

2023 City of Minot Community Survey Findings Report

Presented to the City of Minot,
North Dakota

February 2024

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Executive Summary

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Purpose

ETC Institute administered a survey to residents of the City of Minot during the fall of 2023. 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 second community survey ETC Institute has administered for the City; the first was conducted in 2021.

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 text messages to the households that received the survey to encourage participation. The texts 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 exceeded, with a total of 454 residents completing the survey. The overall results for the sample of 454 households have a precision of at least $+/-4.6\%$ at the 95% level of confidence.

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, as well as comparisons to the 2021 survey results,
- benchmarking data that show how the results for Minot compare to other communities,

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- Importance-Satisfaction analysis that determines 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.

Quality of Life in the City

Seventy-one percent (71%) of the residents surveyed, *who had an opinion*, rated the City of Minot as an “excellent” or “good” place to raise children; 66% rated the City as “excellent” or “good” as a place to live, and 63% rated the City as an “excellent” or “good” place to work.

Overall Perceptions of the City

Fifty-seven percent (57%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the overall quality of downtown Minot; 52% were satisfied with the overall quality of life in the City, and 52% were satisfied with the overall feeling of safety in the community.

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 (87%), quality of Minot International Airport facilities (80%), quality of library services (76%), and quality of police services (74%). Residents were least satisfied with the enforcement of City codes/ordinances (33%) and public transportation (29%).

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

Public Safety

Eighty-eight percent (88%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the friendliness of the fire department. Other areas in which residents were “very satisfied” or “satisfied” include: quality of fire protection services (88%), professionalism of the fire department (88%), and emergency preparedness services of the fire department (87%). Residents were least satisfied with the municipal court (37%).

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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 (90%), *who had an opinion*, felt “very safe” or “safe” walking alone in their neighborhood during the day; 84% felt safe in commercial areas of the City during the day, and 72% 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 (54%) 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; 44% felt the City has become “less safe,” and only 2% felt the City has become “more safe” in the past 12 months.

Code Enforcement

Forty-four percent (44%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the maintenance of residential property. Other areas in which residents were “very satisfied” or “satisfied” include: enforcement of residential building codes (42%), parking enforcement on neighborhood streets (40%), and maintenance of commercial property (40%). Residents were least satisfied with the clean-up of trash and litter on commercial property (31%).

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.

Forty-five percent (45%) of the residents surveyed, *who had an opinion*, felt the current level of code enforcement in Minot is “about right;” 47% felt it was “not enough,” and 8% felt the level of code enforcement was “too much.”

City Maintenance and Public Works

Seventy-eight percent (78%) 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: City efforts to prevent flooding in Minot (61%), adequacy of stormwater infrastructure (57%), snow removal on major City streets (51%), and condition of neighborhood streets (50%). Residents were least satisfied with snow removal on neighborhood streets (31%).

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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: the pace of recovery from the flood (44%), priority focus of resources on flood recovery/protection (41%), keeping the public informed on the progress of flood protection (40%), and the amount of funds dedicated to flood protection (40%). Residents were least satisfied with the use of federal recovery funds to create affordable housing (31%).

Sixteen percent (16%) of the residents surveyed, *who had an opinion*, indicated they have flooding concerns in their neighborhood.

City Communication

Forty-seven percent (47%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the quality of social media outlets; 38% were satisfied with the usefulness of information available on the City’s website, and 34% were satisfied with City efforts to keep residents informed. Residents were least satisfied with the level of public involvement in decision-making (18%).

When residents were asked where they currently receive information about the City of Minot, the top responses were the City’s Facebook pages (62%), local TV news stations (60%), and the City of Minot website (59%). 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 business development (40%), and the quality of new residential development (38%). Residents were least satisfied with redevelopment of abandoned/under-utilized properties (17%).

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Utility Billing

Seventy-nine percent (79%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with how easy their utility bill is to understand, and 76% were satisfied with the accuracy of their bill. Residents were least satisfied with the ease of using the online portal (54%).

Trash Service

Eighty-six percent (86%) of the residents surveyed, *who had an opinion*, were “very satisfied” or “satisfied” with the professionalism of employees who pick up trash; 81% were satisfied with overall efforts by employees to ensure all trash is removed, 80% were satisfied with the timeliness of their trash service, and 77% were satisfied with the overall quality of their trash service. Residents were least satisfied with what they are charged for trash service (47%).

Additional Findings

- Residents were asked to indicate their level of support for a public safety sales tax to support future costs for employees, vehicles and facilities. Twenty-eight percent (28%) of residents were either “very supportive” or “somewhat supportive” of this sales tax, 565 were “not supportive,” and 16% were “not sure.”
- Thirty-seven percent (37%) of the residents surveyed, *who had an opinion*, either “strongly agreed” or “agreed” that Minot City employees are ethical and honest; 27% agreed that Minot City government values diversity, and 23% 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 (72%), study rooms (71%), meeting rooms (70%), and art display (62%).

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.

- Thirty-nine percent (39%) of residents surveyed, *who had an opinion*, felt the City does an “excellent” or “good” job of serving its senior population; 34% felt the City does an “excellent” or “good” job of serving persons with disabilities, and 34% felt the City does an “excellent” or “good” job of serving persons with limited physical mobility.

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- Fifty-four percent (54%) of residents 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 (80%), housing affordability (61%), and crime (51%).

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How the City of Minot Compares to Other Communities Regionally

Satisfaction ratings for the City of Minot **rated at or above the Plains regional average in 30 of the 54 areas** that were assessed. The City rated significantly higher than the Plains regional average (difference of 5% or more) in 26 of these areas. The table below shows how the City of Minot compares to the Plains regional average:

Service	Minot	Plains Region	Difference	Category
Fire safety education programs	66%	43%	23%	Public Safety Services
Household hazardous waste disposal service	57%	34%	23%	Trash & Recycling Services
Overall quality of city's curbside recycling program	68%	49%	19%	Trash & Recycling Services
Quality of customer service from City employees	60%	42%	18%	Major City Services
As a place to live	66%	49%	17%	Quality of Life in the City
Quality of police safety education programs	51%	34%	17%	Public Safety Services
Overall quality of Downtown	57%	40%	17%	Perceptions of the City
Overall quality of solid waste services	70%	53%	17%	Major City Services
Overall quality of local police protection	73%	57%	16%	Public Safety Services
Overall quality of City water and sewer utilities	60%	44%	16%	Major City Services
How quickly fire services personnel respond	83%	67%	16%	Public Safety Services
Overall quality of your trash service	77%	62%	15%	Trash & Recycling Services
How quickly police officers respond	71%	56%	15%	Public Safety Services
As a place to raise children	71%	58%	13%	Quality of Life in the City
Overall quality of library services	76%	63%	13%	Major City Services
Bulky item pickup/removal services	53%	41%	12%	Trash & Recycling Services
Overall quality of fire protection services	88%	76%	12%	Public Safety Services
Adequacy of stormwater infrastructure	57%	46%	11%	City Maintenance/Public Works
As a place to work	63%	53%	10%	Quality of Life in the City
Walking alone in your neighborhood during the day	90%	80%	10%	Perceptions of Safety & Security
Quality of social media outlets	47%	38%	9%	City Communication
Visibility of police in commercial areas	57%	49%	8%	Public Safety Services
In City parks and recreation facilities	61%	53%	8%	Perceptions of Safety & Security
Condition of sidewalks in your neighborhood	48%	40%	8%	City Maintenance/Public Works
Condition of streets in your neighborhood	50%	45%	5%	City Maintenance/Public Works
Usefulness of info. available on City website	38%	33%	5%	City Communication
Maintenance of residential property	44%	40%	4%	Code Enforcement
Overall maintenance of City streets/sidewalks	36%	35%	1%	Major City Services
Quality of animal control	44%	43%	1%	Public Safety Services
Condition of major City streets	41%	41%	0%	City Maintenance/Public Works
Maintenance of commercial property	40%	43%	-3%	Code Enforcement
As a place to visit	41%	47%	-6%	Quality of Life in the City
The City's effort to prevent crime	46%	52%	-6%	Public Safety Services
Overall image of your community	43%	50%	-7%	Perceptions of the City
Value received for City tax dollars and fees	26%	33%	-7%	Perceptions of the City
Clean-up of trash & litter on residential property	37%	44%	-7%	Code Enforcement
City efforts to keep residents informed	34%	42%	-8%	City Communication
Overall enforcement of City codes/ordinances	33%	42%	-9%	Major City Services
Visibility of police in your neighborhood	52%	61%	-9%	Public Safety Services
Enforcement of local traffic laws	48%	57%	-9%	Public Safety Services
Overall public transportation	29%	38%	-9%	Major City Services
Timeliness of info. provided by local government	31%	40%	-9%	City Communication
Availability of info. about government operations	31%	40%	-9%	City Communication
Overall cleanliness of streets and alleyways	41%	51%	-10%	City Maintenance/Public Works
Overall flow of traffic on City streets	39%	50%	-11%	Major City Services
Snow removal on major City streets	51%	62%	-11%	City Maintenance/Public Works
Adequacy of City street lighting	47%	58%	-11%	City Maintenance/Public Works
Snow removal on neighborhood streets	31%	42%	-11%	City Maintenance/Public Works
Walking alone in your neighborhood after dark	47%	59%	-12%	Perceptions of Safety & Security
Overall feeling of safety in the community	52%	65%	-13%	Perceptions of the City
Appearance of your community	43%	56%	-13%	Perceptions of the City
As a place to retire	33%	47%	-14%	Quality of Life in the City
Quality of leadership of elected officials	18%	32%	-14%	Perceptions of the City
Level of public involvement in decision-making	18%	34%	-16%	City Communication

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How the City of Minot Compares to Other Communities Nationally

Satisfaction ratings for the City of Minot **rated at or above the national average in 26 of the 54 areas** that were assessed. The City rated significantly higher than the national average (difference of 5% or more) in 23 of these areas. Listed below are the areas where the City rated significantly higher than the national average:

Service	Minot	U.S.	Difference	Category
Quality of customer service from City employees	60%	39%	21%	Major City Services
Overall quality of local police protection	73%	53%	20%	Public Safety Services
As a place to live	66%	49%	17%	Quality of Life in the City
Fire safety education programs	66%	49%	17%	Public Safety Services
Household hazardous waste disposal service	57%	41%	16%	Trash & Recycling Services
Overall quality of solid waste services	70%	55%	15%	Major City Services
How quickly police officers respond	71%	56%	15%	Public Safety Services
Quality of police safety education programs	51%	37%	14%	Public Safety Services
Overall quality of library services	76%	64%	12%	Major City Services
Overall quality of fire protection services	88%	76%	12%	Public Safety Services
Overall quality of city's curbside recycling program	68%	56%	12%	Trash & Recycling Services
How quickly fire services personnel respond	83%	72%	11%	Public Safety Services
As a place to raise children	71%	61%	10%	Quality of Life in the City
Overall quality of Downtown	57%	48%	9%	Perceptions of the City
Walking alone in your neighborhood during the day	90%	81%	9%	Perceptions of Safety & Security
Overall quality of your trash service	77%	68%	9%	Trash & Recycling Services
Overall quality of City water and sewer utilities	60%	52%	8%	Major City Services
Quality of social media outlets	47%	39%	8%	City Communication
Adequacy of stormwater infrastructure	57%	50%	7%	City Maintenance/Public Works
As a place to work	63%	57%	6%	Quality of Life in the City
Bulky item pickup/removal services	53%	47%	6%	Trash & Recycling Services
Visibility of police in commercial areas	57%	51%	6%	Public Safety Services
In City parks and recreation facilities	61%	55%	6%	Perceptions of Safety & Security
Condition of streets in your neighborhood	50%	49%	1%	City Maintenance/Public Works
Condition of sidewalks in your neighborhood	48%	47%	1%	City Maintenance/Public Works
Maintenance of residential property	44%	44%	0%	Code Enforcement
Visibility of police in your neighborhood	52%	54%	-2%	Public Safety Services
Enforcement of local traffic laws	48%	50%	-2%	Public Safety Services
The City's effort to prevent crime	46%	49%	-3%	Public Safety Services
Usefulness of info. available on City website	38%	42%	-4%	City Communication
Overall maintenance of City streets/sidewalks	36%	41%	-5%	Major City Services
Quality of animal control	44%	49%	-5%	Public Safety Services
Overall flow of traffic on City streets	39%	45%	-6%	Major City Services
Maintenance of commercial property	40%	46%	-6%	Code Enforcement
Snow removal on major City streets	51%	58%	-7%	City Maintenance/Public Works
Value received for City tax dollars and fees	26%	33%	-7%	Perceptions of the City
Overall enforcement of City codes/ordinances	33%	40%	-7%	Major City Services
Overall public transportation	29%	37%	-8%	Major City Services
Clean-up of trash & litter on residential property	37%	45%	-8%	Code Enforcement
City efforts to keep residents informed	34%	43%	-9%	City Communication
Condition of major City streets	41%	50%	-9%	City Maintenance/Public Works
Overall image of your community	43%	53%	-10%	Perceptions of the City
Adequacy of City street lighting	47%	59%	-12%	City Maintenance/Public Works
Timeliness of info. provided by local government	31%	43%	-12%	City Communication
Appearance of your community	43%	55%	-12%	Perceptions of the City
Overall cleanliness of streets and alleyways	41%	53%	-12%	City Maintenance/Public Works
Overall feeling of safety in the community	52%	66%	-14%	Perceptions of the City
Walking alone in your neighborhood after dark	47%	61%	-14%	Perceptions of Safety & Security
Availability of info. about government operations	31%	46%	-15%	City Communication
Snow removal on neighborhood streets	31%	47%	-16%	City Maintenance/Public Works
Level of public involvement in decision-making	18%	34%	-16%	City Communication
As a place to visit	41%	58%	-17%	Quality of Life in the City
As a place to retire	33%	52%	-19%	Quality of Life in the City
Quality of leadership of elected officials	18%	38%	-20%	Perceptions of the City

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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 below:

- Overall maintenance of City streets/sidewalks (I-S = 0.4546)
- Overall flow of traffic on City streets (I-S = 0.2429)

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

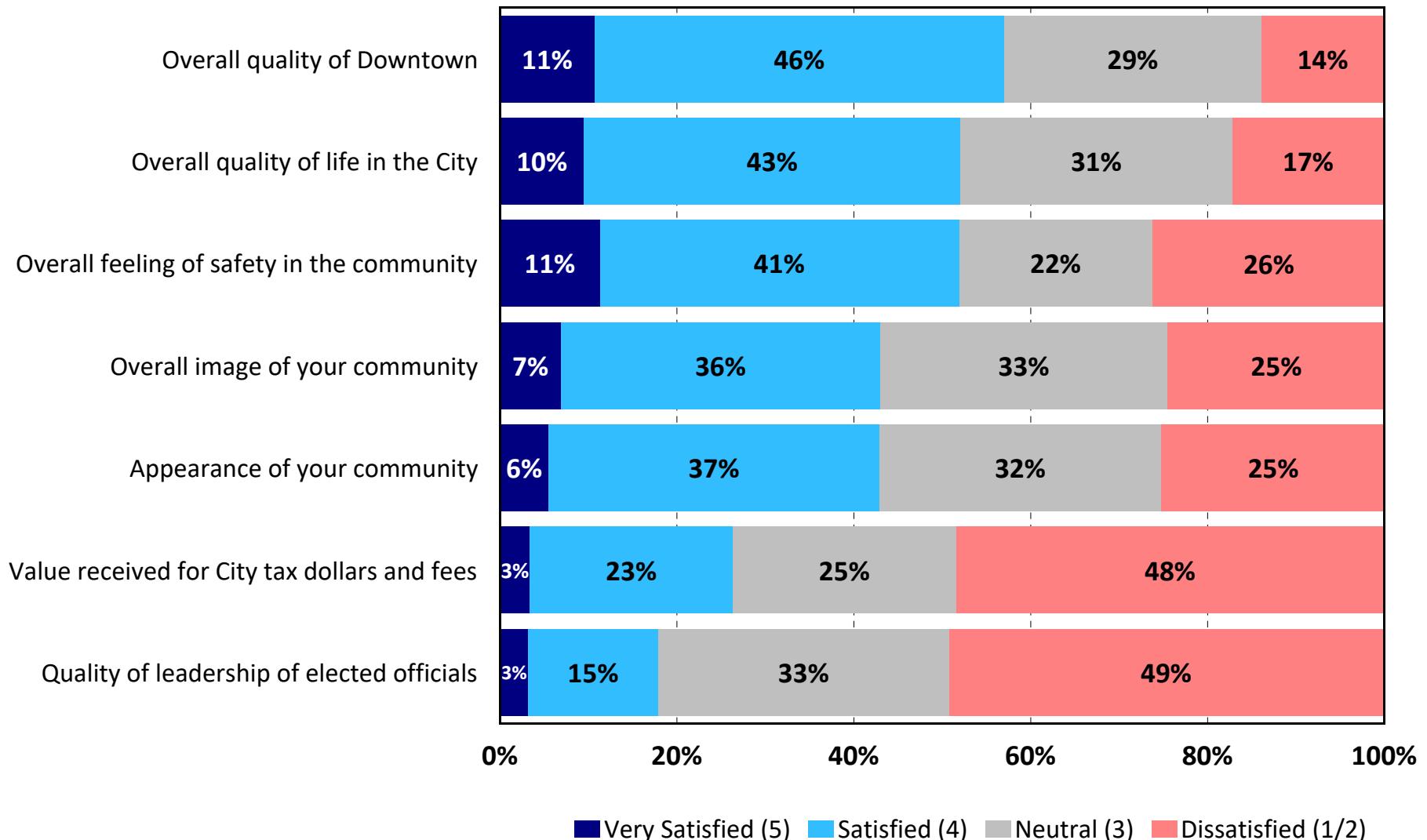
Importance-Satisfaction Rating						
City of Minot, ND		Overall				
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Overall maintenance of City streets/sidewalks	71%	1	36%	9	0.4546	1
Overall flow of traffic on City streets	40%	5	39%	8	0.2429	2
<u>High Priority (IS .10-.20)</u>						
Overall enforcement of City codes/ordinances	27%	7	33%	10	0.1826	3
Overall quality of police services	68%	2	74%	4	0.1785	4
Overall quality of City water and sewer utilities	45%	4	60%	7	0.1776	5
Overall public transportation	18%	8	29%	11	0.1303	6
<u>Medium Priority (IS <.10)</u>						
Overall quality of solid waste services	31%	6	70%	5	0.0936	7
Overall quality of fire services	45%	3	87%	1	0.0572	8
Quality of customer service from City employees	9%	9	60%	6	0.0373	9
Overall Minot International Airport facilities	7%	10	80%	2	0.0131	10
Overall quality of library services	4%	11	76%	3	0.0092	11

1

Charts and Graphs:

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

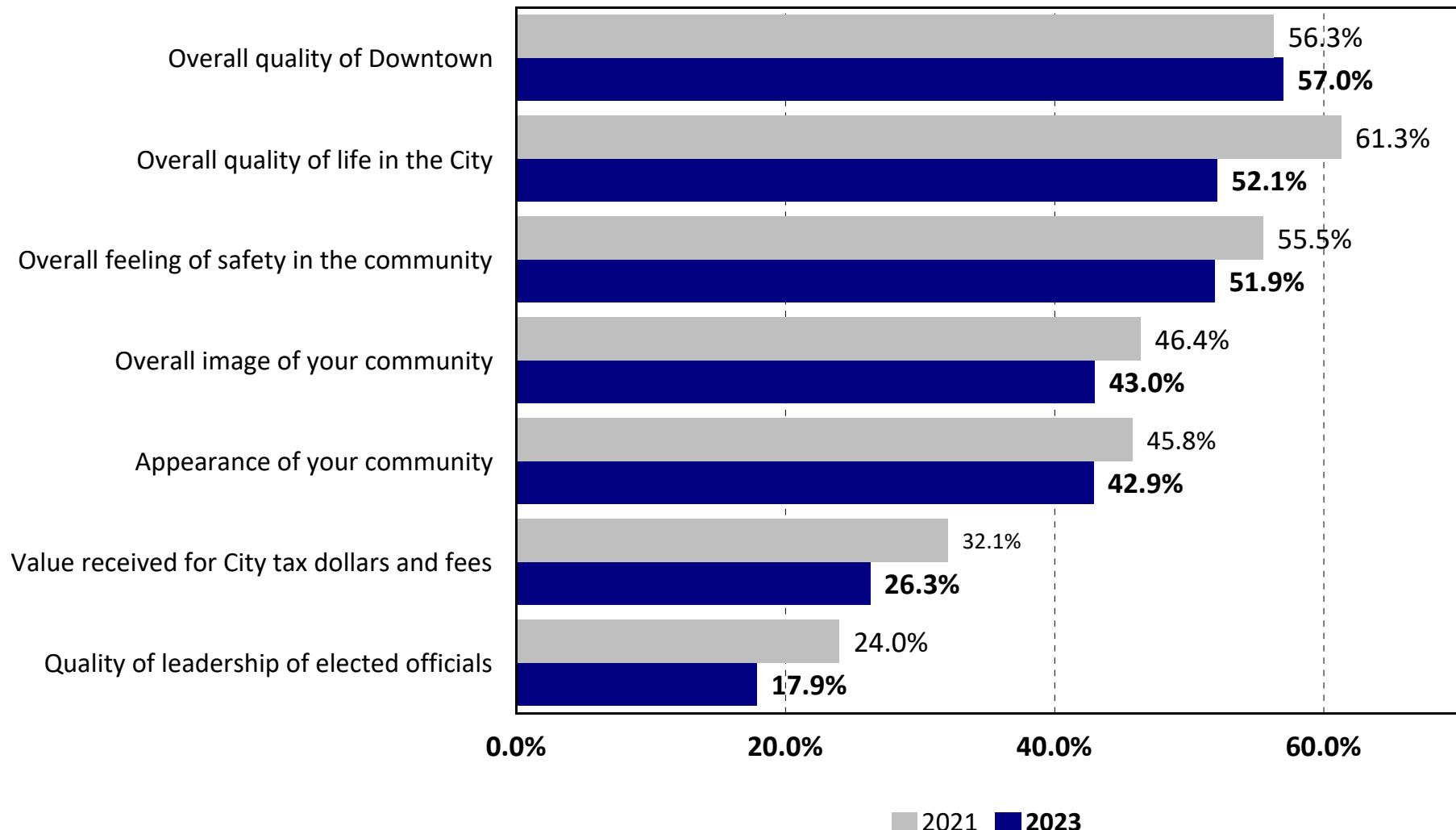
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction With Items That Influence the Perception Residents Have of the City

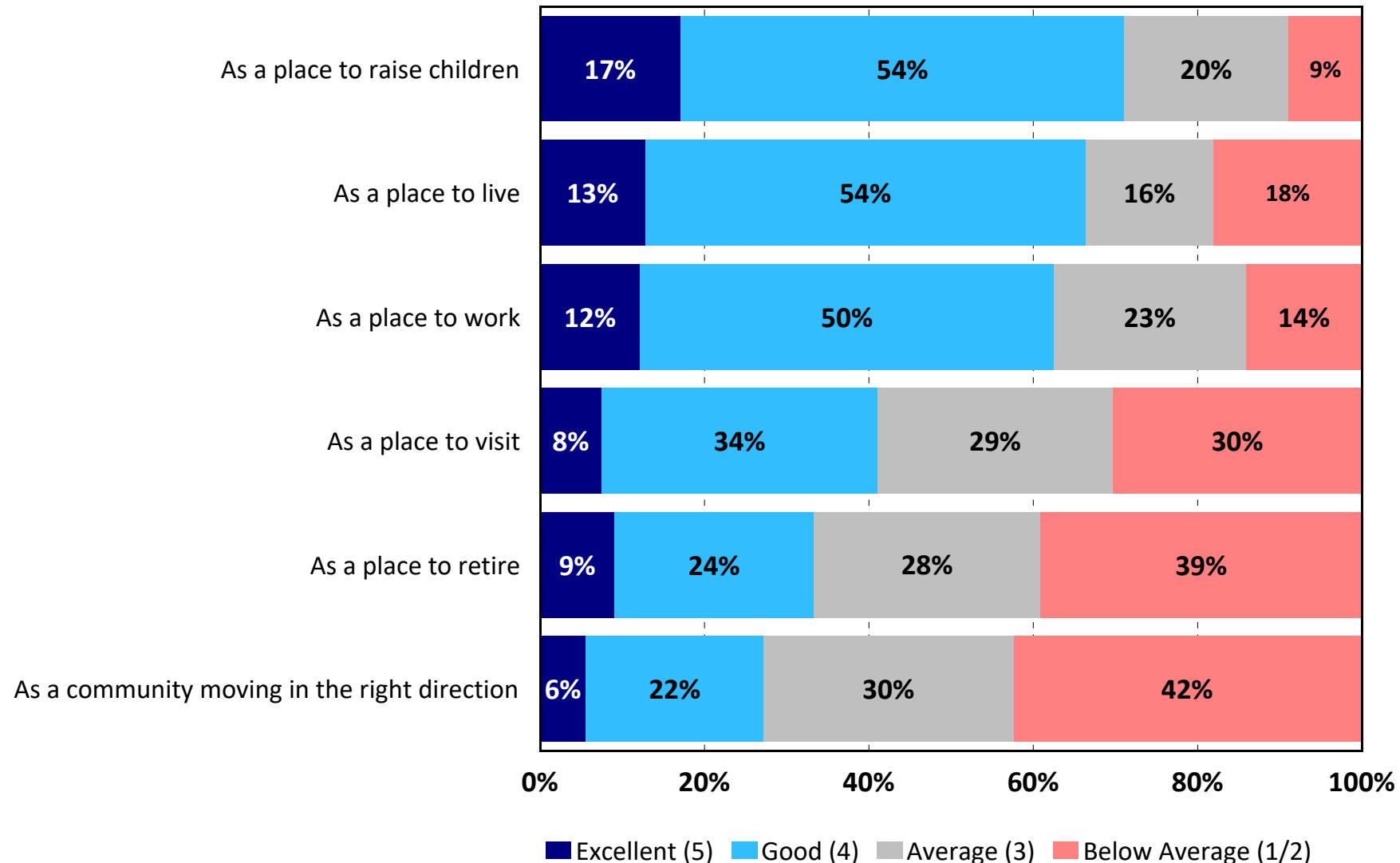
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q2. Quality of Life in Minot

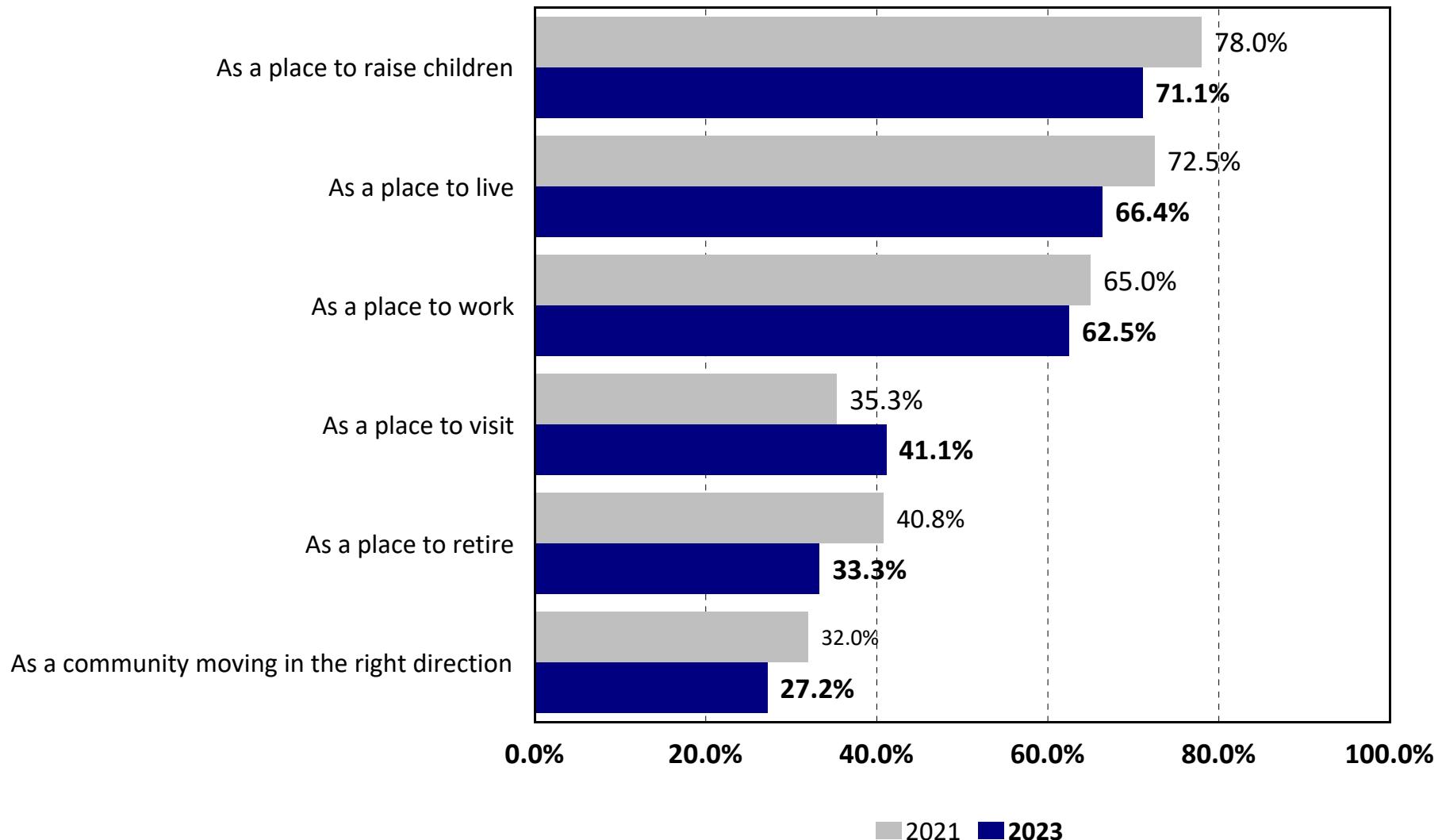
by percentage of respondents (excluding don't knows)



TRENDS: Quality of Life in Minot

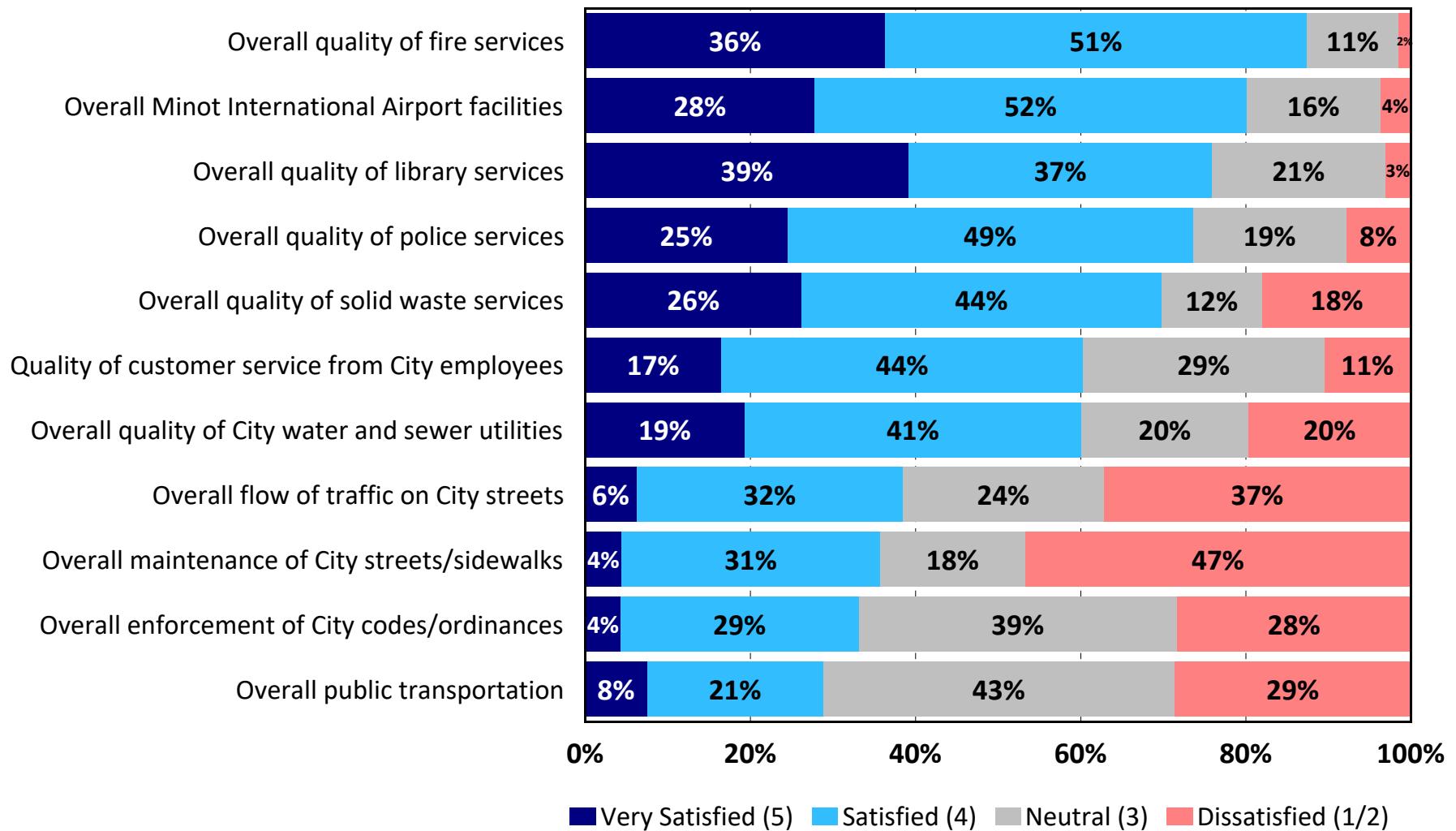
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



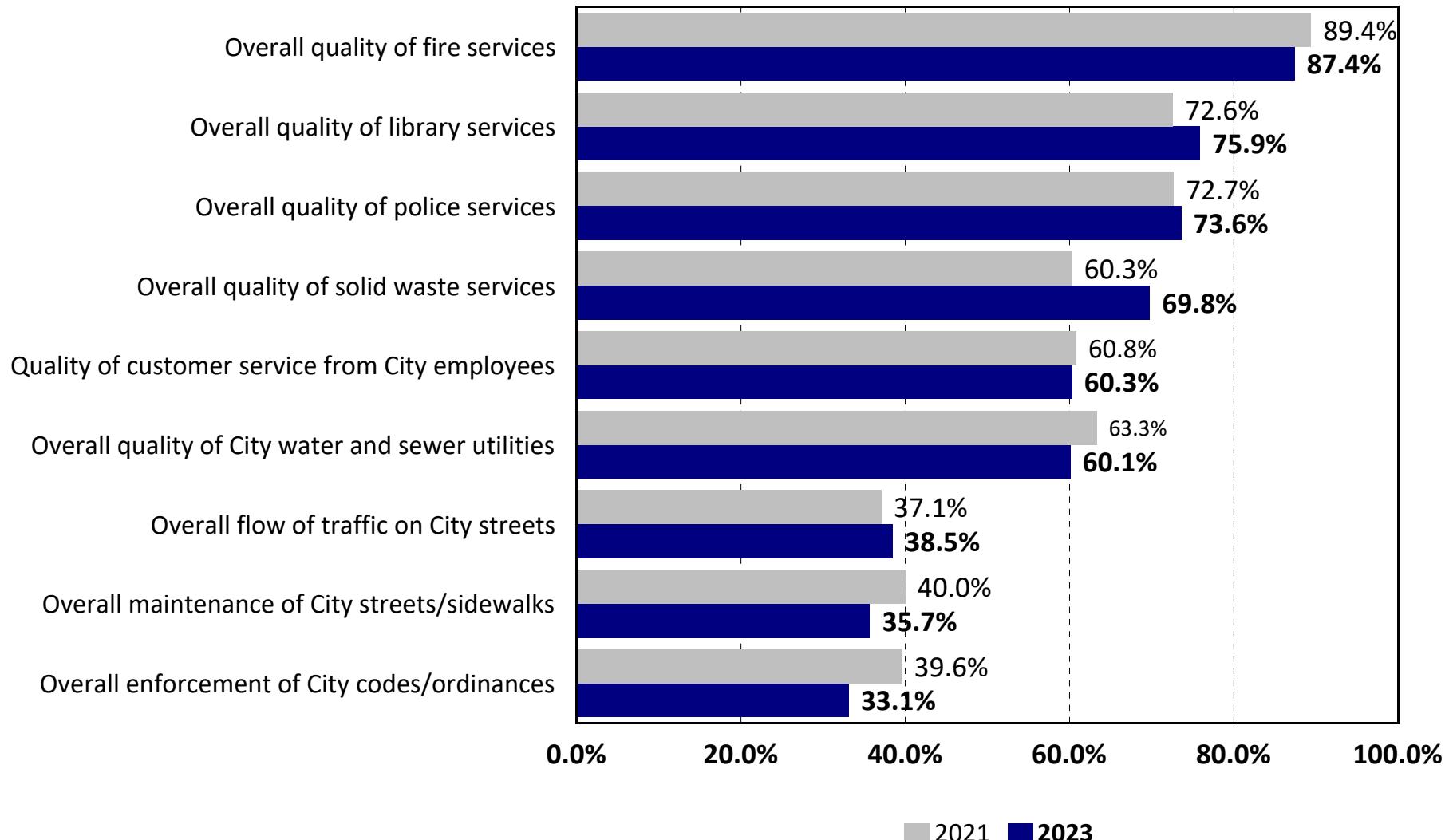
Q3. Overall Satisfaction With Major Categories of City Services

by percentage of respondents (excluding don't knows)



