

DECISION RESOURCES, LTD.
3128 Dean Court
Minneapolis, Minnesota 55416

City of Eden Prairie
Residential Survey
FINAL SURVEY

Hello, I'm _____ of Decision Resources, Ltd., a polling firm located in Minneapolis. We have been retained by the City of Eden Prairie to speak with a random sample of residents about issues facing the community. This survey is being conducted because your city representatives and staff are interested in your opinions and suggestions about current and future city needs. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported.

1. Approximately how many years have you lived in Eden Prairie?
- | | |
|-------------------------|-----|
| LESS THAN TWO YEARS.... | 4% |
| TWO TO FIVE YEARS..... | 16% |
| FIVE TO TEN YEARS..... | 24% |
| TEN TO TWENTY YEARS... | 32% |
| 20 TO 30 YEARS..... | 14% |
| OVER THIRTY YEARS..... | 10% |
| DON'T KNOW/REFUSED..... | 0% |

2. How would you rate the quality of life in Eden Prairie -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 48% |
| GOOD..... | 49% |
| ONLY FAIR..... | 2% |
| POOR..... | 0% |
| DON'T KNOW/REFUSED..... | 1% |

3. What do you like most, if anything, about living in Eden Prairie?

UNSURE, 3%; LOCATION, 9%; CLOSE TO WORK, 5%; CLOSE TO FAMILY AND FRIENDS, 10%; HOUSE/NEIGHBORHOOD, 5%; SCHOOLS, 15%; PARKS AND RECREATION, 16%; SHOPPING, 12%; SAFE, 7%; QUIET, 7%; WELL-MAINTAINED, 7%; OPEN SPACES, 3%; SMALL TOWN FEEL, 3%.

4. What do you like least, if anything, about living in Eden Prairie?

UNSURE, 8%; NOTHING, 21%; TAXES, 18%; CRIME, 2%; TRAFFIC CONGESTION, 15%; GROWTH, 5%; LACK OF A DOWNTOWN, 9%; POOR LAYOUT OF CITY, 6%; OVERCROWDING IN SCHOOLS, 2%; QUALITY OF SCHOOLS, 2%; LOW INCOME HOUSING, 2%; LACK OF ENTERTAINMENT, 3%; AIRPORT NOISE, 2%; SCATTERED, 6%.

I would like to read to you a list of city-sponsored special events, and for each one, tell me if you are aware of it. For those items you have heard of, tell me if you have participated in it....

	NOT AWA	AWA PAR	AWA NOT	DK/ REF
5. City-wide Open House and Fire Department Open House?	17%	34%	49%	0%
6. National Night Out?	13%	36%	51%	0%
7. Fourth of July Celebration?	4%	65%	31%	0%
8. Staring Lake Concert Series?	9%	59%	32%	0%
9. Eden Prairie History Tour?	38%	13%	49%	0%
10. Sunbonnet Days?	25%	24%	50%	0%
11. Eden Prairie International Festival?	30%	27%	43%	0%
12. Senior Awareness Month?	40%	7%	46%	7%
13. Eden Prairie Wine Tastings?	33%	14%	52%	0%

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor? If you have no opinion, just say so....(ROTATE)

	EXCL	GOOD	FAIR	POOR	DK/R
14. Police services?	49%	41%	2%	1%	8%
15. Fire services?	44%	39%	0%	0%	17%
16. Animal control?	18%	50%	5%	1%	27%
17. Recreation services?	35%	53%	1%	0%	11%
18. Park maintenance?	39%	54%	2%	0%	6%
19. Trail maintenance?	34%	54%	1%	0%	10%
20. Water and sewer services?	24%	62%	2%	0%	13%
21. Utility billing?	16%	70%	1%	1%	13%
22. Senior programs and services?	10%	25%	1%	0%	65%
23. Street lighting?	11%	70%	13%	2%	5%
24. Street maintenance?	15%	76%	7%	1%	1%
25. Snow plowing?	19%	70%	8%	2%	2%
26. Building inspections?	7%	46%	2%	1%	44%
27. Assessing services?	5%	44%	1%	0%	50%
28. City planning services?	5%	52%	6%	1%	37%
29. City engineering services?	4%	43%	1%	0%	52%

