Olmsted County, MN

2022 Resident Survey
Report of Results

May 2022

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Executive Summary

Survey Background

Understanding the needs of residents is important to Olmsted County government, so it has conducted a regular, periodic survey of residents' opinions. This report includes Olmsted County survey results dating back to 2008. In 2022, Olmsted County was joined by Scott County, Washington County, St. Louis County and Dakota County, all working together with Polco/National Research Center (NRC) to develop a survey instrument with a set of shared questions, as well as questions unique to each county.

The Olmsted County Residential Survey was administered by mail to 4,400 randomly selected households in January 2022. Of the approximately 4,265 households that received a survey in the mail (135 were vacant or otherwise undeliverable by the post office), 842 completed and returned the survey; providing a response rate of 20% and a margin of error of ±3.4%.

Comparisons of the 2022 results were compared to Olmsted County's past years and to other communities, providing additional context to the results. To make some of these comparisons possible, ratings were converted to a 100-point scale which creates a uniform metric (e.g., 100=excellent, 67=good, 33=fair and 0=poor). Olmsted County elected to invoke Polco/NRC's national benchmark database to have its results compared to those of other counties around the nation. This database contains resident perspectives gathered in resident surveys from over 500 jurisdictions, including cities and counties. Approximately 60 counties are included in the database.

Survey Highlights

Olmsted County residents continue to enjoy a high quality of life.

♦ Olmsted County's average rating for quality of life was higher than the national benchmark for other counties. At 73, it fell just above "good", which is 67 on the 100-point scale (where 100=excellent).

♦ When asked to identify the one thing that residents liked most about living in Olmsted County, "quality of life in general" was most frequently chosen (38%), followed by location (15%), rural/small town feel (11%) and their neighborhood (10%).

♦ Digging into specific community characteristics, Olmsted County received high marks as a place to raise a family, as a place to work and as a place to live (73, 72 and 71, respectively, on the 100-point scale, or just above "good"). These were similar to or higher than the national benchmarks.

As in past years, residents feel safe in Olmsted County.

♦ Respondents were asked about how safe they felt in specific places or relative to specific safety concerns (such as crime). They felt most safe in government buildings and in their neighborhoods and the least safe on county roads due to distracted or

drunk or impaired drivers. Although residents gave the lowest ratings for safety from distracted drivers, the rating improved from 2019 to 2022.

♦ Violent crimes and property crimes were compared to other counties in the US. Each of these received a lower rating than that benchmark.

♦ When county residents were asked how much of a problem crime was on a 100-point scale, it was rated just below the midpoint of the scale (about halfway between a "minor" and "moderate" problem).

Olmsted County Government performance indicators are stable with room for growth.

♦ About 4 in 10 residents rated the job the government is doing at fulfilling its vision of "a dynamic, world-class County delivering excellence every day" as excellent or good and 45% rated it as fair.

♦ When asked to rate nine categories of Olmsted County government performance, respondents rated "the value of county services to the quality of life in their neighborhood" most positively with an average rating of 52 on the 100-point scale (halfway between "fair" and "good").

♦ Of the 6 comparable categories across the nation, three received a lower rating and three received a similar rating to the benchmarks.
  - o Similar: the value of services for the taxes paid, generally acting in the best interests of the community, and overall quality of services provided by Olmsted County.
  - o Lower: the job Olmsted County government does of providing information to residents, the job Olmsted County government does at managing tax dollars and the job the county does at listening to residents.

♦ Residents who had contact with a county employee or official in the 12 months prior to the survey gave high scores to their interactions. All characteristics (e.g., the employee's knowledge and courteousness) received average ratings of between "excellent" and "good" on the 100-point scale, and ratings remained stable from 2019 to 2022.

Affordable housing and childcare remain high concerns for residents.

♦ Lack of housing and high taxes were viewed as the most problematic among ten potential problems that residents were asked to consider and rate. On average, lack of housing and high taxes were thought to be moderate problems, whereas items like traffic safety and traffic congestion were closer to "minor problems".

