



St. Louis County, MN

2019 Resident Survey Report of Results

April 2019



2955 Valmont Rd., Suite 300 • Boulder, Colorado 80301
t: 303-444-7863 • f: 303-444-1145 • www.n-r-c.com

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Executive Summary

Survey Background and Methods

Understanding the needs of residents is important to the St. Louis County government, so it has conducted a regular, periodic survey of residents' opinions. This report includes St. Louis County's results from 2019, plus comparisons to those from 2016, 2013, 2011 and 2007 where possible. In 2019, St. Louis County was joined by Scott County, Washington County, Dakota County and Olmsted County, working 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.

The St. Louis County Resident Survey was administered by mail to 2,100 randomly selected households in January 2019 and was distributed equally among the seven County Commissioner Districts. Of the approximately 1,964 households that received a survey in the mail, 647 surveys were completed providing a response rate of 33%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence interval around an average score on the 100-point scale will be no greater than plus or minus three points based on all respondents. The 95 percent confidence level for this survey of 647 residents is generally no greater than plus or minus four percentage points around any given percent reported for all survey respondents.

Survey results were weighted so that age, gender, tenure (rent versus own), housing unit type (detached versus attached) and Commissioner District were represented in the proportions reflective of the entire community.

Because St. Louis County has administered a resident survey before, a number of comparisons could be made between 2019 responses and those from prior survey years. Generally, comparisons between surveys are made through the conversion of ratings to a 100-point scale, where zero is the worst possible rating (e.g., poor) and 100 is the best possible rating (e.g., excellent).

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 over 600 jurisdictions, including cities and counties.

Survey Highlights

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.

- ◆ The overall quality of life in St. Louis County has been trending up since 2007 and was rated higher than the national county benchmark. Community amenities appreciated most by residents were recreational opportunities, the county as a place to live and the

county as a place to raise a family. Recreational opportunities were rated higher in the county than the national county averages.

Residents are feeling more optimistic about the economic future of St. Louis County.

- ◆ Survey respondents assessed the importance of 18 factors related to their quality of life in St. Louis County. Four of the top seven issues identified by residents related to the economy (affordability, my job, fiscal responsibility of the government, and thriving economy).
- ◆ While the cost of living received one of the lowest ratings for community amenities, residents in St. Louis County were more positive about their community affordability than in other counties across the nation.
- ◆ Similar to past surveys, employment opportunities in the county received the lowest community characteristics rating. However, employment scores improved from 2016 to 2019 and have been on the rise since 2011. Further, lack of jobs was seen as less problematic in 2019 when compared to 2016.
- ◆ When asked if they felt their household would be better off, worse off or about the same financially in a year, the majority of respondents said about the same. However, twice as many residents felt they would be better off than worse off. This is a slight uptick from 2016.

Drug and alcohol use are a concern in St. Louis County.

- ◆ As in past years, residents expressed concerns over illegal drug use and abuse of prescribed medications in the county. These issues ranked as the top health concerns in 2019.
- ◆ When asked about the biggest problems affecting the county, the opioid epidemic (new to the 2019 survey) was felt the most problematic to residents. Related, lack of opportunities for young people was rated as the second largest problem in the county.
- ◆ Safety issues related to illegal drug activity and intoxicated or impaired drivers also were found again in the 2019 survey. However, safety from illegal drug activity improved in 2019.

Community livability for older adults may need additional focus.

- ◆ Across the nation, communities are struggling to help their residents age in place. St. Louis County is no different. With the large cohort of baby boomers entering retirement age, communities need to take a closer look at their community amenities, resources and plans. St. Louis County as a place to retire was rated, on average, below good on the 100-point scale and this rating dipped slightly over the two-year period.
- ◆ When compared to the national county benchmark services to older adults were rated lower. Services to lower income residents also received ratings lower than the benchmark, and older adults often fall into this population subgroup.

Perceptions of St. Louis County government performance have been inching upward since 2013 with public safety seeing the largest boosts.

- ◆ Respondents' overall confidence in the St. Louis County Government was steady from 2016 but has been rising since 2013. These ratings are on par with the national county averages.
- ◆ While a number of the government trust items fell below the benchmark (the job the County government does at informing residents, listening to residents, managing tax dollars and the value of services for taxes paid to St. Louis County), all of the items measured on the 2019 survey were found similar to 2016 and most have been inching upward since 2013.
- ◆ Public safety services (911 dispatch and Sheriff patrol) were the most favorably rated in 2019 and were given somewhat higher ratings in 2019 compared to 2016.

Survey Background

Survey Purpose

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

In 2019, St. Louis County collaborated with Dakota, Olmsted, Scott and Washington Counties on this survey project. The five 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 any questions asked by at least one of the other four participating counties can be found in *Appendix E: Survey Results Compared to Other Participating Minnesota Counties*.

Survey Methods

The St. Louis County Resident Survey was administered by mail to 2,100 randomly selected households within the county in January 2019, distributed among the seven County Commissioner Districts. Of the approximately 1,964 households that received a survey in the mail (the other surveys were sent to vacant households), 647 surveys were completed, providing a response rate of 33%. Typical response rates to a broad resident survey of this type generally range from 12% to 35%. The survey was available online accessible via a web link provided on the cover letter accompanying each wave of the mailed survey. About 8% percent of the completed surveys were web-based (49); average rates for web-based responses vary but typically range from 2% to 15%. It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence interval around *an average* score on the 100-point scale will be no greater than plus or minus three points based on all respondents. The 95 percent confidence level for this survey of 647 residents is generally no greater than plus or minus four percentage points *around any given percent* reported for all survey respondents.

For comparisons among subgroups, the margin of error is less precise and rises to approximately plus or minus 5% around any given *percent* for subgroup sizes of 400 to plus or minus 10% for sample sizes of 100, and for smaller subgroup sizes (i.e., 50), the margin of error rises to 14%. When comparing *average* ratings among subgroups, the margin of error is plus or minus three points for subgroup sizes of 400 and is approximately plus or minus six points for subgroup sizes of 100.

Survey results were weighted so that age, gender, tenure (rent versus own), housing unit type (detached versus attached) and Commissioner Districts were represented in the proportions reflective of the entire community. (For more information on the survey methodology, see *Appendix I: Survey Methodology*. A copy of the questionnaire and mailing materials are included in *Appendix J: Survey Materials*.)

Reporting the Results

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be zero on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. (More explanation is provided on page 190 in *Appendix I: Survey Methodology*.)

Rounding

When a figure for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Don't Know Responses

On many of the questions in the survey, respondents gave an answer of “don't know.” The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Responses to Survey Questions* and is noted in the tables and figures in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

Comparing Survey Results over Time

The 2019 survey results are presented along with the data from 2016, 2013, 2011 and 2007, when available. Sometimes the wording of questions was inconsistent between survey years and 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 2016 and 2019 and differences of six percentage points or more among percentages are considered meaningfully different. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Comparing Survey Results by Geographic and Demographic Subgroups

Select survey results were compared by demographic characteristics of survey respondents and geographic area of residence. Comparisons by geographic area are displayed in graphical form and discussed throughout the body of the report (the full set of results by location and demographic characteristics can be found in *Appendix C: Survey Results by Respondent Characteristics*).

Comparing to Results to Other Jurisdictions

Jurisdictions use the comparative information provided by benchmarks to help interpret its own citizen survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. It is difficult to judge what is small or large without comparing to benchmarks.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 600 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. Jurisdictions in NRC's normative database are distributed across the country and range from small to large in population size.

National county benchmark comparisons have been included in the report when available, and all available benchmarks are shown in *Appendix F: Benchmark Comparisons*. A list of the jurisdictions to which St. Louis County was compared is also found in that appendix. 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 jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country.

Where comparisons for quality ratings were available, the 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").

Additionally, comparisons to the other four Minnesota Counties participating in the survey coalition with St. Louis County can be found in *Appendix E: Survey Results Compared to Other Participating Minnesota Counties*.

Quality of Life and Community

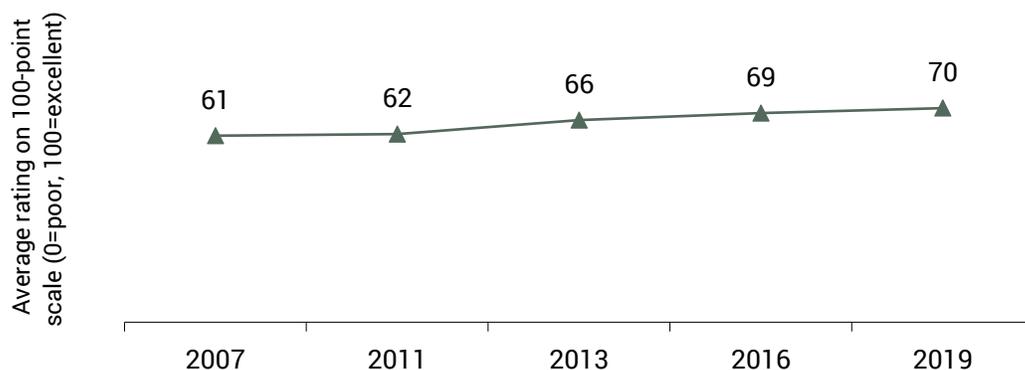
St. Louis County Quality of Life and Community

Survey respondents evaluated the overall quality of life in St. Louis County as well as various aspects of quality of life and the community. 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 70 points, or “good,” a similar rating compared to 2016 although this rating has been trending up since this question was first asked. Quality of life ratings given to St. Louis County were higher than average ratings given to other counties across the nation. (For more information on the benchmark comparisons, see *Appendix F: Benchmark Comparisons.*)

Ratings of overall quality of life in the county were compared by respondent demographics and Commissioner District of residence (see *Appendix C: Survey Results by Respondent Characteristics*). Those living in District 7 gave statistically significantly lower ratings to their overall quality of life in the county compared to those living in Districts 1, 2, 5 and 6. Males, households with incomes of \$35,000 or more, those who had lived in the county for 6 years or more and homeowners gave more positive assessments to their quality of life compared to females, households with incomes below \$35,000, those who had lived in the county for 5 years or less and renters.

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

Overall, how would you rate the quality of life in St. Louis County?



Eight characteristics of quality of life in the county were measured on the survey. As in previous years, recreational opportunities (72 points on the 100-point scale), the county as a place to live (69) and the county as a place to raise a family (67) topped the list, with scores that were good or higher, on average. Residents gave educational opportunities, the overall image or reputation of the county and the county as a place to retire average ratings that were between good and fair on the 100-point scale. The cost of living and employment opportunities received the lowest average ratings (44 and 42 points, respectively); still, average ratings for these characteristics were between good and fair.

Compared to 2016, most characteristics of quality of life were rated similarly in 2019. However, employment opportunities improved from 2016 to 2019 (36 points vs 42 points, respectively) and has been on the rise since 2011, while ratings of the county as a place to retire dipped slightly over the last three years.

Seven of the eight aspects of quality of life in the County could be compared to the benchmark database. While most aspects were rated similar to the national county averages, recreational opportunities and the cost of living in the county were rated higher. (A comparison for educational opportunities was not available.)

Residents living in Districts 2, 5 and 6 gave higher ratings to most characteristics of quality of life compared to those living in District 7. Respondents over age 55, those with household incomes greater than \$100,000, those with longer tenure in the County and homeowners tended to give the highest evaluations to aspects of quality of life in the County.

Figure 2: Average Ratings of Characteristics of Quality of Life by Year

Please rate each of the following characteristics of quality of life in St. Louis County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2007
Recreational opportunities	72	70	67	63	66
St. Louis County as a place to live	69	68	67	67	66
St. Louis County as a place to raise a family	67	67	66	65	67
Educational opportunities	60	60	58	57	60
Overall image or reputation of St. Louis County	57	57	54	53	54
St. Louis County as a place to retire	52	56	54	56	57
Cost of living in St. Louis County	44	43	40	NA	NA
Employment opportunities	42	36	32	25	25

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.'

Survey respondents assessed the importance of a number of factors related to their quality of life in St. Louis County. Overall, 11 of the 18 factors were believed to be at least very important (an average ratings of 67 points or more), including availability of quality health care, public safety, their job and a thriving economy, among others. Other factors of quality of life received average ratings between very important (67 points on the 100-point scale) and somewhat important (33), with rural character and arts and cultural opportunities being viewed as relatively less important.

More respondents in 2019 compared to 2016 felt that being close to family and friends was an important factor in their quality of life. Ratings of all other factors in 2019 were on par with 2016.

Figure 3: Average Ratings of Importance of Factors to Quality of Life 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)	2019	2016	2013	2011
Availability of quality health care	79	78	76	77
Affordability	76	73	73	72
Public safety	76	75	72	73
Natural environment	75	75	72	70
Your job	73	75	72	72
Fiscally sound government	72	73	71	72
Thriving economy	71	72	71	72
Quality of infrastructure/ease of commute	69	68	64	NA
Fast/reliable Internet service (broadband)	69	NA	NA	NA
Educational/learning opportunities	68	68	66	70
Recreational opportunities	68	67	66	64
Land/home values	64	62	63	62
Close to family/friends	63	58	59	63
Public land/open space	63	64	61	59
Sense of community	58	56	56	56
County-provided services	55	54	53	55
Rural character	51	52	50	51
Arts/cultural opportunities	45	46	44	44

Survey respondents were given the opportunity to write in their own words an “other” factor in their quality of life. Verbatim responses to “other” factors from the 31 people who wrote in a response can be found in Appendix B: Verbatim Responses to Survey Questions from Scientific Survey.

Issues Facing the Community

Survey participants were provided the opportunity to give their opinion about a number of issues facing their community. St. Louis County residents shared their feelings about safety from various types of activities in the county and evaluated potential problems or health concerns. They also provided feedback about aquatic invasive species. Finally, they gave their outlook on the future of their own household financial security.

Community Safety

A majority of residents felt about “somewhat safe” from violent (68 points) or property crimes (64) in the county (see Figure 4 on the next page). Respondents reported average ratings between somewhat safe and somewhat unsafe for illegal drug activity and intoxicated or impaired drivers. Residents felt the least safe from distracted drivers, providing an average rating of 36 points, or about “somewhat unsafe.”

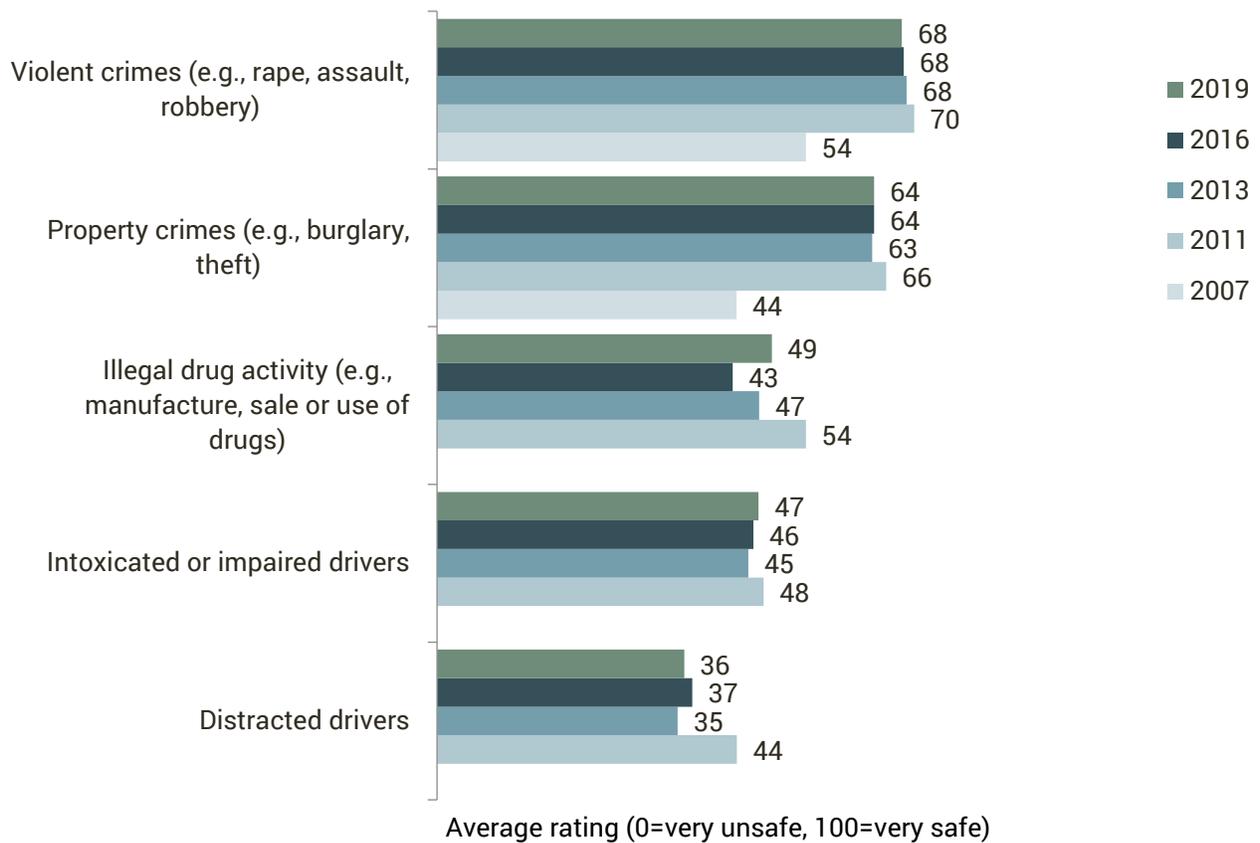
In general, most ratings remained stable from 2016 to 2019, although the residents felt a little safer from illegal drug activity in 2019 (49 points vs 43 in 2016).

Ratings of property crimes and violent crimes could be compared to the county averages. Safety from property crimes was similar to the county benchmark while safety from violent crimes was lower.

Respondents from Districts 4 and 5 felt safer from property crimes and violent crimes compared to those living in Districts 6 and 7. Males, those with household incomes of \$50,000 or more, those living in detached housing units, and homeowners also felt safer from most crimes or undesirable activities compared to their counterparts.

Figure 4: Average Ratings of Feelings of Safety by Year

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



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)' as '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.'

Potential Problems

A list of nine potential problems in the county was presented to survey participants, who could rate each potential problem on a scale of not a problem to a major problem. The opioid epidemic (new to the 2019 survey) was the most problematic to residents, which received an average rating of 80 points on the 100-point scale (between “major” and “moderate” problem). Lack of opportunities for young people, the condition of county roads and bridges, and poverty were felt to be a moderate problem, or an average rating around 67 points. Taxes (55) and foreclosed properties (54) were believed to be less problematic.

While most potential problems were viewed similar in 2019 compared to 2016, lack of jobs was seen as less problematic; however, this difference in ratings could be due in part to the change in the wording of the question.

Residents in Districts 5, 6 and 7 felt that the condition of county roads and bridges, poverty and homelessness were less of a problem compared to those living in Districts 1 and 2. Those over age 35 and females tended to feel most of the potential problems were more of a problem than those who were younger and males.

Figure 5: Average Ratings of Potential Problems by Year

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)	2019	2016	2013	2011	2007
Opioid epidemic	80	NA	NA	NA	NA
Lack of opportunities for young people	69	74	78	NA	NA
Condition of county roads and bridges	68	71	NA	NA	NA
Poverty	67	70	69	69	NA
Homelessness	63	61	61	61	NA
Lack of jobs	62	75	78	NA	NA
Crime	61	60	58	57	65
Taxes	55	57	68	65	63
Foreclosed properties/tax forfeiture/blight	54	58	64	66	NA

Prior to 2019, 'lack of opportunities for young people' and 'lack of jobs' did not include 'lack of...' Prior to 2011, "Road safety" was worded as "Road condition."

Note: in 2019, 20% of respondents answered "don't know" when rating how much of a problem foreclosed properties were in the county. Proportions shown in the figure are of those who had an opinion (see Appendix A: Responses to Survey Questions from Scientific Survey for a full set of responses, including "don't know.")

Health Concerns

Respondents were posed with more than 20 potential health concerns in St. Louis County and asked to rate how much of a concern, if at all, each was to them (see Figure 6 on the next page). Evaluations were converted to the 100-point scale where zero equals “not at all a concern” and 100 equals “major concern.” As in 2016, residents were most concerned with illegal drug use (79 points) and abuse of prescribed medications (73), providing average ratings between a “major” and “moderate” concern. The following were rated as a “moderate” concern:

- ◆ Domestic violence
- ◆ Depression
- ◆ Alcohol abuse among adults
- ◆ Overweight adults
- ◆ Abuse and neglect of children
- ◆ Availability of mental health services

Of relatively less concern to survey respondents was pedestrian and bicyclist safety (49) and sexually transmitted diseases (46).

Residents were slightly less concerned with overweight children and tobacco use in 2019 compared to 2016. Additionally, underage alcohol use, unplanned pregnancy and sexually transmitted diseases have become less of a concern for residents over the years. Levels of concern for all other items were similar in 2019 and 2016.

Residents in District 1 were less concerned about illegal drug use and the quality of parenting skills than were those in all other Districts. Older adults (55+), females, those with household incomes of less than \$50,000 and renters tended to be more concerned about most potential health concerns compared to their counterparts.

Figure 6: Average Ratings of Health Concerns 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)	2019	2016	2013	2011
Illegal drug use	79	80	77	75
Abuse of prescribed medications	73	73	69	NA
Domestic violence	67	70	66	68
Depression	67	64	66	61
Alcohol abuse among adults	67	68	69	70
Overweight adults	67	69	73	69
Abuse and neglect of children	67	70	67	71
Availability of mental health services	66	64	NA	NA
Bullying	64	67	68	NA
Health and support of older adults	64	67	66	69
Quality of parenting skills (of parents of children ages 0-17)	64	66	69	63
Underage alcohol use	63	68	71	70
Misunderstanding or discrimination faced by people with mental health challenges	62	NA	NA	NA
Suicide/attempted suicide	62	59	55	54
Health and support of people with disabilities	62	63	62	65
Abuse and neglect of older adults	61	63	61	66
Overweight children	61	65	69	NA
Vaping (e-cigarettes)	58	NA	NA	NA
Unplanned pregnancy	53	55	60	61
Tobacco use (smoking, chewing tobacco)	53	58	58	46
Pedestrian and bicyclist safety	49	50	47	NA
Sexually transmitted diseases	46	50	54	54

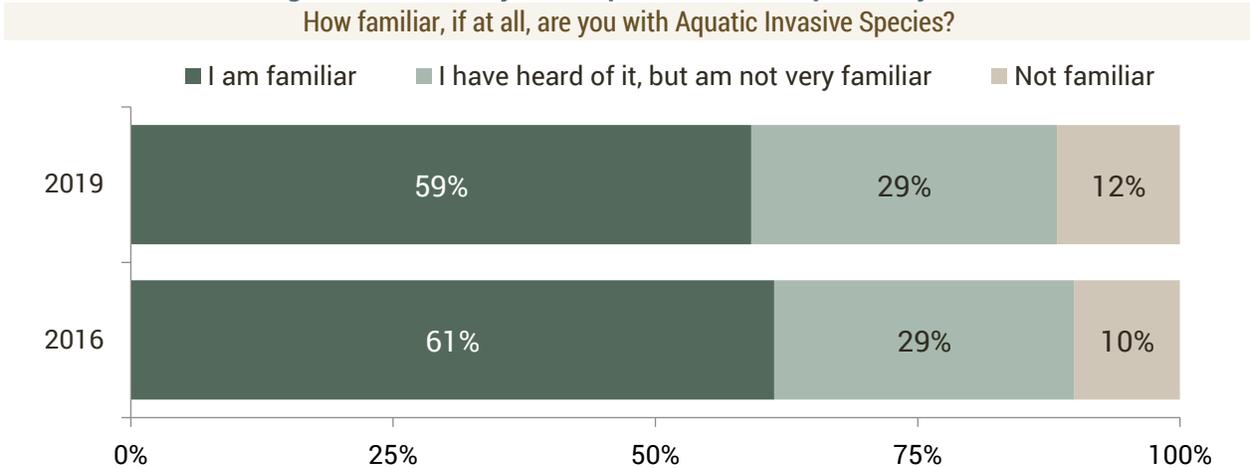
Prior to 2019, 'tobacco use (smoking, chewing tobacco)' and 'vaping (e-cigarettes)' were combined into a single item 'tobacco use (including e-cigarettes and chewing tobacco)'. In 2016, '(including e-cigarettes and chewing tobacco)' was added to 'Tobacco use,' '/attempted suicide' was added to 'Suicide' and 'Abuse of prescribed medications' was 'Prescription drug abuse.' '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.'

Note: in 2019, more than 20% of respondents selected "don't know" when evaluating how much of a concern unplanned pregnancy and sexually transmitted diseases were in the county.

Aquatic Invasive Species

As in 2016, about 6 in 10 residents in 2019 were familiar with aquatic invasive species and about 3 in 10 had heard of it but were not very familiar. Only 1 in 10 said they were unfamiliar with aquatic invasive species.

Figure 7: Familiarity with Aquatic Invasive Species by Year



Survey respondents thought it was at least somewhat important for the County to take action to prevent the spread of aquatic invasive species (75 points on the 100-point scale). Importance ratings were on par with those given in 2016.

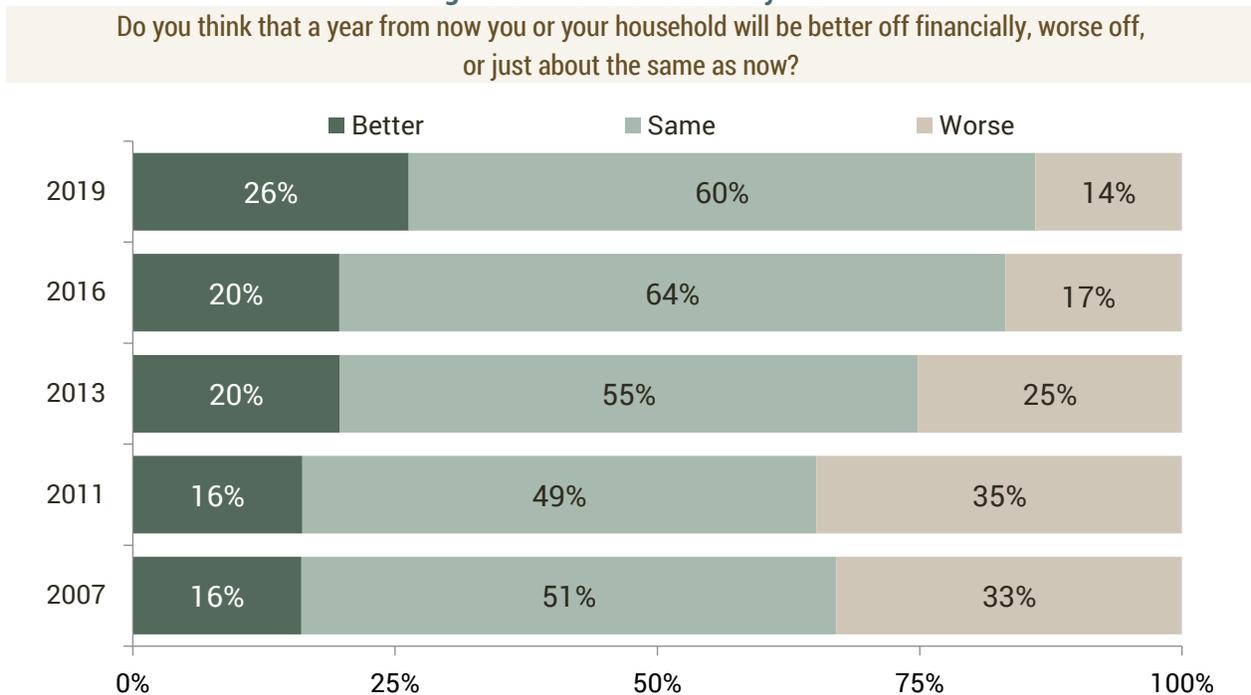
Figure 8: Average Ratings of Importance of Addressing Aquatic Invasive Species by Year



Household Financial Status

When asked if they felt their household would be better off, worse off or about the same financially in a year, the majority of respondents said about the same (60%). About twice as many felt they would be better off (26%) than worse off (14%). These evaluations were similar to prior survey years, although there was a slight uptick in those who reported that they would be better off in a year from now.

Figure 9: Financial Status 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

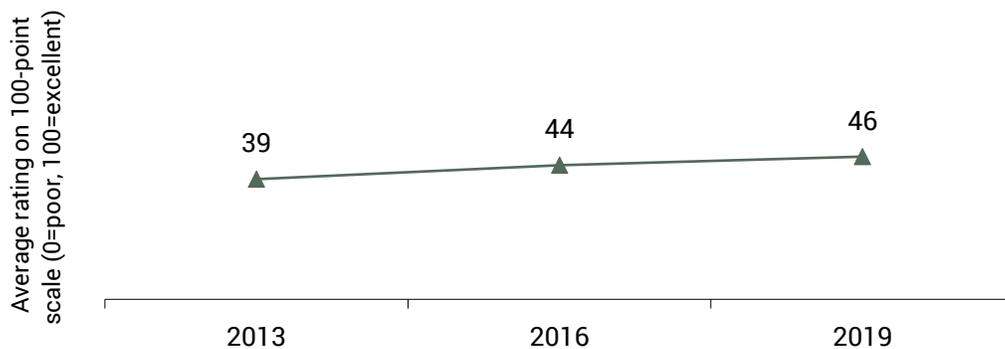
The quality of government services and performance were evaluated through the survey, along with familiarity with and importance of County services.

Perceptions of County Government

Respondents' overall confidence in the St. Louis County Government was between fair (33 points) and good (67 points) on the 100-point scale. This rating was on par with 2016 but has been rising since 2013. When compared to the national county averages, St. Louis County residents' ratings of overall confidence in the County Government were similar.

Figure 10: Average Ratings of Overall Confidence in St. Louis County Government by Year

Please rate the overall confidence in the St. Louis County Government?



Seven other aspects of the County government performance were measured on the survey. Generally, average ratings were between fair and good, though most were closer to “fair” on the 100-point scale, including the value of services for the taxes paid (41), the job the County does listening to residents (40) and the job the County does managing tax dollars (39). All 2019 ratings of the County government performance were similar to 2016, although most have been inching upward since 2013.

Four items could be compared to the benchmark and all were lower, including the job the County government does at informing residents, listening to residents, managing tax dollars and the value of services for taxes paid to St. Louis County.

Figure 11: Average Ratings of Perception of Government by Year

Please rate the following categories of St. Louis County government performance. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2007
The job St. Louis County does at providing access to St. Louis County government services	48	NA	NA	NA	NA
The job St. Louis County government does at informing residents	45	43	43	48	NA
The job St. Louis County does at providing culturally responsive services	42	NA	NA	NA	NA
The value of services for the taxes paid to St. Louis County	41	38	34	35	44
The job St. Louis County government does at listening to residents	40	38	35	37	40
The job St. Louis County government does at managing tax dollars	39	37	30	32	NA
Effectively planning for the future of the county	39	36	32	NA	NA

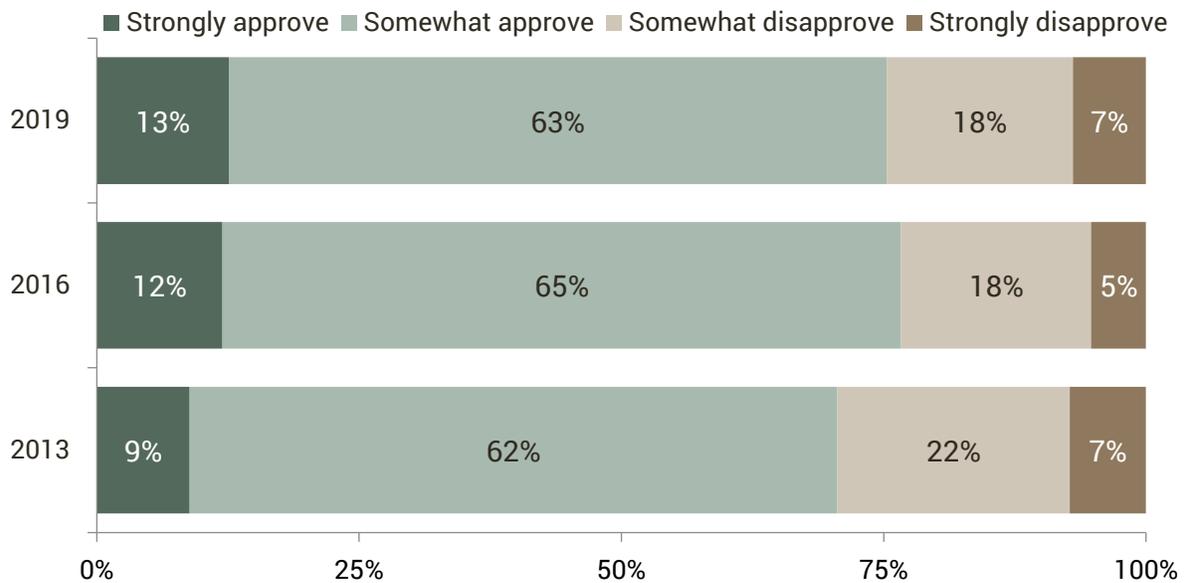
Prior to 2019, "effectively planning for the future of the county" was "effectively planning for the future." Items asked in 2007 were asked on a 5-point agreement scale of strongly agree to strongly disagree and the question items/statements were worded positively. This change in the wording of response options may cause a decline in the percent of residents who offer a positive perspective on public trust.

Note: in 2019, about one-third of respondents selected “don’t know” when evaluating the job St. Louis County does at providing culturally responsive services.

When asked if they approved or disapproved of the job the St. Louis County government is doing, 76% of respondents said they strongly or somewhat approved. About 2 in 10 somewhat disapproved and 1 in 10 strongly disapproved. These ratings were similar to those given in 2016.

Figure 12: Approval for the Job St. Louis County Government is doing by Year

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

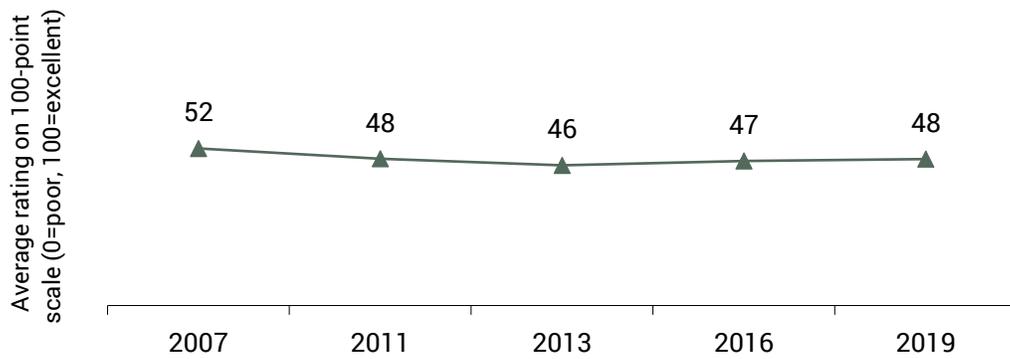


County Services

The overall quality of County services was given an average rating of 48 points on the 100-point scale, a rating between good and fair. This rating has remained steady since 2011 and was lower than the national county benchmark.

Figure 13: Average Ratings of Overall Quality of County Services by Year

How would you rate the overall quality of services provided by St. Louis County?



As in 2016, 21 County-provided services were evaluated by survey respondents and converted to the 100-point scale where zero equals “poor” and 100 equals “excellent” (see Figure 14 on the next page). Public safety services (911 dispatch and Sheriff patrol) were the most favorably rated, receiving average ratings above “good” on the 100-point scale (78 and 70 points, respectively). All other services were given ratings that fell between good and fair on the 100-point scale, with services such as landfill, canister sites and recycling programs (59), snow and ice removal (54) and disaster preparedness and response (54) scoring closer to good and services to youth (42) and to veterans (42) being scoring closer to fair.