IF ANY SERVICE IS RATED "ONLY FAIR" OR "POOR," ASK:

30. What changes or improvements, if any, would be needed in that service for it to be rated as excellent or good?

REFUSED, 1%; BRIGHTER STREET LIGHTS, 32%; QUICKER RESPONSE TIME, 3%; LOOSE ANIMALS, 9%; BETTER PLOWING, 15%; POTHOLES, 11%; MORE PATROLLING, 3%; HIGHER QUALITY INSPECTIONS, 6%; POOR CITY LAYOUT, 6%; FRIENDLIER STAFF, 3%; BETTER PARK MAINTENANCE, 3%; BETTER COMMUNITY CENTER, 2%; SCATTERED, 6%.

31. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	EXCELLENT.....15%
	GOOD.....58%
	ONLY FAIR.....13%
	POOR.....2%
	DON'T KNOW/REFUSED....12%

32. Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current level?	FAVOR.....41%
	OPPOSE.....39%
	DON'T KNOW/REFUSED....20%

IF "OPPOSE," ASK: (N=156)

33. What city services would you be willing to see cut to keep property taxes at their current level?

UNSURE, 22%; NOTHING/CUT WASTE, 37%; PARKS AND RECREATION, 31%; INSPECTIONS, 4%; SCATTERED, 6%.

As you may know, the City of Eden Prairie receives minimal state aid, and relies on property taxes to fund basic services. Of your overall property tax bill, only twenty-five percent goes towards city services. Of that amount, eighty-seven percent of city property taxes pay for basic city services, including Police, Fire, Street Maintenance and Snowplowing, City Planning and Economic Development, and Parks and Recreation.

34. If you could increase the budget by 1%, which ONE of these major areas would you prioritize for the increase -- Police, Fire, Street Maintenance and Snowplowing, City Planning and Economic Development, or Parks and Recreation?	POLICE.....29%
	FIRE.....5%
	STREET MAINTEN/SNOW...11%
	CITY PLANNING/ED DEV..13%
	PARKS AND RECREATION..24%
	NONE (VOL.).....12%
	DON'T KNOW/REFUSED....9%

Changing topics....

- 35. Do you have a five foot wide concrete sidewalk on your property? YES.....25%
NO.....73%
DON'T KNOW/REFUSED.....2%

As you may know, the City currently removes snow from two-thirds of the asphalt trails and one-third of the concrete sidewalks in the city. The City is considering an ordinance to require property owners to remove snow from all five-foot wide concrete sidewalks. This ordinance would allow the city to remove snow from all of the asphalt trails in the city.

- 36. Would you support or oppose this ordinance? (WAIT FOR RESPONSE) STRONGLY SUPPORT.....25%
Do you feel strongly that way? SUPPORT.....40%
OPPOSE.....13%
STRONGLY OPPOSE.....5%
DON'T KNOW/REFUSED.....17%

Thinking about another topic....

- 37. Are there areas in the City of Eden Prairie where you do not feel safe? YES.....9%
NO.....90%
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=36)

- 38. In which areas do you not feel safe?

EVERYWHERE, 6%; PARKS AND TRAILS, 56%; AROUND EDEN PRAIRIE CENTER, 25%; AROUND HIGH SCHOOL, 8%; SCATTERED STREETS, 6%.

- 39. What would make you feel more safe?

NOTHING, 25%; MORE POLICE PATROLS, 36%; STREET LIGHTS, 28%; ENFORCE NO LOITERING, 6%; SCATTERED, 6%.

- 40. How serious of a problem is traffic speeding in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious? VERY SERIOUS.....13%
SOMEWHAT SERIOUS.....32%
NOT TOO SERIOUS.....30%
NOT AT ALL SERIOUS.....25%
DON'T KNOW/REFUSED.....1%

41. And, how serious of a problem are stop sign violations in your neighborhood -- very serious, somewhat serious, not too serious, or not at all serious?

VERY SERIOUS.....	8%
SOMEWHAT SERIOUS.....	20%
NOT TOO SERIOUS.....	35%
NOT AT ALL SERIOUS....	34%
DON'T KNOW/REFUSED.....	4%

Next, let's discuss the Eden Prairie Police Department. Police work can be divided into three categories: residential services, community outreach and crime-related services. Let's talk about each one...

