

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

City of Eden Prairie  
Residential Survey  
FINAL NOVEMBER 2012

Hello, I'm \_\_\_\_\_ of Decision Resources, Ltd., a polling firm located in Minneapolis. We have been retained by the City of 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.....13%
	FIVE TO TEN YEARS.....20%
	TEN TO TWENTY YEARS...33%
	20 TO 30 YEARS.....21%
	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.....52%
	GOOD.....47%
	ONLY FAIR.....1%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

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

CONVENIENT LOCATION, 5%; CLOSE TO JOB, 4%; CLOSE TO FAMILY AND FRIENDS, 5%; FRIENDLY PEOPLE, 14%; HOUSING/NEIGHBORHOOD, 8%; SCHOOLS, 13%; SAFE, 7%; SHOPPING, 6%; OPEN SPACES, 10%; PARKS AND TRAILS, 12%; QUIET AND PEACEFUL, 5%; SMALL TOWN FEEL, 3%; CLEAN, 3%; WELL-RUN, 2%; SCATTERED, 3%.

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

UNSURE, 11%; NOTHING, 29%; GROWTH, 6%; HIGH TAXES, 13%; TRAFFIC CONGESTION, 17%; GROWING DIVERSITY, 3%; POORLY DESIGNED, 3%; SCHOOL BOUNDARY ISSUE, 4%; CRIME, 2%; LACK OF SIDEWALKS, 3%; LACK OF PUBLIC TRANSIT, 2%; POOR ECONOMY, 2%; SCATTERED, 5%.

As you may know, this year the City of Eden Prairie was ranked number three by Money Magazine as the "Best Place to Live" in America.

- 5. Prior to this survey, were you aware of this number three ranking? YES.....85%
- NO.....15%
- DON'T KNOW/REFUSED.....0%

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
6. City-wide Open House and Fire Department Open House?	14%	42%	45%	0%
7. Eden Prairie Night to Unite?	13%	53%	34%	0%
8. Fourth of July Celebration?	5%	70%	26%	0%
9. Staring Lake Concert Series?	21%	40%	39%	0%
10. Senior Awareness Month?	47%	11%	42%	1%
11. Eden Prairie Wine Tasting?	27%	20%	53%	0%
12. Are there other city-wide activities you would like to see offered? (IF "YES," ASK:) What would those be?				

UNSURE, 7%; NO, 88%; BICYCLE RIDE EVENTS, 1%; SENIOR EVENTS, 1%; PARADES, 1%; SCATTERED, 2%.

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
13. Police services?	70%	27%	1%	1%	2%
14. Fire services?	69%	26%	0%	0%	5%
15. Animal control?	31%	58%	2%	1%	8%
16. Recreation services?	47%	47%	1%	0%	5%
17. Park maintenance?	58%	39%	1%	0%	3%
18. Trail maintenance?	49%	46%	1%	0%	4%
19. Water and sewer services?	30%	68%	1%	0%	2%
20. Utility billing?	23%	71%	4%	0%	2%
21. Senior programs and services?	19%	36%	1%	1%	44%
22. Street lighting?	15%	77%	5%	2%	2%
23. Building inspections?	12%	58%	1%	0%	29%
24. Assessing services?	13%	55%	1%	1%	31%

	EXCL	GOOD	FAIR	POOR	DK/R
25. City planning services?	23%	57%	1%	0%	19%
26. City engineering services?	22%	50%	1%	0%	27%
27. Housing, community and human services?	23%	56%	1%	1%	20%
28. City drinking water?	26%	65%	8%	1%	1%

Now, for the next two city services, please consider only their job on city-maintained street and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Interstate 494, County Road 62, Pioneer Trail, and Eden Prairie Road, should not be considered. How would you rate ....

	EXCL	GOOD	FAIR	POOR	DK/R
29. Snow plowing?	22%	72%	5%	0%	1%
30. Street sweeping?	21%	77%	1%	0%	1%

IF ANY SERVICE IS RATED "ONLY FAIR" OR "POOR," ASK: (n=90)

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

LOWER TAXES, 2%; MORE STREET LIGHTS, 19%; MORE FREQUENT PLOWING, 11%; IMPROVE TASTE OF WATER, 36%; LOWER UTILITY COSTS, 13%; BETTER ANIMAL CONTROL, 6%; MORE SIDEWALKS, 12%.