Overall, average ratings in 2019 were at the same level as in 2016, with a few shifts. Sheriff patrol and 911 dispatch were given somewhat higher ratings in 2019 compared to 2016 while average ratings for licensing and vehicle registration declined.

Of the 11 County services that could be compared to the national county benchmark, maintenance of County roads was rated higher while child protection, accessibility and functionality of County website, services to older adults and services to low income residents were rated lower. The quality of six County services matched those in other counties nationwide: Sheriff patrol; snow and ice removal on County roads; land use services; disaster preparedness and response; public health; and landfill, canister sites and recycling programs.

Sheriff patrol, licensing and vehicle registration, land use services, services to youth and the overall quality of County-provided services received lower reviews from those in District 7 compared to those in Districts 1 and 2. Older adults (age 55+), females and homeowners gave higher evaluations to most County-provided services compared to younger residents, males and renters.

Figure 14: Average Ratings of County Services by Year

Please rate each of the following services provided by St. Louis County. Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2007
911 dispatch	78	72	72	70	NA
Sheriff patrol	70	66	65	64	62
Landfill, canister sites and recycling programs	59	59	57	60	NA
Snow and ice removal on County roads	54	56	53	48	54
Disaster preparedness and response	54	52	52	48	NA
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	53	52	52	56	NA
Records and vital statistics	53	50	55	61	NA
Public health	52	52	51	50	55
Licensing and vehicle registration	51	56	59	NA	NA
Management of County-owned land	51	50	47	47	NA
Services to older adults	47	48	48	49	56
Land use services, including building and conditional use permitting	46	43	45	44	38
Employment support	45	43	43	42	NA
On-site wastewater and septic permitting	45	42	43	NA	NA
Services to low income residents	44	47	43	44	43
Child protection	44	46	47	48	NA
Maintenance of County roads	42	42	40	NA	NA
Information about the work of the St. Louis County Board	42	40	42	NA	NA
Assessment process/property tax system	42	39	31	NA	NA
Services to youth	42	41	39	42	44
Services to veterans	42	43	46	43	NA

Note: in 2019, between 25% and 52% of respondents said “don’t know” when evaluating the quality of most of the County-provided services. Responses shown are for those who had an opinion.

Familiarity with County Services

Survey respondents assessed their familiarity with the same 21 County services and ratings were converted to a 100-point scale where zero equals “not at all familiar” and 100 equals “very familiar.” Overall, for most services, average ratings were between not at all familiar (0) and somewhat familiar (50). Licensing and vehicle registration (57 points), snow and ice removal on County roads (56), landfill, canister sites and recycling programs, 911 dispatch (53) and maintenance of County roads (52) were the services residents were most familiar with, with average ratings just above “somewhat” familiar. Residents were least familiar with information about the work of the St. Louis County Board (24 points).

Where differences were observed between 2016 and 2019, residents reported being more familiar with five County services (e.g., landfill, canister site and recycling programs and services to veterans and to older adults) and less familiar with three services (licensing and vehicle registration, snow and ice removal on County roads and employment support).

Figure 15: Average Ratings of Familiarity with County Services 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 service. Average rating (0=not at all familiar, 100=very familiar)	2019	2016	2013
Licensing and vehicle registration	57	61	64
Snow and ice removal on County roads	56	60	56
Landfill, canister sites and recycling programs	54	49	54
911 dispatch	53	49	53
Maintenance of County roads	52	55	52
Sheriff patrol	48	43	45
Public health	42	39	42
Assessment process/property tax system	38	39	43
Services to older adults	37	32	37
Access to information on County website	36	33	35
Services to low income residents	36	35	36
Services to veterans	35	29	29
Child protection	33	31	31
Services to youth	32	32	34
Land use services, including building and conditional use permitting	30	29	32
Employment support	29	33	34
Records and vital statistics	29	27	32
Disaster preparedness and response	27	27	32
On-site wastewater and septic permitting	26	24	30
Management of County-owned land	25	24	30
Information about the work of the St. Louis County Board	24	24	28

Residents also shared the services about which they wanted more information. Out of all respondents, about three-quarters did not select any service about which they wanted more information. The highest proportions of respondents (about 7% each) wanted the County to provide more information about the work of the St. Louis County Board, the assessment process/property tax system, disaster preparedness and response and services to older adults. The desire for more information about various County services has remained unchanged over time.

Figure 16: Would Like More Information about County Services by Year

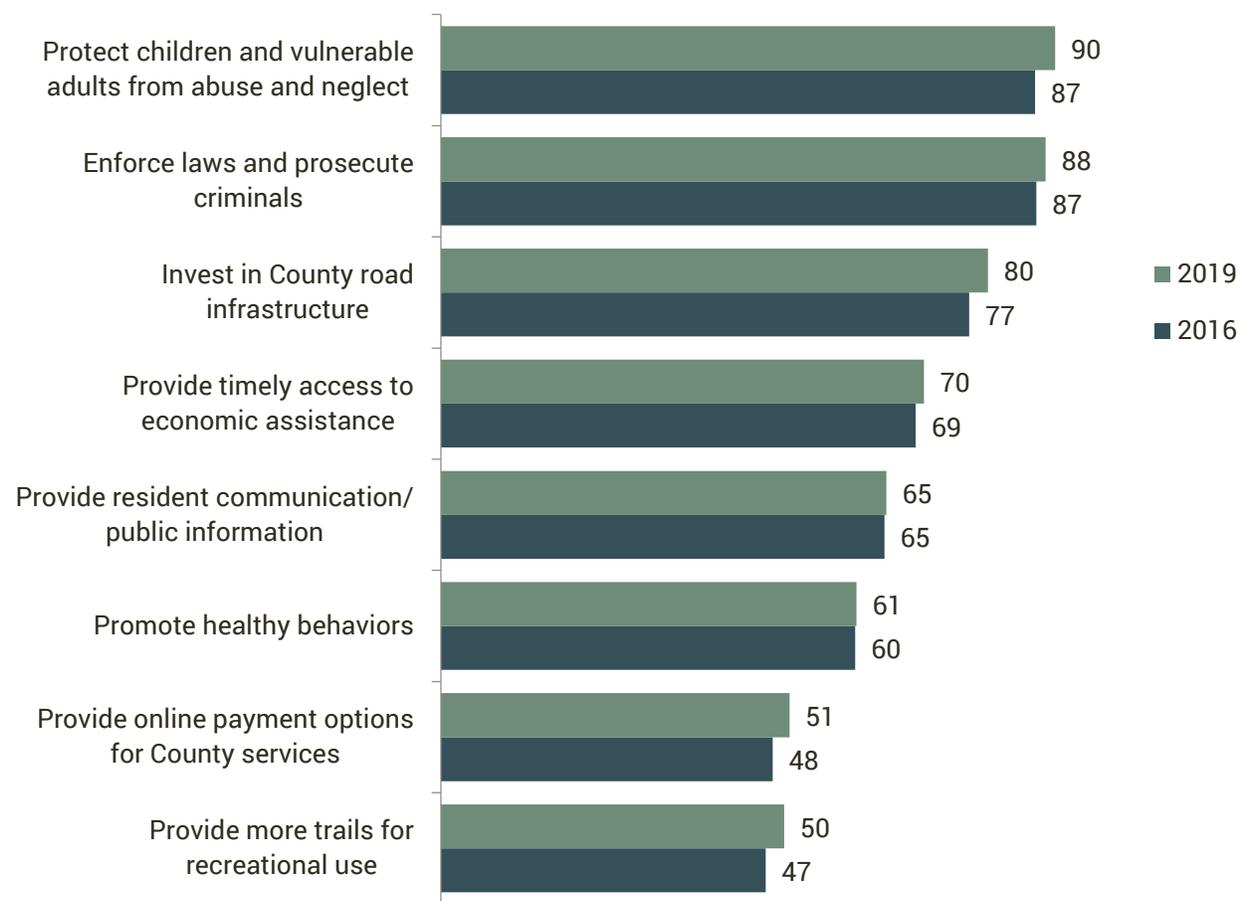
Please first rate how familiar you are, if at all, with each of the following services provided by St. Louis County and then indicate whether you would like the County to provide more information about each service. Percent of all respondents	2019	2016	2013
Do not want information	77%	76%	71%
Information about the work of the St. Louis County Board	7%	8%	10%
Assessment process/property tax system	7%	6%	11%
Disaster preparedness and response	7%	6%	10%
Services to older adults	7%	8%	10%
Records and vital statistics	6%	6%	7%
Services to low income residents	6%	7%	10%
Employment support	5%	5%	10%
Land use services, including building and conditional use permitting	5%	3%	7%
Management of County-owned land	5%	6%	8%
Public health	5%	7%	7%
Services to youth	5%	6%	9%
Services to veterans	4%	5%	7%
911 dispatch	3%	3%	4%
Sheriff patrol	3%	4%	6%
Access to information on County website	3%	4%	7%
On-site wastewater and septic permitting	3%	3%	5%
Landfill, canister sites and recycling programs	3%	4%	7%
Child protection	3%	5%	6%
Snow and ice removal on County roads	2%	3%	5%
Maintenance of County roads	2%	5%	5%
Licensing and vehicle registration	1%	2%	3%

Importance of County Services

When asked how important it was for the County to provide eight different services, residents felt it was at least very important for the County to protect children and vulnerable adults from abuse and neglect (an average rating of 90 on the 100-point scale), enforce laws and prosecute criminals (88 points), invest in County road infrastructure (80) and provide timely access to economic assistance (70). Respondents felt it was relatively less important to provide more trails for recreational use (50) and to provide online payment options for County services (51), although average ratings were still between “somewhat” and “very” important. The importance of these services in 2019 was on par with 2016.

Figure 17: Average Ratings of Importance of County Services by Year

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

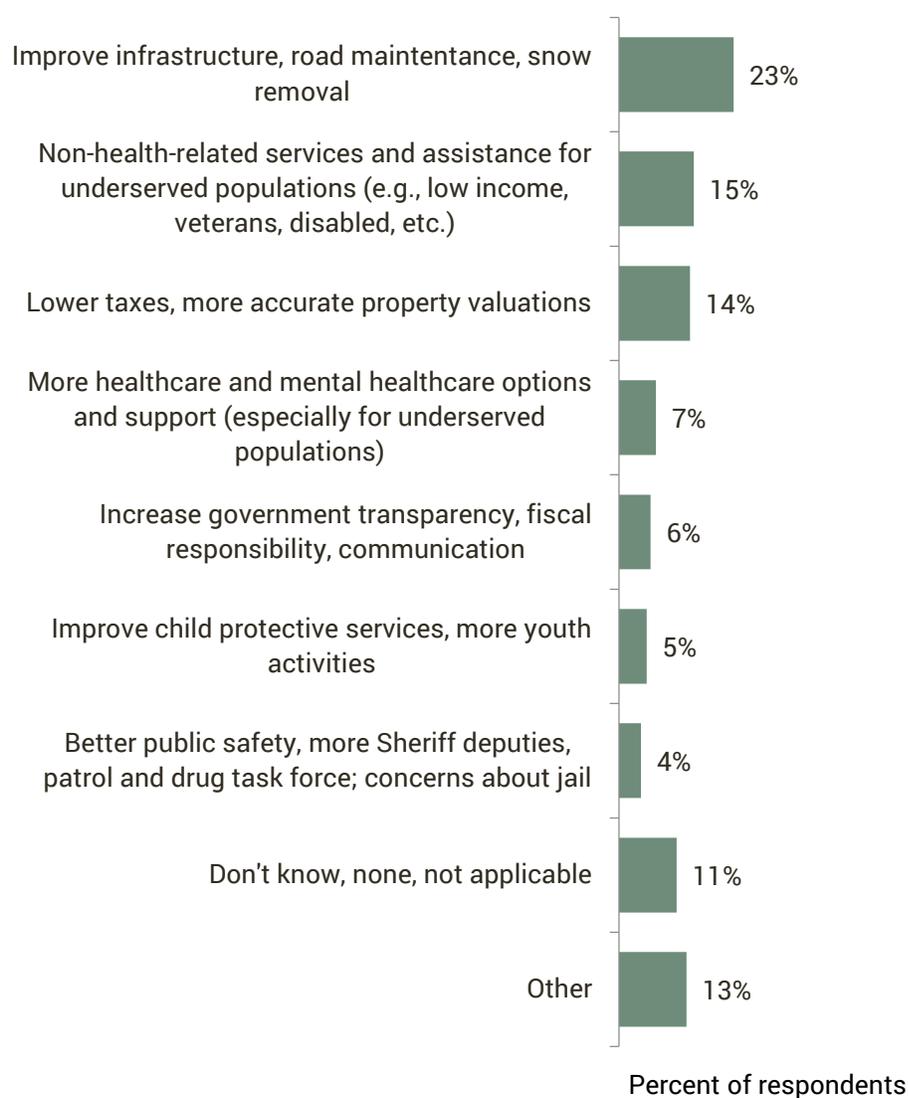


Average rating (0=not at all important, 100=essential)

In 2019, survey participants were asked to write in their own words the County service they thought should be improved and the changes they would like to see. Of the 302 respondents that chose to write in an answer, 23% mentioned improvements to infrastructure, roads and snow removal. About one in six mentioned non-health-related services and assistance for underserved populations (e.g., low income, veterans, the disabled, etc.) and lower taxes or more accurate property valuations. Fewer than 1 in 10 respondents mentioned the other services they would like to see changed or improved. A complete list of verbatim responses, including “other” services to be improved, can be found in Appendix B: Verbatim Responses to Survey Questions from Scientific Survey.

Figure 18: Improvements or Changes to County Services, 2019

Which St. Louis County Government service, if any, do you think should be improved, and what would you like to see changed?



These percentages represent the 302 respondents who chose to write in a response.

Heritage Arts Center

A new question was added to the 2019 survey asking residents their level of familiarity with and the importance of the Heritage and Arts Center (the Depot). Forty-three percent were familiar with the Depot and 32% had heard of it but were not very familiar. About one-quarter of residents said they were not familiar with the Heritage and Arts Center.

Just under half of survey respondents (46%) felt it was essential or very important for the County to invest in the Heritage and Arts Center to ensure its long term viability. About 4 in 10 felt it was somewhat important for the County to invest in the Heritage and Arts Center and about 1 in 10 felt it was not at all important.

Figure 19: Familiarity with the Heritage and Arts Center, 2019

How familiar, if at all, are you with the St. Louis County Heritage and Arts Center (the Depot)?

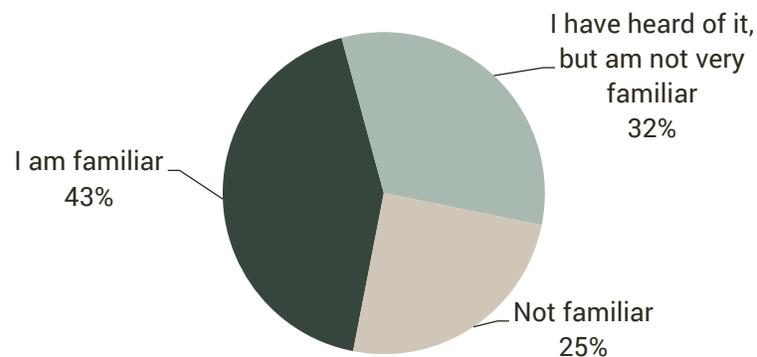
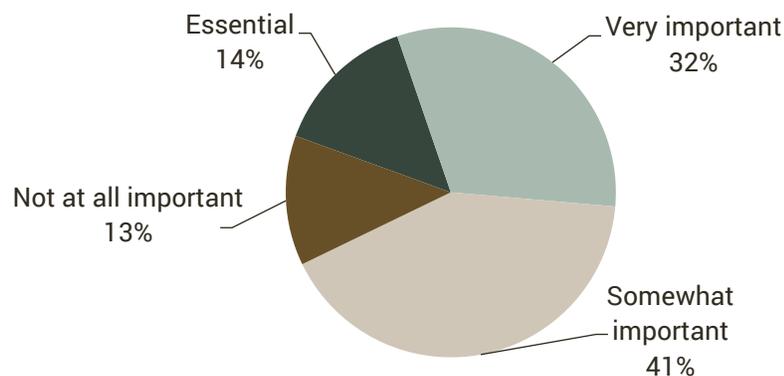


Figure 20: Importance of Investing in the Heritage and Arts Center, 2019

How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long term viability?

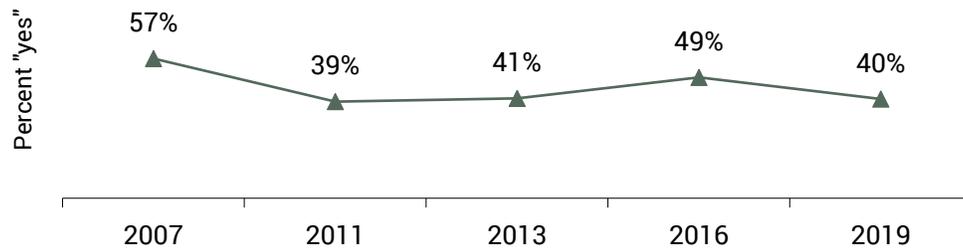


Contact with County Government

About 4 in 10 residents had contact with a County government office in the 12 months prior to the survey. This was a lower rate of contact than in 2016 but on par with those in 2013 and 2011, as well as commensurate with rates of contact in other counties across the nation.

Figure 21: Government Office Contact by Year

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



Of those who had contact with a County office, their most recent contact was with 911 Dispatch (25%) and the County Assessor (17%). More respondents reported contacting 911 Dispatch in 2019 compared to 2016, while rates of contact with most other County offices remained stable.

Figure 22: Office Contacted by Year

With which office did you MOST RECENTLY have contact? Percent of respondents who had contact	2019	2016	2013
911 Dispatch	25%	17%	NA
Assessor	17%	13%	28%
Human Resources	8%	5%	6%
County Auditor	6%	12%	11%
Financial Assistance	5%	6%	8%
Public Works	5%	4%	5%
County Board/Administration	4%	3%	2%
Public Health	4%	8%	1%
County Attorney	3%	3%	3%
Land and Minerals	3%	3%	5%
Planning and Community Development	3%	2%	3%
Child and Family Services	3%	5%	3%
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	2%	2%	4%
Recorder	2%	5%	3%
Sheriff (other than 911 Dispatch)	2%	2%	5%
Veterans' Services Office	2%	1%	3%
Community Corrections	1%	1%	2%
Environmental Services	1%	3%	2%
Other	5%	4%	5%

Asked only of those who had contact with a County office in the past 12 months. In 2016, 'Sheriff' was separated into two questions: '911 Dispatch' and 'Sheriff (other than 911 Dispatch)'.

Survey respondents also evaluated their interaction with the employee in their most recent contact. All aspects of the interaction with the County employee were rated at least “good,” or 67 points, or better on the 100-point scale including the employee’s knowledge (74 points), courtesy (72), responsiveness (69) and the overall impression (68). Average ratings of employee interactions were similar in 2019 and 2016.

Compared to the national county benchmarks, St. Louis County employees received ratings that were higher, on average, for the overall impression. Employee knowledge and responsiveness were on par with the national county average and courtesy was rated lower.

Figure 23: Average Ratings of Employee(s) in Most Recent Contact by Year

What was your impression of the employee(s) of St. Louis County in your most recent contact? Average rating (0=poor, 100=excellent)	2019	2016	2013	2011	2007
Knowledge	74	72	68	67	64
Courtesy	72	73	65	65	63
Responsiveness	69	69	64	63	58
Overall impression	68	70	63	63	61

Asked only of those who had contact with a County office in the past 12 months.

Public Information and Communication

St. Louis County residents shared which sources of information they used most to learn about the County government as well as indicated their top preferred method for learning more about County services. As in past years, newspapers (print or online) and other county residents were major or minor sources of information for respondents about the County government. Television newscasts and radio also were information sources for about three-quarters of residents. New to the 2019 survey, about half of respondents used social media to get information about the County government

When compared to 2016, more respondents in 2019 reported that public and community meetings were major or minor sources of information (37% in 2016 vs 51% in 2019), rebounding to levels seen in 2011. County employees and the County website also were more likely to be sources of information for residents in 2019 compared to 2016, with website usage at its highest level to-date. Slightly fewer respondents in 2019 reported using television newscasts as sources of information about the County government than in 2016.

Figure 24: Potential Information Sources by Year

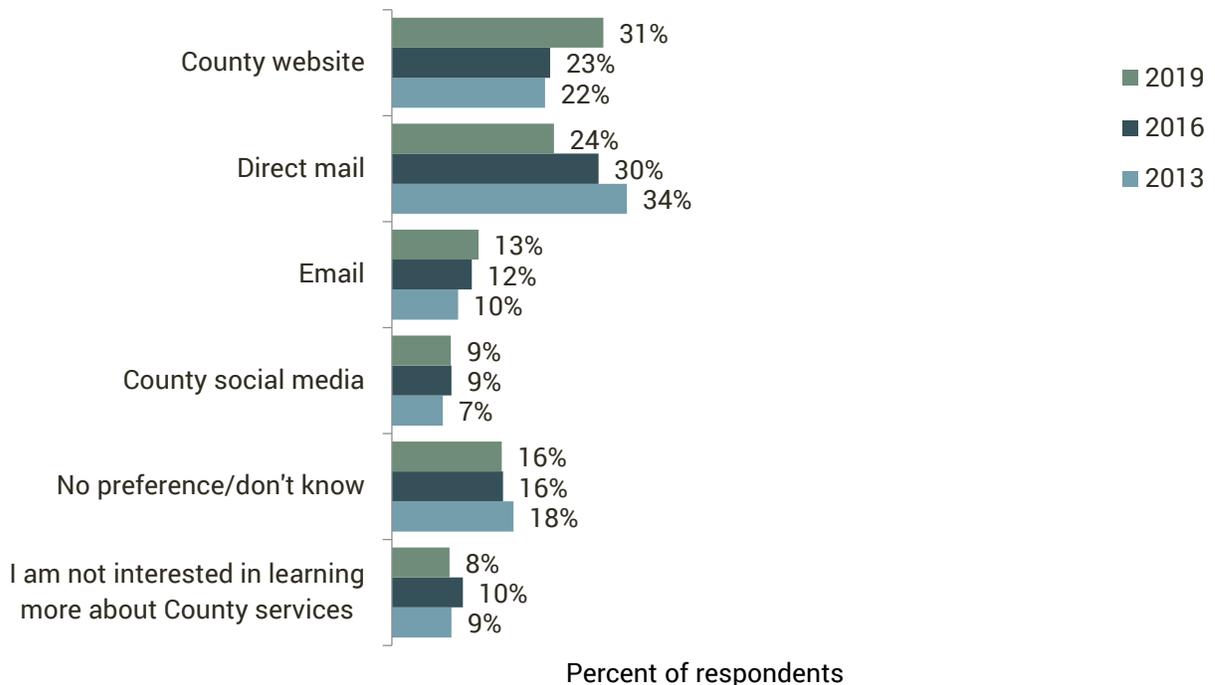
Please rate the extent to which you use each of the following sources of information about St. Louis County government. Percent using as a minor or major source	2019	2016	2013	2011	2007
Newspapers (print or online)	85%	82%	85%	86%	87%
Other county residents (such as neighbors or friends)	81%	81%	81%	83%	71%
Television newscasts	76%	82%	NA	NA	NA
Radio	73%	68%	69%	80%	68%
St. Louis County website (www.stlouiscountymn.gov)	62%	54%	49%	44%	31%
Reports, flyers or brochures	61%	56%	61%	72%	NA
St. Louis County employees	52%	46%	48%	54%	50%
Public/community meetings	51%	37%	41%	53%	NA
Social Media (Facebook, Twitter, etc.)	49%	NA	NA	NA	NA
Phone calls to St. Louis County	41%	37%	44%	45%	NA
County Board meetings shown on cable access	26%	23%	30%	43%	51%

Wording of several items changed in past survey years. Prior to 2019, 'newspapers (print or online)' was two individual items 'daily newspapers' and 'weekly community newspapers'; for comparison purposes, "newspapers" was mapped to "daily newspapers" from prior years. In 2011 "County Board meetings shown on cable access" was "Cable access programming" and was "cable television" in 2007, "radio" was "local radio show" in 2007 and "St. Louis County Web site (http://www.co.st-louis.mn.us/)" was "St. Louis County internet Web site" in 2007.

Respondent most preferred method for learning more about County services was the County’s website (31% selected this option), followed by direct mail (24%) and email (13%). Preference for using the County website to learn more about County services jumped from 23% in 2016 to 31% in 2019 while preference for direct mail has been trending down since 2013. Preference for use of the other information methods has remained stable over time.

Figure 25: Top Preferred Method to Learn About County Services by Year

Which ONE of the following options below would you most prefer to use to learn more about County services?



Prior to 2019, this question was worded as 'What single option below would be your preferred method to learn more about County services?'

Appendix A: Responses to Survey Questions from Scientific Survey

The full set of responses to each survey question are displayed in the tables in this appendix. Data in these tables are from the “scientific survey;” that is, from households that were randomly selected to participate in the survey. Results from the open participation survey can be found in *Appendix G: Responses to Survey Questions from Open Participation Survey*. A comparison of responses from the scientific survey and the open participation survey can be found in *Appendix H: Comparison of Scientific and Open Participation Survey Responses*. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allows for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items; and the second with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response.

Table 1: Question 1

How would you rate your overall quality of life in St. Louis County?	Percent of respondents	Number of respondents
Excellent	25%	N=151
Good	61%	N=364
Fair	12%	N=70
Poor	1%	N=9
Total	100%	N=594

Table 2: Question 2 - Including Don't Know Responses

Please rate each of the following characteristics of quality of life in St. Louis County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
St. Louis County as a place to live	26%	N=167	57%	N=367	14%	N=89	2%	N=15	0%	N=0	100%	N=638
St. Louis County as a place to raise a family	23%	N=148	49%	N=315	16%	N=105	3%	N=19	8%	N=53	100%	N=640
St. Louis County as a place to retire	14%	N=89	35%	N=226	25%	N=163	14%	N=87	12%	N=74	100%	N=638
Recreational opportunities	41%	N=260	37%	N=235	15%	N=94	6%	N=37	1%	N=7	100%	N=633
Employment opportunities	8%	N=49	29%	N=184	43%	N=273	18%	N=113	3%	N=19	100%	N=639
Educational opportunities	19%	N=119	45%	N=288	29%	N=182	5%	N=30	3%	N=19	100%	N=638
Cost of living in St. Louis County	7%	N=44	36%	N=227	37%	N=237	19%	N=121	1%	N=5	100%	N=634
Overall image or reputation of St. Louis County	12%	N=76	52%	N=332	29%	N=188	5%	N=31	1%	N=9	100%	N=636

Table 3: Question 2 - Excluding Don't Know Responses

Please rate each of the following characteristics of quality of life in St. Louis County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
St. Louis County as a place to live	26%	N=167	57%	N=367	14%	N=89	2%	N=15	100%	N=638
St. Louis County as a place to raise a family	25%	N=148	54%	N=315	18%	N=105	3%	N=19	100%	N=586
St. Louis County as a place to retire	16%	N=89	40%	N=226	29%	N=163	15%	N=87	100%	N=564
Recreational opportunities	41%	N=260	38%	N=235	15%	N=94	6%	N=37	100%	N=626
Employment opportunities	8%	N=49	30%	N=184	44%	N=273	18%	N=113	100%	N=619
Educational opportunities	19%	N=119	46%	N=288	29%	N=182	5%	N=30	100%	N=620
Cost of living in St. Louis County	7%	N=44	36%	N=227	38%	N=237	19%	N=121	100%	N=629
Overall image or reputation of St. Louis County	12%	N=76	53%	N=332	30%	N=188	5%	N=31	100%	N=627

Table 4: Question 3 - Including Don't Know Responses

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	38%	N=245	53%	N=341	9%	N=57	0%	N=1	0%	N=1	100%	N=645
Land/home values	21%	N=137	51%	N=325	22%	N=141	4%	N=24	2%	N=15	100%	N=642
Arts/cultural opportunities	10%	N=65	28%	N=179	45%	N=288	15%	N=95	1%	N=8	100%	N=636
Close to family/friends	25%	N=159	43%	N=276	25%	N=159	6%	N=39	1%	N=6	100%	N=640
Rural character	11%	N=69	39%	N=248	36%	N=225	11%	N=70	3%	N=21	100%	N=633
Sense of community	15%	N=96	47%	N=301	32%	N=204	4%	N=26	2%	N=10	100%	N=637
Public land/open space	24%	N=150	45%	N=286	25%	N=157	5%	N=31	2%	N=13	100%	N=638
Your job	42%	N=257	37%	N=228	10%	N=61	7%	N=43	4%	N=27	100%	N=616
County-provided services	16%	N=99	41%	N=265	27%	N=175	10%	N=63	6%	N=37	100%	N=639
Public safety	43%	N=275	44%	N=282	12%	N=79	1%	N=5	0%	N=2	100%	N=644
Thriving economy	33%	N=213	48%	N=308	16%	N=102	2%	N=11	1%	N=4	100%	N=638
Educational/learning opportunities	28%	N=176	50%	N=320	18%	N=117	3%	N=18	1%	N=8	100%	N=639
Natural environment	39%	N=249	46%	N=297	13%	N=85	1%	N=7	1%	N=5	100%	N=642
Fiscally sound government	33%	N=213	49%	N=314	13%	N=85	1%	N=10	3%	N=16	100%	N=638
Quality of infrastructure/ease of commute	28%	N=180	50%	N=324	20%	N=127	1%	N=8	0%	N=3	100%	N=641
Recreational opportunities	29%	N=184	46%	N=293	22%	N=142	2%	N=11	0%	N=3	100%	N=633
Availability of quality health care	48%	N=311	40%	N=259	11%	N=69	1%	N=4	0%	N=0	100%	N=643
Fast/reliable Internet service (broadband)	35%	N=212	39%	N=237	20%	N=120	4%	N=25	3%	N=15	100%	N=608

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

Table 5: Question 3 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N
Affordability	38%	N=245	53%	N=341	9%	N=57	0%	N=1	100%	N=643
Land/home values	22%	N=137	52%	N=325	22%	N=141	4%	N=24	100%	N=627
Arts/cultural opportunities	10%	N=65	29%	N=179	46%	N=288	15%	N=95	100%	N=627
Close to family/friends	25%	N=159	44%	N=276	25%	N=159	6%	N=39	100%	N=634
Rural character	11%	N=69	41%	N=248	37%	N=225	11%	N=70	100%	N=612
Sense of community	15%	N=96	48%	N=301	32%	N=204	4%	N=26	100%	N=627
Public land/open space	24%	N=150	46%	N=286	25%	N=157	5%	N=31	100%	N=625
Your job	44%	N=257	39%	N=228	10%	N=61	7%	N=43	100%	N=589
County-provided services	16%	N=99	44%	N=265	29%	N=175	10%	N=63	100%	N=602
Public safety	43%	N=275	44%	N=282	12%	N=79	1%	N=5	100%	N=641
Thriving economy	34%	N=213	48%	N=308	16%	N=102	2%	N=11	100%	N=634
Educational/learning opportunities	28%	N=176	51%	N=320	19%	N=117	3%	N=18	100%	N=630
Natural environment	39%	N=249	47%	N=297	13%	N=85	1%	N=7	100%	N=637
Fiscally sound government	34%	N=213	51%	N=314	14%	N=85	2%	N=10	100%	N=622
Quality of infrastructure/ease of commute	28%	N=180	51%	N=324	20%	N=127	1%	N=8	100%	N=638
Recreational opportunities	29%	N=184	46%	N=293	23%	N=142	2%	N=11	100%	N=631
Availability of quality health care	48%	N=311	40%	N=259	11%	N=69	1%	N=4	100%	N=642
Fast/reliable Internet service (broadband)	36%	N=212	40%	N=237	20%	N=120	4%	N=25	100%	N=593

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

Table 6: Question 4 - Including Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Property crimes (e.g., burglary, theft)	20%	N=127	56%	N=361	20%	N=127	4%	N=28	0%	N=1	100%	N=645
Violent crimes (e.g., rape, assault, robbery)	29%	N=188	49%	N=315	16%	N=104	5%	N=31	1%	N=7	100%	N=645
Illegal drug activity (e.g., manufacture, sale or use of drugs)	13%	N=81	37%	N=239	32%	N=207	17%	N=106	2%	N=12	100%	N=645
Intoxicated or impaired drivers	4%	N=28	44%	N=281	38%	N=245	12%	N=79	1%	N=9	100%	N=641
Distracted drivers	2%	N=14	30%	N=193	40%	N=259	26%	N=169	1%	N=8	100%	N=643

Table 7: Question 4 - Excluding Don't Know Responses

Please rate how safe or unsafe you feel from the following in St. Louis County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
Property crimes (e.g., burglary, theft)	20%	N=127	56%	N=361	20%	N=127	4%	N=28	100%	N=644
Violent crimes (e.g., rape, assault, robbery)	29%	N=188	49%	N=315	16%	N=104	5%	N=31	100%	N=639
Illegal drug activity (e.g., manufacture, sale or use of drugs)	13%	N=81	38%	N=239	33%	N=207	17%	N=106	100%	N=633
Intoxicated or impaired drivers	4%	N=28	44%	N=281	39%	N=245	12%	N=79	100%	N=633
Distracted drivers	2%	N=14	30%	N=193	41%	N=259	27%	N=169	100%	N=636

Table 8: Question 5 - Including Don't Know Responses

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	3%	N=19	27%	N=172	52%	N=332	17%	N=109	2%	N=12	100%	N=644
Taxes	16%	N=99	27%	N=171	28%	N=179	25%	N=155	4%	N=24	100%	N=628
Condition of county roads and bridges	5%	N=31	20%	N=126	40%	N=253	34%	N=214	2%	N=12	100%	N=636
Poverty	3%	N=20	21%	N=131	43%	N=276	27%	N=173	6%	N=38	100%	N=639
Homelessness	3%	N=19	27%	N=175	37%	N=238	24%	N=153	9%	N=59	100%	N=643
Opioid epidemic	3%	N=20	9%	N=60	25%	N=161	50%	N=317	12%	N=78	100%	N=636
Foreclosed properties/tax forfeiture/blight	6%	N=40	30%	N=190	32%	N=205	12%	N=78	20%	N=129	100%	N=642
Lack of opportunities for young people	7%	N=45	17%	N=109	33%	N=210	36%	N=231	7%	N=48	100%	N=643
Lack of jobs	10%	N=62	21%	N=134	36%	N=231	28%	N=179	6%	N=38	100%	N=644

Table 9: Question 5 - Excluding Don't Know Responses

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	3%	N=19	27%	N=172	53%	N=332	17%	N=109	100%	N=631
Taxes	16%	N=99	28%	N=171	30%	N=179	26%	N=155	100%	N=604
Condition of county roads and bridges	5%	N=31	20%	N=126	41%	N=253	34%	N=214	100%	N=624
Poverty	3%	N=20	22%	N=131	46%	N=276	29%	N=173	100%	N=601
Homelessness	3%	N=19	30%	N=175	41%	N=238	26%	N=153	100%	N=584
Opioid epidemic	4%	N=20	11%	N=60	29%	N=161	57%	N=317	100%	N=559
Foreclosed properties/tax forfeiture/blight	8%	N=40	37%	N=190	40%	N=205	15%	N=78	100%	N=513
Lack of opportunities for young people	8%	N=45	18%	N=109	35%	N=210	39%	N=231	100%	N=595
Lack of jobs	10%	N=62	22%	N=134	38%	N=231	30%	N=179	100%	N=606