♦ The availability of affordable child care and affordable housing were rated lowest among 15 characteristics of Olmsted County, receiving ratings of 27 and 26 on the 100-point scale (or between "fair" and "poor"). All other items received scores between 48 to 73 on the 100-point scale. Additionally, when compared to county benchmarks, Olmsted's ratings were lower.

♦ Given this continued concern, an additional set of questions related to affordable housing in Olmsted County was added in 2019. In both years, about 7 out of 8 residents said it was essential or very important to have adequate housing choices for people of all incomes, ages, and abilities. When asked what type of affordable

housing was lacking, 6 in 10 cited entry-level/low-income housing and affordable middle-income housing.

Residents use many sources to connect with the county and have high ratings for the staff.

♦ About 4 in 10 residents had direct contact with a government office or official in the 12 months prior to the survey; this has ranged from 40-50% since 2008. The employees involved in those interactions were rated well for their knowledge and courtesy, and their overall rating was higher than the benchmark.

♦ Olmsted survey respondents said they most often turned to other county residents (78%), to television news broadcasts/cable TV (72%) or to the Olmsted County website (69%) as "minor" or "major" sources of information about the county.

♦ Just over half of respondents had visited the Olmsted County website in the prior two years.

Ratings related to diversity and inclusion suggest the concern is lower, but there is room for improvement.

♦ When asked about challenges related to diversity in Olmsted County, on average residents rated "discrimination/attitudes towards diverse people" and "lack of opportunities for people of color" a 45 on a 100-point scale, or a bit closer to a minor problem (33) than a moderate problem (67).

♦ Olmsted County residents rated their community at close to 50 on the 100-point scale, or midway between "good" and "fair" as a place where all residents treat each other with respect and the openness and acceptance of people of diverse backgrounds.

Survey Background

Survey Purpose

The Olmsted County Resident Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery and their satisfaction with county government. The survey also permits residents to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation.

In 2022, Olmsted County collaborated with Dakota, Scott, St. Louis and Washington Counties on this survey project. The five counties worked together with Polco/National Research Center, Inc. to develop a survey instrument with a set of shared questions, as well as questions unique to each county. This report presents Olmsted County's results.

Survey Methods

A total of 4,400 Olmsted County households were selected at random to receive an invitation to participate in the 2022 survey. Each selected household was contacted three times over the course of about three weeks starting January 2022. First, a postcard was mailed notifying residents that they had been chosen to participate in the survey and inviting recipients to complete the survey online. For 2,860 households, a survey packet followed in the mail one week after the postcard, and a second survey packet was sent one week after the first packet. For the remaining 1,540 households, one additional postcard with an invitation to complete the survey online was mailed one week after the first. (A more detailed explanation of the methodology used in 2022 can be found in the section "Note on Change in Survey Methodology from 2019 to 2022" in *Appendix H: Survey Methodology).* There were 842 respondents, yielding a response rate of 20% and a margin of error of ±3.4%.

Survey results were weighted so that age, gender, race/ethnicity, length of residency, housing tenure (rent versus own), housing unit type (detached versus attached), and commissioner district were represented in the proportions reflective of the entire community. A copy of the questionnaire and mailing materials are included in *Appendix I: Survey Materials*.

Reporting the Results

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be zero on the 100-point scale. If the average rating for quality of life was "good," then the result would be 67 on a 100-point scale; "fair" would be 33 on the 100 point scale. Use of this converted scale to show average ratings allows for comparisons to other jurisdictions,

where different question wording and response scales may have been used. (More explanation is provided on page 193 in *Appendix H: Survey Methodology*.)

Rounding

When a figure for a question that required a single response does not total exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Don't Know Responses

On many of the questions in the survey, respondents gave an answer of "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in *Appendix A: Responses to Survey Questions* and is noted in the tables and figures in the body of this report if it is 20% or greater. However, these responses have been removed from the analyses presented in the body of the report, unless otherwise indicated. In other words, the majority of the figures in the body of the report display the responses from respondents who had an opinion about a specific item.

