



2021 City of Minot Community Survey Findings Report

Presented to the City of Minot,
North Dakota
November 2021



Contents

Executive Summary.....	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis.....	39
Section 3: Importance-Satisfaction Analysis.....	51
Section 4: Tabular Data.....	58
Section 5: Survey Instrument.....	106



Executive Summary

2021 City of Minot Community Survey

Executive Summary



Purpose

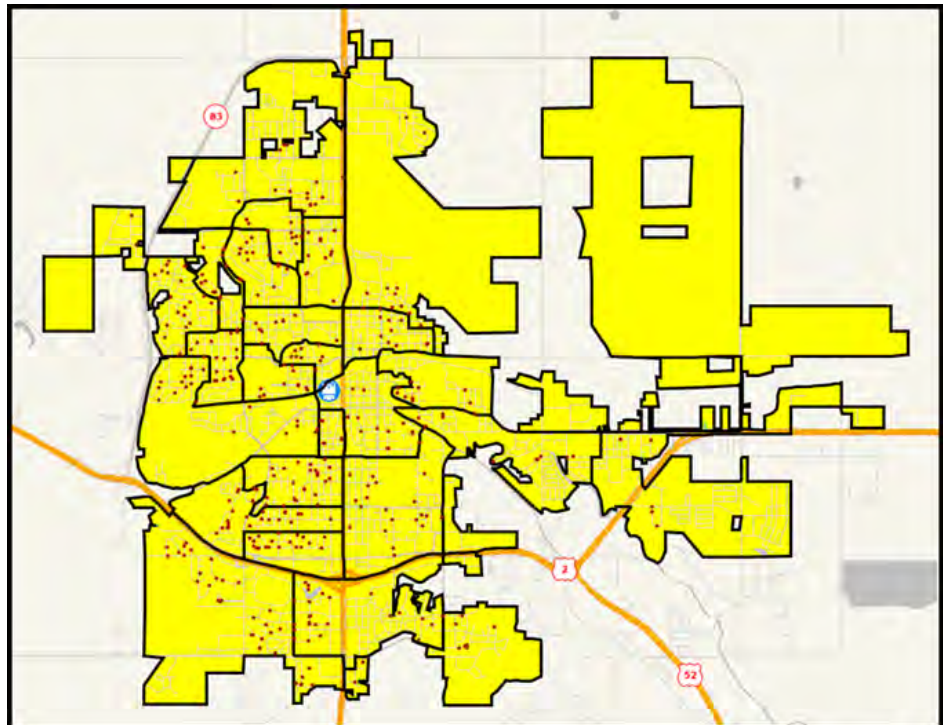
ETC Institute administered a survey to residents of the City of Minot during the fall of 2021. The purpose of the survey was to gather resident opinion and feedback in order to identify and implement new efficient processes and partnerships to ensure the City takes a resident-driven approach when deciding how to invest in Minot's future. This is the first community survey ETC Institute has administered for the City.

Methodology

The seven-page survey, cover letter and postage-paid return envelope were mailed to a random sample of households in Minot. The cover letter explained the purpose of the survey and encouraged residents to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey.

To prevent people who were not residents of Minot from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted. The goal was to obtain completed surveys from at least 400 residents. This goal was met, with a total of 403 residents completing the survey. The overall results for the sample of 403 households have a precision of at least $\pm 5\%$ at the 95% level of confidence.

In order to understand how well services are being delivered in different areas of the City, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of respondents to the resident survey based on the location of their home.



2021 City of Minot Community Survey

Executive Summary



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Minot with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- An executive summary of the methodology for administering the survey and major findings,
- charts showing the overall results for all questions on the survey,
- benchmarking data that show how the results for Minot compare to other communities,
- Importance-Satisfaction analysis; this analysis was done to determine priority actions for the City to address based upon the survey results,
- tables that show the results of the random sample for each question on the survey,
- a copy of the survey instrument.

The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Minot with the results from other communities where ETC Institute has conducted a citizen survey. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

Quality of Life in the City

Seventy-eight percent (78%) of the residents surveyed, *who had an opinion*, rated the City of Minot as an “excellent” or “good” place to raise children; 73% rated the City as “excellent” or “good” as a place to live, and 65% rated the City as an “excellent” or “good” place to work. Residents

Overall Perceptions of the City

Sixty-one percent (61%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the overall quality of life in Minot; 56% were satisfied with the overall quality of Downtown, and 56% were satisfied with the overall feeling of safety in the community.

2021 City of Minot Community Survey

Executive Summary



Satisfaction With City Services

The major categories City services that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: quality of fire services (90%), quality of police services (73%), and quality of library services (73%). Residents were least satisfied with the enforcement of City codes/ordinances (40%) and the flow of traffic on City streets (37%).

Based on the sum of their top four choices, the City services most important to respondent households were: 1) quality of police services, 2) maintenance of City streets/sidewalks, 3) quality of fire services, and 4) quality of City water and sewer utilities.

Public Safety

Eighty-seven percent (87%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of fire protection services. Other areas in which residents were “very satisfied” or “satisfied” include: overall professionalism of the fire department (87%), friendliness of the fire department (86%), and emergency preparedness services of the fire department (84%). Residents were least satisfied with the municipal court (41%).

Based on the sum of their top three choices, the public safety services most important to respondent households were: 1) quality of local police protection, 2) the City’s efforts to prevent crime, and 3) how quickly fire services personnel respond to emergencies.

Perceptions of Safety and Security

Most residents surveyed (91%), *who had an opinion*, felt “very safe” or “safe” walking alone in their neighborhood during the day; 86% felt safe in commercial areas of the City during the day, and 78% felt safe walking alone in their neighborhood in general. Residents indicated they felt the least safe in commercial areas of the City after dark (34%).

More than half (51%) of the residents surveyed, *who had an opinion*, felt the City of Minot has “stayed the same” in the past 12 months in terms of being a safe place to live work, and raise a family; 46% felt the City has become “less safe,” and only 3% felt the City has become “more safe” in the past 12 months.

2021 City of Minot Community Survey

Executive Summary



Code Enforcement

Forty-six percent (46%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the enforcement of residential building codes. Other areas in which residents were “very satisfied” or “satisfied” include: maintenance of residential property (44%) enforcement of commercial building codes (43%), and maintenance of commercial property (42%). Residents were least satisfied with the clean-up of trash and litter on commercial property (36%).

Based on the sum of their top two choices, the code enforcement services most important to respondent households were: 1) clean-up of trash and litter on residential property and 2) clean-up of trash and litter on commercial property.

Half of the residents surveyed, *who had an opinion*, felt the current level of code enforcement in Minot is “about right;” 46% felt it was “not enough,” and 4% felt the level of code enforcement was “too much.”

City Maintenance and Public Works

Eighty percent (80%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of the Rosehill City Cemetery. Other areas in which residents were “very satisfied” or “satisfied” include: snow removal on major City streets (56%), City efforts to prevent flooding in Minot (56%), availability of shared use paths (53%), condition of neighborhood streets (51%), and adequacy of stormwater infrastructure (49%). Residents were least satisfied with snow removal on neighborhood streets (36%).

Based on the sum of their top three choices, the City maintenance and public works services most important to respondent households were: 1) condition of major City streets, 2) snow removal on major City streets, and 3) snow removal on neighborhood streets.

Flood Recovery

The flood recovery efforts that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: priority focus of resources on flood recovery/protection (41%), keeping the public informed on the progress of flood protection (41%), and the amount of funds dedicated to flood protection (40%). Residents were least satisfied with focus on projects/activities that promote resilience (32%).

Seventeen percent (17%) of the residents surveyed, *who had an opinion*, indicated they have flooding concerns in their neighborhood.

2021 City of Minot Community Survey

Executive Summary



City Communication

Thirty-five percent (35%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with City efforts to keep residents informed; 33% were satisfied with the quality of social media outlets, and 32% were satisfied with the availability of information about government operations. Residents were least satisfied with the level of public involvement in decision-making (21%).

When residents were asked where they currently receive information about the City of Minot, the top responses were local TV news stations (71%), local newspaper (52%), and the City of Minot website (51%). These same three were also the most preferred sources of information, based on the sum of residents’ top three choices.

Economic Development

The economic development efforts that had the highest levels of satisfaction, based upon the combined percentage of “very satisfied” and “satisfied” responses among residents *who had an opinion*, were: appearance of Downtown Minot (60%), quality of new residential development (44%), and quality of new business development (42%). Residents were least satisfied with redevelopment of abandoned/under-utilized properties (20%).

Trash Service

Eighty-seven percent (87%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the professionalism of employees who pick up trash; 87% were satisfied with the timeliness of their trash service, 81% were satisfied with the effort by employees to ensure all trash is removed, and 76% were satisfied with the overall quality of their trash service. Residents were least satisfied with what they are charged for trash service (43%).

Additional Findings

- Residents were asked to indicate their level of support for various infrastructure improvements in the City. Forty-five percent (45%) of residents were either “very supportive” or “somewhat supportive” of the City implementing Special Assessment Districts to install sidewalks, and 62% were “very supportive” or “supportive” of these same efforts to install street lighting.

Forty-three percent (43%) of residents were “very supportive” or “somewhat supportive” of a tax increase to support the increased maintenance of City streets.

2021 City of Minot Community Survey

Executive Summary



- Forty percent (40%) of the residents surveyed, *who had an opinion*, either “strongly agreed” or “agreed” that Minot City employees are ethical and honest; 34% agreed that Minot City government values diversity, and 30% agreed that Minot City government is democratic and representative.
- Residents were asked to indicate their awareness of various services at the Minot Public Library. The services that residents were most aware of include: digital books (78%), study rooms (76%), meeting rooms (74%), and art display (64%).

Based on the sum of their top three choices, the library services households would be most likely to use were: 1) digital books, 2) streaming movies, and 3) tool library.

- Forty-nine percent (49%) of residents surveyed, *who had an opinion*, felt the City does an “excellent” or “good” job of serving its senior population; 44% felt the City does an “excellent” or “good” job of serving persons with disabilities, and 42% felt the City does an “excellent” or “good” job of serving persons with limited physical mobility.
- Fifty-nine percent of resident surveyed, *who had an opinion*, think the City of Minot is continually improving as a place to live. Respondents indicated the biggest issues facing Minot within the next five years include: high taxes/property taxes/finances (75%), crime (58%), and housing affordability (46%).

2021 City of Minot Community Survey

Executive Summary



How the City of Minot Compares to Other Communities Regionally

Satisfaction ratings for the City of Minot **rated above the Plains regional average in 12 of the 51 areas** that were assessed. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma. The City of Minot rated significantly higher than the Plains regional average (difference of 5% or more) in 3 of these areas. Listed below are the areas where the City rated significantly higher than the Plains Region:

- Fire safety education programs (+6%)
- The City as a place to work (+5%)
- Quality of police safety education programs (+5%)

How the City of Minot Compares to Other Communities Nationally

Satisfaction ratings for the City of Minot **rated above the national average in 13 of the 51 areas** that were assessed. The City of Minot rated significantly higher than the national average (difference of 5% or more) in 5 of these areas. Listed below are the areas where the City rated significantly higher than the national average:

- Overall quality of local police protection (+12%)
- Quality of customer service from City employees (+10%)
- The City as a place to raise children (+7%)
- Fire safety education programs (+5%)
- The City as a place to work (+5%)

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the services that are recommended as the top priorities in order to raise the City's overall satisfaction rating are listed on the following page:

2021 City of Minot Community Survey

Executive Summary



- Overall maintenance of City streets/sidewalks (IS=0.3408)
- Overall flow of traffic on City streets (IS=0.2202)

The table below shows the Importance-Satisfaction rating for the nine major categories of City services that were rated.

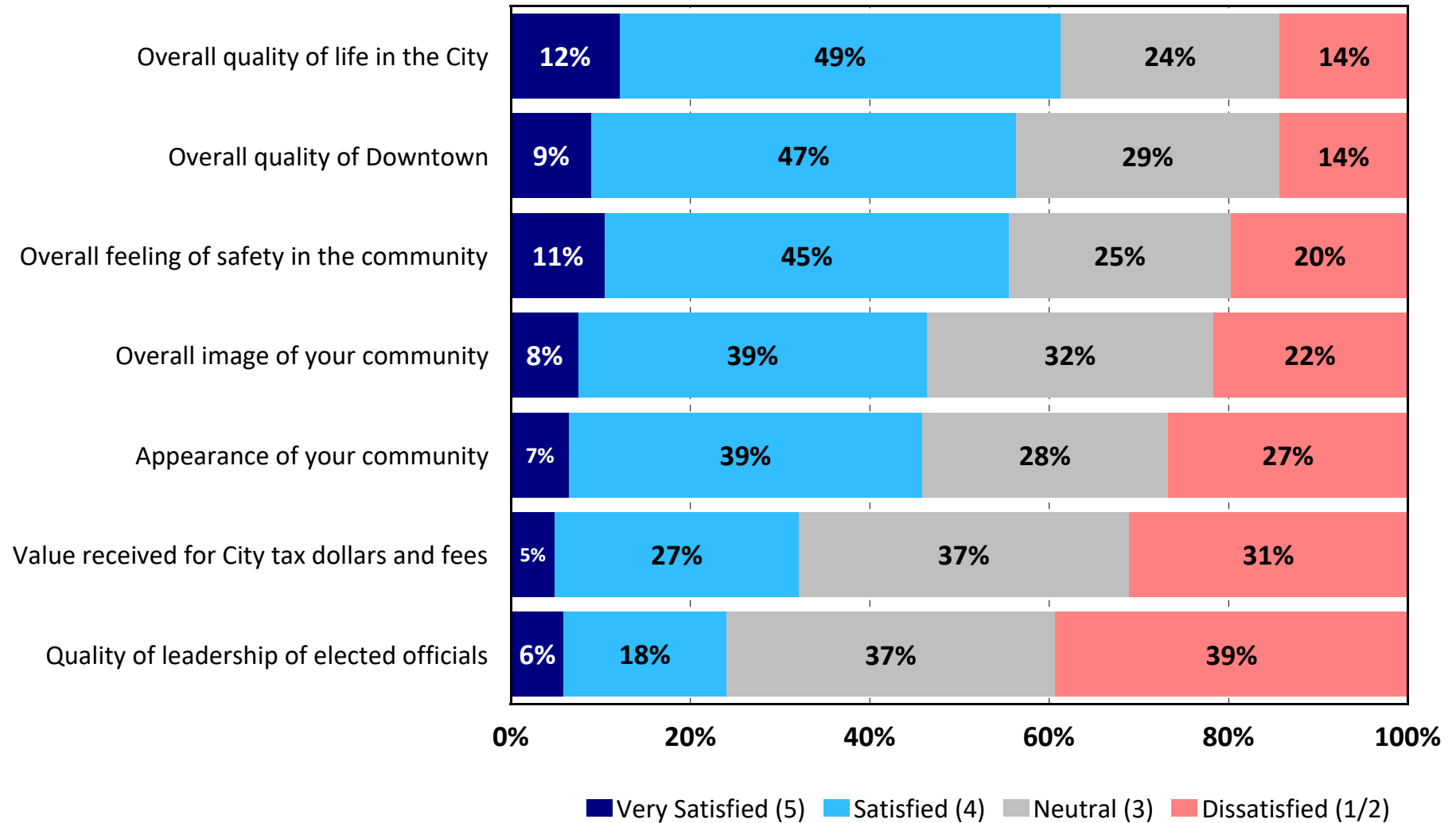
Importance-Satisfaction Rating						
City of Minot, ND						
<u>Overall</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets/sidewalks	57%	2	40%	7	0.3408	1
Overall flow of traffic on City streets	35%	6	37%	9	0.2202	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of police services	71%	1	73%	2	0.1925	3
Overall quality of City water and sewer utilities	51%	4	63%	4	0.1875	4
Overall quality of solid waste services	42%	5	60%	6	0.1659	5
Overall enforcement of City codes/ordinances	22%	7	40%	8	0.1353	6
<u>Medium Priority (IS <.10)</u>						
Quality of customer service from City employees	15%	8	61%	5	0.0572	7
Overall quality of fire services	53%	3	89%	1	0.0557	8
Overall quality of library services	4%	9	73%	3	0.0115	9



Charts and Graphs:

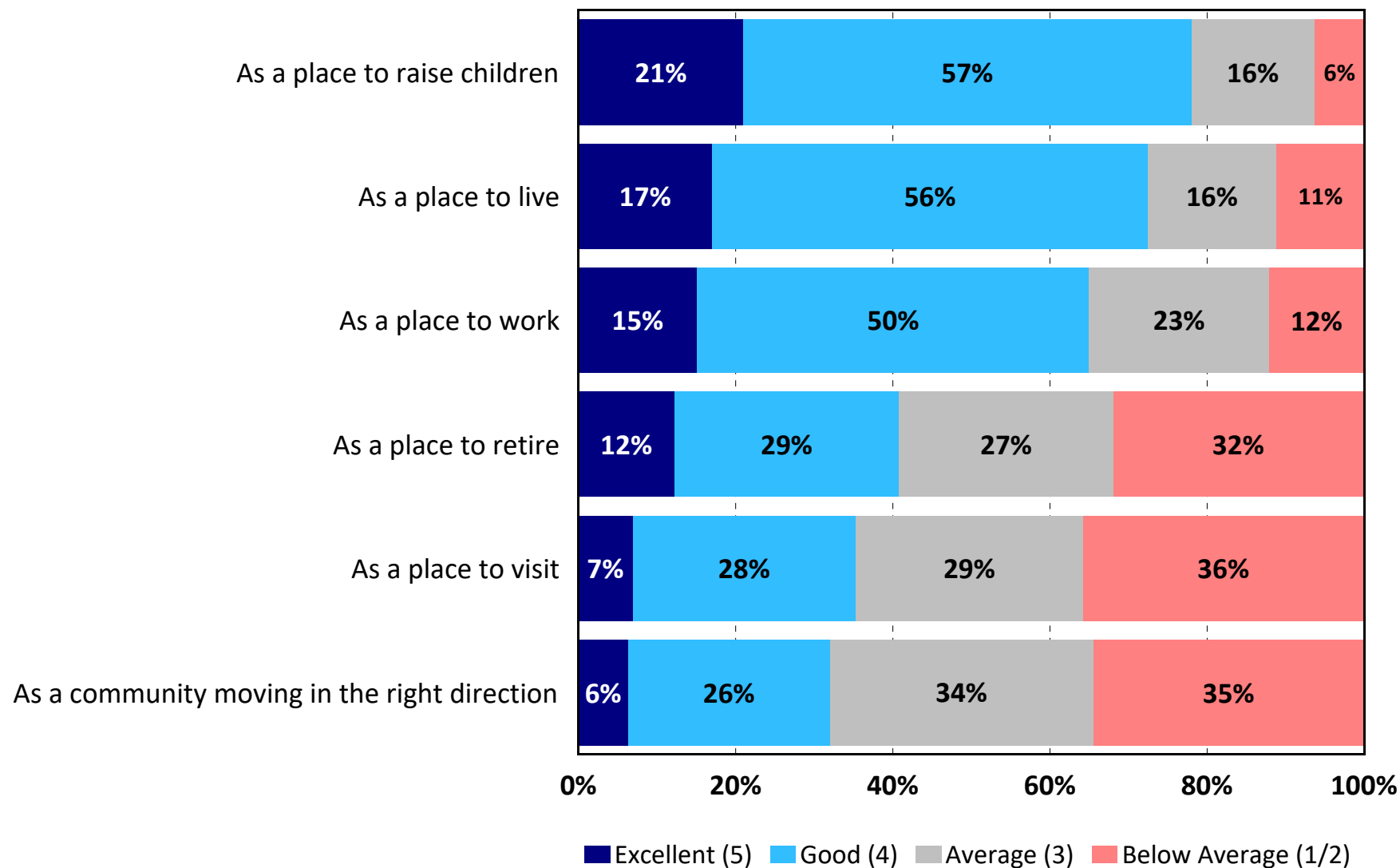
Q1. Satisfaction With Items That Influence the Perception Residents Have of the City

by percentage of respondents (excluding don't knows)



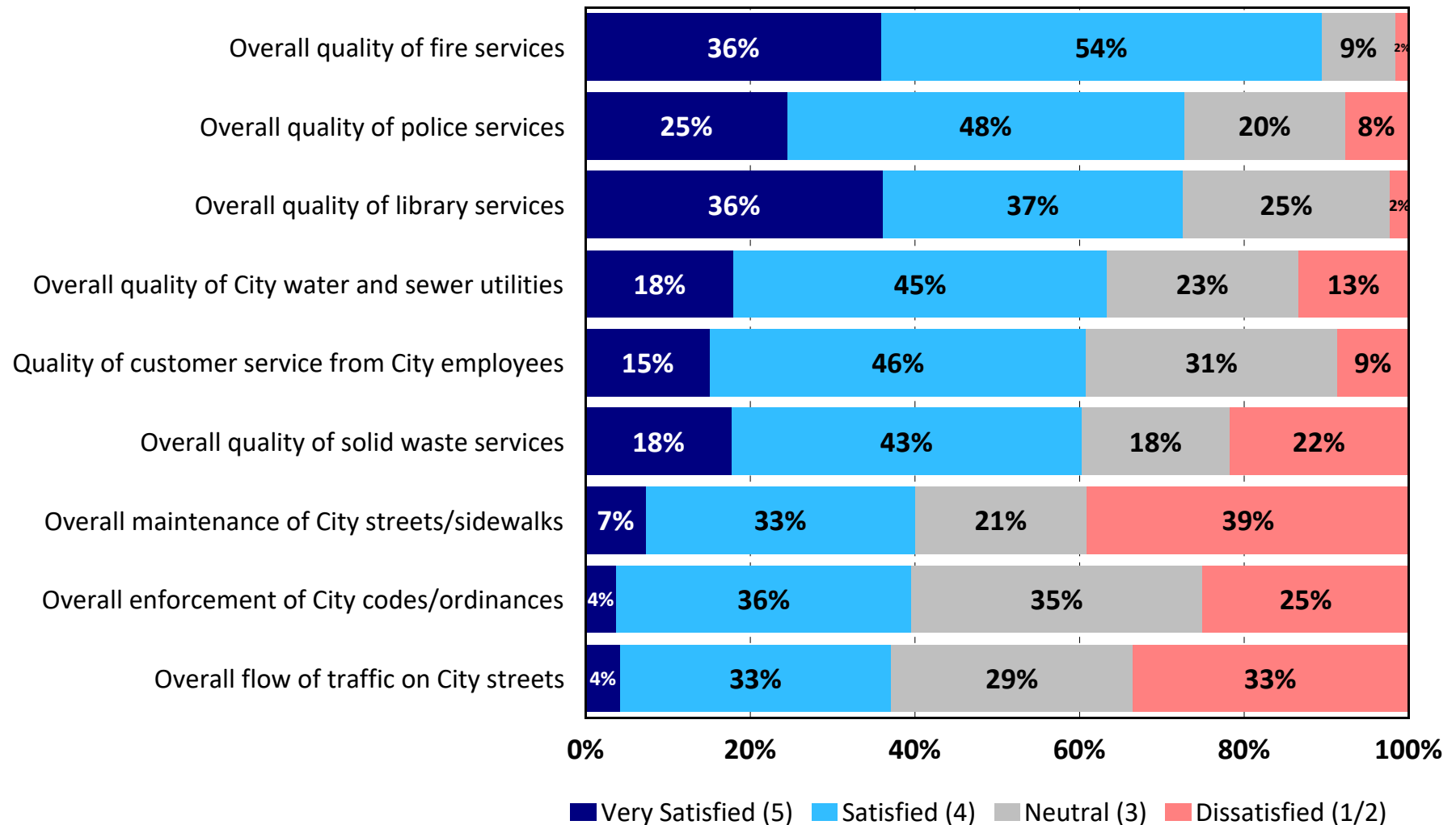
Q2. Quality of Life in Minot

by percentage of respondents (excluding don't knows)



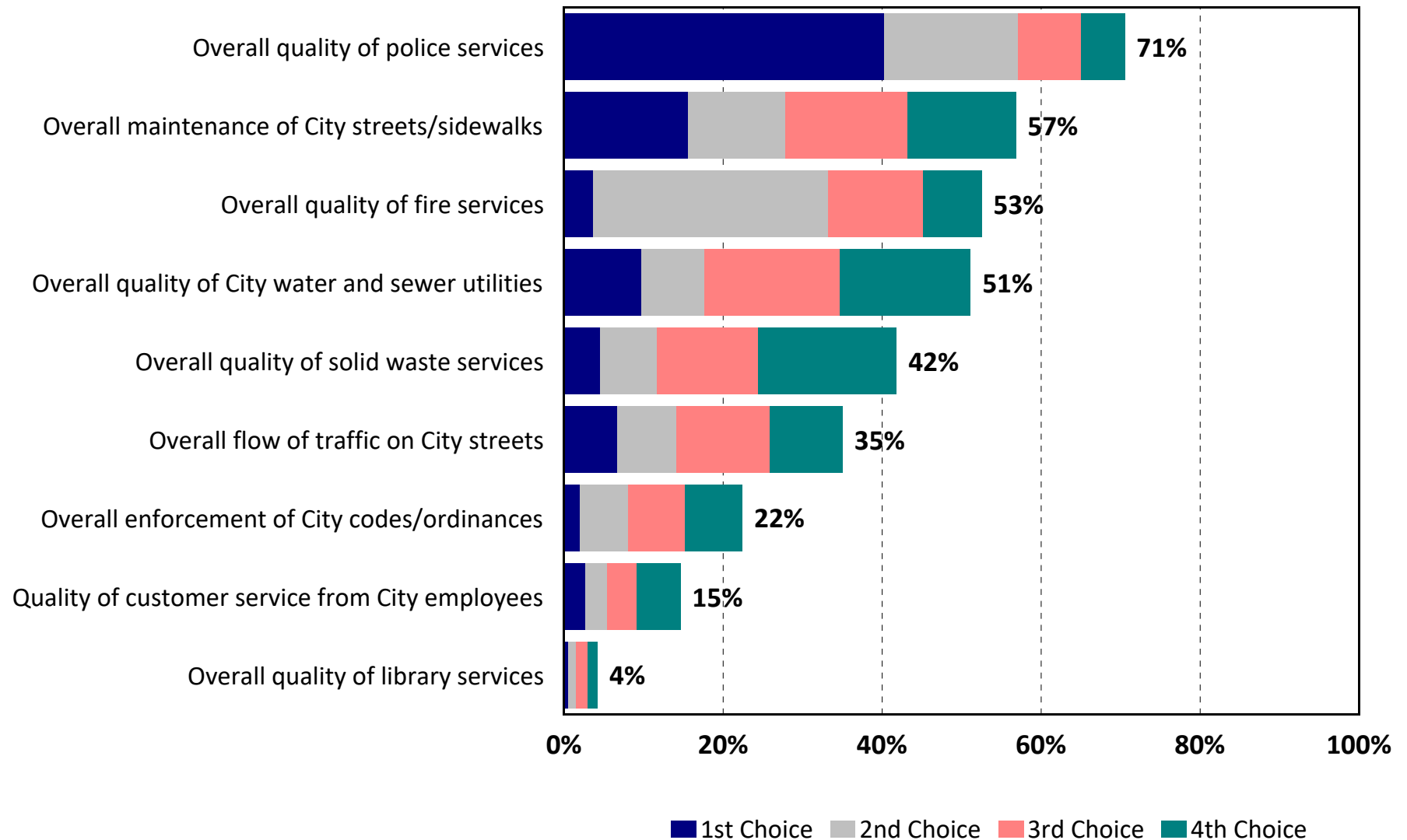
Q3. Overall Satisfaction With Major Categories of City Services

by percentage of respondents (excluding don't knows)



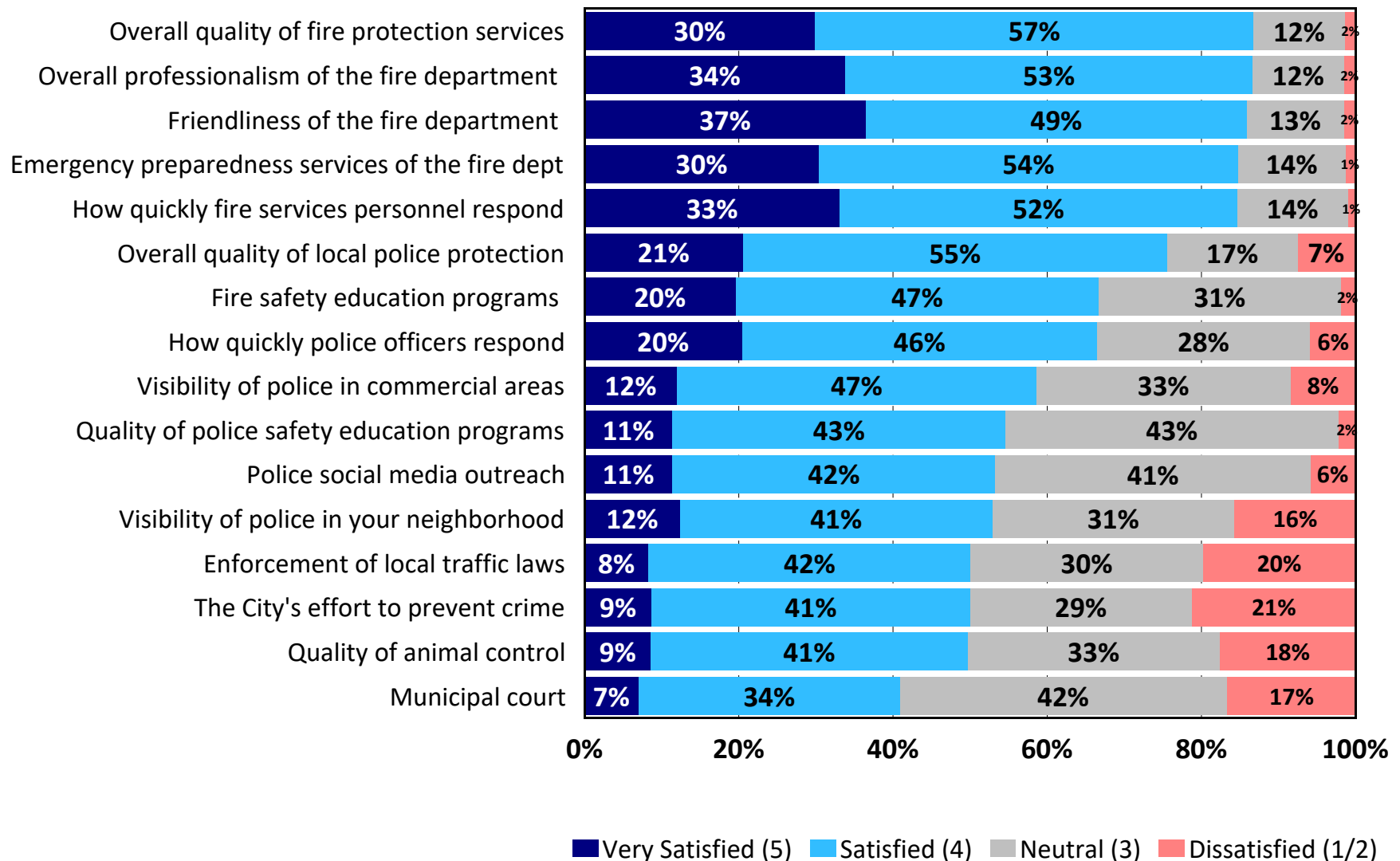
Q4. City Services That Are Most Important to Residents by Major Category

by percentage of respondents who selected the item as one of their top four choices



