	41%	N=263	43%	N=277	14%	N=92	1%	N=8	1%	N=6	100%	N=646
Fiscally sound government	36%	N=226	45%	N=285	15%	N=92	1%	N=6	3%	N=21	100%	N=630
Quality of infrastructure/ease of commute	27%	N=175	50%	N=323	18%	N=120	2%	N=14	3%	N=18	100%	N=650
Recreational opportunities	28%	N=185	46%	N=296	22%	N=142	2%	N=16	2%	N=11	100%	N=650
Availability of quality health care	47%	N=307	41%	N=266	10%	N=67	1%	N=7	1%	N=4	100%	N=651
Other	21%	N=14	24%	N=16	5%	N=3	3%	N=2	47%	N=31	100%	N=66

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 42: Question 4 - Most Serious Issue Facing St. Louis County

What do you feel is the most serious issue facing St. Louis County at this time?	Percent of respondents	Number
Schools	1%	N=4
Poverty/homelessness	2%	N=11
Environmental issues (pollution, natural resource preservation, etc.)	3%	N=13
Health	4%	N=21
Affordable housing	5%	N=27
Mining	6%	N=32
Economic development	9%	N=47
Control government spending/budget issues	8%	N=43
Taxes	5%	N=28
Infrastructure (sewer, water, roads, bridges, etc.)	10%	N=55
Crime	9%	N=49
Jobs	24%	N=127
Other	10%	N=52
Don't know	5%	N=29
Total	100%	N=537

Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 43: Question 4 - Suggestions for Resolving Issue

What suggestion(s) do you recommend for resolving the issue you mentioned above?	Percent of respondents	Number
Improve housing (costs, types of housing, quality, etc.)	5%	N=22
Improve infrastructure (maintenance, fix issues, etc.)	10%	N=40
Improve safety (increase police presence/law enforcement, etc.)	7%	N=31
Jobs (quality opportunities with livable wages)	19%	N=81
Improvements to community health/services (treatment programs, senior services, etc.)	4%	N=15
Efforts to improve sustainability (stop pollution, stop mining, protect natural environment, etc.)	5%	N=20
Shift/adjust taxes (property, business, etc.)	4%	N=18
More responsible government spending	16%	N=68
Encourage and support diversity	3%	N=15
Increase and improve local mining/stop steel imports	10%	N=45
Other	10%	N=42
Don't know	7%	N=29
Total	100%	N=425

Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 44: Question 5

Please rate how safe or unsafe you feel from the following in St. Louis County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
Property crimes (e.g., burglary, theft)	21%	N=139	52%	N=340	21%	N=137	5%	N=30	1%	N=5	100%	N=650
Violent crimes (e.g., rape, assault, robbery)	27%	N=178	51%	N=332	18%	N=113	3%	N=19	1%	N=6	100%	N=648
Illegal drug activity (e.g., manufacture, sale or use of drugs)	10%	N=64	32%	N=206	33%	N=212	23%	N=148	3%	N=19	100%	N=649
Intoxicated or impaired drivers	7%	N=48	38%	N=246	38%	N=243	15%	N=98	1%	N=8	100%	N=644
Distracted drivers	6%	N=37	27%	N=172	40%	N=259	26%	N=171	1%	N=8	100%	N=647

Table 45: Question 6

Please rate to what degree, if at all, each of the following is a problem in St. Louis County.	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Crime	4%	N=26	27%	N=174	49%	N=321	17%	N=108	4%	N=23	100%	N=653
Taxes	10%	N=67	29%	N=188	33%	N=214	23%	N=147	5%	N=34	100%	N=650
Condition of county roads and bridges	3%	N=17	18%	N=118	41%	N=267	36%	N=231	3%	N=17	100%	N=650
Poverty	2%	N=15	17%	N=110	41%	N=265	32%	N=204	8%	N=49	100%	N=643
Homelessness	4%	N=23	29%	N=185	35%	N=222	22%	N=139	12%	N=75	100%	N=644
Foreclosed properties/tax forfeiture/blight	4%	N=26	27%	N=173	36%	N=231	14%	N=90	19%	N=124	100%	N=644
Opportunities for young people	4%	N=26	14%	N=92	33%	N=211	43%	N=274	6%	N=41	100%	N=645
Jobs	3%	N=22	14%	N=94	34%	N=219	44%	N=288	4%	N=28	100%	N=650

Table 46: Question 7

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Tobacco use (including e-cigarettes and chewing tobacco)	9%	N=58	25%	N=165	39%	N=250	20%	N=130	7%	N=46	100%	N=649
Availability of mental health services	9%	N=59	19%	N=122	29%	N=190	29%	N=187	14%	N=90	100%	N=648
Depression	7%	N=43	20%	N=129	35%	N=227	25%	N=162	14%	N=89	100%	N=650
Suicide/attempted suicide	7%	N=43	23%	N=147	30%	N=193	19%	N=123	22%	N=143	100%	N=649
Underage alcohol use	4%	N=23	19%	N=121	35%	N=229	28%	N=182	14%	N=93	100%	N=648
Alcohol abuse among adults	4%	N=24	19%	N=126	38%	N=248	30%	N=194	9%	N=61	100%	N=653
Illegal drug use	3%	N=17	9%	N=60	28%	N=184	51%	N=331	9%	N=58	100%	N=650
Abuse of prescribed medications	3%	N=22	14%	N=88	29%	N=192	35%	N=230	18%	N=118	100%	N=650
Unplanned pregnancy	7%	N=46	28%	N=183	29%	N=188	14%	N=93	21%	N=133	100%	N=644
Health and support of older adults	5%	N=29	19%	N=121	36%	N=233	28%	N=182	13%	N=83	100%	N=648
Health and support of people with disabilities	6%	N=38	22%	N=143	36%	N=231	23%	N=151	13%	N=83	100%	N=646
Quality of parenting skills (of parents of children ages 0-17)	5%	N=33	19%	N=123	32%	N=205	28%	N=179	17%	N=107	100%	N=648
Sexually transmitted diseases	8%	N=51	27%	N=178	25%	N=162	9%	N=59	31%	N=198	100%	N=648
Overweight children	4%	N=29	20%	N=133	38%	N=246	26%	N=167	12%	N=78	100%	N=652

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Overweight adults	3%	N=22	19%	N=123	37%	N=237	33%	N=211	8%	N=54	100%	N=647
Abuse and neglect of children	4%	N=25	15%	N=97	35%	N=227	30%	N=198	16%	N=102	100%	N=649
Abuse and neglect of older adults	6%	N=36	19%	N=123	34%	N=221	21%	N=139	20%	N=128	100%	N=647
Pedestrian and bicyclist safety	12%	N=80	35%	N=228	27%	N=174	15%	N=96	11%	N=70	100%	N=648
Domestic violence	3%	N=16	16%	N=101	37%	N=242	29%	N=187	16%	N=103	100%	N=648
Bullying	6%	N=38	18%	N=118	33%	N=215	30%	N=193	13%	N=87	100%	N=651

Table 47: Question 8

Please rate the following categories of St. Louis County government performance.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
The job St. Louis County government does at informing residents	2%	N=13	32%	N=209	41%	N=267	12%	N=77	13%	N=88	100%	N=654
The job St. Louis County government does at listening to residents	3%	N=17	21%	N=138	41%	N=265	15%	N=94	21%	N=136	100%	N=650
The value of services for the taxes paid to St. Louis County	3%	N=22	25%	N=165	36%	N=232	20%	N=127	16%	N=104	100%	N=650
The job St. Louis County government does at managing tax dollars	3%	N=21	20%	N=132	37%	N=244	18%	N=117	21%	N=138	100%	N=652
Effectively planning for the future	2%	N=15	20%	N=128	35%	N=230	18%	N=118	24%	N=158	100%	N=649
Supporting the quality of life in St. Louis County	3%	N=20	30%	N=195	41%	N=268	12%	N=78	13%	N=87	100%	N=648
Overall confidence in St. Louis County government	4%	N=24	33%	N=212	43%	N=280	12%	N=77	8%	N=53	100%	N=646

Table 48: Question 9

To what extent do you approve or disapprove of the job the St. Louis County government is doing?	Percent of respondents	Number
Strongly approve	10%	N=67
Somewhat approve	56%	N=362
Somewhat disapprove	16%	N=101
Strongly disapprove	5%	N=29
Don't know	14%	N=89
Total	100%	N=648

Table 49: Question 10

Please rate the quality of each of the following services provided by St. Louis County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
911 dispatch	24%	N=156	37%	N=236	9%	N=56	2%	N=15	27%	N=175	100%	N=639
Sheriff patrol	16%	N=100	47%	N=300	12%	N=79	3%	N=18	22%	N=141	100%	N=638
Employment support	3%	N=22	25%	N=155	31%	N=198	10%	N=66	30%	N=191	100%	N=632
Snow and ice removal on County roads	16%	N=101	41%	N=263	29%	N=184	8%	N=52	6%	N=36	100%	N=637
Maintenance of County roads	6%	N=39	30%	N=193	40%	N=254	18%	N=113	6%	N=35	100%	N=635
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	4%	N=25	25%	N=159	21%	N=134	3%	N=18	47%	N=302	100%	N=637
Information about the work of the St. Louis County Board	2%	N=12	17%	N=105	27%	N=170	9%	N=58	46%	N=288	100%	N=632
Records and vital statistics	3%	N=19	24%	N=155	25%	N=159	3%	N=19	45%	N=284	100%	N=636
Assessment process/property tax system	3%	N=19	22%	N=143	32%	N=206	16%	N=100	27%	N=170	100%	N=638
Licensing and vehicle registration	12%	N=75	45%	N=287	30%	N=193	5%	N=31	8%	N=54	100%	N=639
Land use services, including building and conditional use permitting	1%	N=9	23%	N=147	27%	N=171	8%	N=52	41%	N=261	100%	N=639
On-site wastewater and septic permitting	2%	N=12	16%	N=101	25%	N=158	7%	N=46	50%	N=320	100%	N=637
Management of County-owned land	4%	N=24	23%	N=149	24%	N=151	4%	N=26	45%	N=288	100%	N=638
Disaster preparedness and response	5%	N=31	25%	N=162	21%	N=133	4%	N=27	45%	N=284	100%	N=637
Public health	6%	N=37	35%	N=224	31%	N=198	4%	N=24	24%	N=155	100%	N=638
Landfill, canister sites and recycling programs	16%	N=99	40%	N=255	23%	N=146	6%	N=37	16%	N=101	100%	N=638
Services to older adults	5%	N=30	24%	N=153	25%	N=160	7%	N=44	39%	N=249	100%	N=636
Services to youth	4%	N=26	21%	N=131	28%	N=176	13%	N=81	35%	N=224	100%	N=638
Services to low income residents	8%	N=52	22%	N=142	26%	N=163	12%	N=75	32%	N=205	100%	N=637
Child protection	6%	N=36	22%	N=139	25%	N=160	9%	N=56	38%	N=244	100%	N=634
Services to veterans	6%	N=35	19%	N=118	21%	N=131	14%	N=86	42%	N=267	100%	N=638
Overall quality of services provided by St. Louis County	4%	N=26	35%	N=221	46%	N=285	5%	N=34	9%	N=58	100%	N=625