32. How would you rate the quality of streets in the city as a whole -- excellent, good, only fair, or poor?	EXCELLENT.....	21%
	GOOD.....	75%
	ONLY FAIR.....	4%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	1%
33. How would you rate the quality of streets in your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....	24%
	GOOD.....	74%
	ONLY FAIR.....	2%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%

The City of Eden Prairie is considering enhancing the aesthetics of city roadways, sidewalks and trails.

34. Which of the following amenities would you most like to see the City undertake? (ROTATE AND READ LIST)

35. Which would be your second choice? (ROTATE AND RE-READ LIST; OMITTING FIRST CHOICE)

	MST	SEC
TREES, PLANTS AND SHRUBS.....	23%	17%
BENCHES.....	19%	25%
PUBLIC ART.....	8%	12%
BRICK PAVERS OR DECORATIVE CONCRETE....	10%	12%
TRASH AND RECYLCING RECEPTACLES.....	12%	10%
BURY OVERHEAD POWER LINES.....	16%	11%
NONE (VOL.).....	9%	10%
ALL (VOL.).....	3%	3%
DON'T KNOW/REFUSED.....	1%	1%

When thinking about sidewalks, please consider the five foot wide concrete sidewalks only, and not the eight foot wide asphalt trails....

36. How would you rate the quality of sidewalks in the city as a whole -- excellent, good, only fair, or poor?	EXCELLENT.....13% GOOD.....71% ONLY FAIR.....11% POOR.....3% DON'T KNOW/REFUSED.....2%
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37. How would you rate the quality of sidewalks in your neighborhood -- excellent, good, only fair, or poor?	EXCELLENT.....11% GOOD.....67% ONLY FAIR.....13% POOR.....5% DON'T KNOW/REFUSED.....5%
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38. 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.....18% GOOD.....66% ONLY FAIR.....6% POOR.....1% DON'T KNOW/REFUSED....10%
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39. 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.....38% OPPOSE.....41% DON'T KNOW/REFUSED....22%
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IF "OPPOSE," ASK: (n=164)

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

UNSURE, 21%; NOTHING/CUT WASTE, 36%; ADMINISTRATION, 8%; PARKS AND RECREATION, 20%; ANIMAL CONTROL, 4%; ACROSS THE BOARD, 2%; STREET SWEEPING, 2%; SCATTERED, 8%.

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, ninety 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.

41. 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.....19% FIRE.....4% STREET MAINTEN/SNOW...12% CITY PLANNING/ED DEV..19% PARKS AND RECREATION...6% NONE (VOL.).....28% DON'T KNOW/REFUSED....12%
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Moving on....

42. Do you have a sump pump?	YES.....35% NO.....61% DON'T KNOW/REFUSED....4%
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IF "YES," ASK: (n=139)

43. Is your sump pump connected to a utility or laundry sink, a floor drain, or does it empty into your yard?	SINK.....5% DRAIN.....37% YARD.....53% SOMEPLACE ELSE (VOL.)..3% DON'T KNOW/REFUSED....3%
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The City of Eden Prairie adopted an Inflow and Infiltration ordinance. This ordinance will help the City comply with the Metropolitan Council's law to limit the amount of ground water entering the sanitary sewer system. The major inflow of ground-water occurs when sump pumps and foundation drains are illegally connected to sanitary sewers through sinks and floor drains.

44. Have you heard of the city's Inflow and Infiltration ordinance?	YES.....51% NO.....48% DON'T KNOW/REFUSED....1%
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Changing topics....

45.	Are there areas in the City of Eden Prairie where you do not feel safe?	YES.....5%
		NO.....94%
		DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=21)

46. In which areas do you not feel safe?

EDEN PRAIRIE MALL, 19%; TRAILS, 14%; PARKING LOTS, 19%; LOW INCOME HOUSING AREAS, 19%; PARKS, 19%; SCATTERED AREAS, 10%.

47. What would make you feel more safe?

UNSURE, 5%; MORE POLICE PATROLLING, 43%; MORE LIGHTS, 33%; LESS LOW INCOME HOUSING, 14%; SCATTERED, 5%.