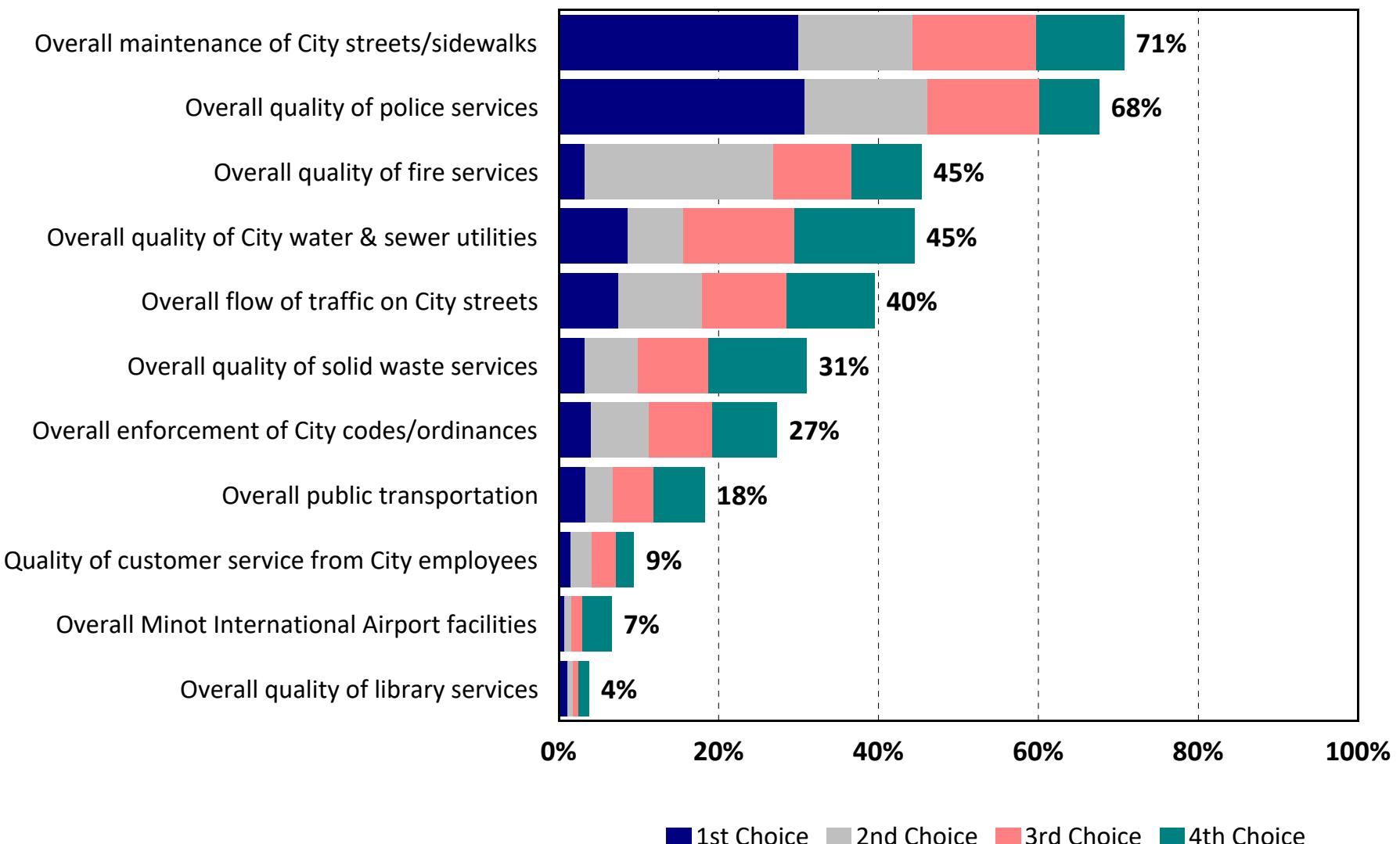
TRENDS: Overall Satisfaction With Major Categories of City Services - 2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



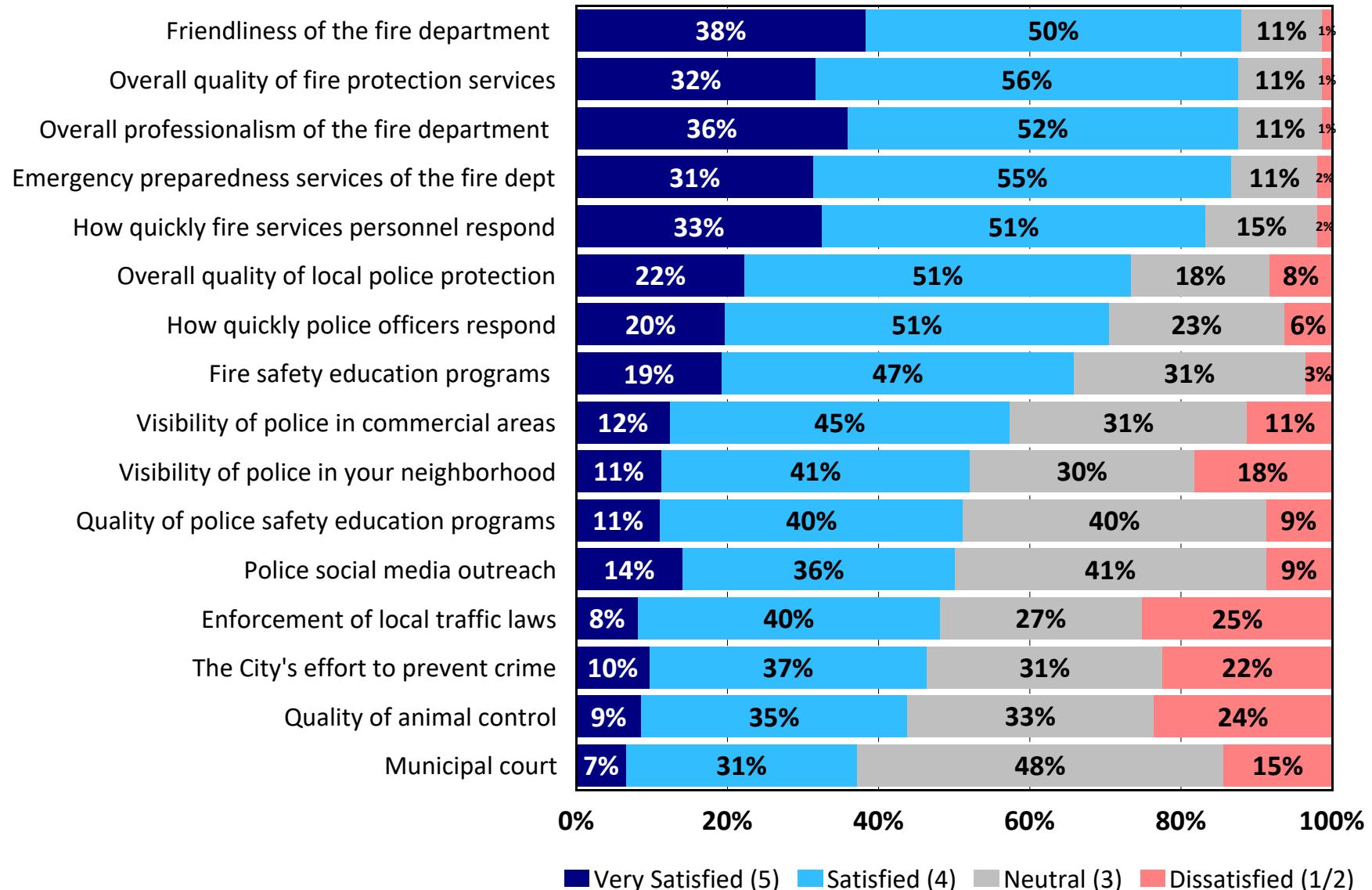
Q4. City Services That Are Most Important to Residents by Major Category

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



Q5. Satisfaction with Public Safety

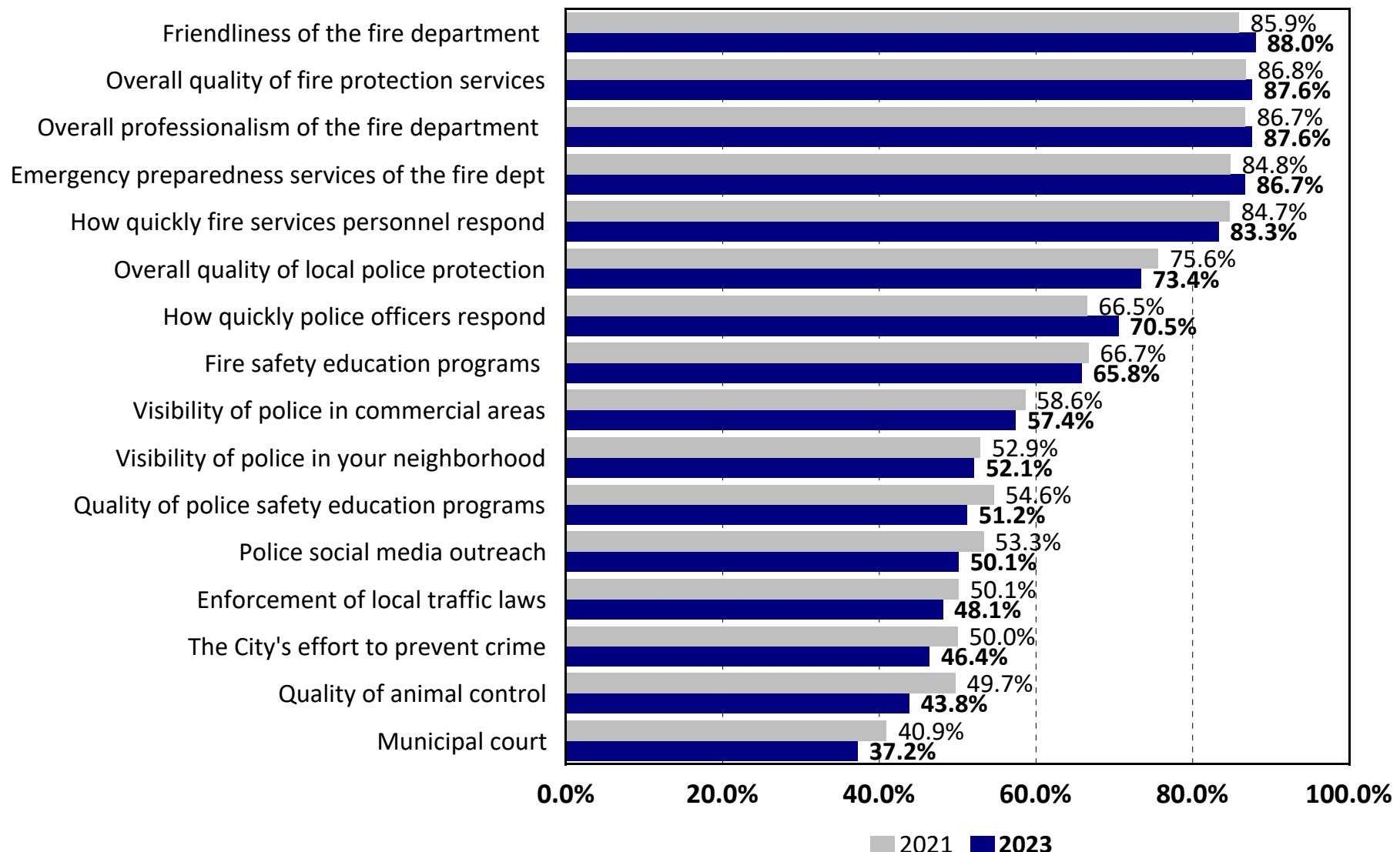
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Public Safety

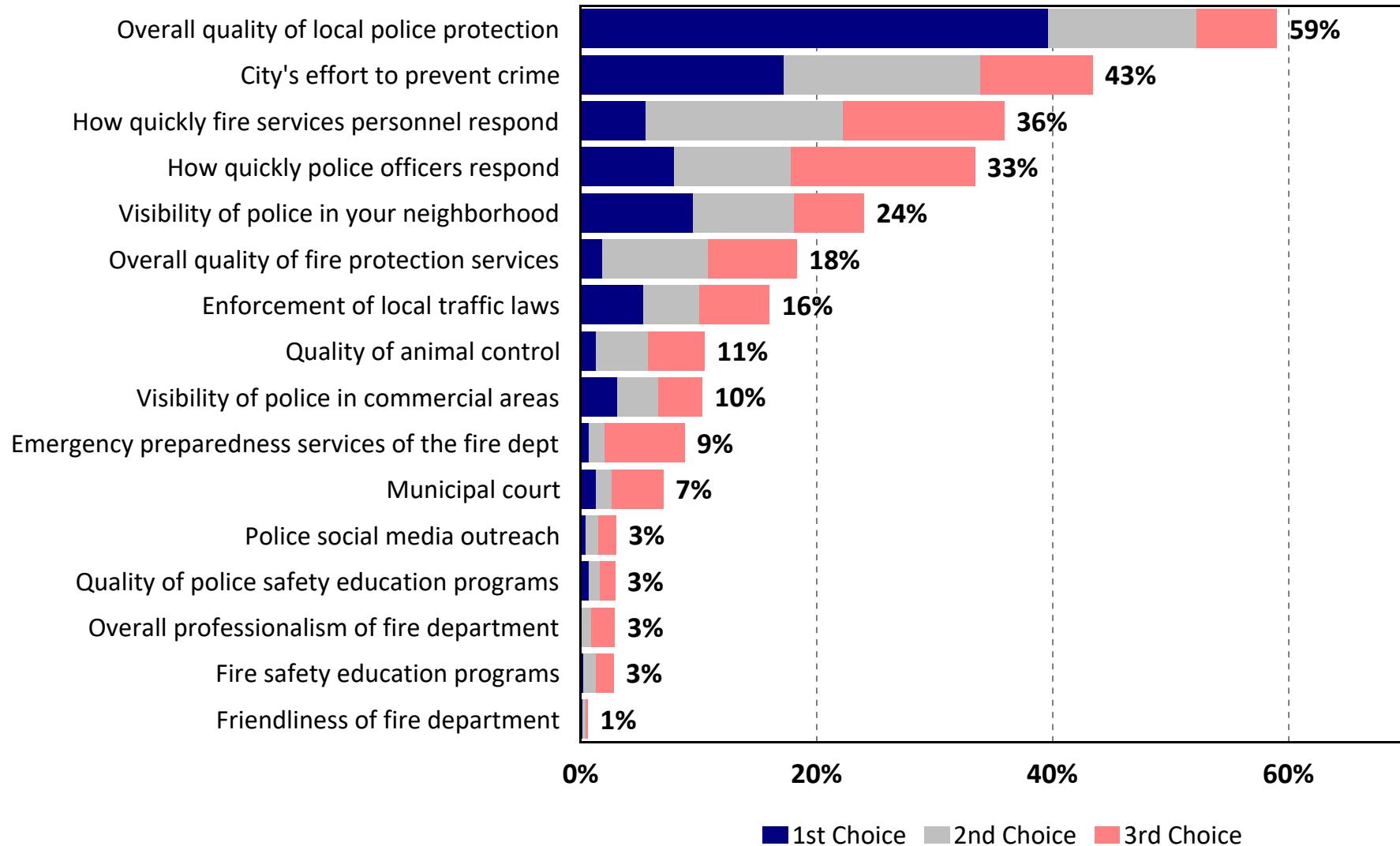
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



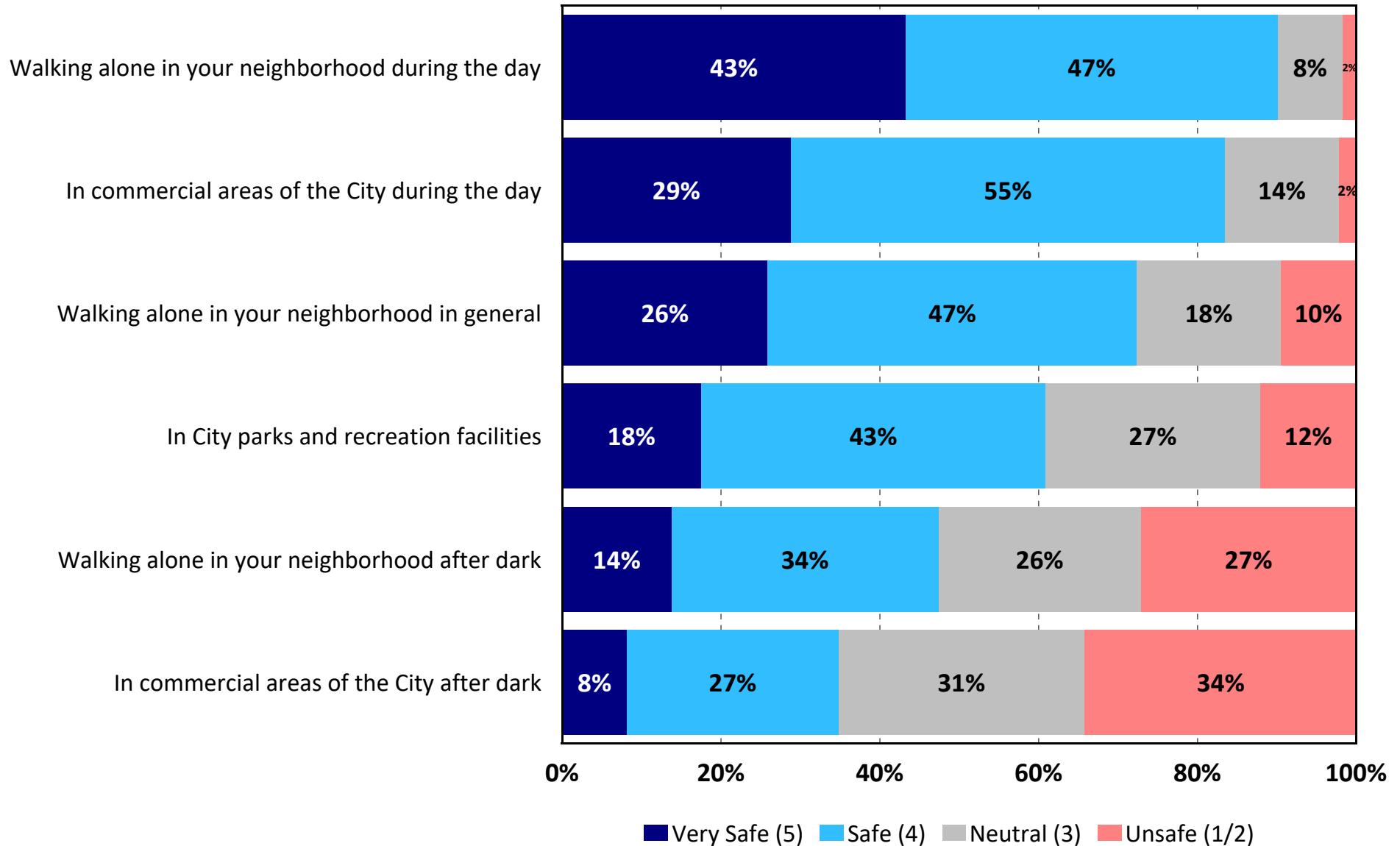
Q6. Public Safety Services That Residents Thought Were Most Important for the City to Provide

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



Q7. Perceptions of Safety and Security

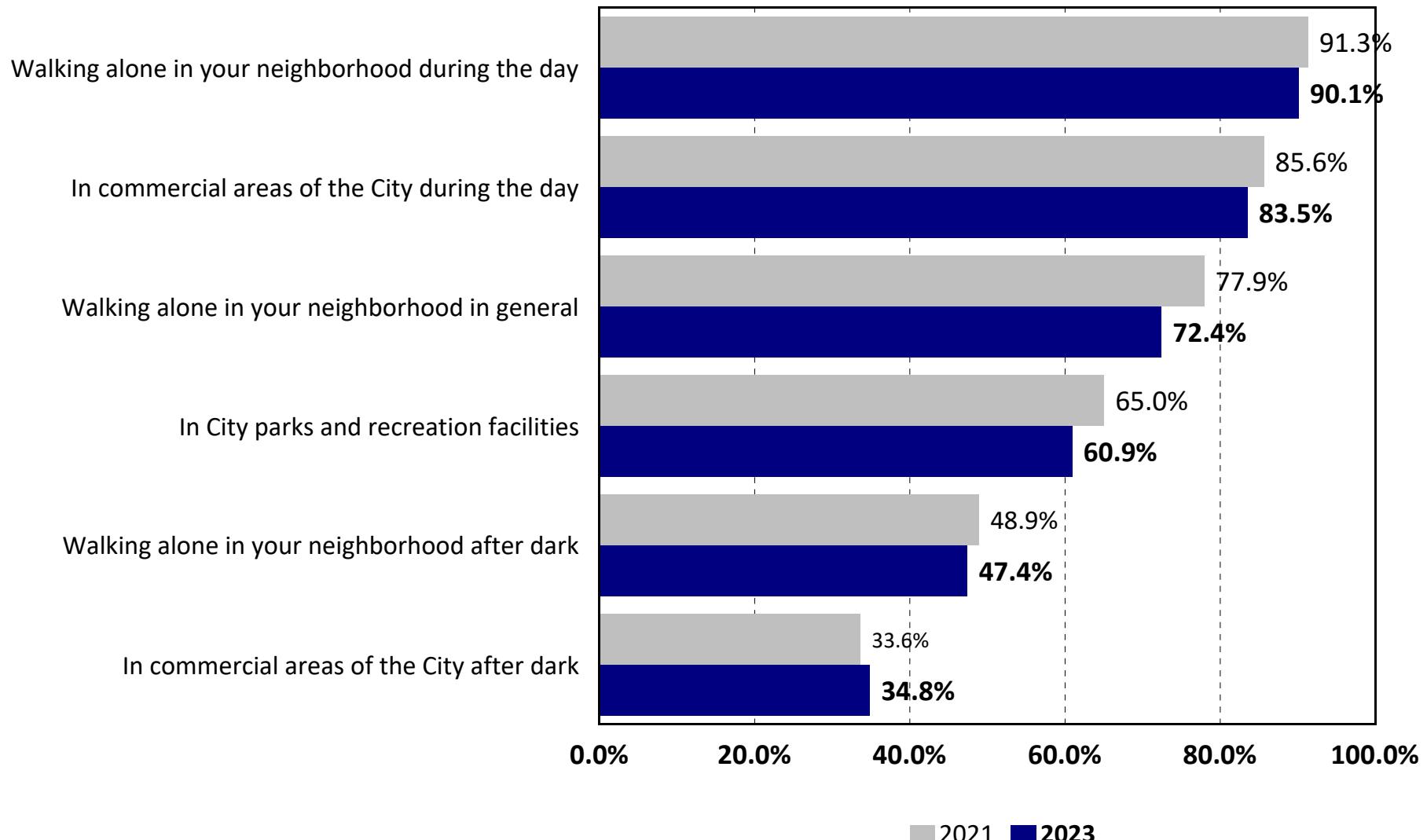
by percentage of respondents (excluding don't knows)



TRENDS: Perceptions of Safety and Security

2021 vs. 2023

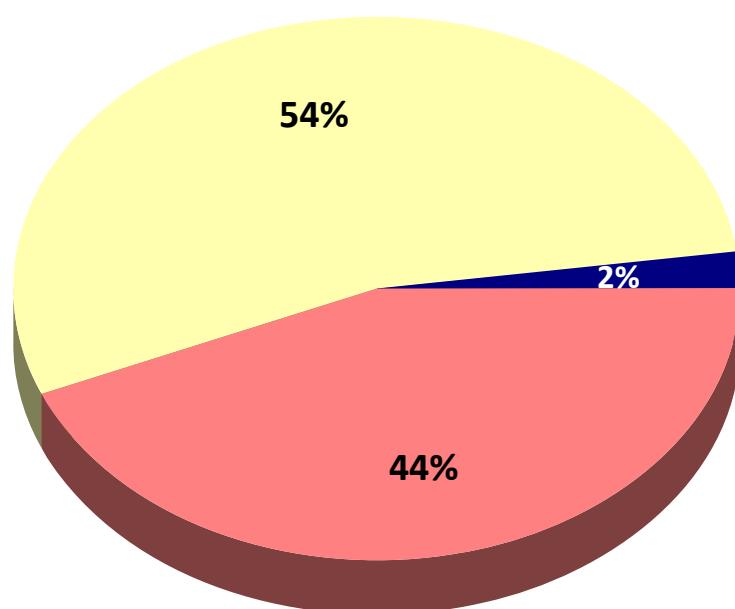
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



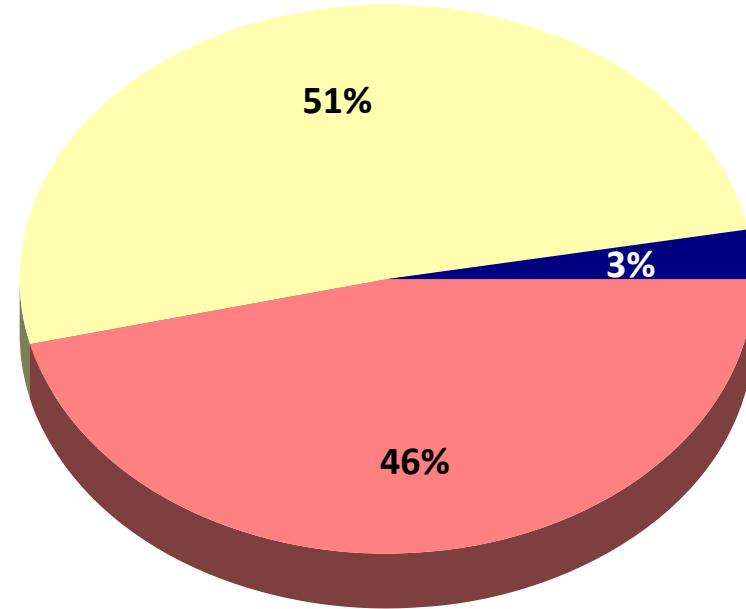
Q8. In the past 12 months, do you think Minot has become more, less, or stayed the same as far as being a safe place to live, work, and raise a family?

by percentage of respondents (excluding don't knows)

2023



2021

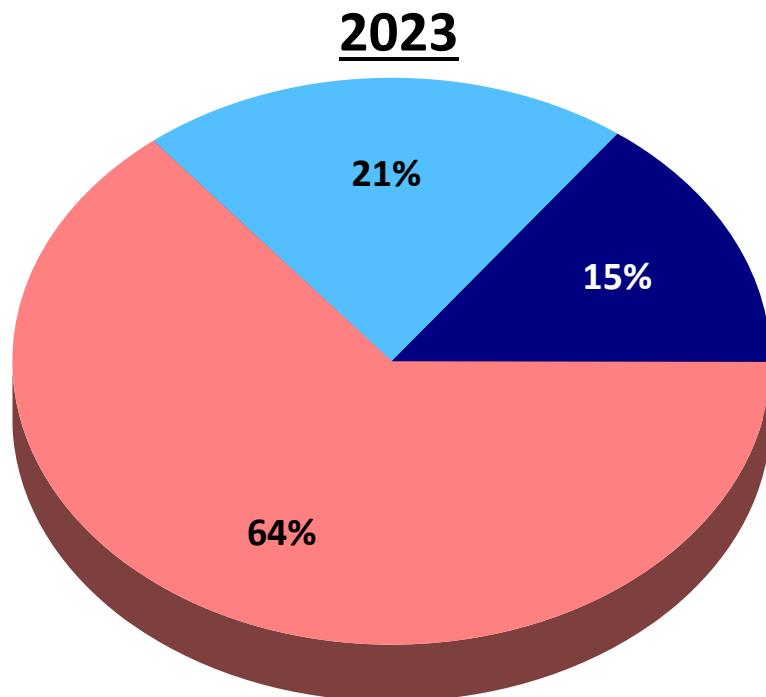


■ More safe ■ Stayed the same ■ Less safe

■ More safe ■ Stayed the same ■ Less safe

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

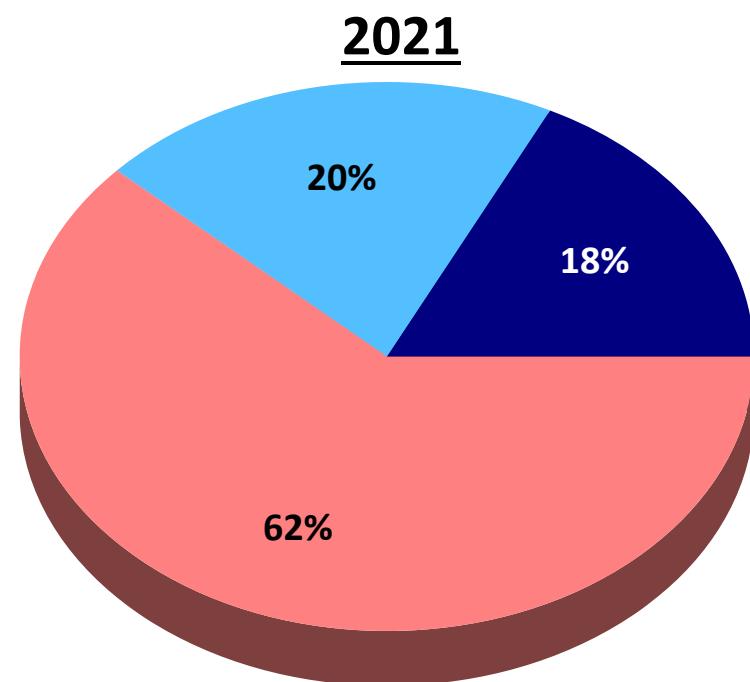
by percentage of respondents (excluding don't knows)



■ Yes, I know an officer

■ Yes, I have had contact with the officer, but do not know him/her

■ No



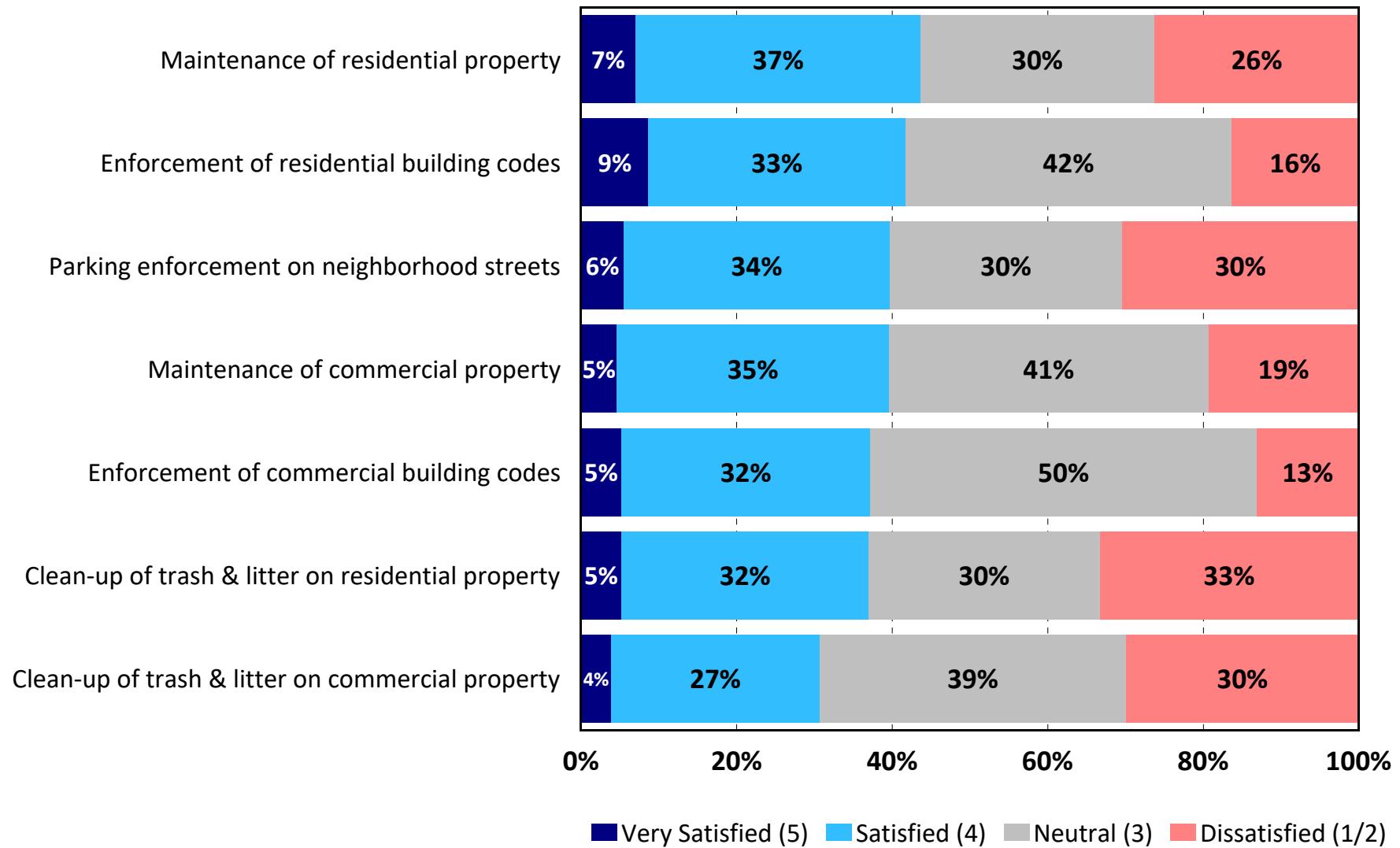
■ Yes, I know an officer

■ Yes, I have had contact with the officer, but do not know him/her

■ No

Q10. Satisfaction with Code Enforcement

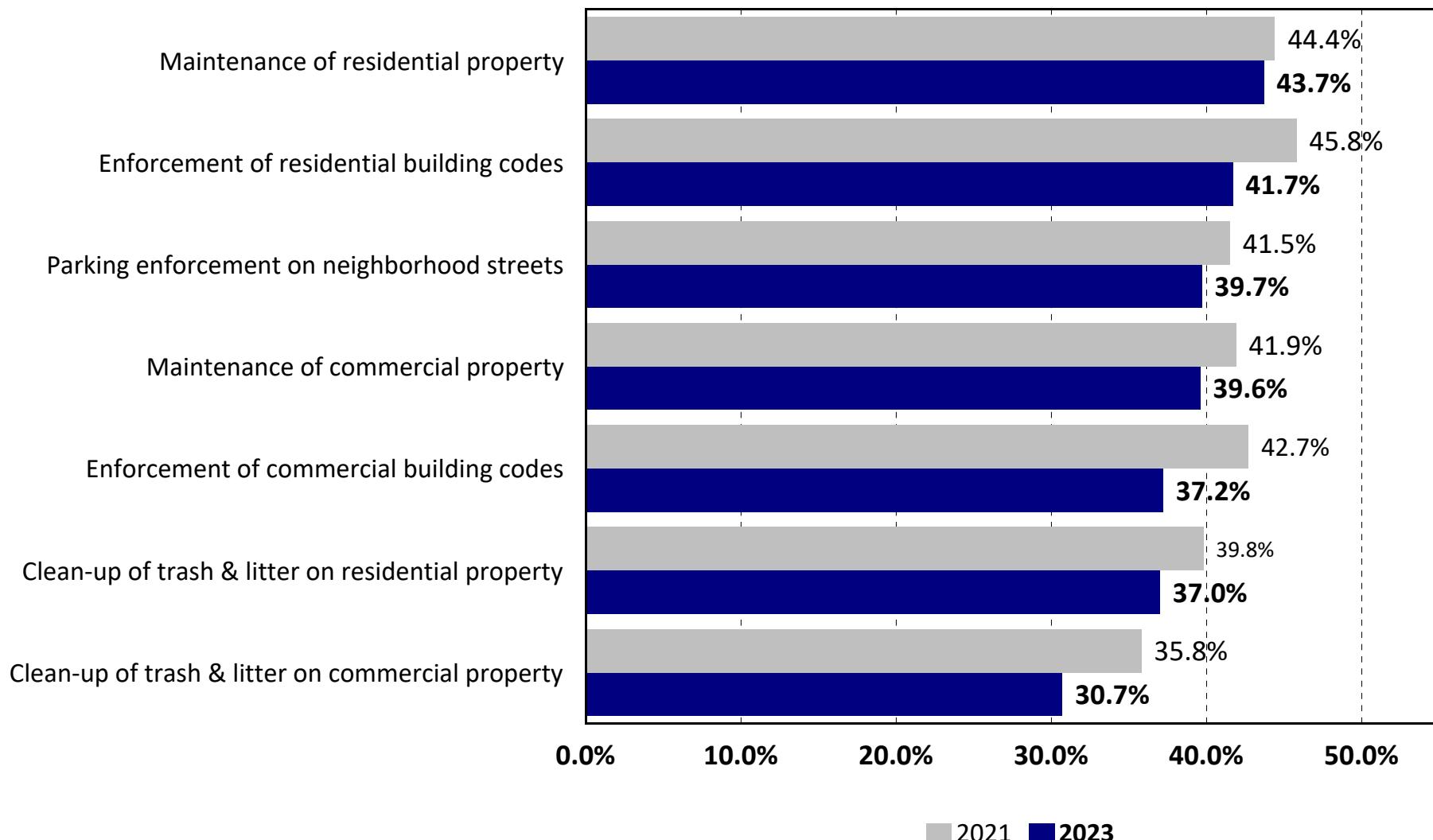
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Code Enforcement