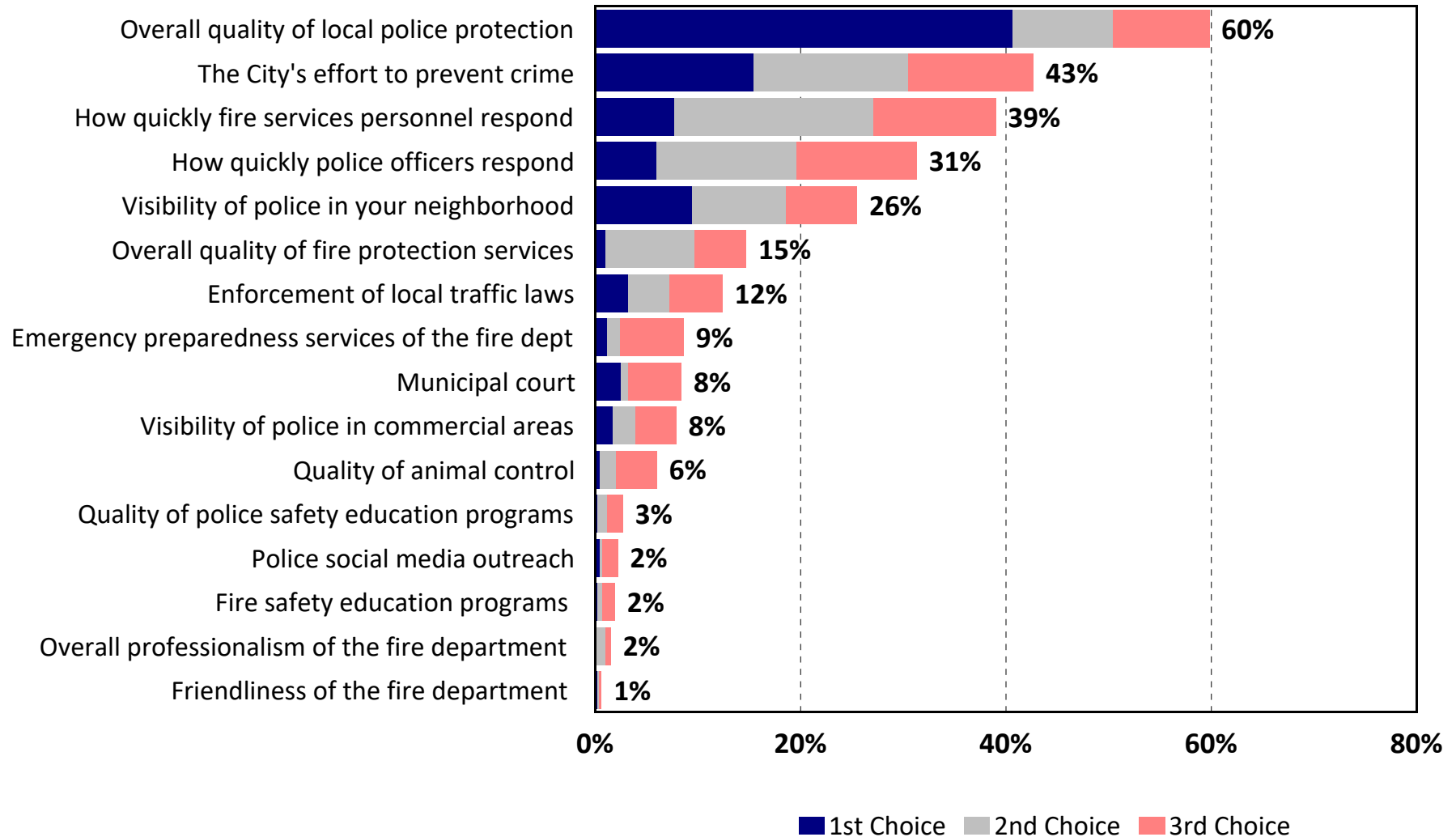
Q5. Satisfaction with Public Safety

by percentage of respondents (excluding don't knows)



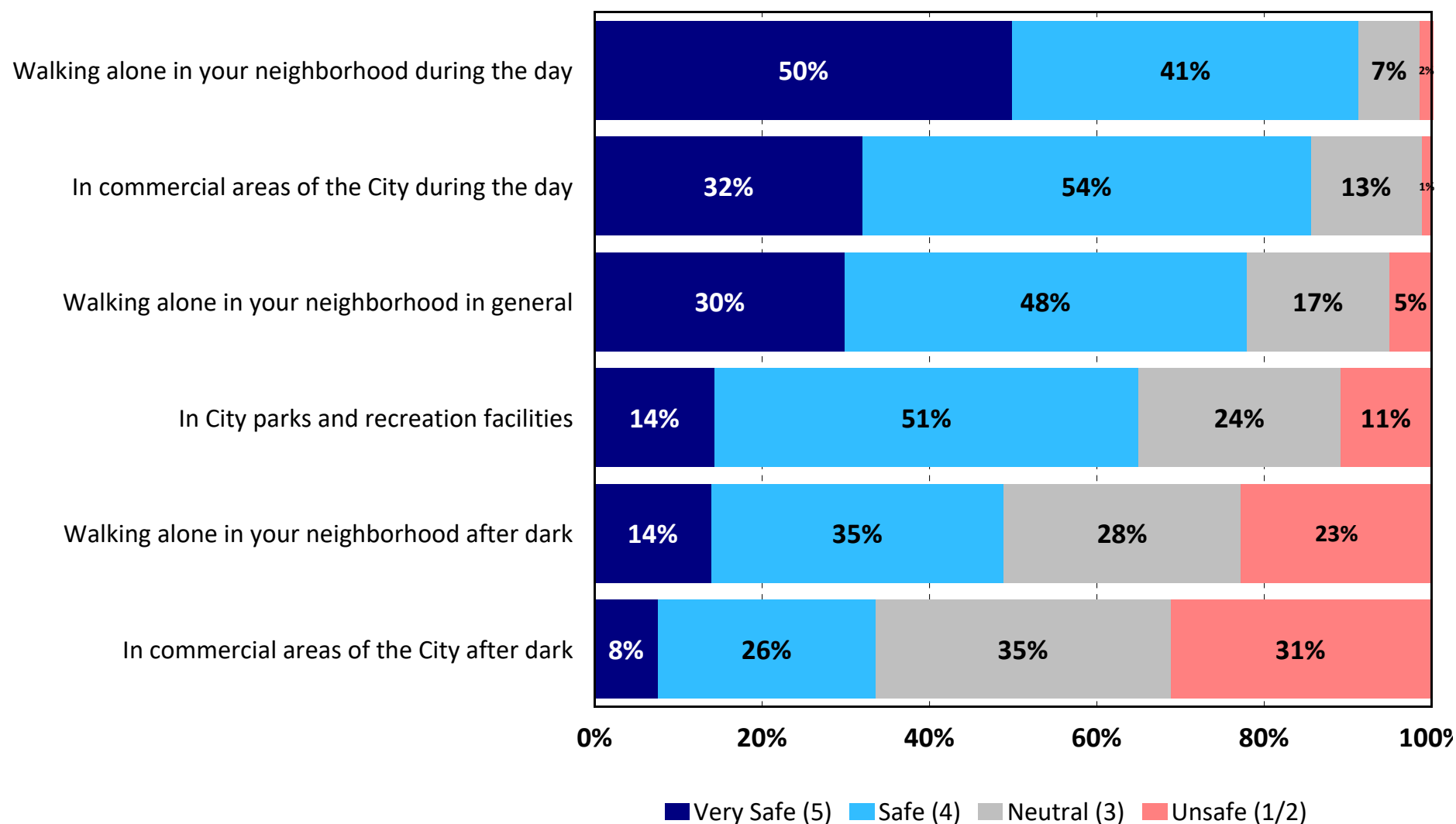
Q6. Public Safety Services That Residents Thought Were Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



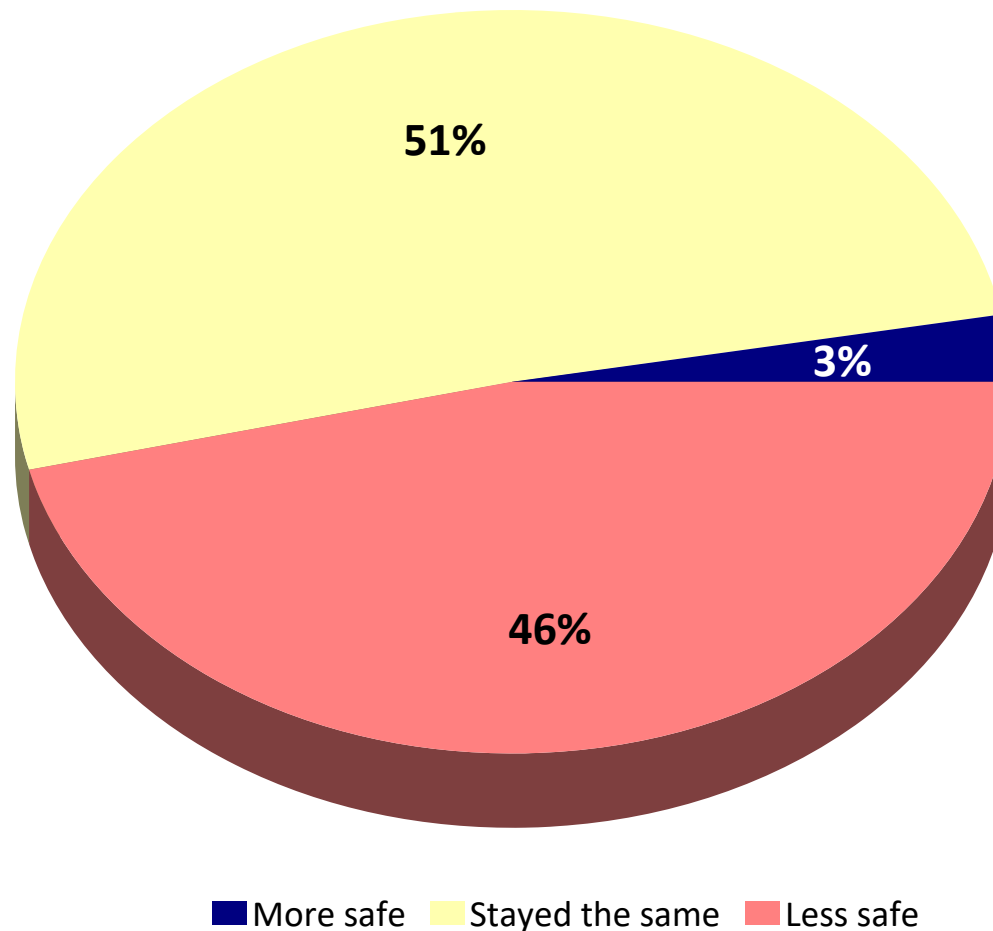
Q7. Perceptions of Safety and Security

by percentage of respondents (excluding don't knows)



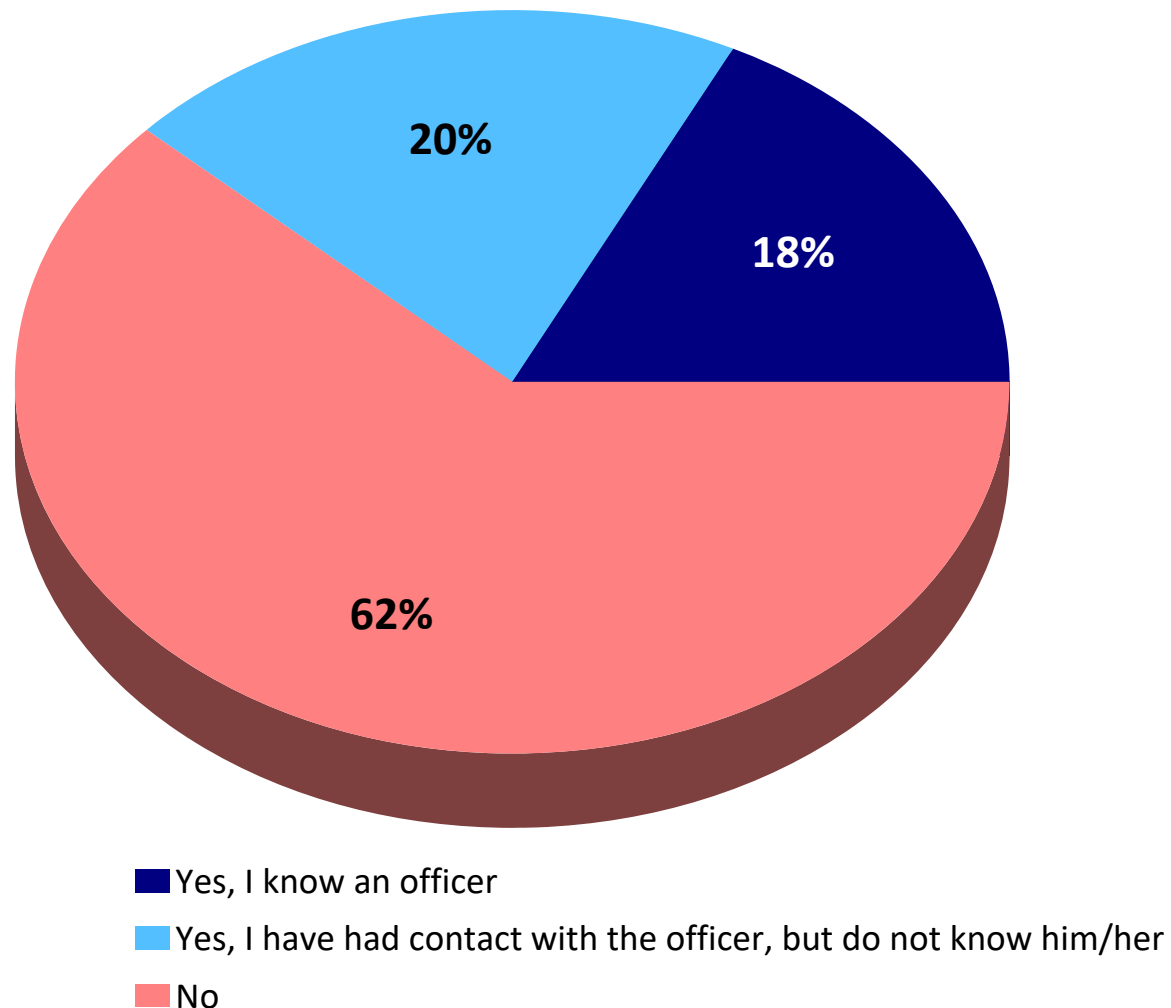
Q8. In the past 12 months, do you think Minot has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

by percentage of respondents (excluding don't knows)



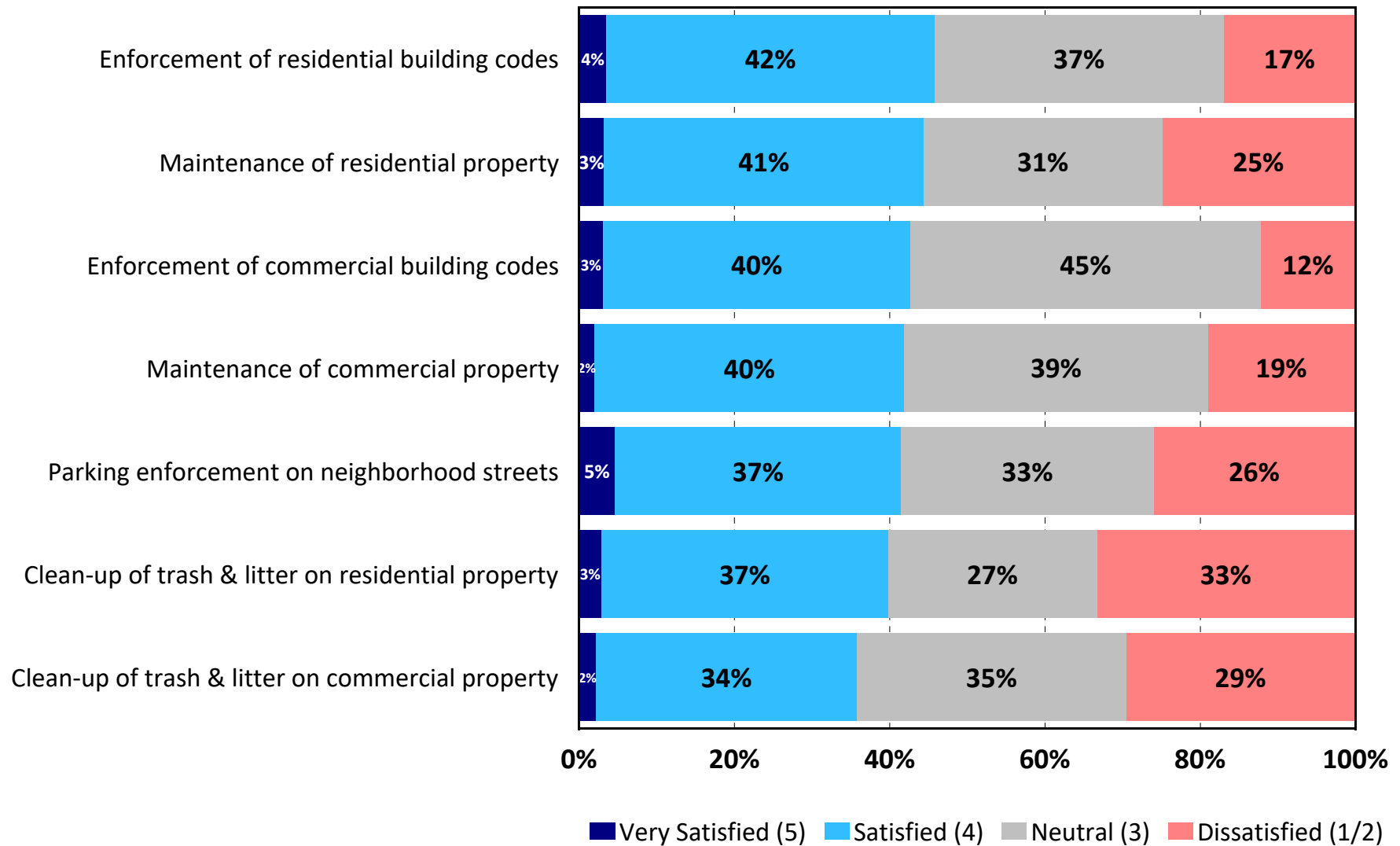
Q9. Do you know or have you had contact with Minot police officers in your neighborhood?

by percentage of respondents (excluding don't knows)



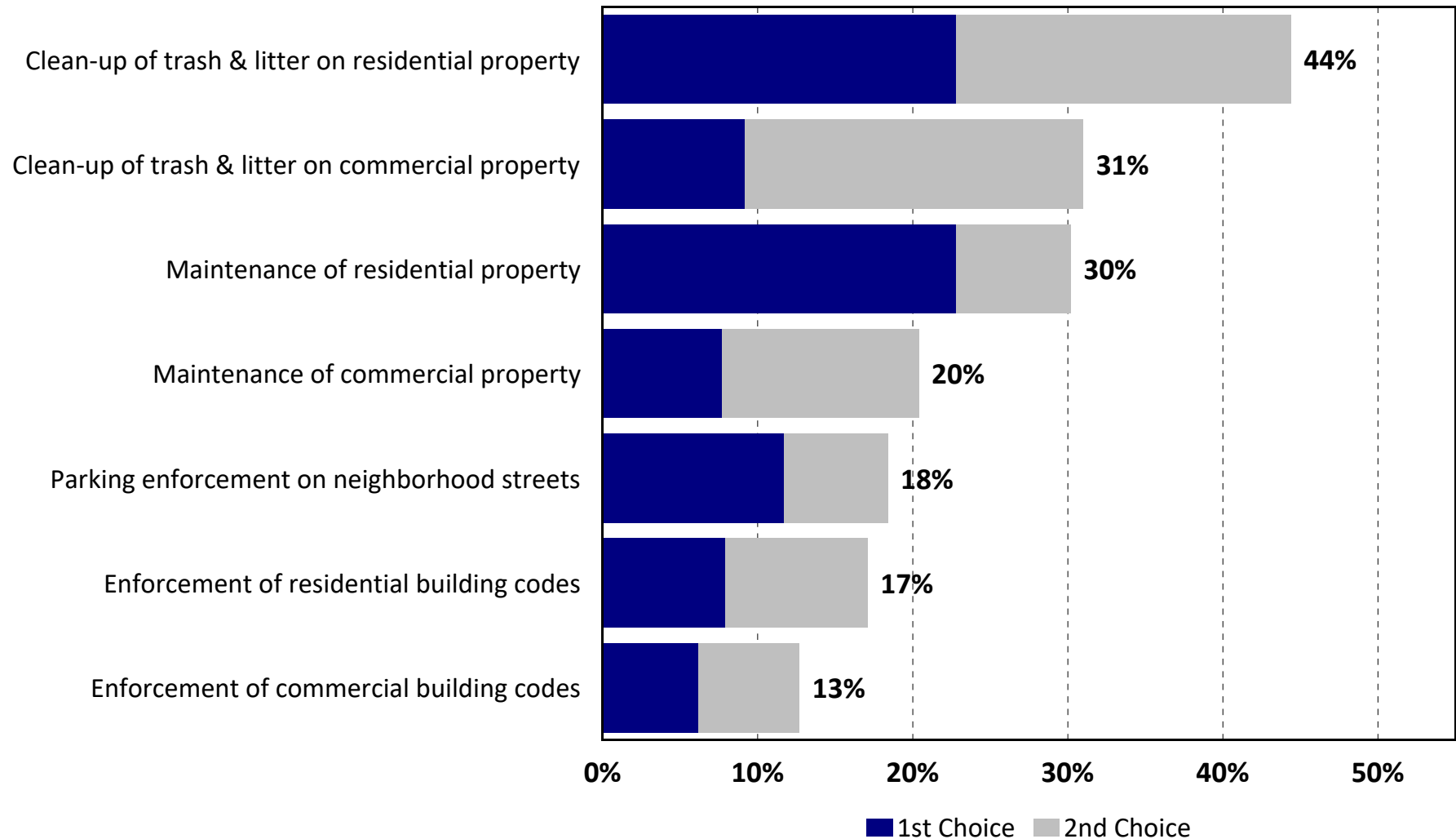
Q10. Satisfaction with Code Enforcement

by percentage of respondents (excluding don't knows)



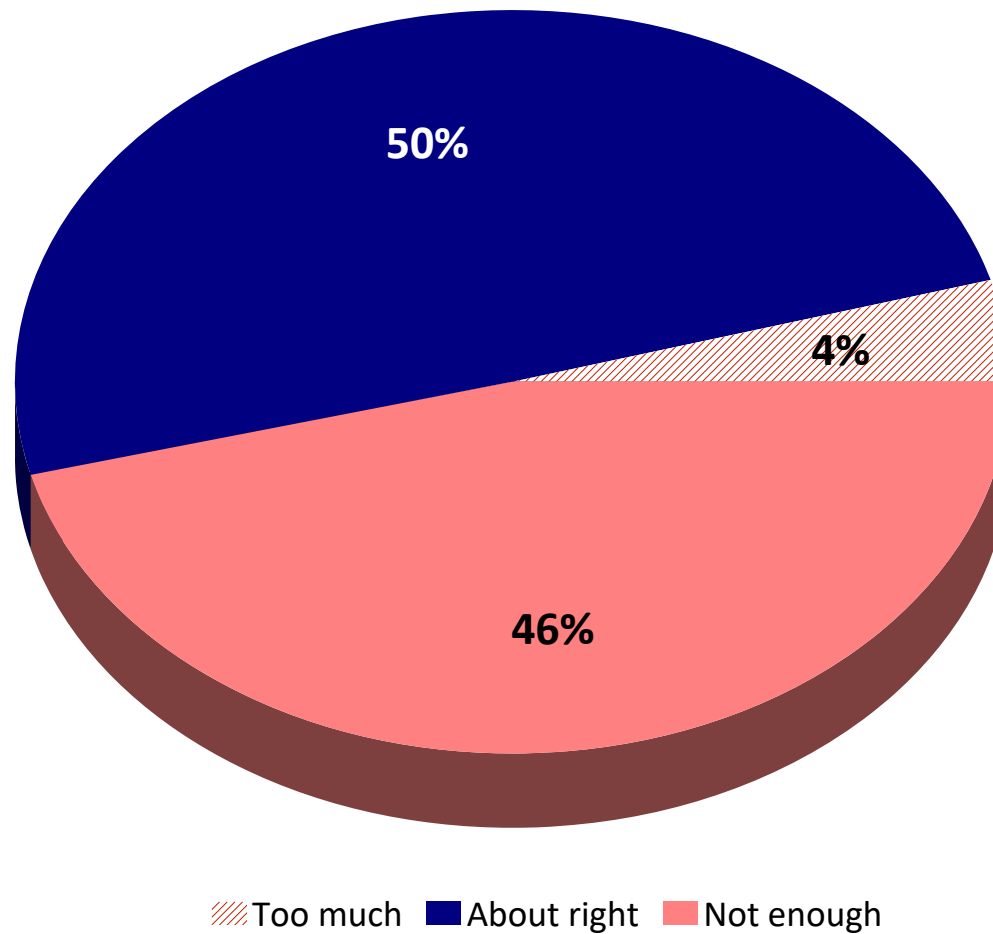
Q11. Code Enforcement Services That Residents Thought Were Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top two choices



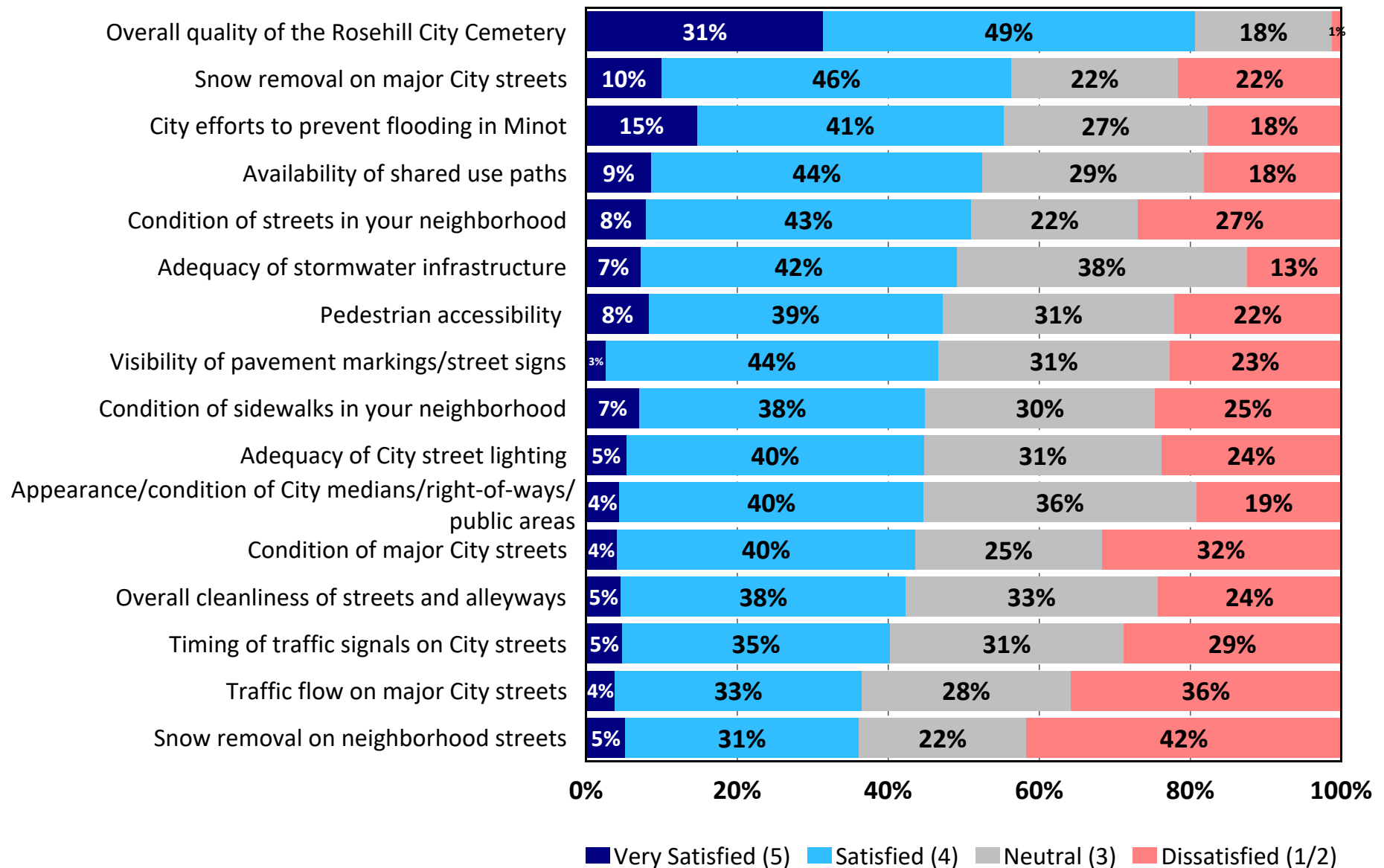
Q12. Do you feel the current level of code enforcement is...

by percentage of respondents (excluding don't knows)



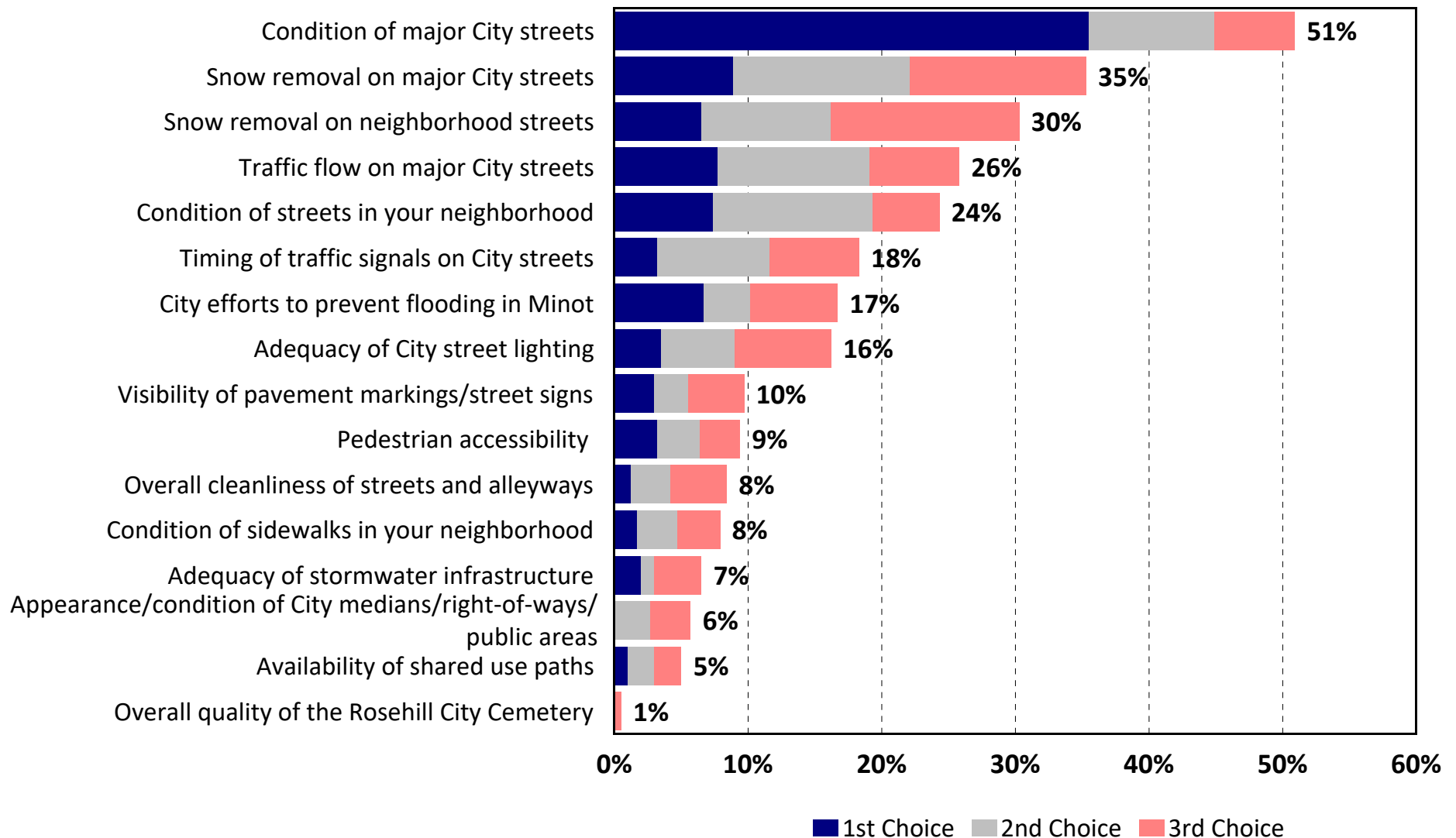
Q13. Satisfaction with City Maintenance and Public Works

by percentage of respondents (excluding don't knows)