Table 50: Question 11 - Familiarity with Services

Please rate how familiar you are, if at all, with each of the following services provided by St. Louis County.	Very familiar		Somewhat familiar		Not at all familiar		Total	
	%	N	%	N	%	N	%	N
911 dispatch	22%	N=137	56%	N=354	23%	N=144	100%	N=635
Sheriff patrol	14%	N=89	58%	N=368	28%	N=175	100%	N=633
Employment support	9%	N=55	49%	N=307	42%	N=264	100%	N=626
Snow and ice removal on County roads	34%	N=212	53%	N=334	14%	N=85	100%	N=631
Maintenance of County roads	27%	N=169	57%	N=357	16%	N=101	100%	N=626
Access to information on County website	14%	N=86	39%	N=243	47%	N=292	100%	N=621
Information about the work of the St. Louis County Board	5%	N=33	37%	N=230	58%	N=361	100%	N=623
Records and vital statistics	5%	N=31	44%	N=274	51%	N=319	100%	N=624
Assessment process/property tax system	14%	N=86	51%	N=317	36%	N=224	100%	N=626
Licensing and vehicle registration	38%	N=237	48%	N=300	15%	N=94	100%	N=630
Land use services, including building and conditional use permitting	8%	N=51	42%	N=264	50%	N=319	100%	N=634
On-site wastewater and septic permitting	7%	N=41	35%	N=222	58%	N=367	100%	N=630
Management of County-owned land	5%	N=31	38%	N=236	57%	N=357	100%	N=624
Disaster preparedness and response	6%	N=35	43%	N=270	51%	N=320	100%	N=624
Public health	11%	N=71	56%	N=352	33%	N=204	100%	N=628
Landfill, canister sites and recycling programs	21%	N=134	55%	N=344	24%	N=149	100%	N=628
Services to older adults	10%	N=65	44%	N=279	45%	N=287	100%	N=630
Services to youth	10%	N=61	44%	N=278	46%	N=290	100%	N=629
Services to low income residents	13%	N=82	45%	N=281	42%	N=268	100%	N=631
Child protection	9%	N=56	44%	N=279	47%	N=296	100%	N=631
Services to veterans	9%	N=53	41%	N=261	50%	N=315	100%	N=629

Table 51: Question 11 - Would Like More Information

Indicate whether you would like the County to provide more information about each service	Percent of respondents	Number
911 dispatch	13%	N=20
Sheriff patrol	15%	N=24
Employment support	22%	N=34
Snow and ice removal on County roads	12%	N=19
Maintenance of County roads	20%	N=31
Access to information on County website	19%	N=29
Information about the work of the St. Louis County Board	35%	N=54
Records and vital statistics	23%	N=35
Assessment process/property tax system	25%	N=38
Licensing and vehicle registration	8%	N=12
Land use services, including building and conditional use permitting	13%	N=20
On-site wastewater and septic permitting	12%	N=18
Management of County-owned land	27%	N=41
Disaster preparedness and response	25%	N=38
Public health	29%	N=46
Landfill, canister sites and recycling programs	15%	N=24
Services to older adults	34%	N=53
Services to youth	27%	N=41
Services to low income residents	30%	N=47
Child protection	20%	N=30
Services to veterans	22%	N=34

Total may exceed 100% as respondents could select more than one option.

Table 52: Question 12

What single option below would be your preferred method to learn more about County services?	Percent of respondents	Number
Email	12%	N=72
Direct mail	30%	N=188
County website	23%	N=144
County social media	9%	N=54
No preference/don't know	16%	N=101
I am not interested in learning more about County services	10%	N=64
Total	100%	N=623

Table 53: Question 13 - Contact with County

Have you visited, telephoned, or emailed any St. Louis County government office within the last 12 months?	Percent of respondents	Number
Yes	49%	N=313
No	51%	N=323
Total	100%	N=636

Table 54: Question 13 - Office Contacted

Select the office that was most recently contacted.	Percent of respondents	Number
911 Dispatch	17%	N=53
Assessor	13%	N=40
Community Corrections	1%	N=2
County Board/Administration	3%	N=11
County Attorney	3%	N=9
County Auditor	12%	N=36
Environmental Services	3%	N=10
Human Resources	5%	N=17
Land and Minerals	3%	N=10
Planning and Community Development	2%	N=6
Financial Assistance	6%	N=19
Public Health	8%	N=25
Child and Family Services	5%	N=15
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	2%	N=5
Public Works	4%	N=12
Recorder	5%	N=15
Sheriff (other than 911 Dispatch)	2%	N=7
Veterans' Services Office	1%	N=4
Other	4%	N=11
Total	100%	N=307

This question was only asked of those who reported having contact with a St. Louis County government office. Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 55: Question 14

What was your impression of the employee(s) of St. Louis County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledgeable	40%	N=131	40%	N=130	13%	N=41	6%	N=20	1%	N=3	100%	N=325
Responsive	40%	N=130	35%	N=112	14%	N=44	10%	N=32	1%	N=2	100%	N=321
Courteous	45%	N=145	35%	N=113	11%	N=36	7%	N=23	1%	N=2	100%	N=320
Overall impression	42%	N=134	34%	N=109	14%	N=46	9%	N=30	1%	N=2	100%	N=320

This question was only asked of those who reported having contact with a St. Louis County government office.

Table 56: Question 15

Please rate each of the following online services available at stlouiscountymn.gov .	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
County Land Explorer (mapping/property records tool)	11%	N=72	17%	N=110	6%	N=36	1%	N=5	65%	N=415	100%	N=639
Construction Viewer (road construction information)	5%	N=31	13%	N=80	8%	N=48	1%	N=9	74%	N=466	100%	N=635
Budget Explorer (County budget information)	2%	N=10	9%	N=60	8%	N=48	2%	N=10	80%	N=508	100%	N=636

Table 57: Question 16

Please rate the extent to which you use each of the following sources of information about St. Louis County government.	Not a source		Minor source		Major source		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N
County Board meetings shown on cable access	59%	N=369	15%	N=97	2%	N=12	24%	N=152	100%	N=630
Daily newspapers	17%	N=108	31%	N=198	46%	N=292	6%	N=40	100%	N=638
Weekly community newspapers	32%	N=204	37%	N=235	21%	N=135	10%	N=62	100%	N=636
Other county residents (such as neighbors or friends)	17%	N=109	41%	N=260	33%	N=207	8%	N=51	100%	N=627
St. Louis County employees	47%	N=302	30%	N=192	10%	N=66	12%	N=78	100%	N=639
St. Louis County website (www.stlouiscountymn.gov)	40%	N=252	30%	N=192	17%	N=108	13%	N=86	100%	N=636
Public/community meetings	54%	N=342	24%	N=155	8%	N=49	14%	N=87	100%	N=633
Radio	29%	N=185	38%	N=243	25%	N=157	8%	N=53	100%	N=639
Television newscasts	16%	N=104	32%	N=204	44%	N=284	7%	N=47	100%	N=640
Phone calls to St. Louis County	55%	N=350	23%	N=145	9%	N=58	12%	N=79	100%	N=632
Reports, flyers or brochures	40%	N=254	38%	N=243	12%	N=75	10%	N=62	100%	N=634

Table 58: Question 17

How important, if at all, is it for the County to provide the following services?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Enforce laws and prosecute criminals	66%	N=426	27%	N=174	6%	N=36	0%	N=2	2%	N=11	100%	N=650
Protect children and vulnerable adults from abuse and neglect	65%	N=421	28%	N=178	6%	N=37	0%	N=1	2%	N=10	100%	N=647
Provide timely access to economic assistance	36%	N=230	37%	N=239	22%	N=143	3%	N=20	2%	N=15	100%	N=647
Invest in County road infrastructure	45%	N=290	40%	N=259	12%	N=80	1%	N=6	2%	N=13	100%	N=649
Provide more trails for recreational use	15%	N=100	27%	N=175	38%	N=250	17%	N=108	2%	N=16	100%	N=649
Promote healthy behaviors	27%	N=171	35%	N=227	26%	N=167	9%	N=61	3%	N=17	100%	N=643
Provide resident communication/public information	25%	N=164	42%	N=273	29%	N=186	1%	N=8	3%	N=17	100%	N=648
Provide online payment options for County services	16%	N=105	26%	N=171	32%	N=205	17%	N=112	9%	N=55	100%	N=649

Table 59: Question 18

How familiar, if at all, are you with Aquatic Invasive Species?	Percent of respondents	Number
I am familiar	61%	N=399
I have heard of it but am not very familiar	29%	N=186
Not familiar	10%	N=65
Total	100%	N=650

Table 60: Question 19

How important, if at all, do you believe it is to take action to prevent the spread of Aquatic Invasive Species?	Percent of respondents	Number
Essential	43%	N=279
Very important	38%	N=250
Somewhat important	10%	N=66
Not at all important	1%	N=7
Don't know	7%	N=47
Total	100%	N=649

Table 61: Question 20

Which one of the following methods would you prefer using to contact St. Louis County government for a suggestion, question or concern?	Percent of respondents	Number
Call a commissioner	17%	N=108
Call a staff person	31%	N=201
Other	2%	N=14
Go to a public meeting	7%	N=43
Send an email	38%	N=242
Social media	5%	N=34
Total	100%	N=642

Survey respondents had the opportunity to write-in a response for other. Please see Appendix B: Verbatim Responses to Open-ended Questions to review the verbatim responses.