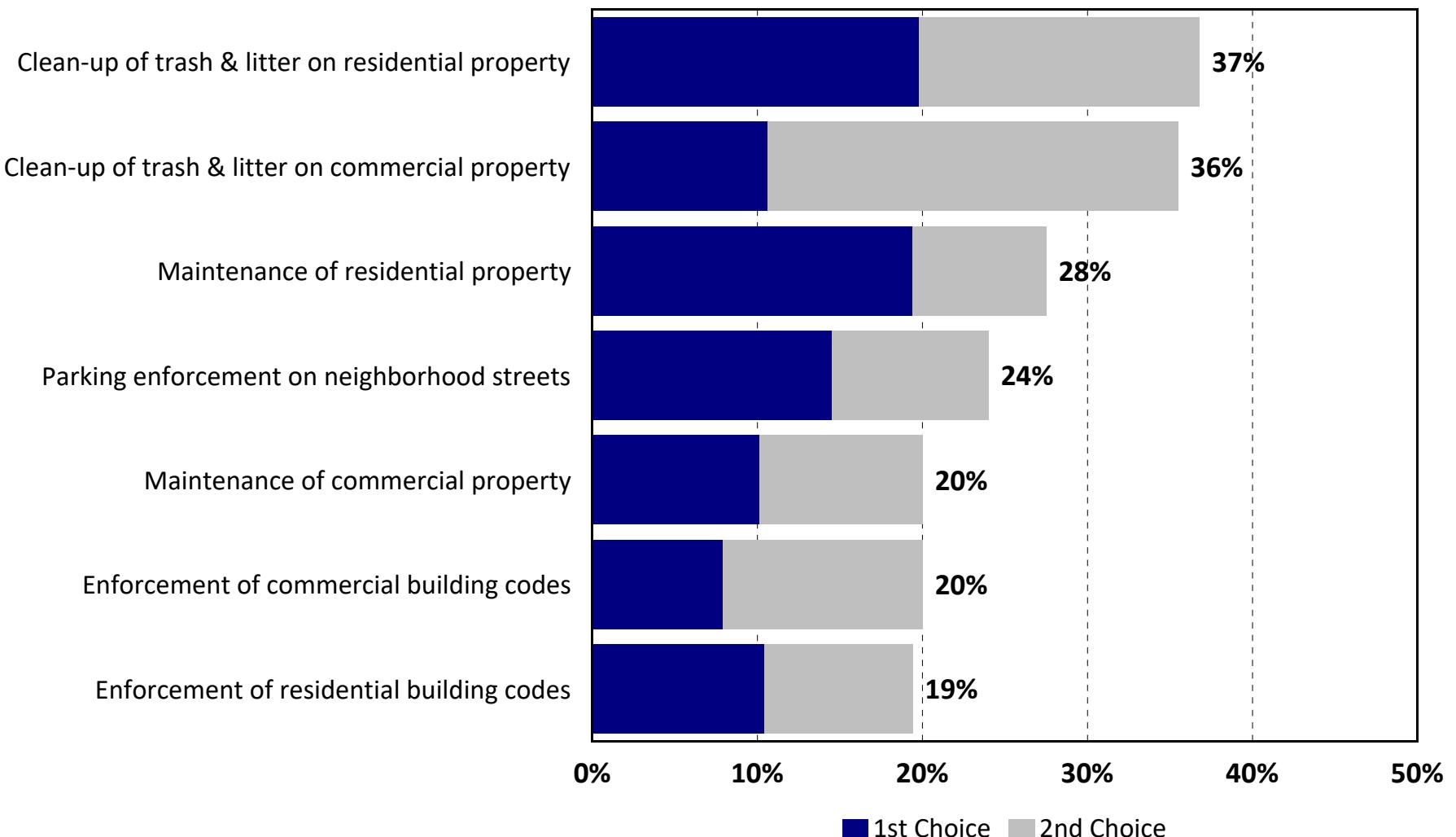
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



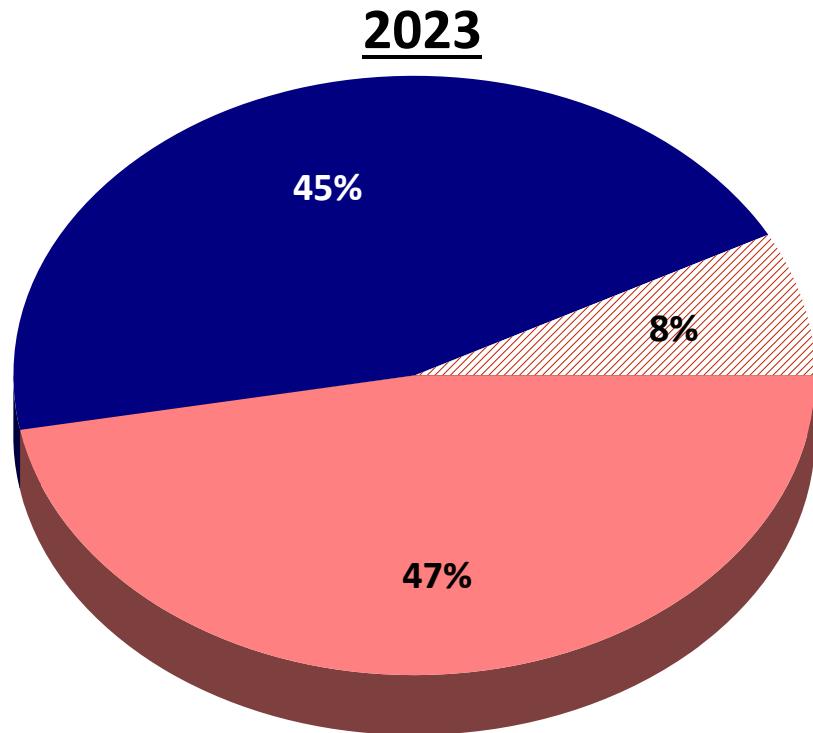
Q11. Code Enforcement Services That Residents Thought Were Most Important for the City to Provide

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

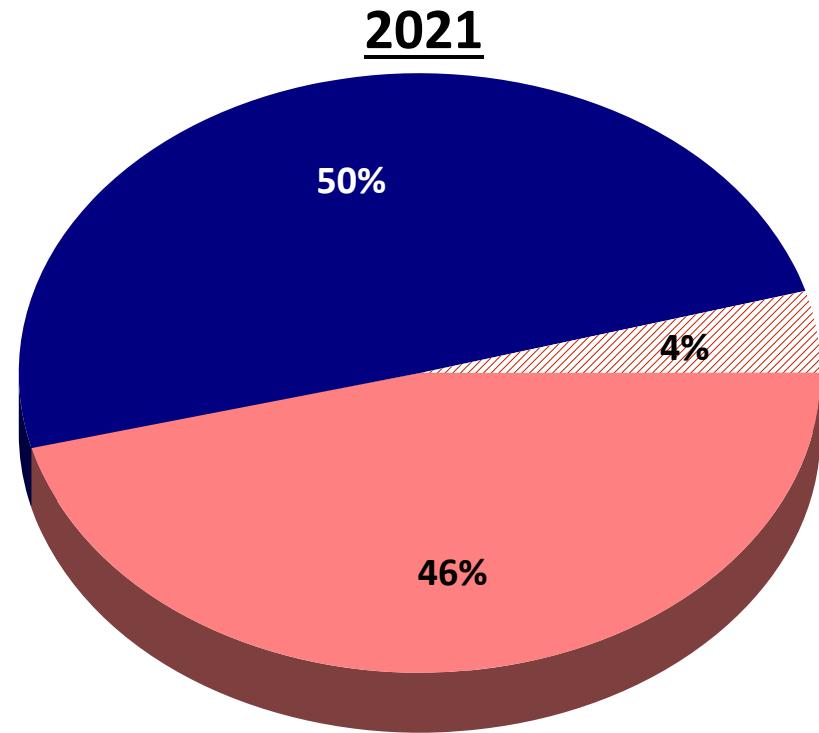


Q12. Do you feel the current level of code enforcement is...

by percentage of respondents (excluding don't knows)



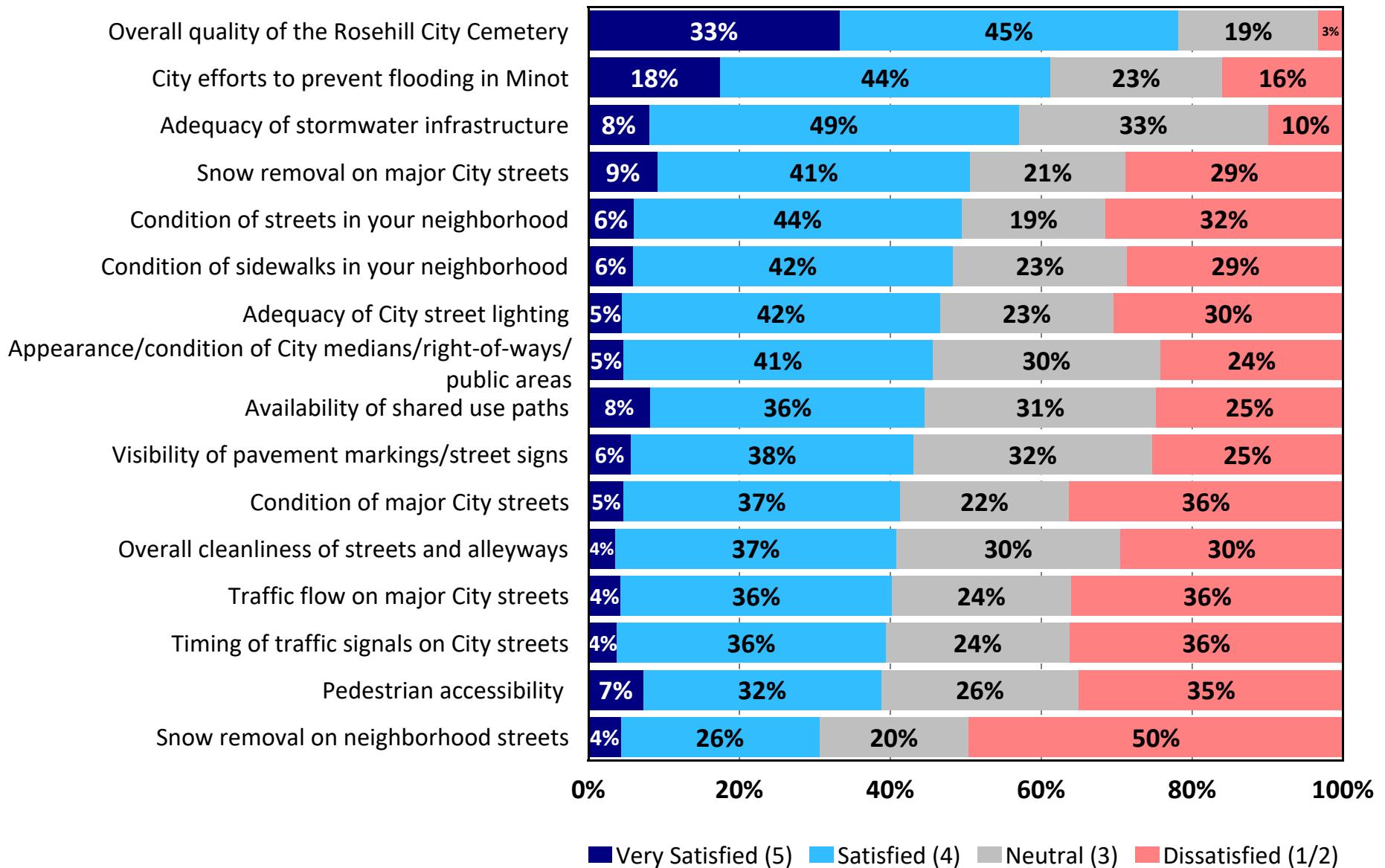
Too much About right Not enough



Too much About right Not enough

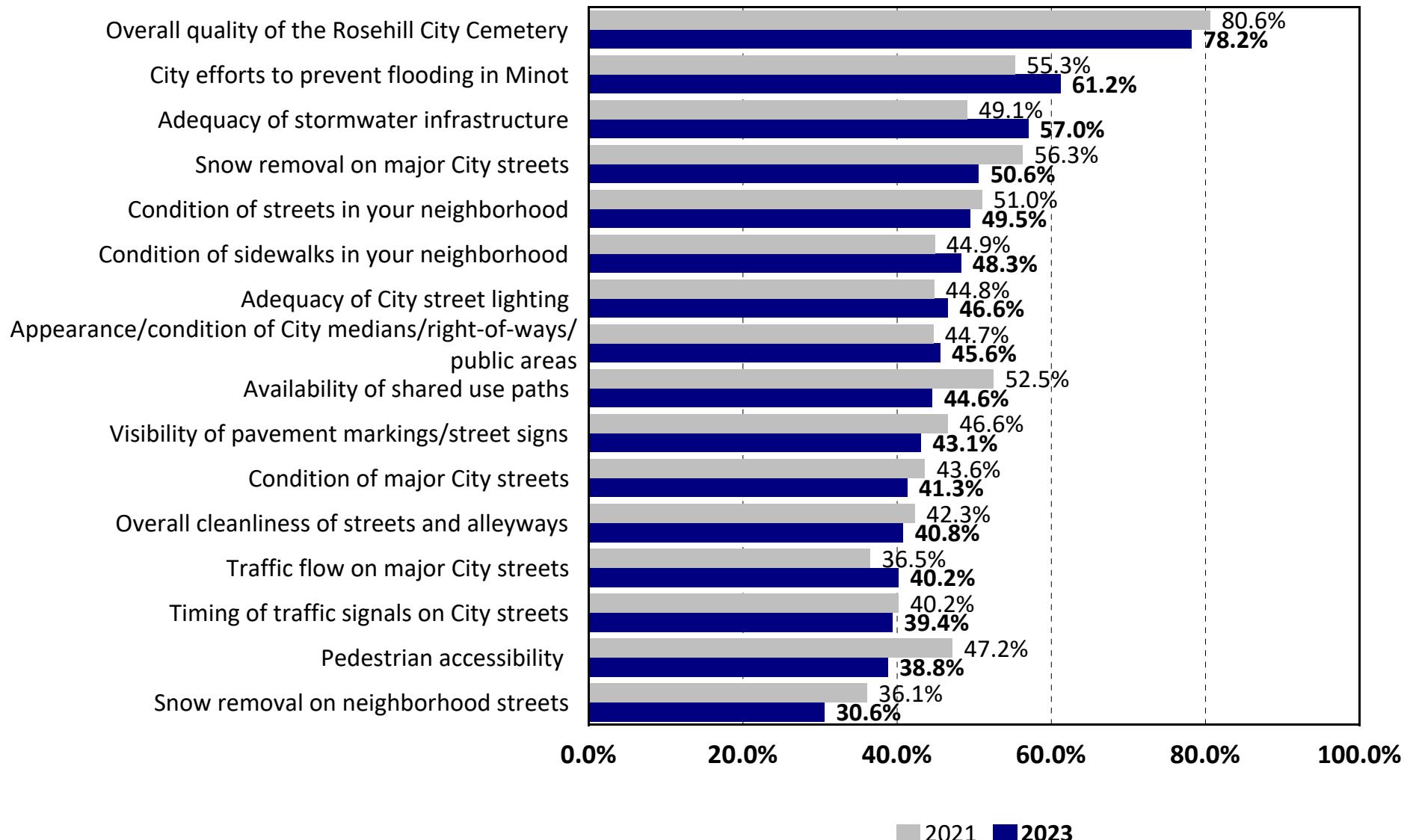
Q13. Satisfaction with City Maintenance and Public Works

by percentage of respondents (excluding don't knows)



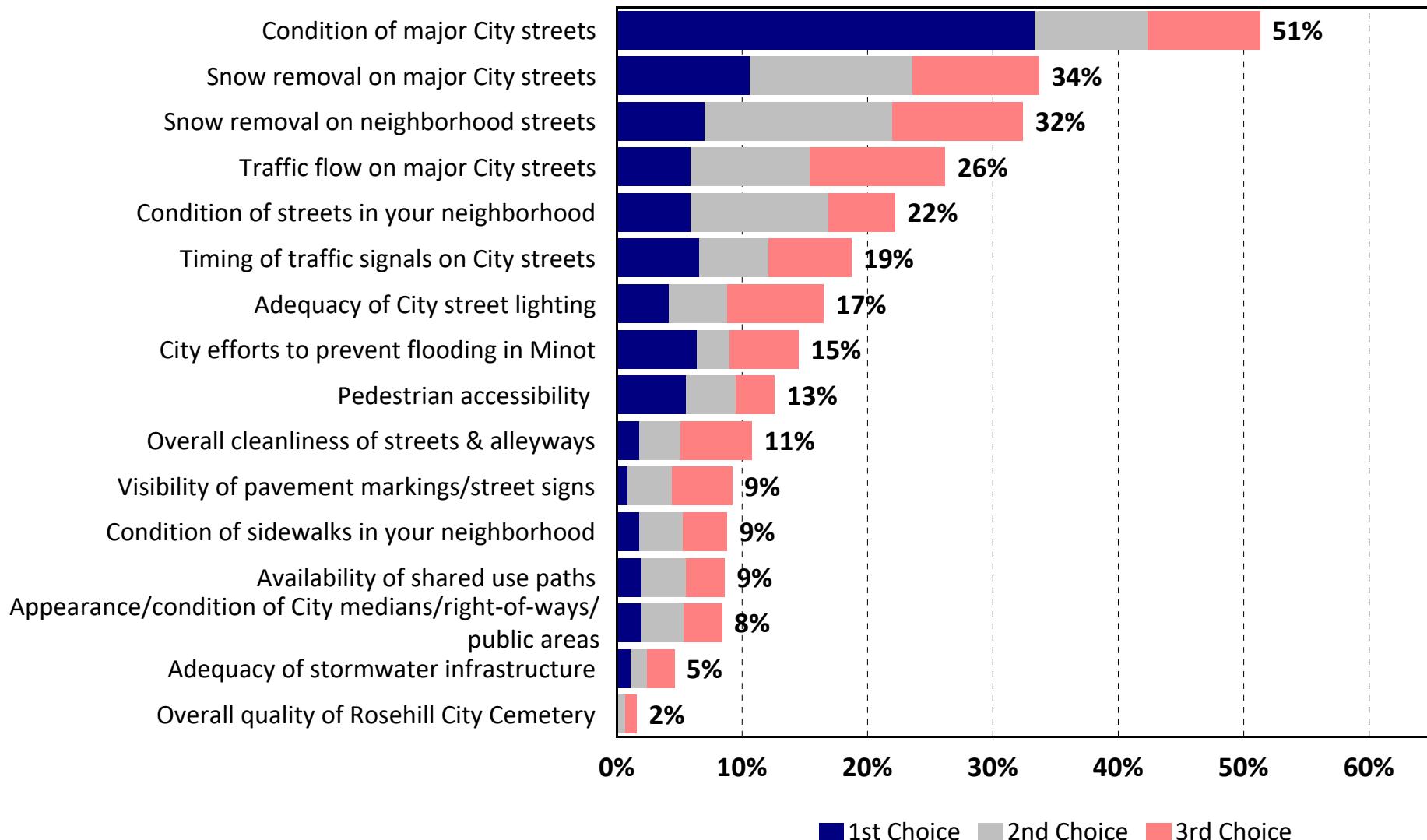
TRENDS: Satisfaction with City Maintenance and Public Works - 2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



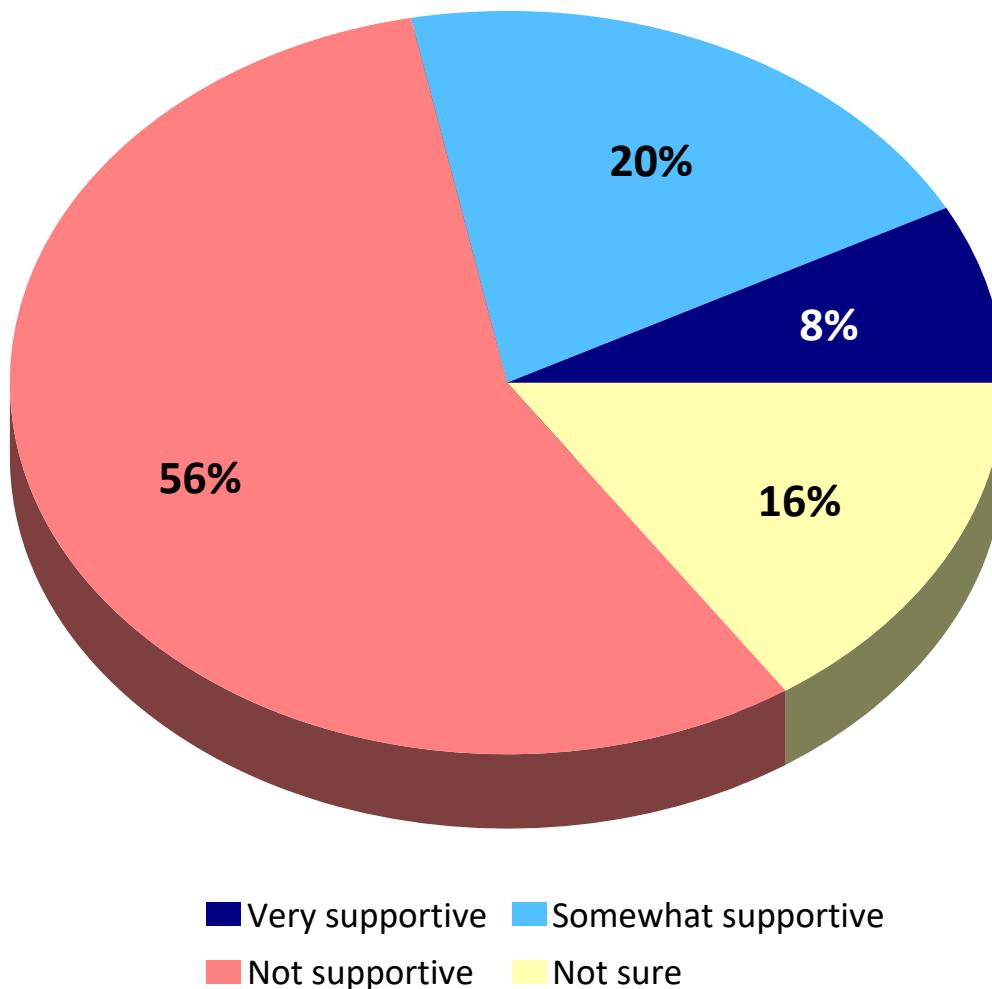
Q14. City Maintenance/Public Works Services That Residents Thought Were Most Important for the City to Provide

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



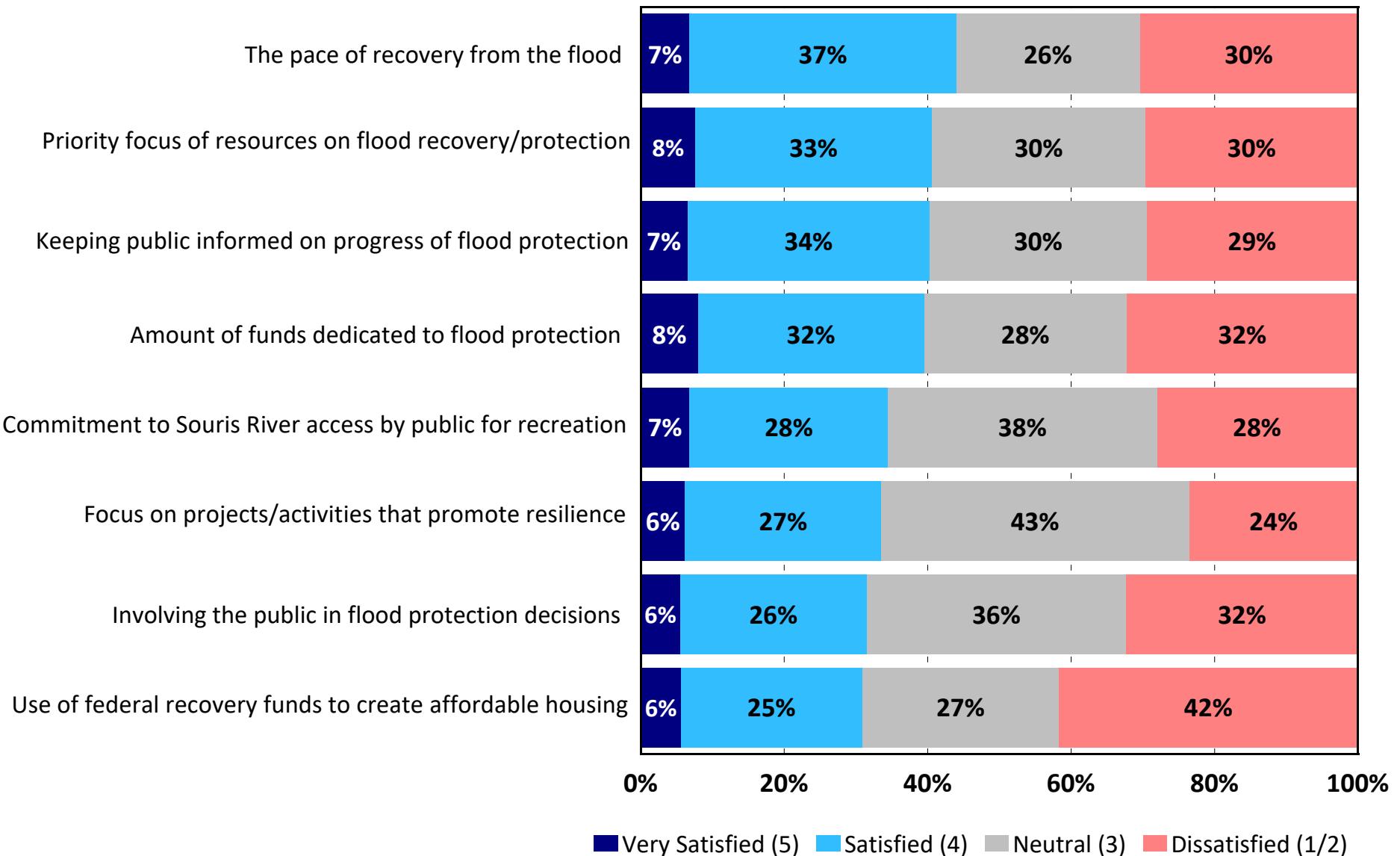
Q16. Support for a public safety sales tax to support future costs for employees, vehicles and facilities

by percentage of respondents



Q17. Satisfaction with Flood Recovery

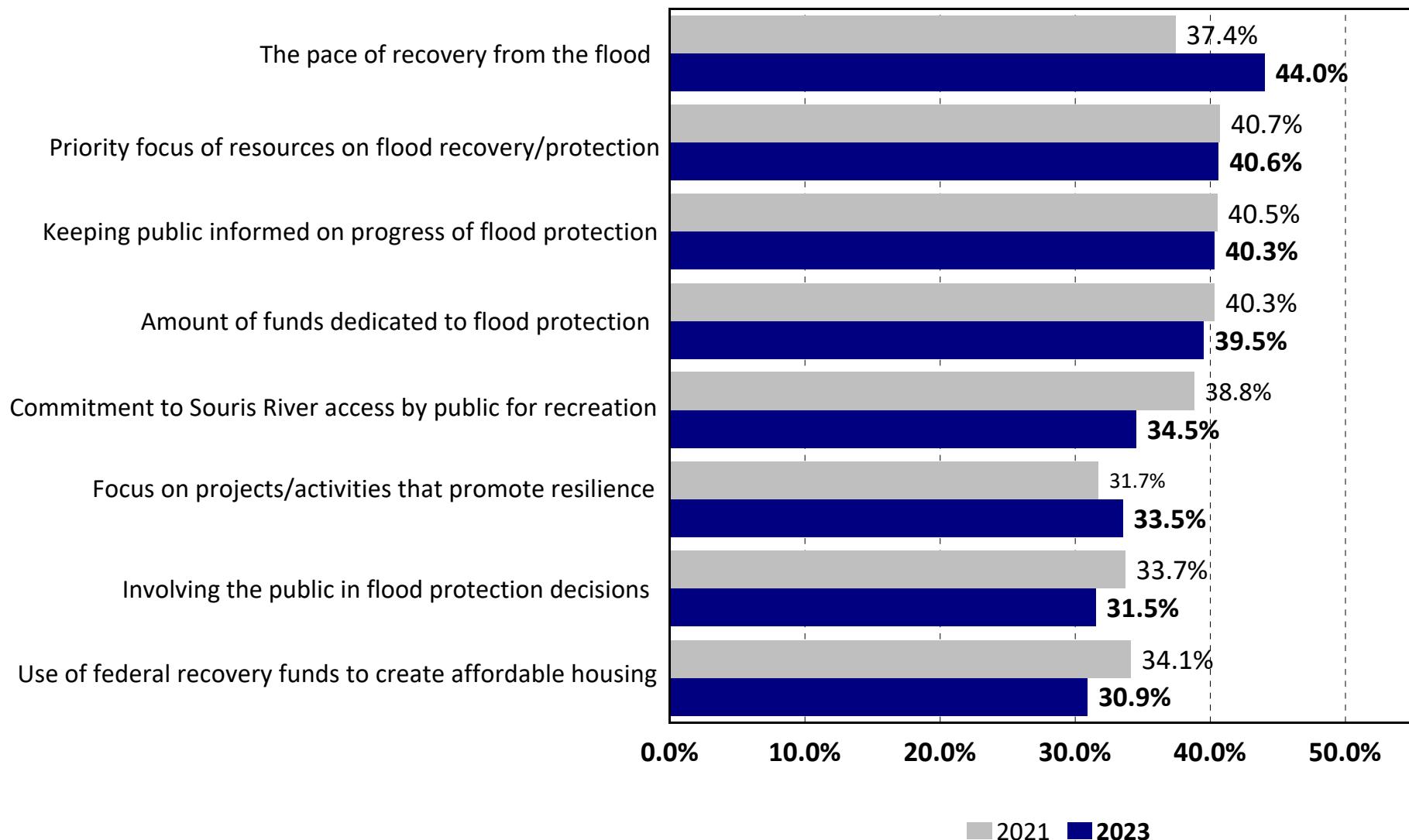
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Flood Recovery

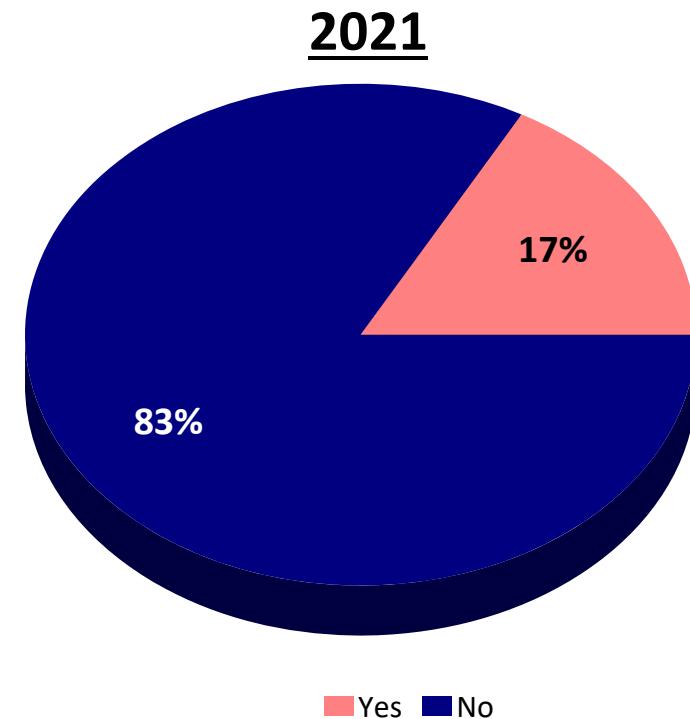
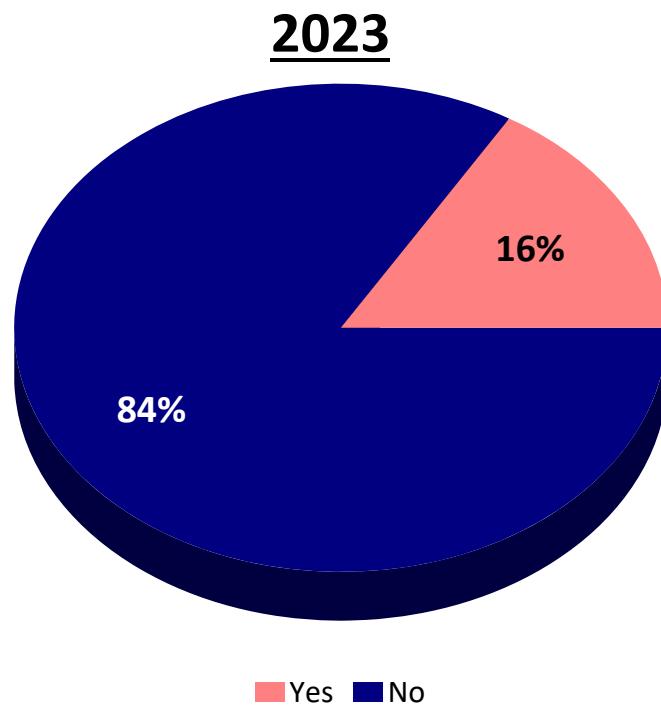
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



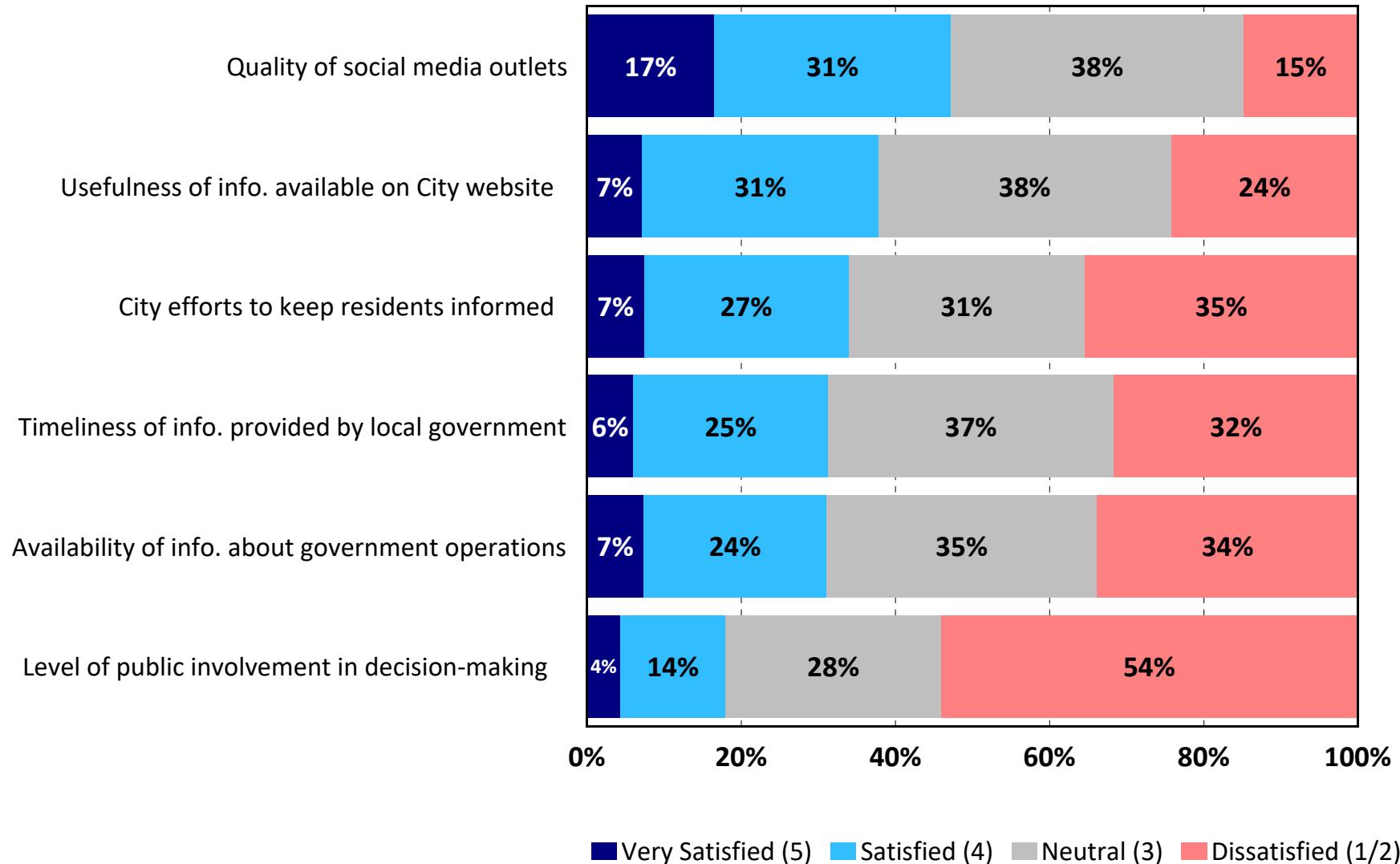
Q18. Do you have flooding concerns in your neighborhood?