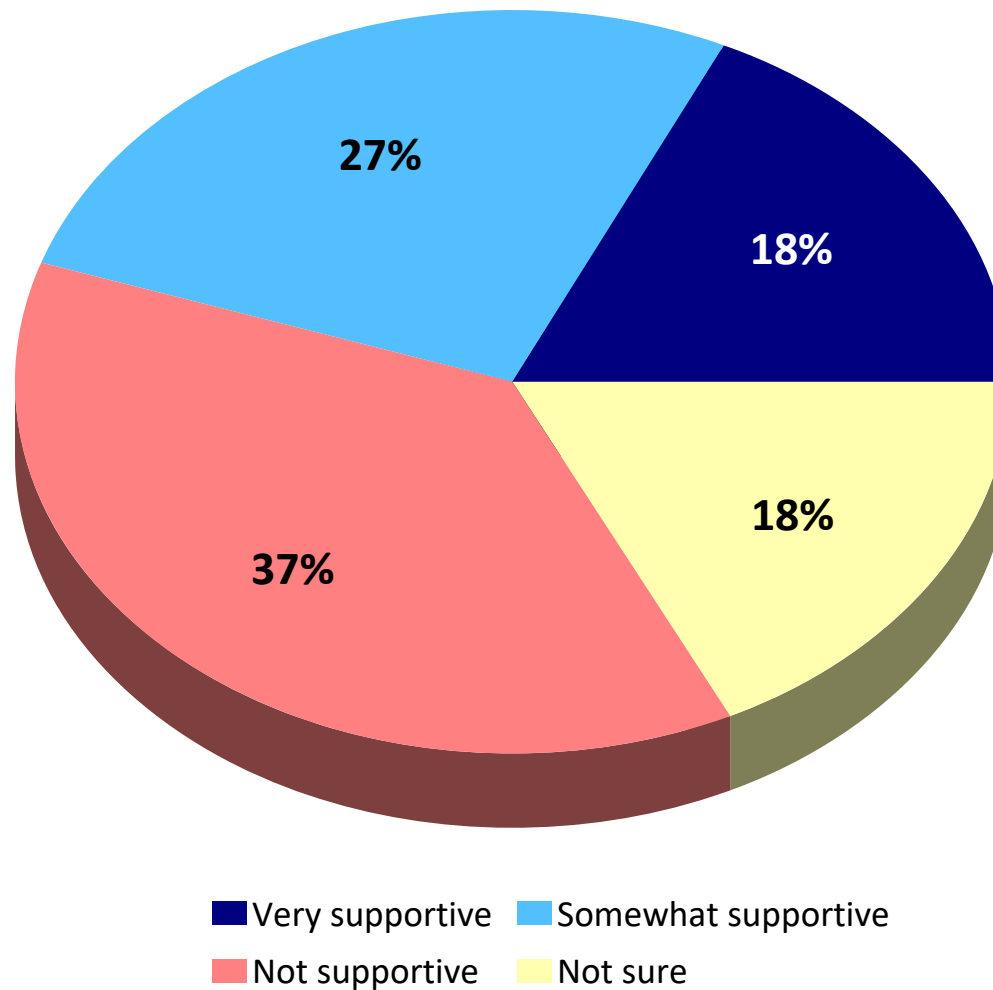
Q14. City Maintenance/Public Works Services That Residents Thought Were Most Important for the City to Provide

by percentage of respondents who selected the item as one of their top three choices



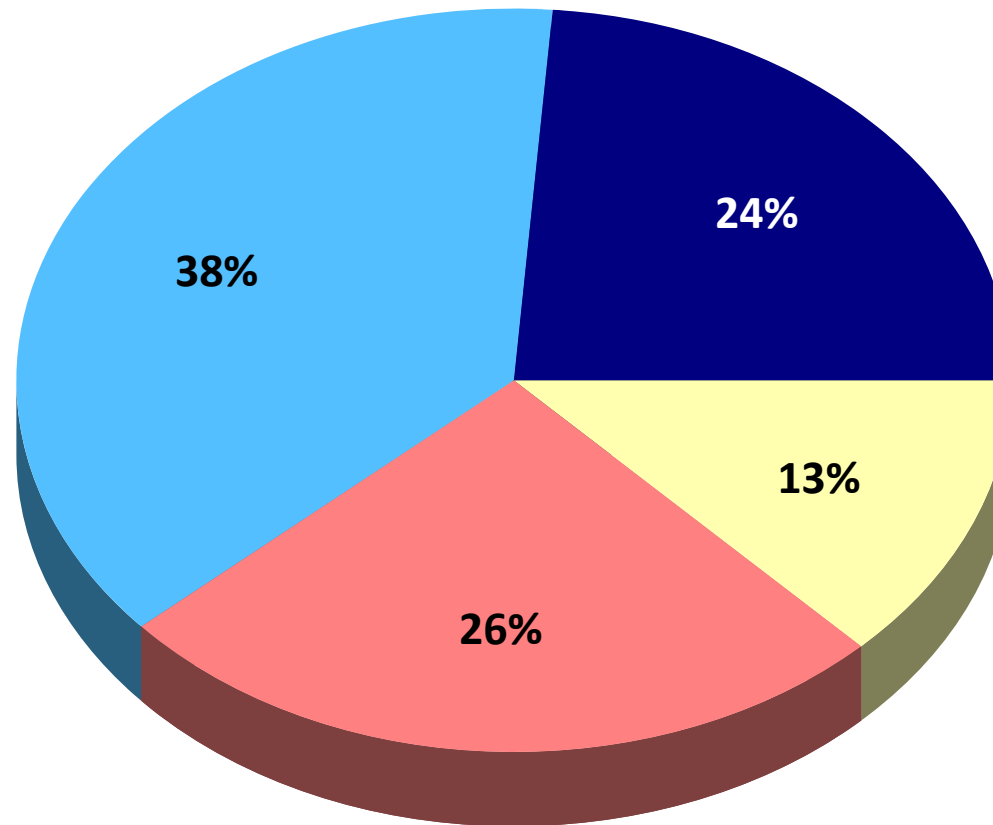
Q16. Support for the City Implementing Special Assessment Districts to Install Sidewalks

by percentage of respondents



Q17. Support for the City Implementing Special Assessment Districts to Install Street Lighting

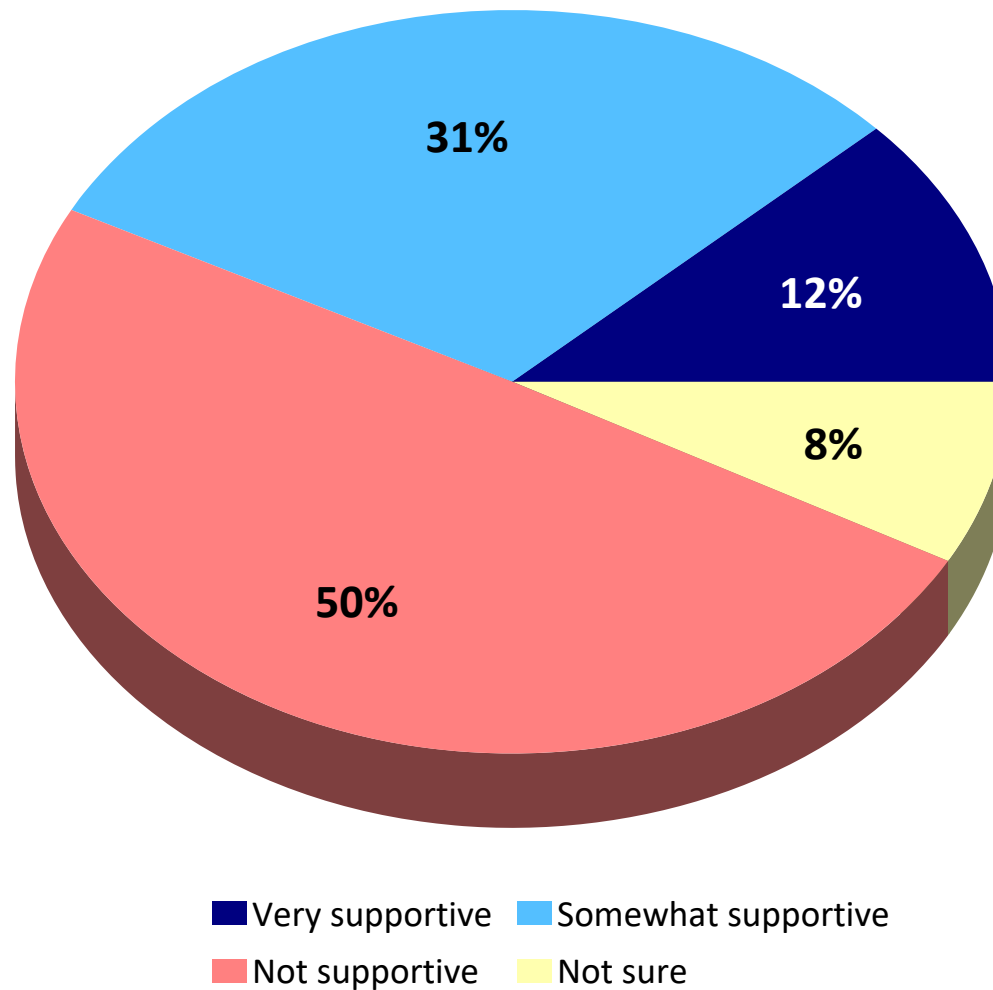
by percentage of respondents



Very supportive Somewhat supportive
Not supportive Not sure

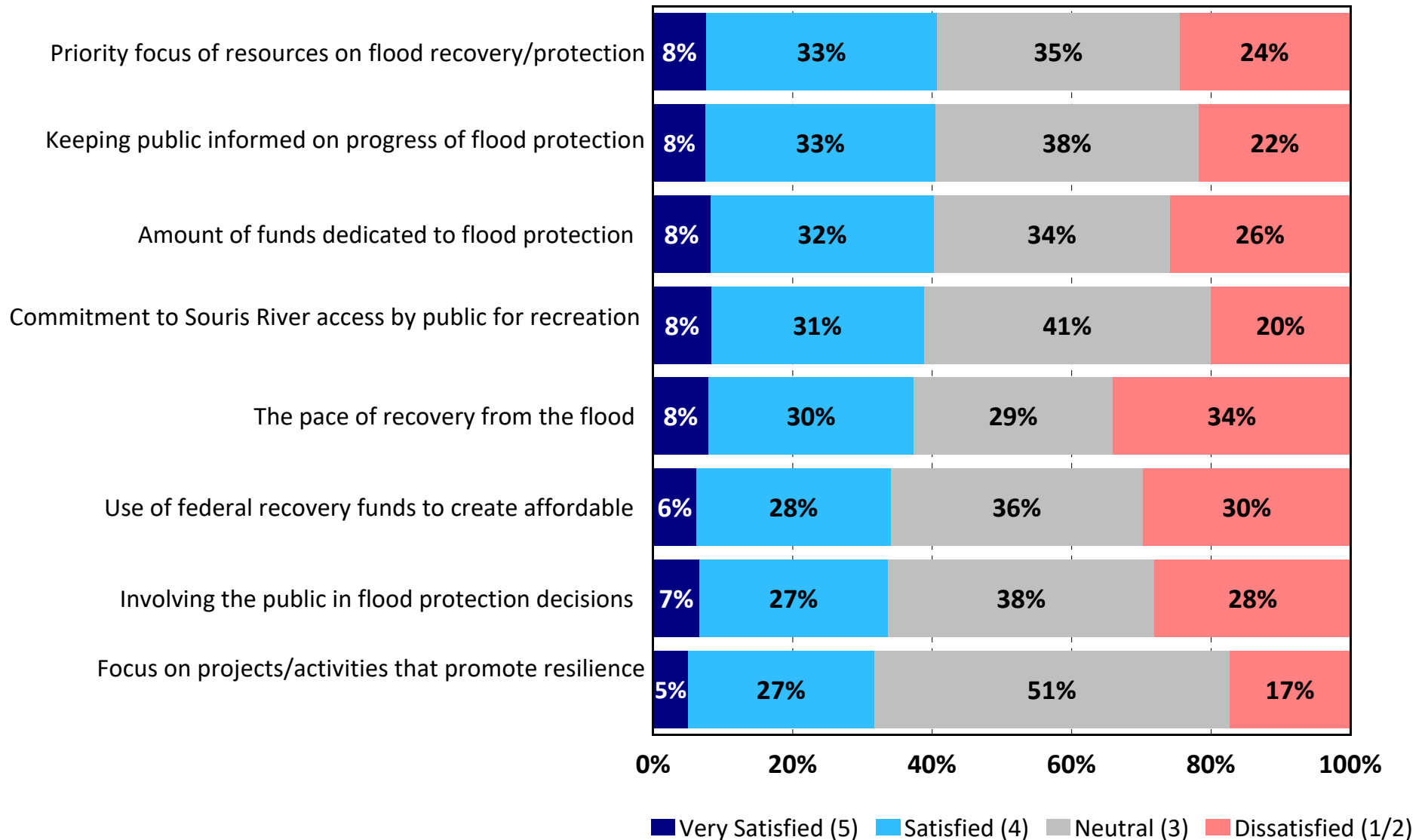
Q18. Support for a Tax Increase to Support the Increased Maintenance of City Streets

by percentage of respondents



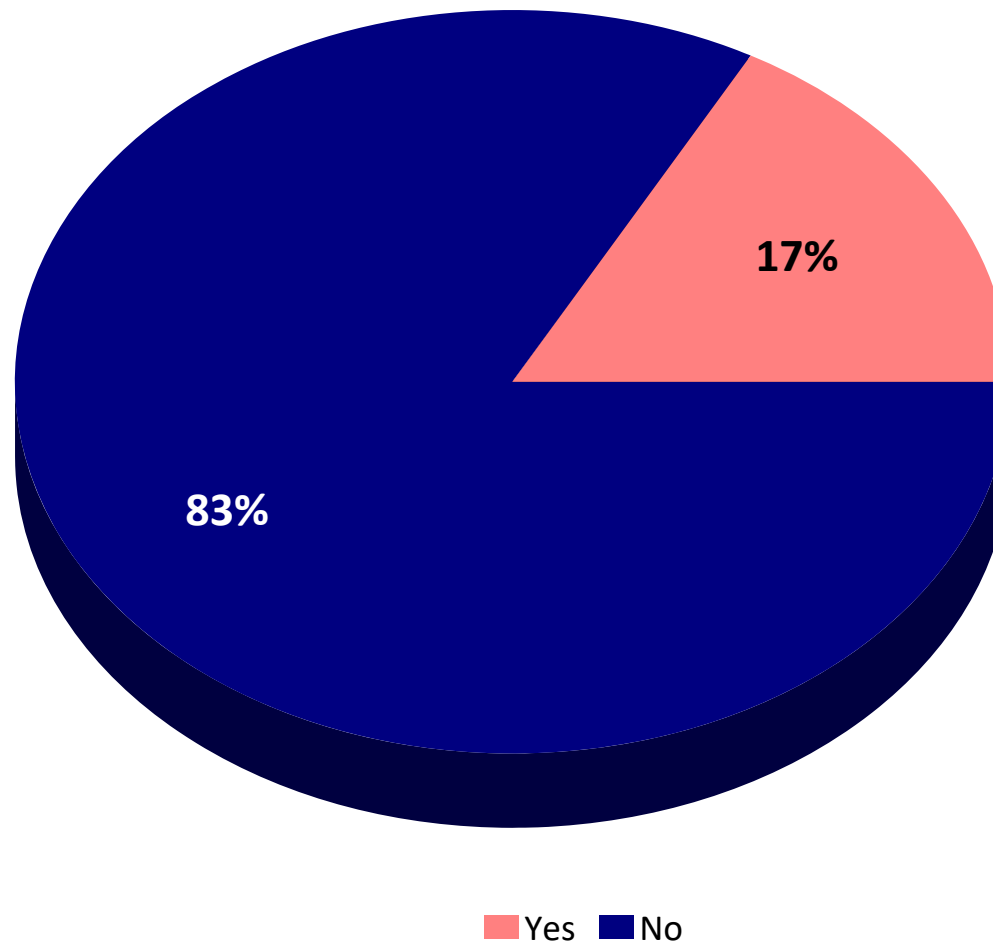
Q19. Satisfaction with Flood Recovery

by percentage of respondents (excluding don't knows)



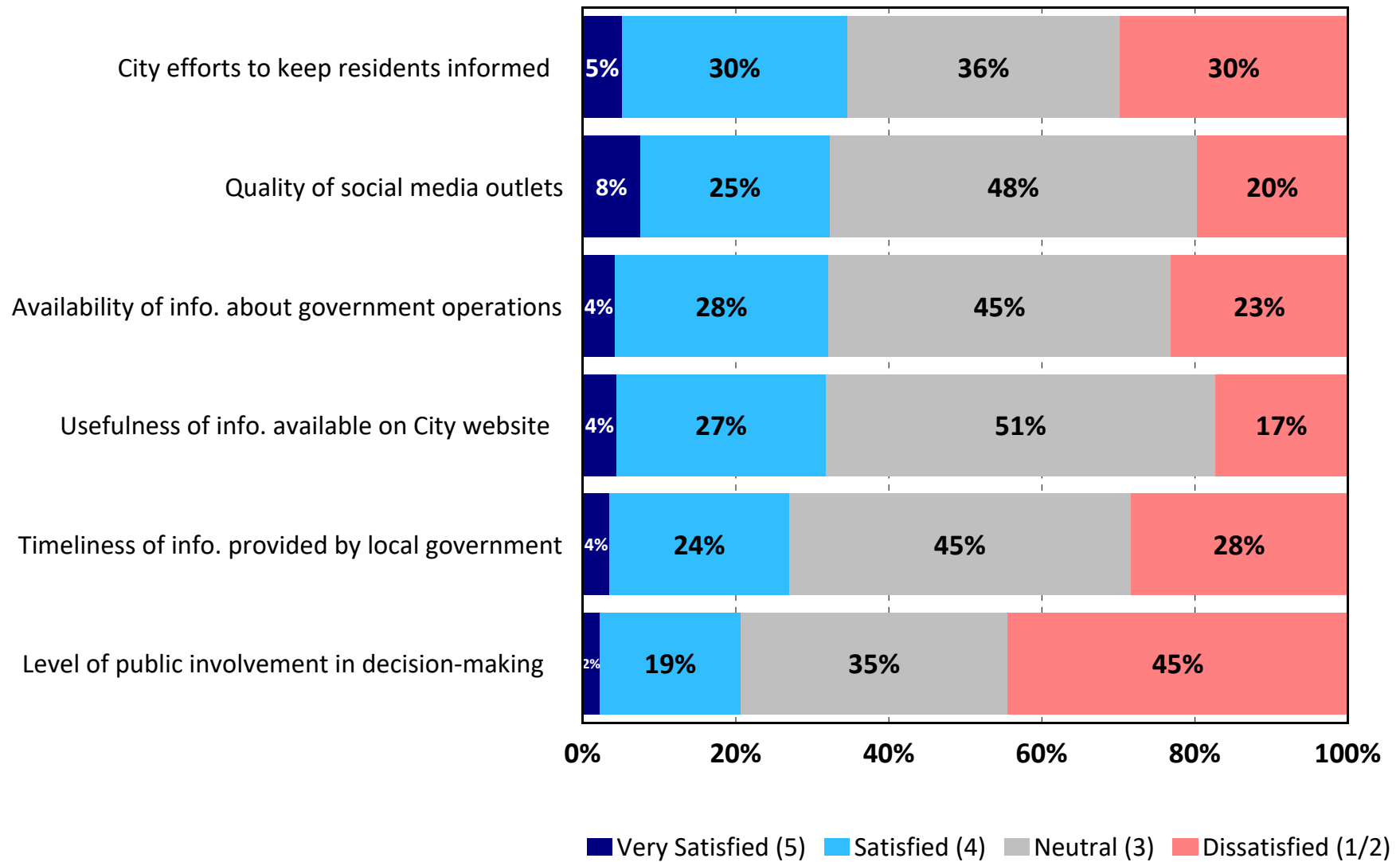
Q20. Do you have flooding concerns in your neighborhood?

by percentage of respondents (excluding not provided)



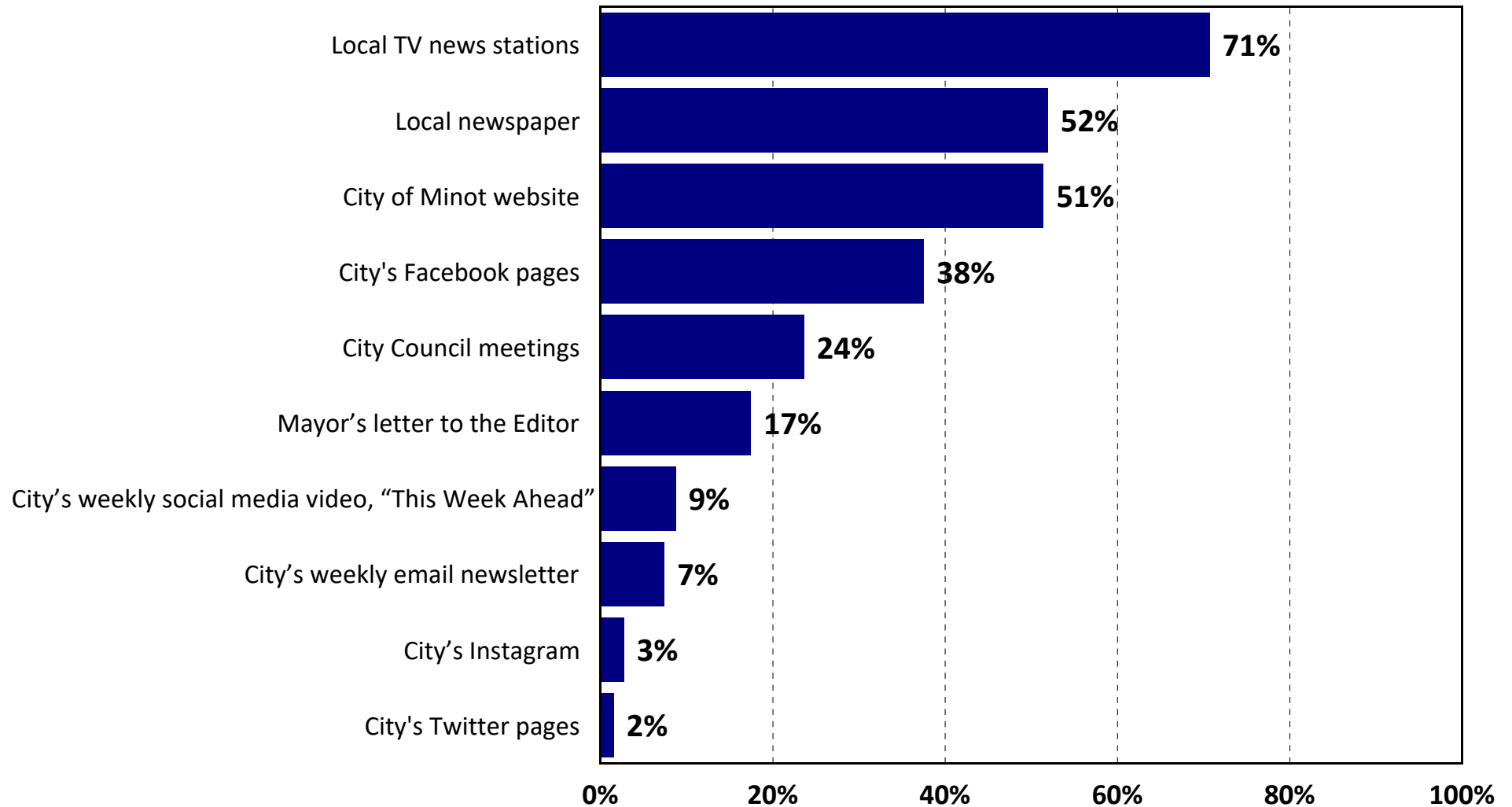
Q21. Satisfaction with City Communication

by percentage of respondents (excluding don't knows)



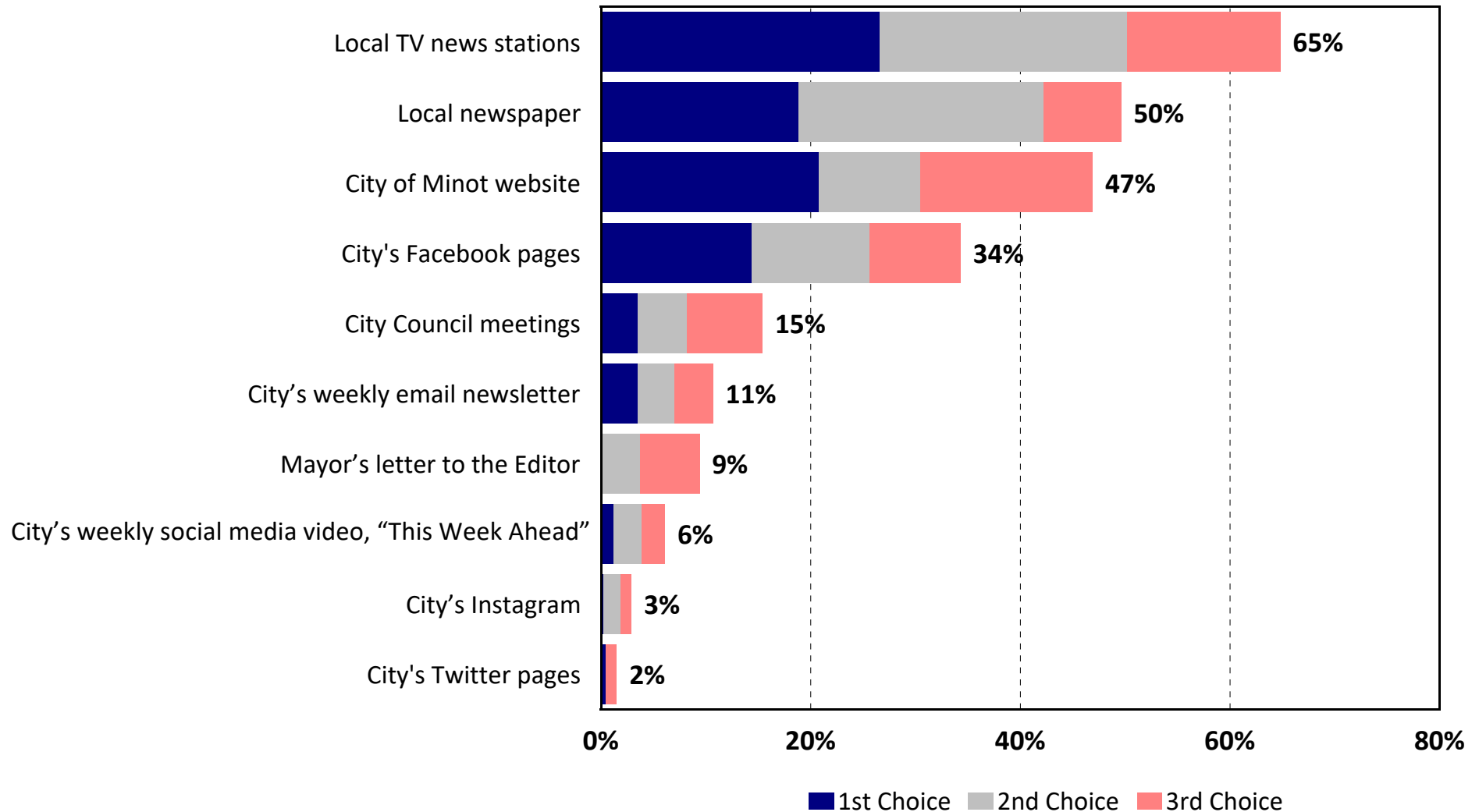
Q22. Where Residents Currently Receive Information About the City of Minot

by percentage of respondents (multiple selections could be made)



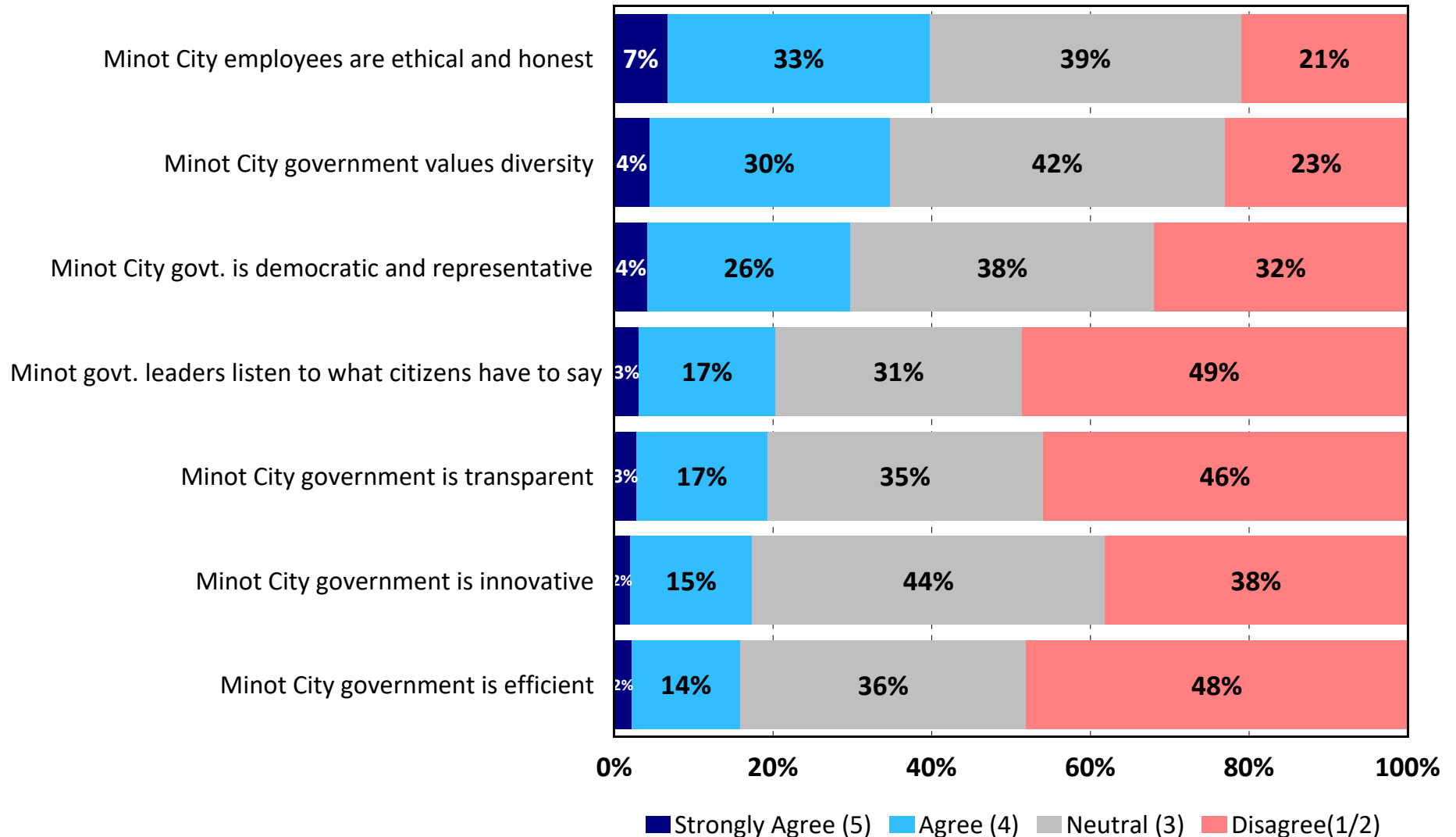
Q23. Sources of Information That Residents MOST PREFER to Receive About the City

by percentage of respondents who selected the item as one of their top three choices