48.	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.....9%
		SOMEWHAT SERIOUS.....28%
		NOT TOO SERIOUS.....40%
		NOT AT ALL SERIOUS....23%
		DON'T KNOW/REFUSED.....0%

49.	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.....6%
		SOMEWHAT SERIOUS.....18%
		NOT TOO SERIOUS.....48%
		NOT AT ALL SERIOUS....28%
		DON'T KNOW/REFUSED.....0%

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...

50.	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, a car lock out or to report a crime?	YES.....27%
		NO.....73%
		DON'T KNOW/REFUSED.....0%

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

51.	Would you say the way the Police employee handled the situation was excellent, good, only fair, or poor?	EXCELLENT.....51% GOOD.....43% ONLY FAIR.....5% POOR.....2% DON'T KNOW/REFUSED.....0%
52.	Would you say the time it took the Police to respond was appropriate?	YES.....98% NO.....1% DON'T KNOW/REFUSED.....1%
53.	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 liaisons, senior programs, Eden Prairie Night to Unite, Safety Camp or city open houses?	YES.....53% NO.....47% DON'T KNOW/REFUSED.....0%
54.	Please tell me which one you consider to be the greatest concern in Eden Prairie? (ROTATE)	
	Violent crime.....1%	
	Traffic speeding.....25%	
	Drugs.....7%	
	Youth crimes and vandalism.....14%	
	Identity theft.....5%	
	Business crimes, such as shoplifting and check fraud.....6%	
	Residential crimes, such as burglary, and theft.....13%	
	ALL EQUALLY (VOL.).....4%	
	NONE OF THE ABOVE (VOL.).....20%	
	DON'T KNOW/REFUSED.....6%	

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

	YES	NO	DKR
55. The Eden Prairie Fire Department responds to calls in a timely manner.	84%	1%	15%
56. The Hennepin County Emergency Medical Services responds to calls in a timely manner.	84%	1%	15%
57. I trust the City's Police, Fire, and Emergency Medical Services response and the services rendered?	94%	2%	4%

The Eden Prairie Fire Inspection Division ensures all building and rental properties are properly maintained and in compliance with

state and local building and fire codes. As of March 2006, the City of Eden Prairie requires all rental properties, both single-family or multi-family residences, to be licensed and inspected in order to protect the public health, safety and welfare of all residents.

58. Were you aware of this program? YES.....53%  
 NO.....46%  
 DON'T KNOW/REFUSED.....2%

Moving on....

59. 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.....4%  
 TOO LITTLE.....13%  
 ABOUT THE RIGHT AMT...79%  
 DON'T KNOW/REFUSED.....5%

60. How would you rate the amount of natural open space areas in the city -- too much, about right, or too little? TOO MUCH.....3%  
 ABOUT RIGHT.....84%  
 TOO LITTLE.....11%  
 DON'T KNOW/REFUSED.....2%

61. 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.....29%  
 YES.....52%  
 NO.....13%  
 STRONGLY NO.....2%  
 DON'T KNOW/REFUSED.....5%

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.

62. 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.....26%  
 SOMEWHAT SUCCESSFUL...40%  
 NEITHER SUCC/UNSUCC...14%  
 SOMEWHAT UNSUCCESSFUL..2%  
 VERY UNSUCCESSFUL.....1%  
 DON'T KNOW/REFUSED....18%

The City of Eden Prairie started an energy initiative called 20-40-15 in December 2006. This program calls for increasing energy efficiency in City facilities by 20% and increasing fuel efficiency in City vehicles by 40% by 2015.

63. Prior to this survey, were you aware of the 20-40-15 program? YES.....42%  
 NO.....58%  
 DON'T KNOW/REFUSED.....1%



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 transit and have walkways that encourage residents to walk within these new development areas.

64. 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.....	20%
YES.....	58%
NO.....	8%
STRONGLY NO.....	2%
DON'T KNOW/REFUSED....	12%

65. Do you feel that Eden Prairie residents have appropriate opportunities for input into the planning and development decision-making process?