by percentage of respondents (excluding not provided)



Q19. Satisfaction with City Communication

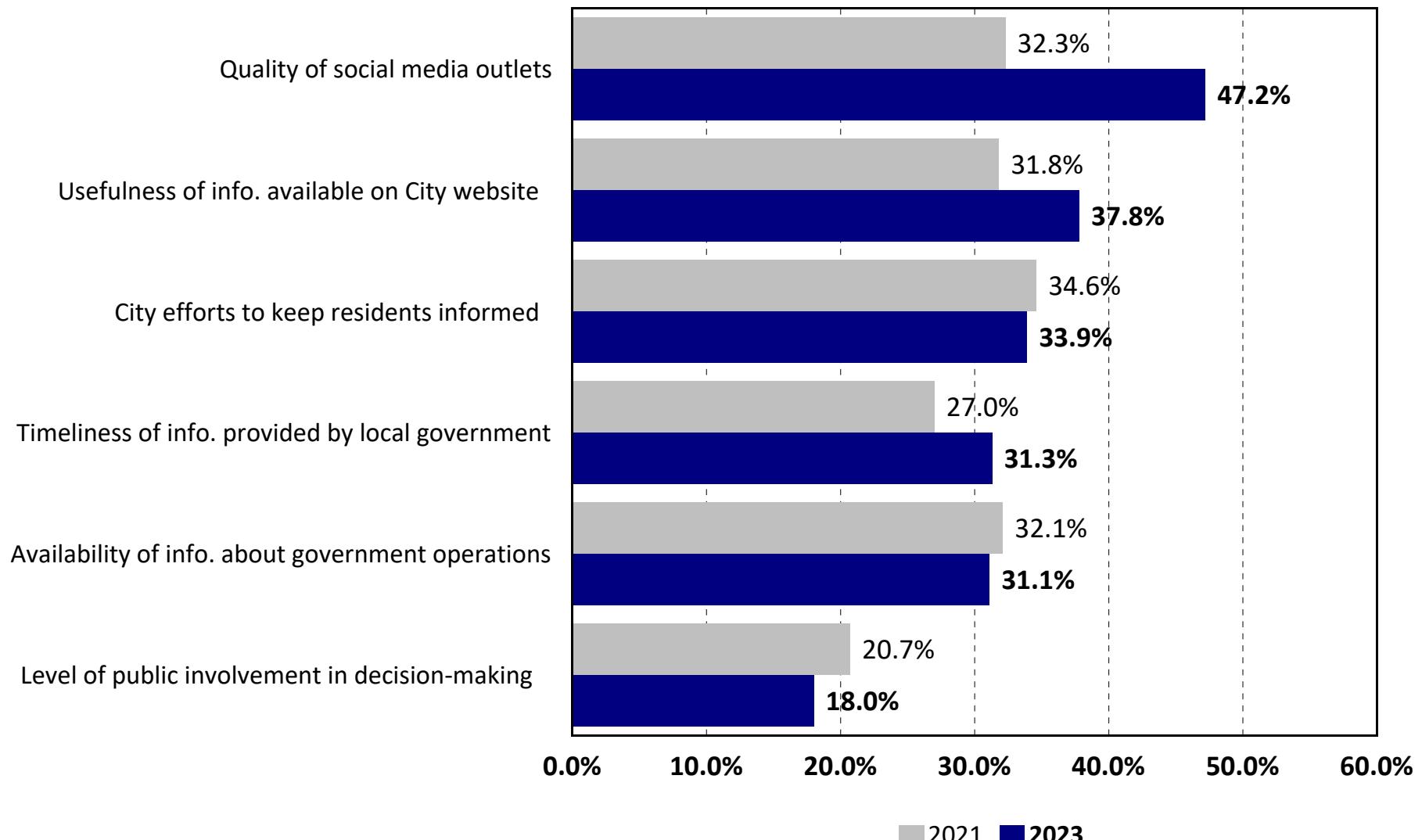
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with City Communication

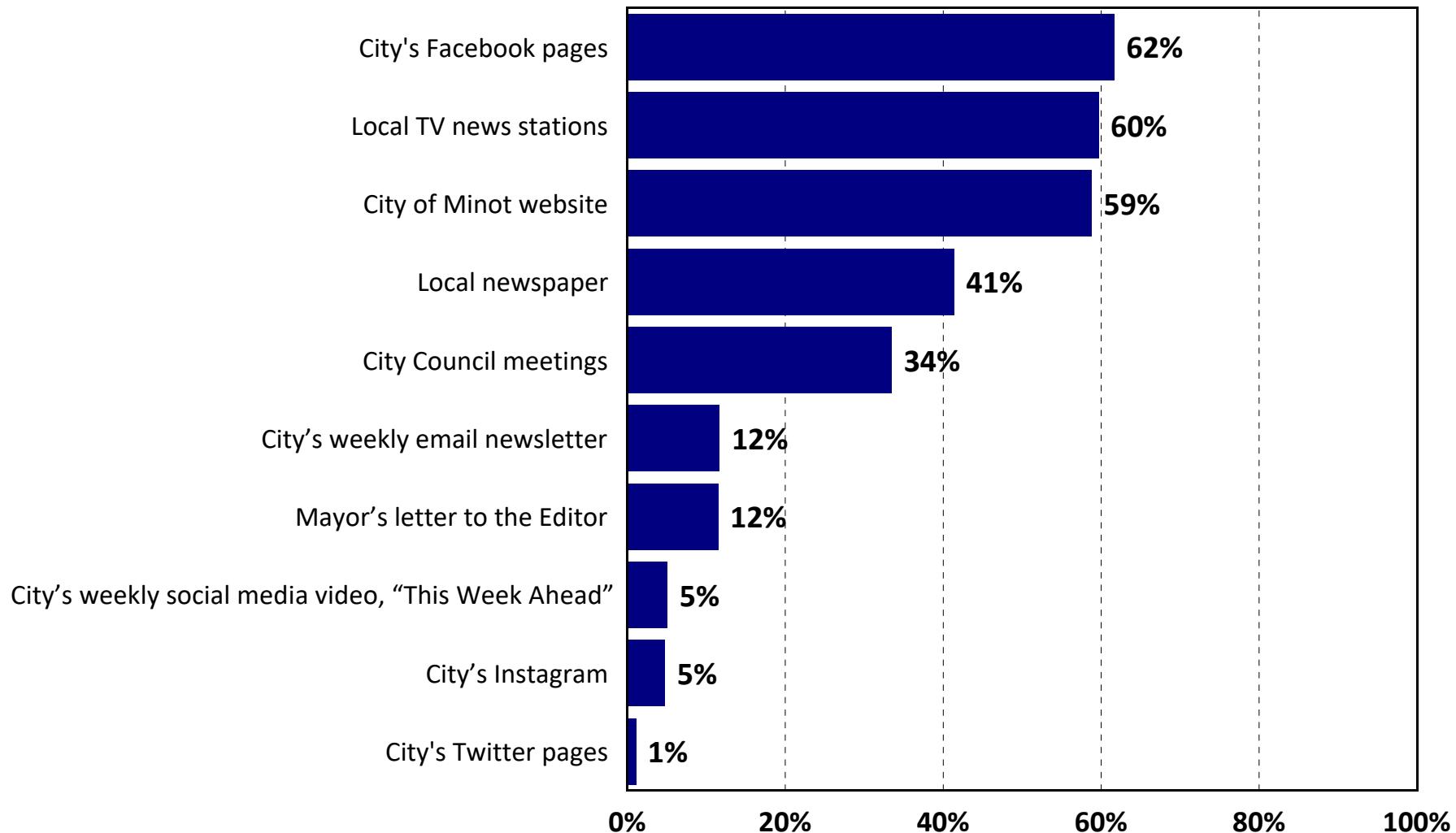
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



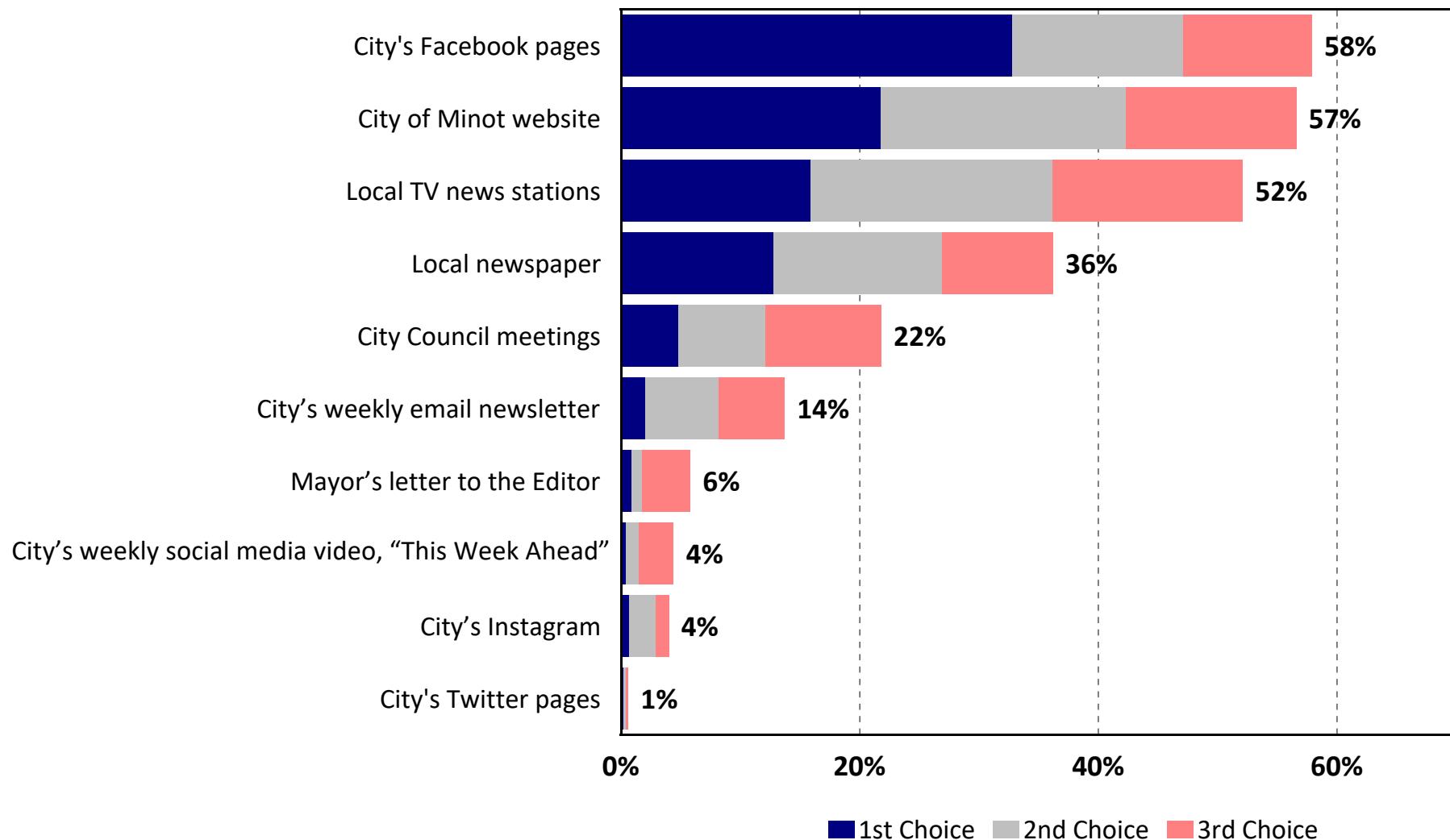
Q20. Where Residents Currently Receive Information About the City of Minot

by percentage of respondents (multiple selections could be made)



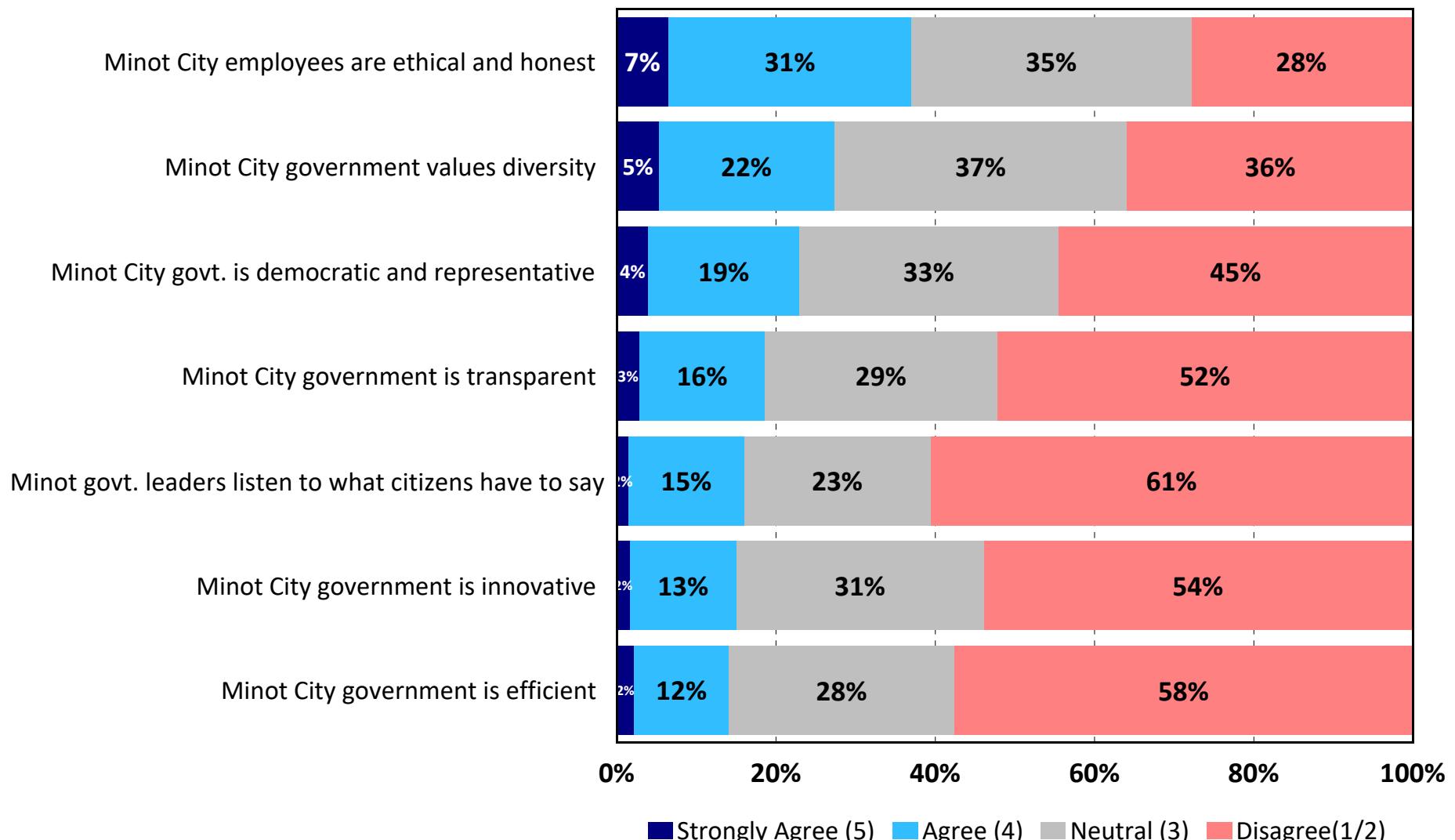
Q21. Sources of Information That Residents MOST PREFER to Receive About the City

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



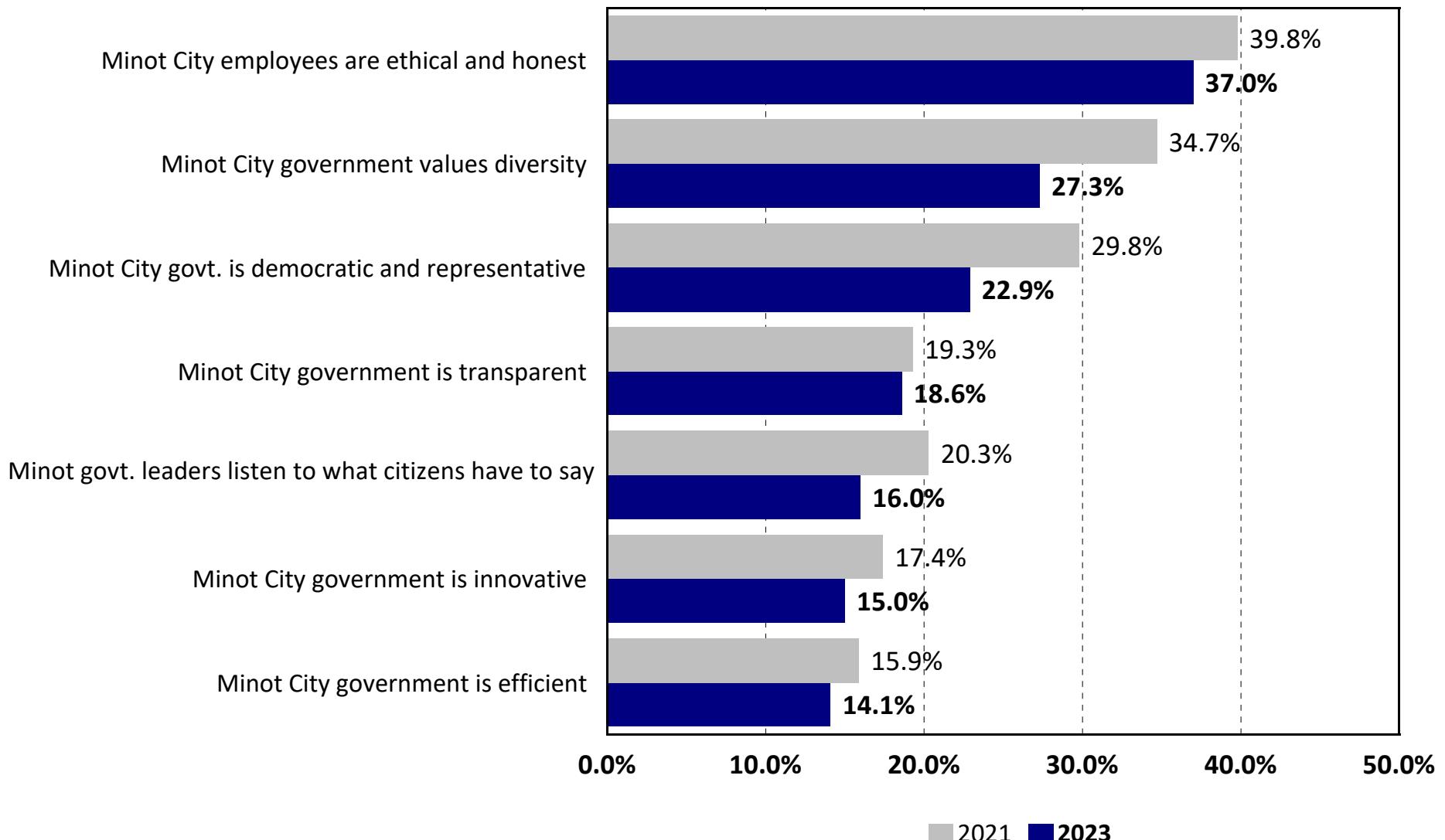
Q22. Agreement with Various Statements About City Government

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



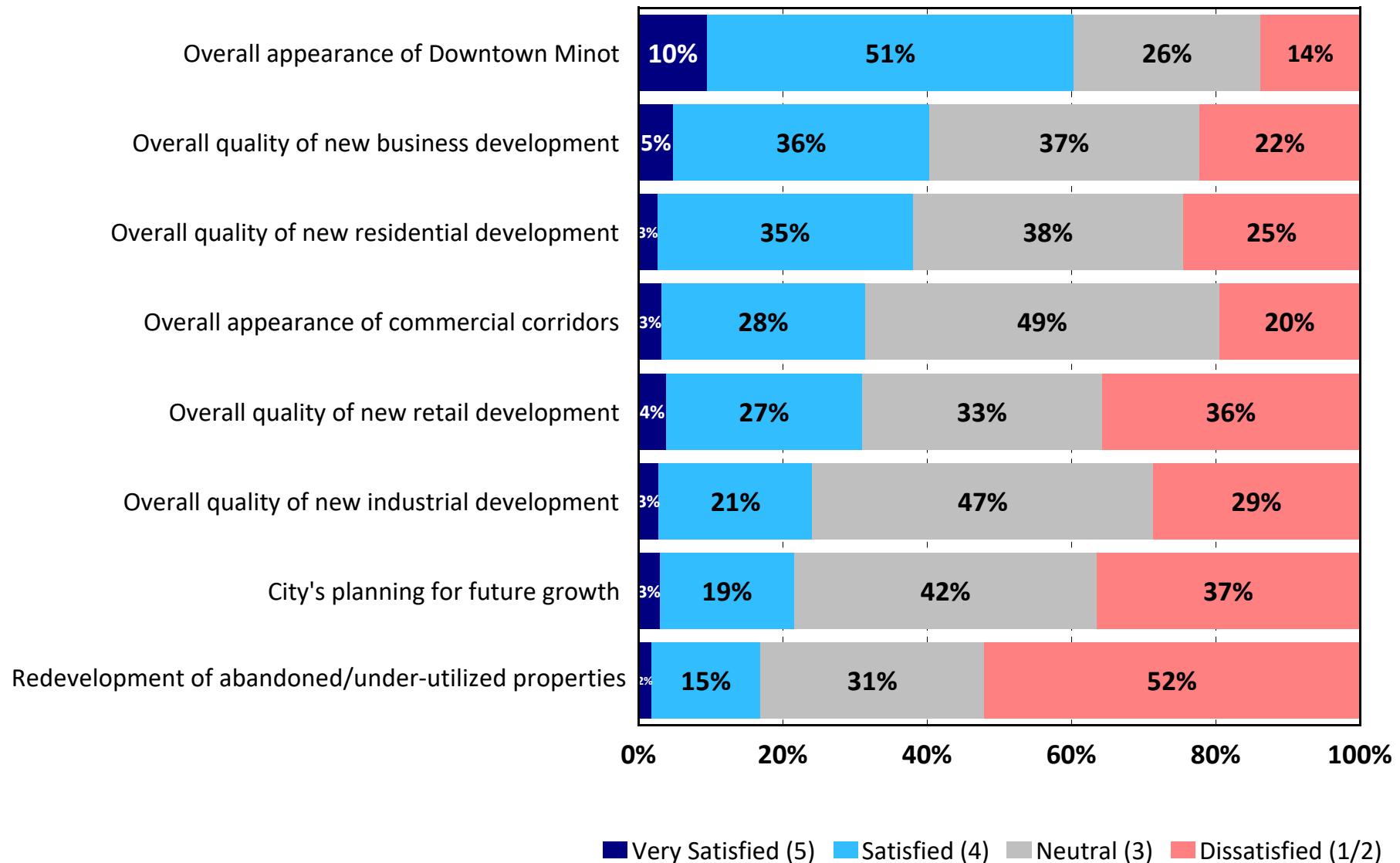
TRENDS: Agreement with Various Statements About City Government - 2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q23. Satisfaction with Economic Development

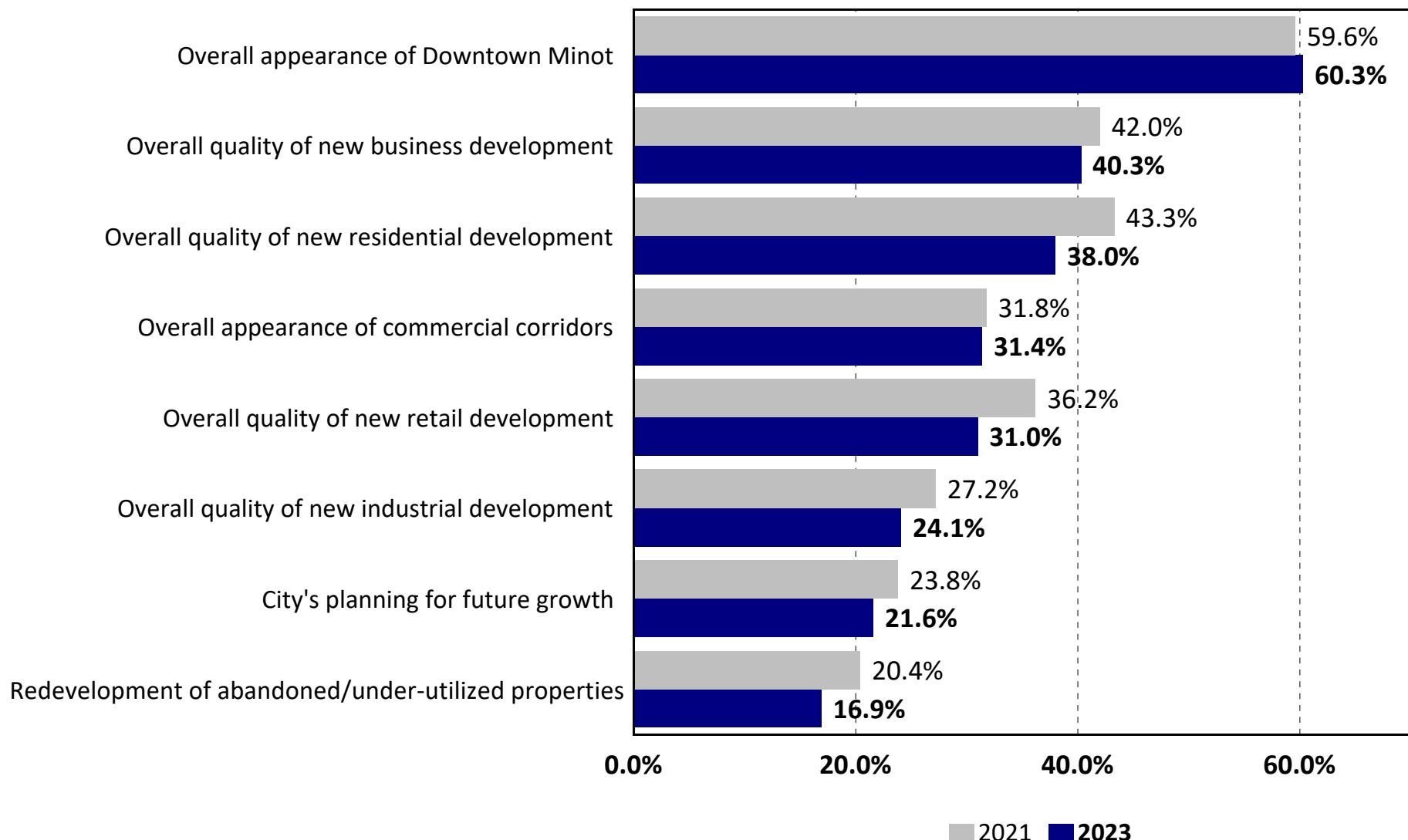
by percentage of respondents (excluding don't knows)



TRENDS: Satisfaction with Economic Development

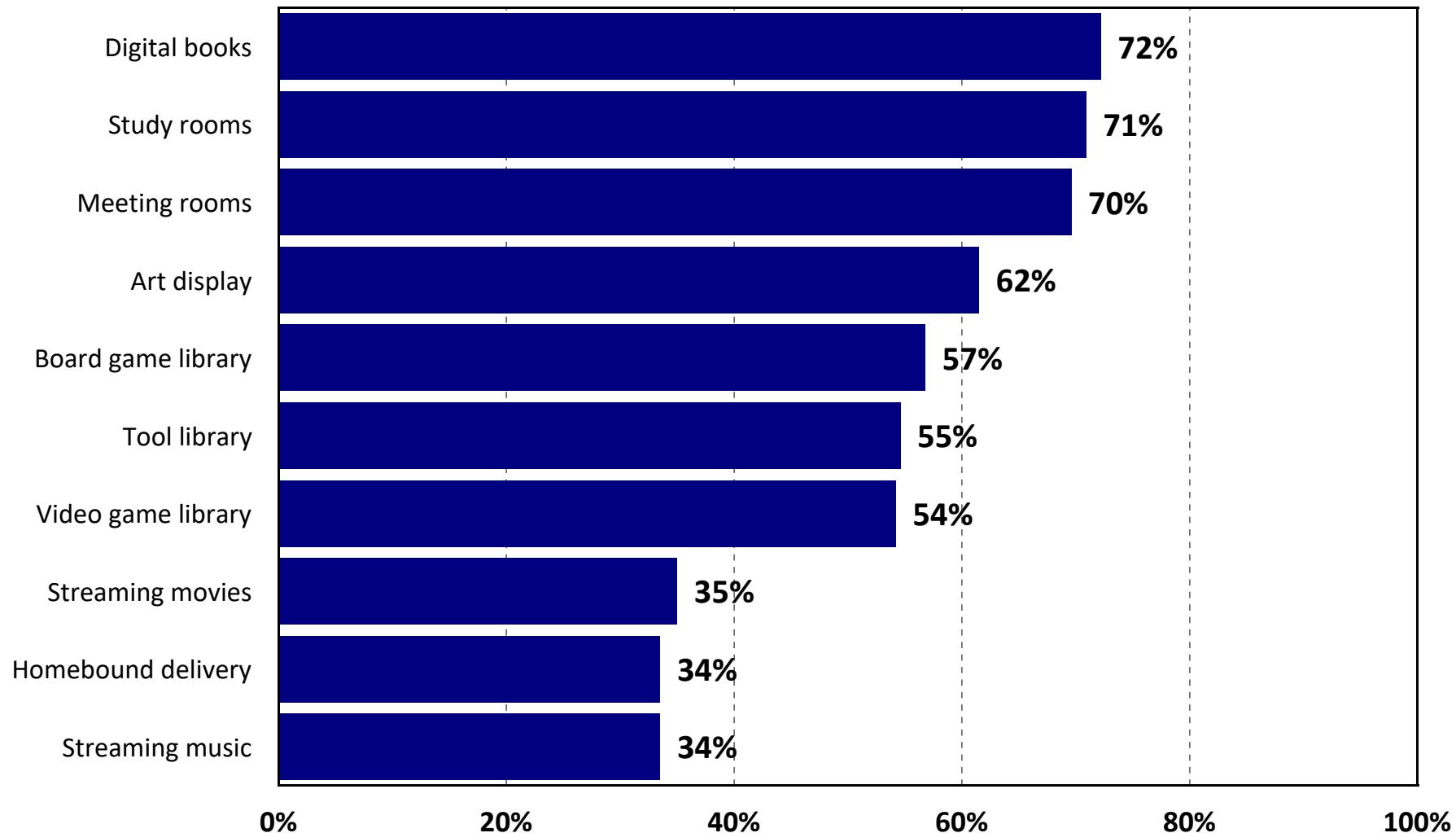
2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



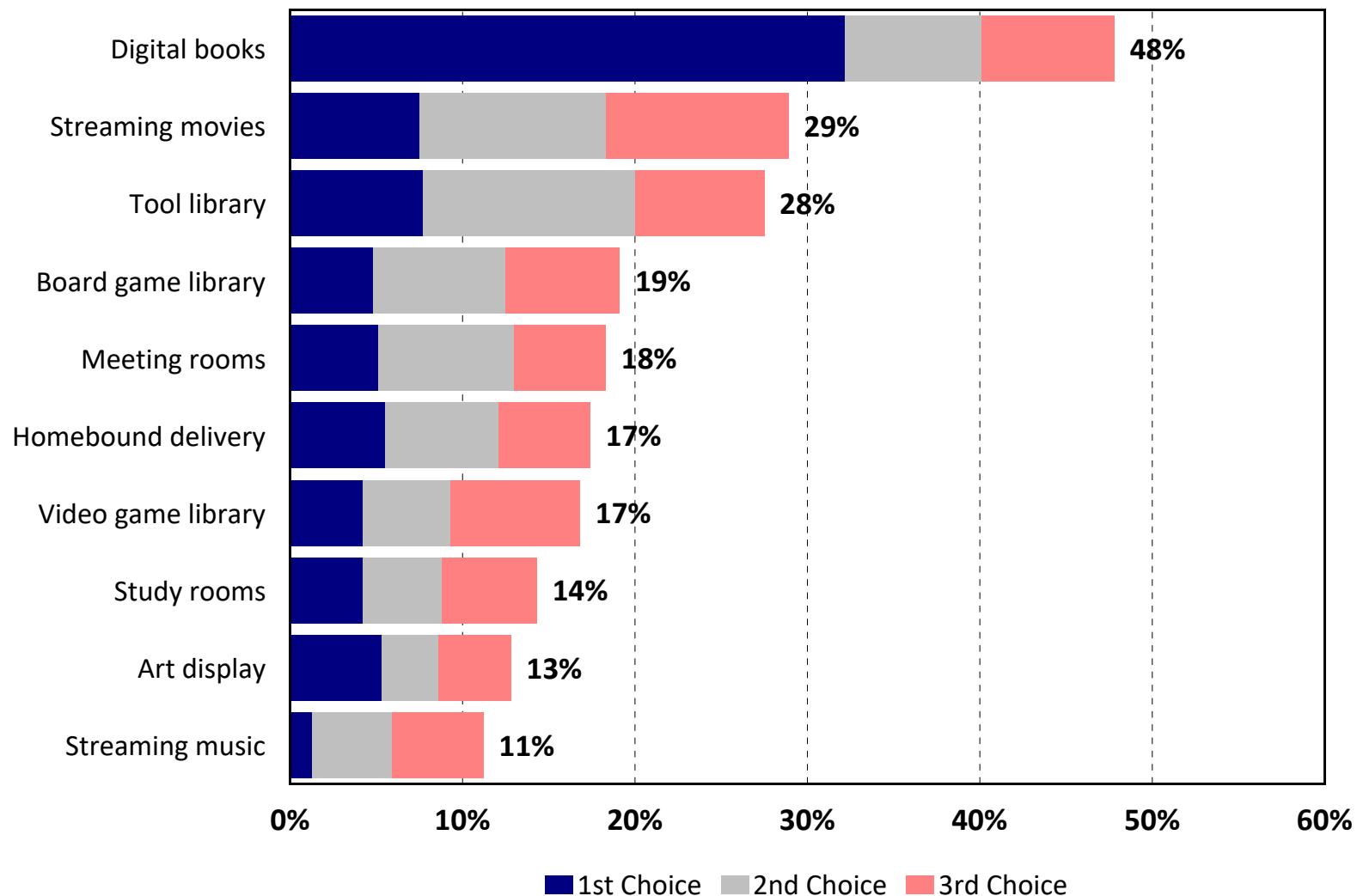
Q24. Awareness of the Following Services at the Minot Public Library

by percentage of respondents who are aware of the service



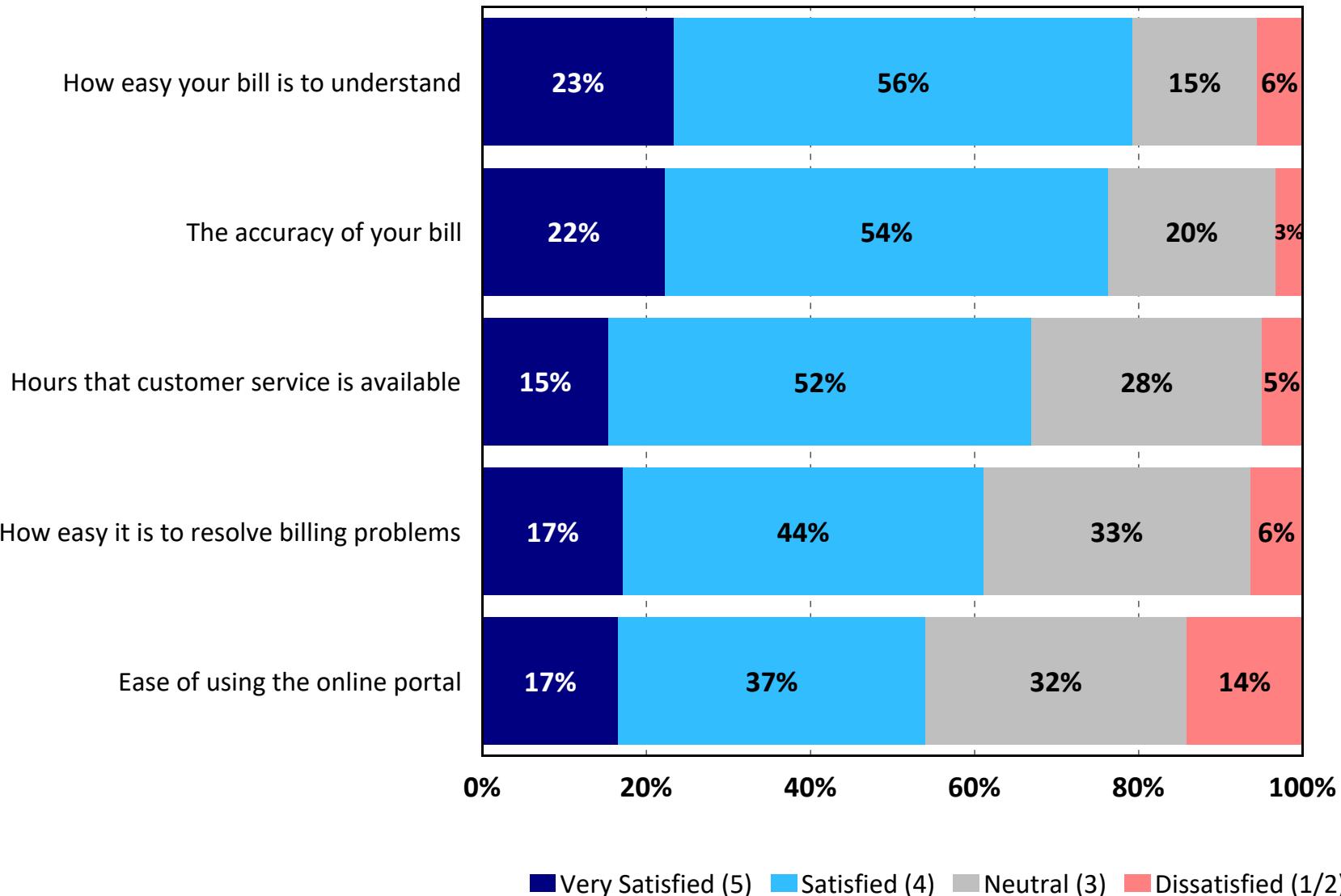
Q25. Three Library Services Households Would be Most Likely to Use