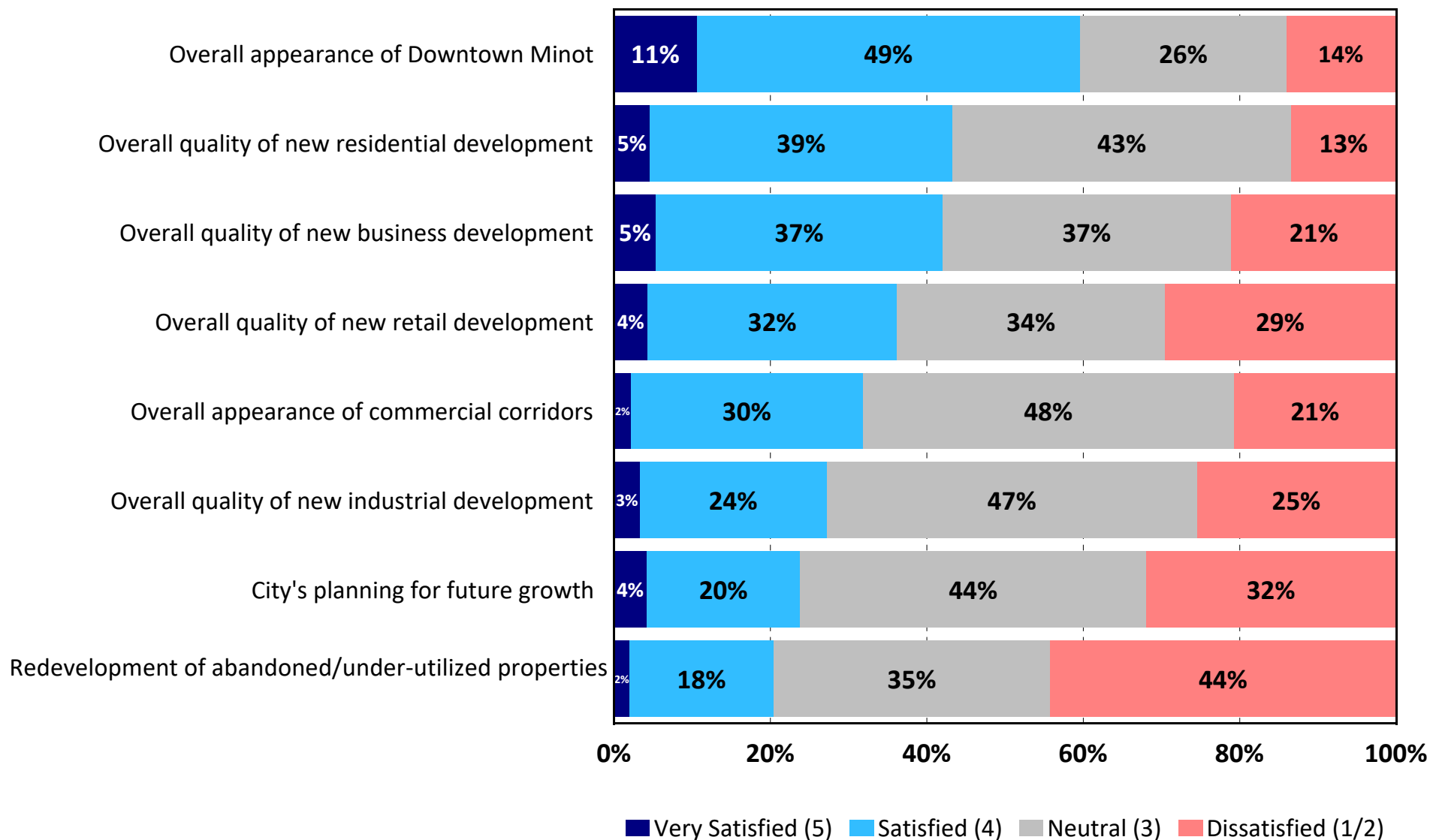
Q24. Agreement with Various Statements About City Government

by percentage of respondents who contacted the City (excluding don't knows)



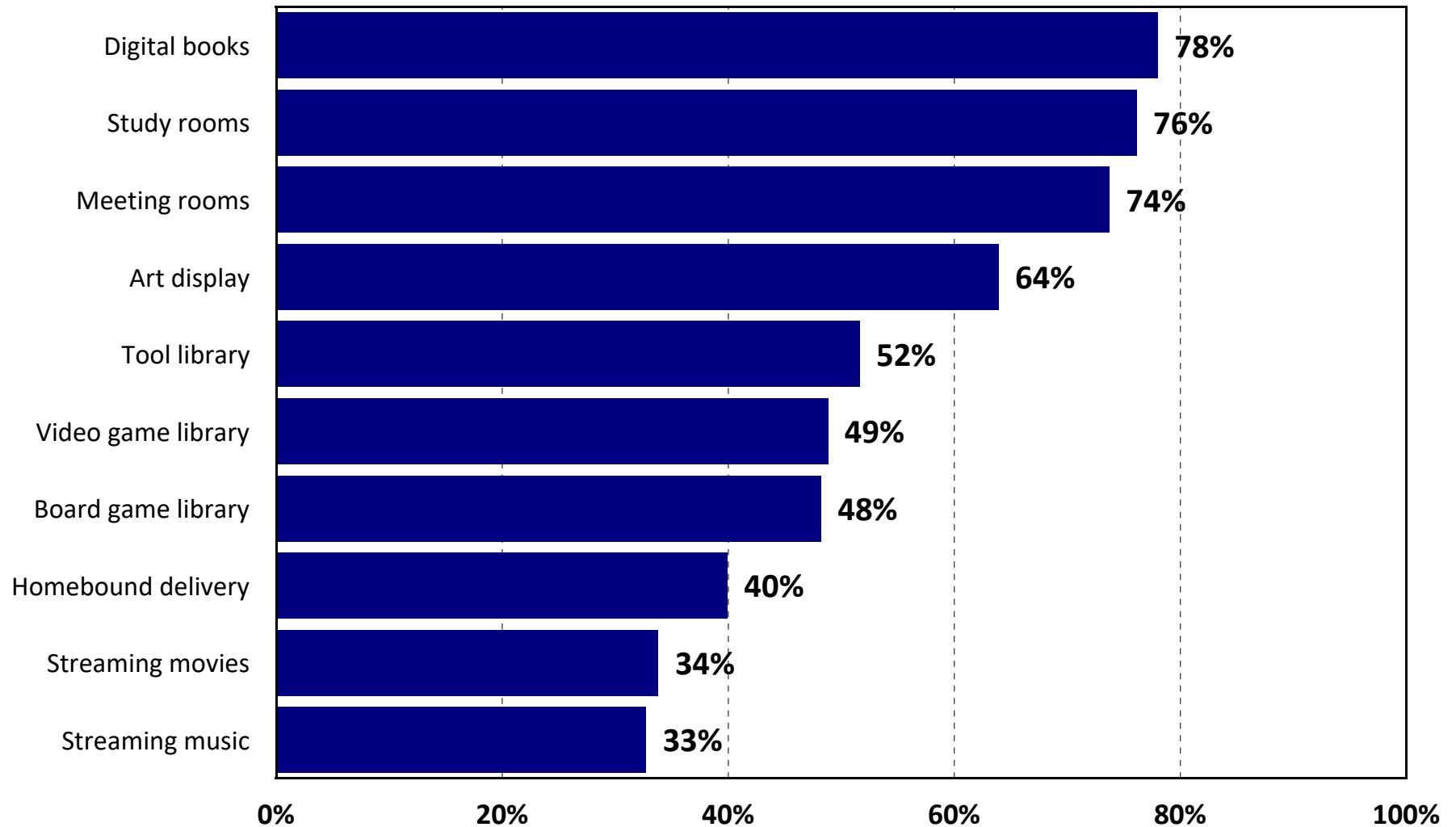
Q25. Satisfaction with Economic Development

by percentage of respondents (excluding don't knows)



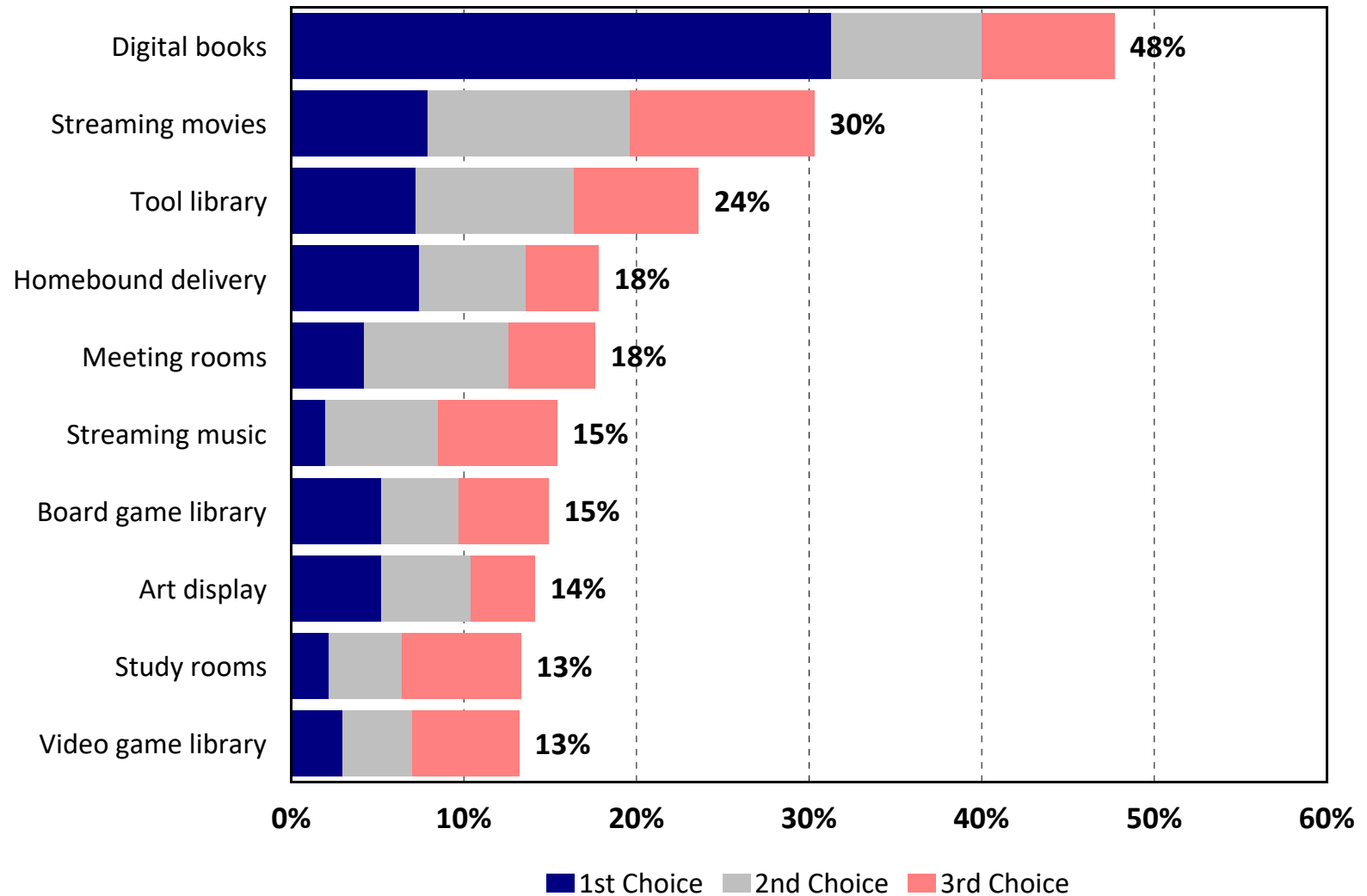
Q26. Awareness of the Following Services at the Minot Public Library

by percentage of respondents who are aware of the service (excluding not provided)



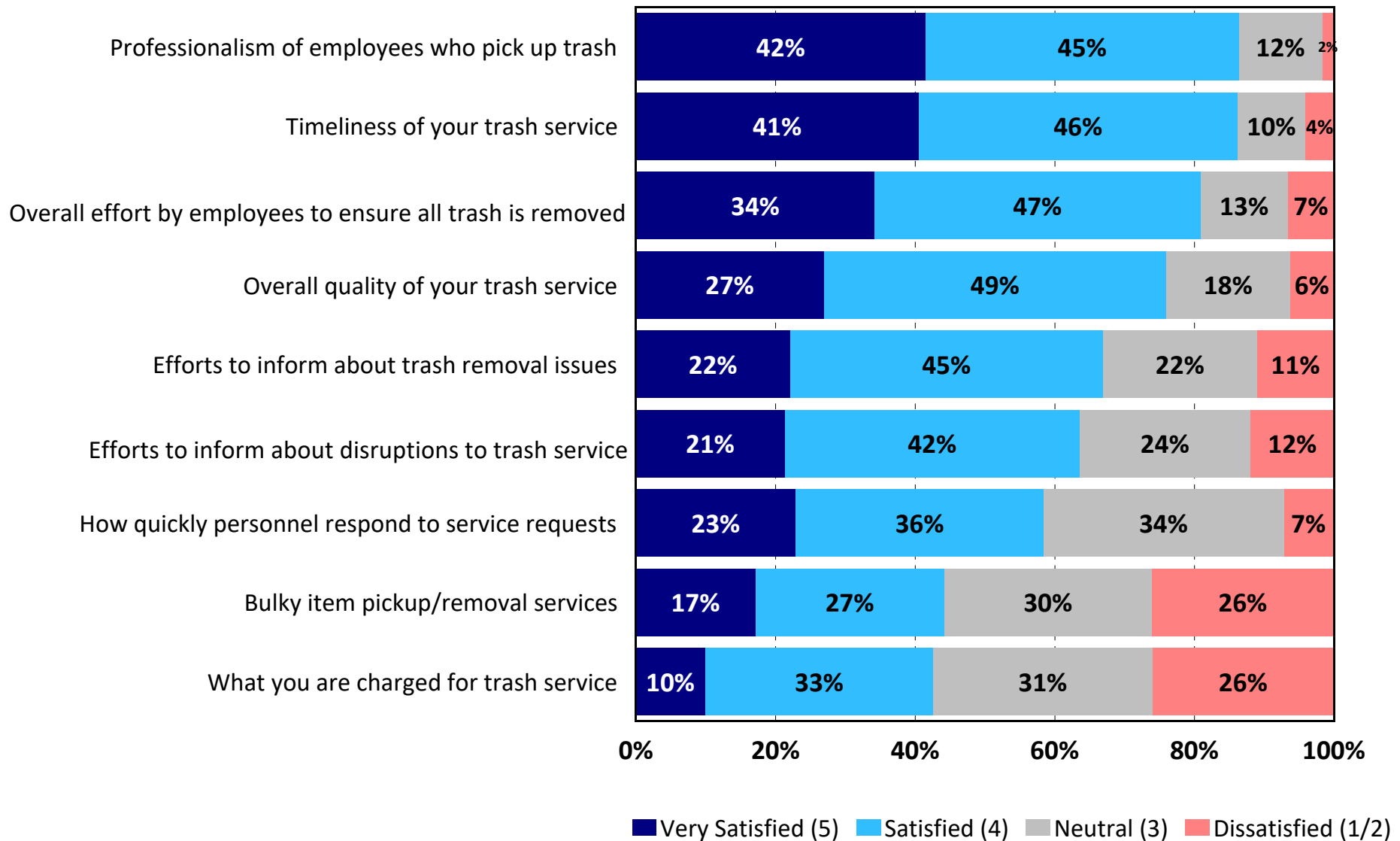
Q27. Three Library Services Households Would be Most Likely to Use

by percentage of respondents who selected the item as one of their top three choices



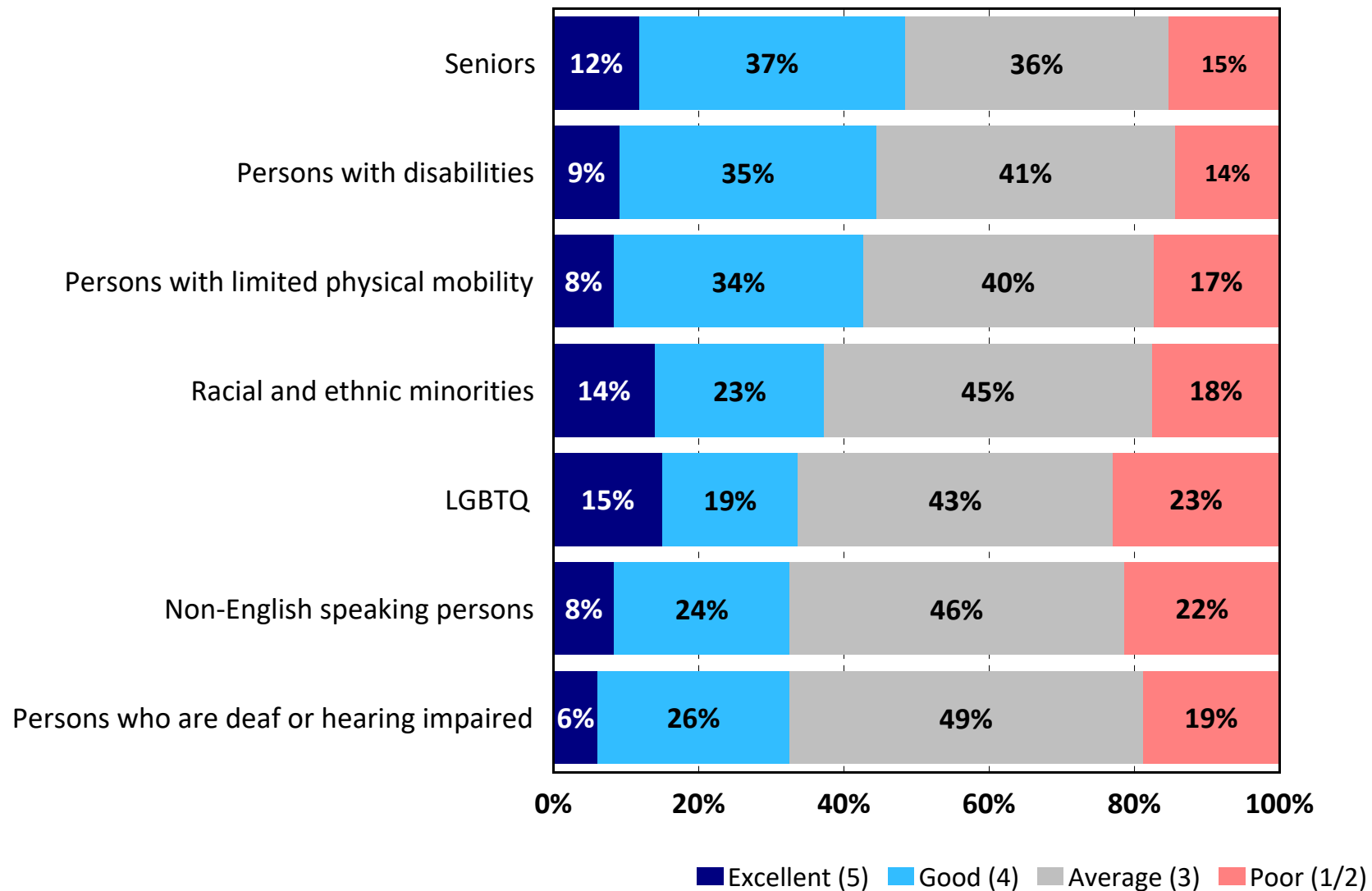
Q28. Satisfaction with Trash Service

by percentage of respondents (excluding don't knows)



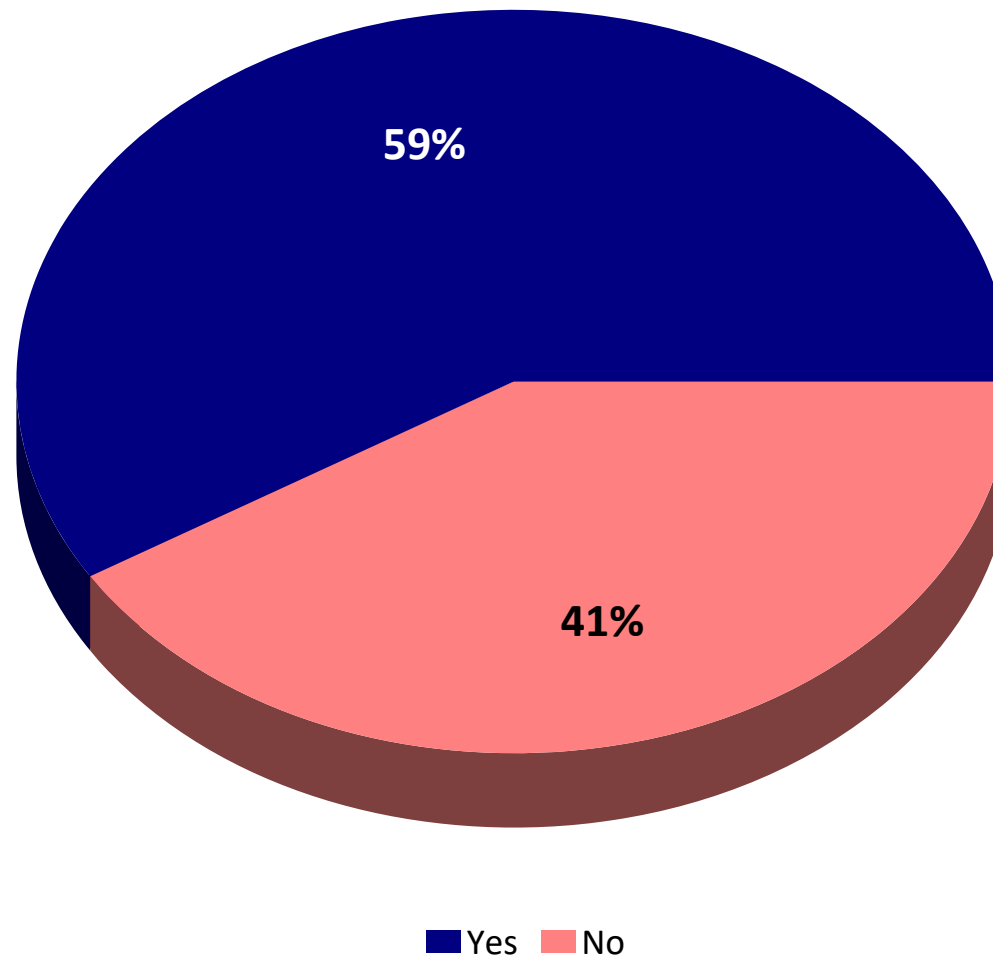
Q29. How Well the City of Minot Serves the Following Populations

by percentage of respondents (excluding don't knows)



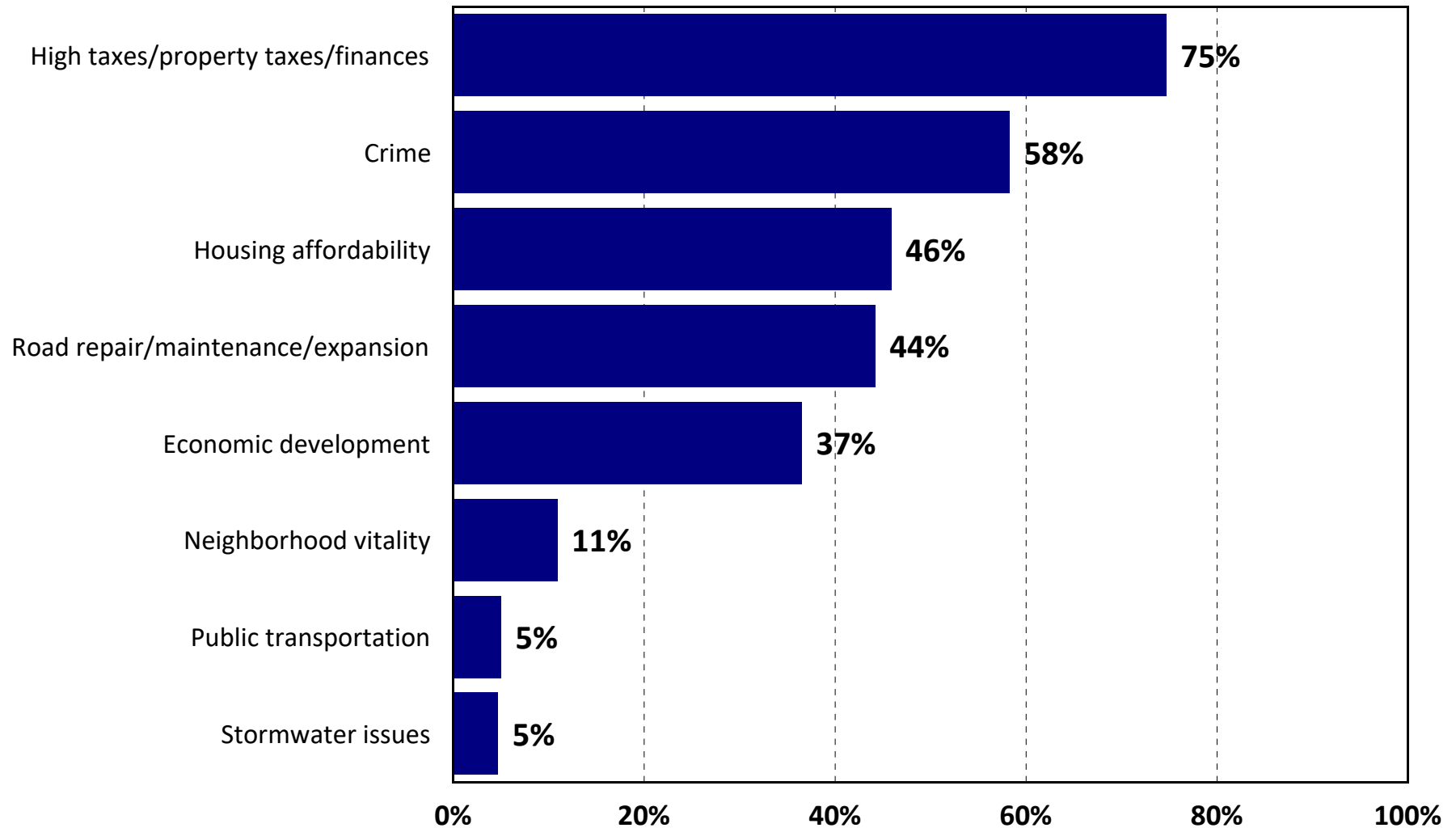
Q30. Do you think the City of Minot is continually improving as a place to live?

by percentage of respondents (excluding don't knows)



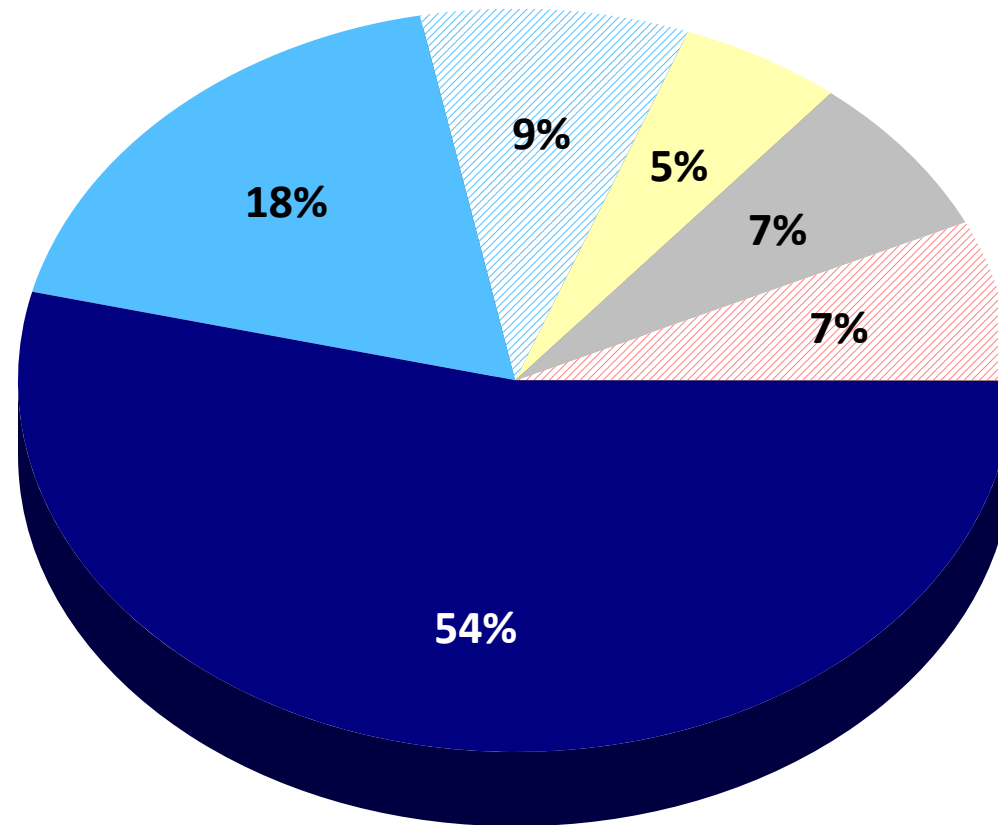
Q31. Biggest Issues Minot Will Face Within the Next Five Years

by percentage of respondents (up to three selections could be made)



Demographics: Approximately how many years have you lived in Minot?