42. During the past two years have you or any member of your household contacted the Eden Prairie Police Department for a service, such as medical assistance, animal control, or a car lock out?

YES.....	15%
NO.....	85%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=60)

43. Would you say the way the Police employee handled the situation was excellent, good, only fair, or poor?

EXCELLENT.....	58%
GOOD.....	37%
ONLY FAIR.....	5%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

44. Would you say the time it took the Police to respond was appropriate?

YES.....	93%
NO.....	7%
DON'T KNOW/REFUSED.....	0%

45. During the past two years have you or any member of your household had any contact with the Eden Prairie Police Department through community programs, such as school liasons, senior programs, National Night Out, Safety Camp or city open houses?

YES.....	20%
NO.....	80%
DON'T KNOW/REFUSED.....	0%

46. Have you been a victim of a crime in Eden Prairie during the past two years?

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

IF "YES," ASK: (N=37)

47. Did you report the crime to the police? YES.....97%
 NO.....3%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=36)

48. Would you say the way the Police employee handled the situation was excellent, good, only fair, or poor? EXCELLENT.....53%
 GOOD.....39%
 ONLY FAIR.....6%
 POOR.....3%
 DON'T KNOW/REFUSED.....0%

49. Would you say the time it took the Police to respond was appropriate? YES.....100%
 NO.....0%
 DON'T KNOW/REFUSED.....0%

IF "NO" IN QUESTION #47, ASK: (N=1)

50. Why did you not report the crime?

ONLY MINOR VANDALISM, 100%.

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

Violent crime.....1%
 Traffic speeding.....19%
 Drugs.....5%
 Youth crimes and vandalism.....15%
 Identity theft.....4%
 Business crimes, such as shoplifting and check fraud.....6%
 Residential crimes, such as burglary, and theft.....11%
 ALL EQUALLY.....2%
 NONE OF THE ABOVE.....34%
 DON'T KNOW/REFUSED.....5%

52. Are you aware that most of the City of Eden Prairie's firefighters are paid on-call or volunteer firefighters and not full-time paid firefighters? YES.....77%
 NO.....22%
 DON'T KNOW/REFUSED.....1%

As I read the following statements about public safety in Eden Prairie, please answer "yes" or "no."

	YES	NO	DKR
53. The Eden Prairie Fire Department responds to calls in a timely manner.	72%	2%	26%
54. The Hennepin County Emergency Medical Services responds to calls in a timely manner?	72%	2%	27%
55. I trust the City's Police, Fire, and Emergency Medical Services response and the services rendered?	89%	1%	10%

Moving on....

56. Do you think the city is doing too much, too little, or about the right amount in protecting the water quality in area lakes and ponds?	TOO MUCH.....	2%
	TOO LITTLE.....	21%
	ABOUT THE RIGHT AMT...	60%
	DON'T KNOW/REFUSED....	17%

57. Do you or members of this household have responsibility for a yard?	YES.....	72%
	NO.....	29%
	DON'T KNOW/REFUSED....	0%

IF "YES," ASK: (N=286)

58. Do you rake your leaves and grass clippings from your lawn?	YES.....	88%
	NO.....	12%
	DON'T KNOW/REFUSED....	0%

59. Do you use fertilizer that does not contain phosphorus on your lawn?	YES.....	79%
	NO.....	8%
	DON'T KNOW/REFUSED....	13%

60. Are you aware that the city has permanent year-round lawn watering restrictions?	YES.....	94%
	NO.....	6%
	DON'T KNOW/REFUSED....	0%

IF "YES," ASK: (N=269)