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



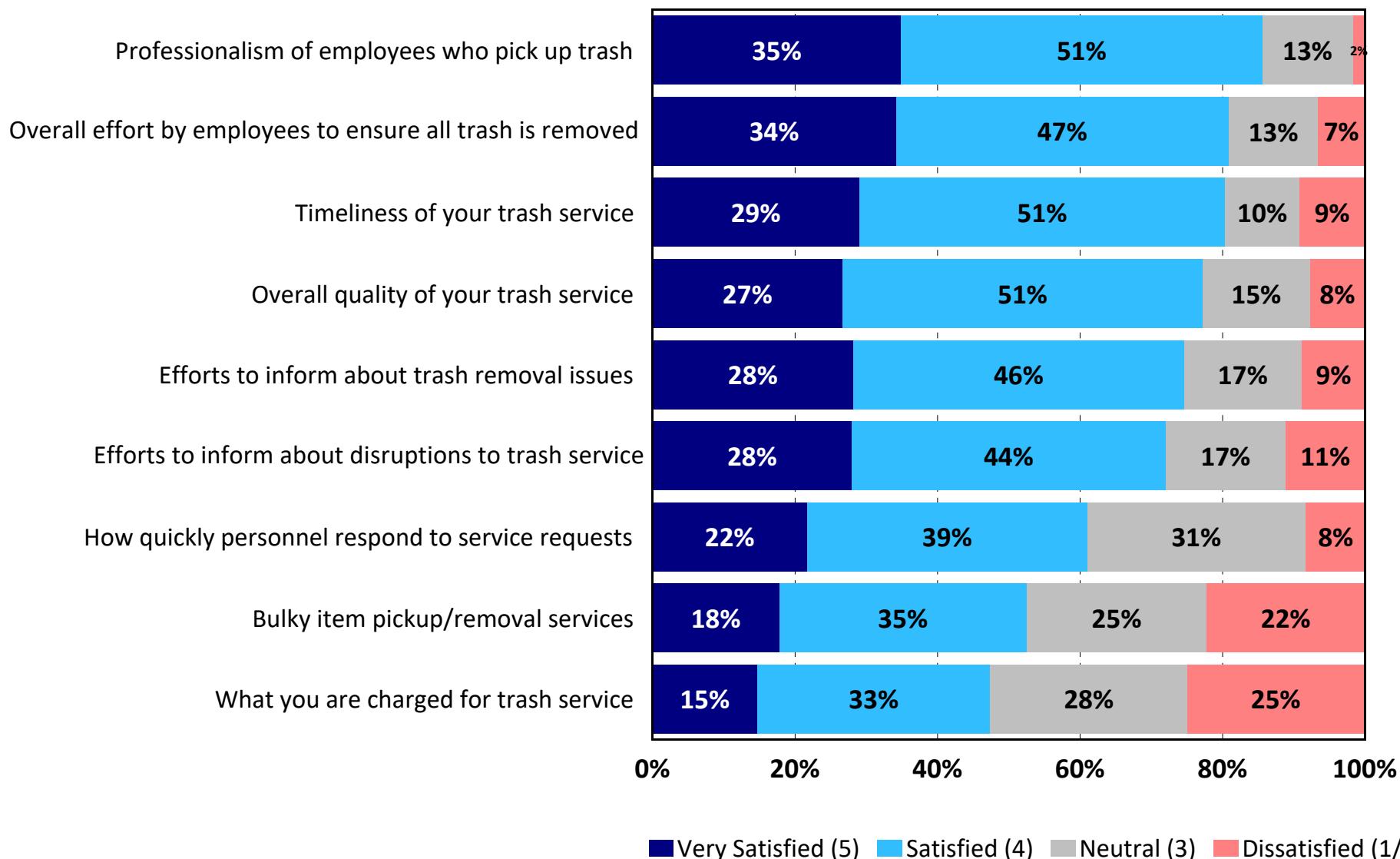
Q26. Satisfaction with Utility Billing

by percentage of respondents (excluding don't knows)



Q27. Satisfaction with Trash Service

by percentage of respondents (excluding don't knows)

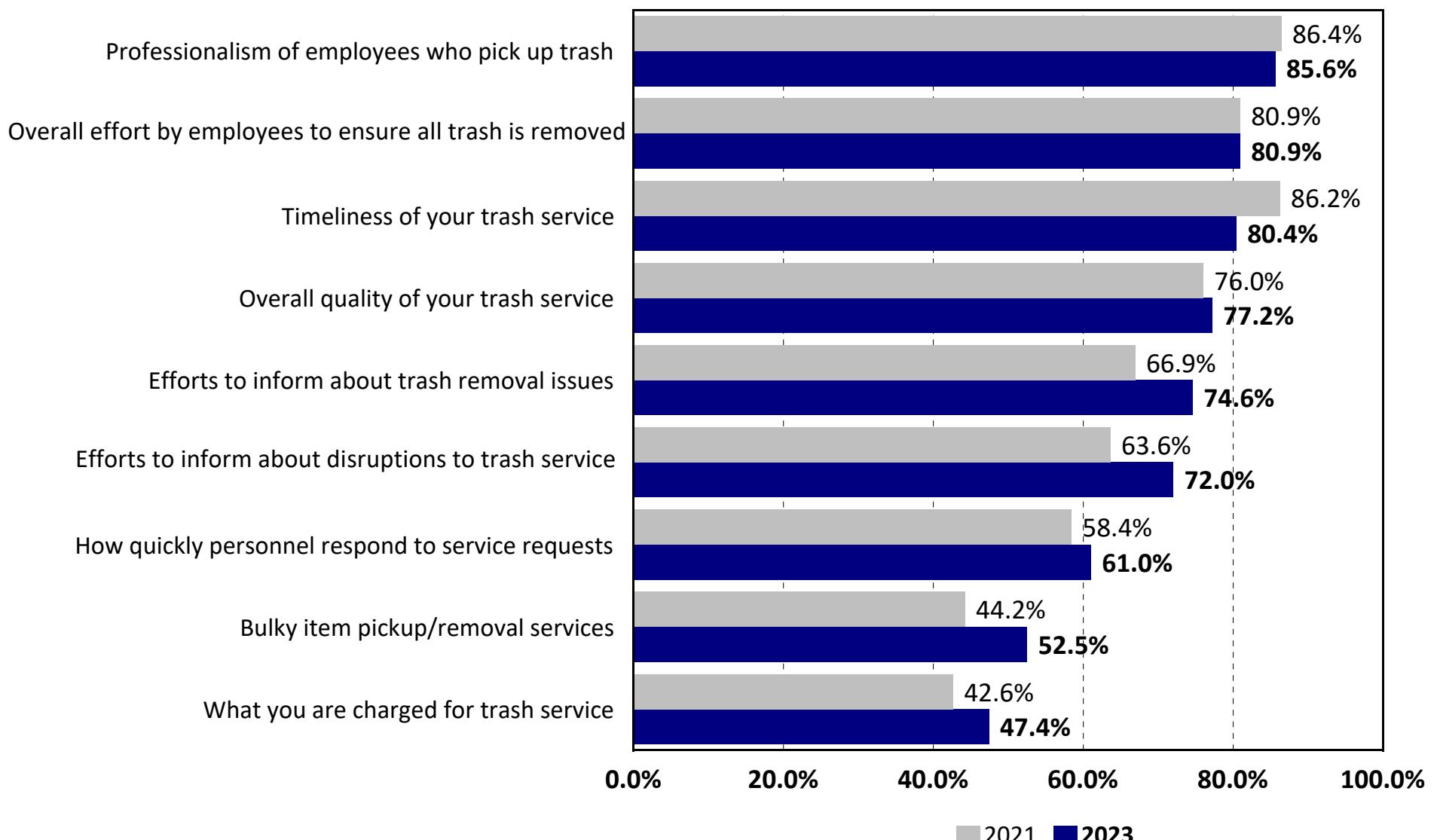


■ Very Satisfied (5) ■ Satisfied (4) ■ Neutral (3) ■ Dissatisfied (1/2)

TRENDS: Satisfaction with Trash Service

2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



Q28. Satisfaction with Recycling Service

by percentage of respondents (excluding don't knows)

Overall effort to ensure recycling pickup is complete



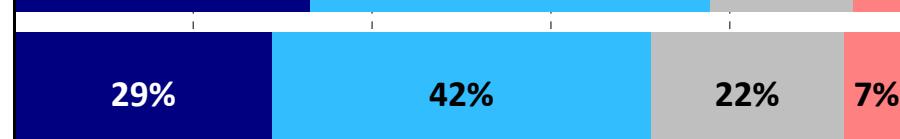
Professionalism of employees who pick up items to be recycled



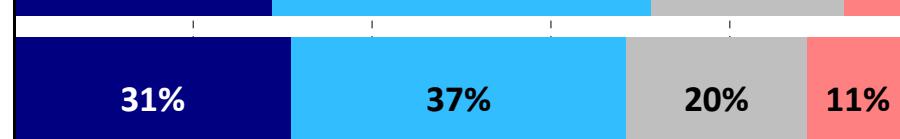
Timeliness of your recycling pickups



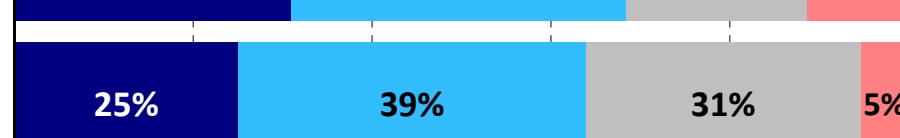
How well City keeps you informed about curbside recycling issues



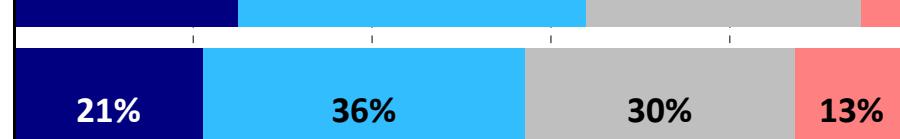
Overall quality of city's curbside recycling program



How quickly City personnel respond to requests about curbside recycling



Household hazardous waste disposal service

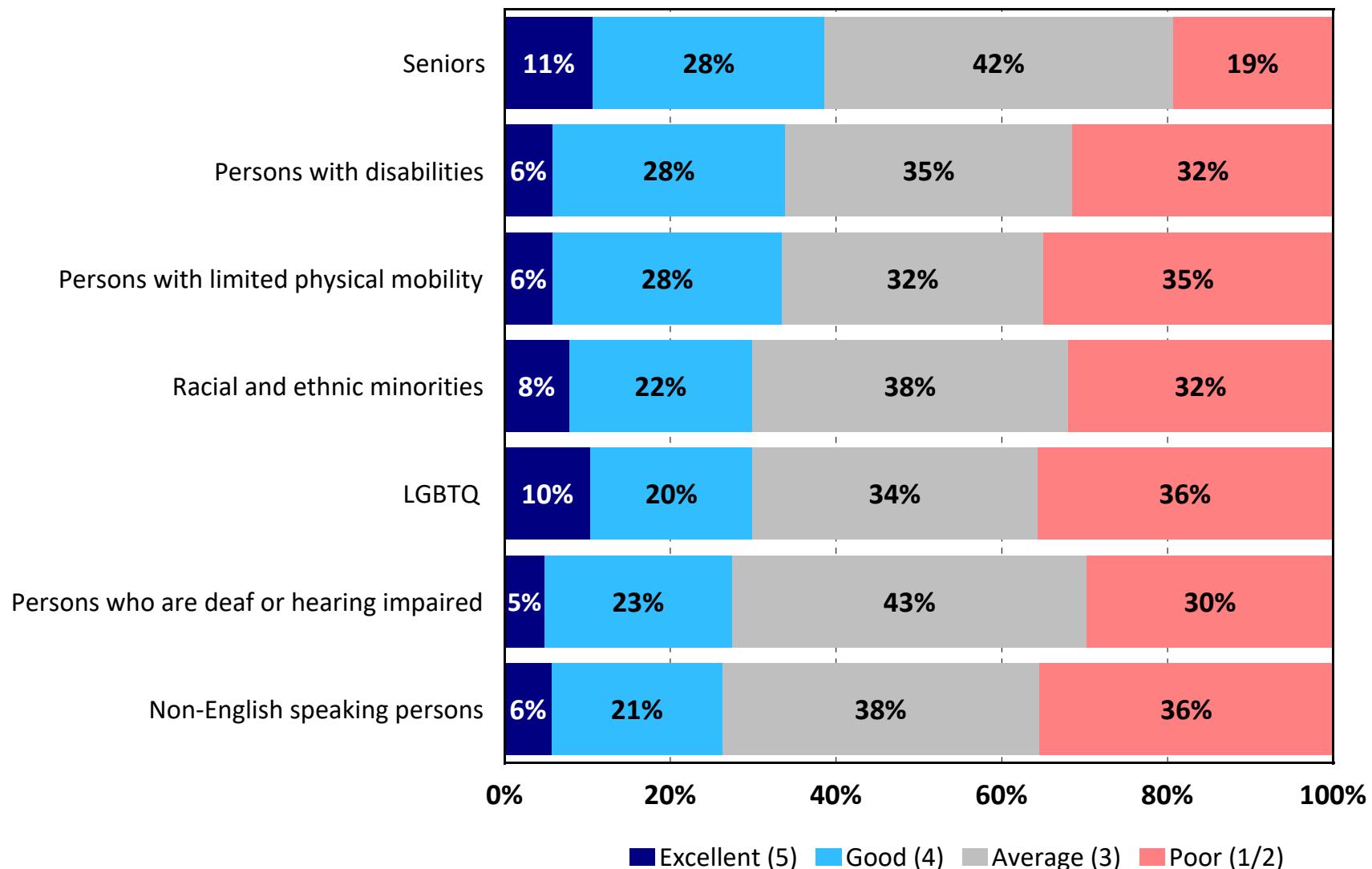


0% 20% 40% 60% 80% 100%

■ Very Satisfied (5) ■ Satisfied (4) ■ Neutral (3) ■ Dissatisfied (1/2)

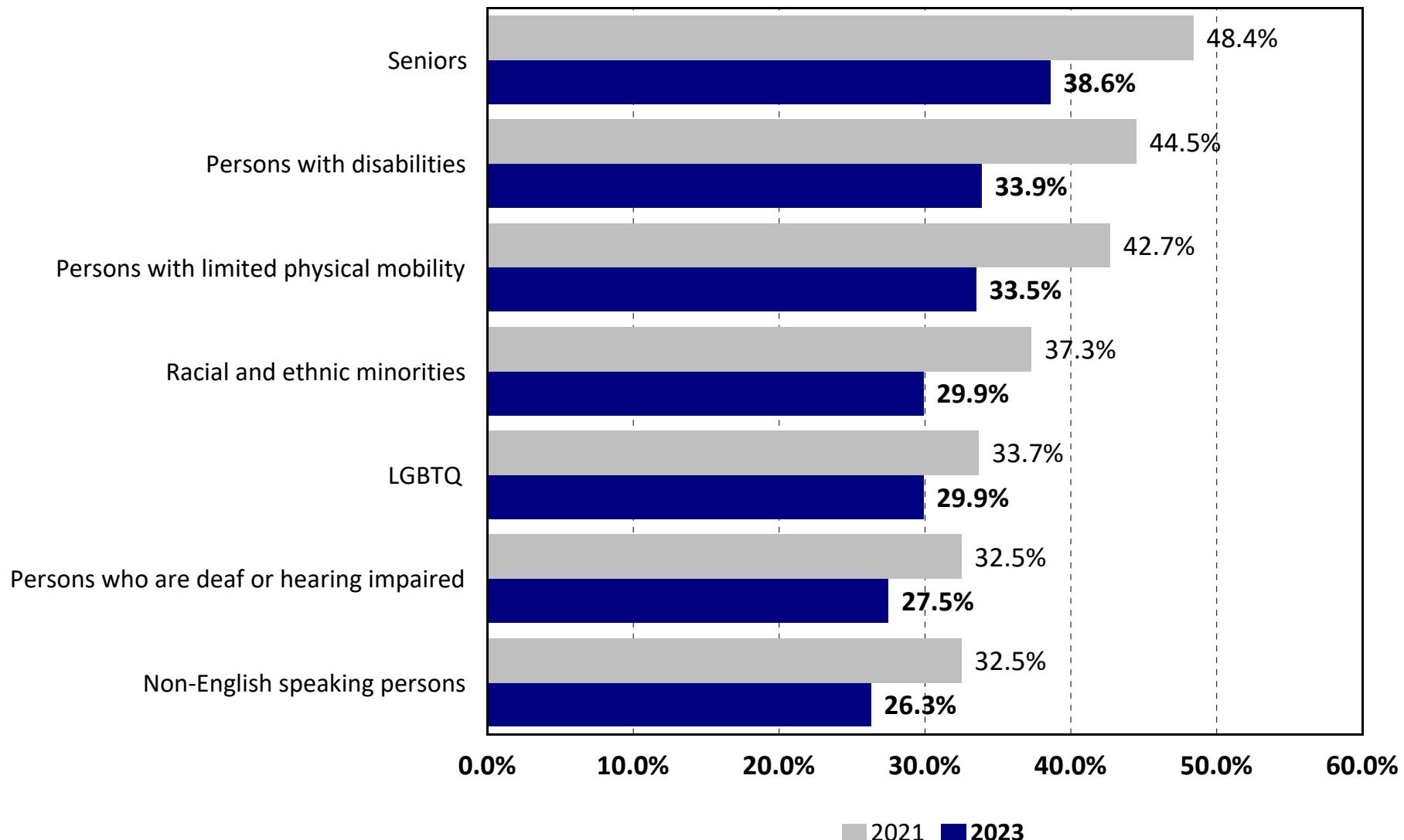
Q29. How Well the City of Minot Serves the Following Populations

by percentage of respondents (excluding don't knows)



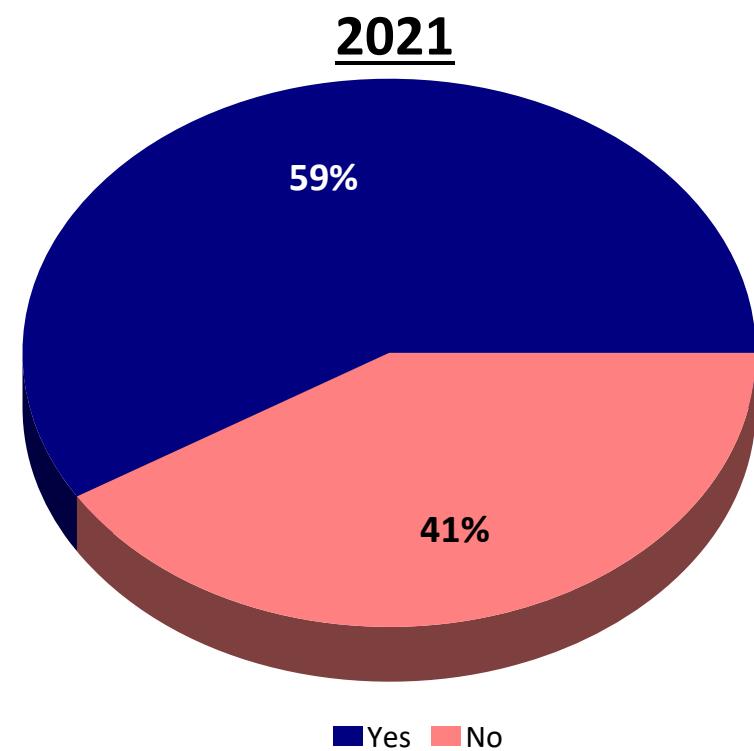
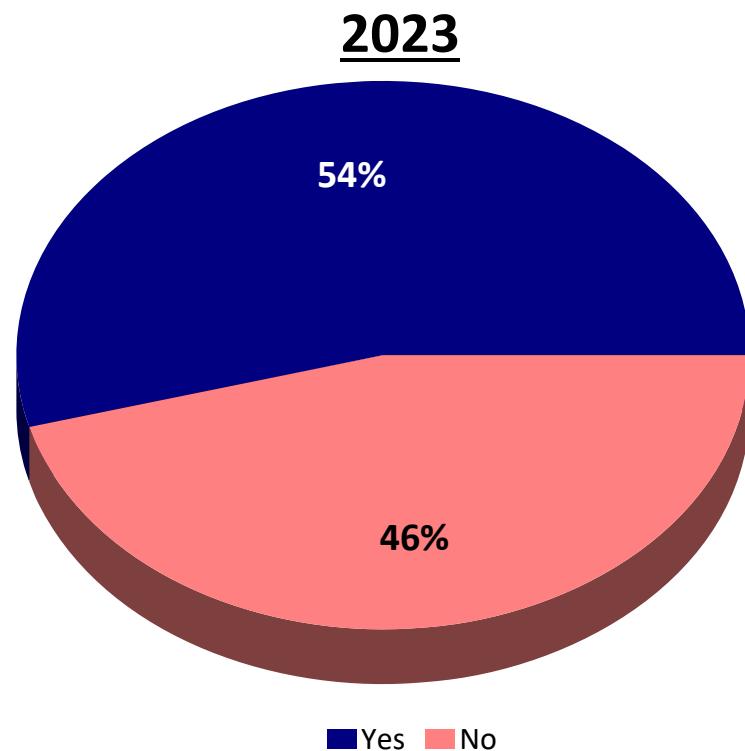
TRENDS: How Well the City of Minot Serves the Following Populations - 2021 vs. 2023

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)



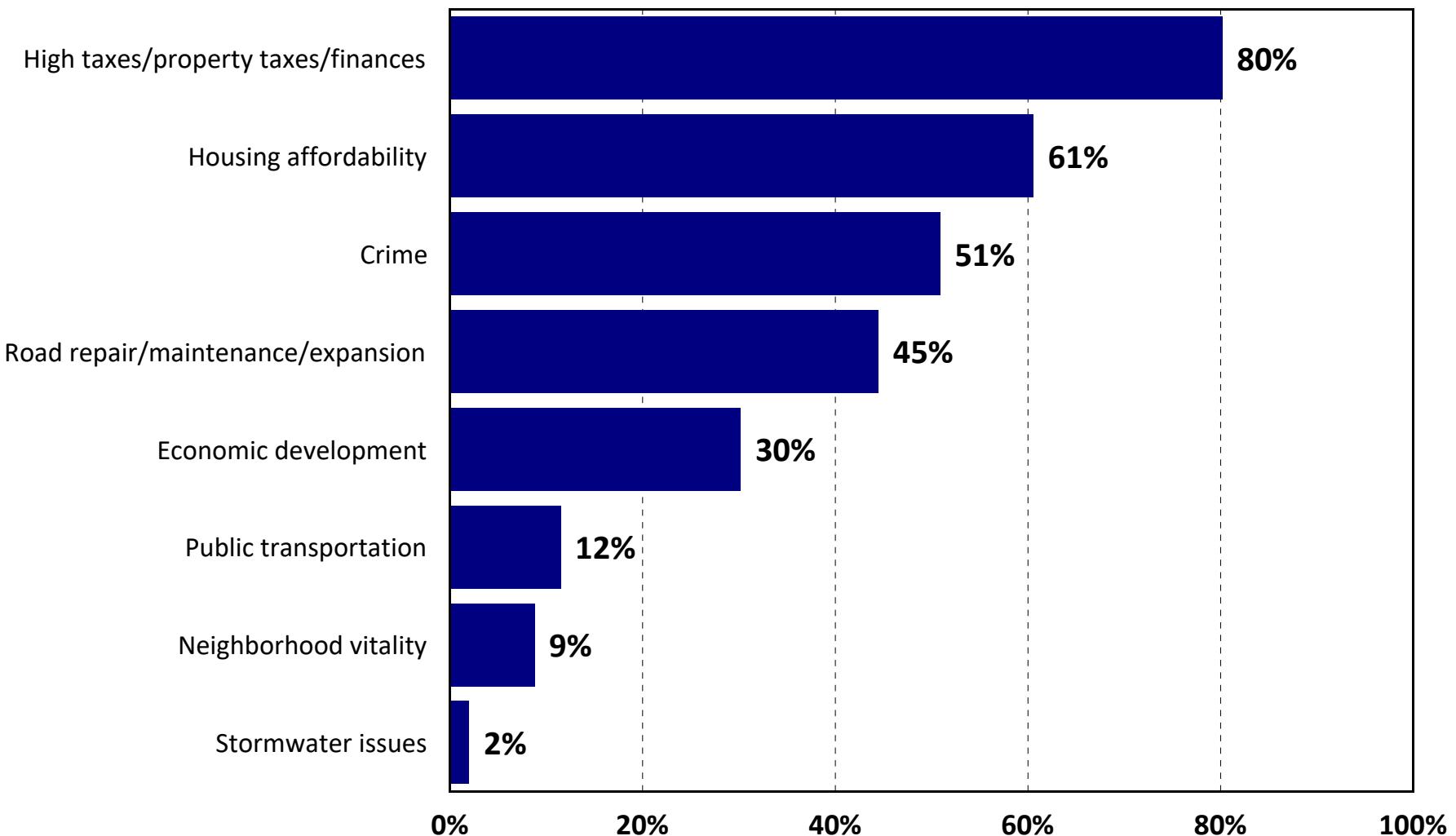
Q30. Do you think the City of Minot is continually improving as a place to live?

by percentage of respondents (excluding don't knows)



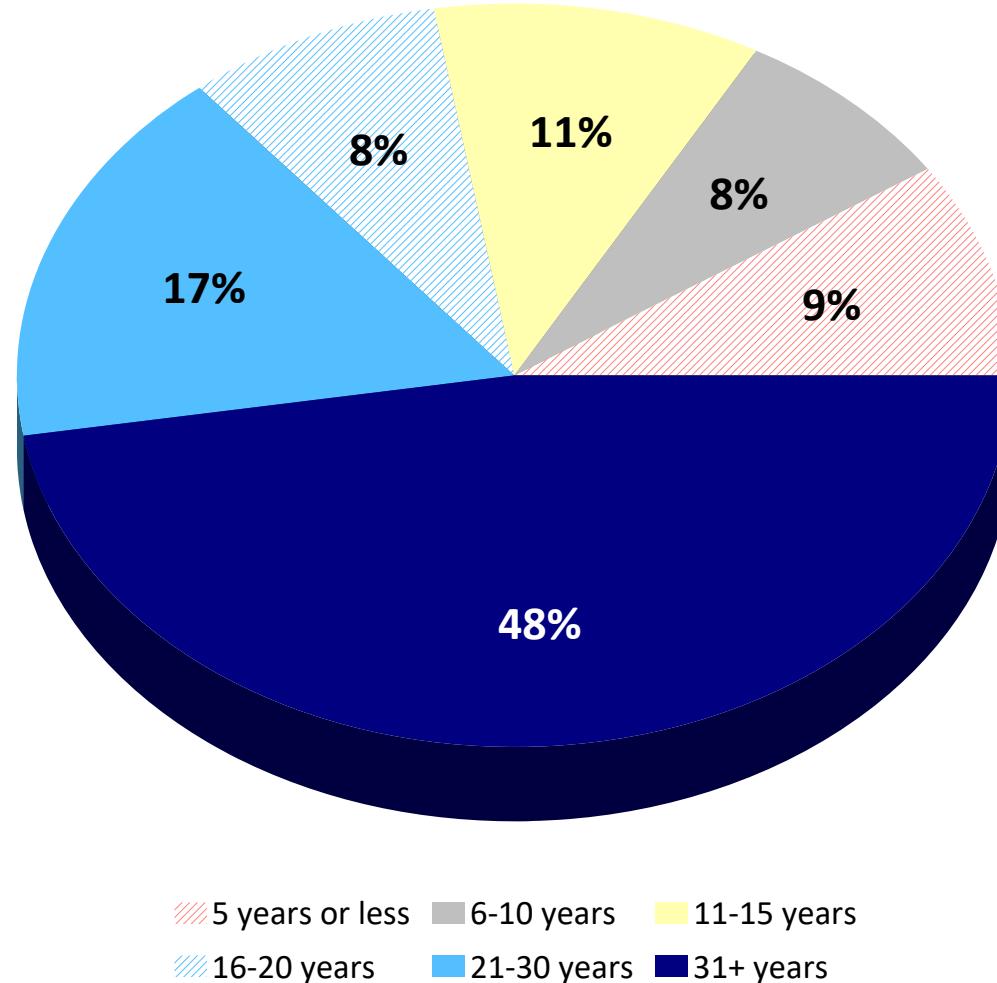
Q31. Biggest Issues Minot Will Face Within the Next Five Years

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



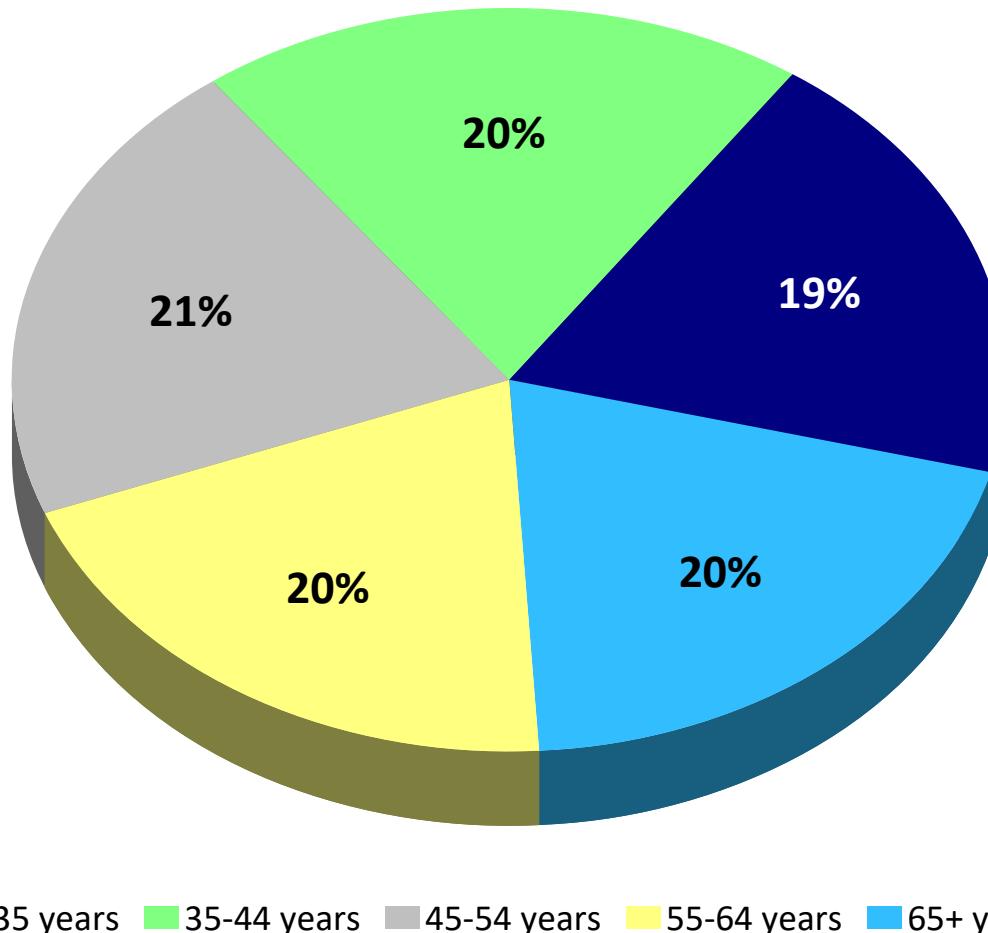
Demographics: Approximately how many years have you lived in Minot?

by percentage of respondents (excluding not provided)



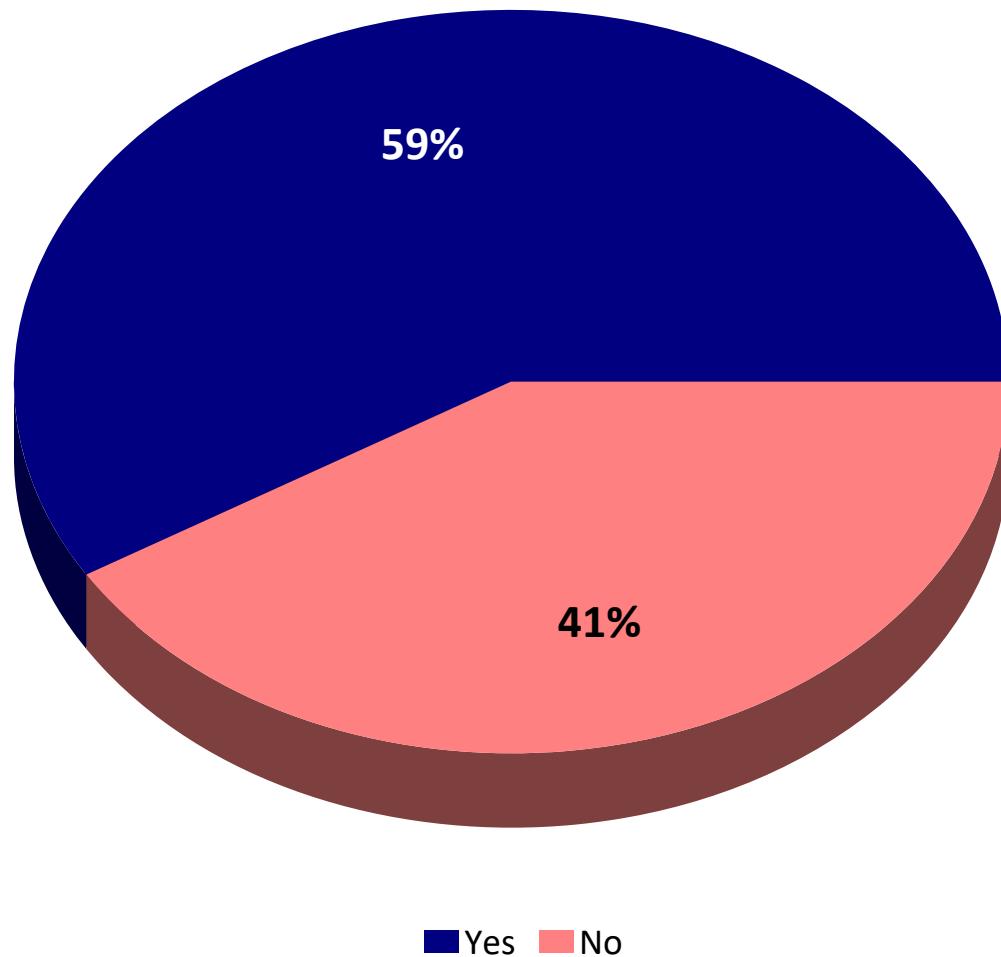
Demographics: What is your age?

by percentage of respondents (excluding not provided)