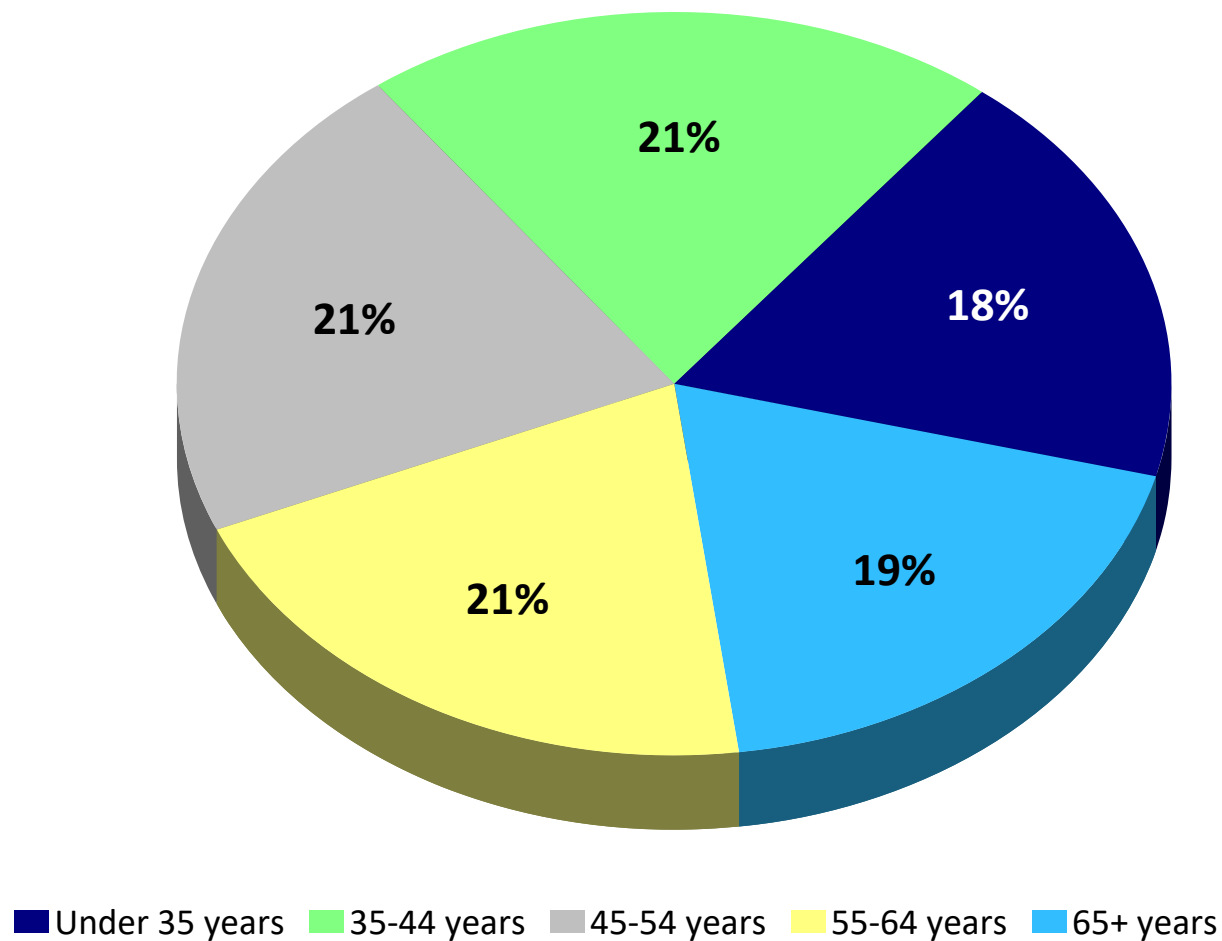
by percentage of respondents (excluding not provided)



/// 5 years or less
 ■ 6-10 years
 ■ 11-15 years
/// 16-20 years
 ■ 21-30 years
 ■ 31+ years

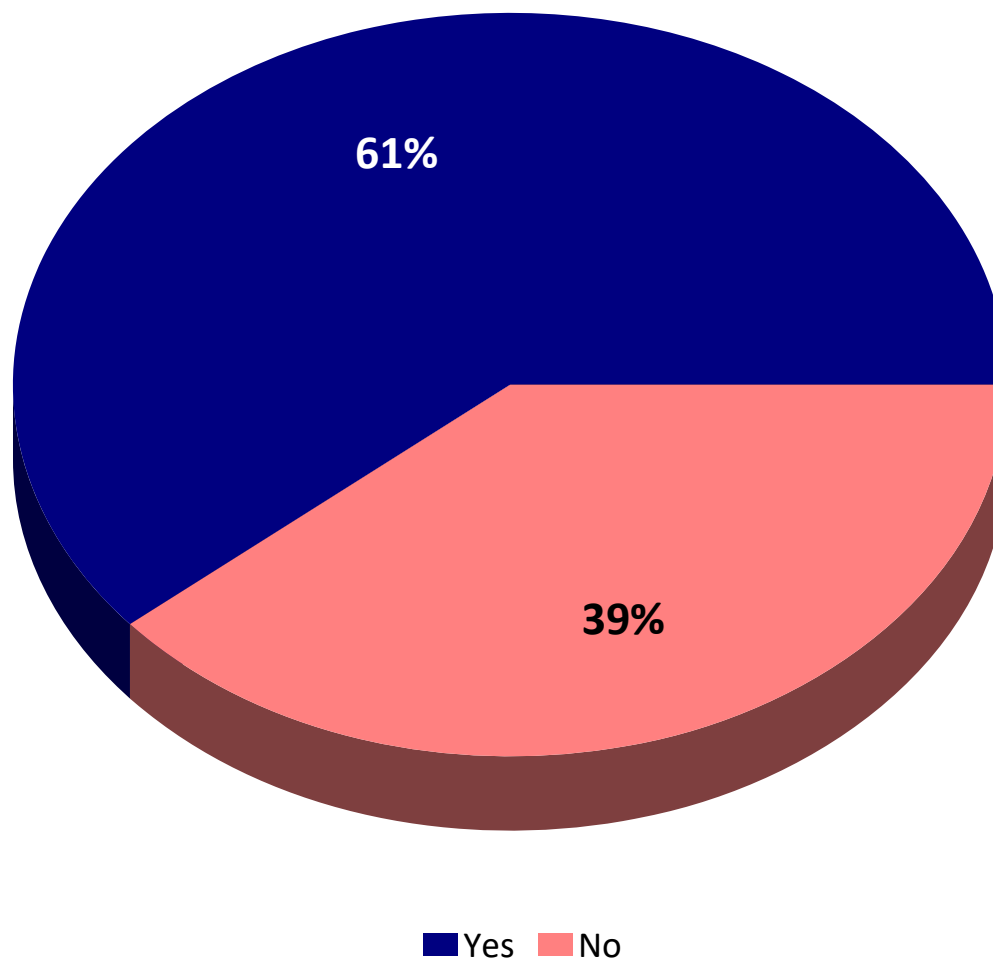
Demographics: What is your age?

by percentage of respondents (excluding not provided)



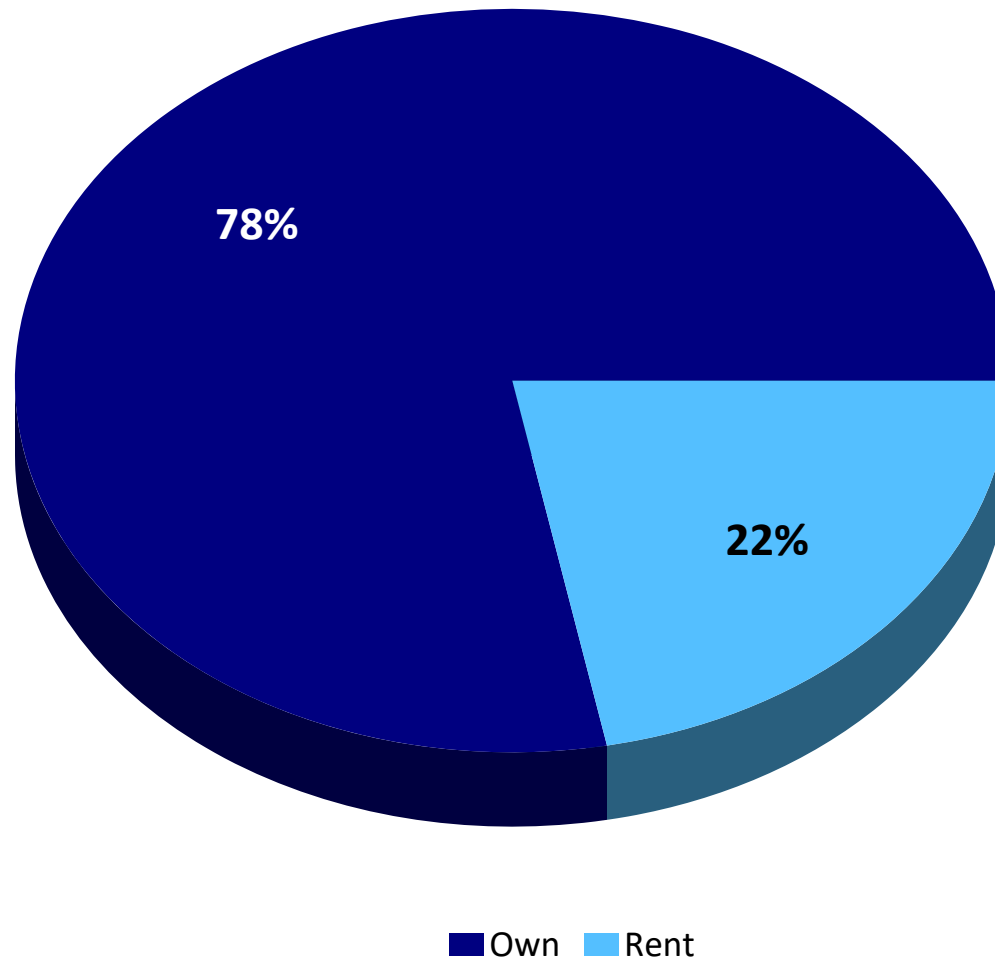
Demographics: Do you work in the City of Minot?

by percentage of respondents (excluding not provided)



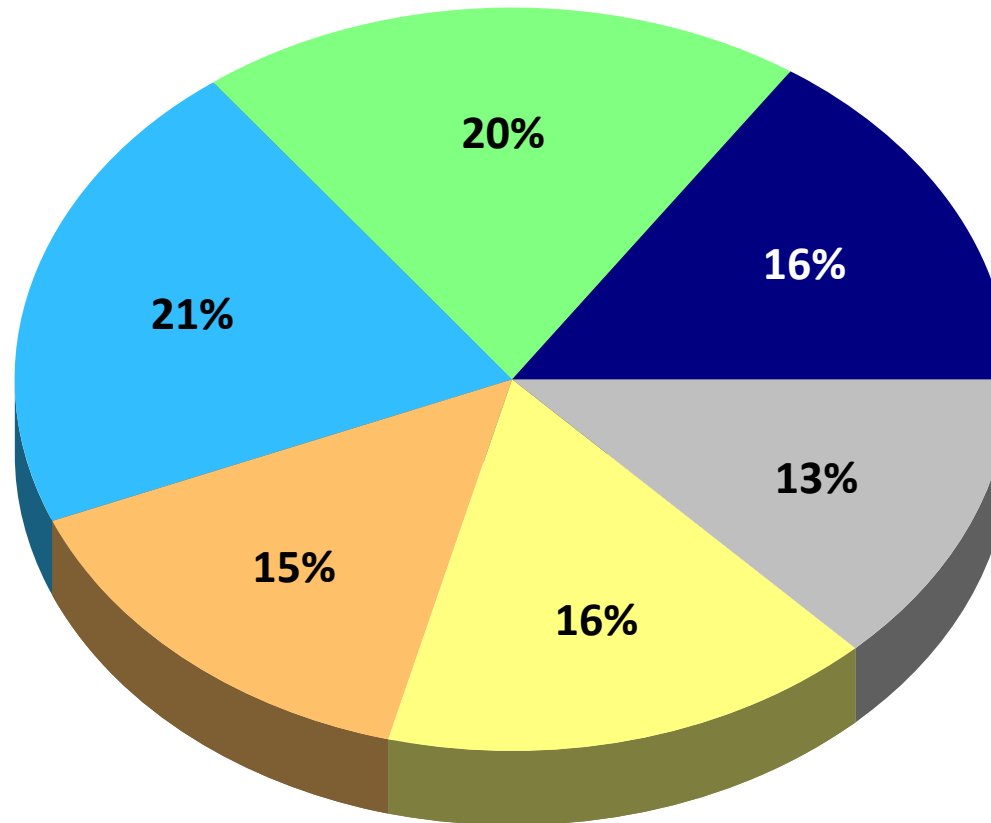
Demographics: Do you own or rent your home?

by percentage of respondents (excluding not provided)



Demographics: Total Annual Household Income

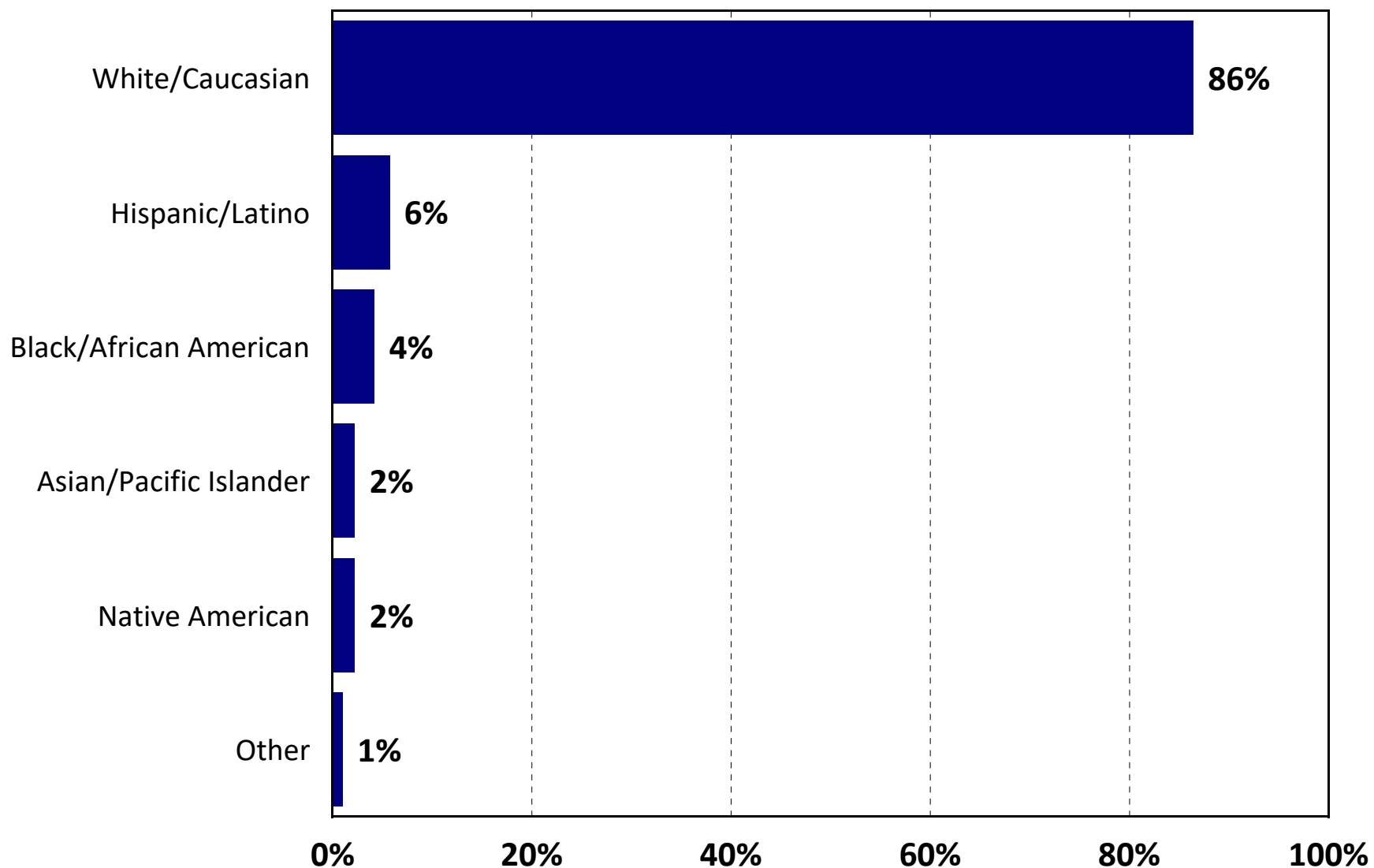
by percentage of respondents (excluding not provided)



■ Under \$25,000 ■ \$25K-\$49,999 ■ \$50K-\$74,999
■ \$75K-\$99,999 ■ \$100K-\$124,999 ■ \$125K+

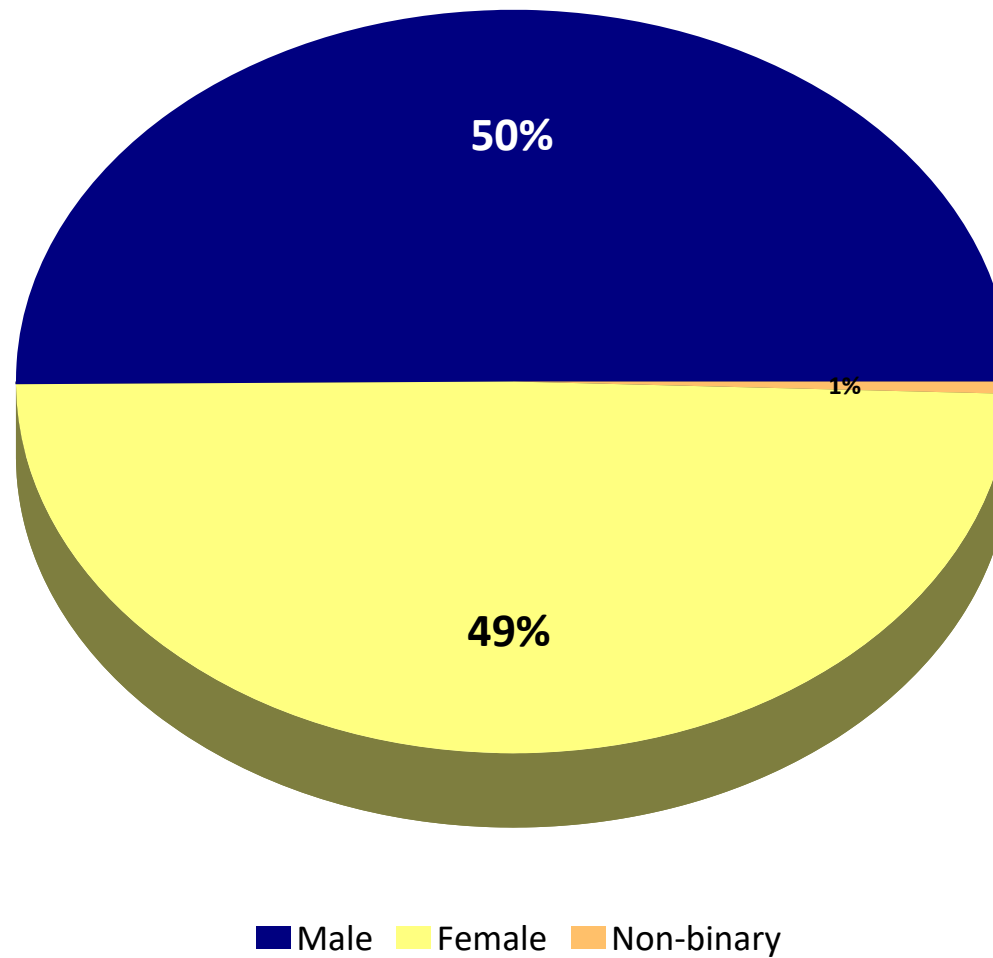
Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Demographics: Gender

by percentage of respondents (excluding not provided)





Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 300 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the summer of 2020 to a random sample of over 5,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2020 to a random sample of residents living in the Plains Region of the United States. The Plains Region includes the states of North and South Dakota, Minnesota, Iowa, Nebraska, Wisconsin, Illinois, Kansas, Missouri and Oklahoma.

The charts on the following pages show how the results for the City of Minot compare to the national average and the Plains regional average. The blue bar shows the results for the City of Minot. The red bar shows the Plains regional average from communities that administered the *DirectionFinder*® survey during the summer of 2020. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 5,000 U.S. residents during the summer of 2020.

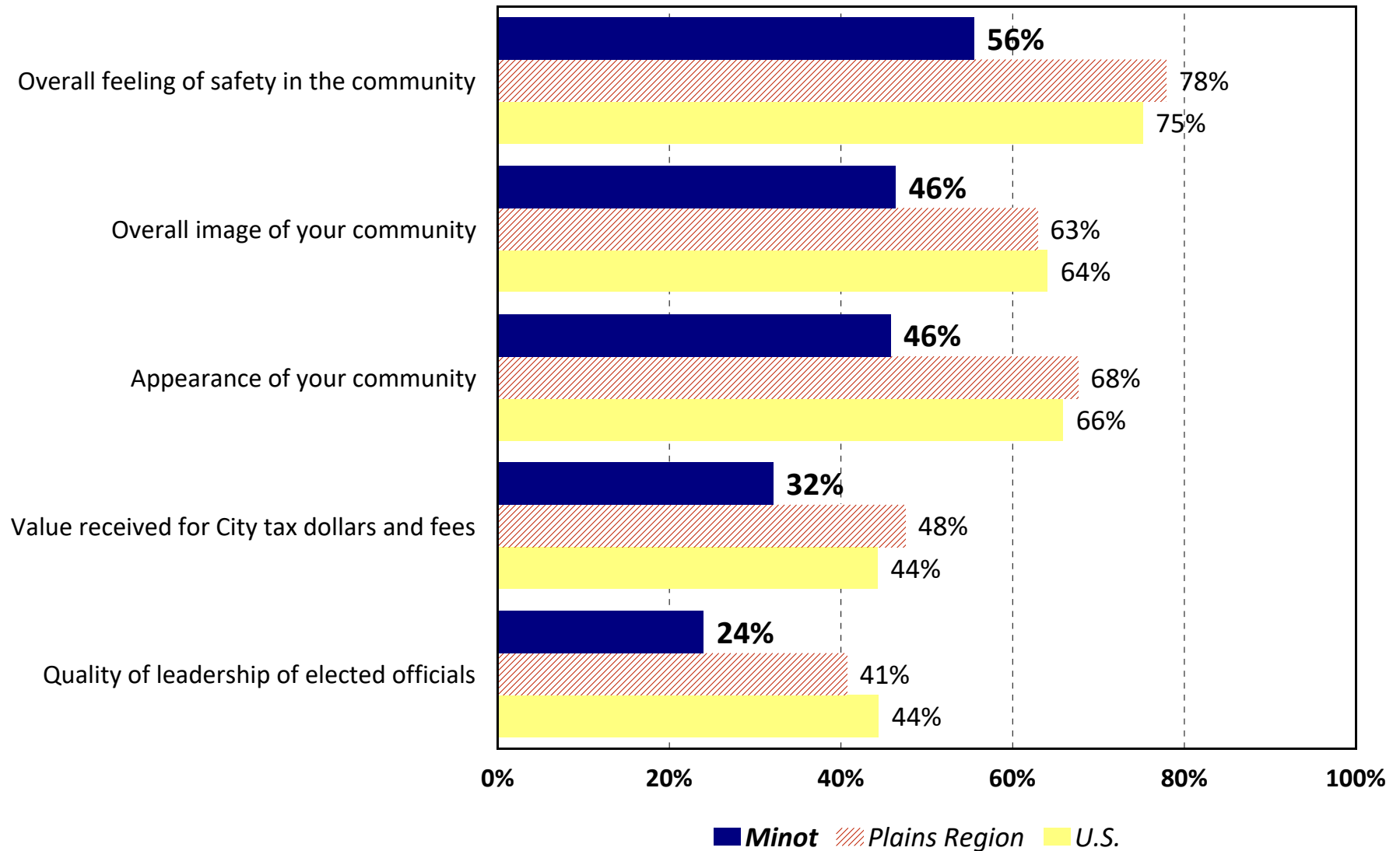
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Minot, North Dakota is not authorized without written consent from ETC Institute.

Overall Satisfaction with Perceptions of the City

Minot vs. Plains Region vs. the U.S.

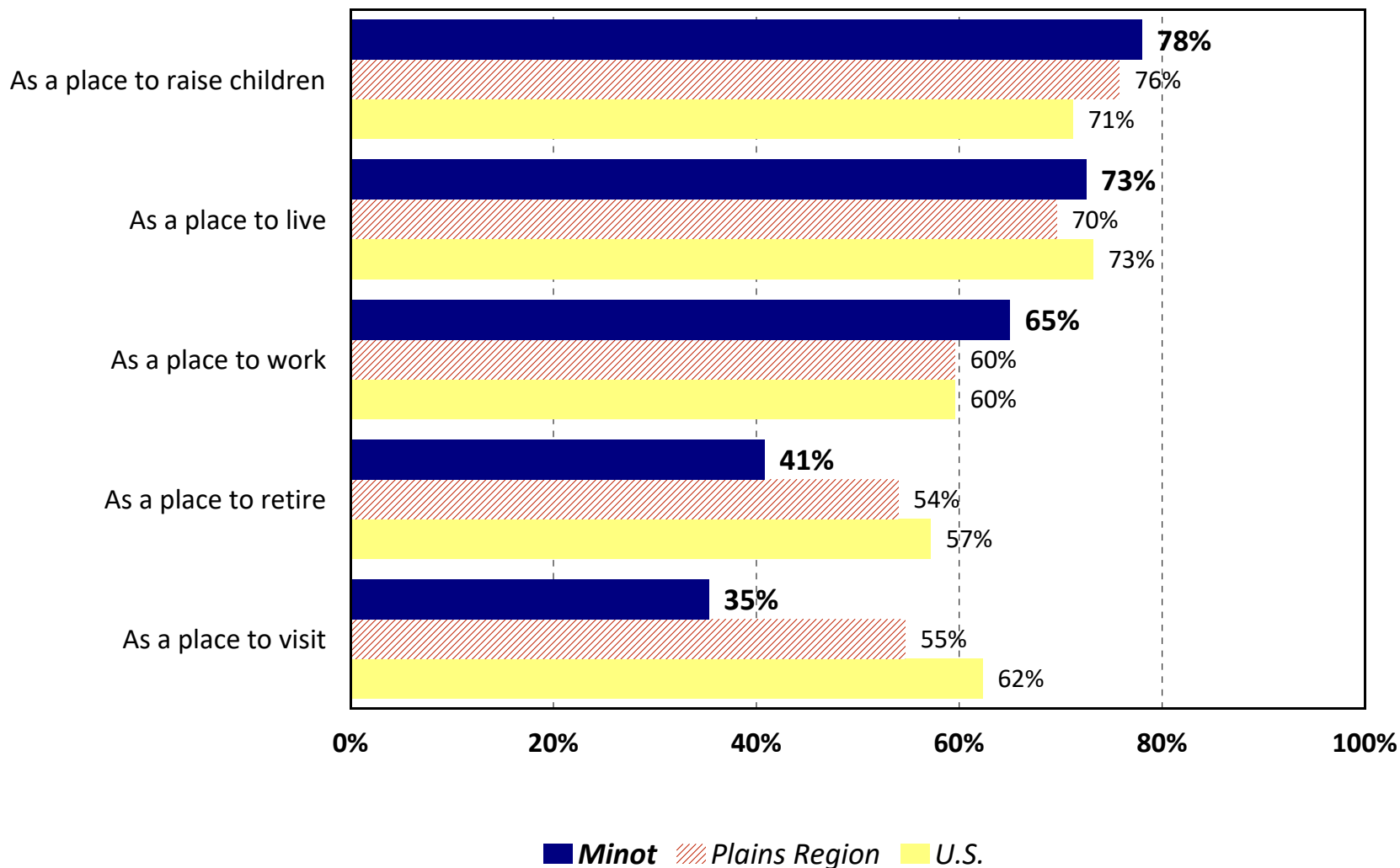
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Quality of Life in the City

Minot vs. Plains Region vs. the U.S.

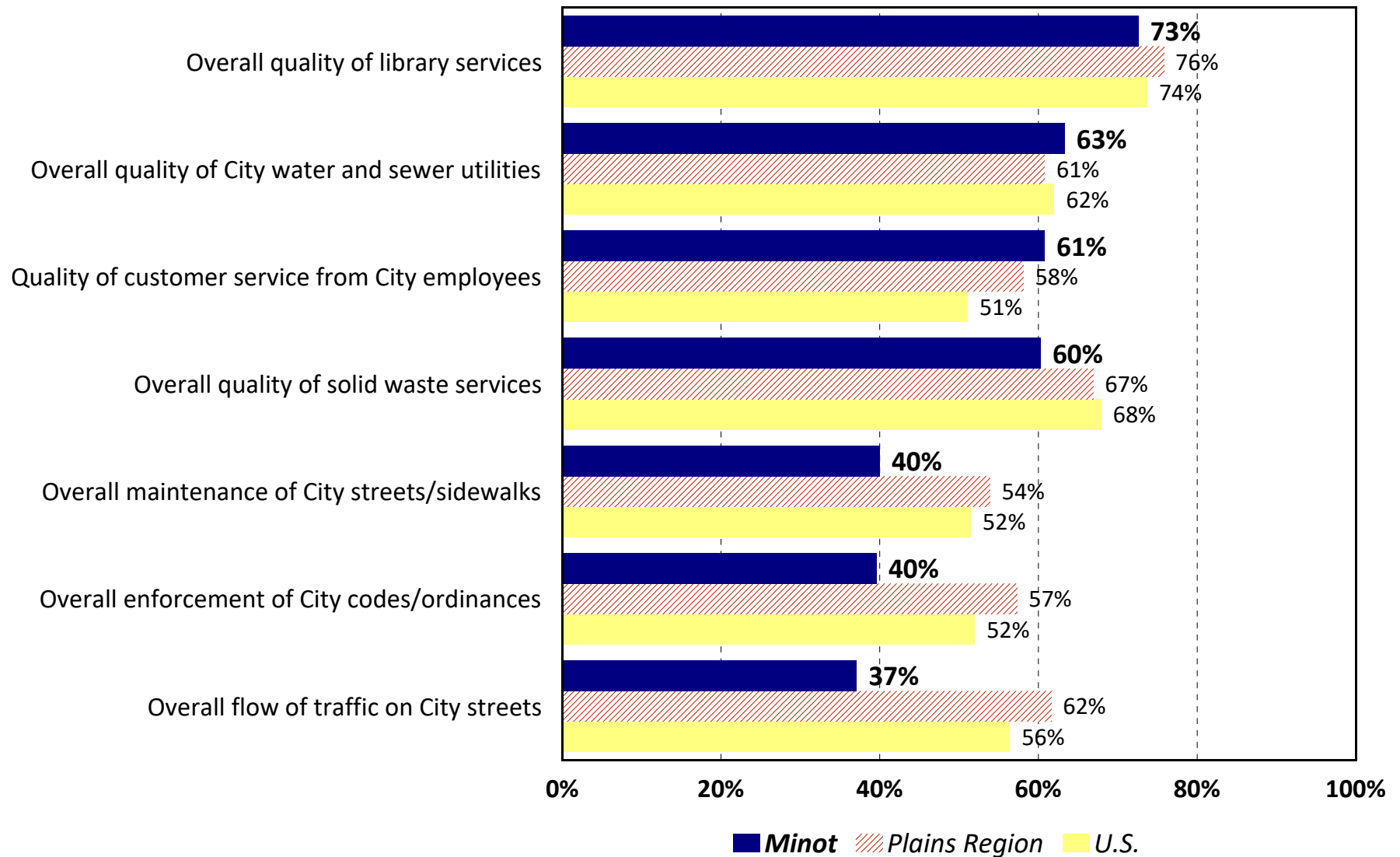
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Overall Satisfaction with Major City Services

Minot vs. Plains Region vs. the U.S.

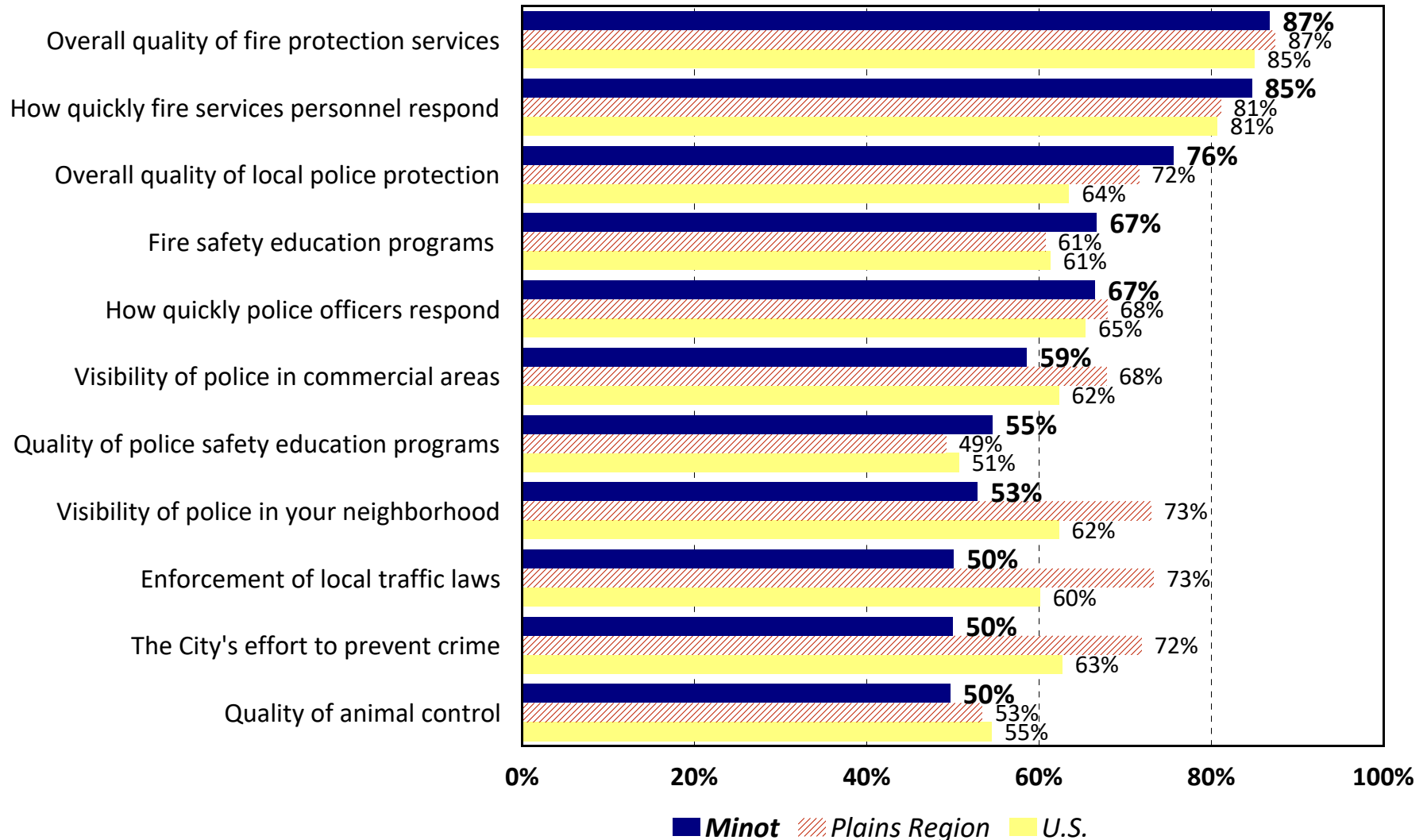
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety Services

Minot vs. Plains Region vs. the U.S.