Comparing Survey Results Over Time

Olmsted County survey data was collected by phone in 2008. In 2013, the county switched data collection from phone to mail and continued with mail in 2022. As a consequence of the switch in methodology, a decline in virtually all ratings in 2013 was both expected and observed. In the previous survey administration by phone in 2008, a small sample of residents was surveyed by mail in order to explore the magnitude of the differences between phone and mail survey responses in Olmsted County. Using 2008 survey research conducted by Polco/NRC in Olmsted County that compared mail and phone responses, as well as Polco/NRC's analysis of national trends comparing phone and mail responses, Polco/NRC adjusted the findings from 2008 in order to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail. Additional information on the comparing previous survey results can be found in *Appendix H: Survey Methodology.*

Because this survey was the fifth in a series of resident surveys, the 2022 results are presented along with past ratings when available. Trend data for Olmsted County represent important comparisons and should be examined for improvements or declines. Deviations from stable trends over time especially represent opportunities for understanding how local policies, programs or public information may have affected residents' opinions.

Comparing Survey Results by Geographic and Demographic Subgroups

Select survey results were compared by demographic characteristics of survey respondents and geographic area of residence. Comparisons by geographic area are displayed in graphical form and discussed throughout the body of the report (the full set of results by location and demographic characteristics can be found in *Appendix C: Survey Results by Respondent Characteristics*).

Each table in the appendices that provide comparisons includes the results of ANOVA tests to determine whether results between specific subgroups are statically different. An explanation of how the statistical differences are denoted can be found on page 65.

Comparing to Results to Other Jurisdictions

Jurisdictions use benchmark comparisons to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions, and to measure local government performance. It is difficult to judge what is small or large without comparing to benchmarks.

Polco/NRC's database of comparative resident opinion is comprised of resident perspectives gathered in resident surveys from over 500 jurisdictions whose residents evaluated local government services. Conducted with typically no fewer than 400 residents in each jurisdiction, opinions are intended to represent over 30 million Americans. Jurisdictions in Polco/NRC's normative database are distributed across the country and range from small to large in population size.

National county benchmark comparisons have been included in the report when available, and all available benchmarks are shown in *Appendix F: Benchmark Comparisons.* A list of the jurisdictions to which Olmsted County was compared is also found in that appendix. Benchmark comparisons have been provided when similar questions on the Olmsted County survey are included in Polco/NRC's database and there are at least five jurisdictions in which the question was asked, though most questions are compared to more than five other jurisdictions across the country.

Where comparisons for quality ratings were available, the county's results were generally noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher").

Quality of Life and Community

Survey respondents were asked to rate their overall quality of life in Olmsted County. On a 100-point scale where zero equals "poor" and 100 equals "excellent," Olmsted County's average rating was 73, which was similar to previous years. Olmsted County's overall quality of life was higher than ratings given by other counties in the benchmark database (see *Appendix F: Benchmark Comparisons* for more detail).