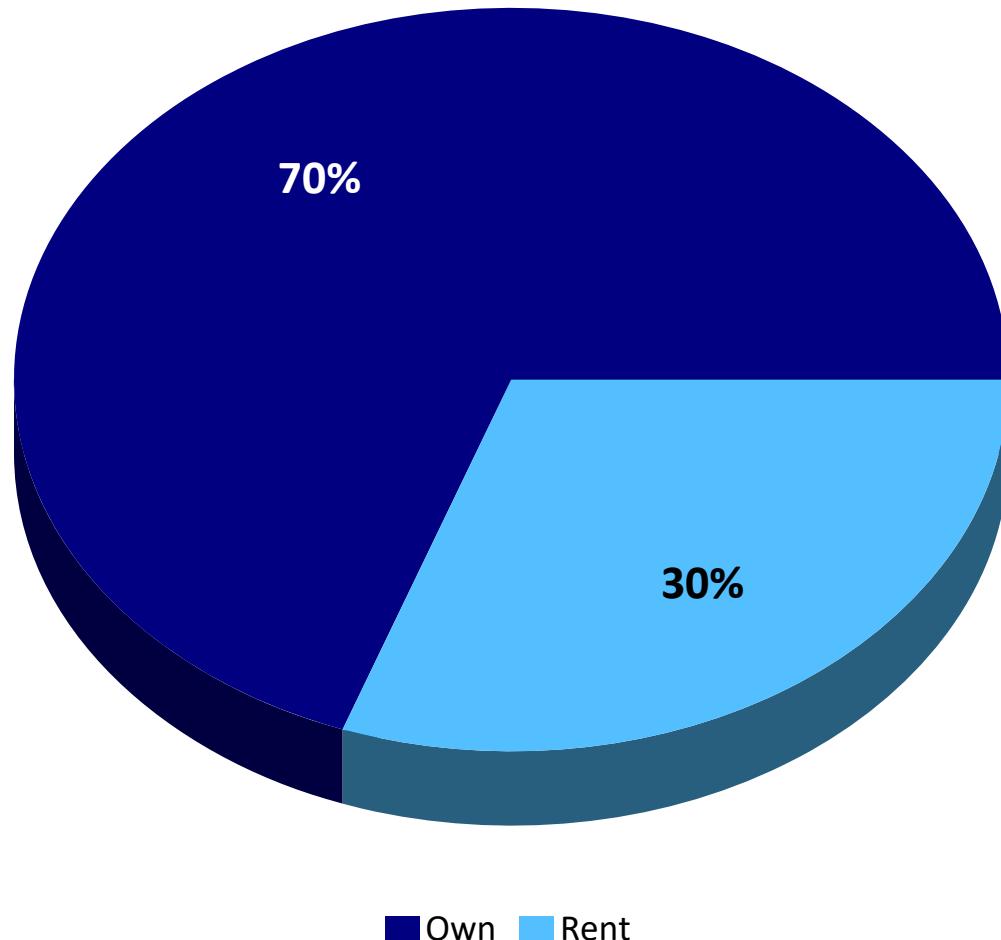
Demographics: Do you work in the City of Minot?

by percentage of respondents (excluding not provided)



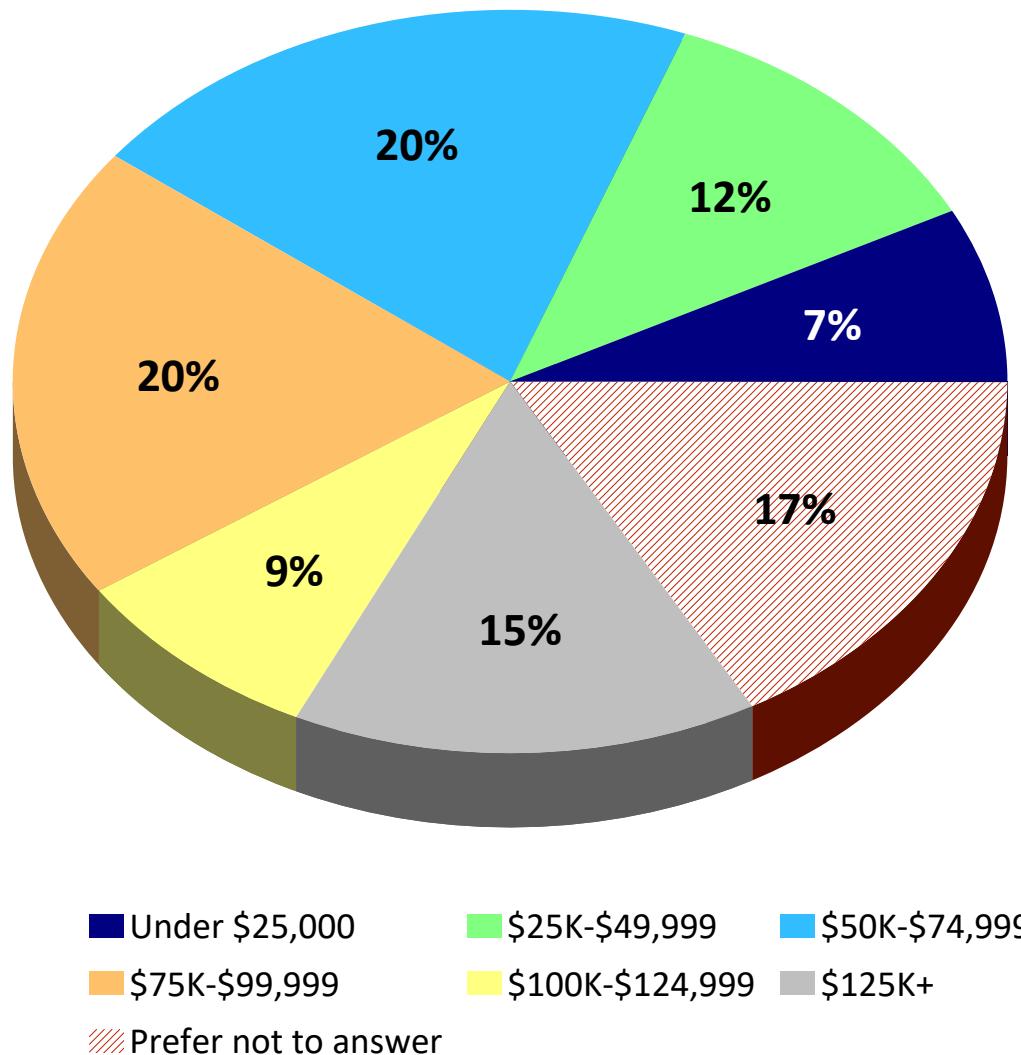
Demographics: Do you own or rent your home?

by percentage of respondents (excluding not provided)



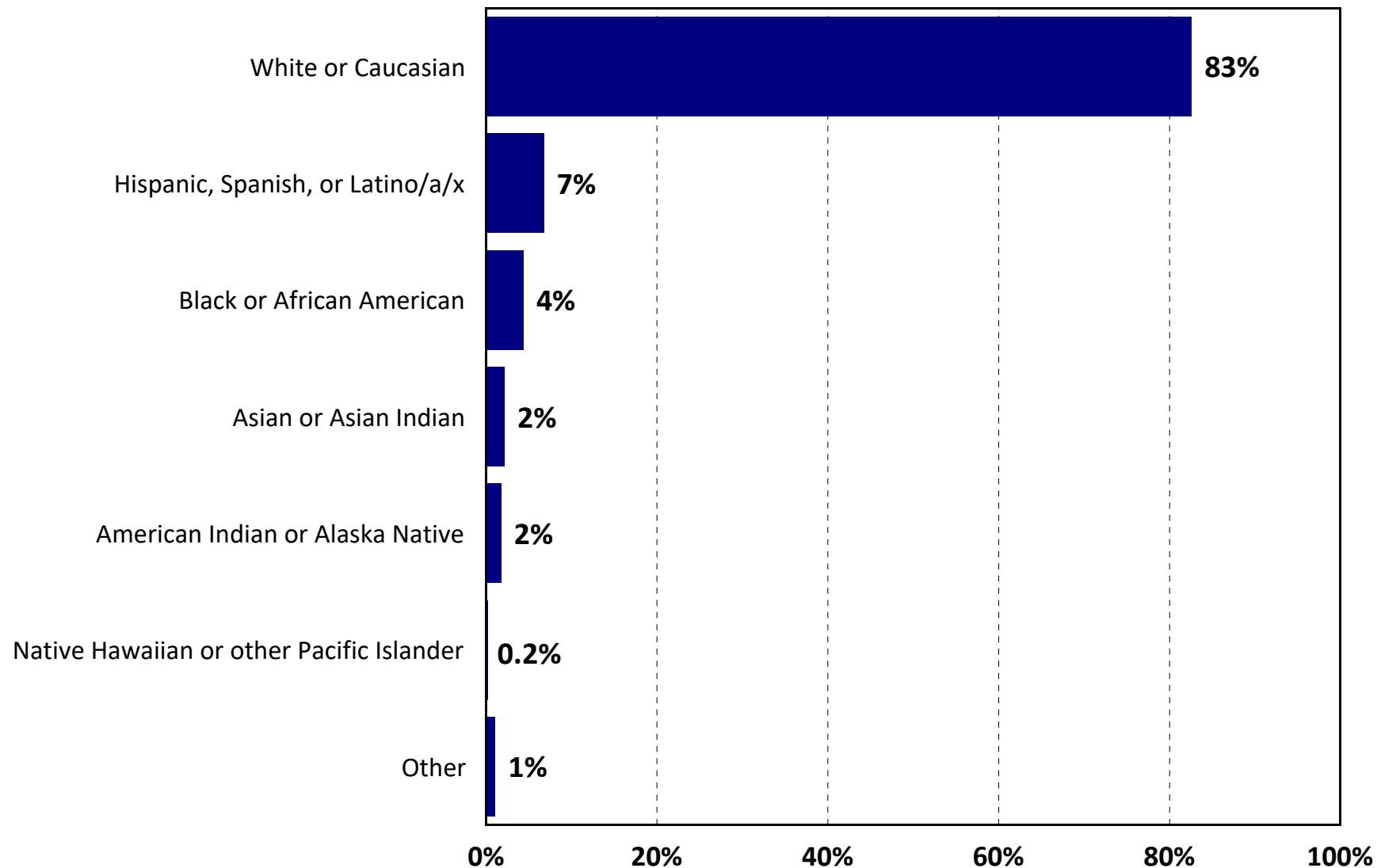
Demographics: Total Annual Household Income

by percentage of respondents



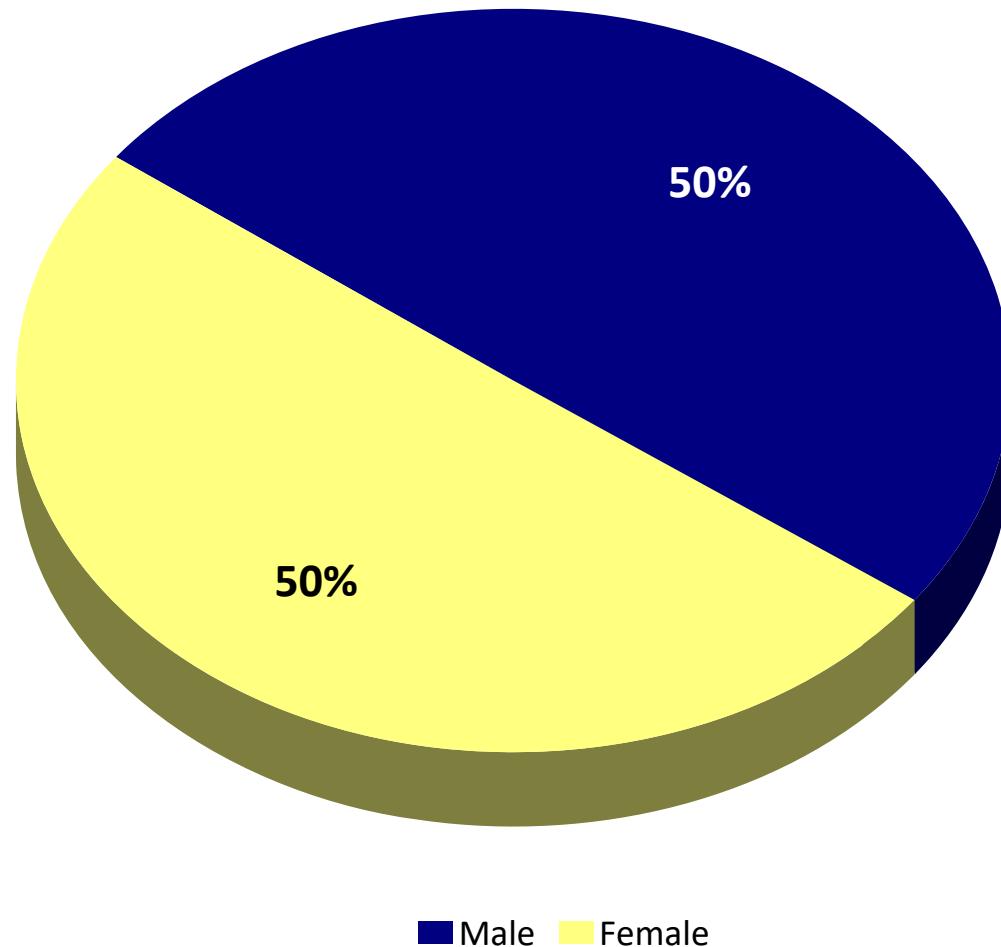
Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



Demographics: Gender

by percentage of respondents (excluding not provided)



0.6% selected "non-binary" or "prefer to self-describe"

2

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 500 cities and counties in 49 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 2023 to a random sample of over 10,000 residents in the continental United States and (2) a regional survey that was administered by ETC Institute during the summer of 2023 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 2023. The yellow bar shows the results of a national survey that was administered by ETC Institute to a random sample of more than 10,000 U.S. residents during the summer of 2023.

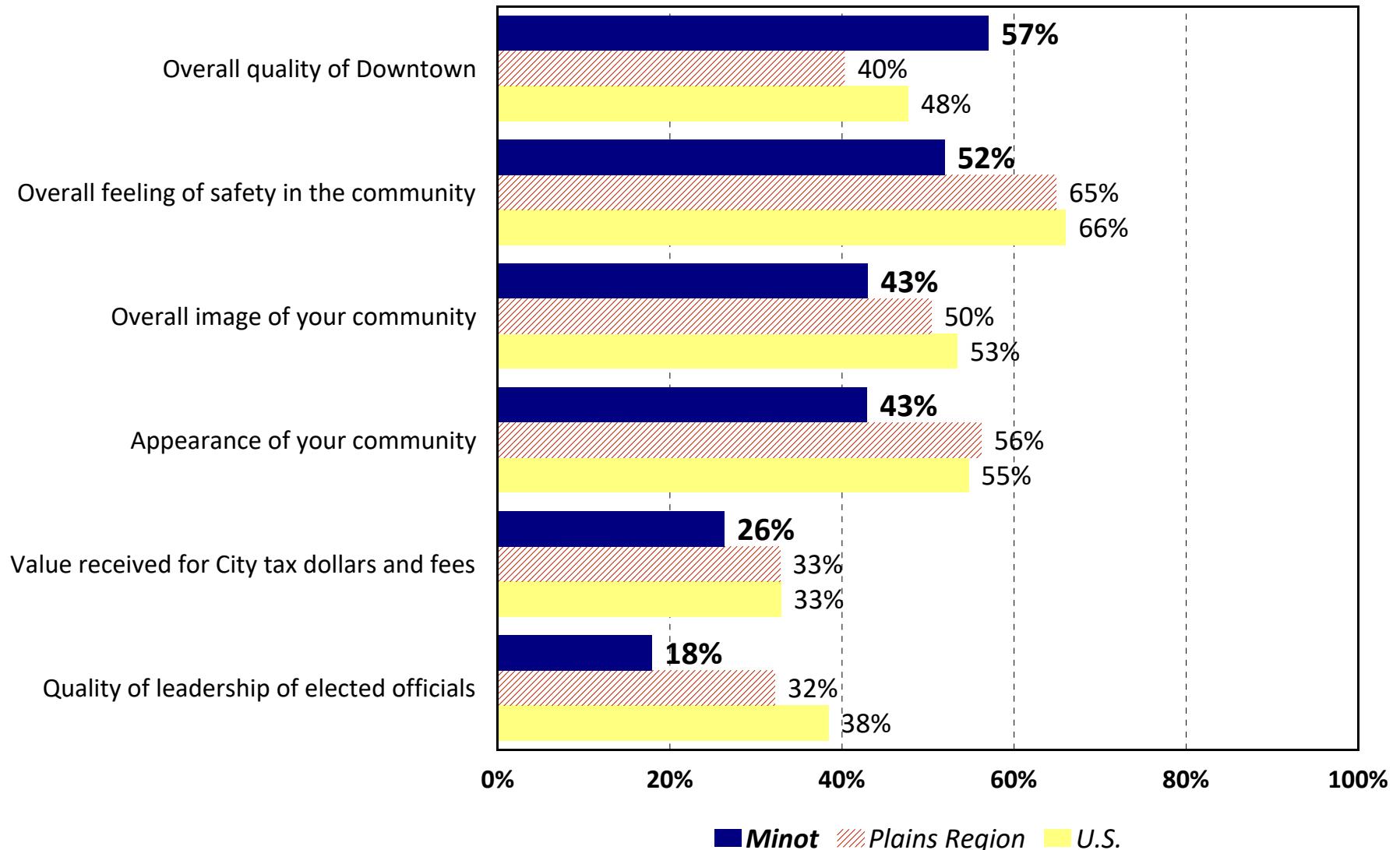
National Benchmarks

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.

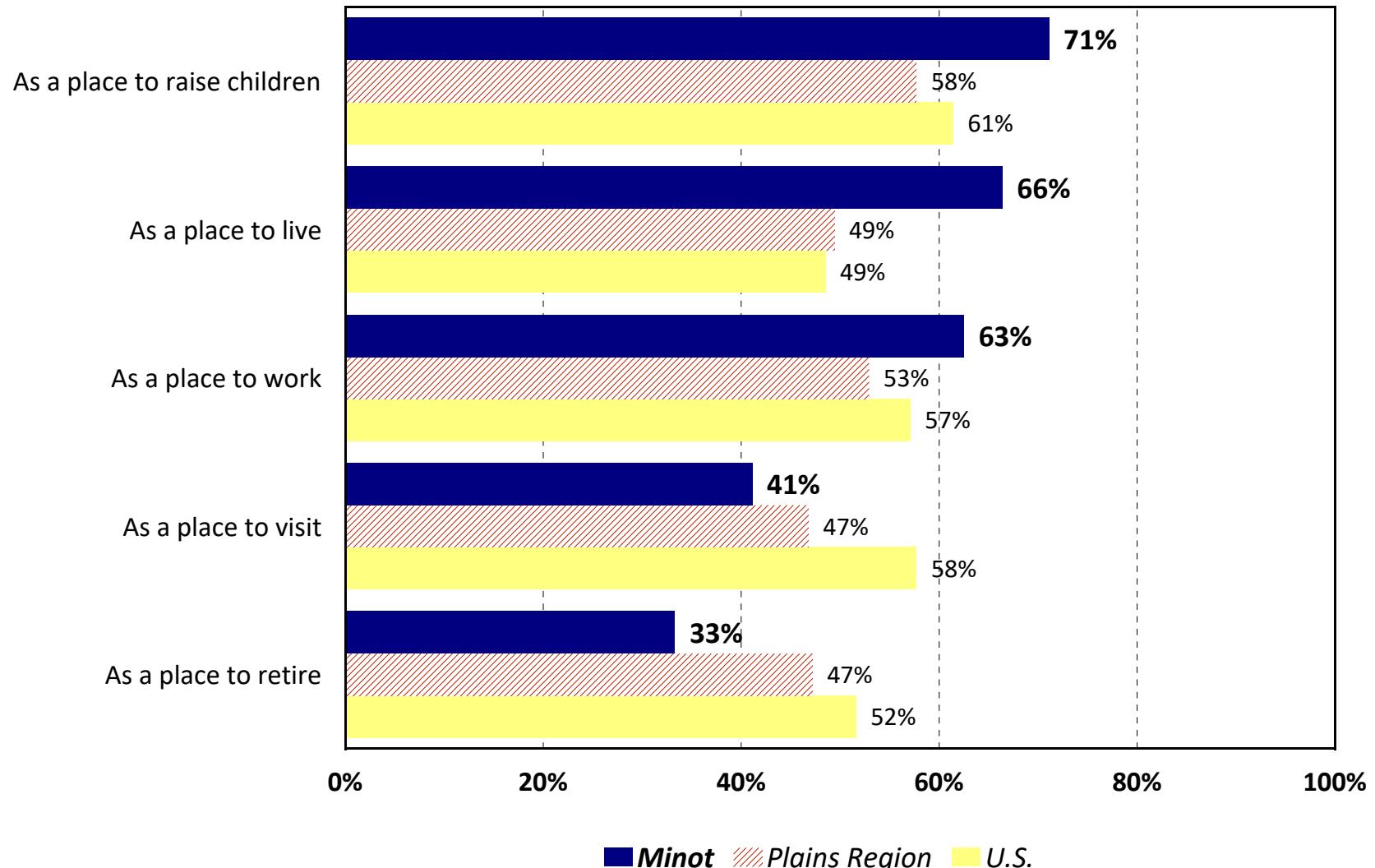
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Quality of Life in the City

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

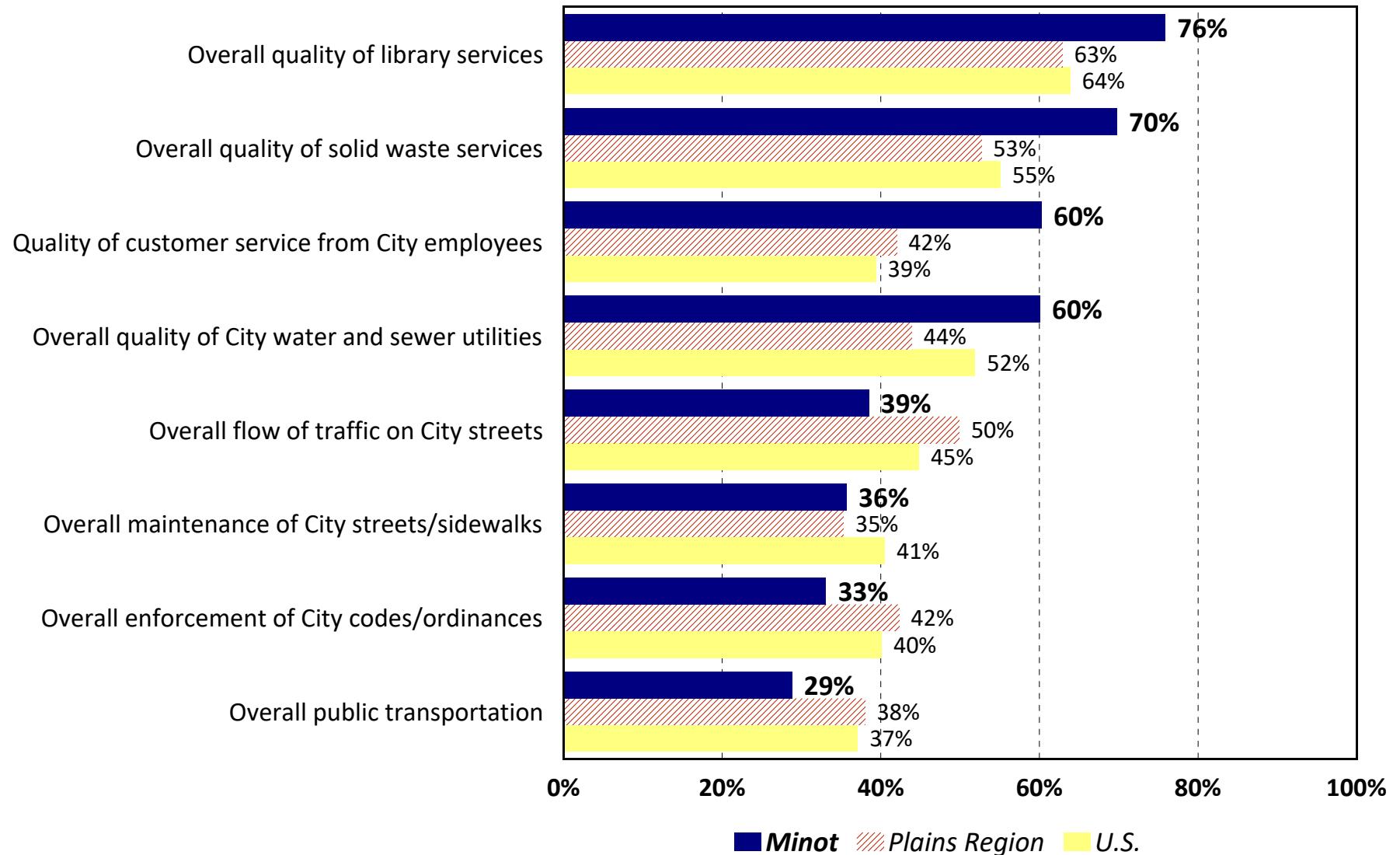
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Overall Satisfaction with Major City Services

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

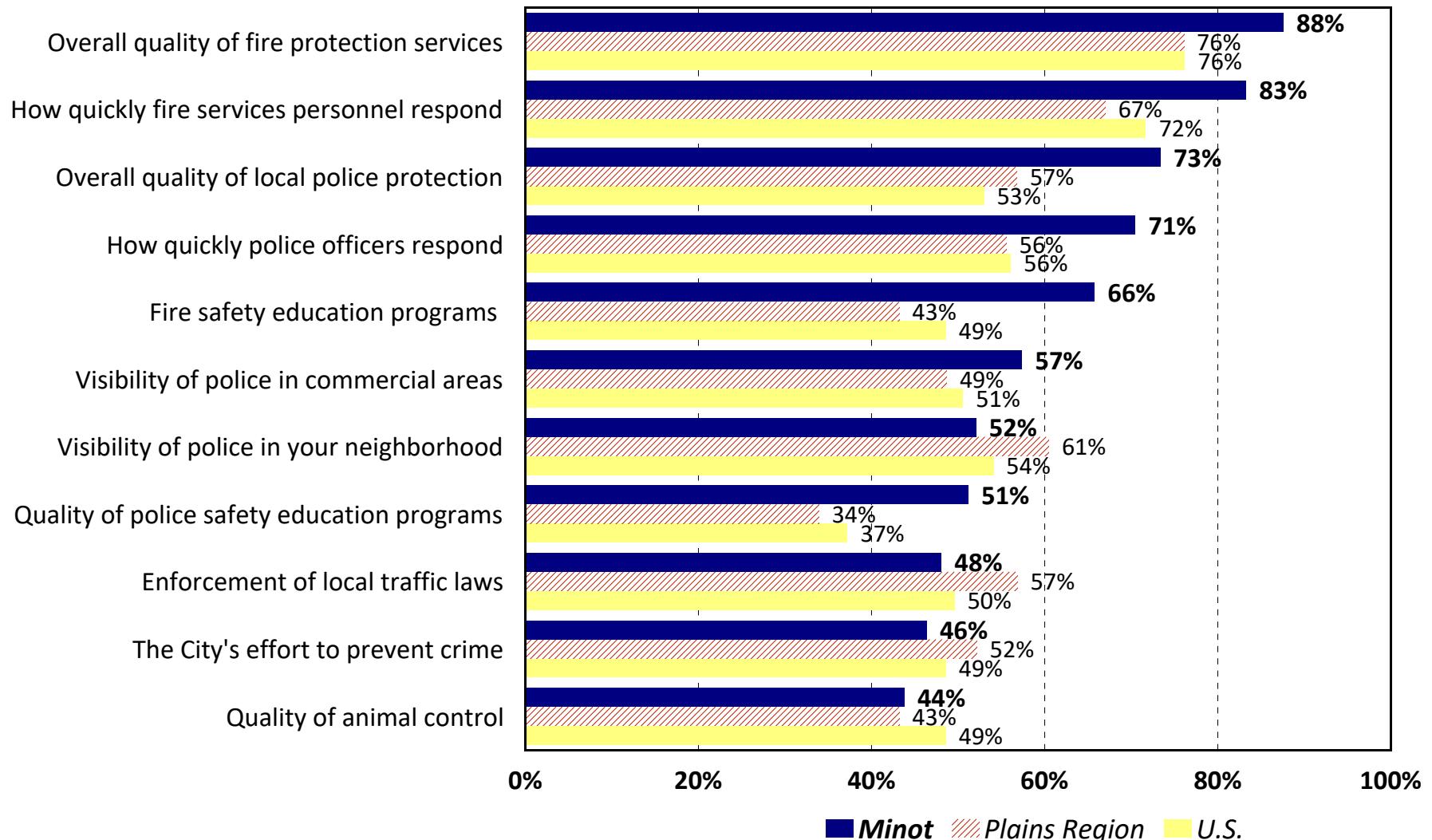
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Public Safety Services

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

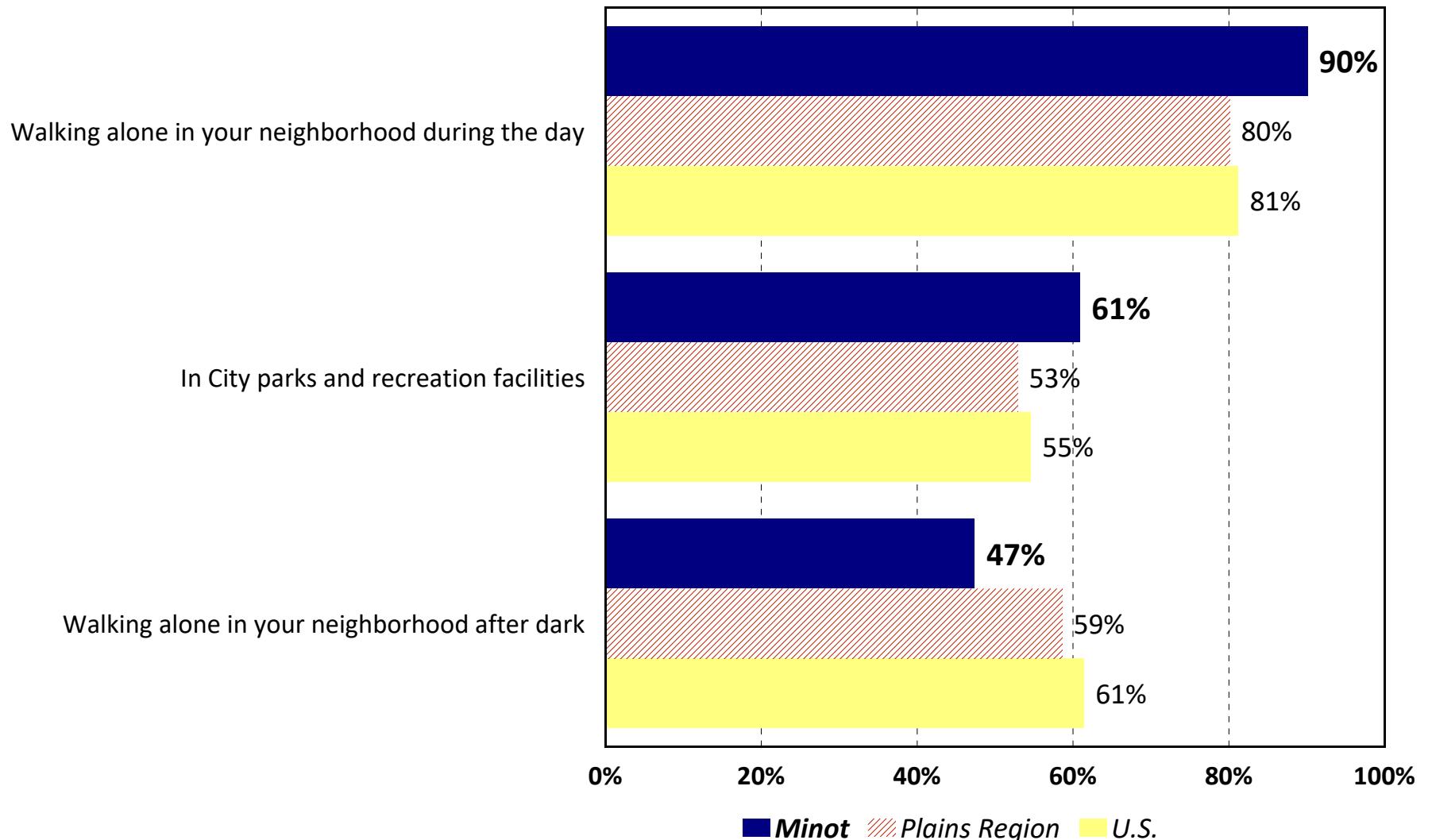
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Perceptions of Safety and Security

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

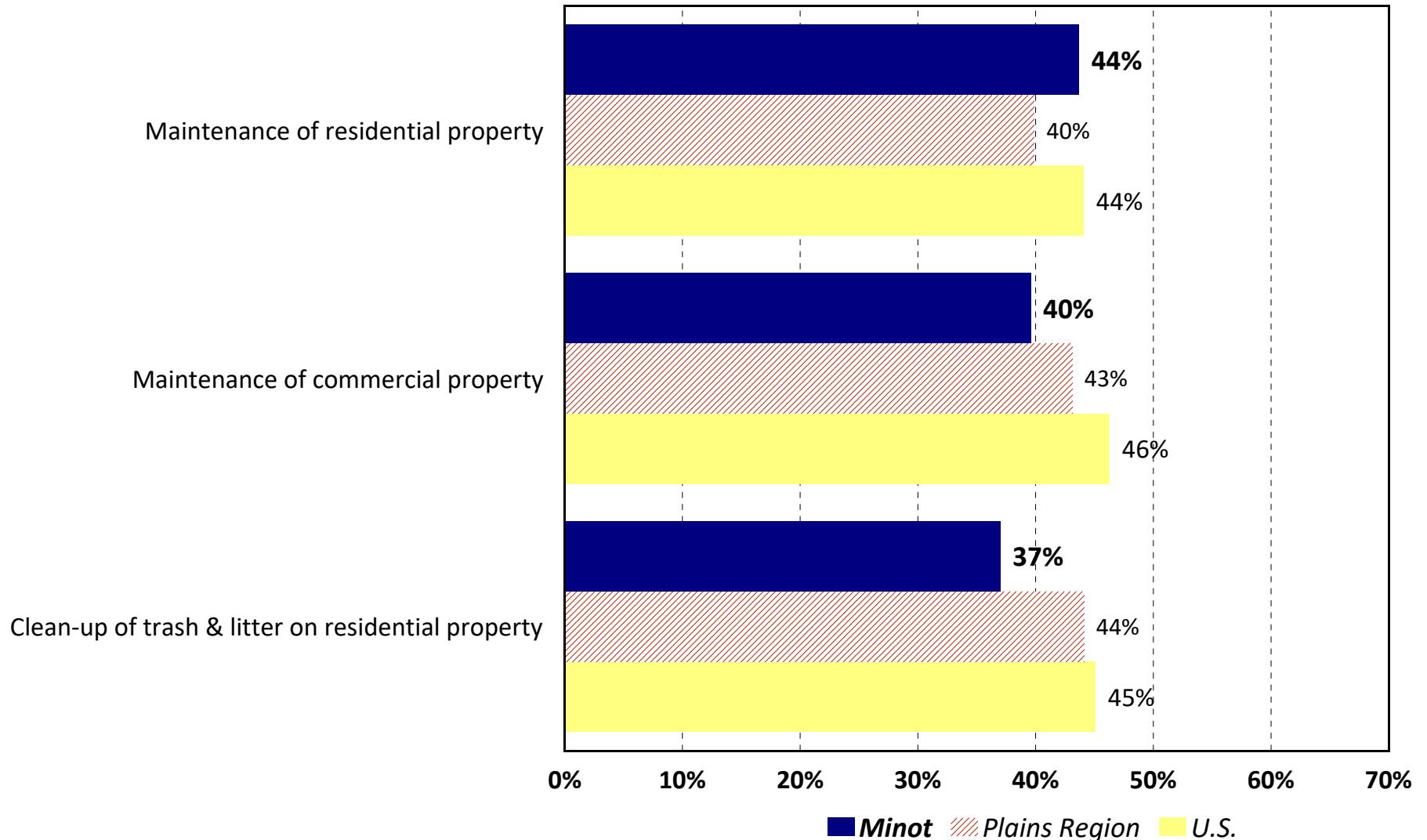
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Code Enforcement