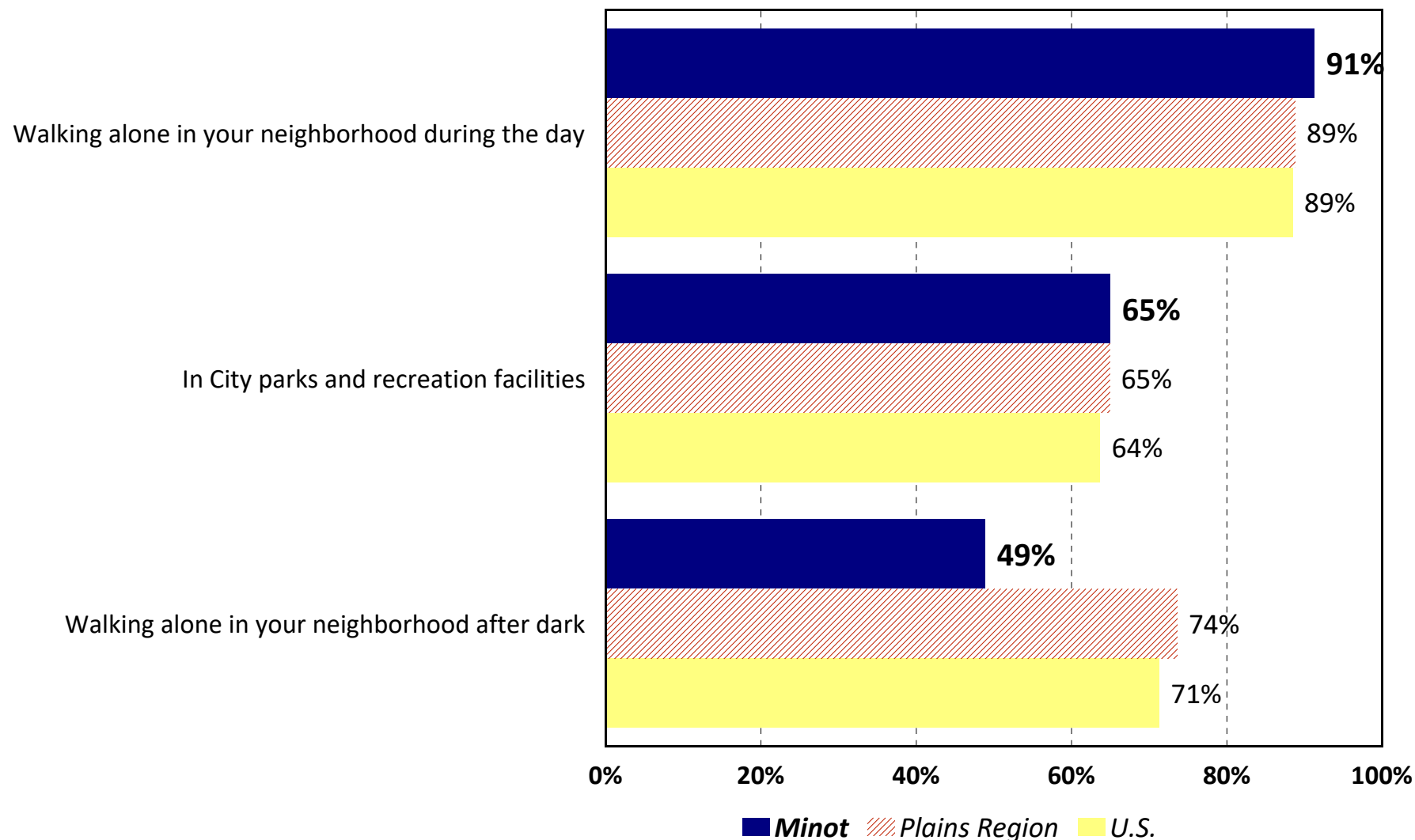
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Perceptions of Safety and Security

Minot vs. Plains Region vs. the U.S.

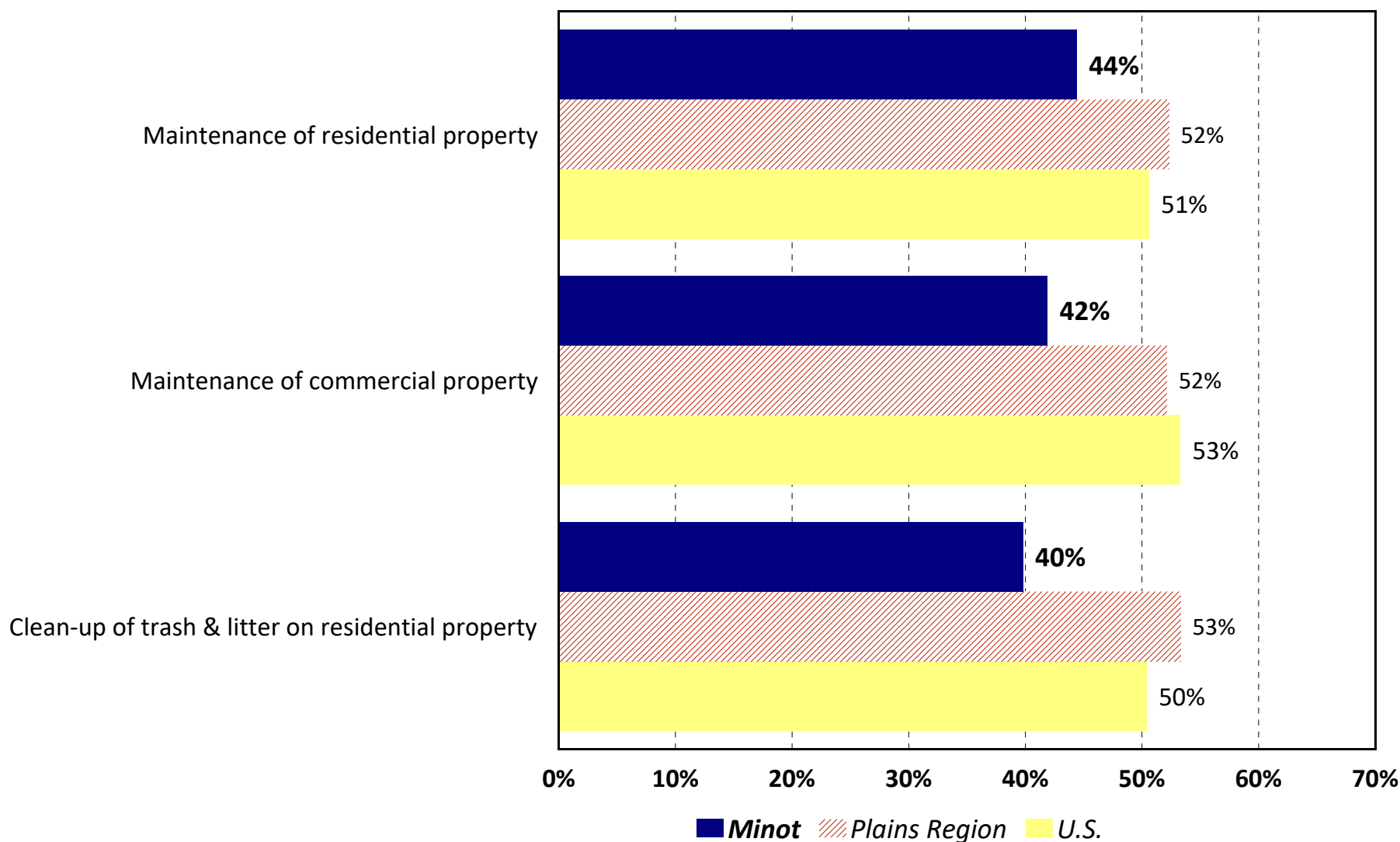
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Code Enforcement

Minot vs. Plains Region vs. the U.S.

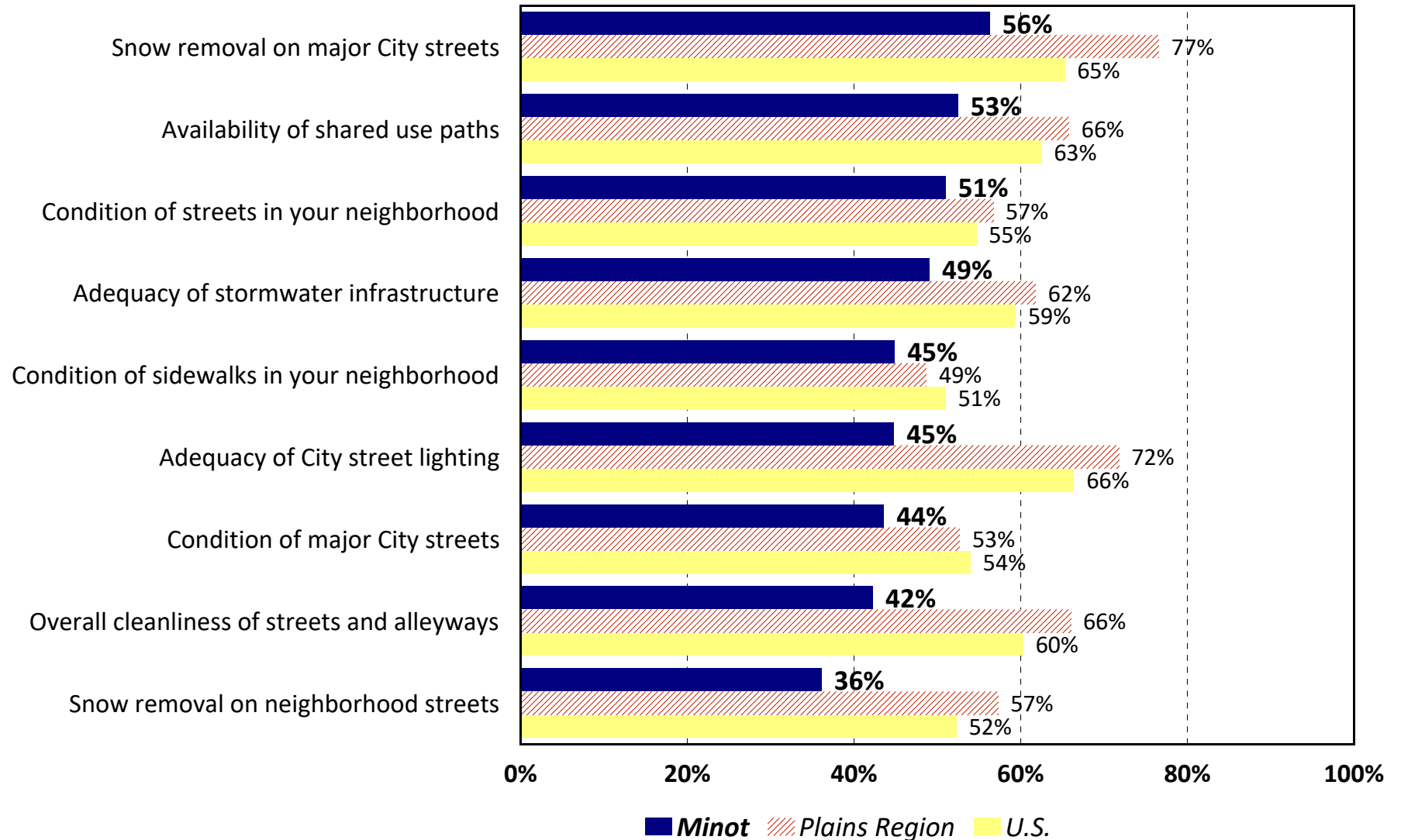
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance/Public Works

Minot vs. Plains Region vs. the U.S.

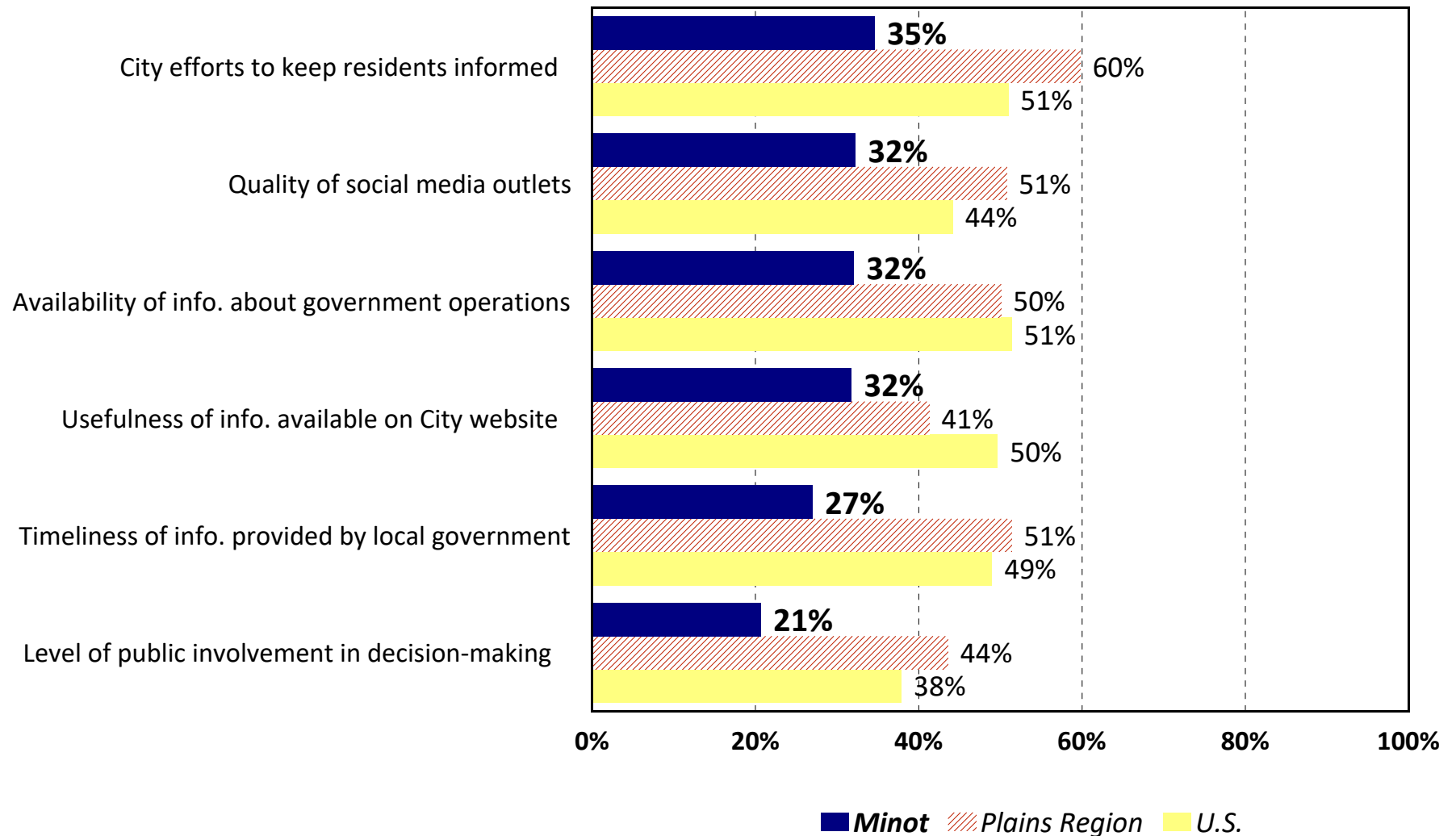
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Communication

Minot vs. Plains Region vs. the U.S.

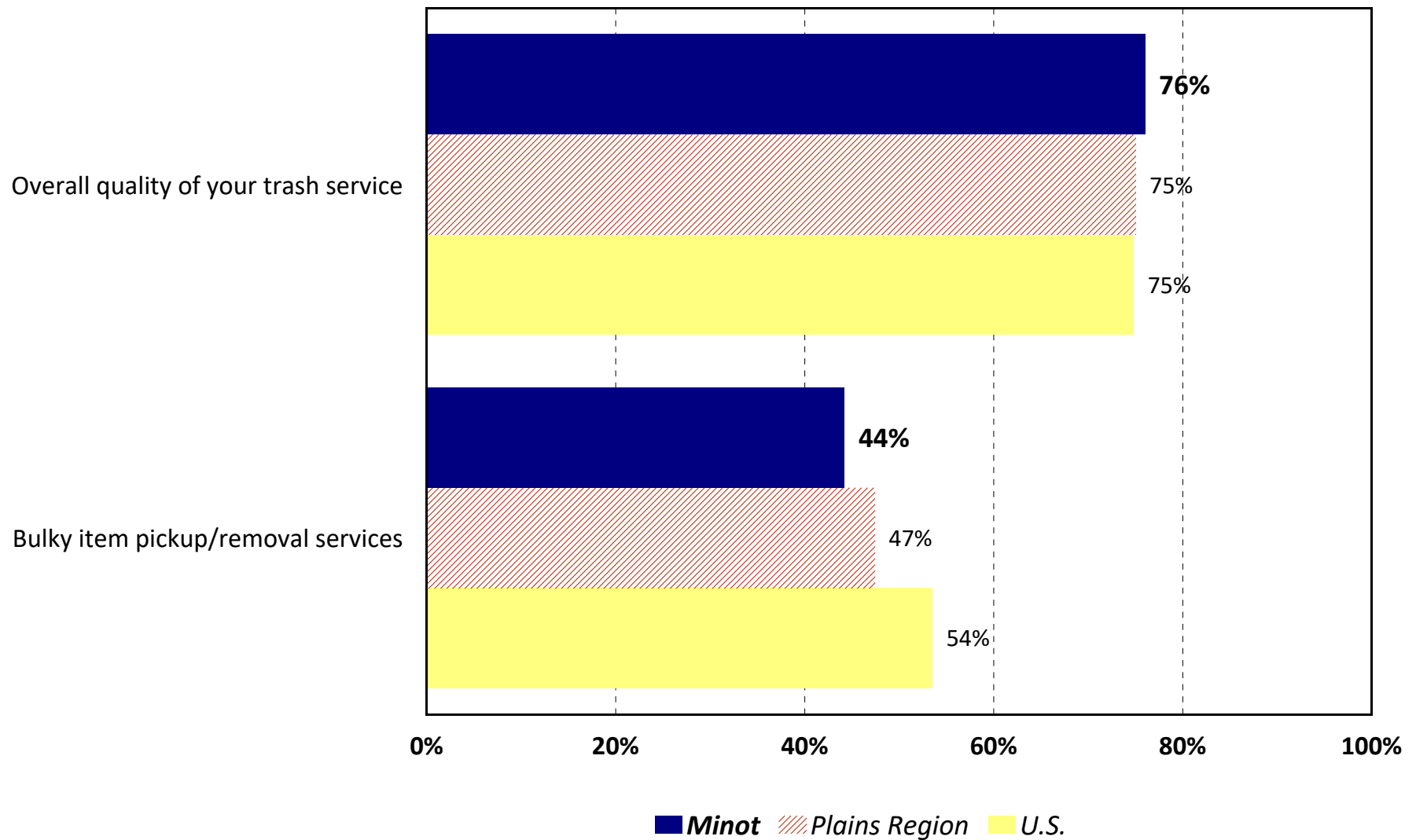
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Trash Services

Minot vs. Plains Region vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to provide. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major City services that were most important to their household. More than half (56.8%) of the respondent households selected *"overall maintenance of City streets/sidewalks"* as one of the most important services for the City to provide.

With regard to satisfaction, 40% of respondents surveyed rated *"overall maintenance of City streets/sidewalks"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 56.8% was multiplied by 60% (1-0.40). This calculation yielded an I-S rating of 0.3408, which ranked first out of nine categories of major City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Minot are provided on the following pages.

Importance-Satisfaction Rating

City of Minot, ND

Overall

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets/sidewalks	57%	2	40%	7	0.3408	1
Overall flow of traffic on City streets	35%	6	37%	9	0.2202	2
<u>High Priority (IS .10-.20)</u>						
Overall quality of police services	71%	1	73%	2	0.1925	3
Overall quality of City water and sewer utilities	51%	4	63%	4	0.1875	4
Overall quality of solid waste services	42%	5	60%	6	0.1659	5
Overall enforcement of City codes/ordinances	22%	7	40%	8	0.1353	6
<u>Medium Priority (IS <.10)</u>						
Quality of customer service from City employees	15%	8	61%	5	0.0572	7
Overall quality of fire services	53%	3	89%	1	0.0557	8
Overall quality of library services	4%	9	73%	3	0.0115	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third, and fourth most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2021 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Minot, ND

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
The City's effort to prevent crime	43%	2	50%	14	0.2135	1
<u>High Priority (IS .10-.20)</u>						
Overall quality of local police protection	60%	1	76%	6	0.1459	2
Visibility of police in your neighborhood	26%	5	53%	12	0.1201	3
How quickly police officers respond	31%	4	67%	8	0.1049	4
<u>Medium Priority (IS <.10)</u>						
Enforcement of local traffic laws	12%	7	50%	13	0.0619	5
How quickly fire services personnel respond	39%	3	85%	5	0.0597	6
Municipal court	8%	9	41%	16	0.0496	7
Visibility of police in commercial areas	8%	10	59%	9	0.0327	8
Quality of animal control	6%	11	50%	15	0.0302	9
Overall quality of fire protection services	15%	6	87%	1	0.0194	10
Emergency preparedness services of the fire dept	9%	8	85%	4	0.0131	11
Quality of police safety education programs	3%	12	55%	10	0.0123	12
Police social media outreach	2%	13	53%	11	0.0103	13
Fire safety education programs	2%	14	67%	7	0.0063	14
Overall professionalism of the fire department	2%	15	87%	2	0.0020	15
Friendliness of the fire department	1%	16	86%	3	0.0008	16

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2021 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Minot, ND

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Clean-up of trash & litter on residential property	44%	1	40%	6	0.2673	1
<u>High Priority (IS .10-.20)</u>						
Clean-up of trash & litter on commercial property	31%	2	36%	7	0.1990	2
Maintenance of residential property	30%	3	44%	2	0.1679	3
Maintenance of commercial property	20%	4	42%	4	0.1185	4
Parking enforcement on neighborhood streets	18%	5	42%	5	0.1076	5
<u>Medium Priority (IS <.10)</u>						
Enforcement of residential building codes	17%	6	46%	1	0.0927	6
Enforcement of commercial building codes	13%	7	43%	3	0.0728	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2021 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

City of Minot, ND

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Clean-up of trash & litter on residential property	44%	1	40%	6	0.2673	1
<u>High Priority (IS .10-.20)</u>						
Clean-up of trash & litter on commercial property	31%	2	36%	7	0.1990	2
Maintenance of residential property	30%	3	44%	2	0.1679	3
Maintenance of commercial property	20%	4	42%	4	0.1185	4
Parking enforcement on neighborhood streets	18%	5	42%	5	0.1076	5
<u>Medium Priority (IS <.10)</u>						
Enforcement of residential building codes	17%	6	46%	1	0.0927	6
Enforcement of commercial building codes	13%	7	43%	3	0.0728	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought were most important for the City to provide.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

© 2021 DirectionFinder by ETC Institute



Tabular Data

Q1. Perceptions of the City. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax dollars & fees	4.7%	26.3%	35.5%	21.8%	8.2%	3.5%
Q1-2. Overall quality of life in City	11.9%	48.6%	24.1%	13.4%	0.7%	1.2%
Q1-3. Overall image of your community	7.4%	38.5%	31.5%	20.3%	1.0%	1.2%
Q1-4. Appearance of your community	6.5%	38.7%	27.0%	21.8%	4.5%	1.5%
Q1-5. Overall quality of Downtown	8.7%	45.9%	28.5%	11.7%	2.2%	3.0%
Q1-6. Overall feeling of safety in the community	10.4%	44.7%	24.6%	16.1%	3.5%	0.7%
Q1-7. Quality of leadership of elected officials	5.7%	17.6%	35.7%	24.8%	13.4%	2.7%

WITHOUT "DON'T KNOW"**Q1. Perceptions of the City. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax dollars & fees	4.9%	27.2%	36.8%	22.6%	8.5%
Q1-2. Overall quality of life in City	12.1%	49.2%	24.4%	13.6%	0.8%
Q1-3. Overall image of your community	7.5%	38.9%	31.9%	20.6%	1.0%
Q1-4. Appearance of your community	6.5%	39.3%	27.5%	22.2%	4.5%
Q1-5. Overall quality of Downtown	9.0%	47.3%	29.4%	12.0%	2.3%
Q1-6. Overall feeling of safety in the community	10.5%	45.0%	24.8%	16.3%	3.5%
Q1-7. Quality of leadership of elected officials	5.9%	18.1%	36.7%	25.5%	13.8%

Q2. Quality of Life in Minot. Please rate the City of Minot with regard to each of the following.

(N=403)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	16.9%	55.1%	16.1%	9.4%	1.7%	0.7%
Q2-2. As a place to raise children	19.9%	53.8%	14.9%	5.5%	0.5%	5.5%
Q2-3. As a place to work	14.9%	49.1%	22.6%	10.9%	1.0%	1.5%
Q2-4. As a place to retire	11.9%	27.8%	26.6%	21.8%	9.2%	2.7%
Q2-5. As a place to visit	6.7%	27.8%	28.3%	25.3%	9.7%	2.2%
Q2-6. As a community that is moving in the right direction	6.2%	25.3%	33.0%	21.3%	12.7%	1.5%

WITHOUT "DON'T KNOW"**Q2. Quality of Life in Minot. Please rate the City of Minot with regard to each of the following. (without "don't know")**

(N=403)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	17.0%	55.5%	16.3%	9.5%	1.8%
Q2-2. As a place to raise children	21.0%	57.0%	15.7%	5.8%	0.5%
Q2-3. As a place to work	15.1%	49.9%	22.9%	11.1%	1.0%
Q2-4. As a place to retire	12.2%	28.6%	27.3%	22.4%	9.4%
Q2-5. As a place to visit	6.9%	28.4%	28.9%	25.9%	9.9%
Q2-6. As a community that is moving in the right direction	6.3%	25.7%	33.5%	21.7%	12.8%

Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall maintenance of City streets/sidewalks	7.2%	32.3%	20.6%	26.8%	11.9%	1.2%
Q3-2. Overall enforcement of City codes/ordinances	3.5%	34.0%	33.5%	15.1%	8.7%	5.2%
Q3-3. Overall quality of customer service you receive from City employees	13.9%	41.9%	28.0%	6.0%	2.0%	8.2%
Q3-4. Overall quality of police services	23.8%	46.9%	19.1%	6.0%	1.5%	2.7%
Q3-5. Overall quality of fire services	33.5%	49.9%	8.4%	1.0%	0.5%	6.7%
Q3-6. Overall flow of traffic on City streets	4.2%	32.8%	29.3%	21.8%	11.4%	0.5%
Q3-7. Overall quality of library services	26.8%	27.0%	18.6%	1.2%	0.5%	25.8%
Q3-8. Overall quality of solid waste services (trash, recycling, yard waste, etc.)	17.1%	41.2%	17.4%	12.9%	8.2%	3.2%
Q3-9. Overall quality of City water & sewer utilities	17.6%	44.4%	22.8%	9.9%	3.2%	2.0%

WITHOUT "DON'T KNOW"**Q3. Overall Satisfaction with Major City Services. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall maintenance of City streets/sidewalks	7.3%	32.7%	20.9%	27.1%	12.1%
Q3-2. Overall enforcement of City codes/ordinances	3.7%	35.9%	35.3%	16.0%	9.2%
Q3-3. Overall quality of customer service you receive from City employees	15.1%	45.7%	30.5%	6.5%	2.2%
Q3-4. Overall quality of police services	24.5%	48.2%	19.6%	6.1%	1.5%
Q3-5. Overall quality of fire services	35.9%	53.5%	9.0%	1.1%	0.5%
Q3-6. Overall flow of traffic on City streets	4.2%	32.9%	29.4%	21.9%	11.5%
Q3-7. Overall quality of library services	36.1%	36.5%	25.1%	1.7%	0.7%
Q3-8. Overall quality of solid waste services (trash, recycling, yard waste, etc.)	17.7%	42.6%	17.9%	13.3%	8.5%
Q3-9. Overall quality of City water & sewer utilities	18.0%	45.3%	23.3%	10.1%	3.3%

Q4. Which FOUR of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

<u>Q4. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City streets/sidewalks	63	15.6 %
Overall enforcement of City codes/ordinances	8	2.0 %
Overall quality of customer service you receive from City employees	11	2.7 %
Overall quality of police services	162	40.2 %
Overall quality of fire services	15	3.7 %
Overall flow of traffic on City streets	27	6.7 %
Overall quality of library services	2	0.5 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	18	4.5 %
Overall quality of City water & sewer utilities	39	9.7 %
None chosen	58	14.4 %
Total	403	100.0 %

Q4. Which FOUR of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

<u>Q4. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City streets/sidewalks	49	12.2 %
Overall enforcement of City codes/ordinances	24	6.0 %
Overall quality of customer service you receive from City employees	11	2.7 %
Overall quality of police services	68	16.9 %
Overall quality of fire services	119	29.5 %
Overall flow of traffic on City streets	30	7.4 %
Overall quality of library services	4	1.0 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	29	7.2 %
Overall quality of City water & sewer utilities	32	7.9 %
None chosen	37	9.2 %
Total	403	100.0 %

Q4. Which FOUR of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 3rd choice	Number	Percent
Overall maintenance of City streets/sidewalks	62	15.4 %
Overall enforcement of City codes/ordinances	29	7.2 %
Overall quality of customer service you receive from City employees	15	3.7 %
Overall quality of police services	32	7.9 %
Overall quality of fire services	48	11.9 %
Overall flow of traffic on City streets	47	11.7 %
Overall quality of library services	6	1.5 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	51	12.7 %
Overall quality of City water & sewer utilities	69	17.1 %
None chosen	44	10.9 %
Total	403	100.0 %

Q4. Which FOUR of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide?