Figure 1: Average Rating of Overall Quality of Life in Olmsted County by Year

How would you rate your overall quality of life in Olmsted County?
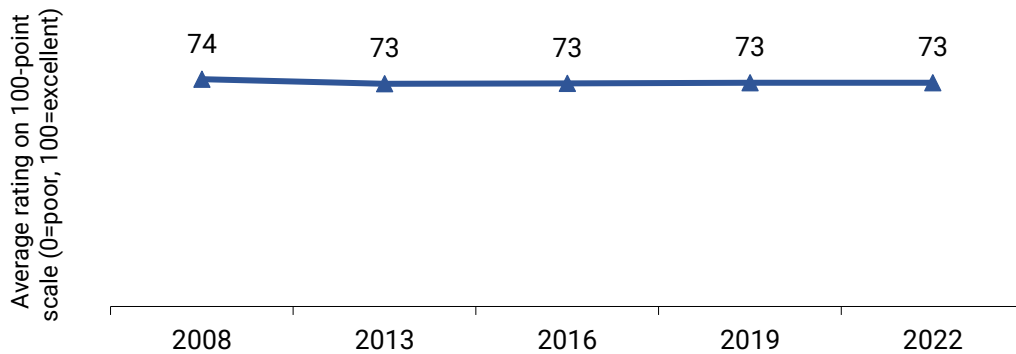
Those completing the survey were asked to identify one thing that they liked most about living in Olmsted County. Quality of life in general was most frequently cited by respondents, with 38% selecting it as the thing they liked most. Other more common responses were the location (15%), the rural/small town feel (11%) and residents' neighborhoods (10%). All other categories were chosen by fewer than 1 in 10 respondents. When a respondent identified an unlisted or "other," reason, the response was captured verbatim. These responses appear in *Appendix B: Verbatim Responses to Survey Questions.*

The proportions of residents that selected each option remained stable from 2019 to 2022. Those in District 4 and 7 were the most likely to cite the rural/small town feel as what they like most. Residents who were older, lived in the county longer or owned their homes were more likely than those who were younger, newer to the county or rented to cite quality of life in general. Compared to their counterparts, younger residents were more likely to cite parks/lakes and those with household incomes below $50,000 were more likely to choose the location or open space as their favorite thing.

Figure 2: Like Most about Living in County by Year

What one thing do you like most about living in Olmsted County?	2022	2019	2016	2013	2008
Quality of life in general	38%	37%	38%	37%	7%
Location	15%	16%	15%	21%	9%
Rural/small town feel	11%	10%	10%	11%	7%
My neighborhood	10%	10%	10%	5%	2%
Parks/lakes	8%	6%	8%	7%	5%
Open space	5%	4%	4%	3%	1%
People	4%	7%	6%	4%	7%
Schools	2%	2%	3%	2%	6%
Low taxes	0%	0%	0%	0%	0%
Other	6%	2%	3%	6%	11%
Other: Mayo Clinic/medical resources	1%	3%	NA	NA	NA
Other: Employment	1%	2%	NA	NA	NA
Other: Bike paths	0%	1%	NA	NA	NA

Please note that the question was presented as a fixed response (i.e., respondents were shown a list of items from which to choose) from 2013 onward, whereas, in 2008, this question was open-ended (i.e., no list was presented). When provided a list to choose from, a respondent may by-pass their first thought (say, "location") as the list reminds them of other things they value (like their neighborhood), while in an interview a respondent would more likely stay with their first thought. Thus, it is recommended that the reader make little of the differences between the 2008 responses and responses from other survey years.
Across the survey years, response options have changed, been added and removed. In 2008, the items "rural" and "small town feel" were individual categories and in 2013 only "my neighborhood" was "my community." "Employment" was "job opportunities" in 2008.

County Characteristics

When asked to rate various community characteristics as they related to the county as a whole, most characteristics received average ratings that were between "good" and "fair" with a few hovering above "good" on a 100-point scale, where zero represents "poor," 33 represents "fair," 67 represents "good," and 100 is equivalent to "excellent" (see Figure 3 on the following page). Olmsted County as a place to raise a family, as a place to work and as a place to live received the highest average ratings (73, 72 and 71, respectively, on the 100-point scale, or just above "good"). Availability of affordable child care and affordable housing were rated less positively (27 and 26 on the 100-point scale, respectively, or between "fair" and "poor").

Compared to 2019, most characteristics remained stable in 2022. However, ratings for openness and acceptance of people of diverse backgrounds and availability of public transportation options decreased from 2019 to 2022.

In general, Olmsted County ratings were similar to or higher than ratings given in other counties across the country, although ratings for Olmsted County as a place to retire and the availability of affordable child care and housing received ratings that were lower when compared to the benchmark.