YES.....	83%
NO.....	7%
DON'T KNOW/REFUSED....	11%

IF "NO," ASK: (n=27)

66. Why do you feel that way?

DON'T LISTEN, 44%; DO WHAT THEY WANT, 44%; NO OPPORTUNITIES, 11%.

67. Prior to this survey, were you aware that Light Rail Transit will be operating in Eden Prairie in the next five to seven years?

YES.....	80%
NO.....	19%
DON'T KNOW/REFUSED....	1%

68. Assuming there would be no increase in city taxes, do you support or oppose Light Rail Transit in Eden Prairie? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	31%
SUPPORT.....	48%
OPPOSE.....	8%
STRONGLY OPPOSE.....	6%
DON'T KNOW/REFUSED.....	8%

For each of the following destinations, please tell me if you would be very likely to use light rail transit, somewhat likely, not too likely or not at all likely to use light rail transit.

	VRL	SML	NTL	NAA	DKR
69. Sporting events?	30%	30%	10%	28%	3%
70. Entertainment opportunities?	28%	32%	11%	25%	5%
71. Shopping?	25%	25%	11%	35%	4%

	VRL	SML	NTL	NAA	DKR
72. Going to work?	13%	20%	11%	51%	6%

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

73. During the past year, have you or members of your household flown out of the Flying Cloud Airport? (IF "YES," ASK:) Was it business, personal or both?	NO.....86%
	YES/BUSINESS.....3%
	YES/PERSONAL.....9%
	YES/BOTH.....2%
	DON'T KNOW/REFUSED.....0%
74. How serious of a problem is airport noise in Eden Prairie -- very serious, somewhat serious, not too serious, or not at all serious?	VERY SERIOUS.....3%
	SOMEWHAT SERIOUS.....15%
	NOT TOO SERIOUS.....39%
	NOT AT ALL SERIOUS....43%
	DON'T KNOW/REFUSED.....0%
75. Are you aware the City offers a first time home buyers program and a housing rehabilitation program to income-eligible households?	YES.....48%
	NO.....50%
	DON'T KNOW/REFUSED.....2%
76. Are you aware of homes or properties in your neighborhood that are in foreclosure?	YES.....26%
	NO.....72%
	DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (n=105)

77. Do you have any concerns about the homes or properties in your neighborhood that are in foreclosure? (IF "YES," ASK:) What would those be?

NO, 70%; RUNDOWN PROPERTIES, 4%; BRINGS CRIME IN, 7%; LONG TERM VACANCIES, 7%; DECREASED PROPERTY VALUES, 11%; SCATTERED, 2%.

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.

78. Do you favor or oppose the City continuing to operate its municipal liquor stores?	FAVOR.....83%
	OPPOSE.....9%
	DON'T KNOW/REFUSED.....9%

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.....47%  
NO.....44%  
DON'T KNOW/REFUSED.....8%
80. Have you visited any of these stores during the past twelve months?
- YES.....73%  
NO.....25%  
DON'T KNOW/REFUSED.....2%

IF "YES," ASK: (n=293)

81. 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.....33%  
CUB.....43%  
RAINBOW.....21%  
DON'T KNOW/REFUSED.....3%

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
82. Product selection?	33%	66%	1%	0%	0%
83. Prices of products?	27%	66%	7%	0%	0%
84. Courtesy and friendliness of staff?	44%	55%	1%	0%	0%

The Eden Prairie liquor stores offer a Wine Club with an annual membership of \$25. Members receive a 15% discount off wine purchases, one free admission to the Eden Prairie Liquor Spring Wine Tasting event, and special invitations to members-only wine tastings and educational events.

85. Have you heard of the Eden Prairie Wine Club? (IF "YES," ASK:) Have you or members of your household become members?
- NO.....37%  
YES/YES.....16%  
YES/NO.....46%  
DON'T KNOW/REFUSED.....2%

IF "NO" OR "YES/NO," ASK: (n=331)

86. How likely are you or members of your household to become a member of the Eden Prairie Wine Club -- very likely, somewhat likely, not too likely, or not at all likely?	VERY LIKELY.....2% SOMEWHAT LIKELY.....8% NOT TOO LIKELY.....21% NOT AT ALL LIKELY.....67% DON'T KNOW/REFUSED.....3%
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Moving on....