Q4. 4th choice	Number	Percent
Overall maintenance of City streets/sidewalks	55	13.6 %
Overall enforcement of City codes/ordinances	29	7.2 %
Overall quality of customer service you receive from City employees	22	5.5 %
Overall quality of police services	22	5.5 %
Overall quality of fire services	30	7.4 %
Overall flow of traffic on City streets	37	9.2 %
Overall quality of library services	5	1.2 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	70	17.4 %
Overall quality of City water & sewer utilities	66	16.4 %
None chosen	67	16.6 %
Total	403	100.0 %

SUM OF TOP 4 CHOICES**Q4. Which FOUR of the items listed in Question 3 do you think are MOST IMPORTANT for the City to provide? (top 4)**

<u>Q4. Sum of top 4 choices</u>	<u>Number</u>	<u>Percent</u>
Overall maintenance of City streets/sidewalks	229	56.8 %
Overall enforcement of City codes/ordinances	90	22.3 %
Overall quality of customer service you receive from City employees	59	14.6 %
Overall quality of police services	284	70.5 %
Overall quality of fire services	212	52.6 %
Overall flow of traffic on City streets	141	35.0 %
Overall quality of library services	17	4.2 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	168	41.7 %
Overall quality of City water & sewer utilities	206	51.1 %
None chosen	58	14.4 %
Total	1464	

Q5. Public Safety Services. Please rate your level of satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	19.9%	53.3%	16.4%	5.7%	1.5%	3.2%
Q5-2. Visibility of police in your neighborhood	11.9%	39.0%	30.3%	11.7%	3.5%	3.7%
Q5-3. Visibility of police in commercial areas	11.4%	44.2%	31.3%	6.7%	1.2%	5.2%
Q5-4. City's effort to prevent crime	8.2%	38.7%	27.0%	15.4%	4.5%	6.2%
Q5-5. Enforcement of local traffic laws	7.9%	40.0%	28.8%	13.2%	5.7%	4.5%
Q5-6. How quickly police officers respond to emergencies	16.1%	36.5%	21.8%	3.0%	1.7%	20.8%
Q5-7. Quality of animal control	7.2%	34.2%	27.3%	10.2%	4.5%	16.6%
Q5-8. Quality of police safety education programs	7.9%	30.0%	30.0%	0.7%	0.7%	30.5%
Q5-9. Police social media outreach	8.4%	31.0%	30.3%	2.5%	1.7%	26.1%
Q5-10. How quickly fire services personnel respond to emergencies	27.5%	42.9%	11.9%	0.7%	0.0%	16.9%
Q5-11. Fire safety education programs	13.6%	32.8%	21.8%	0.7%	0.5%	30.5%
Q5-12. Overall professionalism of fire department	29.0%	45.4%	10.2%	0.7%	0.5%	14.1%
Q5-13. Friendliness of fire department	31.0%	41.9%	10.7%	0.7%	0.5%	15.1%
Q5-14. Overall quality of fire protection services	25.8%	49.1%	10.2%	0.5%	0.7%	13.6%
Q5-15. Emergency preparedness services of fire department	23.8%	42.7%	10.9%	0.7%	0.2%	21.6%
Q5-16. Municipal court	4.5%	21.6%	27.0%	7.9%	2.7%	36.2%

WITHOUT "DON'T KNOW"**Q5. Public Safety Services. Please rate your level of satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	20.5%	55.1%	16.9%	5.9%	1.5%
Q5-2. Visibility of police in your neighborhood	12.4%	40.5%	31.4%	12.1%	3.6%
Q5-3. Visibility of police in commercial areas	12.0%	46.6%	33.0%	7.1%	1.3%
Q5-4. City's effort to prevent crime	8.7%	41.3%	28.8%	16.4%	4.8%
Q5-5. Enforcement of local traffic laws	8.3%	41.8%	30.1%	13.8%	6.0%
Q5-6. How quickly police officers respond to emergencies	20.4%	46.1%	27.6%	3.8%	2.2%
Q5-7. Quality of animal control	8.6%	41.1%	32.7%	12.2%	5.4%
Q5-8. Quality of police safety education programs	11.4%	43.2%	43.2%	1.1%	1.1%
Q5-9. Police social media outreach	11.4%	41.9%	40.9%	3.4%	2.3%
Q5-10. How quickly fire services personnel respond to emergencies	33.1%	51.6%	14.3%	0.9%	0.0%
Q5-11. Fire safety education programs	19.6%	47.1%	31.4%	1.1%	0.7%
Q5-12. Overall professionalism of fire department	33.8%	52.9%	11.8%	0.9%	0.6%
Q5-13. Friendliness of fire department	36.5%	49.4%	12.6%	0.9%	0.6%
Q5-14. Overall quality of fire protection services	29.9%	56.9%	11.8%	0.6%	0.9%
Q5-15. Emergency preparedness services of fire department	30.4%	54.4%	13.9%	0.9%	0.3%
Q5-16. Municipal court	7.0%	33.9%	42.4%	12.5%	4.3%

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. Top choice	Number	Percent
Overall quality of local police protection	164	40.7 %
Visibility of police in your neighborhood	38	9.4 %
Visibility of police in commercial areas	7	1.7 %
City's effort to prevent crime	62	15.4 %
Enforcement of local traffic laws	13	3.2 %
How quickly police officers respond to emergencies	24	6.0 %
Quality of animal control	2	0.5 %
Quality of police safety education programs	1	0.2 %
Police social media outreach	2	0.5 %
How quickly fire services personnel respond to emergencies	31	7.7 %
Fire safety education programs	1	0.2 %
Friendliness of fire department	1	0.2 %
Overall quality of fire protection services	4	1.0 %
Emergency preparedness services of fire department	5	1.2 %
Municipal court	10	2.5 %
None chosen	38	9.4 %
Total	403	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 2nd choice	Number	Percent
Overall quality of local police protection	39	9.7 %
Visibility of police in your neighborhood	37	9.2 %
Visibility of police in commercial areas	9	2.2 %
City's effort to prevent crime	61	15.1 %
Enforcement of local traffic laws	16	4.0 %
How quickly police officers respond to emergencies	55	13.6 %
Quality of animal control	6	1.5 %
Quality of police safety education programs	4	1.0 %
Police social media outreach	1	0.2 %
How quickly fire services personnel respond to emergencies	78	19.4 %
Fire safety education programs	2	0.5 %
Overall professionalism of fire department	4	1.0 %
Friendliness of fire department	1	0.2 %
Overall quality of fire protection services	35	8.7 %
Emergency preparedness services of fire department	5	1.2 %
Municipal court	3	0.7 %
None chosen	47	11.7 %
Total	403	100.0 %

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide?

Q6. 3rd choice	Number	Percent
Overall quality of local police protection	38	9.4 %
Visibility of police in your neighborhood	28	6.9 %
Visibility of police in commercial areas	16	4.0 %
City's effort to prevent crime	49	12.2 %
Enforcement of local traffic laws	21	5.2 %
How quickly police officers respond to emergencies	47	11.7 %
Quality of animal control	16	4.0 %
Quality of police safety education programs	6	1.5 %
Police social media outreach	6	1.5 %
How quickly fire services personnel respond to emergencies	48	11.9 %
Fire safety education programs	5	1.2 %
Overall professionalism of fire department	2	0.5 %
Friendliness of fire department	1	0.2 %
Overall quality of fire protection services	20	5.0 %
Emergency preparedness services of fire department	25	6.2 %
Municipal court	21	5.2 %
None chosen	54	13.4 %
Total	403	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	241	59.8 %
Visibility of police in your neighborhood	103	25.6 %
Visibility of police in commercial areas	32	7.9 %
City's effort to prevent crime	172	42.7 %
Enforcement of local traffic laws	50	12.4 %
How quickly police officers respond to emergencies	126	31.3 %
Quality of animal control	24	6.0 %
Quality of police safety education programs	11	2.7 %
Police social media outreach	9	2.2 %
How quickly fire services personnel respond to emergencies	157	39.0 %
Fire safety education programs	8	2.0 %
Overall professionalism of fire department	6	1.5 %
Friendliness of fire department	3	0.7 %
Overall quality of fire protection services	59	14.6 %
Emergency preparedness services of fire department	35	8.7 %
Municipal court	34	8.4 %
None chosen	38	9.4 %
Total	1108	

Q7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations.

(N=403)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking alone in your neighborhood in general	29.5%	47.4%	16.9%	4.0%	1.0%	1.2%
Q7-2. Walking alone in your neighborhood during the day	49.4%	40.9%	7.2%	1.2%	0.2%	1.0%
Q7-3. Walking alone in your neighborhood after dark	13.4%	33.7%	27.3%	15.9%	6.2%	3.5%
Q7-4. In City parks & recreation facilities	13.4%	47.4%	22.6%	7.9%	2.2%	6.5%
Q7-5. In commercial areas of City during the day	31.3%	52.4%	12.9%	0.7%	0.5%	2.2%
Q7-6. In commercial areas of City after dark	6.9%	24.1%	32.5%	23.6%	5.2%	7.7%

WITHOUT "DON'T KNOW"**Q7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations.****(without "don't know")**

(N=403)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking alone in your neighborhood in general	29.9%	48.0%	17.1%	4.0%	1.0%
Q7-2. Walking alone in your neighborhood during the day	49.9%	41.4%	7.3%	1.3%	0.3%
Q7-3. Walking alone in your neighborhood after dark	13.9%	35.0%	28.3%	16.5%	6.4%
Q7-4. In City parks & recreation facilities	14.3%	50.7%	24.1%	8.5%	2.4%
Q7-5. In commercial areas of City during the day	32.0%	53.6%	13.2%	0.8%	0.5%
Q7-6. In commercial areas of City after dark	7.5%	26.1%	35.2%	25.5%	5.6%

Q8. In the past 12 months, do you think Minot has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

Q8. What do you think of Minot as a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	11	2.7 %
Stayed the same	197	48.9 %
Less safe	179	44.4 %
Don't know	16	4.0 %
Total	403	100.0 %

WITHOUT "DON'T KNOW"

Q8. In the past 12 months, do you think Minot has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family? (without "don't know")

Q8. What do you think of Minot as a safe place to live, work, & raise a family in past 12 months	Number	Percent
More safe	11	2.8 %
Stayed the same	197	50.9 %
Less safe	179	46.3 %
Total	387	100.0 %

Q9. Do you know or have you had contact with Minot police officers in your neighborhood?

Q9. Do you know or have you had contact with Minot police officers in your neighborhood	Number	Percent
Yes—I know an officer	68	16.9 %
Yes—I have had contact with the officer, but do not know him/her	78	19.4 %
No	237	58.8 %
Don't know	20	5.0 %
Total	403	100.0 %

WITHOUT "DON'T KNOW"

Q9. Do you know or have you had contact with Minot police officers in your neighborhood? (without "don't know")

Q9. Do you know or have you had contact with Minot police officers in your neighborhood	Number	Percent
Yes—I know an officer	68	17.8 %
Yes—I have had contact with the officer, but do not know him/her	78	20.4 %
No	237	61.9 %
Total	383	100.0 %

Q10. Code Enforcement. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of residential property	3.0%	38.0%	28.3%	18.1%	4.7%	7.9%
Q10-2. Enforcement of residential building codes	2.7%	33.3%	29.3%	11.2%	2.2%	21.3%
Q10-3. Maintenance of commercial property	1.7%	34.0%	33.3%	14.1%	2.0%	14.9%
Q10-4. Enforcement of commercial building codes	2.2%	28.3%	32.3%	6.7%	2.0%	28.5%
Q10-5. Parking enforcement on neighborhood streets	4.2%	33.5%	29.5%	16.4%	7.2%	9.2%
Q10-6. Clean-up of trash & litter on residential property	2.7%	34.7%	25.3%	22.3%	8.9%	6.0%
Q10-7. Clean-up of trash & litter on commercial property	2.0%	29.8%	30.8%	18.9%	7.2%	11.4%

WITHOUT "DON'T KNOW"**Q10. Code Enforcement. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of residential property	3.2%	41.2%	30.7%	19.7%	5.1%
Q10-2. Enforcement of residential building codes	3.5%	42.3%	37.2%	14.2%	2.8%
Q10-3. Maintenance of commercial property	2.0%	39.9%	39.1%	16.6%	2.3%
Q10-4. Enforcement of commercial building codes	3.1%	39.6%	45.1%	9.4%	2.8%
Q10-5. Parking enforcement on neighborhood streets	4.6%	36.9%	32.5%	18.0%	7.9%
Q10-6. Clean-up of trash & litter on residential property	2.9%	36.9%	26.9%	23.7%	9.5%
Q10-7. Clean-up of trash & litter on commercial property	2.2%	33.6%	34.7%	21.3%	8.1%

Q11. Which TWO of the items listed in Question 10 do you think are MOST IMPORTANT for the City to provide?

Q11. Top choice	Number	Percent
Maintenance of residential property	92	22.8 %
Enforcement of residential building codes	32	7.9 %
Maintenance of commercial property	31	7.7 %
Enforcement of commercial building codes	25	6.2 %
Parking enforcement on neighborhood streets	47	11.7 %
Clean-up of trash & litter on residential property	92	22.8 %
Clean-up of trash & litter on commercial property	37	9.2 %
None chosen	47	11.7 %
Total	403	100.0 %

Q11. Which TWO of the items listed in Question 10 do you think are MOST IMPORTANT for the City to provide?

Q11. 2nd choice	Number	Percent
Maintenance of residential property	30	7.4 %
Enforcement of residential building codes	37	9.2 %
Maintenance of commercial property	51	12.7 %
Enforcement of commercial building codes	26	6.5 %
Parking enforcement on neighborhood streets	27	6.7 %
Clean-up of trash & litter on residential property	87	21.6 %
Clean-up of trash & litter on commercial property	88	21.8 %
None chosen	57	14.1 %
Total	403	100.0 %

SUM OF TOP 2 CHOICES**Q11. Which TWO of the items listed in Question 10 do you think are MOST IMPORTANT for the City to provide? (top 2)**

Q11. Sum of top 2 choices	Number	Percent
Maintenance of residential property	122	30.3 %
Enforcement of residential building codes	69	17.1 %
Maintenance of commercial property	82	20.3 %
Enforcement of commercial building codes	51	12.7 %
Parking enforcement on neighborhood streets	74	18.4 %
Clean-up of trash & litter on residential property	179	44.4 %
Clean-up of trash & litter on commercial property	125	31.0 %
None chosen	47	11.7 %
Total	749	

Q12. Do you feel the current level of code enforcement is...

Q12. What is current level of code enforcement	Number	Percent
Too much	12	3.0 %
About right	140	34.7 %
Not enough	130	32.3 %
Don't know	121	30.0 %
Total	403	100.0 %

WITHOUT "DON'T KNOW"**Q12. Do you feel the current level of code enforcement is... (without "don't know")**

Q12. What is current level of code enforcement	Number	Percent
Too much	12	4.3 %
About right	140	49.6 %
Not enough	130	46.1 %
Total	282	100.0 %

Q13. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of major City streets	4.0%	38.5%	24.1%	24.1%	6.7%	2.7%
Q13-2. Condition of streets in your neighborhood	7.7%	42.2%	21.6%	21.1%	5.2%	2.2%
Q13-3. Condition of sidewalks in your neighborhood	6.5%	34.7%	27.8%	17.1%	5.5%	8.4%
Q13-4. Timing of traffic signals on City streets	4.7%	34.5%	30.3%	17.1%	10.9%	2.5%
Q13-5. Traffic flow on major City streets	3.7%	32.0%	27.0%	26.3%	8.7%	2.2%
Q13-6. Pedestrian accessibility (City's sidewalk system for people with disabilities)	6.9%	32.8%	25.8%	14.1%	4.5%	15.9%
Q13-7. Appearance & condition of City medians, right-of-ways & public areas	4.2%	38.5%	34.5%	14.1%	4.2%	4.5%
Q13-8. Adequacy of City street lighting	5.2%	38.7%	30.8%	17.4%	6.0%	2.0%
Q13-9. Visibility of pavement markings & street signs on City streets	2.5%	42.7%	29.8%	17.1%	5.0%	3.0%
Q13-10. Overall cleanliness of streets & alleyways	4.5%	37.0%	32.8%	19.1%	4.7%	2.0%
Q13-11. Availability of shared use paths (walking & biking paths)	7.7%	39.5%	26.3%	9.9%	6.5%	10.2%
Q13-12. Snow removal on major City streets	9.7%	44.7%	21.3%	14.4%	6.5%	3.5%
Q13-13. Snow removal on neighborhood streets	5.0%	29.8%	21.3%	28.3%	11.9%	3.7%
Q13-14. Overall quality of Rosehill City Cemetery	23.6%	37.0%	13.6%	1.0%	0.0%	24.8%
Q13-15. City efforts to prevent flooding in Minot	13.6%	37.7%	25.1%	8.2%	8.2%	7.2%

Q13. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-16. Adequacy of stormwater infrastructure	5.7%	33.3%	30.5%	7.4%	2.5%	20.6%

WITHOUT "DON'T KNOW"**Q13. City Maintenance and Public Works. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of major City streets	4.1%	39.5%	24.7%	24.7%	6.9%
Q13-2. Condition of streets in your neighborhood	7.9%	43.1%	22.1%	21.6%	5.3%
Q13-3. Condition of sidewalks in your neighborhood	7.0%	37.9%	30.4%	18.7%	6.0%
Q13-4. Timing of traffic signals on City streets	4.8%	35.4%	31.0%	17.6%	11.2%
Q13-5. Traffic flow on major City streets	3.8%	32.7%	27.7%	26.9%	8.9%
Q13-6. Pedestrian accessibility (City's sidewalk system for people with disabilities)	8.3%	38.9%	30.7%	16.8%	5.3%
Q13-7. Appearance & condition of City medians, right-of-ways & public areas	4.4%	40.3%	36.1%	14.8%	4.4%
Q13-8. Adequacy of City street lighting	5.3%	39.5%	31.4%	17.7%	6.1%
Q13-9. Visibility of pavement markings & street signs on City streets	2.6%	44.0%	30.7%	17.6%	5.1%
Q13-10. Overall cleanliness of streets & alleyways	4.6%	37.7%	33.4%	19.5%	4.8%
Q13-11. Availability of shared use paths (walking & biking paths)	8.6%	43.9%	29.3%	11.0%	7.2%
Q13-12. Snow removal on major City streets	10.0%	46.3%	22.1%	14.9%	6.7%
Q13-13. Snow removal on neighborhood streets	5.2%	30.9%	22.2%	29.4%	12.4%
Q13-14. Overall quality of Rosehill City Cemetery	31.4%	49.2%	18.2%	1.3%	0.0%
Q13-15. City efforts to prevent flooding in Minot	14.7%	40.6%	27.0%	8.8%	8.8%
Q13-16. Adequacy of stormwater infrastructure	7.2%	41.9%	38.4%	9.4%	3.1%

Q14. Which THREE of the items and services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. Top choice	Number	Percent
Condition of major City streets	143	35.5 %
Condition of streets in your neighborhood	30	7.4 %
Condition of sidewalks in your neighborhood	7	1.7 %
Timing of traffic signals on City streets	13	3.2 %
Traffic flow on major City streets	31	7.7 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	13	3.2 %
Adequacy of City street lighting	14	3.5 %
Visibility of pavement markings & street signs on City streets	12	3.0 %
Overall cleanliness of streets & alleyways	5	1.2 %
Availability of shared use paths (walking & biking paths)	4	1.0 %
Snow removal on major City streets	36	8.9 %
Snow removal on neighborhood streets	26	6.5 %
City efforts to prevent flooding in Minot	27	6.7 %
Adequacy of stormwater infrastructure	8	2.0 %
None chosen	34	8.4 %
Total	403	100.0 %

Q14. Which THREE of the items and services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 2nd choice	Number	Percent
Condition of major City streets	38	9.4 %
Condition of streets in your neighborhood	48	11.9 %
Condition of sidewalks in your neighborhood	12	3.0 %
Timing of traffic signals on City streets	34	8.4 %
Traffic flow on major City streets	46	11.4 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	13	3.2 %
Appearance & condition of City medians, right-of-ways & public areas	11	2.7 %
Adequacy of City street lighting	22	5.5 %
Visibility of pavement markings & street signs on City streets	10	2.5 %
Overall cleanliness of streets & alleyways	12	3.0 %
Availability of shared use paths (walking & biking paths)	8	2.0 %
Snow removal on major City streets	53	13.2 %
Snow removal on neighborhood streets	39	9.7 %
City efforts to prevent flooding in Minot	14	3.5 %
Adequacy of stormwater infrastructure	4	1.0 %
None chosen	39	9.7 %
Total	403	100.0 %

Q14. Which THREE of the items and services listed in Question 13 do you think are MOST IMPORTANT for the City to provide?

Q14. 3rd choice	Number	Percent
Condition of major City streets	24	6.0 %
Condition of streets in your neighborhood	20	5.0 %
Condition of sidewalks in your neighborhood	13	3.2 %
Timing of traffic signals on City streets	27	6.7 %
Traffic flow on major City streets	27	6.7 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	12	3.0 %
Appearance & condition of City medians, right-of-ways & public areas	12	3.0 %
Adequacy of City street lighting	29	7.2 %
Visibility of pavement markings & street signs on City streets	17	4.2 %
Overall cleanliness of streets & alleyways	17	4.2 %
Availability of shared use paths (walking & biking paths)	8	2.0 %
Snow removal on major City streets	53	13.2 %
Snow removal on neighborhood streets	57	14.1 %
Overall quality of Rosehill City Cemetery	2	0.5 %
City efforts to prevent flooding in Minot	26	6.5 %
Adequacy of stormwater infrastructure	14	3.5 %
None chosen	45	11.2 %
Total	403	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the items and services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Condition of major City streets	205	50.9 %
Condition of streets in your neighborhood	98	24.3 %
Condition of sidewalks in your neighborhood	32	7.9 %
Timing of traffic signals on City streets	74	18.4 %
Traffic flow on major City streets	104	25.8 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	38	9.4 %
Appearance & condition of City medians, right-of-ways & public areas	23	5.7 %
Adequacy of City street lighting	65	16.1 %
Visibility of pavement markings & street signs on City streets	39	9.7 %
Overall cleanliness of streets & alleyways	34	8.4 %
Availability of shared use paths (walking & biking paths)	20	5.0 %
Snow removal on major City streets	142	35.2 %
Snow removal on neighborhood streets	122	30.3 %
Overall quality of Rosehill City Cemetery	2	0.5 %
City efforts to prevent flooding in Minot	67	16.6 %
Adequacy of stormwater infrastructure	26	6.5 %
None chosen	34	8.4 %
Total	1125	

Q16. How supportive would you be of the City implementing Special Assessment Districts to install sidewalks?

Q16. How supportive would you be of City
implementing Special Assessment Districts to install
sidewalks

	Number	Percent
Very supportive	73	18.1 %
Somewhat supportive	108	26.8 %
Not supportive	150	37.2 %
Not sure	72	17.9 %
Total	403	100.0 %

Q17. How supportive would you be of the City implementing Special Assessment Districts to install street lighting?

Q17. How supportive would you be of City
implementing Special Assessment Districts to install
street lighting

	Number	Percent
Very supportive	96	23.8 %
Somewhat supportive	152	37.7 %
Not supportive	104	25.8 %
Not sure	51	12.7 %
Total	403	100.0 %

Q18. How supportive would you be of a tax increase to support the increased maintenance of City streets?

Q18. How supportive would you be of a tax increase to
support increased maintenance of City streets

	Number	Percent
Very supportive	48	11.9 %
Somewhat supportive	123	30.5 %
Not supportive	200	49.6 %
Not sure	32	7.9 %
Total	403	100.0 %

Q19. Flood Recovery. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Pace of recovery from flood	7.2%	27.0%	26.1%	19.9%	11.4%	8.4%
Q19-2. Amount of funds that have been dedicated to flood protection	7.2%	28.0%	29.5%	11.2%	11.4%	12.7%
Q19-3. Priority focus of City resources on flood recovery & protection	6.7%	29.3%	30.8%	12.9%	8.7%	11.7%
Q19-4. Focus on projects & activities that promote resilience	4.2%	22.6%	43.2%	9.7%	5.0%	15.4%
Q19-5. Keeping public informed on progress of flood protection	6.7%	29.5%	33.7%	12.2%	7.4%	10.4%
Q19-6. Use of federal recovery funds to create affordable housing	5.2%	23.6%	30.5%	13.4%	11.9%	15.4%
Q19-7. City commitment to Souris River access by public for recreation	6.7%	24.6%	33.3%	11.4%	4.7%	19.4%
Q19-8. Involving public in flood protection decisions	5.7%	23.6%	33.3%	14.9%	9.7%	12.9%

WITHOUT "DON'T KNOW"**Q19. Flood Recovery. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Pace of recovery from flood	7.9%	29.5%	28.5%	21.7%	12.5%
Q19-2. Amount of funds that have been dedicated to flood protection	8.2%	32.1%	33.8%	12.8%	13.1%
Q19-3. Priority focus of City resources on flood recovery & protection	7.6%	33.1%	34.8%	14.6%	9.8%
Q19-4. Focus on projects & activities that promote resilience	5.0%	26.7%	51.0%	11.4%	5.9%
Q19-5. Keeping public informed on progress of flood protection	7.5%	33.0%	37.7%	13.6%	8.3%
Q19-6. Use of federal recovery funds to create affordable housing	6.2%	27.9%	36.1%	15.8%	14.1%
Q19-7. City commitment to Souris River access by public for recreation	8.3%	30.5%	41.2%	14.2%	5.8%
Q19-8. Involving public in flood protection decisions	6.6%	27.1%	38.2%	17.1%	11.1%

Q20. Do you have flooding concerns in your neighborhood?

Q20. Do you have flooding concerns in your neighborhood	Number	Percent
Yes	66	16.4 %
No	319	79.2 %
Not provided	18	4.5 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q20. Do you have flooding concerns in your neighborhood? (without "not provided")**

Q20. Do you have flooding concerns in your neighborhood	Number	Percent
Yes	66	17.1 %
No	319	82.9 %
Total	385	100.0 %

Q21. City Communication. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q21-1. Availability of information about government operations	3.7%	24.6%	39.5%	16.4%	4.0%	11.9%
Q21-2. City efforts to keep residents informed about local issues	4.7%	27.5%	33.3%	22.8%	5.0%	6.7%
Q21-3. Level of public involvement in City decision-making	2.0%	16.9%	31.8%	30.8%	9.9%	8.7%
Q21-4. Usefulness of information that is available on City website	3.5%	21.6%	40.2%	10.9%	2.7%	21.1%
Q21-5. Timeliness of information provided by your local government	3.0%	20.1%	38.2%	20.1%	4.2%	14.4%
Q21-6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	5.5%	18.1%	35.0%	9.9%	4.5%	27.0%

WITHOUT "DON'T KNOW"**Q21. City Communication. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Availability of information about government operations	4.2%	27.9%	44.8%	18.6%	4.5%
Q21-2. City efforts to keep residents informed about local issues	5.1%	29.5%	35.6%	24.5%	5.3%
Q21-3. Level of public involvement in City decision-making	2.2%	18.5%	34.8%	33.7%	10.9%
Q21-4. Usefulness of information that is available on City website	4.4%	27.4%	50.9%	13.8%	3.5%
Q21-5. Timeliness of information provided by your local government	3.5%	23.5%	44.6%	23.5%	4.9%
Q21-6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	7.5%	24.8%	48.0%	13.6%	6.1%

Q22. Which of the following sources do you currently use to obtain or receive information about the City of Minot?

Q22. Which following sources do you currently use to obtain or receive information about City

	Number	Percent
City of Minot website	207	51.4 %
City Council meetings	95	23.6 %
City's Twitter pages	6	1.5 %
City's Facebook pages	151	37.5 %
City's Instagram	11	2.7 %
City's weekly email newsletter	30	7.4 %
Mayor's letter to the Editor	70	17.4 %
City's weekly social media video, "This Week Ahead"	35	8.7 %
Local newspaper	209	51.9 %
Local TV news stations	285	70.7 %
Other	14	3.5 %
Total	1113	

Q22-11. Other

Q22-11. Other	Number	Percent
Word of mouth	3	25.0 %
Family	2	16.7 %
Local news articles online and word of mouth	1	8.3 %
Email	1	8.3 %
Direct mail	1	8.3 %
Radio	1	8.3 %
Cell phones	1	8.3 %
TV and radio	1	8.3 %
Friends	1	8.3 %
Total	12	100.0 %

Q23. Which THREE of the information sources listed in Question 22 do you MOST PREFER to obtain or receive information about the City of Minot?

<u>Q23. Top choice</u>	<u>Number</u>	<u>Percent</u>
City of Minot website	84	20.8 %
City Council meetings	14	3.5 %
City's Twitter pages	2	0.5 %
City's Facebook pages	58	14.4 %
City's Instagram	1	0.2 %
City's weekly email newsletter	14	3.5 %
City's weekly social media video, "This Week Ahead"	5	1.2 %
Local newspaper	76	18.9 %
Local TV news stations	107	26.6 %
Other	4	1.0 %
None chosen	38	9.4 %
Total	403	100.0 %

Q23. Which THREE of the information sources listed in Question 22 do you MOST PREFER to obtain or receive information about the City of Minot?

<u>Q23. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
City of Minot website	39	9.7 %
City Council meetings	19	4.7 %
City's Facebook pages	45	11.2 %
City's Instagram	7	1.7 %
City's weekly email newsletter	14	3.5 %
Mayor's letter to the Editor	15	3.7 %
City's weekly social media video, "This Week Ahead"	11	2.7 %
Local newspaper	94	23.3 %
Local TV news stations	95	23.6 %
Other	6	1.5 %
None chosen	58	14.4 %
Total	403	100.0 %

Q23. Which THREE of the information sources listed in Question 22 do you MOST PREFER to obtain or receive information about the City of Minot?

Q23. 3rd choice	Number	Percent
City of Minot website	66	16.4 %
City Council meetings	29	7.2 %
City's Twitter pages	4	1.0 %
City's Facebook pages	35	8.7 %
City's Instagram	4	1.0 %
City's weekly email newsletter	15	3.7 %
Mayor's letter to the Editor	23	5.7 %
City's weekly social media video, "This Week Ahead"	9	2.2 %
Local newspaper	30	7.4 %
Local TV news stations	59	14.6 %
Other	17	4.2 %
None chosen	112	27.8 %
Total	403	100.0 %

SUM OF TOP 3 CHOICES

Q23. Which THREE of the information sources listed in Question 22 do you MOST PREFER to obtain or receive information about the City of Minot? (top 3)

Q23. Sum of top 3 choices	Number	Percent
City of Minot website	189	46.9 %
City Council meetings	62	15.4 %
City's Twitter pages	6	1.5 %
City's Facebook pages	138	34.2 %
City's Instagram	12	3.0 %
City's weekly email newsletter	43	10.7 %
Mayor's letter to the Editor	38	9.4 %
City's weekly social media video, "This Week Ahead"	25	6.2 %
Local newspaper	200	49.6 %
Local TV news stations	261	64.8 %
Other	27	6.7 %
None chosen	38	9.4 %
Total	1039	

Q24. City Government. Please rate your level of agreement with the following statements.