When differences emerged by demographic characteristics, respondents in Districts 5, 6 and 7 gave more positive ratings than other districts in most categories. Residents who were younger (18-34), lower income, newer to the community, or who rented their home were more likely to give lower ratings on most characteristics of Olmsted County compared to others. (see *Appendix C: Survey Results by Respondent Characteristics* for more information).

Figure 3: Average Ratings of Community Characteristics by Year

Please rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating (0=poor, 100=excellent)	2022	2019	2016	2013	2008
Olmsted County as a place to raise a family	73	75	73	72	NA
Olmsted County as a place to work	72	73	71	71	NA
Olmsted County as a place to live	71	70	72	72	NA
Employment opportunities	67	65	62	58	NA
Economic health of Olmsted County	66	NA	NA	NA	NA
Overall image or reputation of Olmsted County	65	NA	NA	NA	NA
Educational opportunities	63	65	62	63	NA
Openness and acceptance of people of diverse backgrounds	53	60	58	57	NA
Olmsted County as a place to retire	53	51	53	53	NA
Olmsted County as a place where all residents treat each other with respect	53	NA	NA	NA	NA
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	50	NA	NA	NA	NA
Availability of affordable health care	48	47	54	70	53
Availability of public transportation options	47	51	50	NA	NA
Availability of affordable child care	27	26	41	51	48
Availability of affordable housing	26	28	41	50	49

Note that approximately 32% of respondents reported "don't know" when asked about the availability of affordable quality child care (see Appendix A: Responses to Survey Questions*). Results presented in the report body are for those who had an opinion. In 2013, 'Availability of affordable housing' was 'Availability of affordable quality housing,' 'Availability of affordable child care' was 'Availability of affordable quality child care,' and 'Availability of affordable health care' was 'Availability of affordable quality health care.' 'Availability of public transportation options' was a new question in 2016.*

Issues Facing the Community

To help assess pressing issues the community may face, questions about safety and possible problems in the county were included on the survey, along with questions about health concerns in the county.

Community Safety

Residents were asked how safe they felt from different types of crimes and drunk driving, as well as safety in different county locations (see Figure 4 on the next page). On the 100-point scale where zero is "very unsafe," 33 is "somewhat unsafe," 67 represents "somewhat safe," and 100 is equivalent to "very safe," average ratings ranged from 46 to 87 points; or between "somewhat unsafe" and "very safe."

Respondents felt the safest in government buildings and in their neighborhood and felt the least safe on county roads due to distracted or drunk or impaired drivers.

Safety ratings were compared to ratings in 2019. Residents reported improved feelings of safety in 2022 in Olmsted County parks and trails and from distracted drivers, and slightly less safe in government buildings. All other ratings were similar to 2019.

Violent crimes and property crimes were compared to other counties in the US; each of these received a lower rating than the national benchmark for counties.

Residents residing in Districts 5 and 6 tended to report higher feelings of safety in all categories when compared to residents residing in other districts (see *Appendix C: Survey Results by Respondent Characteristics* for more details). When the ratings were compared by the demographic characteristics of survey respondents, Olmsted County residents who were younger than age 35, had lived in Olmsted County for five years or less or earned an income of $50,000 or more were more likely to give positive ratings to feelings of safety than their counterparts.

Figure 4: Average Ratings of Perception of Safety by Year

Please rate how safe or unsafe you feel in Olmsted County: Average rating (0=very unsafe, 100=very safe)	2022	2019	2016	2013	2008
While in Olmsted County Government buildings	87	89	86	NA	NA
While in your neighborhood	84	83	79	81	74
From domestic violence	82	NA	NA	NA	NA
While in schools or places of worship	79	NA	NA	NA	NA
While using Olmsted County parks and/or trails	73	68	67	67	NA
From violent crimes (e.g., rape, assault, robbery)	71	70	65	68	70
From property crimes (e.g., burglary, theft)	65	64	61	64	64
From illegal drug activity (e.g., manufacturing or selling drugs)	63	62	57	61	NA
From identity theft (e.g., fraud, scams, credit card theft)	59	58	55	59	NA
From drunk or impaired drivers on County roads	58	57	54	55	61
From distracted drivers on County roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	46	38	38	48	NA