Table 62: Question 21

Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	Percent of respondents	Number
Much better	6%	N=38
Somewhat better	13%	N=85
About the same	61%	N=396
Somewhat worse	14%	N=89
Much worse	2%	N=16
Don't know	3%	N=21
Total	100%	N=645

Table 63: Question D1

How long have you lived in St. Louis County?	Percent of respondents	Number
Less than 2 year	5%	N=32
2-5 years	9%	N=57
6-10 years	10%	N=64
11-15 years	8%	N=54
16-20 years	6%	N=36
Over 20 years	63%	N=409
Total	100%	N=653

Table 64: Question D2

Have you or an immediate family member ever worked for St. Louis County?	Percent of respondents	Number
Yes	18%	N=117
No	82%	N=531
Total	100%	N=648

Table 65: Question D3

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	75%	N=491
House attached to one or more houses (e.g., a duplex or townhome)	6%	N=38
Building with two or more apartments or condos	17%	N=110
Mobile home	1%	N=6
Other	1%	N=8
Total	100%	N=653

Table 66: Question D4

Is this house, apartment, or mobile home...	Percent of respondents	Number
Rented	27%	N=174
Owned (including with an outstanding mortgage)	73%	N=463
Total	100%	N=637

Table 67: Question D5

Which of the following best describes you?	Percent of respondents	Number
Employed full time	53%	N=345
Employed part time	9%	N=56
Homemaker	2%	N=16
Retired	29%	N=186
Student	3%	N=20
Unemployed, looking for work	4%	N=26
Total	100%	N=649

Table 68: Question D6

How many of each of the following, including yourself, live in your household?	One		Two		Three		Four		Five or more		None		Total	
	%	N	%	N	%	N	%	N	%	N	%	N	%	N
Children age 17 years and under	22%	N=80	23%	N=83	6%	N=21	2%	N=8	0%	N=2	47%	N=174	100%	N=367
Adults under age 65 years	32%	N=162	48%	N=245	8%	N=38	2%	N=10	1%	N=5	9%	N=45	100%	N=506
Adults age 65 years and over	25%	N=92	18%	N=67	0%	N=1	0%	N=0	0%	N=1	56%	N=203	100%	N=363

Table 69: Question D7

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	99%	N=636
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=8
Total	100%	N=644

Table 70: Question D8

What is your race?	Percent	Number
American Indian or Alaskan Native	2%	N=16
Asian, Asian Indian or Pacific Islander	1%	N=6
Black or African American	2%	N=11
White	97%	N=628
Other	1%	N=8

Total may exceed 100% as respondents could select more than one response.

Table 71: Question D9

Which category contains your age?	Percent of respondents	Number
18-24	6%	N=40
25-34	21%	N=134
35-44	13%	N=87
45-54	18%	N=120
55-64	17%	N=110
65-74	14%	N=92
75 +	10%	N=68
Total	100%	N=651

Table 72: Question D10

What is your gender?	Percent of respondents	Number
Female	51%	N=321
Male	49%	N=313
Total	100%	N=633

Table 73: Question D11

Please indicate your household's annual income:	Percent of respondents	Number
Under \$25,000	21%	N=131
\$25,000 to less than \$50,000	28%	N=175
\$50,000 to less than \$75,000	16%	N=97
\$75,000 to less than \$100,000	19%	N=118
\$100,000 to less than \$150,000	12%	N=76
\$150,000 to less than \$200,000	3%	N=20
\$200,000 or more	2%	N=12
Total	100%	N=628

Table 74: Question D12

Please indicate your education level:	Percent of respondents	Number
High school degree	19%	N=124
Vocational / 2-year degree	18%	N=117
Some college, no degree	15%	N=98
4-year degree	34%	N=223
Master's degree or higher	13%	N=86
Total	100%	N=648

APPENDIX D: COMPARISON WITH OTHER PARTICIPATING COUNTIES

Questions asked by more than one Minnesota County in 2013 are included below for comparison. Cells with grey shading indicate statistically significant differences.

Table 75: Aspects of Quality of Life

Please rate each of the following aspects of quality of life in the county. Average rating (0=poor, 100=excellent).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
How would you rate your overall quality of life in the County?	69	79	73	70	79
The County as a place to live	68	78	72	76	NA
The County as a place to raise a family/children	67	76	73	76	NA
The County as a place to work	51	67	71	58	NA
The County as a place to retire	56	58	53	56	60
Outdoor recreational opportunities	70	75	NA	69	72
Openness and acceptance toward people of diverse backgrounds	45	57	58	59	55
Availability of affordable housing	44	49	41	51	47
Employment opportunities	36	NA	62	45	50
Sense of community	NA	61	NA	NA	59
Educational opportunities	60	NA	62	NA	NA
Availability of affordable quality child care	NA	NA	41	52	NA
Availability of affordable health care	NA	NA	54	58	NA
Availability of public transportation options	NA	NA	50	NA	34
Availability of fresh fruits and vegetables	NA	NA	NA	59	NA
Availability of bike and pedestrian transportation options	NA	64	NA	57	60
Economic health of the County	NA	65	NA	NA	NA
Overall image or reputation of the County	57	68	NA	NA	71
Social and cultural opportunities	NA	NA	NA	47	NA
Rural character and natural environment	NA	NA	NA	NA	66
Ease of travel by car	NA	NA	NA	NA	71
Overall feeling of safety	NA	NA	NA	NA	71
Cost of living	43	NA	NA	NA	NA

Table 76: Like Most about Living in County

What one thing do you like most about living in the county?	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Location	NA	36%	15%	27%	29%
Open space	NA	4%	4%	NA	NA
Parks/lakes	NA	10%	8%	9%	6%
Rural character	NA	3%	NA	NA	NA
People	NA	2%	6%	NA	1%
Quality of Life in General	NA	21%	38%	NA	24%
Schools	NA	4%	3%	7%	4%
My neighborhood	NA	9%	10%	5%	12%
Convenience	NA	NA	NA	10%	NA
Low taxes	NA	2%	0%	NA	3%
Services	NA	NA	NA	0%	NA
Small town feel	NA	6%	NA	23%	8%
Other	NA	2%	3%	3%	1%
Rural/small town feel	NA	NA	10%	NA	NA
Open space/rural	NA	NA	NA	15%	12%
Employment	NA	NA	2%	NA	NA
Healthcare	NA	NA	1%	NA	NA
Total	NA	100%	100%	100%	100%

Note: Statistical significance not tested.

Table 77: Potential Problems

Please rate to what degree, if at all, each of the following is a problem in St. Louis County. (0=not a problem, 100=major problem).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Crime	60	38	55	38	34
Taxes	57	47	52	59	48
Highway safety	NA	NA	NA	36	NA
Traffic safety	NA	36	43	NA	33
Traffic congestion	NA	41	37	43	36
Poverty	70	40	50	34	30
Homelessness	61	27	48	26	20
Availability of livable wage jobs	75	NA	49	48	47
Bike and pedestrian safety	NA	NA	NA	27	NA
Foreclosed properties	58	NA	NA	NA	31
Ease of travel by public transit in the County	NA	NA	NA	NA	52
Condition of county roads and bridges	71	NA	NA	NA	NA
Opportunities for young people	74	NA	NA	NA	NA

Table 78: Perceptions of Community Safety

Please rate how safe or unsafe you feel in the County. Average rating (0=very unsafe, 100=very safe).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
While in County Government buildings	NA	NA	86	NA	NA
While in your neighborhood	NA	83	79	84	82
While using County parks and/or trails	NA	78	67	76	NA
From property crimes	64	72	61	74	75
From violent crimes	68	81	65	81	83
From illegal drug activity	43	68	57	68	70
From identity theft	NA	61	55	NA	62
From drunk or impaired drivers on County roads	46	NA	54	59	64
From distracted drivers on County roads	37	NA	38	44	54
From domestic violence	NA	84	NA	NA	NA
While driving on roads within the County	NA	72	NA	NA	NA
Other	NA	64	NA	NA	NA
In your home	NA	NA	NA	88	NA
In public areas (e.g., roads/highways, malls, restaurants, schools)	NA	NA	NA	77	NA
From being injured while biking or walking along county roads	NA	NA	NA	NA	66

Table 79: Health Concerns

Please rate to what degree, if at all, each of the following is a health concern in the county. Average rating (0=not at all a concern, 100=major concern).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Bullying	67	48	50	59	44
Depression	64	47	58	NA	NA
Mental illness/mental health issues	NA	NA	NA	56	NA
Suicide/attempted suicide	59	NA	48	39	39
Environmental hazards (polluted water, toxic waste)	NA	36	37	NA	NA
Pollution	NA	NA	NA	35	NA
Tobacco use	58	36	48	35	44
Underage alcohol use	68	47	55	56	53
Alcohol abuse among adults	68	44	55	51	48
Illegal drug use	80	50	67	63	54
Illegal use/abuse of prescribed medications	73	44	59	51	48
Health and support of older adults	67	46	50	49	42
Health and support of people with disabilities	63	45	48	49	42
The support of persons with mental health challenges	NA	NA	55	NA	NA
Quality of parenting skills of parents of children ages 0-17	66	50	58	NA	47

