

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

City of Fridley
Residential Survey
FINAL MARCH 2024

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

1. Approximately, how many years have you lived in Fridley?

TWO YEARS OR LESS.....	6%
THREE TO FIVE YEARS....	19%
SIX TO TEN YEARS.....	17%
11 TO TWENTY YEARS.....	22%
21 TO 30 YEARS.....	16%
OVER THIRTY YEARS.....	21%
DON'T KNOW/REFUSED.....	0%

2. As things now stand, how long in the future do you expect to live in Fridley?

TWO YEARS OR LESS.....	5%
THREE TO FIVE YEARS....	5%
SIX TO TEN YEARS.....	10%
OVER TEN YEARS.....	18%
REST OF LIFE.....	50%
DON'T KNOW/REFUSED.....	13%

3. What do you like most about living in Fridley?

DON'T KNOW/REFUSED.....	0%
NOTHING.....	3%
CONVENIENT LOCATION....	16%
CLOSE TO FAMILY.....	18%
CLOSE TO JOB.....	16%
SAFE.....	8%
SMALL TOWN FEEL.....	18%
PARKS AND TRAILS.....	8%
NEIGHBORHOOD/HOUSING...	10%
CLOSE TO SHOPPING.....	2%
GOOD SCHOOLS.....	2%

4.	What do you think is the most serious issue facing Fridley today?	DON'T KNOW/REFUSED.....2% NOTHING.....23% HIGH TAXES.....19% RISING CRIME.....30% AGING INFRASTRUCTURE...11% PROPERTY MAINTENANCE....4% STREET MAINTENANCE.....6% SCATTERED.....5%
5.	What is currently missing from the City of Fridley which, if present, would greatly improve the quality of life for residents?	DON'T KNOW/REFUSED.....3% NOTHING.....40% COMMUNITY CENTER.....11% JOBS.....17% RESTAURANTS.....13% RETAIL/SHOPS.....8% PARKS AND TRAILS.....3% SCATTERED.....5%
6.	How would you rate the quality of life in Fridley - excellent, good, only fair, or poor?	EXCELLENT.....19% GOOD.....64% ONLY FAIR.....14% POOR.....2% DON'T KNOW/REFUSED.....0%
7.	Which of the following two statements comes closest to your feelings: (A) I call Fridley "home," OR (B) Fridley is just a place to live; I'd be just as happy elsewhere.	STATEMENT A.....69% STATEMENT B.....23% BOTH OF ABOVE.....7% NEITHER.....2% DON'T KNOW/REFUSED.....0%
8.	How would you rate the strength of community identity in Fridley - excellent, good, only fair, or poor?	EXCELLENT.....39% GOOD.....47% ONLY FAIR.....10% POOR.....3% DON'T KNOW/REFUSED.....2%

IF "GOOD," "ONLY FAIR," OR "POOR," ASK: (n=237)

9. What could the City do to improve the strength of community identity?

UNSURE, 17%; NOTHING, 6%; BETTER SOCIAL SERVICES, 8%; REDUCE CRIME, 8%; NEIGHBORHOOD WATCH PROGRAMS, 4%; BLOCK PARTIES, 8%; COMMUNITY-WIDE EVENTS, 18%; MORE DIVERSITY, 5%; MORE GATHERING SPACES, 3%; IMPROVE POLICE & COMMUNITY RELATIONS, 6%; REDEVELOPMENT, 4%; TEACH TOLERANCE, 3%; MORE CULTURAL EVENTS, 4%; BETTER COMMUNICATIONS, 2%; SCATTERED, 4%.

- | | |
|---|--|
| 10. How often do you have contact with your neighbors - daily, a few times a week, once a week, a few times a month, once a month, or less often? | DAILY.....21%
FEW TIMES A WEEK.....35%
ONCE A WEEK.....15%
FEW TIMES A MONTH.....15%
ONCE A MONTH.....8%
LESS OFTEN.....7%
DON'T KNOW/REFUSED.....0% |
| 11. To which of the following do you feel a closer connection to:
A) The City of Fridley as a whole,
B) Your neighborhood, or
C) Your school district? | STATEMENT A.....34%
STATEMENT B.....55%
STATEMENT C.....7%
NONE.....4%
DON'T KNOW/REFUSED.....1% |

For each of the following statements, please tell me if you think the City of Fridley is doing an excellent job, good job, only fair job, or poor job.