Table 10: Question 6 - Including Don't Know Responses

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 (smoking, chewing tobacco)	16%	N=102	26%	N=164	34%	N=217	18%	N=116	7%	N=42	100%	N=642
Vaping (e-cigarettes)	15%	N=99	21%	N=136	26%	N=168	28%	N=181	9%	N=57	100%	N=641
Underage alcohol use	6%	N=36	25%	N=158	36%	N=228	25%	N=162	9%	N=55	100%	N=639
Alcohol abuse among adults	4%	N=26	20%	N=125	41%	N=260	29%	N=188	6%	N=39	100%	N=638
Illegal drug use	1%	N=9	12%	N=74	32%	N=203	48%	N=304	8%	N=49	100%	N=639
Abuse of prescribed medications	3%	N=19	15%	N=97	30%	N=191	38%	N=242	14%	N=90	100%	N=639
Availability of mental health services	8%	N=50	20%	N=128	28%	N=179	33%	N=211	11%	N=70	100%	N=637
Depression	5%	N=33	17%	N=111	36%	N=228	29%	N=188	13%	N=80	100%	N=640
Suicide/attempted suicide	5%	N=32	22%	N=139	34%	N=217	21%	N=133	18%	N=117	100%	N=638
Unplanned pregnancy	8%	N=53	28%	N=179	29%	N=188	12%	N=77	23%	N=145	100%	N=641
Health and support of older adults	8%	N=52	17%	N=109	36%	N=229	27%	N=174	12%	N=76	100%	N=640
Health and support of people with disabilities	8%	N=49	22%	N=142	34%	N=217	25%	N=162	11%	N=72	100%	N=641
Quality of parenting skills (of parents of children ages 0-17)	6%	N=39	21%	N=135	31%	N=194	27%	N=168	15%	N=97	100%	N=633
Sexually transmitted diseases	12%	N=74	31%	N=201	22%	N=139	8%	N=53	27%	N=173	100%	N=640
Overweight children	9%	N=55	22%	N=143	31%	N=198	25%	N=162	13%	N=80	100%	N=639
Overweight adults	6%	N=37	19%	N=123	33%	N=210	32%	N=200	10%	N=64	100%	N=633
Abuse and neglect of children	4%	N=28	20%	N=126	28%	N=178	29%	N=184	19%	N=123	100%	N=639
Abuse and neglect of older adults	6%	N=38	24%	N=153	28%	N=178	23%	N=148	18%	N=117	100%	N=635
Pedestrian and bicyclist safety	16%	N=105	30%	N=190	30%	N=193	15%	N=93	9%	N=58	100%	N=640
Domestic violence	5%	N=31	17%	N=109	35%	N=221	29%	N=183	15%	N=95	100%	N=639
Bullying	7%	N=46	20%	N=127	29%	N=186	29%	N=184	14%	N=92	100%	N=635
Misunderstanding or discrimination faced by people with mental health challenges	5%	N=34	25%	N=154	29%	N=180	25%	N=154	16%	N=96	100%	N=618

Table 11: Question 6 - Excluding Don't Know Responses

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 (smoking, chewing tobacco)	17%	N=102	27%	N=164	36%	N=217	19%	N=116	100%	N=599
Vaping (e-cigarettes)	17%	N=99	23%	N=136	29%	N=168	31%	N=181	100%	N=584
Underage alcohol use	6%	N=36	27%	N=158	39%	N=228	28%	N=162	100%	N=584
Alcohol abuse among adults	4%	N=26	21%	N=125	43%	N=260	31%	N=188	100%	N=599
Illegal drug use	2%	N=9	13%	N=74	34%	N=203	51%	N=304	100%	N=590
Abuse of prescribed medications	3%	N=19	18%	N=97	35%	N=191	44%	N=242	100%	N=549
Availability of mental health services	9%	N=50	23%	N=128	32%	N=179	37%	N=211	100%	N=568
Depression	6%	N=33	20%	N=111	41%	N=228	34%	N=188	100%	N=560
Suicide/attempted suicide	6%	N=32	27%	N=139	42%	N=217	26%	N=133	100%	N=522
Unplanned pregnancy	11%	N=53	36%	N=179	38%	N=188	15%	N=77	100%	N=496
Health and support of older adults	9%	N=52	19%	N=109	41%	N=229	31%	N=174	100%	N=564
Health and support of people with disabilities	9%	N=49	25%	N=142	38%	N=217	28%	N=162	100%	N=569
Quality of parenting skills (of parents of children ages 0-17)	7%	N=39	25%	N=135	36%	N=194	31%	N=168	100%	N=536
Sexually transmitted diseases	16%	N=74	43%	N=201	30%	N=139	11%	N=53	100%	N=468
Overweight children	10%	N=55	26%	N=143	35%	N=198	29%	N=162	100%	N=558
Overweight adults	6%	N=37	22%	N=123	37%	N=210	35%	N=200	100%	N=570
Abuse and neglect of children	5%	N=28	24%	N=126	35%	N=178	36%	N=184	100%	N=516
Abuse and neglect of older adults	7%	N=38	30%	N=153	34%	N=178	29%	N=148	100%	N=518
Pedestrian and bicyclist safety	18%	N=105	33%	N=190	33%	N=193	16%	N=93	100%	N=582
Domestic violence	6%	N=31	20%	N=109	41%	N=221	34%	N=183	100%	N=544
Bullying	8%	N=46	23%	N=127	34%	N=186	34%	N=184	100%	N=544
Misunderstanding or discrimination faced by people with mental health challenges	6%	N=34	29%	N=154	34%	N=180	30%	N=154	100%	N=522

Table 12: Question 7 - Including Don't Know Responses

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	3%	N=20	37%	N=240	40%	N=253	12%	N=77	8%	N=50	100%	N=641
The job St. Louis County government does at listening to residents	3%	N=17	27%	N=169	39%	N=248	16%	N=102	16%	N=101	100%	N=637
The value of services for the taxes paid to St. Louis County	4%	N=27	29%	N=188	39%	N=247	18%	N=118	9%	N=59	100%	N=640
The job St. Louis County government does at managing tax dollars	4%	N=24	25%	N=158	38%	N=244	19%	N=119	14%	N=90	100%	N=635
Effectively planning for the future of the county	4%	N=24	22%	N=139	40%	N=255	15%	N=97	19%	N=123	100%	N=638
The job St. Louis County does at providing culturally responsive services	3%	N=21	19%	N=122	36%	N=230	8%	N=52	33%	N=212	100%	N=637
The job St. Louis County does at providing access to St. Louis County government services	5%	N=32	34%	N=216	36%	N=231	7%	N=47	18%	N=115	100%	N=641
Overall confidence in St. Louis County government	4%	N=27	39%	N=242	41%	N=253	11%	N=66	6%	N=36	100%	N=623

Table 13: Question 7 - Excluding Don't Know Responses

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	3%	N=20	41%	N=240	43%	N=253	13%	N=77	100%	N=591
The job St. Louis County government does at listening to residents	3%	N=17	32%	N=169	46%	N=248	19%	N=102	100%	N=537
The value of services for the taxes paid to St. Louis County	5%	N=27	32%	N=188	43%	N=247	20%	N=118	100%	N=580
The job St. Louis County government does at managing tax dollars	4%	N=24	29%	N=158	45%	N=244	22%	N=119	100%	N=545
Effectively planning for the future of the county	5%	N=24	27%	N=139	49%	N=255	19%	N=97	100%	N=515
The job St. Louis County does at providing culturally responsive services	5%	N=21	29%	N=122	54%	N=230	12%	N=52	100%	N=425
The job St. Louis County does at providing access to St. Louis County government services	6%	N=32	41%	N=216	44%	N=231	9%	N=47	100%	N=526
Overall confidence in St. Louis County government	5%	N=27	41%	N=242	43%	N=253	11%	N=66	100%	N=587

Table 14: Question 8 - Including Don't Know Responses

To what extent do you approve or disapprove of the job the St. Louis County government is doing?	Percent of respondents	Number of respondents
Strongly approve	11%	N=72
Somewhat approve	56%	N=358
Somewhat disapprove	16%	N=102
Strongly disapprove	6%	N=40
Don't know	10%	N=65
Total	100%	N=637

Table 15: Question 8 - Excluding Don't Know Responses

To what extent do you approve or disapprove of the job the St. Louis County government is doing?	Percent of respondents	Number of respondents
Strongly approve	13%	N=72
Somewhat approve	63%	N=358
Somewhat disapprove	18%	N=102
Strongly disapprove	7%	N=40
Total	100%	N=572

Table 16: Question 9 - Including Don't Know Responses

Please rate 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	35%	N=219	35%	N=221	7%	N=46	1%	N=6	22%	N=140	100%	N=632
Sheriff patrol	24%	N=148	43%	N=267	12%	N=72	2%	N=13	20%	N=127	100%	N=627
Employment support	3%	N=20	23%	N=145	27%	N=166	8%	N=51	39%	N=243	100%	N=626
Snow and ice removal on County roads	17%	N=107	39%	N=247	27%	N=167	13%	N=82	4%	N=24	100%	N=627
Maintenance of County roads	6%	N=39	33%	N=204	35%	N=217	20%	N=126	5%	N=34	100%	N=620
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	5%	N=32	26%	N=165	22%	N=139	3%	N=21	43%	N=269	100%	N=626
Information about the work of the St. Louis County Board	2%	N=14	20%	N=126	26%	N=161	9%	N=57	42%	N=261	100%	N=619
Records and vital statistics	5%	N=31	27%	N=170	22%	N=140	3%	N=21	42%	N=265	100%	N=627
Assessment process/property tax system	3%	N=19	27%	N=169	32%	N=200	13%	N=84	25%	N=154	100%	N=626
Licensing and vehicle registration	9%	N=60	43%	N=271	27%	N=171	13%	N=82	7%	N=45	100%	N=629
Land use services, including building and conditional use permitting	2%	N=15	26%	N=162	25%	N=155	8%	N=49	39%	N=245	100%	N=627
On-site wastewater and septic permitting	2%	N=14	19%	N=119	19%	N=121	7%	N=44	52%	N=324	100%	N=623
Management of County-owned land	2%	N=12	28%	N=174	23%	N=143	3%	N=18	45%	N=279	100%	N=626
Disaster preparedness and response	4%	N=26	31%	N=194	19%	N=119	3%	N=20	43%	N=267	100%	N=627
Public health	3%	N=21	38%	N=240	29%	N=182	4%	N=24	25%	N=155	100%	N=623
Landfill, canister sites and recycling programs	14%	N=90	43%	N=266	25%	N=159	4%	N=26	13%	N=82	100%	N=623
Services to older adults	4%	N=24	27%	N=170	28%	N=172	8%	N=49	34%	N=210	100%	N=625
Services to youth	3%	N=17	24%	N=148	26%	N=162	12%	N=76	36%	N=225	100%	N=628
Services to low income residents	5%	N=32	21%	N=130	31%	N=197	9%	N=57	34%	N=212	100%	N=629
Child protection	3%	N=21	22%	N=139	29%	N=185	8%	N=49	37%	N=236	100%	N=631
Services to veterans	4%	N=25	20%	N=122	21%	N=131	13%	N=81	42%	N=264	100%	N=622
Overall quality of services provided by St. Louis County	3%	N=16	41%	N=253	42%	N=262	6%	N=36	9%	N=53	100%	N=620

Table 17: Question 9 - Excluding Don't Know Responses

Please rate each of the following services provided by St. Louis County.	Excellent		Good		Fair		Poor		Total	
911 dispatch	44%	N=219	45%	N=221	9%	N=46	1%	N=6	100%	N=492
Sheriff patrol	30%	N=148	53%	N=267	14%	N=72	3%	N=13	100%	N=500
Employment support	5%	N=20	38%	N=145	43%	N=166	13%	N=51	100%	N=383
Snow and ice removal on County roads	18%	N=107	41%	N=247	28%	N=167	14%	N=82	100%	N=603
Maintenance of County roads	7%	N=39	35%	N=204	37%	N=217	22%	N=126	100%	N=586
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	9%	N=32	46%	N=165	39%	N=139	6%	N=21	100%	N=357
Information about the work of the St. Louis County Board	4%	N=14	35%	N=126	45%	N=161	16%	N=57	100%	N=358
Records and vital statistics	9%	N=31	47%	N=170	39%	N=140	6%	N=21	100%	N=362
Assessment process/property tax system	4%	N=19	36%	N=169	42%	N=200	18%	N=84	100%	N=472
Licensing and vehicle registration	10%	N=60	46%	N=271	29%	N=171	14%	N=82	100%	N=584
Land use services, including building and conditional use permitting	4%	N=15	42%	N=162	41%	N=155	13%	N=49	100%	N=382
On-site wastewater and septic permitting	5%	N=14	40%	N=119	41%	N=121	15%	N=44	100%	N=299
Management of County-owned land	3%	N=12	50%	N=174	41%	N=143	5%	N=18	100%	N=347
Disaster preparedness and response	7%	N=26	54%	N=194	33%	N=119	6%	N=20	100%	N=359
Public health	5%	N=21	51%	N=240	39%	N=182	5%	N=24	100%	N=468
Landfill, canister sites and recycling programs	17%	N=90	49%	N=266	29%	N=159	5%	N=26	100%	N=541
Services to older adults	6%	N=24	41%	N=170	42%	N=172	12%	N=49	100%	N=415
Services to youth	4%	N=17	37%	N=148	40%	N=162	19%	N=76	100%	N=403
Services to low income residents	8%	N=32	31%	N=130	47%	N=197	14%	N=57	100%	N=417
Child protection	5%	N=21	35%	N=139	47%	N=185	13%	N=49	100%	N=395
Services to veterans	7%	N=25	34%	N=122	36%	N=131	23%	N=81	100%	N=358
Overall quality of services provided by St. Louis County	3%	N=16	45%	N=253	46%	N=262	6%	N=36	100%	N=567

Table 18: Question 10 - 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	28%	N=174	50%	N=311	21%	N=132	100%	N=617
Sheriff patrol	20%	N=123	57%	N=353	23%	N=144	100%	N=620
Employment support	8%	N=47	42%	N=254	51%	N=307	100%	N=608
Snow and ice removal on County roads	32%	N=196	49%	N=306	19%	N=120	100%	N=623
Maintenance of County roads	25%	N=158	54%	N=335	21%	N=128	100%	N=621
Access to information on County website	16%	N=98	40%	N=247	44%	N=268	100%	N=614
Information about the work of the St. Louis County Board	5%	N=31	39%	N=239	56%	N=344	100%	N=613
Records and vital statistics	9%	N=56	39%	N=241	52%	N=319	100%	N=616
Assessment process/property tax system	13%	N=82	49%	N=304	38%	N=232	100%	N=618
Licensing and vehicle registration	31%	N=192	52%	N=323	17%	N=102	100%	N=618
Land use services, including building and conditional use permitting	9%	N=53	42%	N=258	49%	N=303	100%	N=615
On-site wastewater and septic permitting	9%	N=54	33%	N=206	58%	N=356	100%	N=616
Management of County-owned land	5%	N=28	41%	N=248	55%	N=336	100%	N=613
Disaster preparedness and response	7%	N=41	41%	N=252	53%	N=325	100%	N=619
Public health	14%	N=90	56%	N=347	30%	N=184	100%	N=620
Landfill, canister sites and recycling programs	27%	N=168	54%	N=337	19%	N=116	100%	N=621
Services to older adults	11%	N=71	50%	N=312	38%	N=236	100%	N=618
Services to youth	10%	N=62	45%	N=278	45%	N=280	100%	N=620
Services to low income residents	14%	N=87	44%	N=272	42%	N=258	100%	N=617
Child protection	10%	N=63	46%	N=286	44%	N=273	100%	N=622
Services to veterans	14%	N=89	41%	N=252	45%	N=279	100%	N=620

Table 19: Question 10 - Would Like More Information

Indicate whether you would like the County to provide more information about each service	Percent of respondents	Number of respondents
911 dispatch	3%	N=18
Sheriff patrol	3%	N=16
Employment support	5%	N=31
Snow and ice removal on County roads	2%	N=13
Maintenance of County roads	2%	N=14
Access to information on County website	3%	N=18
Information about the work of the St. Louis County Board	7%	N=44
Records and vital statistics	6%	N=36
Assessment process/property tax system	7%	N=43
Licensing and vehicle registration	1%	N=9
Land use services, including building and conditional use permitting	5%	N=33
On-site wastewater and septic permitting	3%	N=18
Management of County-owned land	5%	N=29
Disaster preparedness and response	7%	N=42
Public health	5%	N=30
Landfill, canister sites and recycling programs	3%	N=21
Services to older adults	7%	N=41
Services to youth	5%	N=32
Services to low income residents	6%	N=37
Child protection	3%	N=18
Services to veterans	4%	N=23
Do not want information	77%	N=483

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

Table 20: Question 11 - Including Don't Know Responses

Which St. Louis County Government service, if any, do you think should be improved, and what would you like to see changed?	Percent of respondents	Number of respondents
Lower taxes, more accurate property valuations	14%	N=44
Improve infrastructure, road maintenance, snow removal	23%	N=71
Improve child protective services, more youth activities	5%	N=17
Better public safety, more Sheriff deputies, patrol and drug task force; concerns about jail	4%	N=14
Increase government transparency, fiscal responsibility, communication	6%	N=20
More healthcare and mental healthcare options and support (especially for underserved populations)	7%	N=23
Non-health-related services and assistance for underserved populations (e.g., low income, veterans, disabled, etc.)	15%	N=46
Other	13%	N=42
Don't know, none, not applicable	11%	N=36
Total	100%	N=312

Survey respondents had the opportunity to write-in a response. Please see Appendix B: Verbatim Responses to Survey Questions from Scientific Survey to review the verbatim responses.

Table 21: Question 11 - Excluding Don't Know Responses

Which St. Louis County Government service, if any, do you think should be improved, and what would you like to see changed?	Percent of respondents	Number of respondents
Lower taxes, more accurate property valuations	16%	N=44
Improve infrastructure, road maintenance, snow removal	26%	N=71
Improve child protective services, more youth activities	6%	N=17
Better public safety, more Sheriff deputies, patrol and drug task force; concerns about jail	5%	N=14
Increase government transparency, fiscal responsibility, communication	7%	N=20
More healthcare and mental healthcare options and support (especially for underserved populations)	8%	N=23
Non-health-related services and assistance for underserved populations (e.g., low income, veterans, disabled, etc.)	17%	N=46
Other	15%	N=42
Total	100%	N=277

Survey respondents had the opportunity to write-in a response. Please see Appendix B: Verbatim Responses to Survey Questions from Scientific Survey to review the verbatim responses.

Table 22: Question 12

Have you visited, telephoned, or e-mailed any St. Louis County government office within the last 12 months?	Percent of respondents	Number of respondents
Yes	40%	N=252
No	60%	N=372
Total	100%	N=624

Table 23: Question 13

With which office did you MOST RECENTLY have contact?	Percent of respondents	Number of respondents
911 Dispatch	25%	N=65
Assessor	17%	N=46
Community Corrections	1%	N=2
County Board/Administration	4%	N=10
County Attorney	3%	N=8
County Auditor	6%	N=16
Environmental Services	1%	N=1
Human Resources	8%	N=22
Land and Minerals	3%	N=9
Planning and Community Development	3%	N=7
Financial Assistance	5%	N=13
Public Health	4%	N=10
Child and Family Services	3%	N=8
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	2%	N=5
Public Works	5%	N=12
Recorder	2%	N=5
Sheriff (other than 911 Dispatch)	2%	N=6
Veterans' Services Office	2%	N=5
Other	5%	N=13
Total	100%	N=261

Asked only of those who contacted a County office in the last 12 months. Survey respondents had the opportunity to write-in a response. Please see Appendix B: Verbatim Responses to Survey Questions from Scientific Survey to review the verbatim responses.

Table 24: Question 14 - Including Don't Know Responses

What was your impression of the employee(s) of St. Louis County in your most recent contact? (Please rate each characteristic.)	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	44%	N=115	36%	N=94	15%	N=40	4%	N=10	1%	N=4	100%	N=262
Responsiveness	39%	N=104	36%	N=94	16%	N=43	8%	N=22	0%	N=1	100%	N=263
Courtesy	43%	N=114	33%	N=87	17%	N=46	6%	N=15	0%	N=1	100%	N=263
Overall impression	36%	N=95	39%	N=102	17%	N=44	8%	N=20	0%	N=1	100%	N=262

Asked only of those who contacted a County office in the last 12 months.

Table 25: Question 14 - Excluding Don't Know Responses

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
Knowledge	44%	N=115	36%	N=94	15%	N=40	4%	N=10	100%	N=258
Responsiveness	40%	N=104	36%	N=94	16%	N=43	8%	N=22	100%	N=262
Courtesy	44%	N=114	33%	N=87	17%	N=46	6%	N=15	100%	N=262
Overall impression	37%	N=95	39%	N=102	17%	N=44	8%	N=20	100%	N=261

Asked only of those who contacted a County office in the last 12 months.

Table 26: Question 15 - Including Don't Know Responses

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	69%	N=435	27%	N=169	4%	N=24	0%	N=2	0%	N=3	100%	N=633
Protect children and vulnerable adults from abuse and neglect	71%	N=451	26%	N=164	3%	N=17	0%	N=0	0%	N=2	100%	N=633
Provide timely access to economic assistance	36%	N=225	41%	N=259	19%	N=118	3%	N=18	2%	N=11	100%	N=632
Invest in County road infrastructure	49%	N=313	39%	N=249	10%	N=63	0%	N=2	1%	N=6	100%	N=632
Provide more trails for recreational use	18%	N=117	27%	N=173	37%	N=234	15%	N=96	3%	N=16	100%	N=635
Promote healthy behaviors	26%	N=163	37%	N=236	27%	N=170	8%	N=53	2%	N=11	100%	N=633
Provide resident communication/public information	28%	N=174	42%	N=262	25%	N=161	4%	N=22	2%	N=12	100%	N=631
Provide online payment options for County services	18%	N=112	28%	N=174	34%	N=216	14%	N=88	7%	N=42	100%	N=632

Table 27: Question 15 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N
Enforce laws and prosecute criminals	69%	N=435	27%	N=169	4%	N=24	0%	N=2	100%	N=630
Protect children and vulnerable adults from abuse and neglect	71%	N=451	26%	N=164	3%	N=17	0%	N=0	100%	N=631
Provide timely access to economic assistance	36%	N=225	42%	N=259	19%	N=118	3%	N=18	100%	N=621
Invest in County road infrastructure	50%	N=313	40%	N=249	10%	N=63	0%	N=2	100%	N=626
Provide more trails for recreational use	19%	N=117	28%	N=173	38%	N=234	15%	N=96	100%	N=619
Promote healthy behaviors	26%	N=163	38%	N=236	27%	N=170	9%	N=53	100%	N=622
Provide resident communication/public information	28%	N=174	42%	N=262	26%	N=161	4%	N=22	100%	N=619
Provide online payment options for County services	19%	N=112	30%	N=174	37%	N=216	15%	N=88	100%	N=590

Table 28: Question 16

How familiar, if at all, are you with Aquatic Invasive Species?	Percent of respondents	Number of respondents
I am familiar	59%	N=379
I have heard of it, but am not very familiar	29%	N=187
Not familiar	12%	N=75
Total	100%	N=641

Table 29: Question 17 - Including Don't Know Responses

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 of respondents
Essential	37%	N=238
Very important	42%	N=269
Somewhat important	10%	N=65
Not at all important	3%	N=16
Don't know	8%	N=53
Total	100%	N=642

Table 30: Question 17 - Excluding Don't Know Responses

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 of respondents
Essential	40%	N=238
Very important	46%	N=269
Somewhat important	11%	N=65
Not at all important	3%	N=16
Total	100%	N=588

Table 31: Question 18

How familiar, if at all, are you with the St. Louis County Heritage and Arts Center (the Depot)?	Percent of respondents	Number of respondents
I am familiar	43%	N=273
I have heard of it, but am not very familiar	32%	N=207
Not familiar	25%	N=159
Total	100%	N=640

Table 32: Question 19 - Including Don't Know Responses

How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long-term viability?	Percent of respondents	Number of respondents
Essential	12%	N=79
Very important	27%	N=176
Somewhat important	36%	N=230
Not at all important	11%	N=71
Don't know	13%	N=86
Total	100%	N=642

Table 33: Question 19 - Excluding Don't Know Responses

How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long-term viability?	Percent of respondents	Number of respondents
Essential	14%	N=79
Very important	32%	N=176
Somewhat important	41%	N=230
Not at all important	13%	N=71
Total	100%	N=556

Table 34: Question 20

Which ONE of the following options below would you most prefer to use to learn more about County services? (Please check only one.)	Percent of respondents	Number of respondents
Email	13%	N=80
County website	31%	N=197
County social media	9%	N=55
No preference/don't know	16%	N=102
Direct mail	24%	N=151
I am not interested in learning more about County services	8%	N=53
Total	100%	N=638

Table 35: Question 21 - Including Don't Know Responses

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	
County Board meetings shown on cable access	64%	N=404	18%	N=112	5%	N=30	13%	N=84	100%	N=629
Newspapers (print or online)	14%	N=90	35%	N=219	47%	N=296	5%	N=29	100%	N=634
Other county residents (such as neighbors or friends)	17%	N=110	51%	N=321	26%	N=162	6%	N=37	100%	N=630
St. Louis County employees	45%	N=277	34%	N=208	14%	N=88	7%	N=45	100%	N=619
St. Louis County website (www.stlouiscountymn.gov)	35%	N=219	30%	N=188	27%	N=171	8%	N=51	100%	N=629
Public/community meetings	46%	N=288	38%	N=242	8%	N=53	8%	N=49	100%	N=632
Radio	26%	N=165	46%	N=292	24%	N=152	4%	N=25	100%	N=634
Television newscasts	23%	N=144	33%	N=208	41%	N=255	3%	N=22	100%	N=629
Phone calls to St. Louis County	56%	N=351	27%	N=168	11%	N=72	6%	N=40	100%	N=631
Reports, flyers or brochures	37%	N=232	44%	N=276	13%	N=85	6%	N=38	100%	N=630
Social Media (Facebook, Twitter, etc.)	48%	N=298	29%	N=184	16%	N=101	7%	N=44	100%	N=628

Table 36: Question 21 - Excluding Don't Know Responses

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	
County Board meetings shown on cable access	74%	N=404	20%	N=112	6%	N=30	100%	N=546
Newspapers (print or online)	15%	N=90	36%	N=219	49%	N=296	100%	N=604
Other county residents (such as neighbors or friends)	19%	N=110	54%	N=321	27%	N=162	100%	N=593
St. Louis County employees	48%	N=277	36%	N=208	15%	N=88	100%	N=574
St. Louis County website (www.stlouiscountymn.gov)	38%	N=219	32%	N=188	30%	N=171	100%	N=578
Public/community meetings	49%	N=288	42%	N=242	9%	N=53	100%	N=583
Radio	27%	N=165	48%	N=292	25%	N=152	100%	N=609
Television newscasts	24%	N=144	34%	N=208	42%	N=255	100%	N=608
Phone calls to St. Louis County	59%	N=351	28%	N=168	12%	N=72	100%	N=591
Reports, flyers or brochures	39%	N=232	47%	N=276	14%	N=85	100%	N=592
Social Media (Facebook, Twitter, etc.)	51%	N=298	32%	N=184	17%	N=101	100%	N=583

Table 37: Question 22 - Including Don't Know Responses

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 of respondents
Much better	4%	N=26
Somewhat better	21%	N=137
About the same	58%	N=371
Somewhat worse	11%	N=70
Much worse	3%	N=17
Don't know	3%	N=17
Total	100%	N=638

Table 38: Question 22 - Excluding Don't Know Responses

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 of respondents
Much better	4%	N=26
Somewhat better	22%	N=137
About the same	60%	N=371
Somewhat worse	11%	N=70
Much worse	3%	N=17
Total	100%	N=621

Table 39: Question D1

How long have you lived in St. Louis County?	Percent of respondents	Number of respondents
Less than 2 year	7%	N=46
2-5 years	10%	N=65
6-10 years	11%	N=74
11-15 years	6%	N=36
16-20 years	5%	N=34
Over 20 years	60%	N=389
Total	100%	N=643

Table 40: Question D2

Have you or an immediate family member ever worked for St. Louis County?	Percent of respondents	Number of respondents
Yes	16%	N=99
No	84%	N=538
Total	100%	N=637

Table 41: Question D3

Which of the following best describes you?	Percent of respondents	Number of respondents
Employed full-time	51%	N=326
Employed part-time	7%	N=46
Employed, seeking better job or more hours	3%	N=21
Unemployed, looking for work	2%	N=12
Homemaker	4%	N=28
Retired	29%	N=183
Student	3%	N=20
Total	100%	N=636

Table 42: Question D4

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number of respondents
No, not Spanish, Hispanic or Latino	98%	N=617
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=10
Total	100%	N=628

Table 43: Question D5

What is your race?	Percent	Number of respondents
American Indian or Alaskan Native	1%	N=8
Asian, Asian Indian or Pacific Islander	2%	N=14
Black or African American	0%	N=3
White	96%	N=603
Other	1%	N=8

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

Table 44: Question D6

Which category contains your age?	Percent of respondents	Number of respondents
18-24	3%	N=22
25-34	25%	N=161
35-44	14%	N=86
45-54	15%	N=94
55-64	15%	N=92
65-74	17%	N=108
75-84	8%	N=50
85+	3%	N=17
Total	100%	N=630

Table 45: Question D7

Which gender do you identify with most closely?	Percent of respondents	Number of respondents
Female	50%	N=314
Male	50%	N=314
Total	100%	N=628

Table 46: Question D8

Which best describes the building you live in?	Percent of respondents	Number of respondents
One family house detached from any other houses	73%	N=466
House attached to one or more houses (e.g., a duplex or townhome)	4%	N=23
Building with two or more apartments or condos	20%	N=125
Manufactured or mobile home	3%	N=20
Other	0%	N=3
Total	100%	N=637

Table 47: Question D9

Is this house, apartment, or mobile home...	Percent of respondents	Number of respondents
Rented for cash or occupied without cash payment	28%	N=177
Owned by you or someone in this house with a mortgage or free and clear	72%	N=445
Total	100%	N=623

Table 48: Question D10

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	18%	N=68	18%	N=65	5%	N=17	1%	N=3	2%	N=7	57%	N=208	100%	N=368
Adults under age 65 years	35%	N=173	48%	N=235	5%	N=24	1%	N=5	2%	N=8	10%	N=48	100%	N=493
Adults age 65 years and over	31%	N=118	17%	N=67	0%	N=1	0%	N=0	0%	N=0	51%	N=197	100%	N=382

Table 49: Question D11

Please indicate your household's annual income:	Percent of respondents	Number of respondents
Under \$15,000	7%	N=42
\$15,000-\$24,999	12%	N=71
\$25,000-\$34,999	16%	N=96
\$35,000-\$49,999	13%	N=77
\$50,000-\$74,999	17%	N=99
\$75,000-\$99,999	15%	N=91
\$100,000-\$149,999	11%	N=67
\$150,000-\$199,999	5%	N=31
\$200,000 or more	2%	N=13
Total	100%	N=586

Appendix B: Verbatim Responses to Survey Questions from Scientific Survey

Following are verbatim responses to open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

Question 3: Other (please specify)

- ◆ Absence of coppernickel mine essential.
- ◆ Accessibility by disabled.
- ◆ Affordability of renting
- ◆ All are important to me not saying they are all that.
- ◆ Clean homeless facilities.
- ◆ CLEAN WATER!
- ◆ Cops that are not Bigots and are properly trained.
- ◆ Cost of living/ rent is too high.
- ◆ DANCES more of them.
- ◆ Diverse industries (more than just mining!)
- ◆ Don't know
- ◆ Getting rid of crime and the things that bring down property values!
- ◆ Helping people from St. Louis 1st instead of all people coming up to Duluth, MN. Social Services and make it more fare for people from Duluth area 1st over outside areas mainly people from out of states around [?] states and else where too.
- ◆ Honest Goof.
- ◆ Low taxes
- ◆ MN TAXES TOO HIGH.
- ◆ N/A.
- ◆ Need better/safer bike paths to bike to work.
- ◆ NONE.
- ◆ Parks.
- ◆ Public transportation, bicycling on streets = (1) Essential.
- ◆ Public Transportation.
- ◆ Show removal of essential sidewalks that plows push on after seniors shovel by schools is very poor.
- ◆ The only impediment for retirees. High MN taxes!
- ◆ There didn't seem to be have a question
- ◆ Tree Huggers.
- ◆ Unreliable contractors, small jobs in the service industry. Many workers do not follow up on appointments. Will not call back. Very unreliable!

- ◆ Wages.
- ◆ Walkable, Bikeable Streets.
- ◆ WE DO NOT HAVE RELIABLE INTERNET. FRONTIER SUCKS.
- ◆ Weather.

Question 11: Which St. Louis County Government service, if any, do you think should be improved, and what would you like to see changed?

- ◆ (1) I think less salt should be used on the roads. (2) St. Louis is too big conflicts between Range/Duluth should be reduced on land use etc.
- ◆ (N/A).
- ◆ ?
- ◆ ?
- ◆ ??
- ◆ 911
- ◆ 911
- ◆ 911 dispatch had too many out access, BETTER ACCESS TO INTERNET.
- ◆ A fairer property tax assessment.
- ◆ A lot of my answers are due to my own lack of seeking information, so no blame our county, but now that I've done the survey, I'd like to know more. Thank you.
- ◆ Activities for children, and teens. Get more activities for them.
- ◆ Adjust services like healthcare to meet a more current and realistic idea of low income "The working poor".
- ◆ Adult Services increases staffing.
- ◆ All of them split the county into 2 smaller countries with 2 separate governments that can better manage a smaller area.
- ◆ All service no mining. Stop pissing away money on worthless ship.
- ◆ Although, they are more helpful at my last visit and more courteous, the License Bureau!
- ◆ Any type of services for mental health, rehab, abuse protection suicide assistance for minors through elderly on Iron Range.
- ◆ assessment
- ◆ Assessment process many properties above St. Mary's were recently devalued without notice Why?
- ◆ Assessor use common sense.
- ◆ Auditing of land and buildings could be a little more realistic.
- ◆ Being able for babies to be born in Ely.
- ◆ Being able to talk to County workers.
- ◆ Better access to entire parcel GIS dataset. Diversity child protection workforce. Recruit more foster families of color. Online employee directory include nonbinary gender option on survey.
- ◆ Better infrastructure repair & maintenance. Better use of tax dollar and not cater to special interest.
- ◆ Better maintained Cty. Rds.

- ◆ Better maintenance of drain systems along the roads by residences. They need to be unclogged after winter melting.
- ◆ Better management of child support. Both parents need to be accountable and support the children.
- ◆ Better pothole filling.
- ◆ Better quality & more nursing home/ rehab facilities.
- ◆ BETTER ROADS IN DULUTH, MN.
- ◆ Better roads.
- ◆ Better services to veterans. County Road conditions suck. Better care & services to elderly.
- ◆ Better use of NEUCC and SLC jail to keep presentence inmates from overcrowding SLC jail and shipping to other counties.
- ◆ Better/ quicker road snow & ice removal. Mow grass in ditches more often.
- ◆ Change old culverts.
- ◆ Change overrated value of homes & property for tax purposes.
- ◆ Child protection making sure rules are being done & followed.
- ◆ CHILD PROTECTION NEED MORE COMMUNITY PROGRAMS FOR CHILDREN MUSIC FOR ALL CHILDREN REGARDLESS OF ECONOMIC STATUS.
- ◆ Child Protection. Need more Social workers
- ◆ Child protective services needs stronger leadership to assist social workers upper mgmt. and supervisors are grossly under qualified.
- ◆ Child Services.
- ◆ Child support provide better information and follow up on part collections that do not pertain any more as paying for child who's now 39 years old. Obama allows payment from disability checks.
- ◆ Child Support, and the taking away of a guy's driver's licenses.
- ◆ Community Action Duluth need programs that match savings again. One roof does nothing as well.
- ◆ Community to be more involved with youth. Also getting the service for all the roads that need to be repaired.
- ◆ Continue the high quality of road and bridge repairs.
- ◆ Continue with more information almost property tax system.
- ◆ County assistance, outreach programs, preventative programs for youth before serious offenses occur.
- ◆ County Board better transparency and public input workforce services improvement.
- ◆ County commissioners listen to financial effects of their decisions.
- ◆ County is too liberal anti conservative, antiwhite. Male attitudes and policy's reflect as much.
- ◆ County Jail expanded build to Range Area & add on to Duluth. Build an both ends.
- ◆ County Roads in Cotton, Meadowlands, Floodwood Area!