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

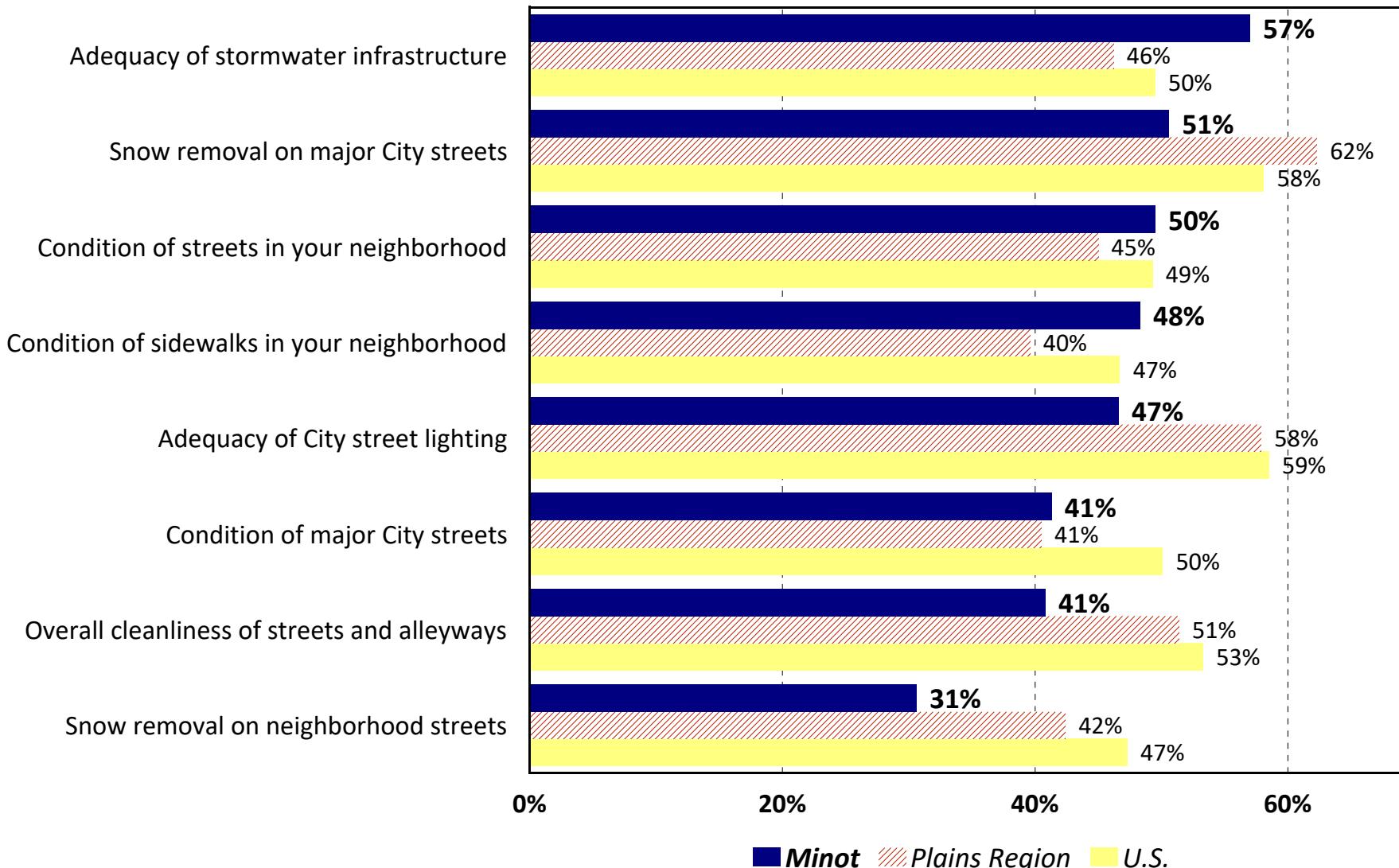
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance/Public Works

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

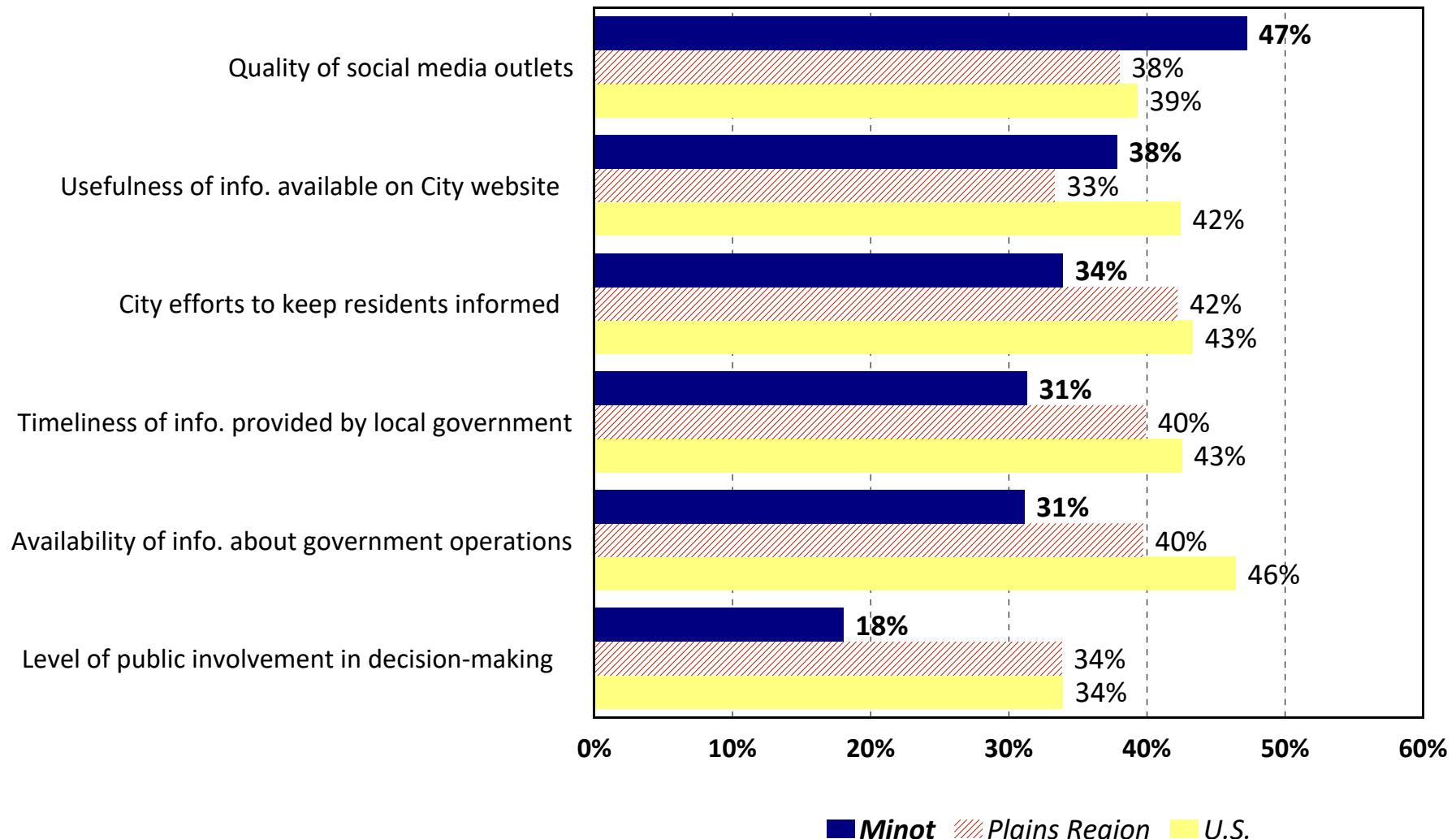
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Communication

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

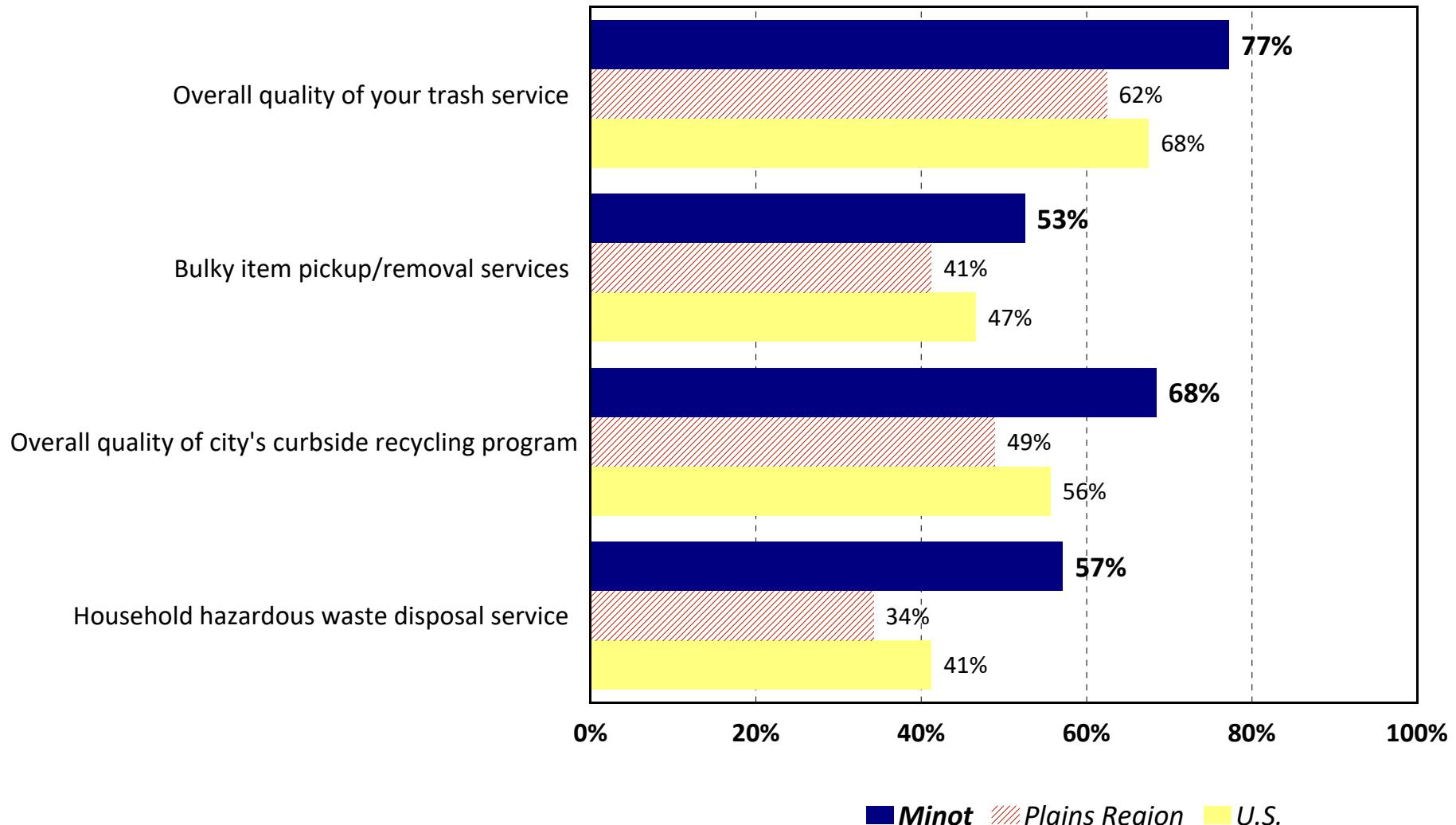
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Trash and Recycling 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, third, and fourth 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. Nearly three-fourths (70.7%) 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, 35.7% 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, 70.7% was multiplied by 64.3% (1-0.357). This calculation yielded an I-S rating of 0.4546, which ranked first out of eleven 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 four 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	71%	1	36%	9	0.4546	1
Overall flow of traffic on City streets	40%	5	39%	8	0.2429	2
<u>High Priority (IS .10-.20)</u>						
Overall enforcement of City codes/ordinances	27%	7	33%	10	0.1826	3
Overall quality of police services	68%	2	74%	4	0.1785	4
Overall quality of City water and sewer utilities	45%	4	60%	7	0.1776	5
Overall public transportation	18%	8	29%	11	0.1303	6
<u>Medium Priority (IS <.10)</u>						
Overall quality of solid waste services	31%	6	70%	5	0.0936	7
Overall quality of fire services	45%	3	87%	1	0.0572	8
Quality of customer service from City employees	9%	9	60%	6	0.0373	9
Overall Minot International Airport facilities	7%	10	80%	2	0.0131	10
Overall quality of library services	4%	11	76%	3	0.0092	11

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.

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	46%	14	0.2326	1
<u>High Priority (IS .10-.20)</u>						
Overall quality of local police protection	59%	1	73%	6	0.1569	2
Visibility of police in your neighborhood	24%	5	52%	10	0.1150	3
<u>Medium Priority (IS <.10)</u>						
How quickly police officers respond	33%	4	71%	7	0.0985	4
Enforcement of local traffic laws	16%	7	48%	13	0.0830	5
How quickly fire services personnel respond	36%	3	83%	5	0.0600	6
Quality of animal control	11%	8	44%	15	0.0590	7
Municipal court	7%	11	37%	16	0.0440	8
Visibility of police in commercial areas	10%	9	57%	9	0.0439	9
Overall quality of fire protection services	18%	6	88%	2	0.0227	10
Police social media outreach	3%	12	50%	12	0.0150	11
Quality of police safety education programs	3%	13	51%	11	0.0142	12
Emergency preparedness services of the fire dept	9%	10	87%	4	0.0117	13
Fire safety education programs	3%	15	66%	8	0.0096	14
Overall professionalism of the fire department	3%	14	88%	3	0.0036	15
Friendliness of the fire department	1%	16	88%	1	0.0007	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.

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 commercial property	36%	2	31%	7	0.2460	1
Clean-up of trash & litter on residential property	37%	1	37%	6	0.2318	2
<u>High Priority (IS .10-.20)</u>						
Maintenance of residential property	28%	3	44%	1	0.1548	3
Parking enforcement on neighborhood streets	24%	4	40%	3	0.1447	4
Enforcement of commercial building codes	20%	6	37%	5	0.1256	5
Maintenance of commercial property	20%	5	40%	4	0.1208	6
Enforcement of residential building codes	19%	7	42%	2	0.1131	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.

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Importance-Satisfaction Rating

City of Minot, ND

City Maintenance/Public Works

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>						
Condition of major City streets	51%	1	41%	11	0.3011	1
Snow removal on neighborhood streets	32%	3	31%	16	0.2249	2
<u>High Priority (IS .10-.20)</u>						
Snow removal on major City streets	34%	2	51%	4	0.1665	3
Traffic flow on major City streets	26%	4	40%	13	0.1567	4
Timing of traffic signals on City streets	19%	6	39%	14	0.1133	5
Condition of streets in your neighborhood	22%	5	50%	5	0.1121	6
<u>Medium Priority (IS <.10)</u>						
Adequacy of City street lighting	17%	7	47%	7	0.0881	7
Pedestrian accessibility	13%	9	39%	15	0.0771	8
Overall cleanliness of streets and alleyways	11%	10	41%	12	0.0639	9
City efforts to prevent flooding in Minot	15%	8	61%	2	0.0563	10
Visibility of pavement markings/street signs	9%	11	43%	10	0.0523	11
Availability of shared use paths	9%	13	45%	9	0.0476	12
Appearance/condition of City medians/right-of-ways/public areas	8%	14	46%	8	0.0457	13
Condition of sidewalks in your neighborhood	9%	12	48%	6	0.0455	14
Adequacy of stormwater infrastructure	5%	15	57%	3	0.0198	15
Overall quality of the Rosehill City Cemetery	2%	16	78%	1	0.0035	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.

4

Tabular Data

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Overall value that you receive for your City tax dollars & fees	3.3%	22.2%	24.7%	26.9%	20.3%	2.6%
Q1-2. Overall quality of life in City	9.5%	42.5%	30.6%	15.2%	2.0%	0.2%
Q1-3. Overall image of your community	6.8%	35.9%	32.4%	19.6%	4.8%	0.4%
Q1-4. Appearance of your community	5.5%	37.2%	31.7%	21.4%	3.7%	0.4%
Q1-5. Overall quality of Downtown	10.6%	45.6%	28.6%	12.1%	1.5%	1.5%
Q1-6. Overall feeling of safety in the community	11.2%	40.5%	21.8%	20.0%	6.2%	0.2%
Q1-7. Quality of leadership of elected officials	3.1%	14.1%	31.5%	25.6%	21.4%	4.4%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Overall value that you receive for your City tax dollars & fees	3.4%	22.9%	25.3%	27.6%	20.8%
Q1-2. Overall quality of life in City	9.5%	42.6%	30.7%	15.2%	2.0%
Q1-3. Overall image of your community	6.9%	36.1%	32.5%	19.7%	4.9%
Q1-4. Appearance of your community	5.5%	37.4%	31.9%	21.5%	3.8%
Q1-5. Overall quality of Downtown	10.7%	46.3%	29.1%	12.3%	1.6%
Q1-6. Overall feeling of safety in the community	11.3%	40.6%	21.9%	20.1%	6.2%
Q1-7. Quality of leadership of elected officials	3.2%	14.7%	32.9%	26.7%	22.4%

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

(N=454)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q2-1. As a place to live	12.8%	53.5%	15.4%	15.0%	3.1%	0.2%
Q2-2. As a place to raise children	16.1%	50.9%	18.7%	6.8%	1.8%	5.7%
Q2-3. As a place to work	11.9%	48.9%	22.7%	10.4%	3.3%	2.9%
Q2-4. As a place to retire	8.8%	23.3%	26.7%	22.5%	15.2%	3.5%
Q2-5. As a place to visit	7.3%	32.6%	27.8%	18.5%	11.0%	2.9%
Q2-6. As a community that is moving in the right direction	5.5%	21.1%	29.7%	28.9%	12.6%	2.2%

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=454)

	Excellent	Good	Neutral	Below average	Poor
Q2-1. As a place to live	12.8%	53.6%	15.5%	15.0%	3.1%
Q2-2. As a place to raise children	17.1%	54.0%	19.9%	7.2%	1.9%
Q2-3. As a place to work	12.2%	50.3%	23.4%	10.7%	3.4%
Q2-4. As a place to retire	9.1%	24.2%	27.6%	23.3%	15.8%
Q2-5. As a place to visit	7.5%	33.6%	28.6%	19.0%	11.3%
Q2-6. As a community that is moving in the right direction	5.6%	21.6%	30.4%	29.5%	12.8%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall maintenance of City streets/sidewalks	4.4%	31.1%	17.4%	28.6%	17.6%	0.9%
Q3-2. Overall enforcement of City codes/ordinances	4.2%	27.8%	37.2%	19.6%	7.7%	3.5%
Q3-3. Overall quality of customer service you receive from City employees	15.0%	39.6%	26.4%	7.9%	1.5%	9.5%
Q3-4. Overall quality of police services	23.8%	47.6%	18.1%	4.8%	2.6%	3.1%
Q3-5. Overall quality of fire services	33.0%	46.5%	10.1%	0.9%	0.4%	9.0%
Q3-6. Overall flow of traffic on City streets	6.2%	32.2%	24.2%	24.9%	12.1%	0.4%
Q3-7. Overall quality of library services	30.8%	28.9%	16.5%	1.8%	0.7%	21.4%
Q3-8. Overall quality of solid waste services (trash, recycling, yard waste, etc.)	25.6%	42.5%	11.9%	11.0%	6.6%	2.4%
Q3-9. Overall quality of City water & sewer utilities	19.2%	40.5%	20.0%	14.5%	5.1%	0.7%
Q3-10. Overall public transportation	5.3%	15.0%	30.0%	12.6%	7.5%	29.7%
Q3-11. Overall Minot International Airport facilities	25.3%	47.6%	14.8%	2.9%	0.4%	9.0%

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=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall maintenance of City streets/sidewalks	4.4%	31.3%	17.6%	28.9%	17.8%
Q3-2. Overall enforcement of City codes/ordinances	4.3%	28.8%	38.6%	20.3%	8.0%
Q3-3. Overall quality of customer service you receive from City employees	16.5%	43.8%	29.2%	8.8%	1.7%
Q3-4. Overall quality of police services	24.5%	49.1%	18.6%	5.0%	2.7%
Q3-5. Overall quality of fire services	36.3%	51.1%	11.1%	1.0%	0.5%
Q3-6. Overall flow of traffic on City streets	6.2%	32.3%	24.3%	25.0%	12.2%
Q3-7. Overall quality of library services	39.2%	36.7%	21.0%	2.2%	0.8%
Q3-8. Overall quality of solid waste services (trash, recycling, yard waste, etc.)	26.2%	43.6%	12.2%	11.3%	6.8%
Q3-9. Overall quality of City water & sewer utilities	19.3%	40.8%	20.2%	14.6%	5.1%
Q3-10. Overall public transportation	7.5%	21.3%	42.6%	17.9%	10.7%
Q3-11. Overall Minot International Airport facilities	27.8%	52.3%	16.2%	3.1%	0.5%

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>	Number	Percent
Overall maintenance of City streets/sidewalks	136	30.0 %
Overall enforcement of City codes/ordinances	18	4.0 %
Overall quality of customer service you receive from City employees	7	1.5 %
Overall quality of police services	140	30.8 %
Overall quality of fire services	15	3.3 %
Overall flow of traffic on City streets	34	7.5 %
Overall quality of library services	5	1.1 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	15	3.3 %
Overall quality of City water & sewer utilities	39	8.6 %
Overall public transportation	15	3.3 %
Overall Minot International Airport facilities	3	0.7 %
<u>None chosen</u>	27	5.9 %
Total	454	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>	Number	Percent
Overall maintenance of City streets/sidewalks	65	14.3 %
Overall enforcement of City codes/ordinances	33	7.3 %
Overall quality of customer service you receive from City employees	12	2.6 %
Overall quality of police services	70	15.4 %
Overall quality of fire services	107	23.6 %
Overall flow of traffic on City streets	47	10.4 %
Overall quality of library services	3	0.7 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	30	6.6 %
Overall quality of City water & sewer utilities	32	7.0 %
Overall public transportation	16	3.5 %
Overall Minot International Airport facilities	4	0.9 %
<u>None chosen</u>	35	7.7 %
Total	454	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. 3rd choice</u>	Number	Percent
Overall maintenance of City streets/sidewalks	70	15.4 %
Overall enforcement of City codes/ordinances	36	7.9 %
Overall quality of customer service you receive from City employees	14	3.1 %
Overall quality of police services	63	13.9 %
Overall quality of fire services	44	9.7 %
Overall flow of traffic on City streets	48	10.6 %
Overall quality of library services	3	0.7 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	40	8.8 %
Overall quality of City water & sewer utilities	63	13.9 %
Overall public transportation	23	5.1 %
Overall Minot International Airport facilities	6	1.3 %
<u>None chosen</u>	44	9.7 %
Total	454	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. 4th choice</u>	Number	Percent
Overall maintenance of City streets/sidewalks	50	11.0 %
Overall enforcement of City codes/ordinances	37	8.1 %
Overall quality of customer service you receive from City employees	10	2.2 %
Overall quality of police services	34	7.5 %
Overall quality of fire services	40	8.8 %
Overall flow of traffic on City streets	50	11.0 %
Overall quality of library services	6	1.3 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	56	12.3 %
Overall quality of City water & sewer utilities	68	15.0 %
Overall public transportation	29	6.4 %
Overall Minot International Airport facilities	17	3.7 %
<u>None chosen</u>	57	12.6 %
Total	454	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>	Number	Percent
Overall maintenance of City streets/sidewalks	321	70.7 %
Overall enforcement of City codes/ordinances	124	27.3 %
Overall quality of customer service you receive from City employees	43	9.5 %
Overall quality of police services	307	67.6 %
Overall quality of fire services	206	45.4 %
Overall flow of traffic on City streets	179	39.4 %
Overall quality of library services	17	3.7 %
Overall quality of solid waste services (trash, recycling, yard waste, etc.)	141	31.1 %
Overall quality of City water & sewer utilities	202	44.5 %
Overall public transportation	83	18.3 %
Overall Minot International Airport facilities	30	6.6 %
<u>None chosen</u>	27	5.9 %
Total	1680	

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	21.6%	49.6%	17.8%	5.7%	2.2%	3.1%
Q5-2. Visibility of police in your neighborhood	11.0%	39.6%	28.9%	12.6%	5.1%	2.9%
Q5-3. Visibility of police in commercial areas	11.9%	43.2%	30.2%	8.1%	2.6%	4.0%
Q5-4. City's effort to prevent crime	9.3%	35.0%	29.7%	14.3%	7.0%	4.6%
Q5-5. Enforcement of local traffic laws	7.9%	38.8%	26.0%	17.4%	7.0%	2.9%
Q5-6. How quickly police officers respond to emergencies	16.5%	42.5%	19.4%	4.0%	1.3%	16.3%
Q5-7. Quality of animal control	7.3%	29.7%	27.5%	13.4%	6.6%	15.4%
Q5-8. Quality of police safety education programs	7.7%	27.8%	27.8%	4.8%	1.1%	30.8%
Q5-9. Police social media outreach	10.8%	27.5%	31.5%	4.0%	2.6%	23.6%
Q5-10. How quickly fire services personnel respond to emergencies	26.2%	41.0%	11.9%	1.3%	0.2%	19.4%
Q5-11. Fire safety education programs	13.4%	32.4%	21.4%	1.8%	0.7%	30.4%
Q5-12. Overall professionalism of fire department	30.6%	44.1%	9.5%	1.1%	0.0%	14.8%
Q5-13. Friendliness of fire department	33.0%	43.0%	9.3%	0.9%	0.2%	13.7%
Q5-14. Overall quality of fire protection services	27.8%	48.9%	9.7%	0.7%	0.4%	12.6%
Q5-15. Emergency preparedness services of fire department	25.6%	44.9%	9.3%	1.3%	0.2%	18.7%
Q5-16. Municipal court	4.4%	20.5%	32.4%	5.7%	4.0%	33.0%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	22.3%	51.1%	18.4%	5.9%	2.3%
Q5-2. Visibility of police in your neighborhood	11.3%	40.8%	29.7%	12.9%	5.2%
Q5-3. Visibility of police in commercial areas	12.4%	45.0%	31.4%	8.5%	2.8%
Q5-4. City's effort to prevent crime	9.7%	36.7%	31.2%	15.0%	7.4%
Q5-5. Enforcement of local traffic laws	8.2%	39.9%	26.8%	17.9%	7.3%
Q5-6. How quickly police officers respond to emergencies	19.7%	50.8%	23.2%	4.7%	1.6%
Q5-7. Quality of animal control	8.6%	35.2%	32.6%	15.9%	7.8%
Q5-8. Quality of police safety education programs	11.1%	40.1%	40.1%	7.0%	1.6%
Q5-9. Police social media outreach	14.1%	36.0%	41.2%	5.2%	3.5%
Q5-10. How quickly fire services personnel respond to emergencies	32.5%	50.8%	14.8%	1.6%	0.3%
Q5-11. Fire safety education programs	19.3%	46.5%	30.7%	2.5%	0.9%
Q5-12. Overall professionalism of fire department	35.9%	51.7%	11.1%	1.3%	0.0%
Q5-13. Friendliness of fire department	38.3%	49.7%	10.7%	1.0%	0.3%
Q5-14. Overall quality of fire protection services	31.7%	55.9%	11.1%	0.8%	0.5%
Q5-15. Emergency preparedness services of fire department	31.4%	55.3%	11.4%	1.6%	0.3%

WITHOUT "DON'T KNOW"

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-16. Municipal court	6.6%	30.6%	48.4%	8.6%	5.9%

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

<u>Q6. Top choice</u>	Number	Percent
Overall quality of local police protection	180	39.6 %
Visibility of police in your neighborhood	43	9.5 %
Visibility of police in commercial areas	14	3.1 %
City's effort to prevent crime	78	17.2 %
Enforcement of local traffic laws	24	5.3 %
How quickly police officers respond to emergencies	36	7.9 %
Quality of animal control	6	1.3 %
Quality of police safety education programs	3	0.7 %
Police social media outreach	2	0.4 %
How quickly fire services personnel respond to emergencies	25	5.5 %
Fire safety education programs	1	0.2 %
Friendliness of fire department	1	0.2 %
Overall quality of fire protection services	8	1.8 %
Emergency preparedness services of fire department	3	0.7 %
Municipal court	6	1.3 %
<u>None chosen</u>	<u>24</u>	<u>5.3 %</u>
Total	454	100.0 %

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

<u>Q6. 2nd choice</u>	Number	Percent
Overall quality of local police protection	57	12.6 %
Visibility of police in your neighborhood	39	8.6 %
Visibility of police in commercial areas	16	3.5 %
City's effort to prevent crime	76	16.7 %
Enforcement of local traffic laws	22	4.8 %
How quickly police officers respond to emergencies	45	9.9 %
Quality of animal control	20	4.4 %
Quality of police safety education programs	4	0.9 %
Police social media outreach	5	1.1 %
How quickly fire services personnel respond to emergencies	76	16.7 %
Fire safety education programs	5	1.1 %
Overall professionalism of fire department	4	0.9 %
Friendliness of fire department	1	0.2 %
Overall quality of fire protection services	41	9.0 %
Emergency preparedness services of fire department	6	1.3 %
Municipal court	6	1.3 %
<u>None chosen</u>	<u>31</u>	<u>6.8 %</u>
Total	454	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	31	6.8 %
Visibility of police in your neighborhood	27	5.9 %
Visibility of police in commercial areas	17	3.7 %
City's effort to prevent crime	43	9.5 %
Enforcement of local traffic laws	27	5.9 %
How quickly police officers respond to emergencies	71	15.6 %
Quality of animal control	22	4.8 %
Quality of police safety education programs	6	1.3 %
Police social media outreach	7	1.5 %
How quickly fire services personnel respond to emergencies	62	13.7 %
Fire safety education programs	7	1.5 %
Overall professionalism of fire department	9	2.0 %
Friendliness of fire department	1	0.2 %
Overall quality of fire protection services	34	7.5 %
Emergency preparedness services of fire department	31	6.8 %
Municipal court	20	4.4 %
<u>None chosen</u>	39	8.6 %
Total	454	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	268	59.0 %
Visibility of police in your neighborhood	109	24.0 %
Visibility of police in commercial areas	47	10.4 %
City's effort to prevent crime	197	43.4 %
Enforcement of local traffic laws	73	16.1 %
How quickly police officers respond to emergencies	152	33.5 %
Quality of animal control	48	10.6 %
Quality of police safety education programs	13	2.9 %
Police social media outreach	14	3.1 %
How quickly fire services personnel respond to emergencies	163	35.9 %
Fire safety education programs	13	2.9 %
Overall professionalism of fire department	13	2.9 %
Friendliness of fire department	3	0.7 %
Overall quality of fire protection services	83	18.3 %
Emergency preparedness services of fire department	40	8.8 %
Municipal court	32	7.0 %
<u>None chosen</u>	24	5.3 %
Total	1292	

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

(N=454)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	Don't know
Q7-1. Walking alone in your neighborhood in general	25.8%	46.3%	18.1%	7.0%	2.4%	0.4%
Q7-2. Walking alone in your neighborhood during the day	43.2%	46.7%	8.1%	1.5%	0.2%	0.2%
Q7-3. Walking alone in your neighborhood after dark	13.4%	32.8%	24.9%	17.6%	8.8%	2.4%
Q7-4. In City parks & recreation facilities	17.0%	42.1%	26.2%	9.5%	2.2%	3.1%
Q7-5. In commercial areas of City during the day	28.4%	54.0%	14.1%	2.0%	0.2%	1.3%
Q7-6. In commercial areas of City after dark	7.7%	25.1%	29.3%	26.7%	5.7%	5.5%

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=454)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q7-1. Walking alone in your neighborhood in general	25.9%	46.5%	18.1%	7.1%	2.4%
Q7-2. Walking alone in your neighborhood during the day	43.3%	46.8%	8.2%	1.5%	0.2%
Q7-3. Walking alone in your neighborhood after dark	13.8%	33.6%	25.5%	18.1%	9.0%
Q7-4. In City parks & recreation facilities	17.5%	43.4%	27.0%	9.8%	2.3%
Q7-5. In commercial areas of City during the day	28.8%	54.7%	14.3%	2.0%	0.2%
Q7-6. In commercial areas of City after dark	8.2%	26.6%	31.0%	28.2%	6.1%

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 has Minot become as far as being a safe place to live, work, & raise a family in past 12 months

	Number	Percent
More safe	9	2.0 %
Stayed the same	236	52.0 %
Less safe	191	42.1 %
Don't know	18	4.0 %
Total	454	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 has Minot become as far as being a safe place to live, work, & raise a family in past 12 months

	Number	Percent
More safe	9	2.1 %
Stayed the same	236	54.1 %
Less safe	191	43.8 %
Total	436	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	66	14.5 %
Yes—I have had contact with the officer, but do not know him/her	93	20.5 %
No	285	62.8 %
<u>Don't know</u>	10	2.2 %
Total	454	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	66	14.9 %
Yes—I have had contact with the officer, but do not know him/her	93	20.9 %
No	285	64.2 %
Total	444	100.0 %

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of residential property	6.4%	33.5%	27.3%	19.4%	4.6%	8.8%
Q10-2. Enforcement of residential building codes	6.8%	25.8%	32.8%	10.6%	2.2%	21.8%
Q10-3. Maintenance of commercial property	4.0%	30.4%	35.7%	13.7%	3.1%	13.2%
Q10-4. Enforcement of commercial building codes	3.7%	23.1%	35.9%	7.5%	2.0%	27.8%
Q10-5. Parking enforcement on neighborhood streets	4.8%	30.0%	26.2%	18.7%	7.9%	12.3%
Q10-6. Clean-up of trash & litter on residential property	4.8%	29.7%	27.8%	23.3%	7.7%	6.6%
Q10-7. Clean-up of trash & litter on commercial property	3.5%	24.2%	35.7%	20.5%	6.6%	9.5%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of residential property	7.0%	36.7%	30.0%	21.3%	5.1%
Q10-2. Enforcement of residential building codes	8.7%	33.0%	42.0%	13.5%	2.8%
Q10-3. Maintenance of commercial property	4.6%	35.0%	41.1%	15.7%	3.6%
Q10-4. Enforcement of commercial building codes	5.2%	32.0%	49.7%	10.4%	2.7%
Q10-5. Parking enforcement on neighborhood streets	5.5%	34.2%	29.9%	21.4%	9.0%
Q10-6. Clean-up of trash & litter on residential property	5.2%	31.8%	29.7%	25.0%	8.3%
Q10-7. Clean-up of trash & litter on commercial property	3.9%	26.8%	39.4%	22.6%	7.3%

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

<u>Q11. Top choice</u>	Number	Percent
Maintenance of residential property	88	19.4 %
Enforcement of residential building codes	47	10.4 %
Maintenance of commercial property	46	10.1 %
Enforcement of commercial building codes	36	7.9 %
Parking enforcement on neighborhood streets	66	14.5 %
Clean-up of trash & litter on residential property	90	19.8 %
Clean-up of trash & litter on commercial property	48	10.6 %
<u>None chosen</u>	33	7.3 %
Total	454	100.0 %

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

<u>Q11. 2nd choice</u>	Number	Percent
Maintenance of residential property	37	8.1 %
Enforcement of residential building codes	41	9.0 %
Maintenance of commercial property	45	9.9 %
Enforcement of commercial building codes	55	12.1 %
Parking enforcement on neighborhood streets	43	9.5 %
Clean-up of trash & litter on residential property	77	17.0 %
Clean-up of trash & litter on commercial property	113	24.9 %
<u>None chosen</u>	43	9.5 %
Total	454	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)

<u>Q11. Sum of top 2 choices</u>	Number	Percent
Maintenance of residential property	125	27.5 %
Enforcement of residential building codes	88	19.4 %
Maintenance of commercial property	91	20.0 %
Enforcement of commercial building codes	91	20.0 %
Parking enforcement on neighborhood streets	109	24.0 %
Clean-up of trash & litter on residential property	167	36.8 %
Clean-up of trash & litter on commercial property	161	35.5 %
<u>None chosen</u>	33	7.3 %
Total	865	

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

Q12. What is current level of code enforcement	Number	Percent
Too much	25	5.5 %
About right	146	32.2 %
Not enough	153	33.7 %
<u>Don't know</u>	130	28.6 %
Total	454	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	25	7.7 %
About right	146	45.1 %
<u>Not enough</u>	153	47.2 %
Total	324	100.0 %

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Condition of major City streets	4.6%	36.3%	22.2%	23.8%	12.3%	0.7%
Q13-2. Condition of streets in your neighborhood	5.9%	43.0%	18.7%	22.9%	8.1%	1.3%
Q13-3. Condition of sidewalks in your neighborhood	5.5%	39.6%	21.6%	18.3%	8.6%	6.4%
Q13-4. Timing of traffic signals on City streets	3.7%	35.0%	24.0%	19.8%	15.9%	1.5%
Q13-5. Traffic flow on major City streets	4.2%	35.2%	23.3%	22.9%	12.6%	1.8%
Q13-6. Pedestrian accessibility (City's sidewalk system for people with disabilities)	6.6%	28.6%	23.8%	18.7%	13.2%	9.0%
Q13-7. Appearance & condition of City medians, right-of-ways & public areas	4.6%	39.9%	29.5%	18.5%	5.1%	2.4%
Q13-8. Adequacy of City street lighting	4.4%	41.4%	22.7%	19.8%	10.1%	1.5%
Q13-9. Visibility of pavement markings & street signs on City streets	5.5%	36.6%	30.8%	19.4%	5.3%	2.4%
Q13-10. Overall cleanliness of streets & alleyways	3.5%	36.3%	29.1%	21.8%	7.0%	2.2%
Q13-11. Availability of shared use paths (walking & biking paths)	7.5%	33.3%	28.0%	15.4%	7.3%	8.6%
Q13-12. Snow removal on major City streets	9.0%	40.7%	20.3%	16.1%	12.3%	1.5%
Q13-13. Snow removal on neighborhood streets	4.2%	25.8%	19.4%	26.4%	22.2%	2.0%
Q13-14. Overall quality of Rosehill City Cemetery	24.7%	33.3%	13.7%	1.5%	0.9%	26.0%
Q13-15. City efforts to prevent flooding in Minot	15.2%	37.9%	19.8%	7.3%	6.6%	13.2%