87. How would you rate the City of Eden Prairie's park and recreational opportunities -- excellent, good, only fair, or poor?	EXCELLENT.....45% GOOD.....52% ONLY FAIR.....1% POOR.....0% DON'T KNOW/REFUSED.....3%
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88. How would you rate the maintenance and upkeep of park and recreation facilities in the city -- excellent, good, only fair, or poor?	EXCELLENT.....45% GOOD.....53% ONLY FAIR.....2% POOR.....0% DON'T KNOW/REFUSED.....1%
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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
89. Large community parks, such as Staring Lake, Round Lake, Riley Lake and Miller Park?	21%	52%	27%	1%	0%	0%
90. Smaller neighborhood parks?	29%	46%	25%	1%	0%	0%
91. Senior Center?	80%	11%	6%	0%	0%	3%
92. Outdoor Center?	65%	15%	19%	0%	0%	1%
93. Amphitheater?	55%	21%	24%	0%	0%	0%
94. Richard T. Anderson Conservation Area?	57%	19%	24%	0%	0%	1%
95. Eden Prairie Art Center?	61%	22%	17%	0%	0%	0%
96. Eden Prairie Community Center?	44%	36%	20%	1%	0%	0%
97. Are you a member of the Eden Prairie Community Center, a private health club or neither?	EDEN PRAIRIE CC.....30%	PRIVATE HEALTH CLUB...12%	NEITHER.....59%	DON'T KNOW/REFUSED.....0%		

IF "PRIVATE HEALTH CLUB," ASK: (n=46)

The Eden Prairie Community Center offers single and family memberships at approximately two-thirds of the cost of a private health club.

98. Would you be interested in a membership to the Eden Prairie Community Center?	YES.....	24%
	NO.....	63%
	DON'T KNOW/REFUSED....	13%

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
99. Recreation programs for pre-schoolers, youths, teens or adults?	31%	69%	0%
100. Therapeutic recreation programs for individuals of all ages with disabilities?	6%	94%	0%
101. Lesson programs, such as swimming, ice skating, golf or tennis?	26%	74%	1%
102. How often do you ride a bicycle in the City of Eden Prairie -- frequently, occasionally, rarely or never?	FREQUENTLY.....	2%	
	OCCASIONALLY.....	27%	
	RARELY.....	24%	
	NEVER.....	46%	
	DON'T KNOW/REFUSED....	1%	

IF "FREQUENTLY" OR "OCCASIONALLY," ASK: (n=118)

103. How would you rate your ability to get around Eden Prairie on a bicycle -- excellent, good, only fair or poor?	EXCELLENT.....	15%
	GOOD.....	62%
	ONLY FAIR.....	18%
	POOR.....	4%
	DON'T KNOW/REFUSED....	1%

104. Do you have any suggestions on how to improve bicycling in Eden Prairie? (IF "YES," ASK:) What would that be?

NO, 57%; MORE TRAILS, 13%; MORE SIDEWALKS, 21%; WIDER TRAILS, 3%; MORE LIGHTS, 2%; SCATTERED, 4%.

Moving on....

105. Do you own a dog?	YES.....	38%
	NO.....	62%
	DON'T KNOW/REFUSED....	0%

IF "YES," ASK: (n=152)

106. How often do you use the off-leash dog parks -- frequently, occasionally, rarely, or never?	FREQUENTLY.....16%
	OCCASIONALLY.....35%
	RARELY.....24%
	NEVER.....25%
	DON'T KNOW/REFUSED.....0%

Changing topics....

107. 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.....2%
	SOME.....35%
	VERY LITTLE.....39%
	NONE.....24%
	DON'T KNOW/REFUSED.....0%

108. 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.....14%
	GOOD.....73%
	ONLY FAIR.....3%
	POOR.....0%
	DON'T KNOW/REFUSED.....10%

109. During the past year, have you visited or contacted Eden Prairie City Hall in person or on the telephone?	YES.....36%
	NO.....64%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=143)