61. How did you become aware of the residential lawn watering restrictions -- cable television, the city's website, your utility bill, the city newsletter, the "Eden Prairie News," or word of mouth?
- | | |
|-------------------------|-----|
| CABLE TELEVISION..... | 2% |
| CITY'S WEBSITE..... | 2% |
| UTILITY BILL..... | 32% |
| CITY NEWSLETTER..... | 10% |
| EDEN PRAIRIE NEWS..... | 42% |
| WORD OF MOUTH..... | 8% |
| SOMETHING ELSE..... | 4% |
| DON'T KNOW/REFUSED..... | 0% |
62. How would you rate the overall quality of the city's drinking water at your home -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 23% |
| GOOD..... | 56% |
| ONLY FAIR..... | 12% |
| POOR..... | 7% |
| DON'T KNOW/REFUSED..... | 2% |
63. Do you own a water softener?
- | | |
|-------------------------|-----|
| YES..... | 29% |
| NO..... | 71% |
| DON'T KNOW/REFUSED..... | 1% |
64. Were you aware the city's Central Water Treatment Plant softens the water without adding salt?
- | | |
|-------------------------|-----|
| YES..... | 37% |
| NO..... | 62% |
| DON'T KNOW/REFUSED..... | 1% |
65. Were you aware the city has an Appliance Rebate Program, offering rebates on the purchase of more water-efficient appliances, such as washing machines and dishwashers, and for replacing old, high-volume flush toilets?
- | | |
|-------------------------|-----|
| YES..... | 27% |
| NO..... | 73% |
| DON'T KNOW/REFUSED..... | 0% |

Moving on....

66. How would you rate the amount of natural open space areas in the city -- too much, about right, or too little?
- | | |
|-------------------------|-----|
| TOO MUCH..... | 1% |
| ABOUT RIGHT..... | 87% |
| TOO LITTLE..... | 10% |
| DON'T KNOW/REFUSED..... | 2% |
67. Should the City of Eden Prairie take a more active role in protecting and preserving open spaces, parkland, and wetland areas? (WAIT FOR RESPONSE) Do you feel strongly that way?
- | | |
|-------------------------|-----|
| STRONGLY YES..... | 31% |
| YES..... | 43% |
| NO..... | 20% |
| STRONGLY NO..... | 1% |
| DON'T KNOW/REFUSED..... | 6% |

The City of Eden Prairie strives to balance the rights of individual property owners to reasonably develop their properties with the interests of the wider community.

68. How successful do you think the City has been in maintaining this balance -- very successful, somewhat successful, neither successful nor unsuccessful, somewhat unsuccessful, or very unsuccessful?
- | | |
|-------------------------|-----|
| VERY SUCCESSFUL..... | 16% |
| SOMEWHAT SUCCESSFUL... | 57% |
| NEITHER SUCC/UNSUC... | 10% |
| SOMEWHAT UNSUCCESSFUL.. | 3% |
| VERY UNSUCCESSFUL..... | 1% |
| DON'T KNOW/REFUSED.... | 13% |

The City of Eden Prairie is updating its Comprehensive Guide Plan, which sets future development guidelines to the year 2030. During the next 25 years, forecasters expect increases in the region's population, traffic congestion and energy costs to be large concerns impacting all development. To address these concerns, the City thinks future developments should combine a mix of residential and commercial properties which have convenient access to mass transit and have walkways that encourage residents to walk within these new development areas.

69. Do you think this is the best approach to handle future developments, assuming the accuracy of forecasted growth in population, traffic, and energy costs? (WAIT FOR RESPONSE) Do you feel strongly that way?
- | | |
|------------------------|-----|
| STRONGLY YES..... | 29% |
| YES..... | 48% |
| NO..... | 4% |
| STRONGLY NO..... | 3% |
| DON'T KNOW/REFUSED.... | 17% |

70. Do you feel that Eden Prairie residents have appropriate opportunities for input into the planning and development decision-making process?
- | | |
|------------------------|-----|
| YES..... | 72% |
| NO..... | 9% |
| DON'T KNOW/REFUSED.... | 19% |

IF "NO," ASK: (N=37)

71. Why do you feel that way?

DON'T LISTEN, 57%; NOT AWARE OF ISSUES, 8%; NO FOLLOW THROUGH, 5%; NOT AWARE OF MEETINGS, 16%; DON'T ASK, 5%; SCATTERED, 8%.

As you may know, the Metropolitan Airports Commission operates Flying Cloud Airport in the City of Eden Prairie.

72. How serious of a problem is air- port noise in Eden Prairie -- very serious, somewhat serious, not too serious, or not at all serious?