Please rate to what degree, if at all, each of the following is a health concern in the county. Average rating (0=not at all a concern, 100=major concern).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
The adequacy of school readiness for children	NA	NA	45	NA	NA
Spread of infectious diseases	NA	38	41	NA	30
Sexually transmitted diseases	50	NA	NA	36	NA
Overweight adults	69	NA	63	NA	55
Overweight children	65	NA	63	NA	52
Overweight adults and children	NA	56	NA	56	NA
Abuse and neglect of older adults	63	45	46	NA	36
Abuse and neglect of children	70	48	55	53	38
Abuse and neglect of vulnerable adults	NA	NA	NA	51	NA
Domestic violence	70	NA	59	54	44
Social isolation	NA	35	NA	45	NA
Unplanned pregnancy	55	NA	NA	NA	NA
Teen pregnancy	NA	NA	NA	47	NA
Lack of physical activity/exercise	NA	NA	NA	50	NA
Availability of mental health services	64	NA	NA	NA	NA
Pedestrian and bicyclist safety	50	NA	NA	NA	NA

Table 80: Environmental Concerns

Please rate to what degree, if at all, each of the following is an environmental concern in the county. Average rating (0=not at all a concern, 100=major concern).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Exposure to radon	NA	NA	48	NA	30
Quality of outdoor air	NA	NA	46	NA	28
Safety of food in public establishments	NA	NA	55	NA	28
Mold contamination at home or at work	NA	NA	48	NA	29
Proper disposal of garbage	NA	NA	49	NA	23
Quality of drinking water	NA	NA	55	NA	41
Quality of water in lakes and streams	NA	NA	62	NA	48
Quantity of useable water supply	NA	NA	53	NA	40

Table 81: Most Serious Issue Facing the County

What do you feel is the most serious issue facing the County at this time?	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Affordable housing	5%	11%	8%	11%	10%
Crime and safety	10%	12%	26%	5%	1%
Taxes	6%	10%	10%	37%	18%
Schools and education	1%	5%	1%	5%	9%
Condition of roads	NA	6%	NA	9%	11%
Infrastructure	11%	3%	6%	NA	NA
Traffic congestion	NA	5%	1%	14%	6%
Economic development	9%	4%	3%	NA	8%
Jobs	25%	2%	3%	14%	5%
Quality of County services	NA	1%	NA	NA	NA
Public County services	NA	NA	6%	NA	NA
Preserving natural areas	NA	1%	1%	NA	NA
Pollution and environmental issues	3%	1%	NA	NA	NA
Growth and development	NA	8%	20%	NA	NA
Too much growth/development	NA	NA	NA	NA	20%
Not enough growth/development	NA	NA	NA	NA	3%
Health	4%	NA	1%	NA	NA
Government spending	8%	2%	2%	NA	NA
Sense of community	NA	6%	6%	NA	NA
Homelessness and poverty	2%	5%	NA	NA	NA
Water quality	NA	NA	NA	NA	5%
Aging population	NA	NA	NA	5%	NA
Lack of recreational opportunities	NA	NA	2%	NA	NA
Mining	6%	NA	NA	NA	NA
Teen drug/alcohol use	NA	1%	NA	NA	NA
No issue	NA	2%	2%	NA	NA
Public transportation	NA	4%	NA	NA	NA
Noise pollution	NA	1%	NA	NA	NA
Other	10%	10%	3%	NA	5%
Total	100%	100%	100%	100%	100%

Note: Statistical significance not tested.

Table 82: Financial Status

	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now? Average rating (0=much worse, 100=much better).	52	53	NA	51	NA

Table 83: County Services

Please rate each of the following services provided by the county. Average rating (0=poor, 100=excellent).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
County libraries	NA	82	NA	74	80
Maintenance of County roads	42	NA	52	NA	NA
Condition of County roads	NA	61	NA	50	63
Snow and ice removal on County roads	56	68	58	65	67
Recycling and drop-off services	59	73	69	62	73
Protection of recreational waters and drinking waters	NA	NA	65	NA	NA
County parks and recreation	NA	84	70	NA	83
Land use, planning and zoning, including permitting	43	NA	50	52	NA
Sheriff services	66	68	67	67	76
911 dispatch services	72	NA	NA	76	77
Probation monitoring	NA	NA	49	NA	NA
Records, vital statistics, licensing, and vehicle registration	NA	67	67	66	72
Records and vital statistics	50	NA	NA	NA	NA
Licensing and vehicle registration	56	NA	NA	NA	NA
Elections (absentee voting, voter registration)	NA	NA	68	NA	NA
Passports (applications, renewals)	NA	NA	68	NA	NA
Land records and other property information	NA	NA	69	64	NA
Assessment process/property tax system	39	49	54	45	NA
Disaster preparedness	52	NA	63	60	66
Services to older adults	48	50	57	53	61
Services to children and families	NA	NA	58	NA	NA
Services to veterans	43	48	52	51	63
Mental health services	NA	40	49	46	56
Public health services	52	NA	59	NA	NA
Protecting children and vulnerable adults	NA	NA	NA	NA	61
Protecting vulnerable adults	NA	NA	53	52	NA
Protecting children	46	NA	55	60	NA
Accessibility and functionality of County website	52	NA	60	NA	NA
Self-service options on the County website	NA	66	NA	60	NA
Trail and bikeway connectivity	NA	78	NA	61	78
Addressing important health issues in communities	NA	57	NA	NA	NA
Disease prevention and control	NA	NA	NA	61	NA
Prosecuting people accused of crimes	NA	60	NA	NA	NA
Prevention of repeat crimes	NA	NA	NA	48	NA
Employment support	43	59	NA	51	66

Please rate each of the following services provided by the county. Average rating (0=poor, 100=excellent).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Services for low income residents	47	49	NA	49	NA
Services for people with disabilities	NA	56	NA	53	NA
Information about the work of the County Board	40	NA	NA	NA	NA
On-site wastewater and septic permitting	42	NA	NA	NA	NA
Management of County-owned land	50	NA	NA	NA	NA
Services to youth	41	NA	NA	NA	NA
Overall quality of services provided by the County	47	66	60	59	66

Table 84: Contact with the County

	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Have you visited, telephoned, or emailed any County government office within the last 12 months? Percent who said "yes."	49%	34%	51%	39%	49%

Table 85: Department Contacted

Please select the office contacted, choosing the most recent if more than one contacted in the last 12 months.	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Adult & Family Services	2%	NA	11%	NA	NA
County Board/Administration	3%	NA	3%	NA	NA
Family Support & Assistance	6%	NA	7%	NA	NA
Planning	2%	NA	5%	NA	NA
Recording & Abstracting	5%	NA	4%	NA	NA
Vital Records	NA	NA	9%	NA	NA
Child & Family Services	5%	NA	1%	NA	NA
Election & Voter Registration	NA	NA	4%	NA	NA
Finance	12%	NA	0%	NA	NA
Property Assessment	13%	NA	3%	NA	NA
Real Estate Tax Collection	NA	NA	5%	NA	NA
Community Corrections	1%	NA	1%	NA	NA
Environmental Resources	3%	NA	1%	NA	NA
Human Resources	5%	NA	2%	NA	NA
Public Health	8%	NA	1%	NA	NA
911 Dispatch	17%	NA	NA	NA	NA
Sheriff's Office	2%	NA	10%	NA	NA
County Attorney	3%	NA	0%	NA	NA
Facilities & Building Operations	NA	NA	0%	NA	NA
Information Technology Solutions (ITS)	NA	NA	0%	NA	NA
Public Works & County Engineer	4%	NA	4%	NA	NA
Veterans' Services	1%	NA	0%	NA	NA
Driver's Licenses	NA	NA	23%	NA	NA
Passports	NA	NA	5%	NA	NA
Housing & Redevelopment Authority (HRA)	NA	NA	0%	NA	NA
Data practices	NA	NA	0%	NA	NA
Land and Minerals	3%	NA	NA	NA	NA
Other	4%	NA	NA	NA	NA
Total	100%	NA	100%	NA	NA

Note: Statistical significance not tested.

Table 86: Employee Characteristics

What was your impression of the employee(s) of the County in your most recent contact? Average rating (0=poor, 100=excellent).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Knowledgeable	72	76	74	75	75
Responsive	69	73	71	73	72
Courteous	73	75	71	74	74
Overall impression	70	73	71	72	72

Table 87: Perceptions of Government

Please rate the following categories of the County government performance. Average rating (0=poor, 100=excellent).	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
The job the County government does at informing residents	43	63	56	56	60
The job the County government does at listening to residents	38	52	48	48	51
The job the County government does at managing tax dollars	37	54	42	41	45
The value of services for the taxes paid to the County	38	55	45	42	48
My knowledge of the work of the County Board	NA	NA	46	NA	37
Generally acting in the best interest of the community	NA	61	52	NA	NA
Effectively planning for the future	36	58	50	NA	NA
Working through priority issues facing the County	NA	NA	51	NA	NA
The value of County services to the quality of life in my neighborhood	NA	60	54	58	56
Supporting the quality of life in the county	43	63	NA	NA	59
Overall confidence in County government	44	60	NA	NA	NA
The job the County does at making information available when residents need it	NA	NA	NA	56	NA

Table 88: Approval of County Board

	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
To what extent do you approve or disapprove of the job the County Board is doing? Average rating (0=strongly disapprove, 100=strongly approve)	61	67	NA	NA	67

Table 89: Potential Information Sources

Please rate the extent to which you use each of the following as sources of information about County government, if at all. Percent using as a minor or major source.	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
County Board meetings shown on cable access	23%	NA	NA	25%	NA
Cable access programming	NA	NA	NA	NA	33%
Daily newspapers	82%	NA	69%	61%	63%
Other county residents (such as neighbors or friends)	81%	NA	86%	NA	NA
County employees	46%	NA	51%	43%	NA
County website	54%	NA	63%	75%	74%
Other online news sources	NA	NA	65%	55%	55%
Community meetings	37%	NA	42%	38%	35%
The radio	68%	NA	74%	45%	NA
Phone calls to County	37%	NA	39%	NA	37%
Reports, flyers or brochures	56%	NA	58%	NA	NA
Television news	82%	NA	82%	75%	64%
Social media (Facebook, Twitter, YouTube, etc.)	NA	NA	50%	52%	44%
Weekly community newspapers	65%	NA	NA	79%	65%
County Newsletter	NA	NA	NA	78%	77%
County listservs and other County electronic newsletters	NA	NA	NA	NA	25%

Table 90: Top Preference for Contact

Which one of the following methods would you prefer using if you wanted to contact the County government for a suggestion or concern?	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
Call a commissioner	17%	NA	11%	9%	NA
Call a staff person	31%	NA	28%	23%	NA
Go to a public meeting	7%	NA	6%	5%	NA
Send an email	38%	NA	18%	36%	NA
Social media	5%	NA	NA	4%	NA
Access the County Web site	NA	NA	34%	NA	NA
Fill out an online survey	NA	NA	NA	3%	NA
Provide feedback online	NA	NA	NA	6%	NA
In-person visit to a government office	NA	NA	NA	15%	NA
Other	2%	NA	3%	1%	NA
Total	100%	NA	100%	100%	NA

Note: Statistical significance not tested.