- | | EXC | GOO | FAI | POO | DKR |
|--|-------------------------|--------------------|---------------------------|-----|-----|
| 12. Making all residents feel welcome and that they belong? | 28% | 60% | 11% | 1% | 1% |
| 13. Openness and acceptance of the community toward people of diverse backgrounds? | 27% | 61% | 10% | 2% | 1% |
| 14. Would you recommend living in the City of Fridley to others? | YES.....92% | NO.....5% | DON'T KNOW/REFUSED.....3% | | |
| 15. All in all, do you think things in Fridley are generally headed in the right direction or are things off on the wrong track? | RIGHT DIRECTION.....88% | WRONG TRACK.....9% | DON'T KNOW/REFUSED.....3% | | |

16. If you were to describe the City of Fridley to a friend or relative, how would you describe the city?

UNSURE, 2%; CONVENIENT LOCATION, 5%; GOOD PARKS AND TRAILS, 5%; STRONG COMMUNITY FEEL, 39%; SAFE, 7%; CLEAN, 3%; RISING CRIME, 3%; AFFORDABLE, 5%; DIVERSE, 3%; QUIET, 12%; NATURE/OPEN SPACES, 4%; LOTS OF RECREATION, 2%; GOOD SCHOOLS, 2%; DECLINING, 3%; SCATTERED, 5%.

Thinking about economic development and redevelopment....

17. Are there any types of development or redevelopment you would like to see in the City of Fridley? (IF "YES," ASK:) What would that be?

UNSURE, 10%; NO, 54%; RESTAURANTS, 6%; JOB PRODUCING, 6%; AFFORDABLE HOUSING, 2%; MULTI-FAMILY HOUSING, 2%; SENIOR LIVING, 2%; RETAIL, 4%; COMMUNITY CENTER, 3%; ENTERTAINMENT, 2%; SIDEWALKS, 2%; SCATTERED, 7%.

Moving on....

18. How would you rate the general appearance of your neighborhood - excellent, good, only fair, or or poor?	EXCELLENT.....21% GOOD.....66% ONLY FAIR.....10% POOR.....3% DON'T KNOW/REFUSED.....0%
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19. How would you rate general appearance of business and commercial areas in the city - excellent, good, only fair, or poor?	EXCELLENT.....13% GOOD.....70% ONLY FAIR.....15% POOR.....2% DON'T KNOW/REFUSED.....0%
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For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing these city codes in your neighborhood. (ROTATE)

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
20. Storage of garbage and recycling cans?	5%	79%	16%	0%
21. Storage of lawn mowers and tools outside?	7%	75%	18%	0%
22. Junk vehicles?	8%	65%	26%	1%
23. Junk and debris in yards?	8%	59%	32%	2%

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
24. Storage of boats, trailers and non-motorized campers outside?	11%	63%	25%	1%
25. Long grass and harmful weeds?	7%	71%	23%	0%
26. Deteriorating siding, foundation, doors, windows, roofing, painting, gutters and downspouts?	7%	67%	25%	1%
27. Loud noise after 9pm?	8%	72%	20%	0%
28. Winter parking on city streets between 2am and 6am?	12%	70%	18%	0%

Now, I would like to briefly re-read the list.

29. Please tell me which one, if any, of those code violations would you place as the top priority?
30. Of the remaining, which one would you rank as the second priority?

	TOP	SEC
Storage of garbage and recycling cans.....	7%	3%
Storage of lawn mowers and tools outside.....	7%	4%
Junk vehicles.....	14%	8%
Junk and debris in yards.....	18%	19%
Storage of boats, trailers and non-motorized campers outside.....	11%	7%
Long grass and harmful weeds.....	7%	9%
Deteriorating siding, foundation, doors, windows, roofing, painting, gutters and downspouts.....	13%	12%
Loud noise after 9pm.....	7%	9%
Winter parking on city streets between 2am and 6am.....	6%	9%
NONE/DON'T KNOW/REFUSED.....	11%	20%

Moving on....