VERY SERIOUS.....	10%
SOMEWHAT SERIOUS.....	27%
NOT TOO SERIOUS.....	35%
NOT AT ALL SERIOUS....	29%
DON'T KNOW/REFUSED.....	0%

Changing topics....

As you may know, the City of Eden Prairie owns and operates three municipal liquor stores. It's the City's policy that profits from the liquor operations be used for capital and public improvements.

73. Have you visited any of these stores during the past twelve months?

YES.....	72%
NO.....	28%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=287)

74. Which store do you generally shop at -- Prairie Village Mall/Kowalski's store, Den Road/Cub Foods store, or Prairie View Mall/Rainbow Foods store?

KOWALSKIS.....	38%
CUB.....	43%
RAINBOW.....	18%
DON'T KNOW/REFUSED.....	0%

Please rate the store and/or staff on each of the following criteria. For each one, please tell me if you would rate it as excellent, good, only fair, or poor. If you have no opinion, just say so....

	EXC	GOO	FAI	POO	DKR
75. Product selection?	30%	61%	6%	0%	3%
76. Prices of products?	16%	59%	20%	2%	2%
77. Courtesy and friendliness of staff?	38%	59%	2%	0%	1%

78. Do you favor or oppose the City continuing to operate its municipal liquor stores?

FAVOR.....	84%
OPPOSE.....	9%
DON'T KNOW/REFUSED.....	7%

IF "OPPOSE," ASK: (N=36)

79. Do you still oppose the continued operation of the municipal liquor stores if closing of the liquor stores would result in a \$1 million loss of revenue for the city?

YES.....	50%
NO.....	47%
DON'T KNOW/REFUSED.....	3%

Moving on....

80. How would you rate the City of Eden Prairie's park and recreational opportunities -- excellent, good, only fair, or poor?

EXCELLENT.....	31%
GOOD.....	59%
ONLY FAIR.....	3%
POOR.....	0%
DON'T KNOW/REFUSED.....	7%

81. How would you rate the maintenance and upkeep of park and recreation facilities in the city -- excellent, good, only fair, or poor?

EXCELLENT.....	30%
GOOD.....	61%
ONLY FAIR.....	3%
POOR.....	0%
DON'T KNOW/REFUSED.....	6%

The Eden Prairie parks system is composed of larger community parks and smaller neighborhood parks, trails, and community athletic and ballfields, and other recreation and leisure activity facilities. For each facility, please tell me if you or members of your household use that facility. Then for each one you use, please tell me if you would rate that facility as excellent, good, only fair, or poor?

	NOT USE	USE	USE	USE	USE	DK/
	USE	EXC	GOO	FAI	POO	REF
82. Large community parks, such as Staring Lake, Round Lake, Riley Lake and Miller Park?	14%	50%	36%	1%	0%	0%
83. Smaller neighborhood parks?	34%	23%	41%	3%	0%	0%
84. Eden Prairie Community Center?	46%	13%	34%	6%	2%	1%
85. Senior Center?	69%	6%	8%	0%	0%	17%
86. Outdoor Center?	56%	12%	23%	2%	0%	8%
87. Amphitheater?	44%	22%	32%	1%	0%	2%
88. Richard T. Anderson Conservation Area?	65%	13%	18%	0%	0%	4%

89. Would you support or oppose the continued use of city funds to improve Round Lake in order to keep open the swimming beach at that site? (WAIT FOR RESPONSE)
Do you feel strongly that way?

STRONGLY SUPPORT.....	26%
SUPPORT.....	48%
OPPOSE.....	14%
STRONGLY OPPOSE.....	3%
DON'T KNOW/REFUSED.....	9%

As you may know, the City of Eden Prairie is currently developing nature trails in the following conservation areas: Prairie Bluff, Lower Purgatory Creek, Edenbrook, and Riley Creek.

90. How likely are you or members of your household to use these nature trails -- very likely, somewhat likely, not too likely, or not at all likely?

VERY LIKELY.....	30%
SOMEWHAT LIKELY.....	43%
NOT TOO LIKELY.....	18%
NOT AT ALL LIKELY.....	9%
DON'T KNOW/REFUSED.....	1%

I would like to read you a list of city recreation programs. For each one, please tell me if during the past year, you or members of household have used that program?