110. 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, Housing and Human services, or recycling?	GENERAL INFORMATION...25% CITY MANAGER.....4% POLICE.....8% FIRE.....2% RECREATION.....6% PARK MAINTENANCE.....1% PLANNING/EC DEV.....1% BUILDING INSPECTIONS...4% ASSESSING.....1% UTILITY BILLING.....14% STREET MAINTENANCE.....2% ENGINEERING.....1% COMMUNITY CENTER.....6% SENIOR CENTER.....3% UTILITIES AND WATER....9% CITY CLERK.....1% COMMUNICATIONS.....2% HUMAN RESOURCES.....2% HOUSING/HUMAN SERVICES.0% RECYCLING.....4% SOMETHING ELSE.....3% DON'T KNOW/REFUSED.....1%
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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
111. Waiting time for City staff to respond?	32%	64%	2%	1%	0%
112. Ease of reaching a City Staff member who could help you?	37%	60%	2%	1%	0%
113. Courtesy of the City staff?	43%	56%	0%	1%	0%
114. Efficiency of the City staff?	37%	61%	1%	1%	0%

Moving on....

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

SUN CURRENT, 10%; EDEN PRAIRIE NEWS, 44%; WEBSITE, 20%; CABLE TELEVISION, 4%; STAR TRIBUNE, 5%; MAILINGS, 3%; CITY NEWSLETTER, 4%; TELEVISION NEWS, 2%; WORD OF MOUTH, 5%; SCATTERED, 4%.

116. 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?

SUN CURRENT, 9%; EDEN PRAIRIE NEWS, 42%; WEBSITE, 18%; E-MAIL, 11%; CABLE TELEVISION, 3%; STAR TRIBUNE, 5%; MAILINGS, 3%; CITY NEWSLETTER, 4%; TELEVISION NEWS, 2%; WORD OF MOUTH, 3%; SCATTERED, 1%.

For each of the following newspapers, please tell me if your household receives it.

	YES	NO	DKR
117. The Star Tribune?	38%	62%	0%
118. Eden Prairie Sun Current?	55%	45%	0%
119. Eden Prairie News?	80%	20%	0%

IF "YES" TO EDEN PRAIRIE NEWS, ASK: (n=320)

The City publishes a bi-monthly newsletter called "Life in the Prairie," delivered six times per year as an insert with the "Eden Prairie News."

120. Do you read this newsletter?	YES.....	91%
	NO .....	9%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=292)

121. How would you evaluate its content and format -- excellent, good, only fair, or poor?	EXCELLENT.....	15%
	GOOD.....	81%
	ONLY FAIR.....	4%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%
122. Do you own a personal computer or laptop you use at home?	YES.....	94%
	NO.....	7%
	DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=26)

123. Why don't you own a personal computer or laptop?

NO INTEREST, 62%; AGE/HEALTH, 23%; TOO EXPENSIVE, 15%.



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

HOME ONLY.....	43%
WORK ONLY.....	1%
BOTH.....	49%
NEITHER.....	8%
DON'T KNOW/REFUSED.....	0%

IF "NEITHER," ASK: (n=32)

125. Why don't you have Internet access?

NO COMPUTER, 34%; NO NEED, 41%; AGE/HEALTH, 13%; TOO EXPENSIVE, 9%; SCATTERED, 3%.

IF INTERNET ACCESS AT HOME, ASK: (n=365)

126. How do you connect to the internet at home -- on a dial-up modem, DSL, T-1 line, Comcast High Speed Internet, wireless, or some other way? (IF "OTHER," ASK:) How?

DIAL-UP.....	1%
DSL.....	31%
T-1.....	0%
COMCAST HIGH SPEED....	48%
WIRELESS.....	20%
ELSE.....	0%
DON'T KNOW/REFUSED.....	0%

IF INTERNET ACCESS IN QUESTION #126, ASK: (n=368)

127. Were you aware the City of Eden Prairie launched a new website in 2012?

YES.....	44%
NO.....	56%
DON'T KNOW/REFUSED.....	0%

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

YES.....	60%
NO.....	39%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=223)

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

FREQUENTLY.....	4%
OCCASIONALLY.....	63%
RARELY.....	23%
WHENEVER NEEDED.....	10%
DON'T KNOW/REFUSED.....	0%

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

EXCELLENT.....	6%
GOOD.....	91%
ONLY FAIR.....	3%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

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

EXCELLENT.....	7%
GOOD.....	89%
ONLY FAIR.....	4%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

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

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

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

133. Did you find the registration process clear and easy to use?

YES.....	100%
NO.....	0%
DON'T KNOW/REFUSED.....	0%

The City of Eden Prairie provides information and interacts with the public in several on-line forums. "City News" is an e-mail subscription service that residents can customize for topics of interest to them.