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	6.4%	38.3%	26.0%	4.8%	2.9%	21.6%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Condition of major City streets	4.7%	36.6%	22.4%	23.9%	12.4%
Q13-2. Condition of streets in your neighborhood	6.0%	43.5%	19.0%	23.2%	8.3%
Q13-3. Condition of sidewalks in your neighborhood	5.9%	42.4%	23.1%	19.5%	9.2%
Q13-4. Timing of traffic signals on City streets	3.8%	35.6%	24.4%	20.1%	16.1%
Q13-5. Traffic flow on major City streets	4.3%	35.9%	23.8%	23.3%	12.8%
Q13-6. Pedestrian accessibility (City's sidewalk system for people with disabilities)	7.3%	31.5%	26.2%	20.6%	14.5%
Q13-7. Appearance & condition of City medians, right-of-ways & public areas	4.7%	40.9%	30.2%	19.0%	5.2%
Q13-8. Adequacy of City street lighting	4.5%	42.1%	23.0%	20.1%	10.3%
Q13-9. Visibility of pavement markings & street signs on City streets	5.6%	37.5%	31.6%	19.9%	5.4%
Q13-10. Overall cleanliness of streets & alleyways	3.6%	37.2%	29.7%	22.3%	7.2%
Q13-11. Availability of shared use paths (walking & biking paths)	8.2%	36.4%	30.6%	16.9%	8.0%
Q13-12. Snow removal on major City streets	9.2%	41.4%	20.6%	16.3%	12.5%
Q13-13. Snow removal on neighborhood streets	4.3%	26.3%	19.8%	27.0%	22.7%
Q13-14. Overall quality of Rosehill City Cemetery	33.3%	44.9%	18.5%	2.1%	1.2%

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

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-15. City efforts to prevent flooding in Minot	17.5%	43.7%	22.8%	8.4%	7.6%
Q13-16. Adequacy of stormwater infrastructure	8.1%	48.9%	33.1%	6.2%	3.7%

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	151	33.3 %
Condition of streets in your neighborhood	27	5.9 %
Condition of sidewalks in your neighborhood	8	1.8 %
Timing of traffic signals on City streets	30	6.6 %
Traffic flow on major City streets	27	5.9 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	25	5.5 %
Appearance & condition of City medians, right-of-ways & public areas	9	2.0 %
Adequacy of City street lighting	19	4.2 %
Visibility of pavement markings & street signs on City streets	4	0.9 %
Overall cleanliness of streets & alleyways	8	1.8 %
Availability of shared use paths (walking & biking paths)	9	2.0 %
Snow removal on major City streets	48	10.6 %
Snow removal on neighborhood streets	32	7.0 %
City efforts to prevent flooding in Minot	29	6.4 %
Adequacy of stormwater infrastructure	5	1.1 %
<u>None chosen</u>	23	5.1 %
Total	454	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	41	9.0 %
Condition of streets in your neighborhood	50	11.0 %
Condition of sidewalks in your neighborhood	16	3.5 %
Timing of traffic signals on City streets	25	5.5 %
Traffic flow on major City streets	43	9.5 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	18	4.0 %
Appearance & condition of City medians, right-of-ways & public areas	15	3.3 %
Adequacy of City street lighting	21	4.6 %
Visibility of pavement markings & street signs on City streets	16	3.5 %
Overall cleanliness of streets & alleyways	15	3.3 %
Availability of shared use paths (walking & biking paths)	16	3.5 %
Snow removal on major City streets	59	13.0 %
Snow removal on neighborhood streets	68	15.0 %
Overall quality of Rosehill City Cemetery	3	0.7 %
City efforts to prevent flooding in Minot	12	2.6 %
Adequacy of stormwater infrastructure	6	1.3 %
<u>None chosen</u>	30	6.6 %
Total	454	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	41	9.0 %
Condition of streets in your neighborhood	24	5.3 %
Condition of sidewalks in your neighborhood	16	3.5 %
Timing of traffic signals on City streets	30	6.6 %
Traffic flow on major City streets	49	10.8 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	14	3.1 %
Appearance & condition of City medians, right-of-ways & public areas	14	3.1 %
Adequacy of City street lighting	35	7.7 %
Visibility of pavement markings & street signs on City streets	22	4.8 %
Overall cleanliness of streets & alleyways	26	5.7 %
Availability of shared use paths (walking & biking paths)	14	3.1 %
Snow removal on major City streets	46	10.1 %
Snow removal on neighborhood streets	47	10.4 %
Overall quality of Rosehill City Cemetery	4	0.9 %
City efforts to prevent flooding in Minot	25	5.5 %
Adequacy of stormwater infrastructure	10	2.2 %
<u>None chosen</u>	37	8.1 %
Total	454	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	233	51.3 %
Condition of streets in your neighborhood	101	22.2 %
Condition of sidewalks in your neighborhood	40	8.8 %
Timing of traffic signals on City streets	85	18.7 %
Traffic flow on major City streets	119	26.2 %
Pedestrian accessibility (City's sidewalk system for people with disabilities)	57	12.6 %
Appearance & condition of City medians, right-of-ways & public areas	38	8.4 %
Adequacy of City street lighting	75	16.5 %
Visibility of pavement markings & street signs on City streets	42	9.3 %
Overall cleanliness of streets & alleyways	49	10.8 %
Availability of shared use paths (walking & biking paths)	39	8.6 %
Snow removal on major City streets	153	33.7 %
Snow removal on neighborhood streets	147	32.4 %
Overall quality of Rosehill City Cemetery	7	1.5 %
City efforts to prevent flooding in Minot	66	14.5 %
Adequacy of stormwater infrastructure	21	4.6 %
<u>None chosen</u>	23	5.1 %
Total	1295	

Q16. How supportive would you be of a public safety sales tax to support future costs for employees, vehicles and facilities?

Q16. How supportive would you be of a public safety sales tax to support future costs for employees, vehicles & facilities

	Number	Percent
Very supportive	35	7.7 %
Somewhat supportive	92	20.3 %
Not supportive	256	56.4 %
Not sure	71	15.6 %
Total	454	100.0 %

WITHOUT "NOT SURE"

Q16. How supportive would you be of a public safety sales tax to support future costs for employees, vehicles and facilities? (without "not sure")

Q16. How supportive would you be of a public safety sales tax to support future costs for employees, vehicles & facilities

	Number	Percent
Very supportive	35	9.1 %
Somewhat supportive	92	24.0 %
Not supportive	256	66.8 %
Total	383	100.0 %

Q17. Flood Recovery. Please rate your satisfaction with each of the following.

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Pace of recovery from flood	5.9%	32.6%	22.5%	15.9%	10.8%	12.3%
Q17-2. Amount of funds that have been dedicated to flood protection	6.6%	26.0%	23.3%	15.0%	11.7%	17.4%
Q17-3. Priority focus of City resources on flood recovery & protection	6.4%	27.8%	25.1%	14.5%	10.4%	15.9%
Q17-4. Focus on projects & activities that promote resilience	5.1%	22.2%	35.0%	11.7%	7.5%	18.5%
Q17-5. Keeping the public informed on progress of flood protection	5.7%	29.7%	26.7%	15.9%	9.9%	12.1%
Q17-6. Use of federal recovery funds to create affordable housing	4.6%	20.7%	22.5%	21.1%	13.0%	18.1%
Q17-7. City commitment to Souris River access by the public for recreation	5.5%	22.5%	30.4%	13.7%	9.0%	18.9%
Q17-8. Involving the public in flood protection decisions	4.6%	21.8%	30.4%	17.0%	10.1%	16.1%

WITHOUT "DON'T KNOW"**Q17. Flood Recovery. Please rate your satisfaction with each of the following. (without "don't know")**

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Pace of recovery from flood	6.8%	37.2%	25.6%	18.1%	12.3%
Q17-2. Amount of funds that have been dedicated to flood protection	8.0%	31.5%	28.3%	18.1%	14.1%
Q17-3. Priority focus of City resources on flood recovery & protection	7.6%	33.0%	29.8%	17.3%	12.3%
Q17-4. Focus on projects & activities that promote resilience	6.2%	27.3%	43.0%	14.3%	9.2%
Q17-5. Keeping the public informed on progress of flood protection	6.5%	33.8%	30.3%	18.0%	11.3%
Q17-6. Use of federal recovery funds to create affordable housing	5.6%	25.3%	27.4%	25.8%	15.9%
Q17-7. City commitment to Souris River access by the public for recreation	6.8%	27.7%	37.5%	16.8%	11.1%
Q17-8. Involving the public in flood protection decisions	5.5%	26.0%	36.2%	20.2%	12.1%

Q18. Do you have flooding concerns in your neighborhood?

Q18. Do you have flooding concerns in your neighborhood

	Number	Percent
Yes	72	15.9 %
No	365	80.4 %
Not provided	17	3.7 %
Total	454	100.0 %

WITHOUT "NOT PROVIDED"**Q18. Do you have flooding concerns in your neighborhood? (without "not provided")**

Q18. Do you have flooding concerns in your neighborhood

	Number	Percent
Yes	72	16.5 %
No	365	83.5 %
Total	437	100.0 %

Q19. City Communication. Please rate your satisfaction with each of the following.

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Availability of information about government operations	6.6%	21.6%	31.7%	20.0%	10.8%	9.3%
Q19-2. City efforts to keep residents informed about local issues	7.0%	25.1%	29.1%	23.6%	9.9%	5.3%
Q19-3. Level of public involvement in City decision-making	4.0%	12.6%	25.6%	30.4%	19.2%	8.4%
Q19-4. Usefulness of information that is available on City website	6.2%	26.2%	32.6%	15.4%	5.3%	14.3%
Q19-5. Timeliness of information provided by your local government	5.3%	22.2%	32.6%	18.3%	9.7%	11.9%
Q19-6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	14.1%	26.2%	32.4%	8.6%	4.0%	14.8%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Availability of information about government operations	7.3%	23.8%	35.0%	22.1%	11.9%
Q19-2. City efforts to keep residents informed about local issues	7.4%	26.5%	30.7%	24.9%	10.5%
Q19-3. Level of public involvement in City decision-making	4.3%	13.7%	27.9%	33.2%	20.9%
Q19-4. Usefulness of information that is available on City website	7.2%	30.6%	38.0%	18.0%	6.2%
Q19-5. Timeliness of information provided by your local government	6.0%	25.3%	37.0%	20.8%	11.0%
Q19-6. Quality of social media outlets (Facebook, blogs, Twitter, etc.)	16.5%	30.7%	38.0%	10.1%	4.7%

Q20. Which of the following sources do you currently use to obtain or receive information about the City of Minot?

Q20. Which following sources do you currently use to obtain or receive information about City

	Number	Percent
City of Minot website	267	58.8 %
City Council meetings	152	33.5 %
City's Twitter pages	5	1.1 %
City's Facebook pages	280	61.7 %
City's Instagram	22	4.8 %
City's weekly email newsletter	53	11.7 %
Mayor's letter to the Editor	52	11.5 %
City's weekly social media video, "This Week Ahead"	23	5.1 %
Local newspaper	188	41.4 %
Local TV news stations	271	59.7 %
<u>Other</u>	16	3.5 %
Total	1329	

Q20-11. Other

Q20-11. Other

	Number	Percent
Word of mouth	3	18.8 %
Radio	3	18.8 %
Social media	1	6.3 %
Friends	1	6.3 %
Friends that pay attention to listed options	1	6.3 %
Minot whiners Facebook	1	6.3 %
Facebook	1	6.3 %
Online news websites	1	6.3 %
Work	1	6.3 %
Minot whiners and complainers reposting city news	1	6.3 %
Minot PD Facebook	1	6.3 %
News apps	1	6.3 %
Total	16	100.0 %

Q21. Which THREE of the information sources listed in Question 20 do you MOST PREFER to obtain or receive information about the City of Minot?

<u>Q21. Top choice</u>	Number	Percent
City of Minot website	99	21.8 %
City Council meetings	22	4.8 %
City's Twitter pages	1	0.2 %
City's Facebook pages	149	32.8 %
City's Instagram	3	0.7 %
City's weekly email newsletter	9	2.0 %
Mayor's letter to the Editor	4	0.9 %
City's weekly social media video, "This Week Ahead"	2	0.4 %
Local newspaper	58	12.8 %
Local TV news stations	72	15.9 %
<u>None chosen</u>	35	7.7 %
Total	454	100.0 %

Q21. Which THREE of the information sources listed in Question 20 do you MOST PREFER to obtain or receive information about the City of Minot?

<u>Q21. 2nd choice</u>	Number	Percent
City of Minot website	93	20.5 %
City Council meetings	33	7.3 %
City's Twitter pages	1	0.2 %
City's Facebook pages	65	14.3 %
City's Instagram	10	2.2 %
City's weekly email newsletter	28	6.2 %
Mayor's letter to the Editor	4	0.9 %
City's weekly social media video, "This Week Ahead"	5	1.1 %
Local newspaper	64	14.1 %
Local TV news stations	92	20.3 %
<u>None chosen</u>	59	13.0 %
Total	454	100.0 %

Q21. Which THREE of the information sources listed in Question 20 do you MOST PREFER to obtain or receive information about the City of Minot?

<u>Q21. 3rd choice</u>	Number	Percent
City of Minot website	65	14.3 %
City Council meetings	44	9.7 %
City's Twitter pages	1	0.2 %
City's Facebook pages	49	10.8 %
City's Instagram	5	1.1 %
City's weekly email newsletter	25	5.5 %
Mayor's letter to the Editor	18	4.0 %
City's weekly social media video, "This Week Ahead"	13	2.9 %
Local newspaper	42	9.3 %
Local TV news stations	72	15.9 %
<u>None chosen</u>	120	26.4 %
Total	454	100.0 %

SUM OF TOP 3 CHOICES

Q21. Which THREE of the information sources listed in Question 20 do you MOST PREFER to obtain or receive information about the City of Minot? (top 3)

<u>Q21. Sum of top 3 choices</u>	Number	Percent
City of Minot website	257	56.6 %
City Council meetings	99	21.8 %
City's Twitter pages	3	0.7 %
City's Facebook pages	263	57.9 %
City's Instagram	18	4.0 %
City's weekly email newsletter	62	13.7 %
Mayor's letter to the Editor	26	5.7 %
City's weekly social media video, "This Week Ahead"	20	4.4 %
Local newspaper	164	36.1 %
Local TV news stations	236	52.0 %
<u>None chosen</u>	35	7.7 %
Total	1183	

Q22. City Government. Please rate your level of agreement with the following statements.

(N=454)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q22-1. Minot City government is democratic & representative	3.5%	16.7%	28.9%	24.9%	14.5%	11.5%
Q22-2. Minot City government is transparent	2.6%	14.3%	26.7%	29.3%	18.5%	8.6%
Q22-3. Minot City government is efficient	2.0%	10.8%	25.8%	33.0%	19.4%	9.0%
Q22-4. Minot City government is innovative	1.5%	11.9%	27.8%	30.2%	17.8%	10.8%
Q22-5. Minot City government values diversity	4.4%	18.3%	30.6%	11.5%	18.5%	16.7%
Q22-6. Minot City employees are ethical & honest	5.5%	25.8%	29.7%	14.5%	8.8%	15.6%
Q22-7. Minot government leaders listen to what citizens have to say	1.3%	12.8%	20.7%	29.1%	24.4%	11.7%

WITHOUT "DON'T KNOW"**Q22. City Government. Please rate your level of agreement with the following statements. (without "don't know")**

(N=454)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q22-1. Minot City government is democratic & representative	4.0%	18.9%	32.6%	28.1%	16.4%
Q22-2. Minot City government is transparent	2.9%	15.7%	29.2%	32.0%	20.2%
Q22-3. Minot City government is efficient	2.2%	11.9%	28.3%	36.3%	21.3%
Q22-4. Minot City government is innovative	1.7%	13.3%	31.1%	33.8%	20.0%
Q22-5. Minot City government values diversity	5.3%	22.0%	36.8%	13.8%	22.2%
Q22-6. Minot City employees are ethical & honest	6.5%	30.5%	35.2%	17.2%	10.4%
Q22-7. Minot government leaders listen to what citizens have to say	1.5%	14.5%	23.4%	32.9%	27.7%

Q23. Economic Development. Please rate your satisfaction with each of the following.

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q23-1. Overall quality of new residential development	2.2%	30.2%	31.9%	16.3%	4.6%	14.8%
Q23-2. Overall quality of new retail development (stores, restaurants, etc.)	3.5%	25.1%	30.6%	23.3%	9.7%	7.7%
Q23-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	4.4%	32.8%	34.6%	13.4%	7.3%	7.5%
Q23-4. Overall quality of new industrial development (warehouses, plants, etc.)	2.2%	16.5%	36.6%	13.9%	8.4%	22.5%
Q23-5. Redevelopment of abandoned or under-utilized properties	1.5%	13.0%	26.7%	30.0%	14.8%	14.1%
Q23-6. Overall appearance of Downtown Minot	9.0%	48.5%	24.7%	11.0%	2.2%	4.6%
Q23-7. City's planning for future growth	2.4%	15.4%	34.6%	19.6%	10.6%	17.4%
Q23-8. Overall appearance of commercial corridors	2.9%	24.9%	43.4%	13.2%	4.0%	11.7%

WITHOUT "DON'T KNOW"**Q23. Economic Development. Please rate your satisfaction with each of the following. (without "don't know")**

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q23-1. Overall quality of new residential development	2.6%	35.4%	37.5%	19.1%	5.4%
Q23-2. Overall quality of new retail development (stores, restaurants, etc.)	3.8%	27.2%	33.2%	25.3%	10.5%
Q23-3. Overall quality of new business development (offices, medical facilities, banks, etc.)	4.8%	35.5%	37.4%	14.5%	7.9%
Q23-4. Overall quality of new industrial development (warehouses, plants, etc.)	2.8%	21.3%	47.2%	17.9%	10.8%
Q23-5. Redevelopment of abandoned or under-utilized properties	1.8%	15.1%	31.0%	34.9%	17.2%
Q23-6. Overall appearance of Downtown Minot	9.5%	50.8%	25.9%	11.5%	2.3%
Q23-7. City's planning for future growth	2.9%	18.7%	41.9%	23.7%	12.8%
Q23-8. Overall appearance of commercial corridors	3.2%	28.2%	49.1%	15.0%	4.5%

Q24. Library. Were you aware that the Minot Public Library offers the following types of services?

(N=454)

	Yes	No
Q24-1. Art display	61.5%	38.5%
Q24-2. Board game library	56.8%	43.2%
Q24-3. Digital books	72.2%	27.8%
Q24-4. Homebound delivery	33.5%	66.5%
Q24-5. Meeting rooms	69.6%	30.4%
Q24-6. Streaming movies	35.0%	65.0%
Q24-7. Streaming music	33.5%	66.5%
Q24-8. Study rooms	70.9%	29.1%
Q24-9. Tool library	54.6%	45.4%
Q24-10. Video game library	54.2%	45.8%

Q25. Which THREE of the services listed in Question 24 would your household be most likely to use?

<u>Q25. Top choice</u>	Number	Percent
Art display	24	5.3 %
Board game library	22	4.8 %
Digital books	146	32.2 %
Homebound delivery	25	5.5 %
Meeting rooms	23	5.1 %
Streaming movies	34	7.5 %
Streaming music	6	1.3 %
Study rooms	19	4.2 %
Tool library	35	7.7 %
Video game library	19	4.2 %
<u>None chosen</u>	101	22.2 %
Total	454	100.0 %

Q25. Which THREE of the services listed in Question 24 would your household be most likely to use?

<u>Q25. 2nd choice</u>	Number	Percent
Art display	15	3.3 %
Board game library	35	7.7 %
Digital books	36	7.9 %
Homebound delivery	30	6.6 %
Meeting rooms	36	7.9 %
Streaming movies	49	10.8 %
Streaming music	21	4.6 %
Study rooms	21	4.6 %
Tool library	56	12.3 %
Video game library	23	5.1 %
<u>None chosen</u>	132	29.1 %
Total	454	100.0 %

Q25. Which THREE of the services listed in Question 24 would your household be most likely to use?

Q25. 3rd choice	Number	Percent
Art display	19	4.2 %
Board game library	30	6.6 %
Digital books	35	7.7 %
Homebound delivery	24	5.3 %
Meeting rooms	24	5.3 %
Streaming movies	48	10.6 %
Streaming music	24	5.3 %
Study rooms	25	5.5 %
Tool library	34	7.5 %
Video game library	34	7.5 %
<u>None chosen</u>	157	34.6 %
Total	454	100.0 %

SUM OF TOP 3 CHOICES**Q25. Which THREE of the services listed in Question 26 would your household be most likely to use? (top 3)**

Q25. Sum of top 3 choices	Number	Percent
Art display	58	12.8 %
Board game library	87	19.2 %
Digital books	217	47.8 %
Homebound delivery	79	17.4 %
Meeting rooms	83	18.3 %
Streaming movies	131	28.9 %
Streaming music	51	11.2 %
Study rooms	65	14.3 %
Tool library	125	27.5 %
Video game library	76	16.7 %
<u>None chosen</u>	101	22.2 %
Total	1073	

Q26. Utility Billing. Please rate your satisfaction with each of the following.

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q26-1. How easy your bill is to understand	22.2%	53.1%	14.3%	3.5%	1.8%	5.1%
Q26-2. Accuracy of your bill	20.7%	50.2%	18.9%	2.9%	0.2%	7.0%
Q26-3. How easy it is to resolve billing problems	11.9%	30.4%	22.5%	3.5%	0.9%	30.8%
Q26-4. Hours that customer service is available	12.3%	41.4%	22.5%	3.5%	0.4%	19.8%
Q26-5. Ease of using online portal	11.5%	25.8%	22.0%	8.6%	1.1%	31.1%

WITHOUT "DON'T KNOW"**Q26. Utility Billing. Please rate your satisfaction with each of the following. (without "don't know")**

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q26-1. How easy your bill is to understand	23.4%	55.9%	15.1%	3.7%	1.9%
Q26-2. Accuracy of your bill	22.3%	54.0%	20.4%	3.1%	0.2%
Q26-3. How easy it is to resolve billing problems	17.2%	43.9%	32.5%	5.1%	1.3%
Q26-4. Hours that customer service is available	15.4%	51.6%	28.0%	4.4%	0.5%
Q26-5. Ease of using online portal	16.6%	37.4%	31.9%	12.5%	1.6%

Q27. Trash. Please rate your satisfaction with each of the following.

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q27-1. Timeliness of your trash service	27.8%	49.1%	9.9%	4.0%	4.8%	4.4%
Q27-2. Professionalism of employees who pick up your trash	31.5%	45.8%	11.5%	1.3%	0.2%	9.7%
Q27-3. Overall effort by employees to ensure that all of your trash is removed	30.4%	48.0%	12.3%	2.6%	1.5%	5.1%
Q27-4. City efforts to keep you informed about trash removal issues	26.4%	43.4%	15.4%	6.2%	2.2%	6.4%
Q27-5. City efforts to keep you informed about disruptions to trash service	26.2%	41.2%	15.9%	6.6%	3.7%	6.4%
Q27-6. How quickly City personnel respond to trash service requests	15.4%	28.0%	21.8%	3.7%	2.2%	28.9%
Q27-7. What you are charged for trash service	13.7%	30.4%	25.8%	14.5%	8.6%	7.0%
Q27-8. Bulky item pickup/ removal services (old furniture, appliances, etc.)	14.1%	27.5%	20.0%	12.1%	5.5%	20.7%
Q27-9. Overall quality of your trash service	25.3%	47.8%	14.3%	4.6%	2.6%	5.3%

WITHOUT "DON'T KNOW"**Q27. Trash. Please rate your satisfaction with each of the following. (without "don't know")**

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Timeliness of your trash service	29.0%	51.4%	10.4%	4.1%	5.1%
Q27-2. Professionalism of employees who pick up your trash	34.9%	50.7%	12.7%	1.5%	0.2%
Q27-3. Overall effort by employees to ensure that all of your trash is removed	32.0%	50.6%	13.0%	2.8%	1.6%
Q27-4. City efforts to keep you informed about trash removal issues	28.2%	46.4%	16.5%	6.6%	2.4%
Q27-5. City efforts to keep you informed about disruptions to trash service	28.0%	44.0%	16.9%	7.1%	4.0%
Q27-6. How quickly City personnel respond to trash service requests	21.7%	39.3%	30.7%	5.3%	3.1%
Q27-7. What you are charged for trash service	14.7%	32.7%	27.7%	15.6%	9.2%
Q27-8. Bulky item pickup/removal services (old furniture, appliances, etc.)	17.8%	34.7%	25.3%	15.3%	6.9%
Q27-9. Overall quality of your trash service	26.7%	50.5%	15.1%	4.9%	2.8%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q28-1. Timeliness of your recycling pickups	26.0%	35.0%	12.6%	2.0%	2.9%	21.6%
Q28-2. Professionalism of employees who pick up items to be recycled	24.9%	34.8%	13.0%	0.2%	0.9%	26.2%
Q28-3. Overall effort by employees to ensure that your recycling pickup is complete	25.6%	37.9%	11.5%	0.0%	1.8%	23.3%
Q28-4. How well City keeps you informed about curbside recycling issues	22.7%	33.3%	17.0%	2.6%	3.1%	21.4%
Q28-5. How quickly City personnel respond to requests about curbside recycling	14.5%	22.5%	17.8%	1.3%	1.8%	42.1%
Q28-6. Household hazardous waste disposal service (for oil, paint, etc.)	15.4%	26.2%	22.0%	6.6%	2.6%	27.1%
Q28-7. Overall quality of City's curbside recycling program	24.9%	30.0%	16.3%	3.7%	5.3%	19.8%

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

(N=454)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q28-1. Timeliness of your recycling pickups	33.1%	44.7%	16.0%	2.5%	3.7%
Q28-2. Professionalism of employees who pick up items to be recycled	33.7%	47.2%	17.6%	0.3%	1.2%
Q28-3. Overall effort by employees to ensure that your recycling pickup is complete	33.3%	49.4%	14.9%	0.0%	2.3%
Q28-4. How well City keeps you informed about curbside recycling issues	28.9%	42.3%	21.6%	3.4%	3.9%
Q28-5. How quickly City personnel respond to requests about curbside recycling	25.1%	38.8%	30.8%	2.3%	3.0%
Q28-6. Household hazardous waste disposal service (for oil, paint, etc.)	21.1%	36.0%	30.2%	9.1%	3.6%
Q28-7. Overall quality of City's curbside recycling program	31.0%	37.4%	20.3%	4.7%	6.6%

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=454)

	Excellent	Good	Average	Poor	Very poor	Don't know
Q29-1. Non-English speaking persons	2.9%	10.4%	19.2%	11.2%	6.6%	49.8%
Q29-2. Persons who are deaf or hearing impaired	2.4%	11.5%	21.6%	10.4%	4.6%	49.6%
Q29-3. Persons with limited physical mobility	3.7%	17.8%	20.3%	15.9%	6.6%	35.7%
Q29-4. Persons with disabilities	3.7%	18.3%	22.5%	15.0%	5.5%	35.0%
Q29-5. Seniors	7.9%	20.7%	31.3%	10.1%	4.2%	25.8%
Q29-6. LGBTQ	5.1%	9.5%	16.7%	7.7%	9.7%	51.3%
Q29-7. Racial & ethnic minorities	4.2%	11.9%	20.5%	10.6%	6.6%	46.3%
Q29-8. Other	0.2%	0.7%	0.4%	1.3%	0.9%	96.5%

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=454)

	Excellent	Good	Average	Poor	Very poor
Q29-1. Non-English speaking persons	5.7%	20.6%	38.2%	22.4%	13.2%
Q29-2. Persons who are deaf or hearing impaired	4.8%	22.7%	42.8%	20.5%	9.2%
Q29-3. Persons with limited physical mobility	5.8%	27.7%	31.5%	24.7%	10.3%
Q29-4. Persons with disabilities	5.8%	28.1%	34.6%	23.1%	8.5%
Q29-5. Seniors	10.7%	27.9%	42.1%	13.6%	5.6%
Q29-6. LGBTQ	10.4%	19.5%	34.4%	15.8%	19.9%
Q29-7. Racial & ethnic minorities	7.8%	22.1%	38.1%	19.7%	12.3%
Q29-8. Other	6.3%	18.8%	12.5%	37.5%	25.0%

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

Q30. Is City of Minot continually improving as a place

<u>to live</u>	Number	Percent
Yes	199	43.8 %
No	169	37.2 %
<u>Don't know</u>	86	18.9 %
Total	454	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. Is City of Minot continually improving as a place

<u>to live</u>	Number	Percent
Yes	199	54.1 %
<u>No</u>	169	45.9 %
Total	368	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
High taxes/property taxes/finances	364	80.2 %
Housing affordability	275	60.6 %
Crime	231	50.9 %
Road repair/maintenance/expansion	202	44.5 %
Economic development	137	30.2 %
Public transportation	52	11.5 %
Neighborhood vitality	40	8.8 %
Other	13	2.9 %
<u>Stormwater issues</u>	10	2.2 %
Total	1324	

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

Q32. How many years have you lived in Minot	Number	Percent
0-5	41	9.0 %
6-10	34	7.5 %
11-15	46	10.1 %
16-20	37	8.1 %
21-30	73	16.1 %
31+	209	46.0 %
<u>Not provided</u>	14	3.1 %
Total	454	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	41	9.3 %
6-10	34	7.7 %
11-15	46	10.5 %
16-20	37	8.4 %
21-30	73	16.6 %
31+	209	47.5 %
Total	440	100.0 %

Q33. What is your age?

<u>Q33. Your age</u>	Number	Percent
18-34	85	18.7 %
35-44	87	19.2 %
45-54	91	20.0 %
55-64	89	19.6 %
65+	89	19.6 %
<u>Not provided</u>	13	2.9 %
Total	454	100.0 %

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

<u>Q33. Your age</u>	Number	Percent
18-34	85	19.3 %
35-44	87	19.7 %
45-54	91	20.6 %
55-64	89	20.2 %
65+	89	20.2 %
Total	441	100.0 %

Q34. Do you work in the City of Minot?

<u>Q34. Do you work in City of Minot</u>	Number	Percent
Yes	262	57.7 %
No	185	40.7 %
<u>Not provided</u>	7	1.5 %
Total	454	100.0 %

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

<u>Q34. Do you work in City of Minot</u>	Number	Percent
Yes	262	58.6 %
No	185	41.4 %
Total	447	100.0 %

Q35. Do you own or rent your home?

<u>Q35. Do you own or rent your home</u>	Number	Percent
Own	313	68.9 %
Rent	137	30.2 %
<u>Not provided</u>	4	0.9 %
Total	454	100.0 %

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

<u>Q35. Do you own or rent your home</u>	Number	Percent
Own	313	69.6 %
Rent	137	30.4 %
Total	450	100.0 %

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

Q36. Your total annual household income	Number	Percent
Under \$25K	34	7.5 %
\$25K-\$49,999	54	11.9 %
\$50K-\$74,999	92	20.3 %
\$75K-\$99,999	90	19.8 %
\$100K-\$124,999	39	8.6 %
\$125K-\$149,999	28	6.2 %
\$150K-\$199,999	27	5.9 %
\$200K+	13	2.9 %
Prefer not to answer	77	17.0 %
Total	454	100.0 %

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

Q36. Your total annual household income	Number	Percent
Under \$25K	34	9.0 %
\$25K-\$49,999	54	14.3 %
\$50K-\$74,999	92	24.4 %
\$75K-\$99,999	90	23.9 %
\$100K-\$124,999	39	10.3 %
\$125K-\$149,999	28	7.4 %
\$150K-\$199,999	27	7.2 %
\$200K+	13	3.4 %
Total	377	100.0 %

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

<u>Q37. Your race/ethnicity</u>	Number	Percent
Asian or Asian Indian	10	2.2 %
Black or African American	20	4.4 %
American Indian or Alaska Native	8	1.8 %
White or Caucasian	375	82.6 %
Native Hawaiian or other Pacific Islander	1	0.2 %
Hispanic, Spanish, or Latino/a/x	31	6.8 %
<u>Other</u>	5	1.1 %
Total	450	

Q37-7. Self-describes your race/ethnicity:

<u>Q37-7. Self-describe your race/ethnicity</u>	Number	Percent
Irish, Scottish, German, Scandinavian	1	20.0 %
Mixed	1	20.0 %
European	1	20.0 %
Multiple races	1	20.0 %
<u>More than one</u>	1	20.0 %
Total	5	100.0 %

Q38. Your gender:

Q38. Your gender	Number	Percent
Male	222	48.9 %
Female	224	49.3 %
Non-binary	2	0.4 %
Prefer to self-describe	1	0.2 %
<u>Not provided</u>	5	1.1 %
Total	454	100.0 %

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

Q38. Your gender	Number	Percent
Male	222	49.4 %
Female	224	49.9 %
Non-binary	2	0.4 %
Prefer to self-describe	1	0.2 %
Total	449	100.0 %

Q38-7. Self-describes your gender:

Q38-4. Self-describe your gender	Number	Percent
<u>Gender fluid</u>	1	100.0 %
Total	1	100.0 %



Survey Instrument



P.O. Box 5006, Minot ND, 58702
 minotnd.gov
 701.857.4750
 10 3rd Ave Southwest, Minot ND, 58701

Dec. 4, 2023

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 your 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 on the City's website (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.

A handwritten signature in black ink, appearing to read "Harold Stewart".

Harold Stewart
City Manager



2023 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 prefer, you can complete the survey 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
01. Overall maintenance of City streets/sidewalks	5	4	3	2	1	9
02. Overall enforcement of City codes/ordinances	5	4	3	2	1	9
03. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
04. Overall quality of police services	5	4	3	2	1	9
05. Overall quality of fire services	5	4	3	2	1	9
06. Overall flow of traffic on City streets	5	4	3	2	1	9
07. Overall quality of library services	5	4	3	2	1	9
08. Overall quality of solid waste services (trash, recycling, yard waste, etc.)	5	4	3	2	1	9
09. Overall quality of City water and sewer utilities	5	4	3	2	1	9
10. Overall public transportation	5	4	3	2	1	9
11. Overall Minot International Airport facilities	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 a public safety sales tax to support future costs for employees, vehicles and facilities?

____(3) Very supportive ____(2) Somewhat supportive ____(1) Not supportive ____(9) Not sure

17. 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

18. Do you have flooding concerns in your neighborhood?

____(1) Yes ____(2) No

19. 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

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

- (01) City of Minot website
- (02) City Council meetings
- (03) City's Twitter pages
- (04) City's Facebook pages
- (05) City's Instagram
- (06) City's weekly email newsletter

(07) Mayor's letter to the Editor
 (08) City's weekly social media video, "This Week Ahead"
 (09) Local newspaper
 (10) Local TV news stations
 (11) Other: _____

21. Which THREE of the information sources listed in Question 20 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 20.]

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

22. 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

23. 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

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

Are you aware of these services:	
01.	Art display
02.	Board game library
03.	Digital books
04.	Homebound delivery
05.	Meeting rooms
06.	Streaming movies
07.	Streaming music
08.	Study rooms
09.	Tool library
10.	Video game library

25. Which THREE of the services listed in Question 24 would your household be most likely to use? [Write-in your answers below using the numbers from the list in Question 24.]

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

26. Utility Billing. Please rate your satisfaction with the following.

Utility Billing	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. How easy your bill is to understand	5	4	3	2	1	9
2. The accuracy of your bill	5	4	3	2	1	9
3. How easy it is to resolve billing problems	5	4	3	2	1	9
4. Hours that customer service is available	5	4	3	2	1	9
5. Ease of using the online portal	5	4	3	2	1	9

27. 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

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

Recycling Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Timeliness of your recycling pickups	5	4	3	2	1	9
2. Professionalism of employees who pick up items to be recycled	5	4	3	2	1	9
3. The overall effort by employees to ensure that your recycling pickup is complete	5	4	3	2	1	9
4. How well the City keeps you informed about curbside recycling issues	5	4	3	2	1	9
5. How quickly City personnel respond to requests about curbside recycling	5	4	3	2	1	9
6. Household hazardous waste disposal service (for oil, paint, etc.)	5	4	3	2	1	9
7. Overall quality of the city's curbside recycling program	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? [Check THREE.]

____(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?

____(1) Under \$25,000	____(4) \$75,000-\$99,999	____(7) \$150,000-\$199,999
____(2) \$25,000-\$49,999	____(5) \$100,000-\$124,999	____(8) More than \$200,000
____(3) \$50,000-\$74,999	____(6) \$125,000-\$149,999	____(9) Prefer not to answer

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

(01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White or Caucasian

38. Your gender:

(1) Male (2) Female (3) Non-binary (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: _____

Email: _____

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.