Table 91: Desired Internet Service Information

What kind of County service or information would you like to access via the Internet? What information is useful/valuable to you on the County's website?	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
General county project information	NA	NA	NA	NA	24%
Volunteer opportunities	NA	20%	16%	NA	NA
Property sales/information	NA	32%	20%	NA	28%
County budget information	NA	13%	12%	NA	6%
Information about County services	NA	48%	38%	NA	29%
Garbage and recycling	NA	65%	45%	NA	42%
Road/bridge construction projects	NA	40%	24%	NA	24%
Information about services for older adults	NA	19%	13%	NA	7%
Information about people charged with a crime	NA	17%	22%	NA	NA
Information about parks	NA	66%	48%	NA	59%
Contacting County departments or staff	NA	27%	34%	NA	NA
Information about the County Jail or its inmates	NA	9%	11%	NA	NA
Other information	NA	2%	9%	NA	NA
Pay fees, fines, or property taxes	NA	52%	NA	NA	30%
Reserve park facilities	NA	49%	NA	NA	NA
Register for volunteer activities online	NA	32%	NA	NA	NA
Online recording of vital records (birth, death, marriage)	NA	27%	NA	NA	8%
Renew or apply for a license, permit, or other application	NA	64%	NA	NA	38%
Receive your annual property tax notices by email	NA	28%	NA	NA	NA
Live chat support service online for property information	NA	11%	NA	NA	NA
Request copies or notarizing: property documents	NA	22%	NA	NA	NA
Access library resources	NA	43%	NA	NA	47%
Apply for public financial assistance	NA	13%	NA	NA	NA
Other service	NA	1%	NA	NA	2%
General information about the county	NA	NA	NA	NA	38%
Meeting calendar, agenda, and/or minutes	NA	NA	NA	NA	7%
Access public County records	NA	NA	NA	NA	14%

Total may exceed 100% as respondents could select more than one option.

Note: Statistical significance not tested.

Table 92: Support for Property Tax to Maintain Services

	St. Louis County	Dakota County	Olmsted County	Scott County	Washington County
To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels? (Percent strongly or somewhat support)	NA	46%	NA	44%	NA

APPENDIX E: COMPARISON OF SELECT QUESTIONS BY RESPONDENT CHARACTERISTICS

Geographic Crosstabulations

Cells shaded grey indicate statistically significant differences between subgroups ($p < 0.05$).

Table 93: Ratings of Overall Quality of Life by Commissioner District

	Average rating (0=poor, 100=excellent)							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
How would you rate your overall quality of life in St. Louis County?	71	78	65	67	72	63	65	69

Table 94: Ratings of Community Characteristics by Commissioner District

Please rate each of the following aspects of quality of life in St. Louis County.	Average rating (0=poor, 100=excellent)							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
St. Louis County as a place to live	72	77	63	65	74	65	61	68
St. Louis County as a place to raise a family	67	75	65	66	75	63	60	67
St. Louis County as a place to work	53	65	50	43	59	44	46	51
St. Louis County as a place to retire	59	65	52	60	54	52	51	56
Openness and acceptance toward people of diverse backgrounds	40	46	53	44	55	36	38	45
Recreational opportunities	80	85	68	66	74	61	56	70
Employment opportunities	41	52	36	25	44	27	26	36
Educational opportunities	71	74	59	49	68	55	47	60
Availability of affordable housing	45	42	40	45	43	44	46	44
Cost of living in St. Louis County	44	49	42	38	43	38	43	43
Overall image or reputation of St. Louis County	59	66	55	53	63	51	55	57

Table 95: Ratings of Safety by Commissioner District

Please rate how safe or unsafe you feel from the following in St. Louis County.	Average rating (0=very unsafe, 100=very safe)							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Property crimes (e.g., burglary, theft)	65	70	57	70	66	55	65	64
Violent crimes (e.g., rape, assault, robbery)	70	72	60	71	71	62	71	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	47	54	39	44	48	27	42	43
Intoxicated or impaired drivers	42	50	48	44	56	42	41	46
Distracted drivers	38	37	40	41	37	34	34	37

Table 96: Ratings of Problems by Commissioner District

Please rate, to what degree, if at all, each of the following is a problem in St. Louis County.	Average rating (0=not a problem, 100=major problem)							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Crime	55	56	65	61	60	70	56	60
Taxes	52	49	58	63	59	65	54	57
Condition of county roads and bridges	70	72	69	67	72	76	70	71
Poverty	71	71	70	75	62	73	70	70
Homelessness	65	66	66	58	59	54	57	61
Foreclosed properties/tax forfeiture/blight	52	52	59	60	59	61	62	58
Opportunities for young people	65	64	71	86	71	80	79	74
Jobs	66	58	75	86	69	84	86	75

Table 97: Ratings of Health Concerns by Commissioner District

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Average rating (0=not at all a concern, 100=major concern)							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
Tobacco use (including e-cigarettes and chewing tobacco)	64	58	49	60	58	59	61	58
Availability of mental health services	64	66	59	74	60	60	63	64
Depression	68	63	60	69	60	60	66	64
Suicide/attempted suicide	62	62	57	65	59	52	60	59
Underage alcohol use	70	70	59	70	63	67	76	68
Alcohol abuse among adults	66	69	61	75	60	73	71	68
Illegal drug use	79	83	72	79	76	85	86	80
Abuse of prescribed medications	72	75	71	70	68	73	80	73
Unplanned pregnancy	65	46	50	51	50	54	67	55
Health and support of older adults	67	60	62	71	67	70	71	67
Health and support of people with disabilities	62	59	63	64	60	62	68	63
Quality of parenting skills (of parents of children ages 0-17)	56	60	61	69	68	69	79	66
Sexually transmitted diseases	53	44	47	51	41	52	63	50
Overweight children	62	66	63	62	67	68	70	65
Overweight adults	67	68	65	70	70	72	73	69
Abuse and neglect of children	68	70	68	71	65	71	74	70
Abuse and neglect of older adults	65	64	62	58	59	69	65	63
Pedestrian and bicyclist safety	59	56	46	46	48	46	47	50
Domestic violence	77	73	64	67	64	72	74	70
Bullying	71	70	63	66	64	65	68	67

Table 98: Ratings of County Services by Commissioner District

Please rate each of the following services provided by St. Louis County.	Average rating (0=poor, 100=excellent)							Overall
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
911 dispatch	74	82	65	67	69	68	78	72
Sheriff patrol	67	72	63	69	66	58	66	66
Employment support	47	53	45	43	34	40	42	43
Snow and ice removal on County roads	63	63	58	52	59	48	51	56
Maintenance of County roads	44	44	47	38	45	38	39	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	48	54	59	55	57	43	48	52
Information about the work of the St. Louis County Board	37	42	46	38	37	42	39	40
Records and vital statistics	43	54	52	52	49	52	46	50
Assessment process/property tax system	39	41	47	31	40	36	41	39
Licensing and vehicle registration	58	60	61	58	54	50	53	56
Land use services, including building and conditional use permitting	48	40	42	41	43	42	48	43
On-site wastewater and septic permitting	56	39	41	36	47	37	41	42
Management of County-owned land	56	45	56	49	49	45	48	50
Disaster preparedness and response	61	51	55	47	47	48	52	52
Public health	56	57	53	52	51	45	52	52
Landfill, canister sites and recycling programs	63	63	56	67	62	60	45	59
Services to older adults	46	54	50	49	46	44	47	48
Services to youth	49	49	44	40	42	35	34	41
Services to low income residents	49	46	48	47	48	44	45	47
Child protection	53	47	50	46	50	40	41	46
Services to veterans	44	46	43	44	48	41	34	43
Overall quality of services provided by St. Louis County	49	46	52	48	51	42	43	47

Demographic Crosstabulations

Cells shaded grey indicate statistically significant differences between subgroups ($p < 0.05$).