In 2016, safety for 'While in Olmsted County Government buildings' was a new item. Several items also had wording changes: 'From identity theft (e.g., fraud, scams, credit card theft)' was 'From identity theft' and 'From distracted drivers on County roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)' was 'From distracted drivers on County roads.' In 2008, 'From drunk or impaired drivers on County roads' was 'Drunk driving when traveling within the County.'

Potential Problems

County residents responding to the survey evaluated a list of potential problems as being a "major problem," a "moderate problem," a "minor problem," or "not a problem" in Olmsted County. When converted to the 100-point scale where zero equals "not a problem" and 100 equals "major problem", each item on the list of potential problems was thought to be between a "minor" or "moderate" problem (between 33 and 67 points).

Lack of housing options and high taxes were viewed as the most problematic (a moderate problem on average). Traffic safety and traffic congestion were the least problematic - viewed as between a "moderate problem" and a "minor problem" with an average rating of 44 and 37, respectively.

In 2022, lack of housing options, homelessness and lack of livable wage jobs were rated as more of a problem when compared to evaluations given in 2019, while traffic congestion was considered less of a problem in 2022 compared to 2019.

Ratings of the various potential problems were compared by select respondent demographics. Where differences emerged, residents from District 3 were more concerned with all items excluding high taxes, which was of higher concern for District 7 residents.

Residents aged 55 and older, those who earned less than $50,000 per year or had lived in Olmsted County for more than 20 years and women, were generally more concerned with most of the listed problems than their counterparts.

Figure 5: Average Ratings of Potential Problems by Year

Please rate to what degree, if at all, each of the following is a problem in Olmsted County: Average rating (0=not a problem, 100=major problem)	2022	2019	2016	2013	2008
Lack of housing options	67	63	NA	NA	NA
High taxes	66	65	52	55	59
Homelessness	58	53	48	50	NA
Poverty	54	54	50	52	47
Lack of livable wage jobs	52	49	49	50	NA
Crime	51	49	55	54	55
Discrimination/attitudes towards diverse people	46	NA	NA	NA	NA
Lack of opportunities for people of color	44	NA	NA	NA	NA
Traffic safety	44	43	43	41	NA
Traffic congestion	37	45	37	36	40

Prior to 2019, 'lack of livable wage jobs' was 'availability of livable wage jobs' and 'high taxes' was 'taxes.'

Health Concerns

Respondents also were asked to rate potential health concerns in Olmsted County. The average ratings for almost all potential health concerns, where zero equals "not at all a concern" and 100 equals a "major concern," fell between a "moderate" and "minor" concern.

Depression, anxiety, or other mental health challenges (66), illicit drug use (61), social isolation (61) and support of persons with mental health challenges (61) were identified as the biggest concerns to residents. Respondents were less concerned with tobacco use (44) and environmental hazards (36) as health concerns.

A higher number of health concern ratings showed a decrease in concern between 2019 and 2022 than showed an increase. The only area that increased in concern was the spread of infectious diseases, as would be expected given the COVID-19 pandemic. Areas that decreased in concern from 2019 to 2022 were illicit drug use, overweight adults and children, misuse of prescribed medications, domestic violence, excessive alcohol use among adults, underage alcohol use, tobacco use and environmental hazards. The rest were similar to 2019.

When these ratings were compared by county commissioner district, respondents living in District 3 were more likely to indicate that suicide/attempted suicide, excessive alcohol use among adults, misuse of prescribed medications, the support of persons with disabilities, adequacy of school readiness for children and spreading of infectious disease were high concerns compared to other districts. District 4 was more likely than most other districts to be concerned about tobacco use (including E-cigarettes and chewing tobacco) and underage alcohol use.