134. Were you aware of "City News?" (IF "YES," ASK:) Have you subscribed to "City News?"

NO.....	44%
YES/YES.....	29%
YES/NO.....	27%
DON'T KNOW/REFUSED.....	0%

IF "YES/YES," ASK: (n=65)

135. How would you rate "City News" -- excellent, good, only fair, or poor?

EXCELLENT.....	22%
GOOD.....	77%
ONLY FAIR.....	2%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

"City Blogs" is an assortment of blog postings ranging in topics from city government issues and public safety to Eden Prairie Liquor.

136. Were you aware of "City Blogs?" (IF "YES," ASK:) Have you used "City Blogs?"

NO.....	55%
YES/YES.....	16%
YES/NO.....	29%
DON'T KNOW/REFUSED.....	0%

IF "YES/YES," ASK: (n=36)

137. How would you rate	EXCELLENT.....	28%
"City Blogs" -- ex-	GOOD.....	69%
cellent, good, only	ONLY FAIR.....	3%
fair, or poor?	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%

"City TV" provides live broadcasts and on-demand videos of City Council and Planning Commission meetings, a live streaming broadcast of EPTV Channel 16 and many other informational videos.

138. Were you aware of "City	NO.....	48%
TV?" (IF "YES," ASK:)	YES/YES.....	19%
Have you used this "City	YES/NO.....	33%
TV"?	DON'T KNOW/REFUSED.....	0%

IF "YES/YES," ASK: (n=42)

139. How would you rate	EXCELLENT.....	12%
"City TV" -- ex-	GOOD.....	83%
cellent, good, only	ONLY FAIR.....	5%
fair, or poor?	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%

"City Docs" an electronic database of the City's public documents.

140. Were you aware of "City	NO.....	62%
Docs?" (IF "YES," ASK:)	YES/YES.....	6%
Have you used "City	YES/NO.....	32%
Docs?"	DON'T KNOW/REFUSED.....	0%

IF "YES/YES," ASK: (n=13)

141. How would you rate	EXCELLENT.....	8%
"City Docs" -- ex-	GOOD.....	92%
cellent, good, only	ONLY FAIR.....	0%
fair, or poor?	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%

The City's Facebook page provides an interactive forum of information and dialog.

142. Were you aware of the	NO.....	57%
City of Eden Prairie's	YES/YES.....	11%
Facebook page? (IF	YES/NO.....	32%
"YES," ASK:) Have you	DON'T KNOW/REFUSED.....	0%
used the city's Facebook		
page?		

IF "YES/YES," ASK: (n=41)

143. How would you rate the city's Facebook page -- excellent, good, only fair or poor?	EXCELLENT.....12%
	GOOD.....85%
	ONLY FAIR.....2%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%
144. Were you aware that you can receive and pay for your utility bill electronically? (IF "YES," ASK:) Have you used this service?	NO.....24%
	YES/YES.....39%
	YES/NO.....37%
	DON'T KNOW/REFUSED.....1%

IF "YES/YES," ASK: (n=142)

145. How would you rate this service -- excellent, good, only fair, or poor?	EXCELLENT.....31%
	GOOD.....68%
	ONLY FAIR.....1%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%
146. Would you be interested in paying for other city services on-line? (IF "YES," ASK) What other services would you like to pay for on-line?	
	UNSURE, 26%; NO, 70%; WATER, 1%; GARBAGE, 1%; PERMITS, 2%.

In addition to the monthly printed version, the city's newsletter "Life in the Prairie" is offered electronically to e-mail subscribers. The City could discontinue the printed version of "Life in the Prairie" to be more environmentally friendly, save costs and provide more timely information.