I would like to read you a list of a few city services. For each one, please tell me whether you would rate the quality of the service as excellent, good, only fair, or poor? (ROTATE)

	EXCL	GOOD	FAIR	POOR	DK/R
31. Police services?	41%	53%	6%	1%	0%
32. Fire services?	42%	54%	3%	0%	1%
33. Recycling?	21%	64%	15%	1%	0%
34. Storm drainage?	15%	59%	22%	2%	2%
35. Flood control?	16%	59%	20%	1%	3%
36. Building inspections and permits?	12%	52%	20%	1%	15%
37. Utility billing?	17%	69%	12%	2%	1%
38. Fridley Liquor store?	17%	60%	15%	1%	8%
39. Park maintenance?	26%	63%	10%	0%	1%
40. City recreation programs?	19%	63%	10%	1%	7%
41. Code enforcement?	16%	62%	15%	2%	6%

Now, for the next five city services, please consider only their job on city-maintained streets and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Interstate 694, Highway 65, University Avenue, Mississippi Street, East River Road, Osborne Road and Main Street should **NOT** be considered. How would you rate

	EXCL	GOOD	FAIR	POOR	DK/R
42. City street repair and maintenance?	13%	61%	22%	5%	0%
43. Sidewalk and trail repair and maintenance?	11%	60%	26%	3%	0%
44. Snow plowing of city streets?	16%	65%	17%	3%	0%
45. Snow plowing of sidewalks and trails?	14%	56%	27%	3%	1%
46. Street lighting?	17%	45%	32%	7%	0%
47. How would you rate the quality of drinking water in the City of Fridley - excellent, good, only fair, or poor?		EXCELLENT.....	16%		
		GOOD.....	60%		
		ONLY FAIR.....	18%		
		POOR.....	6%		
		DON'T KNOW/REFUSED.....	1%		

IF "ONLY FAIR" OR "POOR," ASK: (n=96)

48. Do you believe the drinking water is safe?	YES.....	46%
	NO.....	47%
	DON'T KNOW/REFUSED.....	7%

49. How would you rate animal control in the city - excellent, good, only fair, or poor?

EXCELLENT.....	18%
GOOD.....	78%
ONLY FAIR.....	2%
POOR.....	2%
DON'T KNOW/REFUSED.....	0%

IF "ONLY FAIR" OR "POOR," ASK: (n=14)

50. Why did you rate animal control as (only fair/poor)?

UNSURE, 7%; LOOSE DOGS, 57%; OFF-LEASH PETS, 7%;
 RULES TOO STRICT, 14%; DON'T RESPOND TO CALLS, 14%.

51. How would you rate wildlife management in the city - excellent, good, only fair, or poor?

EXCELLENT.....	23%
GOOD.....	76%
ONLY FAIR.....	1%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

IF "ONLY FAIR" OR "POOR," ASK: (n=3)

52. Why did you rate wildlife management as (only fair/poor)?

FERAL CATS, 33%; WILDLIFE IN BACKYARD, 33%; DEER, 33%.

As you may know, property tax revenues are divided among the City of Fridley, Anoka County, and your local public school district.

53. For each dollar of the property taxes you pay, about what percentage do you think goes to city government? (READ #1-#6)

TEN PERCENT OR LESS.....	8%
11 TO 20 PERCENT.....	23%
21 TO 30 PERCENT.....	36%
31 TO 40 PERCENT.....	17%
41 TO 50 PERCENT.....	4%
OVER 50 PERCENT.....	4%
DON'T KNOW/REFUSED.....	8%

54. Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low in comparison with neighboring cities?

VERY HIGH.....	15%
SOMEWHAT HIGH.....	40%
ABOUT AVERAGE.....	38%
SOMEWHAT LOW.....	2%
VERY LOW.....	0%
DON'T KNOW/REFUSED.....	5%

In 2023, the actual percentage of your property taxes going to the City of Fridley was approximately forty percent.

55. Would you favor or oppose an increase in YOUR city property taxes if it were needed to maintain city services at their current level? FAVOR.....58%
 OPPOSE.....39%
 DON'T KNOW/REFUSED.....3%
56. And, would you favor or oppose an increase in YOUR city property taxes if it were used to improve and enhance current city services? FAVOR.....42%
 OPPOSE.....50%
 DON'T KNOW/REFUSED.....8%
57. 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.....9%
 GOOD.....69%
 ONLY FAIR.....20%
 POOR.....1%
 DON'T KNOW/REFUSED.....1%

Some utilities and services in the city are provided by private companies. For each of these utilities or services, please tell me if you have the utility or service, then for each one you have, please tell me if you are very satisfied with it, somewhat satisfied, not too satisfied, or not at all satisfied with it.