	YES	NO	DKR
91. Recreation programs for pre-schoolers, youths, teens or adults?	34%	66%	1%
92. Therapeutic recreation programs for individuals of all ages with disabilities?	4%	96%	1%
93. Lesson programs, such as swimming, ice skating, golf or tennis?	27%	72%	1%

Moving on....

94. Do you own a dog?

YES.....	37%
NO.....	63%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=149)

95. How often do you use the off-leash dog parks -- frequently, occasionally, rarely, or never?

FREQUENTLY.....	5%
OCCASIONALLY.....	20%
RARELY.....	11%
NEVER.....	64%
DON'T KNOW/REFUSED.....	0%

IF THE RESPONDENT USES THE OFF-LEASH DOG PARKS, ASK:
(N=52)

96.	How much would you be willing to pay per dog for a yearly permit to use the off-leash dog parks -- would you pay \$20? (IF "NO," ASK:) Would you pay \$15? (IF "NO," ASK:) Would you pay \$10?	YES.....35%
		NO/YES.....12%
		NO/NO/YES.....31%
		NO/NO/NO.....23%
		DON'T KNOW/REFUSED.....0%

Changing topics....

97.	How much first hand contact have you had with the Eden Prairie City staff -- quite a lot, some, very little, or none?	QUITE A LOT.....5%
		SOME.....33%
		VERY LITTLE.....39%
		NONE.....22%
		DON'T KNOW/REFUSED.....1%
98.	From what you have heard or seen, how would you rate the job performance of the Eden Prairie City staff -- excellent, good, only fair, or poor?	EXCELLENT.....13%
		GOOD.....60%
		ONLY FAIR.....6%
		POOR.....1%
		DON'T KNOW/REFUSED....21%
99.	During the past year, have you visited or contacted Eden Prairie City Hall in person or on the telephone?	YES.....37%
		NO.....63%
		DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=147)

100. On your last telephone call or visit, which Department did you contact -- General Information, the City Manager, Police, Fire, Recreation, Park Maintenance, Planning and Economic Development, Building Inspections, Assessing, Utility Billing, Street Maintenance, Engineering, Community Center, Senior Center, Utilities and Water, City Clerk, Communications, Human Resources, Human Services and Housing, or Recycling?	GENERAL INFORMATION...10% CITY MANAGER.....2% POLICE.....5% FIRE.....1% RECREATION.....11% PARK MAINTENANCE.....6% PLANNING/EC DEV.....7% BUILDING INSPECTIONS..14% ASSESSING.....1% UTILITY BILLING.....8% STREET MAINTENANCE....4% ENGINEERING.....3% COMMUNITY CENTER.....1% SENIOR CENTER.....2% UTILITIES AND WATER....5% CITY CLERK.....8% COMMUNICATIONS.....1% HUMAN RESOURCES.....5% HUMAN SERVICES/HOUSING.2% RECYCLING.....4% SOMETHING ELSE.....0% DON'T KNOW/REFUSED....0%
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Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
101. Waiting time for City staff to respond?	37%	57%	5%	1%	0%
102. Ease of reaching a City Staff member who could help you?	40%	53%	6%	1%	0%
103. Courtesy of the City staff?	45%	55%	1%	0%	0%
104. Efficiency of the City staff?	40%	56%	1%	3%	0%

Moving on....

105. What is your principal source of information about Eden Prairie City Government and its activities?

NOTHING, 2%; LOCAL NEWSPAPER, 80%; CITY NEWSLETTER, 3%; WORD OF MOUTH, 4%; CABLE TELEVISION, 2%; WEBSITE, 4%; MAILINGS, 2%; SCATTERED, 2%.

106. If you could choose the best way for you to receive information about your City Government and the issues facing the community, what would it be?

LOCAL NEWSPAPER, 73%; CITY NEWSLETTER, 5%; WORD OF MOUTH, 3%; WEBSITE, 5%; MAILINGS, 5%; E-MAIL, 5%; SCATTERED, 4%.

107. Do you receive the local newspaper, the "Eden Prairie News?"

YES.....	92%
NO.....	8%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=368)

The City publishes a monthly newsletter "Life in the Prairie," sent one time per month as an insert with the "Eden Prairie News."