147. How interested would you be in receiving the city's newsletter in an electronic-only format -- very interested, somewhat interested, not too interested or not at all interested?	VERY INTERESTED.....26%
	SOMEWHAT INTERESTED...46%
	NOT TOO INTERESTED.....5%
	NOT AT ALL INTERESTED.14%
	DON'T KNOW/REFUSED.....9%

IF "NOT TOO INTERESTED" OR "NOT AT ALL INTERESTED,"  
ASK: (n=70)

148. Why are you not interested in receiving the city's newsletter electronically?

UNSURE, 7%; PREFER PRINTED VERSION, 37%; DON'T LIKE TO READ ON COMPUTER, 44%; DON'T USE INTERNET, 6%; SCATTERED, 6%.

The City publishes a Parks and Recreation Program Guide.

149. Do you receive this Park and Recreation Program Guide? YES.....68%  
NO .....32%  
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=272)

150. How would you evaluate its usefulness -- excellent, good, only fair, or poor? EXCELLENT.....19%  
GOOD.....74%  
ONLY FAIR.....6%  
POOR.....0%  
DON'T KNOW/REFUSED.....1%

151. Does your household currently subscribe to cable television? YES.....70%  
NO.....30%  
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=279)

152. Would you say you watch the local government access channel 16 frequently, occasionally, rarely, or not at all? FREQUENTLY.....5%  
OCCASIONALLY.....27%  
RARELY.....30%  
NOT AT ALL.....38%  
DON'T KNOW/REFUSED.....0%

153. Would you say you watch City Council and/or Planning Commission telecasts frequently, occasionally, rarely, or not at all? FREQUENTLY.....5%  
OCCASIONALLY.....22%  
RARELY.....28%  
NOT AT ALL.....45%  
DON'T KNOW/REFUSED.....0%

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.

154. Persons 65 or over? NONE.....84%  
ONE.....8%  
TWO OR MORE.....9%

155. Adults under 65?	NONE.....15%
	ONE.....12%
	TWO.....64%
	THREE OR MORE.....10%
156. School-aged children or pre-schoolers?	NONE.....61%
	ONE.....14%
	TWO.....17%
	THREE OR MORE.....8%
157. Do you own or rent your present residence?	OWN.....72%
	RENT.....28%
	REFUSED.....0%
IF "OWN," ASK: (n=288)	
158. 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; or over \$600,000?	UNDER \$300,000.....18%
	\$300,000-\$400,000.....34%
	\$400,001-\$500,000.....25%
	\$500,001-\$600,000.....9%
	OVER \$600,000.....4%
	DON'T KNOW.....1%
	REFUSED.....8%
159. What is your age, please?	18-24.....3%
	25-34.....13%
	35-44.....25%
	45-54.....31%
	55-64.....13%
	65 AND OVER.....15%
160. Which of the following categories represents your ethnicity -- White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	WHITE.....80%
	AFRICAN-AMERICAN.....5%
	ASIAN-PACIFIC ISLAND...9%
	HISPANIC-LATINO.....3%
	NATIVE AMERICAN.....0%
	SOMETHING ELSE.....0%
	MIXED/BI-RACIAL.....1%
	DON'T KNOW.....0%
	REFUSED.....2%

161. Finally, thinking about your household finances, how would you describe your financial situation, would you say that --	STATEMENT A.....6%
A) Your monthly expenses are exceeding your income;	STATEMENT B.....29%
B) You are meeting your monthly expenses but are putting aside little or no savings;	STATEMENT C.....48%
C) You are managing comfortably while putting some money aside;	STATEMENT D.....16%
D) Managing very well?	DON'T KNOW/REFUSED.....2%
162. Gender	MALE.....49%
	FEMALE.....51%
163. REGION OF CITY	PRECINCT 1.....5%
	PRECINCT 2.....5%
	PRECINCT 3.....4%
	PRECINCT 4.....4%
	PRECINCT 5.....5%
	PRECINCT 6.....5%
	PRECINCT 7.....4%
	PRECINCT 8.....4%
	PRECINCT 9.....6%
	PRECINCT 10.....7%
	PRECINCT 11.....5%
	PRECINCT 12.....7%
	PRECINCT 13.....5%
	PRECINCT 14.....6%
	PRECINCT 15.....5%
	PRECINCT 16.....6%
	PRECINCT 17.....4%
	PRECINCT 18.....6%
	PRECINCT 19.....7%