(N=403)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q24-1. Minot City government is democratic & representative	3.7%	22.8%	34.0%	20.6%	7.9%	10.9%
Q24-2. Minot City government is transparent	2.5%	14.9%	31.3%	28.3%	13.2%	9.9%
Q24-3. Minot City government is efficient	2.0%	12.4%	32.5%	29.8%	13.6%	9.7%
Q24-4. Minot City government is innovative	1.7%	13.6%	39.2%	23.3%	10.4%	11.7%
Q24-5. Minot City government values diversity	3.7%	25.8%	36.0%	11.7%	7.9%	14.9%
Q24-6. Minot City employees are ethical & honest	5.7%	28.3%	33.5%	11.9%	6.0%	14.6%
Q24-7. Minot government leaders listen to what citizens have to say	2.7%	15.1%	27.3%	24.8%	17.9%	12.2%

WITHOUT "DON'T KNOW"**Q24. City Government. Please rate your level of agreement with the following statements. (without "don't know")**

(N=403)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q24-1. Minot City government is democratic & representative	4.2%	25.6%	38.2%	23.1%	8.9%
Q24-2. Minot City government is transparent	2.8%	16.5%	34.7%	31.4%	14.6%
Q24-3. Minot City government is efficient	2.2%	13.7%	36.0%	33.0%	15.1%
Q24-4. Minot City government is innovative	2.0%	15.4%	44.4%	26.4%	11.8%
Q24-5. Minot City government values diversity	4.4%	30.3%	42.3%	13.7%	9.3%
Q24-6. Minot City employees are ethical & honest	6.7%	33.1%	39.2%	14.0%	7.0%
Q24-7. Minot government leaders listen to what citizens have to say	3.1%	17.2%	31.1%	28.2%	20.3%

Q25. Economic Development. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q25-1. Overall quality of new residential development	4.0%	33.7%	37.7%	8.4%	3.2%	12.9%
Q25-2. Overall quality of new retail development (stores, restaurants, etc.)	4.0%	29.5%	31.8%	19.9%	7.4%	7.4%
Q25-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	5.0%	33.5%	33.7%	13.9%	5.5%	8.4%
Q25-4. Overall quality of new industrial development (warehouses, plants, etc.)	2.7%	19.6%	39.0%	15.9%	5.0%	17.9%
Q25-5. Redevelopment of abandoned or under-utilized properties	1.7%	15.6%	30.0%	27.3%	10.2%	15.1%
Q25-6. Overall appearance of Downtown Minot	10.2%	46.9%	25.3%	10.7%	2.7%	4.2%
Q25-7. City's planning for future growth	3.5%	16.4%	37.0%	19.4%	7.2%	16.6%
Q25-8. Overall appearance of commercial corridors	2.0%	26.6%	42.7%	13.9%	4.7%	10.2%

WITHOUT "DON'T KNOW"**Q25. Economic Development. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q25-1. Overall quality of new residential development	4.6%	38.7%	43.3%	9.7%	3.7%
Q25-2. Overall quality of new retail development (stores, restaurants, etc.)	4.3%	31.9%	34.3%	21.4%	8.0%
Q25-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	5.4%	36.6%	36.9%	15.2%	6.0%
Q25-4. Overall quality of new industrial development (warehouses, plants, etc.)	3.3%	23.9%	47.4%	19.3%	6.0%
Q25-5. Redevelopment of abandoned or under-utilized properties	2.0%	18.4%	35.4%	32.2%	12.0%
Q25-6. Overall appearance of Downtown Minot	10.6%	49.0%	26.4%	11.1%	2.8%
Q25-7. City's planning for future growth	4.2%	19.6%	44.3%	23.2%	8.6%
Q25-8. Overall appearance of commercial corridors	2.2%	29.6%	47.5%	15.5%	5.2%

Q26. Library. Were you aware that the Minot Public Library offers the following types of services?

(N=403)

	Yes	No	Not provided
Q26-1. Art display	60.0%	34.0%	6.0%
Q26-2. Board game library	45.4%	48.9%	5.7%
Q26-3. Digital books	73.7%	20.8%	5.5%
Q26-4. Homebound delivery	37.7%	56.8%	5.5%
Q26-5. Meeting rooms	69.5%	24.8%	5.7%
Q26-6. Streaming movies	31.8%	62.3%	6.0%
Q26-7. Streaming music	30.8%	63.3%	6.0%
Q26-8. Study rooms	71.7%	22.6%	5.7%
Q26-9. Tool library	48.4%	45.4%	6.2%
Q26-10. Video game library	45.4%	47.6%	6.9%

WITHOUT “NOT PROVIDED”**Q26. Library. Were you aware that the Minot Public Library offers the following types of services? (without "not provided")**

(N=403)

	Yes	No
Q26-1. Art display	63.9%	36.1%
Q26-2. Board game library	48.2%	51.8%
Q26-3. Digital books	78.0%	22.0%
Q26-4. Homebound delivery	39.9%	60.1%
Q26-5. Meeting rooms	73.7%	26.3%
Q26-6. Streaming movies	33.8%	66.2%
Q26-7. Streaming music	32.7%	67.3%
Q26-8. Study rooms	76.1%	23.9%
Q26-9. Tool library	51.6%	48.4%
Q26-10. Video game library	48.8%	51.2%

Q27. Which THREE of the services listed in Question 26 would your household be most likely to use?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Art display	21	5.2 %
Board game library	21	5.2 %
Digital books	126	31.3 %
Homebound delivery	30	7.4 %
Meeting rooms	17	4.2 %
Streaming movies	32	7.9 %
Streaming music	8	2.0 %
Study rooms	9	2.2 %
Tool library	29	7.2 %
Video game library	12	3.0 %
None chosen	98	24.3 %
Total	403	100.0 %

Q27. Which THREE of the services listed in Question 26 would your household be most likely to use?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Art display	21	5.2 %
Board game library	18	4.5 %
Digital books	35	8.7 %
Homebound delivery	25	6.2 %
Meeting rooms	34	8.4 %
Streaming movies	47	11.7 %
Streaming music	26	6.5 %
Study rooms	17	4.2 %
Tool library	37	9.2 %
Video game library	16	4.0 %
None chosen	127	31.5 %
Total	403	100.0 %

Q27. Which THREE of the services listed in Question 26 would your household be most likely to use?

Q27. 3rd choice	Number	Percent
Art display	15	3.7 %
Board game library	21	5.2 %
Digital books	31	7.7 %
Homebound delivery	17	4.2 %
Meeting rooms	20	5.0 %
Streaming movies	43	10.7 %
Streaming music	28	6.9 %
Study rooms	28	6.9 %
Tool library	29	7.2 %
Video game library	25	6.2 %
None chosen	146	36.2 %
Total	403	100.0 %

SUM OF TOP 3 CHOICES**Q27. Which THREE of the services listed in Question 26 would your household be most likely to use? (top 3)**

Q27. Sum of top 3 choices	Number	Percent
Art display	57	14.1 %
Board game library	60	14.9 %
Digital books	192	47.6 %
Homebound delivery	72	17.9 %
Meeting rooms	71	17.6 %
Streaming movies	122	30.3 %
Streaming music	62	15.4 %
Study rooms	54	13.4 %
Tool library	95	23.6 %
Video game library	53	13.2 %
None chosen	98	24.3 %
Total	936	

Q28. Trash. Please rate your satisfaction with each of the following.

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Timeliness of your trash service	38.5%	43.4%	9.2%	3.0%	1.0%	5.0%
Q28-2. Professionalism of employees who pick up your trash	36.5%	39.5%	10.4%	1.2%	0.2%	12.2%
Q28-3. Overall effort by employees to ensure that all of your trash is removed	32.0%	43.7%	11.7%	4.2%	2.0%	6.5%
Q28-4. City efforts to keep you informed about trash removal issues	19.9%	40.2%	19.9%	7.9%	2.0%	10.2%
Q28-5. City efforts to keep you informed about disruptions to trash service	18.9%	37.5%	21.6%	8.9%	1.7%	11.4%
Q28-6. How quickly City personnel respond to trash service requests	15.9%	24.6%	23.8%	4.0%	1.0%	30.8%
Q28-7. What you are charged for trash service	9.2%	30.3%	29.0%	17.9%	6.2%	7.4%
Q28-8. Bulky item pickup/ removal services (old furniture, appliances, etc.)	14.4%	22.8%	25.1%	15.4%	6.7%	15.6%
Q28-9. Overall quality of your trash service	25.3%	46.2%	16.6%	4.7%	1.2%	6.0%

WITHOUT "DON'T KNOW"**Q28. Trash. Please rate your satisfaction with each of the following. (without "don't know")**

(N=403)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Timeliness of your trash service	40.5%	45.7%	9.7%	3.1%	1.0%
Q28-2. Professionalism of employees who pick up your trash	41.5%	44.9%	11.9%	1.4%	0.3%
Q28-3. Overall effort by employees to ensure that all of your trash is removed	34.2%	46.7%	12.5%	4.5%	2.1%
Q28-4. City efforts to keep you informed about trash removal issues	22.1%	44.8%	22.1%	8.8%	2.2%
Q28-5. City efforts to keep you informed about disruptions to trash service	21.3%	42.3%	24.4%	10.1%	2.0%
Q28-6. How quickly City personnel respond to trash service requests	22.9%	35.5%	34.4%	5.7%	1.4%
Q28-7. What you are charged for trash service	9.9%	32.7%	31.4%	19.3%	6.7%
Q28-8. Bulky item pickup/removal services (old furniture, appliances, etc.)	17.1%	27.1%	29.7%	18.2%	7.9%
Q28-9. Overall quality of your trash service	26.9%	49.1%	17.7%	5.0%	1.3%

Q29. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the City of Minot currently serves the following populations?

(N=403)

	Excellent	Good	Average	Poor	Very poor	Don't know
Q29-1. Non-English speaking persons	4.0%	11.4%	21.8%	7.2%	3.0%	52.6%
Q29-2. Persons who are deaf or hearing impaired	3.0%	12.9%	23.8%	7.4%	1.7%	51.1%
Q29-3. Persons with limited physical mobility	5.2%	21.6%	25.1%	9.4%	1.5%	37.2%
Q29-4. Persons with disabilities	6.0%	23.1%	26.8%	8.2%	1.2%	34.7%
Q29-5. Seniors	9.2%	28.5%	28.3%	10.2%	1.7%	22.1%
Q29-6. LGBTQ	6.9%	8.7%	20.1%	6.2%	4.5%	53.6%
Q29-7. Racial & ethnic minorities	7.4%	12.4%	24.1%	6.5%	3.0%	46.7%
Q29-8. Other	10.0%	10.0%	0.0%	30.0%	20.0%	30.0%

WITHOUT "DON'T KNOW"

Q29. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the City of Minot currently serves the following populations? (without "don't know")

(N=403)

	Excellent	Good	Average	Poor	Very poor
Q29-1. Non-English speaking persons	8.4%	24.1%	46.1%	15.2%	6.3%
Q29-2. Persons who are deaf or hearing impaired	6.1%	26.4%	48.7%	15.2%	3.6%
Q29-3. Persons with limited physical mobility	8.3%	34.4%	39.9%	15.0%	2.4%
Q29-4. Persons with disabilities	9.1%	35.4%	41.1%	12.5%	1.9%
Q29-5. Seniors	11.8%	36.6%	36.3%	13.1%	2.2%
Q29-6. LGBTQ	15.0%	18.7%	43.3%	13.4%	9.6%
Q29-7. Racial & ethnic minorities	14.0%	23.3%	45.1%	12.1%	5.6%
Q29-8. Other	14.3%	14.3%	0.0%	42.9%	28.6%

Q29-8. Other

Q29-8. Other	Number	Percent
I think the city is trying to do well with the gay community	1	10.0 %
Shouldn't be an issue what race, gender we are for service	1	10.0 %
The poor and homeless	1	10.0 %
Children	1	10.0 %
Religious preferences	1	10.0 %
Mother/women with multiple children	1	10.0 %
Refugee families	1	10.0 %
We are all just people trying to get through our storybook of life	1	10.0 %
Minot is a great place for all people to live	1	10.0 %
<u>You would have to ask the lbgtq community if there is more</u>	<u>1</u>	<u>10.0 %</u>
Total	10	100.0 %

Q30. Do you think the City of Minot is continually improving as a place to live?

Q30. Do you think City is continually improving as a place to live	Number	Percent
Yes	192	47.6 %
No	135	33.5 %
Don't know	76	18.9 %
Total	403	100.0 %

WITHOUT "DON'T KNOW"**Q30. Do you think the City of Minot is continually improving as a place to live? (without "don't know")**

Q30. Do you think City is continually improving as a place to live	Number	Percent
Yes	192	58.7 %
No	135	41.3 %
Total	327	100.0 %

Q31. Which THREE of the following do you think will be the biggest issues Minot will face within the next FIVE years?

Q31. Biggest issues Minot will face within next five

years	Number	Percent
Neighborhood vitality	44	10.9 %
Housing affordability	185	45.9 %
Economic development	147	36.5 %
Road repair/maintenance/expansion	178	44.2 %
High taxes/property taxes/finances	301	74.7 %
Public transportation	20	5.0 %
Crime	235	58.3 %
Stormwater issues	19	4.7 %
Other	20	5.0 %
Total	1149	

Q31-9. Other

Q31-9. Other	Number	Percent
Flood protection	3	15.0 %
Childcare	2	10.0 %
Schools	2	10.0 %
Availability and affordability of major events (concerts, comedians, etc.)	1	5.0 %
Water main infrastructure backlog	1	5.0 %
Education	1	5.0 %
Much recruiting low income families a tax burden on hard working Families	1	5.0 %
Liberal agenda in our schools and government	1	5.0 %
Job retention	1	5.0 %
Flood control	1	5.0 %
I resent having recycling forced upon Minot residence in the future	1	5.0 %
Seniors and people with disabilities	1	5.0 %
Recycling	1	5.0 %
Drugs	1	5.0 %
Recycle trash	1	5.0 %
Attracting young people with high paying jobs to stay long term	1	5.0 %
Total	20	100.0 %

Q32. Approximately how many years have you lived in Minot?

Q32. How many years have you lived in Minot	Number	Percent
0-5	27	6.7 %
6-10	28	6.9 %
11-15	21	5.2 %
16-20	33	8.2 %
21-30	71	17.6 %
31+	209	51.9 %
Not provided	14	3.5 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Approximately how many years have you lived in Minot? (without "not provided")**

Q32. How many years have you lived in Minot	Number	Percent
0-5	27	6.9 %
6-10	28	7.2 %
11-15	21	5.4 %
16-20	33	8.5 %
21-30	71	18.3 %
31+	209	53.7 %
Total	389	100.0 %

Q33. What is your age?

Q33. Your age	Number	Percent
18-34	70	17.4 %
35-44	79	19.6 %
45-54	81	20.1 %
55-64	79	19.6 %
65+	73	18.1 %
Not provided	21	5.2 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q33. What is your age? (without "not provided")**

Q33. Your age	Number	Percent
18-34	70	18.3 %
35-44	79	20.7 %
45-54	81	21.2 %
55-64	79	20.7 %
65+	73	19.1 %
Total	382	100.0 %

Q34. Do you work in the City of Minot?

Q34. Do you work in City of Minot	Number	Percent
Yes	240	59.6 %
No	153	38.0 %
Not provided	10	2.5 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Do you work in the City of Minot? (without "not provided")**

Q34. Do you work in City of Minot	Number	Percent
Yes	240	61.1 %
No	153	38.9 %
Total	393	100.0 %

Q35. Do you own or rent your home?

Q35. Do you own or rent your home	Number	Percent
Own	311	77.2 %
Rent	88	21.8 %
Not provided	4	1.0 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Do you own or rent your home? (without "not provided")**

Q35. Do you own or rent your home	Number	Percent
Own	311	77.9 %
Rent	88	22.1 %
Total	399	100.0 %

Q36. Which of the following best describes your total annual household income?

<u>Q36. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	51	12.7 %
\$25K-\$49,999	64	15.9 %
\$50K-\$74,999	68	16.9 %
\$75K-\$99,999	49	12.2 %
\$100K-\$124,999	52	12.9 %
\$125K-\$149,999	17	4.2 %
\$150K-\$199,999	15	3.7 %
\$200K+	10	2.5 %
Prefer not to answer	77	19.1 %
Total	403	100.0 %

WITHOUT "PREFER NOT TO ANSWER"**Q36. Which of the following best describes your total annual household income? (without "Prefer not to answer")**

<u>Q36. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$25K	51	15.6 %
\$25K-\$49,999	64	19.6 %
\$50K-\$74,999	68	20.9 %
\$75K-\$99,999	49	15.0 %
\$100K-\$124,999	52	16.0 %
\$125K-\$149,999	17	5.2 %
\$150K-\$199,999	15	4.6 %
\$200K+	10	3.1 %
Total	326	100.0 %

Q37. Which of the following best describes your race/ethnicity?

Q37. Your race/ethnicity	Number	Percent
Asian/Pacific Islander	9	2.2 %
Black/African American	17	4.2 %
Native American	9	2.2 %
White/Caucasian	348	86.4 %
Hispanic/Latino	23	5.7 %
Other	4	1.0 %
Total	410	

Q37-6. Other

Q37-6. Self-describe your race/ethnicity	Number	Percent
Mixed	2	50.0 %
More than one	1	25.0 %
Middle Eastern	1	25.0 %
Total	4	100.0 %

Q38. Your gender:

Q38. Your gender	Number	Percent
Male	201	49.9 %
Female	198	49.1 %
Non-binary	2	0.5 %
Not provided	2	0.5 %
Total	403	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Your gender: (without "not provided")**

Q38. Your gender	Number	Percent
Male	201	50.1 %
Female	198	49.4 %
Non-binary	2	0.5 %
Total	401	100.0 %



Survey Instrument

City of Minot

City Manager's Office

September 2021

Dear Minot resident:

Your Minot City Council wants to hear from you regarding the city services you receive for your tax dollars. The City Council values citizen input and wants to apply resources to areas that are most important to residents. At the City of Minot, we know our precious tax dollars belong to our taxpayers. Understanding that, the members of the City Council want to ensure they take a resident-driven approach when deciding how to invest in Minot's future.

Much like our residents, your City government has faced economic challenges and has made many significant changes. We have focused on working smaller, identifying and implementing new efficient processes and partnerships, and we remain committed to serving our community. With your input, our limited resources will continue to be applied to areas you feel are most important to you and your household as we plan for the future.

Please help by taking a few minutes to complete the enclosed survey. Your feedback is valuable to us, because as the City Council often says, it's your money we're spending.

Results from the survey will be made public and shared with residents at public presentations, through social media, and the City's website <https://www.minotnd.org/>. While the overall survey results will be made public, your individual responses will remain anonymous.

You can return the survey in the enclosed postage paid envelope to ETC INSTITUTE, 725 W. Frontier Circle, Olathe, KS 66061. If you have questions, please contact the City of Minot at (701) 857-4750.

Thank you in advance for making Minot an even better community.



Harold Stewart
Minot City Manager

★ The Magic City ★



City of Minot Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's on-going effort to provide quality services for the community. If you have questions, please call Anna Schraeder at (701)857-4750. If you would prefer to take this survey online, you may do so at minotsurvey.org. Thank you!

1. Perceptions of the City. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
2.	Overall quality of life in the City	5	4	3	2	1	9
3.	Overall image of your community	5	4	3	2	1	9
4.	Appearance of your community	5	4	3	2	1	9
5.	Overall quality of Downtown	5	4	3	2	1	9
6.	Overall feeling of safety in the community	5	4	3	2	1	9
7.	Quality of leadership of elected officials	5	4	3	2	1	9

2. Quality of Life in Minot. Please rate the City of Minot with regard to each of the following.

		Excellent	Good	Neutral	Below Average	Poor	Don't Know
1.	As a place to live	5	4	3	2	1	9
2.	As a place to raise children	5	4	3	2	1	9
3.	As a place to work	5	4	3	2	1	9
4.	As a place to retire	5	4	3	2	1	9
5.	As a place to visit	5	4	3	2	1	9
6.	As a community that is moving in the right direction	5	4	3	2	1	9

3. Overall Satisfaction with Major City Services. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall maintenance of City streets/sidewalks	5	4	3	2	1	9
2.	Overall enforcement of City codes/ordinances	5	4	3	2	1	9
3.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
4.	Overall quality of police services	5	4	3	2	1	9
5.	Overall quality of fire services	5	4	3	2	1	9
6.	Overall flow of traffic on City streets	5	4	3	2	1	9
7.	Overall quality of library services	5	4	3	2	1	9
8.	Overall quality of solid waste services (trash, recycling, yard waste, etc.)	5	4	3	2	1	9
9.	Overall quality of City water and sewer utilities	5	4	3	2	1	9

4. Which **FOUR** of the items listed in Question 3 do you think are **MOST IMPORTANT** for the City to provide? [Write-in your answers below using the numbers from the list in Question 3.]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____

5. Public Safety Services. Please rate your level of satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	Visibility of police in your neighborhood	5	4	3	2	1	9
03.	Visibility of police in commercial areas	5	4	3	2	1	9
04.	The City's effort to prevent crime	5	4	3	2	1	9
05.	Enforcement of local traffic laws	5	4	3	2	1	9
06.	How quickly police officers respond to emergencies	5	4	3	2	1	9
07.	Quality of animal control	5	4	3	2	1	9
08.	Quality of police safety education programs	5	4	3	2	1	9
09.	Police social media outreach	5	4	3	2	1	9
10.	How quickly fire services personnel respond to emergencies	5	4	3	2	1	9
11.	Fire safety education programs	5	4	3	2	1	9
12.	Overall professionalism of the fire department	5	4	3	2	1	9
13.	Friendliness of the fire department	5	4	3	2	1	9
14.	Overall quality of fire protection services	5	4	3	2	1	9
15.	Emergency preparedness services of the fire department	5	4	3	2	1	9
16.	Municipal court	5	4	3	2	1	9

6. Which THREE of the items listed in Question 5 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 5.]

1st: ____ 2nd: ____ 3rd: ____

7. Perceptions of Safety and Security. Please rate your feeling of safety in the following situations.

		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
1.	Walking alone in your neighborhood in general	5	4	3	2	1	9
2.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
3.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
4.	In City parks and recreation facilities	5	4	3	2	1	9
5.	In commercial areas of the City during the day	5	4	3	2	1	9
6.	In commercial areas of the City after dark	5	4	3	2	1	9

8. In the past 12 months, do you think Minot has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

____(1) More safe ____ (2) Stayed the same ____ (3) Less safe ____ (9) Don't know

9. Do you know or have you had contact with Minot police officers in your neighborhood?

____ (1) Yes – I know an officer ____ (3) No
 ____ (2) Yes – I have had contact with the officer, but do not know him/her ____ (9) Don't know

10. Code Enforcement. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of residential property	5	4	3	2	1	9
2.	Enforcement of residential building codes	5	4	3	2	1	9
3.	Maintenance of commercial property	5	4	3	2	1	9
4.	Enforcement of commercial building codes	5	4	3	2	1	9
5.	Parking enforcement on neighborhood streets	5	4	3	2	1	9
6.	Clean-up of trash and litter on residential property	5	4	3	2	1	9
7.	Clean-up of trash and litter on commercial property	5	4	3	2	1	9

11. Which TWO of the items listed in Question 10 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 10.]

1st: _____ 2nd: _____

12. Do you feel the current level of code enforcement is...

____(1) Too much ____ (2) About right ____ (3) Not enough ____ (9) Don't know

13. City Maintenance and Public Works. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Condition of major City streets	5	4	3	2	1	9
02.	Condition of streets in your neighborhood	5	4	3	2	1	9
03.	Condition of sidewalks in your neighborhood	5	4	3	2	1	9
04.	Timing of traffic signals on City streets	5	4	3	2	1	9
05.	Traffic flow on major City streets	5	4	3	2	1	9
06.	Pedestrian accessibility (the City's sidewalk system for people with disabilities)	5	4	3	2	1	9
07.	Appearance and condition of City medians, right-of-ways and public areas	5	4	3	2	1	9
08.	Adequacy of City street lighting	5	4	3	2	1	9
09.	Visibility of pavement markings and street signs on City streets	5	4	3	2	1	9
10.	Overall cleanliness of streets and alleyways	5	4	3	2	1	9
11.	Availability of shared use paths (walking and biking paths)	5	4	3	2	1	9
12.	Snow removal on major City streets	5	4	3	2	1	9
13.	Snow removal on neighborhood streets	5	4	3	2	1	9
14.	Overall quality of the Rosehill City Cemetery	5	4	3	2	1	9
15.	City efforts to prevent flooding in Minot	5	4	3	2	1	9
16.	Adequacy of stormwater infrastructure	5	4	3	2	1	9

14. Which THREE of the items and services listed in Question 13 do you think are MOST IMPORTANT for the City to provide? [Write-in your answers below using the numbers from the list in Question 13.]

1st: _____ 2nd: _____ 3rd: _____

15. What three street maintenance issues should be the TOP PRIORITIES for the City to focus on over the next TWO years?

1. _____
2. _____
3. _____

16. **How supportive would you be of the City implementing Special Assessment Districts to install sidewalks?**

____(1) Very supportive ____ (2) Somewhat supportive ____ (3) Not supportive ____ (4) Not sure

17. **How supportive would you be of the City implementing Special Assessment Districts to install street lighting?**

____(1) Very supportive ____ (2) Somewhat supportive ____ (3) Not supportive ____ (4) Not sure

18. **How supportive would you be of a tax increase to support the increased maintenance of City streets?**

____(1) Very supportive ____ (2) Somewhat supportive ____ (3) Not supportive ____ (4) Not sure

19. **Flood Recovery. Please rate your satisfaction with each of the following.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The pace of recovery from the flood	5	4	3	2	1	9
2.	Amount of funds that have been dedicated to flood protection	5	4	3	2	1	9
3.	Priority focus of City resources on flood recovery and protection	5	4	3	2	1	9
4.	Focus on projects and activities that promote resilience	5	4	3	2	1	9
5.	Keeping the public informed on progress of flood protection	5	4	3	2	1	9
6.	Use of federal recovery funds to create affordable housing	5	4	3	2	1	9
7.	City commitment to Souris River access by the public for recreation	5	4	3	2	1	9
8.	Involving the public in flood protection decisions	5	4	3	2	1	9

20. **Do you have flooding concerns in your neighborhood?**

____(1) Yes ____ (2) No

21. **City Communication. Please rate your satisfaction with each of the following.**

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about government operations	5	4	3	2	1	9
2.	City efforts to keep residents informed about local issues	5	4	3	2	1	9
3.	The level of public involvement in City decision-making	5	4	3	2	1	9
4.	Usefulness of the information that is available on the City website	5	4	3	2	1	9
5.	Timeliness of information provided by your local government	5	4	3	2	1	9
6.	Quality of social media outlets (Facebook, blogs, Twitter, etc.)	5	4	3	2	1	9

22. **Which of the following sources do you currently use to obtain or receive information about the City of Minot?**

____(01) City of Minot website ____ (07) Mayor's letter to the Editor
 ____ (02) City Council meetings ____ (08) City's weekly social media video, "This Week Ahead"
 ____ (03) City's Twitter pages ____ (09) Local newspaper
 ____ (04) City's Facebook pages ____ (10) Local TV news stations
 ____ (05) City's Instagram ____ (11) Other: _____
 ____ (06) City's weekly email newsletter

23. **Which THREE of the information sources listed in Question 22 do you MOST PREFER to obtain or receive information about the City of Minot? [Write-in your answers below using the numbers from the list in Question 22.]**

1st: ____ 2nd: ____ 3rd: ____

24. City Government. Please rate your level of agreement with the following statements.

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
1.	Minot City government is democratic and representative	5	4	3	2	1	9
2.	Minot City government is transparent	5	4	3	2	1	9
3.	Minot City government is efficient	5	4	3	2	1	9
4.	Minot City government is innovative	5	4	3	2	1	9
5.	Minot City government values diversity	5	4	3	2	1	9
6.	Minot City employees are ethical and honest	5	4	3	2	1	9
7.	Minot government leaders listen to what citizens have to say	5	4	3	2	1	9

25. Economic Development. Please rate your satisfaction with each of the following.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of new residential development	5	4	3	2	1	9
2.	Overall quality of new retail development (stores, restaurants, etc.)	5	4	3	2	1	9
3.	Overall quality of new business development (offices, medical facilities, banks, etc.)	5	4	3	2	1	9
4.	Overall quality of new industrial development (warehouses, plants, etc.)	5	4	3	2	1	9
5.	Redevelopment of abandoned or under-utilized properties	5	4	3	2	1	9
6.	Overall appearance of Downtown Minot	5	4	3	2	1	9
7.	City's planning for future growth	5	4	3	2	1	9
8.	Overall appearance of commercial corridors	5	4	3	2	1	9

26. Library. Were you aware that the Minot Public Library offers the following types of services?

Are you aware of these services:			
01.	Art display	YES	NO
02.	Board game library	YES	NO
03.	Digital books	YES	NO
04.	Homebound delivery	YES	NO
05.	Meeting rooms	YES	NO
06.	Streaming movies	YES	NO
07.	Streaming music	YES	NO
08.	Study rooms	YES	NO
09.	Tool library	YES	NO
10.	Video game library	YES	NO

**27. Which THREE of the services listed in Question 26 would your household be most likely to use?
[Write-in your answers below using the numbers from the list in Question 26.]**

1st: ____ 2nd: ____ 3rd: ____

28. Trash. Please rate your satisfaction with each of the following.

Trash Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Timeliness of your trash service	5	4	3	2	1	9
2. Professionalism of employees who pick up your trash	5	4	3	2	1	9
3. The overall effort by employees to ensure that all of your trash is removed	5	4	3	2	1	9
4. City efforts to keep you informed about trash removal issues	5	4	3	2	1	9
5. City efforts to keep you informed about disruptions to trash service	5	4	3	2	1	9
6. How quickly City personnel respond to trash service requests	5	4	3	2	1	9
7. What you are charged for trash service	5	4	3	2	1	9
8. Bulky item pickup/removal services (old furniture, appliances, etc.)	5	4	3	2	1	9
9. Overall quality of your trash service	5	4	3	2	1	9

29. Diversity. Using a scale from 1 to 5, where 5 is "Excellent" and 1 is "Very Poor," how well do you think the City of Minot currently serves the following populations?

	Excellent	Good	Average	Poor	Very Poor	Don't Know
1. Non-English speaking persons	5	4	3	2	1	9
2. Persons who are deaf or hearing impaired	5	4	3	2	1	9
3. Persons with limited physical mobility	5	4	3	2	1	9
4. Persons with disabilities	5	4	3	2	1	9
5. Seniors	5	4	3	2	1	9
6. LGBTQ	5	4	3	2	1	9
7. Racial and ethnic minorities	5	4	3	2	1	9
8. Other: _____	5	4	3	2	1	9

30. Do you think the City of Minot is continually improving as a place to live?

____(1) Yes ____ (2) No ____ (9) Don't know

31. Which THREE of the following do you think will be the biggest issues Minot will face within the next FIVE years?

- | | |
|--|-------------------------------|
| ____(1) Neighborhood vitality | ____(6) Public transportation |
| ____(2) Housing affordability | ____(7) Crime |
| ____(3) Economic development | ____(8) Stormwater issues |
| ____(4) Road repair/maintenance/expansion | ____(9) Other: _____ |
| ____(5) High taxes/property taxes/finances | |

32. Approximately how many years have you lived in Minot? _____ years

33. What is your age? _____ years

34. Do you work in the City of Minot? ____ (1) Yes ____ (2) No

35. Do you own or rent your home? ____ (1) Own ____ (2) Rent

36. Which of the following best describes your total annual household income?

- | | | |
|--|--|---|
| <input type="checkbox"/> (1) Under \$25,000 | <input type="checkbox"/> (4) \$75,000-\$99,999 | <input type="checkbox"/> (7) \$150,000-\$199,999 |
| <input type="checkbox"/> (2) \$25,000-\$49,999 | <input type="checkbox"/> (5) \$100,000-\$124,999 | <input type="checkbox"/> (8) More than \$200,000 |
| <input type="checkbox"/> (3) \$50,000-\$74,999 | <input type="checkbox"/> (6) \$125,000-\$149,999 | <input type="checkbox"/> (9) Prefer not to answer |

37. Which of the following best describes your race/ethnicity? [Check all that apply.]

- | | | |
|---|--|--|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (3) Native American | <input type="checkbox"/> (5) Hispanic/Latino |
| <input type="checkbox"/> (2) Black/African American | <input type="checkbox"/> (4) White/Caucasian | <input type="checkbox"/> (6) Other: _____ |

38. Your gender:

- | | | | |
|-----------------------------------|-------------------------------------|---|---|
| <input type="checkbox"/> (1) Male | <input type="checkbox"/> (2) Female | <input type="checkbox"/> (3) Non-binary | <input type="checkbox"/> (4) Prefer to self-describe: _____ |
|-----------------------------------|-------------------------------------|---|---|

Optional: If you have any specific suggestions to improve the quality of City services, please write them in the space provided below.

Interest In a Focus Group: If you would be willing to participate in a focus group sponsored by the City of Minot to discuss some of the issues addressed in this survey, please provide your contact information below. If you are selected, you may receive a small stipend for your time. Your contact information will be recorded separately from your responses to the survey.

Your Name: _____

Phone: _____

E-mail: _____

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain anonymous. The information printed to the right will ONLY be used to help identify needs and priorities in different areas of the city. If your address is not correct, please provide the correct information. Thank you.