- ◆ COUNTY ROADS NEAR DULUTH ARE OFTEN IN BAD SHAPE COMPARED WITH ROADS NORTH OF DULUTH & LESS TRAVELED NEED TO REFOCUS. REDUCE PROPERTY TAXES ON THOSE ON FIXED INCOME.
- ◆ County services, less welfare, drug testing for those receiving benefits.
- ◆ Coverage by sheriff dept. in rural areas.
- ◆ Decreased property taxes. Broadband for everyone at a reasonable price.
- ◆ DMV, coming from another state it was nearly impossible to register my vehicles. I still doesn't have a boat trails licensed and miss a sellers credit one another. We didn't license trailers & no one at DMV said me did. Who owns a boat & not a trailer? They should know to ask.
- ◆ Do not know.
- ◆ Do not know.
- ◆ don't know
- ◆ Don't know any.
- ◆ Don't know.
- ◆ DON'T KNOW.
- ◆ Don't know.
- ◆ Drop Cty. Septic Program go with State Program like rest of State does, implement best practice, of Govt. operations, copy best notion into Cty. Programs efficiency in Govt., five people that do not perform & others have to carry their workload.
- ◆ Duluth, MN. I am disabled keep food stamps (EST).
- ◆ Easier permitting for septic's and new building projects.
- ◆ Employment for veterans. Employment for people who have disabilities.
- ◆ Environment we are way too hard on company to get stewed or continue to providing jobs (state as well).
- ◆ ENVIRONMENTAL PROTECTION.
- ◆ Everyone in St. Louis country fair treatment not just helping drug people and drunks should be last to get, except helping families and single people fair 1st in St Louis County with right information and paper work.
- ◆ Everything is always subject to improvement isn't it?
- ◆ Fill in potholes in a timely manner.
- ◆ Financial services are very understaffed & a crucial core element of County Services.
- ◆ Fix the roads!
- ◆ Fix the Street Park Point.
- ◆ Food assistance, utility, cash, middle man gets zero help, you have to have no job to get temporary help.
- ◆ Food Stamp program have more qualifications to receive.
- ◆ Get the drug epidemic in check which will help get crime in check. Provide services for those who pay the taxes instead of those who don't.
- ◆ Help for people to get help more for the elderly people & low income people, Thank you!
- ◆ Hibbing contracting out the Sheriff's dept.

- ◆ Highway 21 is horrible to travel in the winter. Usually the worst road to travel in bad weather. Has been this way for years!
- ◆ Homeless person help and especially family or children.
- ◆ House accessibility, low income even for working people, food insecurity.
- ◆ Housing and other low income benefits for nonresidents. Access to benefits From St. Louis County should have a minimum Residency require of at least 30 days. New arrivals to the county should not be attracted to the area by assistance with housing, etc. Immediately upon arrival. This policy is unaffordable for tax payers and invites drug dealers, girlfriends and their children to the area.
- ◆ How we help the lost & homeless!
- ◆ I am interested in focus on revitalizing the economy, braked by the County and State. Focus on natural resources and a new type of tourism.
- ◆ I attended 2 County planning meetings & was shocked how "short". A few of the committee members were to the public who took time off to share views. They were not interested in what the tax payer majority had to say. It left me with a bad feeling. Also nursing homes are well regulated & need no further county over sight.
- ◆ I can't think of any at the moment.
- ◆ I don't access many service except plowing and it seems good enough.
- ◆ I don't know.
- ◆ I feel that many of the County's departments are overstaffed, underworked, and overpaid. There is very little oversight. A thorough review is needed. The exception is public health. They are understaffed and underpaid.
- ◆ I feel the recent round of property valuations for my area (Center City Duluth) is very skewed. I want transparency.
- ◆ I have lived in Duluth with for 40 yrs. road maintenance/ snow removal is always talked about. Never improved.
- ◆ I have some concerns about Hwy. 53 between Pike Lk. & the Range many accidents near Twig.
- ◆ I live on a private road that the residents have to pay for maintenance .I pay full taxes and would like our road to be treated fairly.
- ◆ I see some pressure to sell county lands when public lands can be a tremendous value to residents. Our natural resources are the envy of people elsewhere!
- ◆ I want to see property assessors licensed before being allowed to work independently. You don't get a haircut from an unlicensed cosmetologist/stylist. I had an unlicensed appraiser at my house who had only been employed for weeks by the county--he didn't have a mentor with him like he should have had and made mistakes on my field report. I discovered through conversing with another assessor that new hires are basically not trained...they are expected to figure out how to do the job or fired after a year. Seems to me that this county is out to rob property owners--I bet that only a few people review their field report or even know about it.
- ◆ I would like people on welfare to be tested for drugs to receive services & I think people able to work should have to work.

- ◆ I would like to see fluoride removed from our water treatment process and better road maintenance.
- ◆ I would like to see more people to work for Mental Health issues.
- ◆ I would like to see more specifics about how tax dollars are spent.
- ◆ I would love to see the 2-1-1- program, in partnership with the United Way better advertised by the County. It is such a wonderful resource in our community and is under-utilized.
- ◆ I'd like to see all the sidewalk plowed in the winters to walk on them. So we don't have to walk on the poop.
- ◆ IMPROVE INFRASTRUCTURE ROADS, BRIDGES.
- ◆ Improve road conditions and public transportation.
- ◆ In general, we need to do more to address homelessness and the availability of affordable housing.
- ◆ Infrastructure, bridges, roads.
- ◆ It might be nice to know a bit more about the services offered, in general, before suggesting any improvement.
- ◆ Law enforcement! More drug task force people! Better training! Use less snitches! If they get into trouble, no favors given!
- ◆ LICENSING AND REGISTRATION BE MORE EFFICIENT PROVIDE BETTER CUSTOMER SERVICE.
- ◆ Licensing vehicles. The local folks are fantastic, but state system is horrendous.
- ◆ Licensing/ vehicle registration hours should be open until 5:00 pm instead of 4:00 pm for people that work.
- ◆ Lower taxes is always nice. Better road contractor (37 to Hibbing is terrible after 1 year), that company was awful.
- ◆ LOWER TAXES.
- ◆ MAINTAIN ROADS.
- ◆ maintenance of northern co. roads
- ◆ Maintenance of County Roads & Public Health.
- ◆ Management of county owned land and properties. Remove old structures. Create new!!
- ◆ Management of state property (tax forfeiture).
- ◆ Mayors not visible in our community.
- ◆ Mental Health services are not adequate
- ◆ Mental health services in rural communities like Ely whatever power the county has to keep sulfide ore copper mining out of the county, it must use.
- ◆ Mental Health. The system is not easy to navigate and it is full of roadblocks.
- ◆ More assistance & financial aid for Senior Citizen @ low income to poverty level. "Affordable housing assistance".
- ◆ MORE BUSINESS FRIENDLY.
- ◆ More funding for public health and services for at risk youth - youth case management.
- ◆ More health and wellness services for young & old.

- ◆ More help for veterans, homeless and elderly.
- ◆ More information on elder benefits & gathering places. Reduce property taxes.
- ◆ More information on the County Board Meetings televised on Local TV. Channels.
- ◆ More information provided for law enforcement & 911 dispatchers about domestic violence and residents with "Safe At Home Status".
- ◆ More information re: your services maybe online or handouts available in store throughout the county.
- ◆ More job opportunities, more police on patrol. Better emergency service response or more EMT's.
- ◆ More jobs.
- ◆ More opportunities for Mental Health Services.
- ◆ More public services information. A place where you can access "county news/updates" online.
- ◆ MORE RECYCLING CENTERS, MENTAL HEALTH SERVICES! CULTURAL & ARTS MORE NONMOTORIZED WALKING TRAILS (FOR PEDESTRIANS).
- ◆ More resources to get the homeless on their feet and to keep them on their feet.
- ◆ More support services for mental health/ vulnerable adults.
- ◆ More transparency more disclosure.
- ◆ More value for tax dollars, fewer/lower taxes.
- ◆ MOST SHOULD BE ELIMINATED!!!
- ◆ N/A.
- ◆ NEED LOWER PROPERTY TAXES TO GET PEOPLE TO MOVE IN.
- ◆ NEED MORE LAW ENFORCEMENT.
- ◆ No comment.
- ◆ no opinion
- ◆ None as of this time.
- ◆ none at this point
- ◆ None.
- ◆ Nonemergency information being relayed to police. More information could be passed on if easier to have access.

- ◆ Not aware of any.
- ◆ Not familiar with most services. Not aware of (general) any major deficiencies. Would like more information on most services.
- ◆ NOT THAT FAMILIAR WITH ALL SERVICES.
- ◆ Nothing at this time. More economic structure.
- ◆ Nothing now.
- ◆ O SITE WASTE WATER/ SEPTIC NEED TO APPLY SCIENCE! MOUNDS BEING REQUIRED WHEN NOT NECESSARY!!
- ◆ Parenting training & skills. The root of many of our issues.
- ◆ Permitting process is overly complicated, too many steps, too much paper work.
- ◆ POLICE DEPT. GETTING TO THE CALLER FASTER!
- ◆ Property tax assessment has to change.
- ◆ Property tax system.
- ◆ Property tax, property taxes evaluation on privately owned roads, too much eye rolling.
- ◆ Property Tax.
- ◆ Property tax/ assessment. A better system to value/ tax properties fairly. The current system has no rhyme or reason.
- ◆ Property tax/ assessment/ increase in factory/ mining/ business assessment.
- ◆ PROPERTY TAXES/ASSESSMENT IT ONLY GOES UP WITH THE MARKET NEVER DOWN WHERE DOES IT END??
- ◆ Property tax's are a joke the auditor should be replaced by someone that knows what he is looking at!!! Insure his friends & family pay much less than everybody else!!
- ◆ PROPERTY TAX'S GET PEOPLE WHO KNOW WHAT THE HELL HEY ARE DOING.
- ◆ Property value assessment.
- ◆ Protection of its wetlands and natural resources, improve habitat management for native plants, game and nongame wildlife.
- ◆ Public health approach.
- ◆ Public Health Mental Health.
- ◆ Public health! You cater to drug abuses & make it easy for them to come here for free \$! But you DO NOT do enough for the low income/homeless/helpless children who will continue their parents' cycle!
- ◆ Quality of streets.
- ◆ Raising property taxes over \$9,000 without assessing the property.
- ◆ Recycling.
- ◆ Reducing Taxes
- ◆ Road & information improvement. MN CARE/ Mechanic for old support needed. Taxes too high.
- ◆ ROAD AND BRIDGE MAINTENANCE.
- ◆ Road condition needs improvement, better river & lake signage, recreational opportunities need more.
- ◆ Road maintenance and snow clearing can always be improved.

- ◆ Road maintenance and winter plowing.
- ◆ Road maintenance more programming to help our youth & adults to live healthy life i.e. nutrition services, healthy living incentives etc...
- ◆ Road maintenance, especially during winter months.
- ◆ Road plowing can be slow during snowy conditions.
- ◆ Road repair & maintenance.
- ◆ ROAD REPAIR.
- ◆ Road, Alley maintenance improves on work done to correct problems (potholes, etc.) instead of filling or digging out on an area FIX.
- ◆ Roads and bridges need to be repaired. EMS and buses can't cross some bridges because of bad structures.
- ◆ ROADS ARE GROSS, PATROLLING OF POLICE.
- ◆ Roads in Duluth are terrible in many areas. I feel my car has taken several negative hits from potholes.
- ◆ ROADS IN PROCTOR.
- ◆ Roads repairs and maintenance. The gravel roads are terrible. If you complain the crews retaliate against your property ie: mail box and garbage cans with equipment.
- ◆ Roads.
- ◆ ROADS.
- ◆ Roads.
- ◆ Roads.
- ◆ Rules be septic systems.
- ◆ Safe, separated bike trails for transportation (not just for fun) of like the super sidewalks for peds. & bikes are nice too.
- ◆ Septic system "common sense".
- ◆ Service for youth. Kids have nothing to do in this town!
- ◆ Service to help older, adults, people in poverty, youth development & public health.
- ◆ Services available to adults who are on Medicare and not just those are on M.A. medical assistance.
- ◆ Services for seniors. Transportation for seniors. Local grocery availability.
- ◆ Services for veterans, ease of access mental health support employment substance abuse/ depending.
- ◆ Services for veterans, low income residents (specifically housing).
- ◆ Services for vulnerable individuals. Ex. mental illness, children, low income LGBTQ, disabled.
- ◆ Services through DHS for disabilities, emergencies, elderly, veterans, and health care.
- ◆ Services to low income residents. I'd like to see more accountability to ensure residents don't abuse the system.
- ◆ Services to low income/ disabled residents, Road and sidewalk repair and snow & ice removal.

- ◆ Services to veterans where any veteran that needs help can get help not just the ones that got hurt in the service.
- ◆ Services to youth it is my understanding that youth who have mental health issues that require in house treatment are brought to N. Dak as we have no openings in St. Louis county not a good setup.
- ◆ Services to youth mainly education of children with special needs.
- ◆ Services to youth.
- ◆ Services to youth. St. Louis County has little to no places for teens to hang out & stay safe.
- ◆ Sheriff patrol and crime in general.
- ◆ Sheriff patrol of city roads. Competent people working at area landfills.
- ◆ Snow & ice removal early morning travelers (i.e.) WORKING PEOPLE are driving on poorly maintained hazardous roads use some sand!
- ◆ Snow and ice remove. My Exit Road alley, because we always get stuck my car high snow.
- ◆ Snow Plowing. Plows come by my house 5 or 6 times per snowfall and plow my driveway in.
- ◆ Snow plows "plug" driveways after residents plow/blow snow which is a physical and/or financial hardship for residents to do again. Therefore, if the county plugs a cleaned driveway, it should return and open it up again.
- ◆ Snow plows taking out mail boxes.
- ◆ Snow plows try not to leave piles of ice at end of drive maybe follow up small machine? Very hard to lift.
- ◆ Snow removal on county rds., more attention to elderly services, homelessness.
- ◆ Snow removal/ sanding better in.
- ◆ Snow should be removed on school sidewalls by city after flows push has on freshly shoveled sidewalls near schools. Kids must walk in road. Seniors have a hard time doing in first place & plows put heavy snow that is hard for seniors to clear to keep kids from getting killed walking in roads when snow back on sidewalks.
- ◆ SOCIAL SERVICE, LAND DEPT., ROAD MAINTENANCE.
- ◆ Social services should be more stringent currently too liberal.
- ◆ Social Services, including child & family & adult services special have more employees & re services (also mental health services!!)
- ◆ Social services, there are too many people on welfare! We should be helping retired adults.
- ◆ Social Services.
- ◆ Some county roads are well kept but others need to be completely replaced.
- ◆ Specifically in Hibbing another utilities company. HPU is 100% the worst, rudest and crimping we have ever dealt with!!
- ◆ Spring sweeping of shoulders of roads 0 to make bicycling safer.
- ◆ ST. LOUIS BOARD NEED CHANGE.
- ◆ St. Louis Planning & Zoning Commission. Allow more variances on new building construction. (i.e. Modify setback variance conditions).
- ◆ Stiffer Penalties for first time drug, alcohol related crimes

- ◆ Stop building Mt. Bike Trails while the road suck! Public works: FIX THE DAMN ROADS!!!
- ◆ Stop handing out welfare to people that move to our state & county just for welfare they receive more/better medical & services than a lifelong resident of St. Louis County that has retired after 45 years of work!!
- ◆ Street & curb replacement & sidewalk or maintenance.
- ◆ Streets repairs.
- ◆ Survey waste of my time and county money.
- ◆ Take care of COUNTY ROAD'S & AVE. The SALO RD. all the way to the Hiway from fire station down in WAASA & EMB, Townships.
- ◆ Taking care of property you own from getting flooded but by beavers.
- ◆ Tax and land use, low income benefits.
- ◆ Tax assessment system (property). Classification of county land & lakes.
- ◆ Tax everything everybody uses not just picking out smokers.
- ◆ Tax help for retired, old peoples veterans too. Better, reasonable housing \$ for fixed income, retired, old people. Something affordable (we deserve it).
- ◆ TAXES TAXES ARE TOO HIGH & ITS DIFFICULT TO GET AN AGRICULTURAL TAX BREAK.
- ◆ Taxes too high, property esp.
- ◆ Taxes, firm, consistent, equitable property tax calculation. Make it less arbitrary!!!
- ◆ TAX'S/ ROAD REPAIR.
- ◆ Telephone access to social services, cell calls have go to a voicemail and aren't always returned.
- ◆ Texas lowered!
- ◆ The assessment of real estate properties, too high, most seniors cannot afford the increases.
- ◆ The count sys. it is a total waste.
- ◆ THE COUNTY SPLIT BETWEEN THE IRON RANGE & DULUTH AREA.
- ◆ The government should be doing more about the lack of affordable housing, poverty, & homelessness
- ◆ The person at the window to pay parking tickets could be friendlier. The parking ticket appeals process should automatically notify driver's status of appeal to avoid late charges on parking tickets.
- ◆ The property tax system is a joke. When you take over property tax control in a municipality, costs raise way too high.
- ◆ The property tax unfairness and land valuation. Property taxes far too high!
- ◆ The roads need a lot of improvements, they are terrible!
- ◆ The roads on Central Hillside would benefit from maintenance.
- ◆ There is room for improvement in all areas of gov.
- ◆ There's always room for improvement in any government service.
- ◆ There's always room for improvements in all aspects of Government Services.
- ◆ They do a good basic job.
- ◆ THOSE UNDER 55 SHOULD EARN THEIR BENEFITS.

- ◆ UNFAMILIAR.
- ◆ Very apparent the county doesn't know how to maintain roads in a cold climate that deals with frost!!!
- ◆ Veterans services need more money. FIX THE ROADS!
- ◆ Waste water & septic, fire all employees that think a mound septic is the answer!
- ◆ WE GIVE AWAY WELFARE TOO FREELY WITH NOT ENOUGH MANDATE TO GET OFF.
- ◆ We no longer have constables in Lakewood Twp.. The sheriff's dept. is slow to respond to some of our issues.
- ◆ We spend a small fortune every year because roads and streets bad quality.
- ◆ Welfare system. It's being abused. Drugs, liquor, poor parenting. No accountability. These children need guidance.
- ◆ Welfare too convenient for "able bodied" people and newcomers who come to this area for money handouts! Should not be a way of life. They should work for receiving our tax dollars.
- ◆ Welfare!! Why should people be given handouts instantly? That's why people come to St. Louis County because they are given welfare instantly put a limit on how they get it.
- ◆ Welfare, do not make it so easy for out of town unemployed people to move here & receive benefits.
- ◆ Well train employees. Give good information.
- ◆ Why it won't change?
- ◆ Winter road maintenance for secondary roads more frequent during heavier storms.
- ◆ Would like cheaper property taxes, better use of dollars and less waste of money and ATV trails.
- ◆ Would like to see more coordination with the growing local film industry.
- ◆ Would like to see more equality throughout the county in property values. At this moment it is not fair!
- ◆ Would like to see pay increase for elder care in health care facilities, such as nursing homes etc...
- ◆ Would like to see the taxes go down. They are out of control.
- ◆ Youth services summer after school rec. center may be a city duty though.

Question 13: Other

- ◆ ?
- ◆ AUTOMOBILE LICENSE BUREAU.
- ◆ Conceal permits.
- ◆ County Tool House at Pike Lake for plowing application.
- ◆ Court house for marriage certificate
- ◆ DMV.
- ◆ Extension.
- ◆ Human Services.
- ◆ Land permits/ survey records. No one answered or returned messages.
- ◆ LICENSE BUREAU.

- ◆ Licensing & Registration.
- ◆ Licensing & vehicle registration.
- ◆ Licensing & Vehicle registration.
- ◆ Licensing.
- ◆ Maintenance of County roads.
- ◆ None
- ◆ None of the above.
- ◆ NONE.
- ◆ NONE.
- ◆ None.
- ◆ Parking or is this city?
- ◆ Parking.
- ◆ SEPTIC PERMITTING.
- ◆ VEHICLE REGISTRATION.

Appendix C: Survey Results by Respondent Characteristics

Understanding the Tables

Data in these tables are from the “scientific survey;” that is, from households that were randomly selected to participate in the survey. For most of the questions, for ease of comparison, responses have been condensed to show only average rating on the 100-point scale across all response options (0=poor and 100=excellent or 0=very unsafe and 100=very safe).

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. 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 the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant. Categories were not used in comparisons when a column proportion was equal to zero or one.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 51Table 50 on the following page, respondents in Districts 2, 5 and 6 gave statistically higher ratings to St. Louis County as a place to live than did those in Districts 3 and 7, which are designated as columns C and G, respectively. This is indicated by a “C G” in each cell for Districts 2, 5 and 6. However, ratings between those in Districts 2, 5 and 6 are not statistically different from each other, as there is no letter to indicate this (i.e., the cells for District 2, 5 and 6 do not include a letter B, E or F).

In some cases, survey results are displayed for subgroups within two characteristics, e.g., within sex and age of respondent. The lettering of the columns begins again on the next characteristic. So age 18 to 34 years old is Column A, followed by 35 to 54 years old in Column B and 55+ years old in Column C, while female is Column A again and male is Column B. The letters in the in the cells only refer to differences within that characteristic, not to differences within the other characteristic.

Survey Results by District

Table 50: 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	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
How would you rate your overall quality of life in St. Louis County?	72 G	73 G	69	71	72 G	71 G	65	70

Table 51: Ratings of Community Characteristics by Commissioner District

Please rate each of the following characteristics 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	(A)
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
St. Louis County as a place to live	68	74 C G	64	68	73 C G	73 C G	63	69
St. Louis County as a place to raise a family	64	73 A D G	65	64	73 A C D G	68	62	67
St. Louis County as a place to retire	47	54	47	58 A C	58 A C	51	49	52
Recreational opportunities	79 E F G	81 E F G	76 G	73 G	70 G	68 G	55	72
Employment opportunities	47 D G	45 D G	39	34	50 C D G	48 C D G	34	42
Educational opportunities	66 D G	64 D G	65 D G	48	68 D F G	58 D G	49	60
Cost of living in St. Louis County	38	46 C	33	43 C	44 C	49 A C	51 A C	44
Overall image or reputation of St. Louis County	55	62 G	60	55	57	60	54	57

Table 52: 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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Property crimes (e.g., burglary, theft)	64	66	61	69 C F G	68 C F G	60	59	64
Violent crimes (e.g., rape, assault, robbery)	67 G	75 A F G	67 G	74 F G	71 F G	63	58	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	54 F G	49 G	52 G	47	57 D F G	43	39	49
Intoxicated or impaired drivers	47	45	46	50	53 B C F G	42	44	47
Distracted drivers	35 C	38 C	25	43 A C F G	40 C	35 C	34 C	36

Table 53: 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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Crime	51	57	65 A B E	61 A	58 A	70 A B D E	67 A B E	61
Taxes	50	49	44	60 B C	67 A B C G	62 A B C G	52	55
Condition of county roads and bridges	76 D E F G	74 D E F G	70 F	64	64	61	65	68

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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Poverty	70 EFG	73 DEFG	82 ABDEFG	64	61	57	61	67
Homelessness	71 DEFG	71 DEFG	76 DEFG	57	61 G	54	50	63
Opioid epidemic	77	83 E	83 E	85 E	74	77	77	80
Foreclosed properties/tax forfeiture/blight	46	53	48	58 ACF	55	48	67 ABCDE F	54
Lack of opportunities for young people	59	67	62	77 ABCE	64	69 A	79 ABCEF	69
Lack of jobs	52	67 AEF	67 AEF	74 AEF	57	55	65 AF	62

Table 54: 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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Tobacco use (smoking, chewing tobacco)	52	58	50	53	54	52	51	53
Vaping (e-cigarettes)	56	72 ACDF G	49	60	66 CFG	54	52	58
Underage alcohol use	59	65	58	70 ACFG	68 C	60	60	63

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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Alcohol abuse among adults	60	71 A	67	70 A	66	68	70 A	67
Illegal drug use	66	79 A	81 A	86 A E	74 A	80 A	83 A E	79
Abuse of prescribed medications	69	81 A E F G	75	78 E	67	71	71	73
Availability of mental health services	62	72 E	66	71 E	56	65	67 E	66
Depression	72 E	69 E	68 E	70 E	58	66	65	67
Suicide/attempted suicide	67 G	64	62	63	60	61	57	62
Unplanned pregnancy	44	52	51	56 A	52	50	63 A B C E F	53
Health and support of older adults	55	64	62	73 A C E F	61	60	73 A C E F	64
Health and support of people with disabilities	56	67 A E F	64	71 A E F	55	55	66 A E F	62
Quality of parenting skills (of parents of children ages 0-17)	46	64 A	67 A	66 A	62 A	67 A	71 A	64
Sexually transmitted diseases	38	49 A	49 A	52 A	42	43	44	46
Overweight children	52	60	60	65 A	72 A B C G	63 A	59	61
Overweight adults	59	65	71 A	69 A	74 A B G	67	65	67

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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Abuse and neglect of children	59	69	73 A E	73 A E	63	64	65	67
Abuse and neglect of older adults	55	63	63	66 A	59	57	65 A	61
Pedestrian and bicyclist safety	49 F	61 A D E F G	57 D E F	47	42	39	48	49
Domestic violence	70 E	70 E	72 E G	74 E G	58	65	63	67
Bullying	58	69 A	68	68	60	60	68 A	64
Misunderstanding or discrimination faced by people with mental health challenges	63 F	68 F	64 F	64 F	61	52	64 F	62

Table 55: 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 (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
911 dispatch	80	77	80	75	79	77	74	78
Sheriff patrol	73 G	72 G	75 G	70	71 G	69	62	70
Employment support	46	49 G	47	39	51 D G	50 D G	39	45
Snow and ice removal on County roads	43	51	54 A	59 A G	63 A B G	62 A B G	49	54

Please rate each of the following services provided by St. Louis County.	Average rating (0=poor, 100=excellent)							Overall (A)
	District 1	District 2	District 3	District 4	District 5	District 6	District 7	
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	
Maintenance of County roads	35	44 A	39	46 A	46 A	48 A C G	39	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	49	54	49	52	57	57	51	53
Information about the work of the St. Louis County Board	35	43	46 A	37	50 A D	42	43	42
Records and vital statistics	55	56 G	57 G	48	57 G	53	45	53
Assessment process/property tax system	42	43	47 F	39	42	34	47 F	42
Licensing and vehicle registration	48	59 A D F G	59 A D F G	44	55 D	47	47	51
Land use services, including building and conditional use permitting	39	54 A D F	49	43	48	44	46	46
On-site wastewater and septic permitting	41	54 D F	56 A D F G	39	48 D	39	43	45
Management of County-owned land	47	55	57 A D	47	53	48	49	51
Disaster preparedness and response	52	61 A D G	58 D	46	60 D G	54	50	54
Public health	51	54	55 D	47	54	51	50	52
Landfill, canister sites and recycling programs	54	62	61	56	63 A	64 A D G	55	59
Services to older adults	44	45	46	46	52	52	44	47
Services to youth	43 G	43 G	51 D F G	38	50 D G	41 G	30	42

	Average rating (0=poor, 100=excellent)							Overall (A)
	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	District 5 (E)	District 6 (F)	District 7 (G)	
Please rate each of the following services provided by St. Louis County.								
Services to low income residents	37	41	45	43	56 A B C D G	51 A G	39	44
Child protection	41	45	47	40	54 A D G	47	39	44
Services to veterans	40	38	46 G	38	48 G	52 A B D G	34	42
Overall quality of services provided by St. Louis County	44	51 G	50 G	46	53 A D G	49	43	48

Survey Results by Age and Gender of Respondent

Table 56: Ratings of Overall Quality of Life by Respondent Demographic Characteristics

	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
How would you rate your overall quality of life in St. Louis County?	70	70	71	68	73 A	70

Table 57: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of quality of life in St. Louis County.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
St. Louis County as a place to live	68	70	70	68	71	69
St. Louis County as a place to raise a family	62	68 A	70 A	66	69	67
St. Louis County as a place to retire	47	50	57 A B	52	54	52
Recreational opportunities	73	71	71	67	76 A	72
Employment opportunities	45 B	38	44 B	41	44	42
Educational opportunities	56	54	67 A B	60	61	60
Cost of living in St. Louis County	41	44	46	44	44	44
Overall image or reputation of St. Louis County	55	56	60 A	58	58	57

Table 58: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe or unsafe you feel from the following in St. Louis County.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Property crimes (e.g., burglary, theft)	63	62	66	60	68 A	64
Violent crimes (e.g., rape, assault, robbery)	69	68	68	65	71 A	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	52	48	49	45	53 A	49
Intoxicated or impaired drivers	45	50 A	47	44	50 A	47
Distracted drivers	33	38	37	34	39 A	36

Table 59: 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.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Crime	57	62 A	63 A	62	59	61
Taxes	36	55 A	66 A B	54	54	55
Condition of county roads and bridges	66	67	70	72 B	64	68
Poverty	66	68	67	74 B	60	67
Homelessness	59	62	66 A	72 B	55	63
Opioid epidemic	74	80 A	82 A	86 B	74	80
Foreclosed properties/tax forfeiture/blight	45	59 A	57 A	58 B	51	54
Lack of opportunities for young people	58	74 A	73 A	69	68	69
Lack of jobs	55	65 A	65 A	65 B	60	62

Table 60: 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.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Tobacco use (smoking, chewing tobacco)	44	51 A	59 A B	56 B	48	53
Vaping (e-cigarettes)	43	61 A	67 A	63 B	53	58
Underage alcohol use	53	61 A	71 A B	70 B	56	63
Alcohol abuse among adults	66	64	70 B	72 B	63	67
Illegal drug use	71	79 A	84 A	83 B	74	79
Abuse of prescribed medications	70	72	77 A	75	72	73
Availability of mental health services	66	67	65	73 B	59	66
Depression	70	66	66	75 B	60	67
Suicide/attempted suicide	61	60	65	69 B	56	62
Unplanned pregnancy	48	51	58 A B	57 B	49	53
Health and support of older adults	54	63 A	72 A B	69 B	60	64
Health and support of people with disabilities	53	61 A	69 A B	68 B	57	62
Quality of parenting skills (of parents of children ages 0-17)	58	61	70 A B	68 B	60	64
Sexually transmitted diseases	37	42	54 A B	51 B	40	46
Overweight children	46	63 A	69 A	65 B	58	61
Overweight adults	57	68 A	72 A	70 B	64	67
Abuse and neglect of children	55	65 A	75 A B	72 B	62	67
Abuse and neglect of older adults	49	59 A	70 A B	67 B	56	61
Pedestrian and bicyclist safety	48	44	53 B	53 B	45	49

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Domestic violence	65	62	73 A B	74 B	62	67
Bullying	57	61	73 A B	75 B	54	64
Misunderstanding or discrimination faced by people with mental health challenges	57	61	68 A B	69 B	57	62

Table 61: Ratings of County Services by Respondent Demographic Characteristics

Please rate each of the following services provided by St. Louis County.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
911 dispatch	77	73	81 B	78	77	78
Sheriff patrol	68	71	71	70	71	70
Employment support	42	44	48	45	46	45
Snow and ice removal on County roads	51	51	60 A B	54	56	54
Maintenance of County roads	34	42 A	49 A B	40	45	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	52	51	55	52	54	53
Information about the work of the St. Louis County Board	43	39	45	42	43	42
Records and vital statistics	51	50	56 B	54	53	53
Assessment process/property tax system	49 B C	41	41	45 B	40	42
Licensing and vehicle registration	50	44	56 A B	56 B	47	51
Land use services, including building and conditional use permitting	50 B	42	48 B	49	44	46
On-site wastewater and septic permitting	47	39	48 B	47	44	45
Management of County-owned land	55 B	47	52 B	52	50	51
Disaster preparedness and response	51	50	59 A B	54	55	54

Please rate each of the following services provided by St. Louis County.	Age			Gender		Overall (A)
	18-34	35-54	55+	Female	Male	
	(A)	(B)	(C)	(A)	(B)	
Public health	51	47	56 A B	49	54 A	52
Landfill, canister sites and recycling programs	58	58	61	59	60	59
Services to older adults	44	45	50	43	51 A	47
Services to youth	41	37	46 B	39	45 A	42
Services to low income residents	39	47 A	45	41	47 A	44
Child protection	39	43	48 A	41	48 A	44
Services to veterans	41	37	46 B	37	47 A	42
Overall quality of services provided by St. Louis County	47	45	51 B	47	49	48

Survey Results by Annual Household Income and Length of Residency

Table 62: Ratings of Overall Quality of Life by Respondent Demographic Characteristics

	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
How would you rate your overall quality of life in St. Louis County?	62	71 A	74 A	81 A B C	66	74 A	71 A	70

Table 63: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of quality of life in St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
St. Louis County as a place to live	65	70	72 A	75 A	64	71 A	70 A	69
St. Louis County as a place to raise a family	61	61	71 A B	76 A B	51	71 A	70 A	67
St. Louis County as a place to retire	52	52	51	57	37	53 A	55 A	52
Recreational opportunities	70	64	77 A B	76 B	70	83 A C	70	72
Employment opportunities	41	35	44 B	48 B	39	38	44	42
Educational opportunities	59	57	61	63	57	61	60	60
Cost of living in St. Louis County	40	41	45	51 A B	42	42	44	44
Overall image or reputation of St. Louis County	54	57	61 A	63 A	51	62 A	58 A	57

Table 64: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe or unsafe you feel from the following in St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Property crimes (e.g., burglary, theft)	60	62	66 A	67 A	60	72 A C	63	64
Violent crimes (e.g., rape, assault, robbery)	61	66	71 A	78 A B	66	79 A C	66	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	46	43	51	57 A B	53 C	59 C	46	49
Intoxicated or impaired drivers	45	45	50 A	46	51	46	46	47
Distracted drivers	35	39 D	38 D	31	41	34	35	36

Table 65: 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.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Crime	65 C	60	57	63 C	54	55	64 A B	61
Taxes	55	52	54	49	43	35	61 A B	55
Condition of county roads and bridges	72 B D	62	67	64	73 B	61	68 B	68
Poverty	73 C D	69	63	62	73 C	74 C	64	67

Please rate, to what degree, if at all, each of the following is a problem in St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Homelessness	72 C D	66 D	59	55	69 B C	60	62	63
Opioid epidemic	80	85	80	77	69	75	83 A	80
Foreclosed properties/tax forfeiture/blight	58 C D	59 D	52	48	54 B	43	56 B	54
Lack of opportunities for young people	68	74	68	67	64	61	71 A B	69
Lack of jobs	66 D	67 D	59	57	63	57	63	62

Table 66: 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.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Tobacco use (smoking, chewing tobacco)	55 C	57 C	42	61 C	52	47	54	53
Vaping (e-cigarettes)	57	63	53	62 C	54	51	60 B	58
Underage alcohol use	67 C D	72 C D	58	55	58	52	66 A B	63
Alcohol abuse among adults	68 C	76 A C D	62	67	70	63	67	67
Illegal drug use	80	82	77	75	72	75	81 A	79