	VRS	SMS	NTS	NAA	DKR
58. Electricity and natural gas?	51%	43%	5%	1%	0%
59. Internet service?	33%	49%	15%	2%	2%
60. Cell phone service?	40%	50%	8%	1%	1%
61. Landline telephone service?	27%	44%	12%	9%	9%
62. Cable television service?	30%	40%	17%	8%	6%
63. Garbage collection service?	43%	48%	7%	1%	2%

Most communities have one of two systems for trash collection. Fridley has an open collection system, where residents choose any of the haulers licensed by the City. Some cities use a collection system in which the City manages the system, negotiates prices and standardizes services for residential trash collection.

64. Would you favor or oppose the City of Fridley changing from the current system in which residents choose their trash hauler to a system where the City manages collection? (WAIT FOR RESPONSE) Do you feel strongly that way? STRONGLY FAVOR.....12%
 FAVOR.....36%
 OPPOSE.....32%
 STRONGLY OPPOSE.....5%
 DON'T KNOW/REFUSED.....15%

IF A RESPONSE IS GIVEN, ASK: (n=339)

65. Could you tell me one or two reasons for your decision?

UNSURE, 2%; LIKE CURRENT HAULER, 13%; PREFER TO CHOOSE, 21%; LESS TRUCKS, 22%; BETTER SERVICE WITH CITY, 6%; CHEAPER WITH CHOICE, 9%; CHEAPER WITH CITY, 13%; LESS POLLUTION, 3%; LESS WEAR AND TEAR ON STREETS, 4%; BETTER SERVICE WITH CHOICE, 2%; SCATTERED, 5%.

I would like to read a list of aspects of trash collection. For each one, please tell me if you think it is better under an open collection system or a City managed collection system. (WAIT FOR RESPONSE) Do you feel strongly that way? If you have no opinion, just say so.... (ROTATE)

	STO	OPE	CIT	STC	DKR
66. Cost for trash collection?	12%	38%	33%	8%	9%
67. Pollution from trucks?	2%	21%	46%	12%	18%
68. Customer service?	5%	36%	35%	10%	13%
69. Pedestrian safety?	1%	26%	47%	10%	15%
70. Wear and tear on city streets?	3%	14%	49%	14%	21%

Fridley's Housing and Redevelopment Authority offers residents loans for home improvement projects.

71. Prior to this survey, were you aware these loans were available? (IF "YES," ASK:) Have you received a loan from the City for a home improvement project?	NO.....	39%
	YES/YES.....	13%
	YES/NO.....	49%
	DON'T KNOW/REFUSED.....	0%

IF "YES/YES," ASK: (n=50)

72. Were you satisfied with your experience getting a loan?	YES.....	100%
	NO.....	0%
	DON'T KNOW/REFUSED.....	0%

Thinking about another topic....

73. Do you feel safe in the City of Fridley?	YES.....	94%
	NO.....	6%
	DON'T KNOW/REFUSED.....	1%

IF "NO," ASK: (n=23)

74. In which areas do you not feel safe?

EVERYWHERE, 18%; BUSY ROADS/NO SIDEWALKS, 18%; TRAILER PARKS, 9%; RETAIL AREAS, 22%; SCATTERED LOCATIONS, 33%.

75. What would make you feel more safe?

POLICE PATROLLING, 65%; MORE STREET LIGHTS, 17%; SECURITY GUARDS, 9%; SIDEWALKS, 9%.

76. Do you feel safe in your immediate neighborhood walking alone at night?	YES.....	92%
	NO	8%
	DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=32)

77. What would make you feel more safe?

NOTHING, 6%; POLICE PATROLLING, 31%; STREET LIGHTS, 44%; WALKING IN GROUPS, 6%; SCATTERED, 13%.

78. Do you feel safe using city parks?	YES/YES.....	96%
(WAIT FOR RESPONSE) Do you feel safe using city trails?	YES/NO.....	1%
	NO/YES.....	0%
	NO/NO.....	2%
	DON'T KNOW/REFUSED.....	1%

IF "YES/NO," "NO/YES," OR "NO/NO," ASK: (n=11)

79. In which (parks/trails) do you not feel safe?

UNSURE, 9%; ALL, 55%; MISSISSIPPI REGIONAL TRAIL, 18%; FLANERY PARK, 9%; MADSEN PARK, 9%.