108. Do you read this newsletter?

YES.....	87%
NO	13%
DON'T KNOW/REFUSED.....	0%

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

109. How would you evaluate its content and format -- excellent, good, only fair, or poor?

EXCELLENT.....	9%
GOOD.....	79%
ONLY FAIR.....	11%
POOR.....	0%
DON'T KNOW/REFUSED.....	1%

110. How would you prefer to receive the City newsletter -- direct mail, e-mail, at pick-up sites, such as retail and grocery stores, or continue delivery with the "Eden Prairie News?"

DIRECT MAIL.....	12%
E-MAIL.....	7%
PICK-UP SITES.....	6%
CONTINUE IN EP NEWS...	72%
DON'T KNOW/REFUSED.....	3%

The City publishes a Parks and Recreation Brochure of program offerings called "Creating Community."

111. Do you receive this Park and Recreation Brochure?

YES.....	71%
NO	24%
DON'T KNOW/REFUSED.....	5%

IF "YES," ASK: (N=284)

- | | |
|--|--|
| 112. How would you evaluate its usefulness -- excellent, good, only fair, or poor? | EXCELLENT.....18%
GOOD.....64%
ONLY FAIR.....13%
POOR.....0%
DON'T KNOW/REFUSED.....5% |
| 113. Does your household currently subscribe to cable television? | YES.....68%
NO.....32%
DON'T KNOW/REFUSED.....0% |

IF "YES," ASK: (N=273)

- | | |
|---|--|
| 114. Would you say you watch the local government access channel 16 frequently, occasionally, rarely, or not at all? | FREQUENTLY.....2%
OCCASIONALLY.....21%
RARELY.....29%
NOT AT ALL.....48%
DON'T KNOW/REFUSED.....0% |
| 115. Would you say you watch City Council and/or Planning Commission telecasts frequently, occasionally, rarely, or not at all? | FREQUENTLY.....2%
OCCASIONALLY.....15%
RARELY.....28%
NOT AT ALL.....55%
DON'T KNOW/REFUSED.....0% |

The City currently produces original programming for EPTV Channel 16, including a monthly news and community events show called "Life in the Prairie."

- | | |
|--|--|
| 116. Do you recall watching the "Life in the Prairie" television show? | YES.....25%
NO.....74%
DON'T KNOW/REFUSED.....1% |
|--|--|

IF "YES," ASK: (N=70)

- | | |
|--|--|
| 117. How would you evaluate the overall quality of the show -- excellent, good, only fair, or poor? | EXCELLENT.....17%
GOOD.....59%
ONLY FAIR.....20%
POOR.....3%
DON'T KNOW/REFUSED.....1% |
| 118. Should the City create more local programming and other community information-related shows? (IF "YES," ASK:) Anything in particular? | |

UNSURE, 10%; NO, 72%; YES/UNSURE, 14%; CURRENT LOCAL NEWS, 3%; SCATTERED, 3%.

119. Do you have access to the Internet at home? (WAIT FOR RESPONSE) Do you have access to the Internet at work?

HOME ONLY.....	40%
WORK ONLY.....	1%
BOTH.....	47%
NEITHER.....	13%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=349)

120. If you have home Internet access, is it received through a dial-up connection or broadband connection?

DIAL-UP.....	24%
BROADBAND.....	72%
NO HOME ACCESS.....	1%
SOMETHING ELSE (VOL.)..	2%
DON'T KNOW/REFUSED.....	1%

121. Have you or any member of your household accessed the City of Eden Prairie website for information about city services, news and events?

YES.....	62%
NO.....	38%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=216)

122. How often do you visit the City's website -- frequently, occasionally, rarely or whenever needed?

FREQUENTLY.....	3%
OCCASIONALLY.....	23%
RARELY.....	21%
WHENEVER NEEDED.....	54%
DON'T KNOW/REFUSED.....	0%

123. How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?

EXCELLENT.....	8%
GOOD.....	62%
ONLY FAIR.....	26%
POOR.....	2%
DON'T KNOW/REFUSED.....	1%

124. How would you rate the ease of navigating the City's website and finding information you sought -- excellent, good, only fair, or poor?