Table 99: Ratings of Overall Quality of Life by Respondent Demographic Characteristics

(Average rating (0=poor, 100=excellent))	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18- 34	35- 54	55+	Female	Male	
How would you rate your overall quality of life in St. Louis County?	67	72	68	71	62	63	71	70	69	68	69	68	69

Table 100: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following aspects of quality of life in St. Louis County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18- 34	35- 54	55+	Female	Male	
St. Louis County as a place to live	66	71	68	69	63	65	69	69	67	67	68	68	68
St. Louis County as a place to raise a family	60	67	68	69	60	63	68	66	67	67	68	67	67
St. Louis County as a place to work	48	56	51	52	48	47	53	51	52	51	52	50	51
St. Louis County as a place to retire	58	62	55	55	57	61	54	60	53	55	55	57	56
Openness and acceptance toward people of diverse backgrounds	47	45	44	46	42	43	45	45	43	46	42	48	45
Recreational opportunities	73	78	68	72	62	67	71	70	68	71	66	75	70
Employment opportunities	40	44	34	35	37	38	35	42	35	31	36	35	36
Educational opportunities	67	63	59	61	57	61	60	60	56	64	60	61	60

Please rate each of the following aspects of quality of life in St. Louis County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Availability of affordable housing	57	42	41	46	35	36	46	50	45	37	40	47	44
Cost of living in St. Louis County	47	41	42	44	37	37	44	45	46	38	42	44	43
Overall image or reputation of St. Louis County	58	61	57	59	53	54	58	61	57	55	58	58	57

Table 101: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe or unsafe you feel from the following in St. Louis County. Average rating (0=very unsafe, 100=very safe)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Property crimes (e.g., burglary, theft)	68	72	62	65	61	63	64	67	61	64	60	68	64
Violent crimes (e.g., rape, assault, robbery)	71	76	66	70	62	65	69	72	68	65	65	71	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	53	54	40	44	41	44	43	45	41	43	41	45	43
Intoxicated or impaired drivers	52	49	45	48	41	43	48	49	45	45	41	51	46
Distracted drivers	49	43	34	38	36	37	37	41	36	35	35	40	37

Table 102: Ratings of Problems by Respondent Demographic Characteristics

Please rate, to what degree, if at all, each of the following is a problem in St. Louis County. Average rating (0=not a problem, 100=major problem)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Crime	48	61	63	59	65	62	60	56	60	64	64	56	60
Taxes	46	44	61	58	55	52	59	44	59	65	56	58	57
Condition of county roads and bridges	65	64	73	69	76	74	70	67	70	74	73	69	71
Poverty	70	67	71	67	81	79	67	68	71	71	75	65	70
Homelessness	56	61	62	58	74	71	58	58	58	66	68	54	61
Foreclosed properties/tax forfeiture/blight	52	55	59	58	60	59	57	53	59	61	58	57	58
Opportunities for young people	61	63	77	75	70	68	76	63	75	80	71	76	74
Jobs	57	61	80	76	70	68	77	61	78	82	73	76	75

Table 103: Ratings of Health Concerns by Respondent Demographic Characteristics

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County. Average rating (0=not at all a concern, 100=major concern)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Tobacco use (including e-cigarettes and chewing tobacco)	53	68	58	57	63	62	57	56	58	60	64	53	58
Availability of mental health services	64	69	63	62	68	69	62	59	64	65	73	53	64
Depression	63	64	64	63	66	67	62	57	64	67	74	52	64
Suicide/attempted suicide	63	53	59	58	63	64	58	50	61	63	69	48	59

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County. Average rating (0=not at all a concern, 100=major concern)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Underage alcohol use	66	68	68	66	73	74	65	66	66	70	75	60	68
Alcohol abuse among adults	65	73	68	65	76	76	65	66	67	70	74	61	68
Illegal drug use	73	79	81	80	81	80	80	74	80	84	85	75	80
Abuse of prescribed medications	61	74	75	72	75	75	72	67	73	77	77	68	73
Unplanned pregnancy	54	51	55	52	63	59	53	48	52	61	58	52	55
Health and support of older adults	58	70	68	66	69	71	65	58	67	72	71	62	67
Health and support of people with disabilities	57	62	64	61	69	67	61	55	62	68	67	57	63
Quality of parenting skills (of parents of children ages 0-17)	47	69	68	65	68	66	66	57	68	70	69	63	66
Sexually transmitted diseases	42	50	52	48	57	56	48	41	49	57	55	45	50
Overweight children	51	71	67	65	66	67	65	60	66	68	66	64	65
Overweight adults	57	68	71	70	68	70	69	64	69	73	71	67	69
Abuse and neglect of children	65	72	70	68	74	73	68	61	73	72	75	64	70
Abuse and neglect of older adults	57	61	64	61	70	68	61	53	65	67	70	55	63
Pedestrian and bicyclist safety	57	65	47	48	56	54	48	53	44	52	56	43	50
Domestic violence	64	71	71	69	75	74	68	63	69	75	76	63	70
Bullying	60	68	67	65	74	72	65	62	66	70	74	59	67

Table 104: Ratings of County Services by Respondent Demographic Characteristics

Please rate the quality of each of the following services provided by St. Louis County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
911 dispatch	72	76	71	71	73	70	72	69	71	74	71	72	72
Sheriff patrol	67	70	65	65	66	66	65	67	64	66	65	66	66
Employment support	45	52	42	44	41	44	43	51	38	42	42	45	43
Snow and ice removal on County roads	65	59	54	57	54	55	57	63	51	56	50	62	56
Maintenance of County roads	43	38	42	44	36	37	44	41	40	44	40	43	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	59	47	52	54	47	46	54	54	52	52	50	54	52
Information about the work of the St. Louis County Board	43	22	41	41	35	33	42	37	42	40	41	39	40
Records and vital statistics	55	42	50	51	46	48	50	45	49	53	51	49	50
Assessment process/property tax system	43	30	39	39	40	39	39	43	36	40	43	36	39
Licensing and vehicle registration	57	55	56	57	56	56	56	56	52	60	58	54	56
Land use services, including building and conditional use permitting	44	42	43	44	39	39	44	48	42	42	44	42	43
On-site wastewater and septic permitting	49	34	41	42	39	37	42	47	42	39	43	41	42
Management of County-owned land	55	51	49	50	48	49	50	60	47	45	47	52	50
Disaster preparedness and response	58	46	52	53	49	52	52	55	49	52	50	55	52
Public health	56	51	52	52	51	51	52	56	47	54	50	55	52

Please rate the quality of each of the following services provided by St. Louis County. Average rating (0=poor, 100=excellent)	Length of residency			Respondent housing unit type		Rent or own		Age			Gender		Overall
	5 years or less	6 to 10 years	More than 10 years	Detached	Attached	Rent	Own	18-34	35-54	55+	Female	Male	
Landfill, canister sites and recycling programs	70	50	58	61	53	56	60	59	58	60	57	62	59
Services to older adults	44	46	48	49	42	39	50	50	48	47	44	52	48
Services to youth	60	45	39	42	37	42	41	47	37	41	38	45	41
Services to low income residents	54	45	45	49	39	39	49	53	45	43	42	51	47
Child protection	58	52	45	48	41	41	48	55	41	46	42	51	46
Services to veterans	53	44	41	45	31	31	46	48	38	42	39	46	43
Overall quality of services provided by St. Louis County	52	47	47	48	46	46	48	50	43	49	46	49	47

APPENDIX F: BENCHMARK COMPARISONS

Understanding the Benchmark Comparisons

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up “good” citizen evaluations, it is necessary to know how others rate their services to understand if “good” is good enough or if most other communities are “excellent.” Furthermore, in the absence of national or peer community comparisons, a jurisdiction is left with comparing its sheriff services rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than sheriff services. More illuminating is how residents’ ratings of sheriff services compare to opinions about sheriff services in other communities and to resident ratings over time.

A sheriff department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the county rate sheriff services lower than ratings given by residents in other cities with objectively “worse” departments.

Benchmark data can help that sheriff department – or any County department – to understand how well citizens think it is doing. Without the comparative data, it would be like bowling in a tournament without knowing what the other teams are scoring. Citizen opinion should be used in conjunction with other sources of data about budget, population demographics, personnel, and politics to help managers know how to respond to comparative results.

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from approximately 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant.

NRC has innovated a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review*, *Journal of Policy Analysis and Management*, and in NRC’s first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC’s work.^{4 5} The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Jurisdictions in NRC’s benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to all jurisdictions in the database or to a subset of jurisdictions (such as only other counties), as in this report. Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents.

⁴ Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, *Journal of Urban Affairs*, 24, 271-288.

⁵ Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, *Public Administration Review*, 64, 331-341.

Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction, like SAT scores in any teen household, bring pride, and a sense of accomplishment.

St. Louis County chose to have comparisons made to all counties the entire database. A benchmark comparison (the average rating from all the comparison jurisdictions where a similar question was asked) has been provided when a similar question on the St. Louis County survey was included in NRC’s database and there were at least five jurisdictions for which the question was asked.

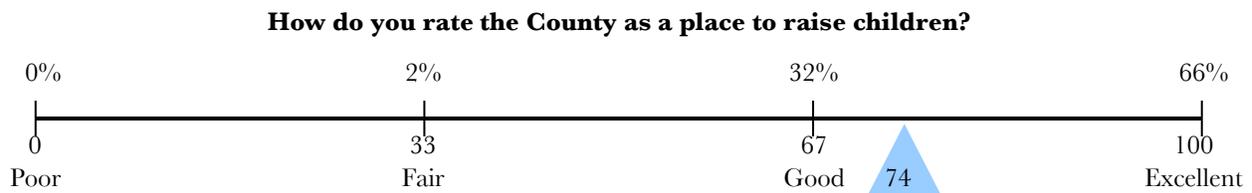
Putting Evaluations onto the 100-point Scale

Although responses to many of the evaluative questions were made on a four-point scale with 1 representing the best rating and 4 the worst, the benchmarks are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. The 95 percent confidence interval around an average score on the 100-point scale is no greater than plus or minus two points based on all respondents.

The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. For example, “excellent”=100, “good”=67, “fair”=33 and “poor”=0. If everyone reported “excellent,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” the result would be 0 on the 100-point scale. If half the respondents gave a score of “excellent” and half gave a score of “poor,” the average would be in the middle of the scale (like the center post of a teeter totter) between “fair” and “good.” An example of how to convert survey frequencies into an average rating appears below.