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Abuse of prescribed medications	75	75	74	72	68	75	74	73
Availability of mental health services	64	71	66	64	69	65	65	66
Depression	68	72	67	65	64	70	68	67
Suicide/attempted suicide	68 C D	62	59	60	60	64	62	62
Unplanned pregnancy	59 C D	60 C D	50 D	41	57 B	33	55 B	53
Health and support of older adults	67 D	74 C D	63 D	53	66 B	41	67 B	64
Health and support of people with disabilities	68 C D	70 C D	58 D	49	65 B	42	64 B	62
Quality of parenting skills (of parents of children ages 0-17)	64	71 C D	60	58	62 B	49	67 B	64
Sexually transmitted diseases	54 C D	52 C D	41	35	46 B	33	48 B	46
Overweight children	64	63	60	58	52	52	65 A B	61
Overweight adults	68	67	63	72 C	67	60	68	67
Abuse and neglect of children	73 C D	71 D	64	60	58	54	71 A B	67
Abuse and neglect of older adults	69 C D	70 C D	57 D	49	53	44	66 A B	61
Pedestrian and bicyclist safety	53 C	50	46	46	52	53	48	49
Domestic violence	74 C D	75 C D	65 D	55	60	72 A	68 A	67

Please rate to what degree, if at all, each of the following is a health concern in St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Bullying	74 C D	79 C D	59 D	48	61 B	48	68 B	64
Misunderstanding or discrimination faced by people with mental health challenges	68 C D	77 C D	56	57	65 B	53	63 B	62

Table 67: Ratings of County Services by Respondent Demographic Characteristics

Please rate each of the following services provided by St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
911 dispatch	78	80	80	76	69	82 A	78 A	78
Sheriff patrol	70	64	74 B	73 B	64	79 A C	69	70
Employment support	46	42	47	45	40	41	46	45
Snow and ice removal on County roads	52	58	56	58	53	51	55	54
Maintenance of County roads	38	44	45 A	46 A	33	42 A	44 A	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	52	56 C	47	60 A C	53	49	53	53
Information about the work of the St. Louis County Board	45	45	42	43	40	35	44 B	42
Records and vital statistics	53	58	55	49	50	59	52	53
Assessment process/property tax system	42	44	44	38	44	47	41	42

Please rate each of the following services provided by St. Louis County.	Annual household income				Length of residency			Overall (A)
	Less than \$35,000	\$35,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	5 years or less	6 to 10 years	More than 10 years	
	(A)	(B)	(C)	(D)	(A)	(B)	(C)	
Licensing and vehicle registration	55 D	56 D	50	46	48	47	52	51
Land use services, including building and conditional use permitting	49	48	46	45	45 B	32	47 B	46
On-site wastewater and septic permitting	48	45	47	39	43	36	45	45
Management of County-owned land	52	54	52	49	51	55	50	51
Disaster preparedness and response	56	55	54	55	55	57	54	54
Public health	48	52	58 A D	50	43	59 A C	52 A	52
Landfill, canister sites and recycling programs	56	57	63 A	60	58	71 A C	58	59
Services to older adults	43	44	52 A	48	40	53 A	47 A	47
Services to youth	41	38	49 A B D	40	33	50 A	42 A	42
Services to low income residents	40	44	51 A	45	39	48	45	44
Child protection	45	43	46	45	36	47 A	45 A	44
Services to veterans	39	39	46	42	36	54 A	42	42
Overall quality of services provided by St. Louis County	45	50	50 A	50	40	58 A C	48 A	48

Survey Results by Type of Housing Unit and Housing Tenure (Rent or Own)

Table 68: Ratings of Overall Quality of Life by Respondent Demographic Characteristics

	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
How would you rate your overall quality of life in St. Louis County?	71	69	65	72 A	70

Table 69: Ratings of Community Characteristics by Respondent Demographic Characteristics

Please rate each of the following characteristics of quality of life in St. Louis County.	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
St. Louis County as a place to live	71 B	65	63	72 A	69
St. Louis County as a place to raise a family	68	65	58	70 A	67
St. Louis County as a place to retire	52	52	46	54 A	52
Recreational opportunities	71	73	71	72	72
Employment opportunities	43	40	38	44 A	42
Educational opportunities	59	61	56	61 A	60
Cost of living in St. Louis County	46 B	37	36	46 A	44
Overall image or reputation of St. Louis County	58	55	52	59 A	57

Table 70: Ratings of Safety by Respondent Demographic Characteristics

Please rate how safe or unsafe you feel from the following in St. Louis County.	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Property crimes (e.g., burglary, theft)	65	61	60	65 A	64
Violent crimes (e.g., rape, assault, robbery)	69 B	64	62	70 A	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	50	46	46	51	49
Intoxicated or impaired drivers	49 B	41	41	49 A	47
Distracted drivers	38 B	30	30	38 A	36

Table 71: 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.	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Crime	62	60	61	61	61
Taxes	57 B	48	44	58 A	55
Condition of county roads and bridges	67	71	74 B	66	68
Poverty	63	78 A	79 B	62	67
Homelessness	59	75 A	73 B	59	63
Opioid epidemic	79	84	82	79	80
Foreclosed properties/tax forfeiture/blight	55	54	52	55	54
Lack of opportunities for young people	70	66	68	69	69
Lack of jobs	62	61	63	62	62

Table 72: 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.	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
Tobacco use (smoking, chewing tobacco)	50	59 A	57 B	51	53
Vaping (e-cigarettes)	58	59	57	58	58
Underage alcohol use	63	63	64	62	63
Alcohol abuse among adults	67	69	71 B	66	67
Illegal drug use	80	75	77	79	79
Abuse of prescribed medications	74	72	77	72	73
Availability of mental health services	66	65	66	66	66
Depression	66	72 A	72 B	65	67
Suicide/attempted suicide	60	69 A	68 B	60	62
Unplanned pregnancy	53	51	49	53	53
Health and support of older adults	65	62	63	65	64
Health and support of people with disabilities	62	64	64	61	62
Quality of parenting skills (of parents of children ages 0-17)	65	61	58	65 A	64
Sexually transmitted diseases	45	47	44	45	46
Overweight children	63	57	56	63 A	61
Overweight adults	67	68	65	67	67
Abuse and neglect of children	65	72 A	67	66	67
Abuse and neglect of older adults	61	64	62	61	61
Pedestrian and bicyclist safety	46	56 A	55 B	46	49
Domestic violence	66	74 A	74 B	65	67
Bullying	63	68	70 B	62	64
Misunderstanding or discrimination faced by people with mental health challenges	61	68 A	68 B	60	62

Table 73: Ratings of County Services by Respondent Demographic Characteristics

Please rate each of the following services provided by St. Louis County.	Respondent housing unit type		Rent or own		Overall (A)
	Detached	Attached	Rent	Own	
	(A)	(B)	(A)	(B)	
911 dispatch	77	79	77	77	78
Sheriff patrol	69	74	70	70	70
Employment support	44	48	43	46	45
Snow and ice removal on County roads	57 B	48	47	57 A	54
Maintenance of County roads	44	39	33	45 A	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	52	55	52	53	53
Information about the work of the St. Louis County Board	42	43	38	44	42
Records and vital statistics	53	54	52	53	53
Assessment process/property tax system	42	40	44	42	42
Licensing and vehicle registration	51	52	49	51	51
Land use services, including building and conditional use permitting	45	51	51	45	46
On-site wastewater and septic permitting	43	52 A	45	45	45
Management of County-owned land	51	52	55	50	51
Disaster preparedness and response	54	55	54	54	54
Public health	52	50	47	53 A	52
Landfill, canister sites and recycling programs	61 B	55	54	61 A	59
Services to older adults	48	43	37	50 A	47
Services to youth	41	45	36	44 A	42
Services to low income residents	46 B	39	35	48 A	44
Child protection	46 B	38	36	47 A	44
Services to veterans	43	38	34	44 A	42
Overall quality of services provided by St. Louis County	48	47	45	49	48

Appendix D: Survey Results by Year

For most of the questions, for ease of comparison, responses have been condensed to show only average rating on the 100-point scale across all response options (0=poor and 100=excellent or 0=very unsafe and 100=very safe). Responses are shown where question wording from previous surveys was identical or similar to what was included on the 2019 survey. Where differences between years are four points or greater on the 100-point scale, they can be considered statistically significant.

Table 74: Question 1 by Year

Average rating (0=poor, 100=excellent)	2007	2011	2013	2016	2019
How would you rate your overall quality of life in St. Louis County?	61	62	66	69	70

Table 75: Question 2 by Year

Please rate each of the following characteristics of quality of life in St. Louis County.	2007	2011	2013	2016	2019
Average rating (0=poor, 100=excellent)					
St. Louis County as a place to live	66	67	67	68	69
St. Louis County as a place to raise a family	67	65	66	67	67
St. Louis County as a place to retire	57	56	54	56	52
Recreational opportunities	66	63	67	70	72
Employment opportunities	25	25	32	36	42
Educational opportunities	60	57	58	60	60
Cost of living in St. Louis County	NA	NA	40	43	44
Overall image or reputation of St. Louis County	54	53	54	57	57

Table 76: Question 3 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)	2007	2011	2013	2016	2019
Affordability	NA	72	73	73	76
Land/home values	NA	62	63	62	64
Arts/cultural opportunities	NA	44	44	46	45
Close to family/friends	NA	63	59	58	63
Rural character	NA	51	50	52	51
Sense of community	NA	56	56	56	58
Public land/open space	NA	59	61	64	63
Your job	NA	72	72	75	73
County-provided services	NA	55	53	54	55
Public safety	NA	73	72	75	76
Thriving economy	NA	72	71	72	71
Educational/learning opportunities	NA	70	66	68	68
Natural environment	NA	70	72	75	75
Fiscally sound government	NA	72	71	73	72
Quality of infrastructure/ease of commute	NA	NA	64	68	69
Recreational opportunities	NA	64	66	67	68
Availability of quality health care	NA	77	76	78	79
Fast/reliable Internet service (broadband)	NA	NA	NA	NA	69

Table 77: Question 4 by Year

Please rate how safe or unsafe you feel from the following in St. Louis County. Average rating (0=very unsafe, 100=very safe)	2007	2011	2013	2016	2019
Property crimes (e.g., burglary, theft)	44	66	63	64	64
Violent crimes (e.g., rape, assault, robbery)	54	70	68	68	68
Illegal drug activity (e.g., manufacture, sale or use of drugs)	NA	54	47	43	49
Intoxicated or impaired drivers	NA	48	45	46	47
Distracted drivers	NA	44	35	37	36

Table 78: Question 5 by Year

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)	2007	2011	2013	2016	2019
Crime	65	57	58	60	61
Taxes	63	65	68	57	55
Condition of county roads and bridges	NA	NA	NA	71	68
Poverty	NA	69	69	70	67
Homelessness	NA	61	61	61	63
Opioid epidemic	NA	NA	NA	NA	80
Foreclosed properties/tax forfeiture/blight	NA	66	64	58	54
Lack of opportunities for young people	NA	NA	78	74	69
Lack of jobs	NA	NA	78	75	62

Table 79: Question 6 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)	2007	2011	2013	2016	2019
Tobacco use (smoking, chewing tobacco)	NA	46	58	58	53
Vaping (e-cigarettes)	NA	NA	NA	NA	58
Underage alcohol use	NA	70	71	68	63
Alcohol abuse among adults	NA	70	69	68	67
Illegal drug use	NA	75	77	80	79
Abuse of prescribed medications	NA	NA	69	73	73
Availability of mental health services	NA	NA	NA	64	66
Depression	NA	61	66	64	67
Suicide/attempted suicide	NA	54	55	59	62
Unplanned pregnancy	NA	61	60	55	53
Health and support of older adults	NA	69	66	67	64
Health and support of people with disabilities	NA	65	62	63	62
Quality of parenting skills (of parents of children ages 0-17)	NA	63	69	66	64
Sexually transmitted diseases	NA	54	54	50	46
Overweight children	NA	NA	69	65	61
Overweight adults	NA	69	73	69	67
Abuse and neglect of children	NA	71	67	70	67
Abuse and neglect of older adults	NA	66	61	63	61
Pedestrian and bicyclist safety	NA	NA	47	50	49
Domestic violence	NA	68	66	70	67
Bullying	NA	NA	68	67	64
Misunderstanding or discrimination faced by people with mental health challenges	NA	NA	NA	NA	62

Table 80: Question 7 by Year

Please rate the following categories of St. Louis County government performance. Average rating (0=poor, 100=excellent)	2007	2011	2013	2016	2019
The job St. Louis County government does at informing residents	NA	48	43	43	45
The job St. Louis County government does at listening to residents	40	37	35	38	40
The value of services for the taxes paid to St. Louis County	44	35	34	38	41
The job St. Louis County government does at managing tax dollars	NA	32	30	37	39
Effectively planning for the future of the county	NA	NA	32	36	39
The job St. Louis County does at providing culturally responsive services	NA	NA	NA	NA	42
The job St. Louis County does at providing access to St. Louis County government services	NA	NA	NA	NA	48
Overall confidence in St. Louis County government	NA	NA	39	44	46

Table 81: Question 8 by Year

Average rating (0=strongly disapprove, 100=strongly approve)	2007	2011	2013	2016	2019
To what extent do you approve or disapprove of the job the St. Louis County government is doing?	NA	NA	57	61	60

Table 82: Question 9 by Year

Please rate each of the following services provided by St. Louis County. Average rating (0=poor, 100=excellent)	2007	2011	2013	2016	2019
911 dispatch	NA	70	72	72	78
Sheriff patrol	62	64	65	66	70
Employment support	NA	42	43	43	45
Snow and ice removal on County roads	54	48	53	56	54
Maintenance of County roads	NA	NA	40	42	42
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	NA	56	52	52	53
Information about the work of the St. Louis County Board	NA	NA	42	40	42
Records and vital statistics	NA	61	55	50	53
Assessment process/property tax system	NA	NA	31	39	42
Licensing and vehicle registration	NA	NA	59	56	51
Land use services, including building and conditional use permitting	38	44	45	43	46
On-site wastewater and septic permitting	NA	NA	43	42	45
Management of County-owned land	NA	47	47	50	51
Disaster preparedness and response	NA	48	52	52	54
Public health	55	50	51	52	52
Landfill, canister sites and recycling programs	NA	60	57	59	59
Services to older adults	56	49	48	48	47
Services to youth	44	42	39	41	42
Services to low income residents	43	44	43	47	44
Child protection	NA	48	47	46	44
Services to veterans	NA	43	46	43	42
Overall quality of services provided by St. Louis County	52	48	46	47	48

Table 83: Question 10 (Familiarity) 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 service. Average rating (0=not at all familiar, 100=very familiar)	2007	2011	2013	2016	2019
911 dispatch	NA	NA	53	49	53
Sheriff patrol	NA	NA	45	43	48
Employment support	NA	NA	34	33	29
Snow and ice removal on County roads	NA	NA	56	60	56
Maintenance of County roads	NA	NA	52	55	52
Access to information on County website	NA	NA	35	33	36
Information about the work of the St. Louis County Board	NA	NA	28	24	24
Records and vital statistics	NA	NA	32	27	29
Assessment process/property tax system	NA	NA	43	39	38
Licensing and vehicle registration	NA	NA	64	61	57
Land use services, including building and conditional use permitting	NA	NA	32	29	30
On-site wastewater and septic permitting	NA	NA	30	24	26
Management of County-owned land	NA	NA	30	24	25
Disaster preparedness and response	NA	NA	32	27	27
Public health	NA	NA	42	39	42
Landfill, canister sites and recycling programs	NA	NA	54	49	54
Services to older adults	NA	NA	37	32	37
Services to youth	NA	NA	34	32	32
Services to low income residents	NA	NA	36	35	36
Child protection	NA	NA	31	31	33
Services to veterans	NA	NA	29	29	35

Table 84: Question 10 (Want Information) 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 service. Percent of all respondents	2007	2011	2013	2016	2019
911 dispatch	0%	0%	4%	3%	3%
Sheriff patrol	0%	0%	6%	4%	3%
Employment support	0%	0%	10%	5%	5%
Snow and ice removal on County roads	0%	0%	5%	3%	2%
Maintenance of County roads	0%	0%	5%	5%	2%
Access to information on County website	0%	0%	7%	4%	3%
Information about the work of the St. Louis County Board	0%	0%	10%	8%	7%
Records and vital statistics	0%	0%	7%	6%	6%
Assessment process/property tax system	0%	0%	11%	6%	7%
Licensing and vehicle registration	0%	0%	3%	2%	1%
Land use services, including building and conditional use permitting	0%	0%	7%	3%	5%
On-site wastewater and septic permitting	0%	0%	5%	3%	3%
Management of County-owned land	0%	0%	8%	6%	5%
Disaster preparedness and response	0%	0%	10%	6%	7%
Public health	0%	0%	7%	7%	5%
Landfill, canister sites and recycling programs	0%	0%	7%	4%	3%
Services to older adults	0%	0%	10%	8%	7%
Services to youth	0%	0%	9%	6%	5%
Services to low income residents	0%	0%	10%	7%	6%
Child protection	0%	0%	6%	5%	3%
Services to veterans	0%	0%	7%	5%	4%
Do not want information	0%	0%	71%	76%	77%

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

Table 85: Question 12 by Year

Percent yes	2007	2011	2013	2016	2019
Have you visited, telephoned, or e-mailed any St. Louis County government office within the last 12 months?	57%	39%	41%	49%	40%

Table 86: Question 13 Year

With which office did you MOST RECENTLY have contact? Percent of respondents who had contact	2007	2011	2013	2016	2019
911 Dispatch	NA	NA	NA	17%	25%
Assessor	NA	NA	28%	13%	17%
Community Corrections	NA	NA	2%	1%	1%
County Board/Administration	NA	NA	2%	3%	4%
County Attorney	NA	NA	3%	3%	3%
County Auditor	NA	NA	11%	12%	6%
Environmental Services	NA	NA	2%	3%	1%
Human Resources	NA	NA	6%	5%	8%
Land and Minerals	NA	NA	5%	3%	3%
Planning and Community Development	NA	NA	3%	2%	3%
Financial Assistance	NA	NA	8%	6%	5%
Public Health	NA	NA	1%	8%	4%
Child and Family Services	NA	NA	3%	5%	3%
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	NA	NA	4%	2%	2%
Public Works	NA	NA	5%	4%	5%
Recorder	NA	NA	3%	5%	2%
Sheriff (other than 911 Dispatch)	NA	NA	5%	2%	2%
Veterans' Services Office	NA	NA	3%	1%	2%
Other	NA	NA	5%	4%	5%
Total	NA	NA	100%	100%	100%

Asked only of those who contacted a County office in the last 12 months.

Table 87: Question 14 by Year

What was your impression of the employee(s) of St. Louis County in your most recent contact? Average rating (0=poor, 100=excellent)	2007	2011	2013	2016	2019
Knowledge	64	67	68	72	74
Responsiveness	58	63	64	69	69
Courtesy	63	65	65	73	72
Overall impression	61	63	63	70	68

Asked only of those who contacted a County office in the last 12 months.

Table 88: Question 15 by Year

How important, if at all, is it for the County to provide the following services? Average rating (0=not at all important, 100=essential)	2007	2011	2013	2016	2019
Enforce laws and prosecute criminals	NA	NA	NA	87	88
Protect children and vulnerable adults from abuse and neglect	NA	NA	NA	87	90
Provide timely access to economic assistance	NA	NA	NA	69	70
Invest in County road infrastructure	NA	NA	NA	77	80
Provide more trails for recreational use	NA	NA	NA	47	50
Promote healthy behaviors	NA	NA	NA	60	61
Provide resident communication/public information	NA	NA	NA	65	65
Provide online payment options for County services	NA	NA	NA	48	51

Table 89: Question 16 by Year

Average rating (0=not at all familiar, 100=very familiar)	2007	2011	2013	2016	2019
How familiar, if at all, are you with Aquatic Invasive Species?	NA	NA	NA	76	74

Table 90: Question 17 by Year

Average rating (0=not at all important, 100=essential)	2007	2011	2013	2016	2019
How important, if at all, do you believe it is to take action to prevent the spread of Aquatic Invasive Species?	NA	NA	NA	78	75

Table 91: Question 20 by Year

Which ONE of the following options below would you most prefer to use to learn more about County services? Percent of respondents	2007	2011	2013	2016	2019
Email	NA	NA	10%	12%	13%
County website	NA	NA	22%	23%	31%
County social media	NA	NA	7%	9%	9%
No preference/don't know	NA	NA	18%	16%	16%
Direct mail	NA	NA	34%	30%	24%
I am not interested in learning more about County services	NA	NA	9%	10%	8%
Total	NA	NA	100%	100%	100%

Table 92: Question 21 by Year

Please rate the extent to which you use each of the following sources of information about St. Louis County government. Percent using as a minor or major source	2007	2011	2013	2016	2019
County Board meetings shown on cable access	51%	43%	30%	23%	26%
Newspapers (print or online)	87%	86%	85%	82%	85%
Other county residents (such as neighbors or friends)	71%	83%	81%	81%	81%
St. Louis County employees	50%	54%	48%	46%	52%
St. Louis County website (www.stlouiscountymn.gov)	31%	44%	49%	54%	62%
Public/community meetings	NA	53%	41%	37%	51%
Radio	68%	80%	69%	68%	73%
Television newscasts	NA	NA	NA	82%	76%
Phone calls to St. Louis County	NA	45%	44%	37%	41%
Reports, flyers or brochures	NA	72%	61%	56%	61%
Social Media (Facebook, Twitter, etc.)	NA	NA	NA	NA	49%

Table 93: Question 22 by Year

Average rating (0=much worse, 100=much better)	2007	2011	2013	2016	2019
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?	45	44	47	52	53

Appendix E: Survey Results Compared to Other Participating Minnesota Counties

Understanding the Tables

Questions asked by more than one Minnesota County in 2019 are included in the following tables for comparison. Only results from the “scientific survey;” that is, from households that were randomly selected to participate in the survey, are included for Scott and St. Louis Counties. For most of the questions, for ease of comparison, the average rating on the 100-point scale is used. If the cells for a particular County are blank in any given table, that means the question was not asked on that County’s survey. If the cells within a table contain a “.”, that means that particular item was not asked on that County’s survey.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. 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 the sample represent “real” differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, in Table 94 on the next page, respondents in Dakota County (Column A) gave an average rating of 97 on the 100- point scale to their quality of life, and that cell contains B, C and D. This means that the Dakota County rating is statistically significantly higher than the ratings for Olmsted County (Column B), Scott County (Column C) and St. Louis County (Column D). The cell for the Washington County rating also contains a B, C and D, indicating that the Washington County rating was also higher than Olmsted, Scott and St. Louis. However, differences between Washington and Dakota County were not statistically significant, as the Dakota County cell does not contain an E, nor the Washington County cell an A. Additionally, the differences between ratings in Olmsted, Scott and St. Louis Counties were not statistically significantly different, as none of these cells contains a letter B, C or D.

Table 94: Overall Quality of Life by County

How would you rate your overall quality of life in (this) County? Average rating 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
How would you rate your overall quality of life in (this) County?	97 B C D	90	88	87	95 B C D

Table 95: Overall Quality of Life by County

How would you rate your overall quality of life in (this) County?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Excellent	44% B C D	30%	27%	25%	41% B C D
Good	53%	60%	61% A E	61% A	54%
Fair	3%	10% A E	10% A E	12% A E	5%
Poor	0%	1%	2% A E	1%	0%
Total	100%	100%	100%	100%	100%

Table 96: What Like Best by County

What one thing do you like most about living in {this} County? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Location	36% B E	16%	NA		25% B
Access to Twin Cities	NA	NA	19%		NA
Small town feel	NA	NA	NA		9%
Rural/small town feel	0%	10%	23% B		0%
Rural character	7%	NA	NA		NA
Open space/rural	NA	NA	NA		11%
Open space	3%	4%	NA		NA
Affordability	0%	0%	7%		NA
Parks/lakes	12% B E	6%	10% B		8%
Quality of life in general	23%	37% A E	0%		27%
My neighborhood	9%	10% C	6%		13% C
Schools	6% B	1%	4% B		5% B
Low taxes	2% B	NA	NA		1% B
People	2%	7% A E	NA		2%
Entertainment offerings	NA	NA	5%		NA
Suburban lifestyle	NA	NA	17%		NA
Job opportunities	NA	NA	2%		NA
Other	1%	8% A E	6% A E		1%
Total	100%	100%	100%		100%

Table 97: Quality of Life by County

How would you rate {this} County . . . Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
{This} County as a place to live	95 B D	86	94 B D	84	.
{This} County as a place to raise a family ¹	91 B D	87 D	89 D	79	.
{This} County as a place to work	83 C	84 C	72	.	.
{This} County as a place to retire	71 B C D	53	59 B	56	72 B C D

¹For Scott County, this was "as a place to raise children"

Table 98: Quality of Community Characteristics by County

How would you rate each of the following characteristics as they relate to (this) County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Openness and acceptance toward people of diverse backgrounds ¹	66	66	62	.	64
Employment opportunities ²	67 C D E	71 C D E	56 D	38	60 D
Educational opportunities ³	.	72 C D	41	66 C	.
Availability of affordable housing ⁴	41 B	24	47 A B	.	42 B
Availability of affordable quality child care ⁵	49 B	19	45 B	.	.
Availability of affordable health care	.	47	60 B	.	.
Public transportation options (bus, rail, etc.) ⁶	.	55 C E	42 E	.	33
Sense of community	71	.	.	.	67
Outdoor recreational opportunities ⁷	90 C D	.	82	79	89 C D
Availability of bike and pedestrian transportation options ⁸	76 C E	.	71 E	.	64
Overall image or reputation of (this) County	89 D	.	.	65	87 D

¹For Scott County, this was "Openness and acceptance of the community towards people of diverse backgrounds"

²For Dakota County, this was "Availability of employment opportunities"

³For Scott County, this was "Higher education opportunities for residents"

⁴For Scott County, this was "Availability of housing options for all incomes"

⁵For Olmsted County, this was "Availability of affordable child care"

⁶For Olmsted County, this was "Availability of public transportation options" while for Scott County it was "Regional public transit or bus system":

⁷For St. Louis County, this was "Recreational opportunities"

⁸For Dakota County, this was "Availability of bike and pedestrian transportation options" and for Washington County, it was "Bike and pedestrian transportation options"

Table 99: Feelings of Safety by County

Please rate how safe or unsafe you feel in {this} County. Average rating on a 100-point scale; 100=very safe, 0=very unsafe	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
While in county government buildings ¹	99	98	.	.	98
While in your neighborhood	96	95	97 B	.	96
While using {this} County parks and/or trails ²	94 B	82	.	.	95 B
From property crimes (e.g., burglary, theft)	88 B D	75	.	76	92 B D
From violent crimes (e.g., rape, assault, robbery)	93 B D	80	.	79	98 A B D
From illegal drug activity	78 B D	69 D	.	50	89 A B D
From identity theft (e.g., fraud, scams, credit card theft) ³	65	64	.	.	71 A B
From drunk or impaired drivers on County roads ⁴	.	65 D	.	49	75 B D
From distracted drivers on roads in the county ⁵	.	32	.	33	48 B D

¹For Dakota County, this was "While in County office buildings, libraries, courtrooms, for Olmsted County it was "While in Olmsted County Government buildings" and for Washington County it was "In county government buildings (e.g., County Government Center, libraries)"

²For Washington County, this was "In Washington County regional parks or trails"

³For Dakota County, this was "From electronic crimes (e.g., identity theft, phone scams)"

⁴For St. Louis County, this was "Intoxicated or impaired drivers"

⁵For Olmsted County, this was "From distracted drivers on County roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)" and for St. Louis County it was "Distracted drivers"

Table 100: Problems by County

Please rate to what degree, if at all, each of the following is a problem in {this} County: Average rating on a 100-point scale; 100=major problem, 0=not at all a problem	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Crime	37	49 A E	49 A E	61 A B C E	36
Traffic safety ¹	33	43 A E	43 A E	.	36
Traffic congestion	39	45 A E	55 A B E	.	41
Poverty	34	54 A C E	43 A E	67 A B C E	34
Homelessness	26	53 A C E	32 A E	63 A B C E	26
Availability of livable wage jobs	.	49 E	46	62 B C E	44
Taxes ³	45	65 A D E	67 A D E	55 A E	47
Affordability of housing	.	.	53 E	.	48

¹For Scott County, this was "Highway safety"

²For Olmsted County, this was "Lack of livable wage jobs" and for St. Louis County, it was "Lack of jobs"

³For Olmsted County, this was "High taxes"

Table 101: Most Serious Issue by County

What would you say is the most serious issue facing {this} County at this time? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Crime			9% E		3%
Taxes			33% E		16%
Education/Schools ¹			7%		6%
Condition of roads			4%		7% C
Traffic congestion			17% E		11%
Affordability of housing			16% E		11%
Availability of livable wage jobs			9%		NA
Jobs			NA		4%
Poverty			1%		NA
Homelessness			1%		NA
Aging of the population			2%		NA
Bike and pedestrian safety			1%		NA
Economic development			NA		3%
Too much growth/development			NA		23%
Not enough growth/development			NA		1%
Water quality			NA		11%
Other			NA		3%
Total			100%		100%

¹For Scott County, this was "Education," for Washington County, it was "Schools"

Table 102: Environmental Concerns by County

Please rate to what degree, if at all, each of the following is an environmental concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Exposure to radon		35			41 B
Quality of outdoor air		30			32
Safety of food in public establishments		28			27
Proper disposal of garbage		30			31
Quality of drinking water		34			57 B
Quality of water in lakes and streams		47			57 B
Quantity of useable water supply		33			50 B

Table 103: Health Concerns by County

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Bullying	52	55 E	60 A B E	64 A B C E	50
Depression, anxiety, and other mental illnesses ¹	48	64 A E	.	67 A E	52 A
Social isolation/lack of community connections ²	37	.	44 A	.	45 A
Suicide/attempted suicide	.	53 C E	48	62 B C E	48
Environmental hazards (polluted water, toxic waste)	36	40 A	.	.	.
Tobacco use (including e-cigarettes and chewing tobacco) ³	38	55 A C E	44 A	53 A C E	44 A
Underage alcohol use ⁴	43	54 A E	65 A B E	63 A B E	50 A
Alcohol abuse among adults ⁵	41	54 A E	59 A B E	67 A B C E	49 A
Illegal drug use ⁶	49	66 A E	.	79 A B E	52 A
Abuse of prescribed medications ⁷	49	62 A E	59 A E	73 A B C E	54 A
Health and support of older adults ⁸	45	54 A C E	48	64 A B C E	49
Health and support of people with disabilities ⁹	45	51 A	48	62 A B C E	49
The support of persons with mental health challenges ¹⁰	.	62	61	66 B C	.
Quality of parenting skills of parents of children ages 0-17	46	57 A	.	64 A B	.
The adequacy of school readiness for children	.	48 C	34	.	.
Spread of infectious diseases	37	41 A	.	.	38
Overweight adults	.	62	.	67 B E	61
Overweight children	.	64 E	.	61	58

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Overweight adults and children	54	.	57 A	.	.
Abuse and neglect of older adults	44	53 A E	50 A	61 A B C E	47 A
Abuse and neglect of children	46	57 A C E	51 A E	67 A B C E	45
Domestic violence	.	57 E	54 E	67 B C E	48
Sexually transmitted diseases	.	.	37	46 C	.
Vaping (e-cigarettes)	.	.	.	58	56

¹For Olmsted County, this was “Depression, anxiety, or other mental health challenges,” for St. Louis County it was “Depression and for Washington County it was “Depression/Anxiety”

²For Washington County, this was “Loneliness” and for Dakota County it was “Social isolation”

³For St. Louis County, this was “Tobacco use (smoking, chewing tobacco)” and for Washington County it was “Tobacco use”

⁴ For Scott County, this was “Alcohol and drug use by youth”

⁵For Scott County, this was “Alcohol and drug use by adults”

⁶For Dakota County, this was “Illegal drug use (e.g., heroin, cocaine, methamphetamine)”

⁷For Dakota County, this was “Illegal use of prescribed medications (such as opioids)” and for Olmsted County it was “Illegal use of prescribed medications”

⁸For Olmsted County, this was “The support of older adults”

⁹For Olmsted County, this was “The support of persons with disabilities”

¹⁰For Scott County, this was “Mental illness/mental health issues,” for St. Louis County it was “Availability of mental health services”

¹¹For Dakota County, this was “Abuse and neglect of older adults or vulnerable adults”

Table 104: Ratings of Government Performance by County

Please rate the following categories of County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
The job {this} County government does at informing residents	64 B C D	52 D	60 B D	45	62 B D
The job {this} County government does at listening to residents	55 B C D	44 D	52 B D	40	54 B D
The job {this} County government does at managing tax dollars	54 B C D E	40	44 B D	39	49 B C D
The value of services for the taxes paid to {this} County	57 B C D E	44	45 D	41	49 B C D
My knowledge of the work of the {this} County Board	.	40 E	.	.	36
Generally acting in the best interests of the community	63 B	51	.	.	.
Effectively planning for the future of the county	61 B D	48 D	.	39	.
The value of {this} County services to the quality of life in my neighborhood	62 B C E	54	58 B	.	59 B
Supporting the quality of life in the county	65 E	.	.	.	60
Overall confidence in {this} County government	62 D	.	.	46	.

Table 105: Approval Rating of Board by County

To what extent do you approve or disapprove of the job {this} County Board is doing?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly approve	22% D			13%	17%
Somewhat approve	70% D			63%	70%
Somewhat disapprove	6%			18% A	12% A
Strongly disapprove	2%			7% A E	1%
Total	100%			100%	100%

Table 106: Ratings of County Services by County

Please rate the quality of each of the following services provided by {this} County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Overall quality of services provided by {this} County	68 B C D E	61 D	60 D	48	66 B C D
Condition of County roads ¹	66 B C D E	55 D	56 D	42	62 B C D
Snow and ice removal on County roads	67 B D E	60 D	65 B D	54	64 B D
Recycling and drop-off services ²	74 B C	69 C	64	.	74 B C
County parks and recreation ³	85 B C E	68	72 B	.	82 B C
Land use, planning and zoning ⁴	.	52 D	53 D	46	.
Sheriff services ⁵	70	68	72 B	70	77 A B C D
Records, vital statistics, licensing, and vehicle registration ⁶	63 D	65 D	62 D	53	62 D
Property records (plats, surveys, recording & abstracting) ⁷	.	66	66	.	.
Assessment process/property tax system ⁸	54 B C D	50 D	47 D	42	.
Disaster preparedness and response ⁹	.	63 D	61 D	54	64 D
Services to older adults	52 D	52 D	55 D	47	59 A B D
Services to children and families ¹⁰	.	56 D	.	42	.
Services to veterans	.	51 D	56 D	42	58 B D
Mental health services ¹¹	47	47	50	.	55 A B
Public health services	.	57 D	.	52	.
Protecting vulnerable adults	.	52	57 B	.	.
Protecting children ¹²	56 D	55 D	62 A B D	44	.
Information available on the County website ¹³	63 B D	60 D	63 B D	53	.