80. What would make you feel more safe?

NOTHING, 27%; POLICE PATROLLING, 27%; LIGHTS, 27%; POLICE-YOUTH PROGRAMS, 18%;

81. How would you rate the amount of police patrolling - too much, about the right amount, or not enough?	TOO MUCH.....	2%
	ABOUT RIGHT AMOUNT.....	77%
	NOT ENOUGH.....	21%
	DON'T KNOW/REFUSED.....	0%

82. How would you rate the amount of traffic enforcement by the police -- too much, about right amount, or not enough?
- | | |
|-------------------------|-----|
| TOO MUCH..... | 4% |
| ABOUT RIGHT AMOUNT..... | 79% |
| NOT ENOUGH..... | 17% |
| DON'T KNOW/REFUSED..... | 0% |

I would like to read you a list of neighborhood street and traffic concerns. For each, please tell me if you are very concerned about it, somewhat concerned, not too concerned, or not at all concerned.

	VRC	SMC	NTC	NAA	DKR
83. Traffic speeding?	21%	41%	29%	9%	0%
84. Stop sign violations?	12%	31%	47%	10%	0%
85. Distracted driving?	29%	33%	29%	9%	0%
86. Cars cutting through your neighborhood?	5%	12%	59%	24%	1%
87. Number of delivery trucks?	3%	17%	52%	28%	0%
88. Number of garbage trucks?	10%	27%	37%	26%	0%
89. Please tell me which one you consider to be the greatest public safety concern in Fridley? If you feel that none of these problems are serious in Fridley, just say so. (ROTATE AND READ LIST)					
90. Now, tell me which one you consider to be the second greatest public safety concern in Fridley? (ROTATE AND RE-READ LIST; OMITTING FIRST CHOICE IF NECESSARY)					

	1 st	2 nd
Violent crime.....	7%	2%
Traffic speeding.....	20%	10%
Drugs.....	13%	13%
Youth crimes.....	10%	9%
Vandalism.....	5%	5%
Identity theft.....	1%	1%
Business crimes, such as shoplifting and credit card fraud.....	4%	4%
Residential crimes, such as burglary and theft.....	10%	11%
Stop sign violations.....	2%	4%
Distract driving.....	12%	14%
Phone scams.....	1%	2%
Domestic abuse.....	3%	4%
Digital and cyber scams.....	0%	1%
Auto theft.....	2%	4%
ALL EQUALLY.....	7%	7%
NONE OF THE ABOVE.....	4%	3%
DON'T KNOW/REFUSED.....	0%	7%

91. Have you or anyone in your house- YES.....17%
hold contacted the Police Division NO.....83%
in the past year? DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=66)

92. How would you rate your con- EXCELLENT.....36%
tact - excellent, good, only GOOD.....59%
fair, or poor? ONLY FAIR.....3%
POOR.....2%
DON'T KNOW/REFUSED.....0%

IF "ONLY FAIR" OR "POOR," ASK: (n=3)

93. Why did you rate the contact with the Police
Division as (only fair/poor)?

DIDN'T CARE, 33%; FAILEED TO RESPOND, 33%; NO
FOLLOW-UP, 33%.

94. Have you or anyone in your house- YES.....11%
hold had an emergency which re- NO.....89%
quired the Fridley Fire Department DON'T KNOW/REFUSED.....0%
to respond in the past year?

IF "YES," ASK: (n=43)

95. How would you rate the service you received - excellent, good, only fair, or poor?	EXCELLENT.....58%
	GOOD.....42%
	ONLY FAIR.....0%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

IF "ONLY FAIR" OR "POOR," ASK: (n=0)

96. Why did you rate the service from the Fire Department as (only fair/poor)?

NOT APPLICABLE.

As I read the following descriptions about Fridley Public Safety, including both Police and Fire, please tell me if it is very accurate, somewhat accurate, not too accurate, or not at all accurate. (ROTATE AND READ LIST)

	VRA	SMA	NTA	NAA	DKR
97. Respectful to residents of all backgrounds?	46%	52%	1%	0%	1%
98. Fair to residents of all backgrounds?	46%	51%	1%	0%	1%
99. Trustworthy to residents of all backgrounds?	49%	48%	2%	0%	2%

IF "NOT TOO ACCURATE" OR "NOT AT ALL ACCURATE" IN QUESTIONS #97-#99, ASK: (n=9)

100. Why do you feel that way?

RACIAL PROFILING, 33%; TREATED POORLY, 56%; UNFAIR, 11%.

When thinking about public safety incidents in the City of Fridley....