Example of Converting Responses to the 100-point Scale

How do you rate the County as a place to raise children?						
Response option	Total with “don’t know”	Step 1: Remove the percent of “don’t know” responses	Total without “don’t know”	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	32%	$=32 \div (100-11) =$	36%	100	$=36\% \times 100 =$	36
Good	46%	$=46 \div (100-11) =$	52%	67	$=52\% \times 67 =$	35
Fair	9%	$=9 \div (100-11) =$	10%	33	$=10\% \times 33 =$	3
Poor	2%	$=2 \div (100-11) =$	2%	0	$=2\% \times 0 =$	0
Don’t know	11%		--			
Total	100%		100%			74



Interpreting the Results

Average ratings are compared when similar questions are included in NRC’s database, and there are at least five jurisdictions in which the question was asked. Where comparisons are available, three numbers are provided in the table. The first column is St. Louis County’s rating on the 100-point scale. The second column is the rank assigned to the County’s rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the benchmark, followed by a comparison of St. Louis County’s average rating (column one) to this benchmark.

Where comparisons for quality ratings were available, the St. Louis County’s results were generally noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of “much,” (for example, “much higher” or “much lower”). These labels come from a statistical comparison of St. Louis County’s rating to the benchmark where a rating is considered “similar” if it is within the margin of error; “higher” or “lower” if the difference between the County’s rating and the benchmark is greater than but no more than twice the margin of error; and “much higher” or “much lower” if the difference between St. Louis County’s rating and the benchmark is more than twice the margin of error.

Benchmarks for county jurisdictions are shown in this report, municipalities or “other” types of jurisdictions (e.g. districts) were not included.

National County Benchmark Comparisons

Table 105: Aspects of Quality of Life Benchmarks

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
How would you rate your overall quality of life in St. Louis County?	69	23	43	Similar
St. Louis County as a place to live	68	23	37	Similar
St. Louis County as a place to raise a family	67	15	34	Higher
St. Louis County as a place to work	51	22	36	Lower
St. Louis County as a place to retire	56	23	38	Similar
Openness and acceptance toward people of diverse backgrounds	45	27	32	Much lower
Recreational opportunities	70	7	30	Much higher
Employment opportunities	36	20	35	Lower
Educational opportunities	60	7	10	Similar
Availability of affordable housing	44	16	33	Higher
Cost of living in St. Louis County	43	9	16	Higher
Overall image or reputation of St. Louis County	57	16	31	Similar

Table 106: Community Safety Benchmarks

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Property crimes (e.g., burglary, theft)	64	8	16	Similar
Violent crimes (e.g., rape, assault, robbery)	68	9	16	Similar

Table 107: County Services Benchmarks

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Sheriff patrol	66	18	36	Similar
Snow and ice removal on County roads	56	15	25	Similar
Maintenance of County roads	42	9	23	Much higher
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/mat	52	7	9	Much lower
Land use services, including building and conditional use permitting	43	15	28	Similar
Disaster preparedness and response	52	25	33	Lower
Public health	52	15	24	Lower
Landfill, canister sites and recycling programs	59	17	29	Similar
Services to older adults	48	17	19	Much lower
Services to youth	41	6	9	Much lower
Services to low income residents	47	7	11	Similar
Child protection	46	4	5	Much lower

Table 108: Overall Quality of County Services Benchmark

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Overall quality of services provided by St. Louis County	47	36	44	Much lower

Table 109: Contact with County Office Benchmark

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Have you visited, telephoned, or emailed any St. Louis County government office within the last 12 months?	49	8	31	Much higher

Table 110: Perceptions of County Employees Benchmarks

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
Knowledgeable	72	12	16	Similar
Responsive	69	11	16	Similar
Courteous	73	7	12	Similar
Overall impression	70	11	34	Much higher

Table 111: Public Trust Benchmarks

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
The job St. Louis County government does at informing residents	43	10	10	Much lower
The job St. Louis County government does at listening to residents	38	11	12	Much lower
The value of services for the taxes paid to St. Louis County	38	30	39	Much lower
The job St. Louis County government does at managing tax dollars	37	10	11	Much lower
Overall confidence in St. Louis County government	44	Not available	Not available	Not available

Table 112: County Board Benchmarks

	St. Louis County average rating	Rank	Number of Jurisdictions for Comparison	Comparison to benchmark
To what extent do you approve or disapprove of the job the St. Louis County government is doing?	61	6	7	Lower

APPENDIX G: LIST OF COUNTIES IN THE BENCHMARK COMPARISONS

Listed below are the jurisdictions included in the national county benchmark comparisons provided for St. Louis County followed by its 2010 population according to the U.S. Census.

Albemarle County, VA.....	98,970	King County, WA	1,931,249
Arapahoe County, CO	572,003	Lane County, OR.....	351,715
Arlington County, VA	207,627	Larimer County, CO.....	299,630
Athens-Clarke County, GA	115,452	Lewis County, NY.....	27,087
Beltrami County, MN.....	44,442	Macomb County, MI	840,978
Boone County, KY.....	118,811	Mesa County, CO	146,723
Broomfield, CO.....	55,889	Montgomery County, VA.....	94,392
Cabarrus County, NC	178,011	New Hanover County, NC.....	202,667
Charlotte County, FL.....	159,978	Olmsted County, MN.....	144,248
Chesterfield County, VA	316,236	Otsego County, MI.....	24,164
Clackamas County, OR.....	375,992	Pasco County, FL.....	464,697
Dakota County, MN.....	398,552	Peoria County, IL.....	186,494
Denver, CO	600,158	Pitkin County, CO	17,148
Douglas County, CO.....	285,465	Polk County, IA.....	430,640
El Dorado County, CA.....	181,058	Prince William County, VA.....	402,002
Escambia County, FL.....	297,619	San Francisco, CA.....	805,235
Guilford County, NC	488,406	San Juan County, NM.....	130,044
Gunnison County, CO	15,324	Sangamon County, IL.....	197,465
Hanover County, VA	99,863	Santa Fe County, NM	144,170
Honolulu, HI.....	953,207	Sarasota County, FL.....	379,448
Horry County, SC.....	269,291	Scott County, MN	129,928
Jackson County, MI.....	160,248	St. Louis County, MN	200,226
James City County, VA	67,009	Summit County, UT	36,324
Jefferson County, NY	116,229	Washington County, MN	238,136
Kansas City, KS	145,786	York County, VA	65,464

APPENDIX H: SURVEY INSTRUMENT

The following pages contain the 2016 survey instrument.

St. Louis County Resident Survey 2016

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. Your responses are anonymous and will be reported in group form only.

Thank you.

1. How would you rate your overall quality of life in St. Louis County?..... Excellent Good Fair Poor

2. Please rate each of the following aspects of quality of life in St. Louis County.

	Excellent	Good	Fair	Poor	Don't know
St. Louis County as a place to live	1	2	3	4	5
St. Louis County as a place to raise a family	1	2	3	4	5
St. Louis County as a place to work.....	1	2	3	4	5
St. Louis County as a place to retire.....	1	2	3	4	5
Openness and acceptance toward people of diverse backgrounds	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Educational opportunities.....	1	2	3	4	5
Availability of affordable housing	1	2	3	4	5
Cost of living in St. Louis County.....	1	2	3	4	5
Overall image or reputation of St. Louis County	1	2	3	4	5

3. How important, if at all, are each of the following factors in your quality of life in St. Louis County?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Affordability.....	1	2	3	4	5
Land/home values	1	2	3	4	5
Arts/cultural opportunities	1	2	3	4	5
Close to family/friends	1	2	3	4	5
Rural character.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Public land/open space	1	2	3	4	5
Your job.....	1	2	3	4	5
County-provided services	1	2	3	4	5
Public safety.....	1	2	3	4	5
Thriving economy.....	1	2	3	4	5
Educational/learning opportunities.....	1	2	3	4	5
Natural environment.....	1	2	3	4	5
Fiscally sound government.....	1	2	3	4	5
Quality of infrastructure/ease of commute	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Availability of quality health care.....	1	2	3	4	5
Other (please specify)	1	2	3	4	5

4. What do you feel is the most serious issue facing St. Louis County at this time?

What suggestion(s) do you recommend for resolving the issue you mentioned above?

5. Please rate how safe or unsafe you feel from the following in St. Louis County.

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Property crimes (e.g., burglary, theft)	1	2	3	4	5
Violent crimes (e.g., rape, assault, robbery)	1	2	3	4	5
Illegal drug activity (e.g., manufacture, sale or use of drugs).....	1	2	3	4	5
<u>Intoxicated or impaired</u> drivers	1	2	3	4	5
<u>Distracted</u> drivers	1	2	3	4	5

St. Louis County Resident Survey 2016

6. Please rate to what degree, if at all, each of the following is a problem in St. Louis County.

	<u>Not a problem</u>	<u>Minor problem</u>	<u>Moderate problem</u>	<u>Major problem</u>	<u>Don't know</u>
Crime.....	1	2	3	4	5
Taxes	1	2	3	4	5
Condition of county roads and bridges	1	2	3	4	5
Poverty	1	2	3	4	5
Homelessness.....	1	2	3	4	5
Foreclosed properties/tax forfeiture/blight	1	2	3	4	5
Opportunities for young people.....	1	2	3	4	5
Jobs	1	2	3	4	5

7. Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.