Please rate the quality of each of the following services provided by (this) County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
County libraries	85 C E	.	79	.	81
Trails and bikeways ¹⁴	81 C	.	65		80 C
Employment and training services ¹⁵	68 C D	.	58 D	45	64 C D
Services for low income residents ¹⁶	53 D	.	54 D	44	.
Services for people with disabilities	54	.	57	.	.
911 dispatch services	.	.	80	78	77

¹For Dakota County, this was “Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)”; for Olmsted County, it was “Maintenance and repair of County roads”; for Scott County, it was “Surface condition of County roads” for St. Louis County it was “Maintenance of County roads” and for Washington County, it was “Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road”

²For Dakota County, this was “Services at the Recycling Zone”; for Olmsted County, it was “Recycling and drop-off services at the Recycling Center Plus”; for Scott County it was “Recycling and household hazardous waste disposal” and for Washington County, it was “Recycling and drop-off services at the Environmental Center”

³For Dakota County, this was “County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)”; for Olmsted County it was “County parks and recreation”; for Scott County it was “Regional parks” and for Washington County it was “County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park”

⁴For Olmsted County, this was “Land use, planning and zoning, including permitting”; for Scott County it was “Inspections and zoning services” and for St. Louis County it was “Land use services, including building and conditional use permitting:

⁵For Dakota County, this was “Sheriff deputies patrol and park protection services”; for Olmsted County it was “Sheriff’s Office services”; for Scott and St. Louis County it was “Sheriff patrol”

⁶For Olmsted County, this was “Vital records (birth/death/marriage certificates, driver’s licenses)”; for Scott County it was “Birth/death/marriage records, licensing, and vehicle registration” and for St. Louis County it was “Records and vital statistics”

⁷For Scott County, this was “Land records and other property information”

⁸For Scott County, this was “Property assessment and taxpayer services”

⁹For Scott and Washington Counties, this was “Disaster preparedness”

¹⁰For St. Louis County, this was “Services to youth”

¹¹For Dakota County, this was “Services for people experiencing mental illness”; for Olmsted and Washington County, it was “Mental and chemical health services”

¹²For Dakota County, this was “Services that protect neglected or abused children”

¹³For Olmsted County, this was “Accessibility and functionality of County website”; for Scott County, it was “Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)” and for St. Louis County it was “Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)”

¹⁴For Dakota County, this was “Trail and bikeway system like the Mississippi River or Big Rivers trails”; for Scott County this was “Trail and bikeway connectivity” and for Washington County it was “Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail”

¹⁵For Dakota County, this was “Employment support/Workforce Center services”; for St. Louis County, it was “Employment support” and for Washington County it was “Employment support/Workforce Center services”

¹⁶For Dakota County, this was “Financial assistance for low-income families”

Table 107: Support for or Opposition to a Property Tax Increase by 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?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly support	9%		8%		
Somewhat support	42% C		37%		
Somewhat oppose	29%		30%		
Strongly oppose	20%		26% A		
Total	100%		100%		

Table 108: Contact with County Employees by County

Have you visited, telephoned, or emailed any County government office within the last 12 months?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Yes	36%	47% A	43% A	40%	54% A C D
No	64% B C E	53%	57% E	60% E	46%
Total	100%	100%	100%	100%	100%

Table 109: Ratings of Contact with County Employees by County

What was your impression of the employee(s) in your most recent contact? (Rate each characteristic below.) Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Knowledgeable	76	79 D	80 A D	74	77
Responsive	75 D	75 D	78 D E	69	72
Courteous	78 D	79 D	83 A D E	72	76 D
Overall impression	76 D	77 D	79 D E	68	73 D

Table 110: Preferred Way to Contact the County by County

How would you most prefer to contact {this} County for information, questions or concerns in the future? (Please check only one option.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Call a commissioner		5%	9% B	NA	
Call a staff person		36% C	21%	NA	
Attend a public meeting		3%	NA	NA	
Email a staff person		13%	36% B D	13%	
County website		39% C D	12%	31% C	
Use the County's social media (such as Facebook)		2%	3%	9% B C	
In-person visit to a government office		NA	8%	NA	
Go to a public meeting		NA	4%	NA	
Fill out an online survey		NA	4%	NA	
Direct mail		NA	NA	24%	
I am not interested in learning more about County services		NA	NA	8%	
No preference/don't know		NA	NA	16%	
Other		2%	3%	NA	
Total		100%	100%	100%	

Table 111: Sources of Information by County

Please rate the extent to which you use each of the following as sources of information about {this} County government, if at all. Percent reporting "major" or "minor source"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Daily Newspapers ¹		69% D	73% D	51%	83% B C D
Other county residents (such as neighbors or friends) ²		67%	.	73% B E	66%
County employees		83%	90% B D	85%	.
County web site		57%	66% B	70% B	75% B C
Other online resources		71%	77% B	.	77% B
Public/Community meetings		92%	92%	91%	96% B C D
Radio		78%	89% B D	75%	.
Phone calls to {this} County		81%	.	88% B	89% B
Reports, flyers or brochures		85%	.	86%	.
Television news broadcasts/cable TV		60%	69% B D	58%	72% B D
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)		80% C	74%	83% C	79% C
County Board meetings shown on cable access		.	97%	94%	.
Weekly community newspapers		.	52%	.	80% C
{This} County newsletter			65%		65%

¹For Olmsted County, this was "Newspapers" and for St. Louis County it was "Newspapers (print or online)"

²For Washington County, this was "Word of mouth (from friends, family, neighbors)"

Table 112: Importance of Park Activities and Services by County

How important, if at all, is it for each of the following park activities and services to be provided by {this} County? Average rating 100=essential, 0=not at all important"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Equipment rentals such as canoes, paddleboats, snowshoes, skis		47			46
Community events		44			51 B
Programs for learning about nature and outdoor recreation		59			57
Trail and greenway systems that connect parks and recreation sites ²		62			60

¹For Washington County, this was "Renting equipment such as snowshoes, canoes, and bikes"

²For Washington County, this was "Off-road trail system that connects communities, county park system, and other destinations"

Table 113: Future Financial Situation by County

Do you think that a year from now you and your household will be better off financially, or worse off, or just about the same as now?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Much better	4%		5%	4%	
Somewhat better	23%		23%	22%	
About the same	63%		62%	60%	
Somewhat worse	9%		9%	11%	
Much worse	1%		1%	3% A	
Total	100%		100%	100%	

Table 114: Why Not Work in County by County

If you drive outside of {this} County to get to your place of employment, please indicate which of the following factors apply to your situation. Please check all that apply.	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
I am not employed, or my workplace is in {this} County	47% C		35%		
I am satisfied with my employer and job outside the County	31%		41% A		
When I moved to {this} County, my job was in the County, but I have changed {this} since then	5%		3%		
Even though my job is outside of {this} County, I choose to live in the County because of the quality of life here or the amenities in the community in {this} I live	29%		30%		
I feel committed to living in {this} County (kids/schools, spouse job), even though my job is {this} the County	21%		22%		
My skills don't fit the jobs available in {this} County	8%		14% A		
Jobs matching my skills in {this} County don't pay enough	7%		11% A		
I am not interested in moving to a new home outside {this} County	16%		18%		
I would not move closer to my job because of the high cost of living where my employer/job is located	9%		12%		
My commute time to my job outside the County is reasonable	24%		30% A		
Other	8%		7%		

Appendix F: Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. 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” resident 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 community is left with comparing its police protection rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. 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 counties with objectively “worse” departments. Benchmark data can help that sheriff department – or any County department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

Comparison Data

NRC has designed 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^{1, 2}. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in NRC’s proprietary databases.

Communities 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

¹ 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.

² 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.

jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community).

Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. 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.

NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 600 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. St. Louis County's survey results were compared to other counties across the nation.

Interpreting the Results

Average ratings were compared when questions similar to those asked in St. Louis County's survey were included in NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is St. Louis County's rating on the 100-point scale. The second column is the rank assigned to St. Louis 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 comparison of St. Louis County's average rating to the benchmark.

Where comparisons for quality ratings were available, St. Louis County's results were noted as being "higher" than, "lower" than 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 five points of the average; "higher" or "lower" if the difference between St. Louis County's rating and the benchmark is greater than five points; and "much higher" or "much lower" if the difference between St. Louis County's rating and the benchmark is more than 10 points.

Comparisons for a number of items on the survey were not available in the benchmark database (e.g., some of the County services or aspects of government performance). These items are excluded from the benchmark tables.

National County Benchmark Comparisons

Table 115: Overall Community Quality Benchmark

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
St. Louis County as a place to live	69	24	40	Similar
St. Louis County as a place to raise a family	67	17	37	Similar
St. Louis County as a place to retire	52	27	39	Similar
How would you rate your overall quality of life in St. Louis County?	70	16	49	Higher

Table 116: Community Characteristics Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Recreational opportunities	72	7	32	Much higher
Employment opportunities	42	20	35	Similar
Cost of living in St. Louis County	44	12	26	Higher
Overall image or reputation of St. Louis County	57	21	36	Similar

Table 117: Community Safety Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Property crimes (e.g., burglary, theft)	64	5	7	Similar
Violent crimes (e.g., rape, assault, robbery)	68	5	7	Lower

Table 118: County Services Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Sheriff patrol	70	17	43	Similar
Snow and ice removal on County roads	54	14	23	Similar
Maintenance of County roads	42	11	30	Higher
Accessibility and functionality of County website	53	4	5	Lower
Land use services, including building and conditional use permitting	46	9	30	Similar
Disaster preparedness and response	54	20	31	Similar
Public health	52	18	29	Similar
Landfill, canister sites and recycling programs	59	21	33	Similar
Services to older adults	47	8	9	Lower
Services to low income residents	44	4	5	Lower
Child protection	44	5	5	Much lower

Table 119: Overall Quality of County Services Benchmark

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Overall quality of services provided by St. Louis County	48	37	46	Lower

Table 120: Contact with County Office Benchmark

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Have you visited, telephoned, or e-mailed any St. Louis County government office within the last 12 months?	40	25	36	Similar

Table 121: Perceptions of County Employees (Among Those Who Had Contact) Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
Knowledge	74	6	8	Similar
Responsiveness	69	7	9	Similar
Courtesy	72	8	8	Lower
Overall impression	68	7	36	Higher

Table 122: Public Trust Benchmarks

	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
The job St. Louis County government does at informing residents	45	5	5	Much lower
The job St. Louis County government does at listening to residents	40	7	8	Lower
The value of services for the taxes paid to St. Louis County	41	31	43	Lower
The job St. Louis County government does at managing tax dollars	39	5	5	Lower
Overall confidence in St. Louis County government	46	11	27	Similar

Communities Included in National County Benchmark Comparisons

Shown below are the counties that were included in the benchmark comparisons for St. Louis County, with their population from the 2010 Census.

Adams County, CO.....	441,603	Maricopa County, AZ.....	3,817,117
Albemarle County, VA.....	98,970	Marin County, CA.....	252,409
Arapahoe County, CO.....	572,003	Mariposa County, CA.....	18,251
Athens-Clarke County, GA,.....	115,452	Maui County, HI.....	154,834
Baltimore County, MD.....	805,029	Mecklenburg County, NC.....	919,628
Boone County, KY.....	118,811	Mesa County, CO.....	146,723
Broomfield city, CO.....	55,889	Montgomery County, MD.....	971,777
Cabarrus County, NC.....	178,011	Nevada County, CA.....	98,764
Charles County, MD.....	146,551	Olmsted County, MN.....	144,248
Charlotte County, FL.....	159,978	Orleans Parish, LA.....	343,829
Chesterfield County, VA.....	316,236	Ottawa County, MI.....	263,801
Clackamas County, OR.....	375,992	Pasco County, FL.....	464,697
Dakota County, MN.....	398,552	Pitkin County, CO.....	17,148
Denver city, CO.....	600,158	Polk County, IA.....	430,640
Durham County, NC.....	267,587	Powhatan County, VA.....	28,046
El Dorado County, CA.....	181,058	Prince William County, VA.....	402,002
Escambia County, FL.....	297,619	Roanoke County, VA.....	92,376
Gunnison County, CO.....	15,324	San Francisco city, CA.....	805,235
Hanover County, VA.....	99,863	Sangamon County, IL.....	197,465
Honolulu County, HI.....	953,207	Santa Fe County, NM.....	144,170
Horry County, SC.....	269,291	Sarasota County, FL.....	379,448
Jackson County, MI.....	160,248	Scott County, MN.....	129,928
James City County, VA.....	67,009	St. Louis County, MN.....	200,226
Jefferson County, NY.....	116,229	Summit County, UT.....	36,324
Jefferson Parish, LA.....	432,552	Sunnyvale city, CA.....	140,081
Kansas City city, KS.....	145,786	Temecula city, CA.....	100,097
Lancaster County, SC.....	76,652	Washington County, MN.....	238,136
Lane County, OR.....	351,715	Washoe County, NV.....	421,407
Larimer County, CO.....	299,630	Wyandotte County, KS.....	157,505
Los Alamos County, NM.....	17,950	York County, VA.....	65,464
Loudoun County, VA.....	312,311		
Macomb County, MI.....	840,978		

Appendix G: Responses to Survey Questions from Open Participation Survey

The full set of responses to each survey question are displayed in the tables in this appendix. Data in these tables are from the “open participation survey;” that is, from residents that heard about the survey and elected to participate in the survey. Results from the scientific survey can be found in *Appendix A: Responses to Survey Questions from Scientific Survey*. A comparison of responses from the scientific survey and the open participation survey can be found in *Appendix H: Comparison of Scientific and Open Participation Survey Responses*. Many survey questions included a “don’t know” response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating “don’t know” responses allows for easier comparison between evaluative responses. For questions that included a don’t know response, two sets of tables are provided in this appendix; the first with the “don’t know” responses included, to allow examination of the magnitude of unfamiliarity with certain items; and the second with the “don’t know” responses excluded, to show the proportion of respondents with an opinion giving a response.

Table 123: Question 1

How would you rate your overall quality of life in St. Louis County?	Percent of respondents	Number of respondents
Excellent	12%	N=49
Good	60%	N=246
Fair	24%	N=96
Poor	5%	N=19
Total	100%	N=410

Table 124: Question 2 - Including Don't Know Responses

Please rate each of the following characteristics of quality of life in St. Louis County.	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
St. Louis County as a place to live	14%	N=58	57%	N=233	23%	N=93	6%	N=26	0%	N=0	100%	N=410
St. Louis County as a place to raise a family	15%	N=62	46%	N=192	26%	N=110	9%	N=38	3%	N=12	100%	N=414
St. Louis County as a place to retire	11%	N=44	30%	N=124	29%	N=119	25%	N=103	5%	N=22	100%	N=412
Recreational opportunities	39%	N=162	41%	N=169	13%	N=55	6%	N=26	0%	N=0	100%	N=413
Employment opportunities	4%	N=17	24%	N=97	47%	N=192	23%	N=96	2%	N=9	100%	N=412
Educational opportunities	18%	N=73	45%	N=186	28%	N=116	8%	N=32	1%	N=6	100%	N=414
Cost of living in St. Louis County	5%	N=21	26%	N=105	36%	N=147	34%	N=138	0%	N=1	100%	N=412
Overall image or reputation of St. Louis County	6%	N=24	43%	N=174	34%	N=139	15%	N=61	1%	N=5	100%	N=405

Table 125: Question 2 - Excluding Don't Know Responses

Please rate each of the following characteristics of quality of life in St. Louis County.	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
St. Louis County as a place to live	14%	N=58	57%	N=233	23%	N=93	6%	N=26	100%	N=410
St. Louis County as a place to raise a family	15%	N=62	48%	N=192	27%	N=110	10%	N=38	100%	N=402
St. Louis County as a place to retire	11%	N=44	32%	N=124	30%	N=119	26%	N=103	100%	N=390
Recreational opportunities	39%	N=162	41%	N=169	13%	N=55	6%	N=26	100%	N=413
Employment opportunities	4%	N=17	24%	N=97	48%	N=192	24%	N=96	100%	N=403
Educational opportunities	18%	N=73	46%	N=186	28%	N=116	8%	N=32	100%	N=408
Cost of living in St. Louis County	5%	N=21	26%	N=105	36%	N=147	34%	N=138	100%	N=411
Overall image or reputation of St. Louis County	6%	N=24	44%	N=174	35%	N=139	15%	N=61	100%	N=399

Table 126: Question 3 - Including Don't Know Responses

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	41%	N=148	49%	N=176	10%	N=36	0%	N=0	0%	N=0	100%	N=361
Land/home values	24%	N=87	51%	N=184	23%	N=82	1%	N=4	0%	N=1	100%	N=359
Arts/cultural opportunities	14%	N=50	29%	N=105	38%	N=136	19%	N=67	0%	N=1	100%	N=360
Close to family/friends	17%	N=61	39%	N=141	32%	N=117	11%	N=41	0%	N=1	100%	N=360
Rural character	14%	N=50	38%	N=138	35%	N=126	12%	N=41	1%	N=3	100%	N=358
Sense of community	17%	N=63	48%	N=171	29%	N=103	6%	N=22	0%	N=0	100%	N=360
Public land/open space	33%	N=120	36%	N=130	26%	N=95	3%	N=10	2%	N=5	100%	N=360
Your job	50%	N=177	30%	N=105	11%	N=39	8%	N=27	2%	N=7	100%	N=355
County-provided services	19%	N=67	31%	N=112	31%	N=112	17%	N=62	1%	N=4	100%	N=359
Public safety	51%	N=182	36%	N=130	12%	N=45	1%	N=3	0%	N=0	100%	N=360
Thriving economy	40%	N=146	50%	N=181	8%	N=30	1%	N=4	0%	N=0	100%	N=360
Educational/learning opportunities	34%	N=121	46%	N=166	17%	N=61	3%	N=12	0%	N=0	100%	N=359
Natural environment	42%	N=150	43%	N=155	13%	N=47	2%	N=8	0%	N=0	100%	N=360
Fiscally sound government	51%	N=182	41%	N=147	7%	N=25	1%	N=3	0%	N=1	100%	N=359
Quality of infrastructure/ease of commute	41%	N=145	43%	N=154	14%	N=52	2%	N=6	0%	N=0	100%	N=357
Recreational opportunities	29%	N=102	48%	N=170	21%	N=76	3%	N=10	0%	N=0	100%	N=358
Availability of quality health care	49%	N=176	39%	N=138	10%	N=35	2%	N=9	0%	N=1	100%	N=359
Fast/reliable Internet service (broadband)	45%	N=162	34%	N=122	19%	N=67	3%	N=9	0%	N=0	100%	N=360

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

Table 127: Question 3 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N
Affordability	41%	N=148	49%	N=176	10%	N=36	0%	N=0	100%	N=361
Land/home values	24%	N=87	51%	N=184	23%	N=82	1%	N=4	100%	N=358
Arts/cultural opportunities	14%	N=50	29%	N=105	38%	N=136	19%	N=67	100%	N=359
Close to family/friends	17%	N=61	39%	N=141	33%	N=117	11%	N=41	100%	N=359
Rural character	14%	N=50	39%	N=138	36%	N=126	12%	N=41	100%	N=355
Sense of community	17%	N=63	48%	N=171	29%	N=103	6%	N=22	100%	N=360
Public land/open space	34%	N=120	37%	N=130	27%	N=95	3%	N=10	100%	N=355
Your job	51%	N=177	30%	N=105	11%	N=39	8%	N=27	100%	N=348
County-provided services	19%	N=67	32%	N=112	32%	N=112	18%	N=62	100%	N=355
Public safety	51%	N=182	36%	N=130	12%	N=45	1%	N=3	100%	N=360
Thriving economy	40%	N=146	50%	N=181	8%	N=30	1%	N=4	100%	N=360
Educational/learning opportunities	34%	N=121	46%	N=166	17%	N=61	3%	N=12	100%	N=359
Natural environment	42%	N=150	43%	N=155	13%	N=47	2%	N=8	100%	N=360
Fiscally sound government	51%	N=182	41%	N=147	7%	N=25	1%	N=3	100%	N=358
Quality of infrastructure/ease of commute	41%	N=145	43%	N=154	14%	N=52	2%	N=6	100%	N=357
Recreational opportunities	29%	N=102	48%	N=170	21%	N=76	3%	N=10	100%	N=358
Availability of quality health care	49%	N=176	39%	N=138	10%	N=35	3%	N=9	100%	N=358
Fast/reliable Internet service (broadband)	45%	N=162	34%	N=122	19%	N=67	3%	N=9	100%	N=360

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

Responses to Question 3 “Other, please specify”:

- ◆ ?
- ◆ ??
- ◆ Ability to provide and help the large low income population find stable, healthy lives

- ◆ Adult learning opportunities
- ◆ Air and water quality
- ◆ Basic infrastructure needs such as electricity, gas, water, telecommuicaton
- ◆ blue skies not chemically sprayed skies
- ◆ buildings shops must be painted
- ◆ cheap & excellent mass transit
- ◆ Choices did not fit
- ◆ City of Chisholm roads...a total embarrassment
- ◆ clean water
- ◆ Clean water & air
- ◆ Contain taxes on citizens
- ◆ Cost of living
- ◆ Crime is high
- ◆ Crime, corruption, tax limits, integrity of public officials
- ◆ Cultural diversity
- ◆ Depending on what "other" means
- ◆ diversification of economic opportunity
- ◆ Don't know
- ◆ Electricity Costs High/ State Government Policy
- ◆ enforcement of environmental laws
- ◆ Environment free of toxins
- ◆ Equitable distribution of funding - meaning to focus budget money on the rural areas specifically, rather than just on Cities and Towns.
- ◆ Equitable taxation
- ◆ Get Polymet going!!!
- ◆ Gun safety legislation
- ◆ Help/Support and Reduction of Property Taxes for Seniors
- ◆ I answered don't know.

- ◆ I cannot get any internet service besides satellite. Live five miles from cook. Ridiculous
- ◆ Job opportunities in Natural Resources & Outdoor recreation at a liveable wage
- ◆ K-12 education
- ◆ lack of racism
- ◆ Makes no sense
- ◆ MINING and LOWER taxes
- ◆ N/a
- ◆ NA
- ◆ Need to clean up the range
- ◆ No
- ◆ No question
- ◆ No thanks
- ◆ Not a question
- ◆ Not enough safe places to live anymore. Too much crime and drugs !!!!
- ◆ Not sure what you're asking for
- ◆ Opportunities to grow
- ◆ Other
- ◆ Other
- ◆ Other is ?
- ◆ Other other irrelevant question
- ◆ Plowing, pot holes and traffic flow.
- ◆ Price and adequacy of housing for middle income families.
- ◆ Progressive government

- ◆ Prosecution of vagabonds who are attracted to St. Louis County for social services, the ease and profitability of criminal activity.
- ◆ Public transportation (rail) to Metro
- ◆ Public transportation light rail to cities.
- ◆ quality of streets
- ◆ Residential road are the worst in the state
- ◆ Road maintenance
- ◆ Road maintenance is a SAFETY issue, not taken seriously. We will save money if we have a county crew trained to rebuild the county roads, don't contract it out!!!!
- ◆ Road repair
- ◆ Roads well-maintained because they are NOT.
- ◆ Roads without potholes
- ◆ Safe
- ◆ safe drinking water
- ◆ Sense of community is so lost.
- ◆ Services for elders
- ◆ Services for seniors as we are just starting our retirement years-we would prefer to stay in St. Louis County
- ◆ Snow removal and road repair
- ◆ Sustainability of standard of living
- ◆ The crime and drug use around St. Louis County is overwhelming.
- ◆ There was no other option!
- ◆ This survey has a serious flaw because it doesn't distinguish between Duluth and the rest of the county. Duluth has far more amenities than the rest of the county and people's issues are different.
- ◆ Undefined question
- ◆ Unsure
- ◆ Using money for roads instead of going into the mayor's pocket by privately hiring friends to make trails for the city
- ◆ utility costs
- ◆ Wage to expense ratio

- ◆ We need POLYMET so we can have jobs and decent pay
- ◆ welfare programs
- ◆ WELFARE/ HOMELESS
- ◆ What are you asking???
- ◆ Willing to expand opportunities for youth sports (hockey). We have no year round ice in Hibbing.

Table 128: Question 4 - Including Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N	%	N
Property crimes (e.g., burglary, theft)	16%	N=55	45%	N=156	28%	N=98	10%	N=36	0%	N=0	100%	N=345
Violent crimes (e.g., rape, assault, robbery)	26%	N=90	44%	N=152	20%	N=70	9%	N=33	0%	N=0	100%	N=345
Illegal drug activity (e.g., manufacture, sale or use of drugs)	7%	N=24	27%	N=94	36%	N=123	30%	N=102	0%	N=2	100%	N=344
Intoxicated or impaired drivers	5%	N=17	34%	N=116	42%	N=143	19%	N=65	1%	N=3	100%	N=344
Distracted drivers	2%	N=8	22%	N=77	36%	N=125	39%	N=134	0%	N=1	100%	N=344

Table 129: Question 4 - Excluding Don't Know Responses

Please rate how safe or unsafe you feel from the following in St. Louis County.	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N
Property crimes (e.g., burglary, theft)	16%	N=55	45%	N=156	28%	N=98	10%	N=36	100%	N=345
Violent crimes (e.g., rape, assault, robbery)	26%	N=90	44%	N=152	20%	N=70	9%	N=33	100%	N=345
Illegal drug activity (e.g., manufacture, sale or use of drugs)	7%	N=24	28%	N=94	36%	N=123	30%	N=102	100%	N=343
Intoxicated or impaired drivers	5%	N=17	34%	N=116	42%	N=143	19%	N=65	100%	N=341
Distracted drivers	2%	N=8	22%	N=77	36%	N=125	39%	N=134	100%	N=343

Table 130: Question 5 - Including Don't Know Responses

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	2%	N=6	19%	N=67	54%	N=188	24%	N=84	0%	N=1	100%	N=346
Taxes	10%	N=34	20%	N=69	28%	N=95	40%	N=139	2%	N=9	100%	N=346
Condition of county roads and bridges	2%	N=7	11%	N=39	26%	N=90	60%	N=207	1%	N=2	100%	N=345
Poverty	3%	N=11	18%	N=61	40%	N=137	37%	N=127	3%	N=10	100%	N=346
Homelessness	5%	N=19	25%	N=86	34%	N=119	30%	N=105	5%	N=17	100%	N=346
Opioid epidemic	2%	N=7	7%	N=24	24%	N=82	65%	N=224	2%	N=9	100%	N=345
Foreclosed properties/tax forfeiture/blight	3%	N=10	29%	N=100	41%	N=140	20%	N=69	7%	N=25	100%	N=344
Lack of opportunities for young people	4%	N=15	19%	N=67	29%	N=102	46%	N=158	1%	N=4	100%	N=346
Lack of jobs	10%	N=33	18%	N=64	35%	N=121	36%	N=124	1%	N=4	100%	N=346

Table 131: Question 5 - Excluding Don't Know Responses

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	2%	N=6	20%	N=67	55%	N=188	24%	N=84	100%	N=345
Taxes	10%	N=34	21%	N=69	28%	N=95	41%	N=139	100%	N=337
Condition of county roads and bridges	2%	N=7	11%	N=39	26%	N=90	60%	N=207	100%	N=343
Poverty	3%	N=11	18%	N=61	41%	N=137	38%	N=127	100%	N=336
Homelessness	6%	N=19	26%	N=86	36%	N=119	32%	N=105	100%	N=329
Opioid epidemic	2%	N=7	7%	N=24	24%	N=82	67%	N=224	100%	N=336
Foreclosed properties/tax forfeiture/blight	3%	N=10	31%	N=100	44%	N=140	22%	N=69	100%	N=319
Lack of opportunities for young people	4%	N=15	20%	N=67	30%	N=102	46%	N=158	100%	N=342
Lack of jobs	10%	N=33	19%	N=64	35%	N=121	36%	N=124	100%	N=342

Table 132: Question 6 - Including Don't Know Responses

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 (smoking, chewing tobacco)	24%	N=80	27%	N=90	31%	N=104	15%	N=50	2%	N=7	100%	N=331
Vaping (e-cigarettes)	23%	N=76	25%	N=83	26%	N=86	24%	N=80	2%	N=7	100%	N=331
Underage alcohol use	15%	N=48	29%	N=96	34%	N=111	19%	N=63	4%	N=12	100%	N=330
Alcohol abuse among adults	10%	N=32	24%	N=78	39%	N=128	26%	N=87	2%	N=6	100%	N=330
Illegal drug use	4%	N=12	8%	N=27	33%	N=109	53%	N=177	2%	N=6	100%	N=331
Abuse of prescribed medications	5%	N=16	14%	N=47	30%	N=99	46%	N=152	5%	N=16	100%	N=330
Availability of mental health services	8%	N=25	15%	N=50	29%	N=95	46%	N=152	3%	N=9	100%	N=331
Depression	6%	N=19	21%	N=69	37%	N=124	30%	N=99	6%	N=21	100%	N=332
Suicide/attempted suicide	6%	N=21	22%	N=73	40%	N=131	23%	N=75	9%	N=31	100%	N=331
Unplanned pregnancy	10%	N=32	31%	N=102	26%	N=85	19%	N=62	15%	N=49	100%	N=330
Health and support of older adults	4%	N=14	16%	N=54	38%	N=126	38%	N=125	3%	N=11	100%	N=329
Health and support of people with disabilities	7%	N=24	18%	N=59	39%	N=130	30%	N=99	5%	N=18	100%	N=331
Quality of parenting skills (of parents of children ages 0-17)	6%	N=18	14%	N=47	37%	N=122	36%	N=120	7%	N=22	100%	N=329
Sexually transmitted diseases	12%	N=38	34%	N=112	26%	N=87	9%	N=30	19%	N=62	100%	N=330
Overweight children	9%	N=29	22%	N=73	43%	N=144	21%	N=70	5%	N=15	100%	N=331
Overweight adults	9%	N=31	15%	N=51	44%	N=146	28%	N=91	3%	N=11	100%	N=330
Abuse and neglect of children	3%	N=10	16%	N=53	35%	N=115	38%	N=125	8%	N=26	100%	N=330
Abuse and neglect of older adults	3%	N=10	20%	N=66	42%	N=140	26%	N=86	9%	N=30	100%	N=331
Pedestrian and bicyclist safety	24%	N=79	26%	N=87	30%	N=98	17%	N=56	4%	N=12	100%	N=331
Domestic violence	5%	N=17	21%	N=70	38%	N=125	28%	N=92	8%	N=26	100%	N=331
Bullying	9%	N=30	22%	N=73	37%	N=122	25%	N=83	7%	N=24	100%	N=331
Misunderstanding or discrimination faced by people with mental health challenges	7%	N=23	26%	N=85	36%	N=118	23%	N=78	8%	N=27	100%	N=331

Table 133: Question 6 - Excluding Don't Know Responses

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	
Tobacco use (smoking, chewing tobacco)	25%	N=80	28%	N=90	32%	N=104	15%	N=50	100%	N=324
Vaping (e-cigarettes)	23%	N=76	26%	N=83	27%	N=86	25%	N=80	100%	N=324
Underage alcohol use	15%	N=48	30%	N=96	35%	N=111	20%	N=63	100%	N=318
Alcohol abuse among adults	10%	N=32	24%	N=78	39%	N=128	27%	N=87	100%	N=324
Illegal drug use	4%	N=12	8%	N=27	34%	N=109	54%	N=177	100%	N=325
Abuse of prescribed medications	5%	N=16	15%	N=47	32%	N=99	48%	N=152	100%	N=315
Availability of mental health services	8%	N=25	15%	N=50	29%	N=95	47%	N=152	100%	N=322
Depression	6%	N=19	22%	N=69	40%	N=124	32%	N=99	100%	N=311
Suicide/attempted suicide	7%	N=21	24%	N=73	44%	N=131	25%	N=75	100%	N=300
Unplanned pregnancy	11%	N=32	36%	N=102	30%	N=85	22%	N=62	100%	N=281
Health and support of older adults	4%	N=14	17%	N=54	40%	N=126	39%	N=125	100%	N=319
Health and support of people with disabilities	8%	N=24	19%	N=59	42%	N=130	32%	N=99	100%	N=313
Quality of parenting skills (of parents of children ages 0-17)	6%	N=18	15%	N=47	40%	N=122	39%	N=120	100%	N=307
Sexually transmitted diseases	14%	N=38	42%	N=112	33%	N=87	11%	N=30	100%	N=268
Overweight children	9%	N=29	23%	N=73	45%	N=144	22%	N=70	100%	N=316
Overweight adults	10%	N=31	16%	N=51	46%	N=146	29%	N=91	100%	N=319
Abuse and neglect of children	3%	N=10	18%	N=53	38%	N=115	41%	N=125	100%	N=304
Abuse and neglect of older adults	3%	N=10	22%	N=66	46%	N=140	28%	N=86	100%	N=301
Pedestrian and bicyclist safety	25%	N=79	27%	N=87	31%	N=98	17%	N=56	100%	N=319
Domestic violence	6%	N=17	23%	N=70	41%	N=125	30%	N=92	100%	N=305
Bullying	10%	N=30	24%	N=73	40%	N=122	27%	N=83	100%	N=307
Misunderstanding or discrimination faced by people with mental health challenges	8%	N=23	28%	N=85	39%	N=118	26%	N=78	100%	N=304

Table 134: Question 7 - Including Don't Know Responses

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=5	24%	N=75	48%	N=152	24%	N=76	2%	N=8	100%	N=317
The job St. Louis County government does at listening to residents	1%	N=2	15%	N=48	38%	N=121	40%	N=127	6%	N=18	100%	N=316
The value of services for the taxes paid to St. Louis County	3%	N=10	18%	N=58	40%	N=129	33%	N=105	5%	N=16	100%	N=318
The job St. Louis County government does at managing tax dollars	3%	N=11	19%	N=61	33%	N=103	37%	N=116	8%	N=26	100%	N=317
Effectively planning for the future of the county	3%	N=9	17%	N=53	38%	N=119	34%	N=108	8%	N=27	100%	N=315
The job St. Louis County does at providing culturally responsive services	5%	N=15	17%	N=53	36%	N=115	19%	N=60	23%	N=74	100%	N=317
The job St. Louis County does at providing access to St. Louis County government services	9%	N=28	30%	N=94	38%	N=120	14%	N=46	9%	N=29	100%	N=317
Overall confidence in St. Louis County government	5%	N=16	32%	N=100	40%	N=122	22%	N=67	1%	N=3	100%	N=308

Table 135: Question 7 - Excluding Don't Know Responses

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=5	24%	N=75	49%	N=152	25%	N=76	100%	N=309
The job St. Louis County government does at listening to residents	1%	N=2	16%	N=48	41%	N=121	43%	N=127	100%	N=298
The value of services for the taxes paid to St. Louis County	3%	N=10	19%	N=58	43%	N=129	35%	N=105	100%	N=301
The job St. Louis County government does at managing tax dollars	4%	N=11	21%	N=61	36%	N=103	40%	N=116	100%	N=291
Effectively planning for the future of the county	3%	N=9	18%	N=53	41%	N=119	37%	N=108	100%	N=289
The job St. Louis County does at providing culturally responsive services	6%	N=15	22%	N=53	47%	N=115	25%	N=60	100%	N=242
The job St. Louis County does at providing access to St. Louis County government services	10%	N=28	33%	N=94	42%	N=120	16%	N=46	100%	N=288
Overall confidence in St. Louis County government	5%	N=16	33%	N=100	40%	N=122	22%	N=67	100%	N=305

Table 136: Question 8 - Including Don't Know Responses

To what extent do you approve or disapprove of the job the St. Louis County government is doing?	Percent of respondents	Number of respondents
Strongly approve	10%	N=30
Somewhat approve	45%	N=144
Somewhat disapprove	24%	N=77
Strongly disapprove	16%	N=51
Don't know	5%	N=16
Total	100%	N=318

Table 137: Question 8 - Excluding Don't Know Responses

To what extent do you approve or disapprove of the job the St. Louis County government is doing?	Percent of respondents	Number of respondents
Strongly approve	10%	N=30
Somewhat approve	48%	N=144
Somewhat disapprove	25%	N=77
Strongly disapprove	17%	N=51
Total	100%	N=302