101. Do you feel very informed, somewhat informed, not too informed, or not at all informed?	VERY INFORMED.....16%
	SOMEWHAT INFORMED.....27%
	NOT TOO INFORMED.....49%
	NOT AT ALL INFORMED.....8%
	DON'T KNOW/REFUSED.....1%

IF "VERY INFORMED" OR "SOMEWHAT INFORMED," ASK: (n=171)

102. What is your primary source of information about public safety incidents in Fridley?

UNSURE, 8%; FACEBOOK, 6%; CITY NEWSLETTER, 33%; NEXTDOOR, 2%; LOCAL NEWSPAPER, 8%; STAR TRIBUNE, 8%; CITY WEBSITE, 18%; WORD OF MOUTH, 5%; COMMUNITY TELEVISION, 5%; MAILINGS, 2%; CITY E-NEWSLETTER, 2%; SCATTERED, 3%.

Continuing....

103. Have you or members of your household participated in any City park and recreation programs, including Springbrook Nature Center programs?

YES.....	26%
NO.....	74%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=104)

104. Which ones?

UNSURE, 1%; ADULT SPORTS, 6%; YOUTH SPORTS, 31%; ADULT HOBBY, 4%; YOUTH EDUCATION, 8%; HEALTH/FITNESS, 4%; NATURE PROGRAMS, 13%; SEASONAL/HOLIDAY, 7%; LAKE/FISHING PIER, 4%; MUSIC/MOVIES/CONCERTS, 3%; SPECIAL EVENTS, 8%; ADULT EDUCATION, 7%; SCATTERED, 4%.

105. Overall, how would you rate the program - excellent, good, only fair, or poor?

EXCELLENT.....	33%
GOOD.....	62%
ONLY FAIR.....	1%
POOR.....	0%
DON'T KNOW/REFUSED.....	5%

For each of the following groups, please tell me if you think the City of Fridley offers the right amount of programming for that group, too much or too little.

	TOO MUC	ABT RGT	TOO LIT	DK/ REF
106. Children?	4%	73%	13%	10%
107. Teenagers?	2%	59%	30%	9%
108. Adults?	3%	73%	13%	12%
109. Seniors?	2%	56%	23%	20%

110. Are there any additional recreational facilities and amenities would you like to see in city parks? (IF "YES," ASK:) What would those be?

UNSURE, 9%; NOTHING, 75%; PICNIC AREAS, 2%; RESTROOMS, 4%; OFF-LEASH DOG PARKS, 2%; FOR TEENS, 2%; COMMUNITY CENTER, 2%; SCATTERED, 4%.

111. How important are park and recreational facilities to your overall quality of life in Fridley - are they very important, somewhat important, not too important, or not at all important? VERY IMPORTANT.....36%
SOMEWHAT IMPORTANT.....42%
NOT TOO IMPORTANT.....18%
NOT AT ALL IMPORTANT....5%
DON'T KNOW/REFUSED.....0%

112. How important is the quality and appearance of your neighborhood park to the value of your home - very important, somewhat important, not too important, or not at all important? VERY IMPORTANT.....57%
SOMEWHAT IMPORTANT.....37%
NOT TOO IMPORTANT.....5%
NOT AT ALL IMPORTANT....1%
DON'T KNOW/REFUSED.....0%

Moving on....

113. Do you think you have adequate opportunities to provide input and feedback about issues to the City of Fridley? YES.....95%
NO.....1%
DON'T KNOW/REFUSED.....4%

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

114. Why do you feel that way?

DON'T LISTEN, 20%; NOT ENOUGH OPPORTUNITIES, 20%; NOT RESPONSIVE, 40%; NO CHANGES MADE, 20%.

115. Have you contacted the City about a concern or complaint during the past couple of years? YES.....16%
NO.....84%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=62)

116. Did you submit the concern or complaint by telephone, on the City website or in-person? TELEPHONE.....60%
CITY WEBSITE.....11%
IN-PERSON.....29%
ELSE (VOL.).....0%
DON'T KNOW/REFUSED.....0%

117. Were you satisfied with the City's response?	YES.....79%
	NO.....18%
	DON'T KNOW/REFUSED.....3%
118. During the past year, have you interacted with Fridley City Staff?	YES.....40%
	NO.....60%
	DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=159)