	<u>Not at all a concern</u>	<u>Minor concern</u>	<u>Moderate concern</u>	<u>Major concern</u>	<u>Don't know</u>
Tobacco use (including e-cigarettes and chewing tobacco)	1	2	3	4	5
Availability of mental health services.....	1	2	3	4	5
Depression.....	1	2	3	4	5
Suicide/attempted suicide.....	1	2	3	4	5
Underage alcohol use.....	1	2	3	4	5
Alcohol abuse among adults.....	1	2	3	4	5
Illegal drug use.....	1	2	3	4	5
Abuse of prescribed medications.....	1	2	3	4	5
Unplanned pregnancy.....	1	2	3	4	5
Health and support of older adults.....	1	2	3	4	5
Health and support of people with disabilities.....	1	2	3	4	5
Quality of parenting skills (of parents of children ages 0-17)	1	2	3	4	5
Sexually transmitted diseases	1	2	3	4	5
Overweight children.....	1	2	3	4	5
Overweight adults.....	1	2	3	4	5
Abuse and neglect of children.....	1	2	3	4	5
Abuse and neglect of older adults.....	1	2	3	4	5
Pedestrian and bicyclist safety.....	1	2	3	4	5
Domestic violence.....	1	2	3	4	5
Bullying	1	2	3	4	5

8. Please rate the following categories of St. Louis County government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The job St. Louis County government does at informing residents	1	2	3	4	5
The job St. Louis County government does at listening to residents.....	1	2	3	4	5
The value of services for the taxes paid to St. Louis County	1	2	3	4	5
The job St. Louis County government does at managing tax dollars	1	2	3	4	5
Effectively planning for the future	1	2	3	4	5
Supporting the quality of life in St. Louis County.....	1	2	3	4	5
Overall confidence in St. Louis County government	1	2	3	4	5

9. To what extent do you approve or disapprove of the job the St. Louis County government is doing?

- Strongly approve
- Somewhat approve
- Somewhat disapprove
- Strongly disapprove
- Don't know

St. Louis County Resident Survey 2016

10. Please rate the quality of each of the following services provided by St. Louis County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
911 dispatch.....	1	2	3	4	5
Sheriff patrol.....	1	2	3	4	5
Employment support.....	1	2	3	4	5
Snow and ice removal on County roads.....	1	2	3	4	5
Maintenance of County roads.....	1	2	3	4	5
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials).....	1	2	3	4	5
Information about the work of the St. Louis County Board.....	1	2	3	4	5
Records and vital statistics.....	1	2	3	4	5
Assessment process/property tax system.....	1	2	3	4	5
Licensing and vehicle registration.....	1	2	3	4	5
Land use services, including building and conditional use permitting.....	1	2	3	4	5
On-site wastewater and septic permitting.....	1	2	3	4	5
Management of County-owned land.....	1	2	3	4	5
Disaster preparedness and response.....	1	2	3	4	5
Public health.....	1	2	3	4	5
Landfill, canister sites and recycling programs.....	1	2	3	4	5
Services to older adults.....	1	2	3	4	5
Services to youth.....	1	2	3	4	5
Services to low income residents.....	1	2	3	4	5
Child protection.....	1	2	3	4	5
Services to veterans.....	1	2	3	4	5
Overall quality of services provided by St. Louis County.....	1	2	3	4	5

11. Please first rate how familiar you are, if at all, with each of the following services provided by St. Louis County and then indicate whether you would like the County to provide more information about each service.

	<u>Very familiar</u>	<u>Somewhat familiar</u>	<u>Not at all familiar</u>	<u>Would like more information</u>
911 dispatch.....	1	2	3	<input type="checkbox"/>
Sheriff patrol.....	1	2	3	<input type="checkbox"/>
Employment support.....	1	2	3	<input type="checkbox"/>
Snow and ice removal on County roads.....	1	2	3	<input type="checkbox"/>
Maintenance of County roads.....	1	2	3	<input type="checkbox"/>
Access to information on County website.....	1	2	3	<input type="checkbox"/>
Information about the work of the St. Louis County Board.....	1	2	3	<input type="checkbox"/>
Records and vital statistics.....	1	2	3	<input type="checkbox"/>
Assessment process/property tax system.....	1	2	3	<input type="checkbox"/>
Licensing and vehicle registration.....	1	2	3	<input type="checkbox"/>
Land use services, including building and conditional use permitting.....	1	2	3	<input type="checkbox"/>
On-site wastewater and septic permitting.....	1	2	3	<input type="checkbox"/>
Management of County-owned land.....	1	2	3	<input type="checkbox"/>
Disaster preparedness and response.....	1	2	3	<input type="checkbox"/>
Public health.....	1	2	3	<input type="checkbox"/>
Landfill, canister sites and recycling programs.....	1	2	3	<input type="checkbox"/>
Services to older adults.....	1	2	3	<input type="checkbox"/>
Services to youth.....	1	2	3	<input type="checkbox"/>
Services to low income residents.....	1	2	3	<input type="checkbox"/>
Child protection.....	1	2	3	<input type="checkbox"/>
Services to veterans.....	1	2	3	<input type="checkbox"/>

12. What single option below would be your preferred method to learn more about County services?

- Email
- Direct mail
- County website
- County social media
- No preference/don't know
- I am not interested in learning more about County services

St. Louis County Resident Survey 2016

13. Have you visited, telephoned, or emailed any St. Louis County government office within the last 12 months?

- Yes → Select the office below and go to question 14
- No → Go to question 15

(If more than one office contacted, please select the most recent.)

- | | |
|---|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> 911 Dispatch <input type="checkbox"/> Assessor <input type="checkbox"/> Community Corrections <input type="checkbox"/> County Board/Administration <input type="checkbox"/> County Attorney <input type="checkbox"/> County Auditor <input type="checkbox"/> Environmental Services <input type="checkbox"/> Human Resources <input type="checkbox"/> Land and Minerals <input type="checkbox"/> Planning and Community Development | <ul style="list-style-type: none"> <input type="checkbox"/> Financial Assistance <input type="checkbox"/> Public Health <input type="checkbox"/> Child and Family Services <input type="checkbox"/> Adult Services (Elderly, Developmental Disabilities, Chemical Dependency) <input type="checkbox"/> Public Works <input type="checkbox"/> Recorder <input type="checkbox"/> Sheriff (other than 911 Dispatch) <input type="checkbox"/> Veterans Service Office <input type="checkbox"/> Other _____ |
|---|---|

14. What was your impression of the employee(s) of St. Louis County in your most recent contact? (Rate each characteristic below.)

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Knowledgeable.....	1	2	3	4	5
Responsive.....	1	2	3	4	5
Courteous.....	1	2	3	4	5
Overall impression.....	1	2	3	4	5

15. Please rate each of the following online services available at stlouiscountymn.gov.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
County Land Explorer (mapping/property records tool).....	1	2	3	4	5
Construction Viewer (road construction information).....	1	2	3	4	5
Budget Explorer (County budget information).....	1	2	3	4	5

16. Please rate the extent to which you use each of the following sources of information about St. Louis County government.

	<u>Not a source</u>	<u>Minor source</u>	<u>Major source</u>	<u>Don't know</u>
County Board meetings shown on cable access.....	1	2	3	4
Daily newspapers.....	1	2	3	4
Weekly community newspapers.....	1	2	3	4
Other county residents (such as neighbors or friends).....	1	2	3	4
St. Louis County employees.....	1	2	3	4
St. Louis County website (www.stlouiscountymn.gov).....	1	2	3	4
Public/community meetings.....	1	2	3	4
Radio.....	1	2	3	4
Television newscasts.....	1	2	3	4
Phone calls to St. Louis County.....	1	2	3	4
Reports, flyers or brochures.....	1	2	3	4

17. How important, if at all, is it for the County to provide the following services?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
Enforce laws and prosecute criminals.....	1	2	3	4	5
Protect children and vulnerable adults from abuse and neglect.....	1	2	3	4	5
Provide timely access to economic assistance.....	1	2	3	4	5
Invest in County road infrastructure.....	1	2	3	4	5
Provide more trails for recreational use.....	1	2	3	4	5
Promote healthy behaviors.....	1	2	3	4	5
Provide resident communication/public information.....	1	2	3	4	5
Provide online payment options for County services.....	1	2	3	4	5

St. Louis County Resident Survey 2016

18. How familiar, if at all, are you with Aquatic Invasive Species?

- I am familiar
- I have heard of it but am not very familiar
- Not familiar

19. How important, if at all, do you believe it is to take action to prevent the spread of Aquatic Invasive Species?

- Essential
- Very important
- Somewhat important
- Not at all important
- Don't know

20. Which one of the following methods would you prefer using to contact St. Louis County government for a suggestion, question or concern? (Mark only one.)

- Call a commissioner
- Call a staff person
- Other _____
- Go to a public meeting
- Send an email
- Social media

21. Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?

- Much better
- Somewhat better
- About the same
- Somewhat worse
- Much worse
- Don't know

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How long have you lived in St. Louis County?

- Less than 2 years
- 2 to 5 years
- 6 to 10 years
- 11 to 15 years
- 16 to 20 years
- Over 20 years

D2. Have you or an immediate family member ever worked for St. Louis County?

- Yes
- No

D3. Which best describes the building you live in?

- One family house detached from any other houses
- House attached to one or more houses (e.g., a duplex or townhome)
- Building with two or more apartments or condos
- Mobile home
- Other

D4. Is this house, apartment or mobile home:

- Rented
- Owned (including with an outstanding mortgage)

D5. Which of the following best describes you?

- Employed full time
- Employed part time
- Homemaker
- Retired
- Student
- Unemployed, looking for work

D6. How many of each of the following, including yourself, live in your household?

Children age 17 years and under _____
Adults under age 65 years..... _____
Adults age 65 years and over..... _____

Please respond to both questions D7 and D8:

D7. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
- Yes, I consider myself to be Spanish, Hispanic or Latino

D8. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native
- Asian, Asian Indian or Pacific Islander
- Black or African American
- White
- Other

D9. Which category contains your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 +

D10. What is your gender?

- Female
- Male

D11. Please indicate your household's annual income:

- Under \$25,000
- \$25,000 to less than \$50,000
- \$50,000 to less than \$75,000
- \$75,000 to less than \$100,000
- \$100,000 to less than \$150,000
- \$150,000 to less than \$200,000
- \$200,000 or more

D12. Please indicate your education level:

- High school degree
- Vocational/2-year degree
- Some college, no degree
- 4-year degree
- Master's degree or higher

Thank you very much! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502