Table 138: Question 9 - Including Don't Know Responses

Please rate 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	38%	N=112	35%	N=102	8%	N=23	2%	N=7	17%	N=50	100%	N=293
Sheriff patrol	28%	N=84	33%	N=99	15%	N=45	5%	N=16	18%	N=52	100%	N=295
Employment support	6%	N=18	19%	N=55	32%	N=94	12%	N=36	31%	N=90	100%	N=293
Snow and ice removal on County roads	14%	N=40	39%	N=116	24%	N=70	19%	N=57	4%	N=13	100%	N=295
Maintenance of County roads	8%	N=23	26%	N=76	31%	N=91	34%	N=98	1%	N=4	100%	N=292
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	11%	N=31	28%	N=83	24%	N=72	12%	N=34	25%	N=74	100%	N=294
Information about the work of the St. Louis County Board	2%	N=7	20%	N=60	34%	N=101	25%	N=74	18%	N=53	100%	N=294
Records and vital statistics	9%	N=27	25%	N=73	34%	N=98	9%	N=26	23%	N=68	100%	N=292
Assessment process/property tax system	8%	N=22	22%	N=64	29%	N=85	28%	N=82	14%	N=40	100%	N=294
Licensing and vehicle registration	10%	N=30	36%	N=105	30%	N=87	17%	N=49	8%	N=22	100%	N=293
Land use services, including building and conditional use permitting	5%	N=14	20%	N=58	28%	N=83	15%	N=44	33%	N=96	100%	N=295
On-site wastewater and septic permitting	4%	N=13	18%	N=52	25%	N=74	10%	N=30	43%	N=126	100%	N=295
Management of County-owned land	5%	N=15	25%	N=73	25%	N=74	17%	N=49	28%	N=82	100%	N=293
Disaster preparedness and response	7%	N=21	23%	N=66	25%	N=75	12%	N=35	33%	N=97	100%	N=294
Public health	8%	N=25	32%	N=96	35%	N=104	12%	N=34	12%	N=36	100%	N=295
Landfill, canister sites and recycling programs	10%	N=28	39%	N=116	27%	N=79	13%	N=39	11%	N=32	100%	N=295
Services to older adults	4%	N=12	22%	N=64	29%	N=84	19%	N=55	27%	N=79	100%	N=295
Services to youth	3%	N=9	17%	N=50	34%	N=100	20%	N=58	26%	N=77	100%	N=295
Services to low income residents	12%	N=36	17%	N=51	25%	N=74	21%	N=62	24%	N=70	100%	N=294
Child protection	4%	N=12	20%	N=58	32%	N=95	17%	N=50	27%	N=78	100%	N=294
Services to veterans	3%	N=8	19%	N=56	30%	N=88	19%	N=55	30%	N=87	100%	N=294
Overall quality of services provided by St. Louis County	3%	N=10	31%	N=92	48%	N=141	13%	N=39	4%	N=12	100%	N=293

Table 139: Question 9 - Excluding Don't Know Responses

Please rate each of the following services provided by St. Louis County.	Excellent		Good		Fair		Poor		Total	
911 dispatch	46%	N=112	42%	N=102	9%	N=23	3%	N=7	100%	N=243
Sheriff patrol	35%	N=84	41%	N=99	18%	N=45	7%	N=16	100%	N=243
Employment support	9%	N=18	27%	N=55	46%	N=94	18%	N=36	100%	N=203
Snow and ice removal on County roads	14%	N=40	41%	N=116	25%	N=70	20%	N=57	100%	N=282
Maintenance of County roads	8%	N=23	26%	N=76	31%	N=91	34%	N=98	100%	N=288
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	14%	N=31	38%	N=83	32%	N=72	16%	N=34	100%	N=220
Information about the work of the St. Louis County Board	3%	N=7	25%	N=60	42%	N=101	31%	N=74	100%	N=241
Records and vital statistics	12%	N=27	32%	N=73	44%	N=98	12%	N=26	100%	N=224
Assessment process/property tax system	9%	N=22	25%	N=64	34%	N=85	32%	N=82	100%	N=254
Licensing and vehicle registration	11%	N=30	39%	N=105	32%	N=87	18%	N=49	100%	N=271
Land use services, including building and conditional use permitting	7%	N=14	29%	N=58	42%	N=83	22%	N=44	100%	N=199
On-site wastewater and septic permitting	8%	N=13	31%	N=52	44%	N=74	18%	N=30	100%	N=169
Management of County-owned land	7%	N=15	35%	N=73	35%	N=74	23%	N=49	100%	N=211
Disaster preparedness and response	10%	N=21	34%	N=66	38%	N=75	18%	N=35	100%	N=197
Public health	10%	N=25	37%	N=96	40%	N=104	13%	N=34	100%	N=259
Landfill, canister sites and recycling programs	11%	N=28	44%	N=116	30%	N=79	15%	N=39	100%	N=263
Services to older adults	6%	N=12	30%	N=64	39%	N=84	26%	N=55	100%	N=216
Services to youth	4%	N=9	23%	N=50	46%	N=100	27%	N=58	100%	N=218
Services to low income residents	16%	N=36	23%	N=51	33%	N=74	28%	N=62	100%	N=224
Child protection	6%	N=12	27%	N=58	44%	N=95	23%	N=50	100%	N=216
Services to veterans	4%	N=8	27%	N=56	42%	N=88	27%	N=55	100%	N=207
Overall quality of services provided by St. Louis County	3%	N=10	33%	N=92	50%	N=141	14%	N=39	100%	N=281

Table 140: Question 10 - 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	31%	N=81	55%	N=145	14%	N=37	100%	N=263
Sheriff patrol	17%	N=44	63%	N=167	20%	N=53	100%	N=263
Employment support	16%	N=41	48%	N=123	37%	N=96	100%	N=259
Snow and ice removal on County roads	12%	N=32	41%	N=106	47%	N=122	100%	N=260
Maintenance of County roads	14%	N=36	44%	N=114	42%	N=108	100%	N=259
Access to information on County website	13%	N=35	49%	N=126	38%	N=97	100%	N=259
Information about the work of the St. Louis County Board	21%	N=55	59%	N=154	19%	N=50	100%	N=258
Records and vital statistics	29%	N=73	53%	N=135	19%	N=48	100%	N=256
Assessment process/property tax system	15%	N=39	46%	N=119	39%	N=99	100%	N=257
Licensing and vehicle registration	12%	N=31	49%	N=125	39%	N=101	100%	N=257
Land use services, including building and conditional use permitting	21%	N=55	44%	N=116	34%	N=89	100%	N=260
On-site wastewater and septic permitting	14%	N=37	51%	N=131	35%	N=90	100%	N=259
Management of County-owned land	12%	N=31	41%	N=106	48%	N=125	100%	N=261
Disaster preparedness and response	15%	N=39	46%	N=120	39%	N=100	100%	N=258
Public health	41%	N=107	48%	N=126	11%	N=28	100%	N=261
Landfill, canister sites and recycling programs	39%	N=102	48%	N=125	13%	N=34	100%	N=261
Services to older adults	29%	N=75	53%	N=138	18%	N=48	100%	N=261
Services to youth	10%	N=26	51%	N=131	39%	N=100	100%	N=257
Services to low income residents	14%	N=35	48%	N=123	39%	N=101	100%	N=259
Child protection	31%	N=78	44%	N=113	25%	N=65	100%	N=257
Services to veterans	42%	N=110	47%	N=121	11%	N=29	100%	N=260

Table 141: Question 10 - Would Like More Information

Indicate whether you would like the County to provide more information about each service	Percent of respondents	Number of respondents
911 dispatch	6%	N=16
Sheriff patrol	11%	N=28
Employment support	7%	N=19
Snow and ice removal on County roads	4%	N=11
Maintenance of County roads	10%	N=26
Access to information on County website	8%	N=21
Information about the work of the St. Louis County Board	7%	N=18
Records and vital statistics	11%	N=28
Assessment process/property tax system	9%	N=24
Licensing and vehicle registration	6%	N=16
Land use services, including building and conditional use permitting	10%	N=27
On-site wastewater and septic permitting	5%	N=13
Management of County-owned land	9%	N=24
Disaster preparedness and response	5%	N=14
Public health	4%	N=10
Landfill, canister sites and recycling programs	6%	N=17
Services to older adults	4%	N=11
Services to youth	16%	N=42
Services to low income residents	8%	N=21
Child protection	10%	N=27
Services to veterans	4%	N=12
Do not want information	71%	N=188

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

Responses to Question 11: Which St. Louis County Government service, if any, do you think should be improved, and what would you like to see changed?

- ◆ 911 dispatch
- ◆ 911 dispatch needs to be split back into two facilities. Our taxes are out of control, and those of us paying them aren't the ones seeing the benefits
- ◆ Accessibility for high speed internet to all residents, local TV channels to all county residents, and support as LGU to expand and enhance ATV trail system in northern part of county.
- ◆ Affordable housing, mold law for landlords to fix, better enforcement of citizens picking up dog poo, and shoveling sidewalks, cleaning up trash, Duluth is not middle-class friendly, and especially low income residents; politicians do not listen, and one can tell plans are already in place, before they bring anything, which is rare, to the public, before plans are enacted; feels very oppressive, ignorant, apathetic, to the wants and needs of Duluth's citizens.
- ◆ As a retiree, I will say for the umpteenth time that 1) we need to eliminate a lot of higher paying administrative and upper management jobs such as "Assistant this or Deputy that or Associate that" and 2) we need to get rid of abusive managers and supervisors - ALL should have to pass a psychiatric exam before being hired, and as much as possible, we need to promote from within and NOT HIRE SOLELY FOR DIVERSITY!!!! Not only would we get better management, it would help morale, which is almost non-existent, and it's only fair.
- ◆ Assessor's Office- Property taxes are way out of hand, especially on recreation property.
- ◆ Better management of tax dollars!
- ◆ Better road construction, less salt on non-major county roads during winter, property tax assessment should take into account that some residents pay for separately for local road maintenance and do not have access to high speed internet, curb-side recycling, nearby postal delivery, school bus.
- ◆ Better road maintenance on the West Lismore Road
- ◆ Better roads maintained.
- ◆ Better snow removal and better times and dates for ECFE. Ones that work better for working families.
- ◆ Better use of the tax money. Preserving nature and funding programs that are vital to the community. Eliminate programs that are no longer viable or produce little results. Reduce property taxes to help bring in more families from surrounding areas and keep those that are currently living here.
- ◆ Biking and pedestrian safety (sidewalks and curbs!), distracted driving, and road maintenance. My neighborhood has not been repaved in years and just keeps getting patched after winter.

- ◆ Building inspectors seem to have a very anti new business approach.
- ◆ Building permits are ridiculously hard to get and taxes are property taxes are way too high. I have friends who are being taxed out of their homes, which should never be.
- ◆ Change our welfare system, too easy to get and stay on!
- ◆ Child protection- more help for kids right away. Road maintenance- more workers to aid in the jobs that need to be done.
- ◆ Child protection. The dept seems over worked and understaffed. The social workers are too busy to coordinate care with other service providers to ensure that the children's needs are being met. Also social workers seem burnt out and disengaged. They need more support. Budgeting for reflective supervision provided by someone outside the department could be very helpful. Please research "reflective supervision" to learn more.
- ◆ Clean up the blighted homes that you own... Maintain the roads you expect taxpayers to commute on.
- ◆ Condition of roads, effective management of resources including financial management without raising taxes, fair property tax assessment.
- ◆ Continued focus on mental health and substance abuse. More local treatment options.
- ◆ County board needs to start managing county staff not letting staff run county!
- ◆ County Board should meet in the evening, when most citizen's are able to attend and participate in the process.
- ◆ County commissioners seems to be the "Good Ole Boys" set up. there is a need to diversify the board
- ◆ County Road Maintenance
- ◆ Create county offices and services in Ely. If you all had to drive two hours one way on ice-covered roads to reach an office you would insist on having better access.
- ◆ Culverts have been in need of replacement in many areas in Waasa Township.
- ◆ Decrease in alcohol sales. Elimination of tobacco and vape sales from the county. Both of these are public health emergencies.
- ◆ Enforcement of snow and ice removal ordinance. Many injuries occurred because it is not enforced by the County that put it into effect.
- ◆ Everyone is overworked; need more staff and more consistency in services provided. More training for employees so that they all know the processes.
- ◆ Garbage and recycling options

- ◆ Gaurdian Ad Litem need to be educated about people with mental illness and the impact it can have on children and families. Land Department need to be taught what their purpose is and employees need to be trained in pracices to address the publics needs.
- ◆ Get rid of the freeloaders that come from other locals just to get free support without doing our any community service, and bring crime and drugs with them. Make them work for their "benefits".
- ◆ GET rid of WELFARE
- ◆ Get the chicago dirt bags out of this town
- ◆ Greater consistency in real estate tax evaluation. Less polarization of north to south. Health services needs to focus on the health of the "entire" population (not just poverty or crisis levels). Move away from political grandstanding and focus on supporting the entire county!
- ◆ Help local government (townships, unincorporated) to provide for economically self sustaining infrastructure in planning and projects for natural resources, water quality, water and sewage and infrastructure. Protects open space, provides resilient services and builds community. Help these communities work together as a system rather than a separate piece. Everything we do no matter where affects each other. Help work toward long term solutions for our increasing homeless population. Kids first, they are critical to helping to change the cycles. Thank you
- ◆ Help support our Ellsburg Volunteer Fire Department, Road Restrictions need better monitoring so we can lift them when appropriate
- ◆ Hiring practices, including county attorney office
- ◆ Hiring practices, particularly nepotism. County attorney's office in particular. Hiring your son without serious consideration of other candidates is just wrong.
- ◆ HUGE concern about preserving our natural resources now and for the future. I have concerns about copper mining and keeping the quality of our natural resource. Concerns about invasive species in rivers and lakes. Concern about over-development.
- ◆ I am the co-owner of 2 properties. When the other parties fell behind on taxes, I was never notified by the county, and penalties accrued, which I ended up paying. EVERY owner of record needs to receive tax statements and property notices, not just an arbitrary one. The county needs to amend this practice so that every owner/taxpayer receives the same legal information. I believe the penalties paid are a "cash cow" of revenue based on inequitable treatment.
- ◆ I am very disappointed and angry that the St. Louis County Attorney engaged in blatant nepotism when hiring his son over a number of better qualified candidates. It was arrogant and wrong " even if the law does not specifically prohibit it. His behavior also led his son to make a stupid mistake, which will haunt him far longer than it will haunt his father. No one will ever believe " regardless of how well the son performs " that he deserves to be in a position paid for with tax dollars.

The County Attorney made a mistake and stubbornly refuses to acknowledge it, compounding it every day. And this is from someone who voted for him twice.

- ◆ I feel like there is a lot of bias in the county board and not a lot of communication about their activities, votes, etc.
- ◆ I object to Mark Rubin's action to hire his son. This is nepotism. He should never have been allowed to do this, and I'd like to see the employment nullified. Rubin's action demonstrate a lack of concern about fairness and an over concern about "taking care of my own" which does not communicate a good character or set of values.
- ◆ I think St. Louis county should go back to separate civil service office and separate personnel office. The recent county attorney situation shows why they need to be two distinctly sowerste offices. Public safety, retire those plow drivers by age 55 they're too old to be doing that work after that. They're broken and blind by then . Up all night, it's dangerous work just like the police and other ERP. Also I don't want to be in the roads with 80 year old plow drivers.
- ◆ I think there needs to be strict guidelines on welfare services and funds given. SLC has people coming from FL, the Twin Cities, and IL to obtain benefits. That is absurd! As a paying citizen, I am happy to help local citizens in need (i.e. those that have lived in SLC for 5+ years). Healthcare, education, and tourism are important industries to the area.... just as important as mining. Put each on the same playing field.
- ◆ I want all stores to be handicap accessible and many are not.
- ◆ I would appreciate more road maintenance!!! Sick of trashing my vehicle when I have to drive from Ely to anywhere!!!
- ◆ I would like Child Protection services to be improved. I am tired of hearing "We can only deal with F parents, not D parents." More than one staff person has said that, it must be on a banner in the office.
- ◆ I would like the county board to have public meetings about the perks and cons of splitting the county in half. I live in the very northern part of the county and we get ignored because of how rural a lot of us live. My family lives on Lake Vermilion and pay a pretty penny in taxes, which is fine, but why should our taxes go towards projects in Duluth. I also am very frustrated that my children's school has zero opportunities for gifted children. Being so rural shouldn't mean my kids can't get the education they deserve. Duluth has a plethora of different schools so any child can be educated in the way they need and I think if we are 1 county, the rest of the county outside of Duluth deserve better.
- ◆ I would like the County to receive better funding for social services to enhance existing programs.
- ◆ I would like to see a correct, more helpful way for those with mental health needs/crisis! I feel that the Governor is to restricted on the mental health house/help/services. I see the mental health system as a survivor myself that it is still stuck in the ways of the 1980's. I have been working with politics to form/start a new way of helping. I was cleared to build until the new Governor started destroying my house that works from the last Governor granted to build with it ready. Yet our new Governor says no to it. It bothers me how mental illness is just going down faster and faster with no one caring. When

you do than you are pushed aside. Trashing the mental health system if you ask me as a advocator/presenter/MI author/mentor/working with politics!

- ◆ I would like to see environmental laws enforced, which would also mean monitoring often and well.
- ◆ I would like to see hand-outs, or welfare benefits restructured in a manner that puts people to work. In order to receive benefits, an individual must be striving to get off the assistance, and/or contributing to the greater good of county. No free rides!
- ◆ I would like to see St. Louis county hire younger adults, who will be implored by the county for 30+ years. Train them and license them on there equipment so they are familiar with what St. Louis county has. I don't agree that years of experience means better workers, give young people with no experience a chance to prove themselves.
- ◆ Im concerned about low income housing meaning the more housing you have the more people will come. These new low income housing units cost 225,000 to 250,000 per unit to build and I know most people in our area dont live in houses that cost that much
- ◆ Improve your marketing. Who are our commissioners? Who are the people running our county government?
- ◆ In general government services should always be improving with changing times.
- ◆ It would be great if St. Louis County's welfare programs weren't so attractive to out-of-state individuals.
- ◆ Keep taxes as low as possible. Do not start more programs that will need increased funding every year. The tax dollars are not an endless supply of new monies for you to give away.
- ◆ Land & Minerals, Public Works, & Health need to invest in Terrestrial Invasive Species (TIS). Wild parsnip is a major health risk to this urban population. Invasive knotweeds are also a major economic threat to our infrastructure. Lots of funding is going to AIS only. Job support- College graduates (bachelor's degree) that can not obtain a liveable wage job in their field that were born & raised in SLC should be allowed to be on government assistance programs while returning to school especially if they have minors to support.
- ◆ Land use/sewers/water sucks. Need common sense people. Too many jealous workers/busy bodies. Too many people working to harass people instead of trying to help. Also property taxes should be done more fairly.
- ◆ Listen more and stop tabeling agenda and make decisions and stick with a program.
- ◆ Low income housing, resources for addictions
- ◆ Lower property taxes!!! stop wasting money on things like bike lanes that can only be used a few months out of the year and put that money towards the pot holes! Start managing tax payers dollars better! Help stop the shop lifting epedemic that is costing companies tons of money each year because you think a \$50 fine will help deter further shop lifting (NOT!!).

Start throwing said shoplifters in jail and slap them with hundreds of dollars worth of fines that can go towards our pot holes...maybe then people will think twice about shop lifting!

- ◆ Lower taxes Keep mines running
- ◆ Maintaining all the county roads. Not just the ones that the cities and make special agreements on with the commissioners in non-public meetings.
- ◆ Maintaining roads and bridges, real affordable housing, appropriate mental health services, more support services such as treatment clinics, more accessibility across the board
- ◆ Make welfare recipis pick up garbage on our streets and in our parks.
- ◆ Mental Heath needs to be number one priority. Child protection needs to be priority. Tax money needs to be used more appropriately. More restrictions on sex offenders. Welfare in St. Louis county needs to be evaluated, more effort needs to be put into getting people mentally well, so they can get jobs. Same with disabilities, there is a lot of people who are on disability that shouldn't be and use their money to buy drugs, alcohol, and cigarettes. Disturbing.
- ◆ More and better programs to help elderly, disabled and low income. I also see the need for less control by the government when it comes to in home daycare centers. Too many daycares are closing due to strict rules and parents, especially low income parents NEED affordable daycare.
- ◆ more efficient use of our taxes
- ◆ More funding for public health and human services programs such as more staffing and resources for that whole division.
- ◆ More outreach to highlight the services the county provides
- ◆ More planning for the future, improving infrastructure even if you have to increase taxes.
- ◆ More press releases on budgets and their details.
- ◆ More protection for children, stop replacing top 6" of road and repair soil and infrastructure under the roads
- ◆ more services for low income people
- ◆ More social workers needed in PHHS. Better roads. A county board that is progressive and caring about the people and not just about money.
- ◆ more transparency with history of city council votes
- ◆ N/A
- ◆ Need of SS office in cloquet area,Duluth is too far away
- ◆ Needs a complete over haul, top to bottom.
- ◆ No comments.

- ◆ no thoughts at this time
- ◆ None
- ◆ Northern St. Louis County needs financial support for its residents. Roads need a lot of attention & improvement
- ◆ Not sure.
- ◆ Our utility charges are astronomical. You can't keep raising the prices until our pockets are dry.
- ◆ Permits , land use regulation for home owners . Too expensive for those starting off.
- ◆ PHHS for MFIP related programs. There are some definite flaws in which participants receive financial support when they are not eligible or are not following through with plan.
- ◆ Preservation of water standards, wild rice quality standards, and general environmental.
- ◆ Promote mining -- ALL mining, especially copper-nickel. CUT taxes. Fix/resurface roads.
- ◆ Property tax assessments, they are very high here and I do not feel the value is great for what we pay. Public schools are overcrowded and the roads are in very poor condition.
- ◆ property tax assessments; 2nd home owners have no vote in local and county elections even though they pay large property taxes (e.g. lake home owners)
- ◆ Property Tax Assessors
- ◆ Property tax department, to many inconsistencies from purchased prices to county assessed value
- ◆ Property tax it's a one-sided conversation about property tax and not in our favor, I have an issue with charging property tax on non-permanent structures and salvage values on structures that are barely standing
- ◆ Property values and taxes are out of alignment
- ◆ Providing representation to residents of the Fifth District
- ◆ Public Health (Opioid treatment options.) Child Protection Teen safety and well being of teens in homes where there is drug use.
- ◆ Real time video (internet access) to county events, meetings
- ◆ Road infrastructure Chisholm specifically
- ◆ Road Maintenance
- ◆ Road maintenance
- ◆ Road maintenance!!! I live on. highway 29 in Floodwood and the local county is terrible for maintaining the roads! Plowing in the winter is just as bad! Tax payers dollars going down the drain.

- ◆ Road maintenance, better maintenance of sidewalks and accessibility thereto for senior citizens with motorized wheelchairs or scooters.
- ◆ Road Maintenance. Stripping ID-IQ's go along way to improving road safety, perception of responsiveness by St. Louis County and are lower cost efficient use of tax payer funds.
- ◆ Road repair/replacement has seriously deteriorated over the last 50 years. It may have been more state funded years ago, but the low quality of many of our roads is at an all time low.
- ◆ Roads
- ◆ Roads - they are terrible.
- ◆ Roads and culverts
- ◆ roads improved
- ◆ Roads need to be one of your highest priorities. We are considering moving because of the poor infrastructure maintenance priorities of the county/city government.
- ◆ Rural help for farmers and housing help. It's hard to get a loan or help fixing rural housing unless you are at poverty level. I have to work to jobs just to get by. When some people don't work at all and get assistance.
- ◆ Rural sheriff's patrol!
- ◆ Services to unemployed; needs to be more incentive for them to get jobs rather than live 'off the system' indefinitely. These services are necessary, but should be a crutch, not a life-style.
- ◆ Sheriff Patrol - Increased patrols on MN23. See a lot of impaired drivers there
- ◆ Sheriffs department. Budget for rescue squad should be cut so the aren't inpeading on private sector non emergency work. Reallocate the money to fund mor patrol officers since they are so under staffed for the size of the county.
- ◆ Snow removal and the roads. Snow removal is absolutely terrible and only fixing roads when homeowners get special assessments is ridiculous.
- ◆ Social and case workers for every part of our vulnerable populations. I do not use this service, but have seen over and over the impact that too few social and case workers have had on people with mental illness, vulnerable children and adults and our veterans.
- ◆ social service dept are hard to contact all you ever get is leave a message
- ◆ Social services/health
- ◆ Split the county.. the Duluth area gets too much of the county's money/services.. it is no longer feasible to maintain this enourmous county...

- ◆ Start drug testing for section 8
- ◆ Stop dependency on government handouts. Stop encouraging people to move here and live off of my taxes. Able bodied people have to work or loose county support. Employers can't find workers and the county pays them to stay out of work force. County encourages poverty by paying above the market value of their skills so if they do find work they can't afford to accept the job so they stay on county support. County pay alcoholics and addicts to support their habits because they don't have to work. County's creating homelessness by encouraging dependency on the government.
- ◆ taxes are too high and keep getting higher for people on fixed incomes!
- ◆ The County should be more open in its support for getting broadband. County Commissioners play too many games in their support.
- ◆ the land dept. does not seem to care about the recreational value of the county land.
- ◆ The property tax increase is a joke. I've lived in Duluth all my life and just recently have considered moving away from this pit. Increase taxes all around the board and lie to the citizens by calling it "tourist tax?" We get tourist 2 months out of the year.. who pays those "tourist tax" 12 months out of the year? By claiming it's for the tourist is spitting on all of our faces.
- ◆ The roads in MN, especially Duluth are awful. I think we should be able to get some type of rebate each year until majority of the roads are fixed. The roads are truly damaging our vehicles. It would be nice to have services and programs offered to kids that come middle class families. We live pay check to pay check but are considered too rich.
- ◆ There are potholes galore all over the county causing a major safety issue. Child care is almost non-existent on the Iron Range. There are very few things for youth to participate in on the Iron Range. Social workers are overworked with high caseloads.
- ◆ Tighten up the access to our welfare system. I keep hearing people can come to Duluth/St. Louis County and immediately get several EBT cards. There needs to be an incentive to work. There are multiple companies looking for people tand can't get applicants. ie Altec, Cirrus, AAR any fast food restaurant
- ◆ To start helping our own homeless first. before bringing in new homeless people, giving them our tax dollars because our climit is one degree warmer to sute them. also as soon as your mental health child turns 18, Know one will talk to parents.
- ◆ Too many young adults on welfare. The County is over populated with to many young adults that are not contributing anything to society, abusing the services the county offers.
- ◆ Transparency in board and government activities; Lake Superior/coastal erosion planning; stormwater planning and regulation with rural townships and cities.
- ◆ Use our money better stop sending it all to Duluth!! There's an entire other, much bigger, part of the county!!
- ◆ Veterans courts expanded to Hibbing and Virginia.

- ◆ Virginia northland building parking lot is tore up due to the new building but the county failed to provide a solution as to where everyone should park. In addition, the city is writing tickets to many vehicles parked around the county building despite there being no where to park. Seems like the city and the county should better communicate to find a solution to this issue until the new building and parking ramp is complete.
- ◆ Waste a lot of money. Give too much to the lazy people that don't want to work. Your going to tax the elderly right out of their homes.
- ◆ We have a large influx of people coming from the twin cities and chicago areas relocating here, not for job opportunities and to add to the tax base, but to take advantage of the ease of public assistance. I feel strongly that we should help those that truly need it but we are doing those folks a disservice by allowing those that are capable of working and contributing, to abuse our generosity. I would like to see some reform in this area.
- ◆ We live on a township road. The material they use to repair and grade it is very poor, not at like the county uses, I feel we pay the same taxes or base and should have the same type of road
- ◆ We need more youth services and well paying employment opportunities - something besides the mines.
- ◆ We need our roads fixed! The county road into Mckinly has been a bumpy mess for year!
- ◆ welfare day care food stamps low income housing beggers at corners
- ◆ What is out there for Senior Citizens.

Table 142: Question 12

Have you visited, telephoned, or e-mailed any St. Louis County government office within the last 12 months?	Percent of respondents	Number of respondents
Yes	63%	N=161
No	37%	N=97
Total	100%	N=257

Table 143: Question 13

With which office did you MOST RECENTLY have contact?	Percent of respondents	Number of respondents
911 Dispatch	12%	N=19
Assessor	13%	N=20
Community Corrections	0%	N=0
County Board/Administration	5%	N=8
County Attorney	1%	N=2
County Auditor	9%	N=14
Environmental Services	2%	N=3
Human Resources	3%	N=5
Land and Minerals	4%	N=7
Planning and Community Development	1%	N=2
Financial Assistance	5%	N=9
Public Health	5%	N=8
Child and Family Services	3%	N=5
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	10%	N=15
Public Works	5%	N=8
Recorder	5%	N=8
Sheriff (other than 911 Dispatch)	4%	N=7
Veterans' Services Office	3%	N=4
Other	10%	N=15
Total	100%	N=157

Asked only of those who had contact with a County office in the last 12 months. Survey respondents had the opportunity to write-in a response for other.

Responses to Question 13 "Other, please specify":

- ◆ Commissioner Boyle
- ◆ court system-jury duty
- ◆ Dmv

- ◆ emergency preparedness
- ◆ extension
- ◆ I work for St Louis County
- ◆ Licensing
- ◆ Numerous offices
- ◆ Registration for car and new driver's license
- ◆ Service Center
- ◆ To take a test for a job
- ◆ Vehicle tabs
- ◆ Vehicle services at the mall
- ◆ warming stations, homeless/low income services

Table 144: Question 14 - Including Don't Know Responses

What was your impression of the employee(s) of St. Louis County in your most recent contact? (Please rate each characteristic.)	Excellent		Good		Fair		Poor		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Knowledge	46%	N=73	36%	N=57	9%	N=14	8%	N=13	1%	N=2	100%	N=160
Responsiveness	47%	N=74	24%	N=39	16%	N=25	13%	N=20	1%	N=1	100%	N=159
Courtesy	45%	N=72	34%	N=54	14%	N=22	6%	N=10	1%	N=1	100%	N=159
Overall impression	46%	N=73	33%	N=52	11%	N=17	10%	N=16	1%	N=1	100%	N=159

Asked only of those who had contact with a County office in the last 12 months.

Table 145: Question 14 - Excluding Don't Know Responses

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
Knowledge	46%	N=73	36%	N=57	9%	N=14	9%	N=13	100%	N=158
Responsiveness	47%	N=74	24%	N=39	16%	N=25	13%	N=20	100%	N=158
Courtesy	45%	N=72	34%	N=54	14%	N=22	7%	N=10	100%	N=158
Overall impression	46%	N=73	33%	N=52	11%	N=17	10%	N=16	100%	N=158

Asked only of those who had contact with a County office in the last 12 months.

Table 146: Question 15 - Including Don't Know Responses

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	70%	N=176	23%	N=59	6%	N=14	1%	N=3	0%	N=0	100%	N=252
Protect children and vulnerable adults from abuse and neglect	70%	N=177	24%	N=60	6%	N=14	0%	N=1	0%	N=0	100%	N=252
Provide timely access to economic assistance	27%	N=67	35%	N=88	32%	N=81	5%	N=13	1%	N=2	100%	N=252
Invest in County road infrastructure	53%	N=134	39%	N=99	7%	N=18	0%	N=1	0%	N=0	100%	N=251
Provide more trails for recreational use	19%	N=47	19%	N=48	34%	N=85	28%	N=71	0%	N=1	100%	N=252
Promote healthy behaviors	23%	N=59	33%	N=84	25%	N=62	18%	N=45	1%	N=2	100%	N=252
Provide resident communication/public information	37%	N=92	38%	N=96	21%	N=54	3%	N=8	1%	N=1	100%	N=252
Provide online payment options for County services	22%	N=55	33%	N=82	31%	N=78	13%	N=34	1%	N=3	100%	N=251

Table 147: Question 15 - Excluding Don't Know Responses

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	
	%	N	%	N	%	N	%	N	%	N
Enforce laws and prosecute criminals	70%	N=176	23%	N=59	6%	N=14	1%	N=3	100%	N=252
Protect children and vulnerable adults from abuse and neglect	70%	N=177	24%	N=60	6%	N=14	0%	N=1	100%	N=252
Provide timely access to economic assistance	27%	N=67	35%	N=88	33%	N=81	5%	N=13	100%	N=249
Invest in County road infrastructure	53%	N=134	39%	N=99	7%	N=18	0%	N=1	100%	N=251
Provide more trails for recreational use	19%	N=47	19%	N=48	34%	N=85	28%	N=71	100%	N=251
Promote healthy behaviors	24%	N=59	34%	N=84	25%	N=62	18%	N=45	100%	N=250
Provide resident communication/public information	37%	N=92	38%	N=96	22%	N=54	3%	N=8	100%	N=251
Provide online payment options for County services	22%	N=55	33%	N=82	31%	N=78	14%	N=34	100%	N=248

Table 148: Question 16

How familiar, if at all, are you with Aquatic Invasive Species?	Percent of respondents	Number of respondents
I am familiar	68%	N=172
I have heard of it, but am not very familiar	26%	N=65
Not familiar	6%	N=14
Total	100%	N=252

Table 149: Question 17 - Including Don't Know Responses

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 of respondents
Essential	48%	N=120
Very important	32%	N=80
Somewhat important	15%	N=38
Not at all important	2%	N=5
Don't know	3%	N=8
Total	100%	N=251

Table 150: Question 17 - Excluding Don't Know Responses

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 of respondents
Essential	49%	N=120
Very important	33%	N=80
Somewhat important	16%	N=38
Not at all important	2%	N=5
Total	100%	N=243

Table 151: Question 18

How familiar, if at all, are you with the St. Louis County Heritage and Arts Center (the Depot)?	Percent of respondents	Number of respondents
I am familiar	55%	N=137
I have heard of it, but am not very familiar	29%	N=73
Not familiar	16%	N=41
Total	100%	N=251

Table 152: Question 19 - Including Don't Know Responses

How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long term viability?	Percent of respondents	Number of respondents
Essential	15%	N=37
Very important	26%	N=66
Somewhat important	30%	N=76
Not at all important	21%	N=53
Don't know	8%	N=19
Total	100%	N=251

Table 153: Question 19 - Excluding Don't Know Responses

How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long term viability?	Percent of respondents	Number of respondents
Essential	16%	N=37
Very important	28%	N=66
Somewhat important	33%	N=76
Not at all important	23%	N=53
Total	100%	N=232

Table 154: Question 20

Which ONE of the following options below would you most prefer to use to learn more about County services? (Please check only one.)	Percent of respondents	Number of respondents
Email	17%	N=42
County website	41%	N=103
County social media	13%	N=31
No preference/don't know	10%	N=25
Direct mail	13%	N=32
I am not interested in learning more about County services	7%	N=18
Total	100%	N=251

Table 155: Question 21 - Including Don't Know Responses

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	
County Board meetings shown on cable access	68%	N=168	21%	N=51	3%	N=7	9%	N=22	100%	N=249
Newspapers (print or online)	10%	N=25	23%	N=58	65%	N=163	1%	N=4	100%	N=249
Other county residents (such as neighbors or friends)	18%	N=46	61%	N=152	19%	N=47	2%	N=6	100%	N=250
St. Louis County employees	45%	N=112	34%	N=86	17%	N=41	4%	N=11	100%	N=250
St. Louis County website (www.stlouiscountymn.gov)	16%	N=39	35%	N=88	49%	N=122	1%	N=2	100%	N=251
Public/community meetings	35%	N=88	45%	N=112	12%	N=31	8%	N=19	100%	N=250
Radio	30%	N=76	41%	N=103	25%	N=63	3%	N=9	100%	N=251
Television newscasts	21%	N=52	33%	N=82	44%	N=110	3%	N=7	100%	N=251
Phone calls to St. Louis County	46%	N=117	33%	N=83	14%	N=36	6%	N=15	100%	N=251
Reports, flyers or brochures	42%	N=105	42%	N=104	10%	N=25	6%	N=16	100%	N=250
Social Media (Facebook, Twitter, etc.)	34%	N=85	34%	N=85	30%	N=74	2%	N=5	100%	N=249

Table 156: Question 21 - Excluding Don't Know Responses

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	
County Board meetings shown on cable access	74%	N=168	23%	N=51	3%	N=7	100%	N=227
Newspapers (print or online)	10%	N=25	24%	N=58	66%	N=163	100%	N=245
Other county residents (such as neighbors or friends)	19%	N=46	62%	N=152	19%	N=47	100%	N=244
St. Louis County employees	47%	N=112	36%	N=86	17%	N=41	100%	N=239
St. Louis County website (www.stlouiscountymn.gov)	16%	N=39	35%	N=88	49%	N=122	100%	N=249
Public/community meetings	38%	N=88	48%	N=112	13%	N=31	100%	N=231
Radio	31%	N=76	43%	N=103	26%	N=63	100%	N=242
Television newscasts	21%	N=52	34%	N=82	45%	N=110	100%	N=244
Phone calls to St. Louis County	49%	N=117	35%	N=83	15%	N=36	100%	N=236
Reports, flyers or brochures	45%	N=105	45%	N=104	11%	N=25	100%	N=235
Social Media (Facebook, Twitter, etc.)	35%	N=85	35%	N=85	30%	N=74	100%	N=244

Table 157: Question 22 - Including Don't Know Responses

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 of respondents
Much better	8%	N=21
Somewhat better	17%	N=43
About the same	48%	N=119
Somewhat worse	18%	N=44
Much worse	7%	N=19
Don't know	2%	N=4
Total	100%	N=250

Table 158: Question 22 - Excluding Don't Know Responses

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 of respondents
Much better	9%	N=21
Somewhat better	17%	N=43
About the same	48%	N=119
Somewhat worse	18%	N=44
Much worse	8%	N=19
Total	100%	N=246

Table 159: Question D1

How long have you lived in St. Louis County?	Percent of respondents	Number of respondents
Less than 2 year	4%	N=9
2-5 years	8%	N=20
6-10 years	5%	N=14
11-15 years	11%	N=28
16-20 years	8%	N=19
Over 20 years	64%	N=160
Total	100%	N=250

Table 160: Question D2

Have you or an immediate family member ever worked for St. Louis County?	Percent of respondents	Number of respondents
Yes	21%	N=52
No	79%	N=197
Total	100%	N=250

Table 161: Question D3

Which of the following best describes you?	Percent of respondents	Number of respondents
Employed full-time	56%	N=138
Employed part-time	8%	N=20
Employed, seeking better job or more hours	5%	N=12
Unemployed, looking for work	2%	N=4
Homemaker	3%	N=7
Retired	23%	N=57
Student	4%	N=10
Total	100%	N=249

Table 162: Question D4

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number of respondents
No, not Spanish, Hispanic or Latino	100%	N=245
Yes, I consider myself to be Spanish, Hispanic or Latino	0%	N=0
Total	100%	N=245

Table 163: Question D5

What is your race?	Percent	Number of respondents
American Indian or Alaskan Native	4%	N=10
Asian, Asian Indian or Pacific Islander	3%	N=6
Black or African American	1%	N=2
White	92%	N=227
Other	4%	N=10

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

Table 164: Question D6

Which category contains your age?	Percent of respondents	Number of respondents
18-24	2%	N=5
25-34	28%	N=70
35-44	16%	N=41
45-54	12%	N=31
55-64	24%	N=59
65-74	16%	N=39
75-84	2%	N=4
85+	0%	N=0
Total	100%	N=249

Table 165: Question D7

Which gender do you identify with most closely?	Percent of respondents	Number of respondents
Female	49%	N=122
Male	51%	N=125
Total	100%	N=247

Table 166: Question D8

Which best describes the building you live in?	Percent of respondents	Number of respondents
One family house detached from any other houses	73%	N=181
House attached to one or more houses (e.g., a duplex or townhome)	4%	N=11
Building with two or more apartments or condos	20%	N=49
Manufactured or mobile home	2%	N=4
Other	1%	N=2
Total	100%	N=247

Table 167: Question D9

Is this house, apartment, or mobile home...	Percent of respondents	Number of respondents
Rented for cash or occupied without cash payment	29%	N=71
Owned by you or someone in this house with a mortgage or free and clear	71%	N=174
Total	100%	N=245

Table 168: Question D10

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	15%	N=22	12%	N=17	6%	N=8	1%	N=2	2%	N=3	64%	N=90	100%	N=141
Adults under age 65 years	33%	N=69	44%	N=92	11%	N=22	2%	N=4	0%	N=0	10%	N=21	100%	N=208
Adults age 65 years and over	20%	N=26	14%	N=18	1%	N=1	0%	N=0	0%	N=0	65%	N=83	100%	N=128

Table 169: Question D11

Please indicate your household's annual income:	Percent of respondents	Number of respondents
Under \$15,000	9%	N=22
\$15,000-\$24,999	6%	N=14
\$25,000-\$34,999	9%	N=22
\$35,000-\$49,999	15%	N=37
\$50,000-\$74,999	22%	N=52
\$75,000-\$99,999	14%	N=33
\$100,000-\$149,999	17%	N=41
\$150,000-\$199,999	6%	N=14
\$200,000 or more	1%	N=3
Total	100%	N=238

Appendix H: Comparison of Scientific and Open Participation Survey Responses

Data in these tables compare responses from the “scientific survey” (647 respondents) and the “open participation survey” (416 respondents). For most of the questions, for ease of comparison, responses have been condensed to show either an average rating on a 100-point scale or the proportion of respondents selecting specific response options; for example, the percent of respondents who gave an evaluation of “excellent” or “good”, or who were “very familiar” or “somewhat familiar” with an item. Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions.