119. On your last interaction, which Department did you contact - the Police Department, Fire Department, Public Works, Community Development, HRA, Park and Recreation, Building Inspections, Rental Inspections, Fridley Liquor, Engineering, Administration, the Assessor's Office, the Finance Department, City Clerk and Elections or the General Information Desk receptionist?	POLICE DEPARTMENT.....4%
	FIRE DEPARTMENT.....2%
	PUBLIC WORKS.....13%
	COMMUNITY DEVELOPMENT...2%
	HRA.....1%
	PARK AND REC.....14%
	BUILDING INSPECTIONS....2%
	RENTAL INSPECTIONS.....3%
	FRIDLEY LIQUOR.....6%
	ENGINEERING.....2%
	ADMINISTRATION.....3%
	ASSESSOR'S OFFICE.....6%
	FINANCE DEPARTMENT.....7%
	CITY CLERK/ELECTIONS....9%
	GENERAL INFORMATION....28%
	DON'T KNOW/REFUSED.....0%

Thinking about your last interaction 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
120. Knowledge of staff?	26%	68%	4%	1%	1%
121. Courtesy of staff?	31%	61%	6%	1%	1%
122. Responsiveness of staff?	30%	62%	5%	1%	1%
123. Follow-up by staff?	26%	64%	8%	1%	1%
124. How much do you feel you know about the work of the Mayor and City Council - a great deal, a fair amount, very little, or none at all?	A GREAT DEAL.....6%				
	A FAIR AMOUNT.....47%				
	VERY LITTLE.....38%				
	NONE AT ALL.....10%				
	DON'T KNOW/REFUSED.....0%				

125. From what you know, do you approve STRONGLY APPROVE.....11%
 or disapprove of the job the Mayor APPROVE.....80%
 and City Council are doing? (WAIT DISAPPROVE.....4%
 FOR RESPONSE) And do you feel STRONGLY DISAPPROVE.....0%
 strongly that way? DON'T KNOW/REFUSED.....5%

Moving on.....

For each of the following, please tell me whether you consider it to be a major source of information for news about the city, a minor source, or not a source at all. (ROTATE)

	MAJ	MIN	NOT	DKR
126. The City printed newsletter, the "Community Connection?"	53%	26%	22%	0%
127. The "Life" newspaper?	9%	34%	57%	0%
128. The "Star Tribune?"	18%	36%	46%	0%
129. The City website, FridleyMN.gov?	33%	33%	34%	0%
130. The City emailed newsletter, "Fridley for You?"	18%	26%	54%	2%
131. The City Park and Recreation brochure?	17%	38%	45%	1%
132. City website, email or texting subscription such as alerts, news flashes, and calendar updates?	17%	28%	54%	1%
133. City employees?	7%	36%	57%	1%
134. Direct mail updates?	16%	40%	45%	0%
135. The City of Fridley's official social media sites?	10%	29%	61%	0%
136. Community and other groups' social media sites?	9%	33%	58%	0%
137. Friends, family or neighbors?	25%	55%	20%	0%

I am going to read the list of sources again....

138. Please tell me which source you would most prefer to receive information about Fridley City Government and its activities? (ROTATE AND READ LIST)

139. Which would be your second choice? (RE-READ LIST IF NECESSARY; OMITTING FIRST CHOICE)

	FIR	SEC
The City printed newsletter, the "Community Connection".....	40%	13%
The "Life" newspaper.....	4%	7%
The "Star Tribune".....	8%	9%
The City website, FridleyMN.gov.....	11%	15%
The City emailed newsletter, "Fridley for You".....	6%	5%
The City Park and Recreation brochure.....	2%	3%
City website, email or texting subscription such as alerts, news flashes, and calendar updates.....	5%	7%
City employees.....	2%	4%
Direct mail updates.....	9%	10%
The City of Fridley's official social media sites.....	5%	4%
Community and other groups' social media sites.....	2%	6%
Friends, family or neighbors.....	7%	17%
ELSE:.....	0%	0%
DON'T KNOW/REFUSED.....	0%	1%
140. During the past year, did you receive the "Community Connection," the City bi-monthly newsletter?	YES.....	73%
	NO	27%
	DON'T KNOW/REFUSED.....	0%
IF "YES," ASK: (n=292)		
141. Do you or any members of your household regularly read it?	YES.....	84%
	NO	16%
	DON'T KNOW/REFUSED.....	0%
IF "YES," ASK: (n=245)		
142. How would you rate the content of the newsletter - excellent, good, only fair, or poor?	EXCELLENT.....	36%
	GOOD.....	60%
	ONLY FAIR.....	4%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	0%
143. How would you prefer to receive the City newsletter - only electronically, only in print, or both?	ELECTRONICALLY.....	27%
	PRINT.....	50%
	BOTH.....	22%
	DON'T KNOW/REFUSED.....	1%

144. Does your household currently subscribe to Comcast cable television? YES.....32%
 NO.....68%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=126)

145. Do you or any members of your household watch Fridley Municipal TV Channel 17? YES.....49%
 NO.....51%
 DON'T KNOW/REFUSED.....0%

146. Have you accessed the City website? YES.....56%
 NO.....44%
 DON'T KNOW/REFUSED.....0%

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

147. Were you able to find what you were looking for? YES.....100%
 NO.....0%
 DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (n=1)

148. What information were you looking for?

ROAD CONSTRUCTION, 100%.