When compared by demographic characteristics, residents who were age 55 or older, were women, had lower income (less than $50,000 household income) or had lived in the community for at least six years were more likely than others to feel concerned about most of the listed health concerns.

Figure 6: Average Ratings of Health Concerns by Year

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County. Average rating (0=not at all a concern, 100=major concern)	2022	2019	2016	2013	2008
Depression, anxiety, or other mental health challenges	66	64	58	58	57
Illicit drug use	61	66	67	64	69
Social isolation	61	NA	NA	NA	NA
The support of persons with mental health challenges	61	62	55	56	NA
Overweight children	60	64	63	70	72
Overweight adults	59	62	63	68	72
Abuse and neglect of children	57	57	55	59	56
Quality of parenting skills of parents of children ages 0-17	55	57	58	57	48
Domestic violence	53	57	59	57	NA
Bullying	53	55	50	58	NA
The support of older adults	53	54	50	52	56
Suicide/attempted suicide	52	53	48	46	45
Misuse of prescribed medications	52	62	59	NA	NA
Abuse and neglect of older adults	51	53	46	52	45
Excessive alcohol use among adults	51	54	55	56	56
The support of persons with disabilities	50	51	48	49	56
Spread of infectious diseases	48	48	41	NA	NA
The adequacy of school readiness for children	48	48	45	48	NA
Underage alcohol use	47	54	55	58	68
Tobacco use (including E-cigarettes and chewing tobacco)	44	55	48	47	51
Environmental hazards (polluted water, toxic waste)	36	40	37	38	NA

Note: in 2019, more than 20% of respondents answered "don't know" when evaluating the following health concerns: bullying, suicide/attempted suicide, adequacy of school readiness for children, abuse and neglect of older adults and domestic violence.

In 2013, 'Depression, anxiety, or other mental health challenges' was 'Depression or other mental illnesses' and in 2008 it was 'Depression;' 'Overweight adults' and 'Overweight children' were 'Obesity in adults' and 'Obesity in children' and these were combined as 'Overweight adults and children;' 'The support of older adults,' 'The support of persons with disabilities,' and 'The support of persons with mental health challenges' was 'The health and support of older adults' and 'The health and support of persons with disabilities' was combined as 'The health and support for our elderly and disabled;' 'Tobacco use (including E-cigarettes and chewing tobacco' was 'Tobacco use;' and 'Suicide/attempted suicide' was 'Suicide' in 2013. Prior 2022 'Excessive alcohol use among adults' was 'Alcohol abuse among adults'; 'Misuse of prescribed medications' was 'Illegal use of prescribed medications'.

Environmental Concerns

Residents were asked how much of a concern eight environmental issues were in Olmsted County: where zero equals "not at all a concern" and 100 equals "major concern,". All of these measures were rated below the midpoint of the 100-point scale, between "minor concern" and "moderate concern."

The quality of water in lakes and streams (44) was identified as the biggest environmental concern to respondents, while the safety of food in public establishments (24) was the lowest concern.

Overall, respondents in 2022 were slightly less concerned about most environmental issues compared to 2019.

In a comparison between the seven commissioner districts, residents from District 3 were more likely than those from most other districts to cite quality of outdoor air, safety of food in public administrations, mold contaminations or proper garbage disposal as a concern. When comparing demographic features of the respondents, residents who were age 55 or older or who had lived in Olmsted County for 20 years or more or earned less than $50,000 were more likely than other residents to feel the listed concerns were of greater concern.