Table 170: Question 1 by Respondent Type

	Scientific, mailed respondents	Open participation respondents
Average rating (0=poor, 100=excellent)	(A)	(B)
How would you rate your overall quality of life in St. Louis County?	70 B	60

Table 171: Question 2 by Respondent Type

Please rate each of the following characteristics of quality of life in St. Louis County.	Scientific, mailed respondents	Open participation respondents
Average rating (0=poor, 100=excellent)	(A)	(B)
St. Louis County as a place to live	69 B	60
St. Louis County as a place to raise a family	67 B	56
St. Louis County as a place to retire	52 B	43
Recreational opportunities	72	71
Employment opportunities	42 B	36
Educational opportunities	60	58
Cost of living in St. Louis County	44 B	34
Overall image or reputation of St. Louis County	57 B	47

Table 172: Question 3 by Respondent Type

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)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Affordability	76	77
Land/home values	64	66
Arts/cultural opportunities	45	46
Close to family/friends	63	54
Rural character	B 51	52
Sense of community	58	59
Public land/open space	63	67
Your job		A 75
County-provided services	73 55 B	51
Public safety	76	79
Thriving economy	71	77
Educational/learning opportunities		A 70
Natural environment	68 75	75
Fiscally sound government	72	81
Quality of infrastructure/ease of commute		A 74
Recreational opportunities	69 68	67
Availability of quality health care	79	78
Fast/reliable Internet service (broadband)	69	74
		A

Table 173: Question 4 by Respondent Type

Please rate how safe or unsafe you feel from the following in St. Louis County. Average rating (0=very unsafe, 100=very safe)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Property crimes (e.g., burglary, theft)	64 B	56
Violent crimes (e.g., rape, assault, robbery)	68 B	62
Illegal drug activity (e.g., manufacture, sale or use of drugs)	49 B	37
Intoxicated or impaired drivers	47 B	42
Distracted drivers	36 B	29

Table 174: Question 5 by Respondent Type

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)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Crime	61	67 A
Taxes	55	67 A
Condition of county roads and bridges	68	82 A
Poverty	67	71 A
Homelessness	63	65
Opioid epidemic	80	85 A
Foreclosed properties/tax forfeiture/blight	54	61 A
Lack of opportunities for young people	69	73 A
Lack of jobs	62	66

Table 175: Question 6 by Respondent Type

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)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Tobacco use (smoking, chewing tobacco)	53 B	46
Vaping (e-cigarettes)	58 B	51
Underage alcohol use	63 B	53
Alcohol abuse among adults	67 B	61
Illegal drug use	79	80
Abuse of prescribed medications	73	74
Availability of mental health services	66	72 A
Depression	67	66
Suicide/attempted suicide	62	62
Unplanned pregnancy	53	54
Health and support of older adults	64	71 A
Health and support of people with disabilities	62	66
Quality of parenting skills (of parents of children ages 0-17)	64	71 A
Sexually transmitted diseases	46	47
Overweight children	61	60
Overweight adults	67	64
Abuse and neglect of children	67	72 A
Abuse and neglect of older adults	61	67 A
Pedestrian and bicyclist safety	49	47
Domestic violence	67	65
Bullying	64	61
Misunderstanding or discrimination faced by people with mental health challenges	62	61

Table 176: Question 7 by Respondent Type

Please rate the following categories of St. Louis County government performance. Average rating (0=poor, 100=excellent)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
The job St. Louis County government does at informing residents	45 B	34
The job St. Louis County government does at listening to residents	40 B	25
The value of services for the taxes paid to St. Louis County	41 B	30
The job St. Louis County government does at managing tax dollars	39 B	29
Effectively planning for the future of the county	39 B	29
The job St. Louis County does at providing culturally responsive services	42 B	36
The job St. Louis County does at providing access to St. Louis County government services	48	45
Overall confidence in St. Louis County government	46 B	41

Table 177: Question 8 by Respondent Type

Average rating (0=strongly disapprove, 100=strongly approve)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
To what extent do you approve or disapprove of the job the St. Louis County government is doing?	60 B	50

Table 178: Question 9 by Respondent Type

Please rate each of the following services provided by St. Louis County. Average rating (0=poor, 100=excellent)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
911 dispatch	78	77
Sheriff patrol	70	68
Employment support	45	42
Snow and ice removal on County roads	54 B	50
Maintenance of County roads	42 B	36
Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)	53	50
Information about the work of the St. Louis County Board	42 B	33
Records and vital statistics	53 B	48
Assessment process/property tax system	42 B	37
Licensing and vehicle registration	51	48
Land use services, including building and conditional use permitting	46 B	41
On-site wastewater and septic permitting	45	43
Management of County-owned land	51 B	42
Disaster preparedness and response	54 B	45
Public health	52 B	48
Landfill, canister sites and recycling programs	59 B	50
Services to older adults	47 B	38
Services to youth	42 B	35
Services to low income residents	44	42
Child protection	44 B	38
Services to veterans	42 B	36
Overall quality of services provided by St. Louis County	48 B	42

Table 179: Question 10 (Familiarity) by Respondent Type

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. Average rating (0=not at all familiar, 100=very familiar)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
911 dispatch	53	58
Sheriff patrol	48	48
Employment support	29	39 A
Snow and ice removal on County roads	56 B	33
Maintenance of County roads	52 B	36
Access to information on County website	36	38
Information about the work of the St. Louis County Board	24	51 A
Records and vital statistics	29	55 A
Assessment process/property tax system	38	38
Licensing and vehicle registration	57 B	36
Land use services, including building and conditional use permitting	30	43 A
On-site wastewater and septic permitting	26	40 A
Management of County-owned land	25	32 A
Disaster preparedness and response	27	38 A
Public health	42	65 A
Landfill, canister sites and recycling programs	54	63 A
Services to older adults	37	55 A
Services to youth	32	35
Services to low income residents	36	37
Child protection	33	53 A
Services to veterans	35	65 A

Table 180: Question 10 (Want Information) by Respondent Type

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. Percent of all respondents	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
911 dispatch	3%	6% A
Sheriff patrol	3%	11% A
Employment support	5%	7%
Snow and ice removal on County roads	2%	4%
Maintenance of County roads	2%	10% A
Access to information on County website	3%	8% A
Information about the work of the St. Louis County Board	7%	7%
Records and vital statistics	6%	11% A
Assessment process/property tax system	7%	9%
Licensing and vehicle registration	1%	6% A
Land use services, including building and conditional use permitting	5%	10% A
On-site wastewater and septic permitting	3%	5%
Management of County-owned land	5%	9% A
Disaster preparedness and response	7%	5%
Public health	5%	4%
Landfill, canister sites and recycling programs	3%	6% A
Services to older adults	7%	4%
Services to youth	5%	16% A
Services to low income residents	6%	8%
Child protection	3%	10% A
Services to veterans	4%	4%
Do not want information	77%	71%

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

Table 181: Question 12 by Respondent Type

Percent yes	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Have you visited, telephoned, or e-mailed any St. Louis County government office within the last 12 months?	40%	63% A

Table 182: Question 13 by Respondent Type

With which office did you MOST RECENTLY have contact? Percent of respondents who had contact	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
911 Dispatch	25% B	12%
Assessor	17%	13%
Community Corrections	1%	NA
County Board/Administration	4%	5%
County Attorney	3%	1%
County Auditor	6%	9%
Environmental Services	1%	2%
Human Resources	8% B	3%
Land and Minerals	3%	4%
Planning and Community Development	3%	1%
Financial Assistance	5%	5%
Public Health	4%	5%
Child and Family Services	3%	3%
Adult Services (Elderly, Developmental Disabilities, Chemical Dependency)	2%	10% A
Public Works	5%	5%
Recorder	2%	5%
Sheriff (other than 911 Dispatch)	2%	4%
Veterans' Services Office	2%	3%
Other	5%	10%
Total	100%	100%

Asked only of those who had contact with a County office in the last 12 months.

Table 183: Question 14 by Respondent Type

What was your impression of the employee(s) of St. Louis County in your most recent contact? Average rating (0=poor, 100=excellent)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Knowledge	74	74
Responsiveness	69	69
Courtesy	72	73
Overall impression	68	72

Asked only of those who had contact with a County office in the last 12 months.

Table 184: Question 15 by Respondent Type

How important, if at all, is it for the County to provide the following services? Average rating (0=not at all important, 100=essential)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Enforce laws and prosecute criminals	88	87
Protect children and vulnerable adults from abuse and neglect	90	88
Provide timely access to economic assistance	70 B	61
Invest in County road infrastructure	80	82
Provide more trails for recreational use	50 B	43
Promote healthy behaviors	61 B	54
Provide resident communication/public information	65	70 A
Provide online payment options for County services	51	55

Table 185: Question 16 by Respondent Type

Average rating (0=not at all familiar, 100=very familiar)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
How familiar, if at all, are you with Aquatic Invasive Species?	74	81 A

Table 186: Question 17 by Respondent Type

Average rating (0=not at all important, 100=essential)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
How important, if at all, do you believe it is to take action to prevent the spread of Aquatic Invasive Species?	75	77

Table 187: Question 18 by Respondent Type

Average rating (0=not at all familiar, 100=very familiar)	Respondent type	
	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
	Mean	Mean
How familiar, if at all, are you with the St. Louis County Heritage and Arts Center (the Depot)?	59	69 A

Table 188: Question 19 by Respondent Type

Average rating (0=not at all important, 100=essential)	Respondent type	
	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
	Mean	Mean
How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long term viability?	49	46

Table 189: Question 20 by Respondent Type

Which ONE of the following options below would you most prefer to use to learn more about County services? Percent of respondents	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Email	13%	17%
County website	31%	41% A
County social media	9%	13%
No preference/don't know	16% B	10%
Direct mail	24% B	13%
I am not interested in learning more about County services	8%	7%
Total	100%	100%

Table 190: Question 21 by Respondent Type

Please rate the extent to which you use each of the following sources of information about St. Louis County government. Percent using as a minor or major source	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
County Board meetings shown on cable access	26%	26%
Newspapers (print or online)	85%	90%
Other county residents (such as neighbors or friends)	81%	81%
St. Louis County employees	52%	53%
St. Louis County website (www.stlouiscountymn.gov)	62%	84% A
Public/community meetings	51%	62% A
Radio	73%	69%
Television newscasts	76%	79%
Phone calls to St. Louis County	41%	51% A
Reports, flyers or brochures	61%	55%
Social Media (Facebook, Twitter, etc.)	49%	65% A

Table 191: Question 22 by Respondent Type

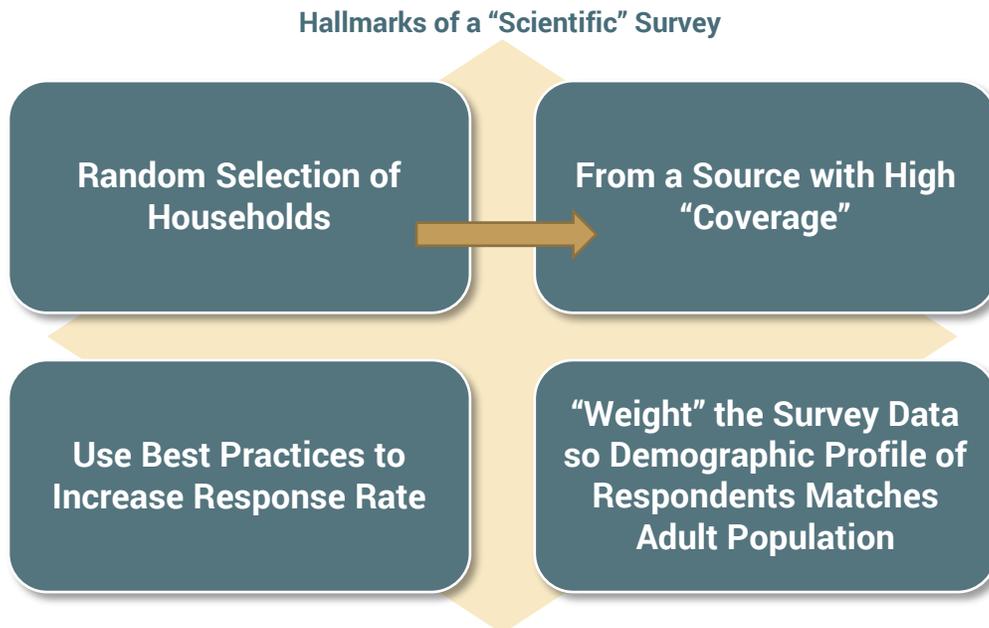
Average rating (0=much worse, 100=much better)	Scientific, mailed respondents	Open participation respondents
	(A)	(B)
Do you think that a year from now you and your household will be better off financially, worse off, or just about the same as now?	53	50

Appendix I: Survey Methodology

The St. Louis County Resident Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery and their satisfaction with County government. The survey also permits residents to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation. The survey permits County staff and elected officials to hear from a broad range of the population. St. Louis County funded this research. Please contact Dana Kazel with St. Louis County at KazelD@StLouisCountyMN.gov if you have any questions about the survey.

Hallmarks of a “Scientific” Survey

The figure below displays the unique features of a scientific survey. The survey conducted by National Research Center, Inc. on behalf of St. Louis County was a scientific survey, implemented using survey research best practices to provide a picture of the opinions of all adults living in this County.



Developing the Questionnaire

The resident survey questionnaire for St. Louis County was developed by starting with the version from the previous implementation in 2016. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2019 project. In an iterative process between County staff and NRC staff, the final questionnaire was created. A copy can be found in *Appendix J: Survey Materials*.

Selecting Survey Recipients

The target population for the survey was adults who live in the limits of St. Louis County. The survey was designed as a mailed survey. The list from which survey recipients will be

selected is referred to as a “sampling frame.” A sampling frame is chosen which will provide high “coverage,” meaning that almost every member of the target population has a chance of being selected.

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), based on the Delivery Sequence File (DSF) used by the postal carriers to deliver the mail and updated every three months, usually provide the best representation of all households in a specific geographic location. A list of households within the zip codes serving St. Louis County was purchased from Go-Dog Direct. They provided a list of addresses that were selected using a systematic selection, a procedure where every Nth item is chosen, a process which closely approximates a random selection. A larger list than needed was sampled, as zip codes generally do not follow municipal boundaries and addresses that were not within county limits would be eliminated. Each of the addresses purchased was geocoded, and identified as being inside or outside County boundaries, and if inside the County, assigned to one of the seven Districts. A random selection was made of addresses within each District to create a final list of 2,100 addresses, with multi-family addresses (identified as those including a unit number) oversampled at a rate of 5:3 compared to single family addresses. This oversampling is done as those who live in multi-family housing tend to respond to surveys at a lower rate than those in single family housing.

To ensure that survey results could be compared by District and that only one resident per household responded, a unique identifier was printed each survey. The code was then data entered along with the responses to that survey, however the respondent’s address was not included in the dataset to maintain confidentiality. 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.)

Administering the Survey

Households received four mailings each beginning in January 2019. Completed surveys were collected over the following six weeks. The first mailing was a prenotification postcard announcing the upcoming survey. A week after the prenotification postcard was sent the first wave of the survey was sent. The second wave was sent one week after the first. The survey mailings contained a letter from the County Commissioners inviting the household to participate in the 2019 Resident Survey, a questionnaire and a postage-paid return envelope.

The cover letter also contained a link to a URL where recipients could choose to complete the survey online if they preferred that to doing a hard copy survey. A total of 53 surveys were started online. Of these, two people just looked at the survey, but did not answer any questions, and two mailed surveys were returned without any questions answered. After these were eliminated, NRC next examined the unique identification number to remove any duplicate responses. Two of the scientific web survey responses were removed due to duplicate IDs (a paper survey also had been returned with the same ID) and four

households returned both a wave 1 and wave 2 survey packet (likely two different people within the household) so the second wave survey was removed.

In the end, a total of 49 online surveys were received, as well as 598 mailed surveys, for a total of 647 completed surveys. All surveys were completed in English. A total of 416 open participation surveys were fully or partially completed online.

About 6% of the mailings (136) were returned because they either had incorrect addresses or were received by vacant housing units. Of the estimated 1,964 remaining households, 645 completed the survey, providing a response rate to the scientific survey of 33%. This method of calculating the response rate is in accordance with the AAPOR's response rate #2 for mailed surveys of unnamed persons.³ Typical response rates for a mailed resident survey range from 12% to 35%.

Table 192: 2019 Response Rates by District

	District 1	District 2	District 3	District 4	District 5	District 6	District 7	Overall*
Total sample used	300	300	300	300	300	300	300	2,100
I=Complete Interviews	86	118	77	106	97	83	72	645
P=Partial Interviews	0	1	0	0	1	0	0	2
R=Refusal and break off	0	0	0	1	1	0	0	4
NC=Non Contact	0	0	0	0	0	0	0	0
O=Other	0	0	0	0	0	0	0	0
UH=Unknown household	0	0	0	0	0	0	0	0
UO=Unknown other	190	170	207	160	192	189	213	1,321
NE=Not eligible	24	11	16	33	9	28	15	136
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	31%	41%	27%	40%	34%	31%	25%	33%

*The overall column includes 6 respondents who fully completed the survey but removed their ID number and 2 respondents who returned an entirely blank survey with the IDs removed so a district could not be determined.

³ See AAPOR's Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

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 a certain number of 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 the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). The margin of error around an average score on the 100-point scale will be no greater than plus or minus two points based on all respondents. The margin of error for this survey of 647 residents is generally no greater than plus or minus four percentage points around any given percent reported for all survey respondents.

Survey Processing (Data Entry)

Mailed surveys were returned to NRC directly 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; NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were 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.

Analyzing the Results

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 comparing the demographic profile of survey respondents to that of the target population, adults living in St. Louis County. Weighting is a statistical adjustment where more weight is given to groups who responded at a lower rate than other groups, and less weight is given to those who responded at a higher rate. For example, in nearly all surveys, younger people respond at a lower rate than older people. Weighting rebalances the profile. The theory behind this weighting is that younger people (or other groups who tend to underrespond) who did participate in the survey are more like the younger people who did NOT participate than they are like the older people who did respond to the survey.⁴

⁴ An example of how weighting works may be helpful. Hypothetically, suppose the population norm for gender was 50%/50%, but 70% of the surveys we received were from females, and 30% were from males.

Initial weights were calculated using an Iterative Proportional Fitting model via a python raking algorithm plug-in to SPSS. These initial weights were trimmed so that no case was given a weight greater than six. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the next page. The variables that were used for weighting have been shaded grey.

The weights we would need to apply to make our sample representative of the population would be 0.7143 for females (thereby giving each response **less** weight in the overall ratings) and 1.6667 for males (giving each response **more** weight overall). Let's further suppose that these two groups had very different ratings of parks; females felt very favorably, with 80% of females giving a positive rating, and males felt much less favorable, with only 40% giving a positive rating. Given that we had more responses from women, if we did NOT weight the results, we would be left with a rosier picture of the perception of parks by residents than if we did weight the data. The unweighted average rating is 68% ($80\% \times 70\% + 40\% \times 30\%$), while the weighted average is 60% ($80\% \times 50\% + 40\% \times 50\%$).

Characteristic	Percent in Population	Percent in Sample	Weight to bring to 50%	Unwt'd Rating of Parks	Parks rating with proper weights
Female	50%	70%	0.714	80	(80 * .50)
Male	50%	30%	1.666	40	(40 * .50)
TOTAL	100%	100%	----	68	60

Table 193: Scientific Mailed Survey Weighting Table 2019

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	29%	18%	28%
Own home	71%	82%	72%
Detached unit	73%	78%	73%
Attached unit	27%	22%	27%
Race and Ethnicity			
Hispanic	1%	1%	2%
Not Hispanic	99%	99%	98%
White	93%	96%	95%
Non-white	7%	4%	5%
White alone, not Hispanic	94%	95%	94%
Hispanic and/or other race	6%	5%	6%
Sex and Age			
18-34 years of age	30%	11%	29%
35-54 years of age	29%	20%	29%
55+ years of age	41%	69%	42%
Female	50%	54%	50%
Male	50%	46%	50%
Females 18-34	14%	7%	14%
Females 35-54	14%	11%	14%
Females 55+	21%	35%	22%
Males 18-34	16%	4%	16%
Males 35-54	15%	9%	15%
Males 55+	19%	34%	19%
District*			
District 1	14%	13%	14%
District 2	14%	19%	14%
District 3	15%	12%	15%
District 4	14%	17%	14%
District 5	14%	15%	14%
District 6	14%	13%	14%
District 7	15%	11%	15%

¹Source: 5-year estimates from the 2017 American Community Survey

*Source: Sample list purchased from Go-Dog Direct

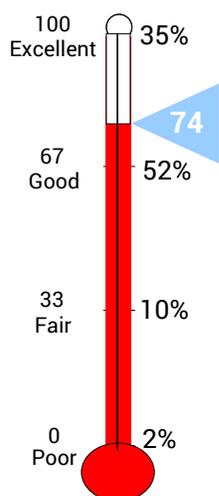
Table 194: Open Participation Web Survey Weighting Table 2019

Characteristic	Population Norm ¹	Unweighted Data	Weighted Data
Housing			
Rent home	29%	11%	29%
Own home	71%	89%	71%
Detached unit	73%	86%	73%
Attached unit	27%	14%	27%
Race and Ethnicity			
Hispanic	1%	0%	0%
Not Hispanic	99%	100%	100%
White	93%	90%	91%
Non-white	7%	10%	9%
White alone, not Hispanic	94%	90%	91%
Hispanic and/or other race	6%	10%	9%
Sex and Age			
18-34 years of age	30%	17%	30%
35-54 years of age	29%	39%	29%
55+ years of age	41%	44%	41%
Female	50%	57%	49%
Male	50%	43%	51%
Females 18-34	14%	8%	14%
Females 35-54	14%	26%	14%
Females 55+	21%	24%	21%
Males 18-34	16%	9%	16%
Males 35-54	15%	13%	15%
Males 55+	19%	20%	19%

¹Source: 5-year estimates from the 2017 American Community Survey

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported “excellent,” then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a “poor” rating, the result would be



zero on the 100-point scale. If the average rating for quality of life was “good,” then the result would be 67 on a 100-point scale; “fair” would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. This metric can sometimes be a little confusing. It is not the percent who rated the item as “excellent” or “good,” but an average rating spread out over 100 points. This scale can be thought of like the United Way fundraising thermometer – the greater the average rating, the closer to 100.

An example is shown in the table below of how survey responses to any particular item can be converted to the average rating on a 100-point scale. In this example, 32% of respondents gave an excellent rating, 46% a good rating and so on. The first step is to look only at the evaluative responses and eliminate the don’t know responses. The percents now total to 100% for just the excellent, good, fair and poor response options, as shown in the third column. The second step is to assign scale values to each response option. The third step is to create the average using these values – so taking the percent of respondents who gave each response, multiplying that by the value, and then summing them (in Step 4) to calculate the average rating. The thermometer image to the left represents how this rating can be considered like a United Way fundraising thermometer, where the average rating of 74 represents a thermometer that is about three-quarters full.

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

Statistical Analysis

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix A: Responses to Survey Questions*.

Also included are results by selected respondent characteristics (*Appendix C: Survey Results by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. 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 the sample represent “real” differences among those populations. Where differences between subgroups are statistically significant, they have been identified in the tables.

St. Louis County has up to five years of data about resident perceptions of quality of life and quality of services delivered by the County. Sometimes the wording of questions was inconsistent between survey years and 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.

The comparisons to previous survey results are shown in the body of the report and in *Appendix D: Survey Results by Year*. Tests of statistical significance were not conducted for comparisons of results by survey year. Instead, a “rule of thumb” using the margin of error for differences in the two samples was used. Given the sample sizes and typical amount of variation observed, differences between survey years were considered significant if they were four points on the 100-point scale or six or more percentage points. Obviously, in some cases there was more or less variation than the average, but for simplicity’s sake, this rule was used in all cases.

Appendix J: Survey Materials

The following pages contain a copy of the postcards, cover letters and survey questionnaire.

Dear St. Louis County Resident,

Your household has been selected at random to participate in an anonymous citizen survey about St. Louis County. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



Kevin Z. Gray
County Administrator

Dear St. Louis County Resident,

Your household has been selected at random to participate in an anonymous citizen survey about St. Louis County. You will receive a copy of the survey next week in the mail with instructions for completing and returning it. Thank you in advance for helping us with this important project!

Sincerely,



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Sincerely,



Kevin Z. Gray
County Administrator



S A I N T
LOUIS
COUNTY
M I N N E S O T A

Department of Administration
100 N. 5th Avenue West
Duluth, MN 55802

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



S A I N T
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M I N N E S O T A

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Saint Louis County

Administration • 100 North Fifth Avenue West, Room 202 • Duluth, MN 55802
Phone: (218) 726-2450 • Fax: (218) 726-2469 • www.stlouiscountymn.gov

Password: XXXX
RESIDENT
STREET ADDRESS
CITY, STATE XXXXX-XXXX
Bar code

Kevin Z. Gray
County Administrator

January 2019

Dear St. Louis County Resident:

St. Louis County wants to know what you think about your community and local government. Your household has been randomly selected to participate in the 2019 St. Louis County Resident Survey.

Your household's participation will help the County government make decisions that affect your community. We hope you find the questions interesting, and we will definitely find your answers useful. Please participate!

A few things to remember:

- Your responses are completely confidential. (The independent contractor conducting this survey on behalf of St. Louis County will never link survey results to an address or name.)
- **In order to hear from a diverse group of residents, the adult (18 years or older) in your household, regardless of year of birth, who most recently had a birthday should complete this survey.**
- The person completing the survey may return the enclosed survey by mail in the included postage-paid envelope, or can complete the survey online at

bit.ly/XX

(Please type the link exactly as it appears into the address bar of your Internet browser. Please use the Password as shown above your address at the top of the page.)

Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. If you have questions about this survey, please call our office at 218-726-2450.

Please help us shape the future of St. Louis County. Thank you for your help and participation.

Sincerely,

Kevin Z. Gray
County Administrator



Saint Louis County

Administration • 100 North Fifth Avenue West, Room 202 • Duluth, MN 55802
Phone: (218) 726-2450 • Fax: (218) 726-2469 • www.stlouiscountymn.gov

Password: XXXX
RESIDENT
STREET ADDRESS
CITY, STATE XXXXX-XXXX
Bar code

Kevin Z. Gray
County Administrator

January 2019

Dear St. Louis County Resident:

About one week ago we sent you this survey that asks for your opinion about St. Louis County. If you have already completed the survey and returned it, we thank you and ask you to disregard this letter. **Do not complete the survey a second time.**

If you haven't had a chance to complete the survey, please do so! We want to know what you think about your community and local government. Your household has been randomly selected to participate in the 2019 St. Louis County Resident Survey.

Your household's participation will help the County government make decisions that affect your community. We hope you find the questions interesting, and we will definitely find your answers useful. Please participate!

A few things to remember:

- Your responses are completely confidential. (The independent contractor conducting this survey on behalf of St. Louis County will never link survey results to an address or name.)
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Please help us shape the future of St. Louis County. Thank you for your help and participation.

Sincerely,

Kevin Z. Gray
County Administrator

St. Louis County Resident Survey 2019

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. 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 characteristics of quality of life in St. Louis County.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 retire	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
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?

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>	<u>Don't know</u>
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
Fast/reliable Internet service (broadband)	1	2	3	4	5
Other (please specify _____)					

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

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
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 2019

5. 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
Opioid epidemic	1	2	3	4	5
Foreclosed properties/tax forfeiture/blight.....	1	2	3	4	5
Lack of opportunities for young people	1	2	3	4	5
Lack of jobs.....	1	2	3	4	5

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

	<u>Not a concern</u>	<u>Minor concern</u>	<u>Moderate concern</u>	<u>Major concern</u>	<u>Don't know</u>
Tobacco use (smoking, chewing tobacco).....	1	2	3	4	5
Vaping (e-cigarettes)	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
Availability of mental health services.....	1	2	3	4	5
Depression.....	1	2	3	4	5
Suicide/attempted suicide	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
Misunderstanding or discrimination faced by people with mental health challenges.....	1	2	3	4	5

7. 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 of the county.....	1	2	3	4	5
The job St. Louis County does at providing culturally responsive services	1	2	3	4	5
The job St. Louis County does at providing access to St. Louis County government services.....	1	2	3	4	5
Overall confidence in St. Louis County government.....	1	2	3	4	5

8. 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 2019

9. Please rate 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

10. 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 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"/>

St. Louis County Resident Survey 2019

11. Which St. Louis County Government service, if any, do you think should be improved, and what would you like to see changed?

12. Have you visited, telephoned, or e-mailed any St. Louis County government office within the last 12 months?

- Yes → Go to question #13 No → Skip to question #15

13. With which office did you MOST RECENTLY have contact?

- | | |
|---|--|
| <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 | <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? (Please rate each characteristic.)

	Excellent	Good	Fair	Poor	Don't know
Knowledge.....	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

15. 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
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

16. 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

17. 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

18. How familiar, if at all, are you with the St. Louis County Heritage and Arts Center (the Depot)?

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

19. How important, if at all, is it for St. Louis County to invest in the St. Louis County Heritage and Arts Center (the Depot) to ensure its long term viability?

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

20. Which ONE of the following options below would you most prefer to use to learn more about County services? (Please check only one.)

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

St. Louis County Resident Survey 2019

21. 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
County Board meetings shown on cable access	1	2	3	4
Newspapers (print or online)	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
Social Media (Facebook, Twitter, etc.)	1	2	3	4

22. 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 11 to 15 years
 2 to 5 years 16 to 20 years
 6 to 10 years Over 20 years

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

- Yes No

D3. Which of the following best describes you?

- Employed full-time
 Employed part-time
 Employed, seeking better job or more hours
 Unemployed, looking for work
 Homemaker
 Retired
 Student

Please respond to both questions #D4 and #D5:

D4. Are you Spanish, Hispanic or Latino?

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

D5. 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

D6. Which category contains your age?

- 18-24 35-44 55-64 75-84
 25-34 45-54 65-74 85+

D7. Which gender do you identify with most closely?

- Female Male

D8. 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
 Manufactured or mobile home
 Other

D9. Is this house, apartment or mobile home...

- Rented for cash or occupied without cash payment
 Owned by you or someone in this house with a mortgage or free and clear

D10. 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..... _____

D11. Please indicate your household's annual income:

- Under \$15,000 \$75,000-\$99,999
 \$15,000-\$24,999 \$100,000-\$149,999
 \$25,000-\$34,999 \$150,000-\$199,999
 \$35,000-\$49,999 \$200,000 or more
 \$50,000-74,999

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