The City is in the process of updating the website....

149. Do you have any suggestions or improvements to offer? (IF "YES," ASK:) What would those be?

UNSURE, 1%; NO, 92%; USER-FRIENDLY, 2%; RECREATION ACTIVITIES CALENDAR, 2%; SCATTERED, 3%.

For each of the following electronic services, please tell me if you were aware the service was offered on the City website. Then for each one you are aware of, please tell me if you have used that service.

	NOT AWA	USE	NOT USE	DK/REF
150. Watching City Council meetings?	8%	20%	72%	0%
151. Paying a bill?	3%	60%	38%	0%
152. Report a concern?	7%	18%	74%	1%
153. Receiving the City e-newsletter?	7%	26%	64%	4%

Finally, 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.....75%
	ONE.....11%
	TWO OR MORE.....14%
155. Adults under 65?	NONE.....18%
	ONE.....29%
	TWO.....50%
	THREE OR MORE.....3%
156. School-aged children and pre-schoolers?	NONE.....71%
	ONE.....9%
	TWO.....15%
	THREE OR MORE.....5%
157. Do you reside in an apartment, townhouse or condominium, manufactured home, or a detached single family home?	APARTMENT.....23%
	TOWNHOUSE/CONDO.....22%
	MANUFACTURED HOME.....7%
	SINGLE-FAMILY HOME.....46%
	SOMETHING ELSE.....2%
	DON'T KNOW/REFUSED.....0%
158. Which of the following categories represents your ethnicity - African, African-American, American Indian, Asian, Asian-American, Hispanic-Latino, Pacific Islander, White or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	AFRICAN.....2%
	AFRICAN AMERICAN.....19%
	AMERICAN INDIAN.....1%
	ASIAN.....4%
	ASIAN AMERICAN.....3%
	HISPANIC-LATINO.....12%
	PACIFIC ISLANDER.....0%
	WHITE.....55%
	MIXED/BI-RACIAL.....5%
	DON'T KNOW.....0%
	REFUSED.....0%
159. What is the primary language spoken in your home?	REFUSED.....0%
	ENGLISH.....84%
	SPANISH.....10%
	SOMALI.....2%
	HMONG.....4%
	SCATTERED.....1%

160. What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.....10% 25-34.....17% 35-44.....18% 45-54.....17% 55-64.....19% 65 AND OVER.....20% REFUSED.....0%
161. What is the last grade of formal education you completed?	HS GRAD/LESS HS GRAD...27% VO-TECH/TECH COLLEGE...19% SOME COLLEGE.....17% COLLEGE GRADUATE.....28% POST-GRADUATE.....9% REFUSED.....1%
162. Are you currently employed, not working or retired? (IF EMPLOYED, ASK:) Do you work full-time or part-time? (IF NOT WORKING, ASK:) Are you looking for work?	EMPLOYED/FULL-TIME.....54% EMPLOYED/PART-TIME.....14% NOT WORKING/LOOKING.....2% NOT WORKING/NOT LOOKING.3% RETIRED.....28% REFUSED.....0%
163. Finally, thinking about your household finances, how would you describe your financial situation, would you say that - A) Your monthly expenses are ex- ceeding your income; B) You are meeting your monthly expenses but are putting aside little or no savings; C) You are managing comfortably while putting some money aside; D) Managing very well?	STATEMENT A.....7% STATEMENT B.....45% STATEMENT C.....42% STATEMENT D.....4% DON'T KNOW/REFUSED.....3%
164. What is your gender identity?	MALE.....48% FEMALE.....51% OTHER.....1%
165. REGION OF CITY	WARD ONE.....34% WARD TWO.....32% WARD THREE.....34%
166. SCHOOL DISTRICT	FRIDLEY.....60% COLUMBIA HEIGHTS.....19% SPRING LAKE PARK.....16% ANOKA-HENNEPIN.....5%