EXCELLENT.....	8%
GOOD.....	56%
ONLY FAIR.....	30%
POOR.....	5%
DON'T KNOW/REFUSED.....	1%

125. Have you or a household member used the City website to register for City recreation programs?

YES.....	44%
NO.....	55%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=96)

- | | |
|---|---------------------------|
| 126. Did you find the registration process clear and easy to use? | YES.....80% |
| | NO.....20% |
| | DON'T KNOW/REFUSED.....0% |
| 127. How interested would you be in receiving an e-mailed City newsletter -- very interested, somewhat interested, not too interested, or not at all interested? | VERY INTERESTED.....14% |
| | SOMEWHAT INTERESTED...29% |
| | NOT TOO INTERESTED....16% |
| | NOT AT ALL INTERESTED.40% |
| | DON'T KNOW/REFUSED.....1% |
| 128. How interested would you be in receiving e-mailed updates from the City -- very interested, somewhat interested, not too interested or not at all interested? | VERY INTERESTED.....10% |
| | SOMEWHAT INTERESTED...34% |
| | NOT TOO INTERESTED....15% |
| | NOT AT ALL INTERESTED.40% |
| | DON'T KNOW/REFUSED.....1% |
| 129. If City Council meetings were telecast on the City's website, how likely would you be to log-on to find out about a particular agenda item or items -- very likely, somewhat likely, not too likely, or not at all likely? | VERY LIKELY.....8% |
| | SOMEWHAT LIKELY.....31% |
| | NOT TOO LIKELY.....17% |
| | NOT AT ALL LIKELY.....43% |
| | DON'T KNOW/REFUSED.....1% |

Moving on....

The City currently requires water and sewer utility customers to pay their bills by mailing a check or by ACH payment from a checking account on a quarterly basis. I would like to read you a couple of alternative options for paying your water and sewer utility bills. For each one, please tell me if you would be very likely to pay using that system, somewhat likely, not too likely or not at all likely to pay using that system.

	VRL	SML	NTL	NAA	DKR
130. Using a credit card by telephone?	5%	15%	5%	74%	1%
131. Using a debit card by telephone?	3%	13%	5%	77%	1%
132. Using a credit card on-line?	10%	19%	5%	65%	1%
133. Using a debit card on-line?	6%	15%	5%	73%	1%

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household.

134. Persons 65 or over? NONE.....87%
ONE.....6%
TWO OR MORE.....7%

135. Adults under 65? NONE.....10%
ONE.....13%
TWO.....68%
THREE OR MORE.....9%

136. School-aged children or pre-schoolers? NONE.....54%
ONE.....14%
TWO.....24%
THREE OR MORE.....8%

137. Do you own or rent your present residence? OWN.....81%
RENT.....19%
REFUSED.....0%

IF "OWN," ASK: (N=325)

138. Which of the following categories would contain the approximate value of your residential property -- under \$300,000; \$300,000-\$400,000; \$400,001-\$500,000; \$500,001-\$600,000; OVER \$600,000; DON'T KNOW; REFUSED? UNDER \$300,000.....22%
\$300,000-\$400,000.....33%
\$400,001-\$500,000.....25%
\$500,001-\$600,000.....8%
OVER \$600,000.....9%
DON'T KNOW.....1%
REFUSED.....3%

139. What is your age, please? 18-24.....2%
25-34.....12%
35-44.....33%
45-54.....27%
55-64.....16%
65 AND OVER.....11%
REFUSED.....0%

140. Gender (DO NOT ASK) MALE.....49%
FEMALE.....51%

141. REGION OF CITY (FROM LIST)

PRECINCT 1	4%
PRECINCT 2	5%
PRECINCT 3	4%
PRECINCT 4	4%
PRECINCT 5	6%
PRECINCT 6	6%
PRECINCT 7	4%
PRECINCT 8	4%
PRECINCT 9	6%
PRECINCT 10	7%
PRECINCT 11	5%
PRECINCT 12	7%
PRECINCT 13	5%
PRECINCT 14	7%
PRECINCT 15	4%
PRECINCT 16	6%
PRECINCT 17	4%
PRECINCT 18	7%
PRECINCT 19	7%