Figure 7: Average Ratings of Environmental Concern by Year

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County:

Average rating (0=not at all a concern, 100=major concern)
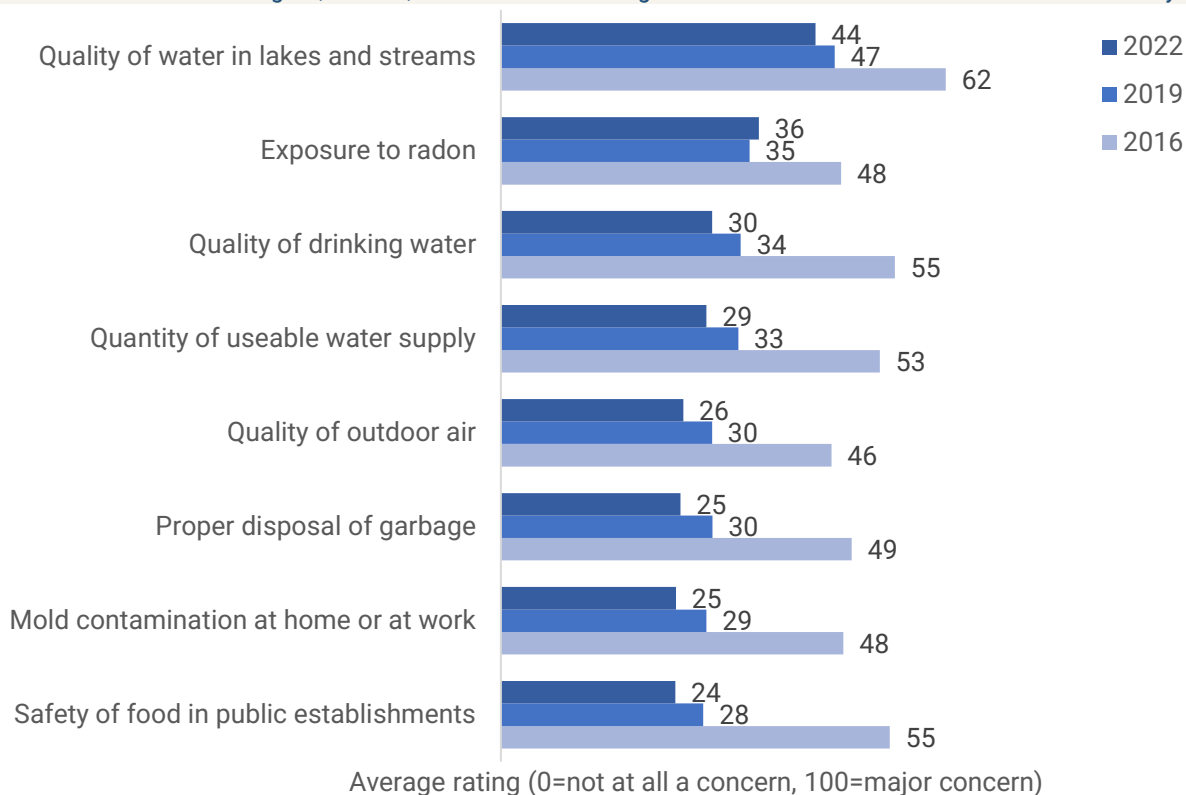
Note: in 2019 and 2022, 20% of respondents answered "don't know" when rating concerns about exposure to radon.

Evaluation of Government Services

Residents completing the survey were asked a series of questions related to Olmsted County government's performance and the quality of county services.

Olmsted County's Vision

About 4 in 10 residents rated the job Olmsted County Government did at fulfilling its vision of "a dynamic, world-class County delivering excellence every day." as excellent or good and slightly 45% gave a rating of fair and 14% thought the county had done a poor job of fulfilling this vision. These were slightly lower ratings than in 2019.

Figure 8: The Job Olmsted County Does Fulfilling its Vision

Please rate the Olmsted County government at fulfilling its vision: "A dynamic, world-class County delivering excellence every day."

■ Excellent   ■ Good   ■ Fair   ■ Poor

Year	Excellent	Good	Fair	Poor
2022	7%	34%	45%	14%
2019	8%	41%	39%	11%
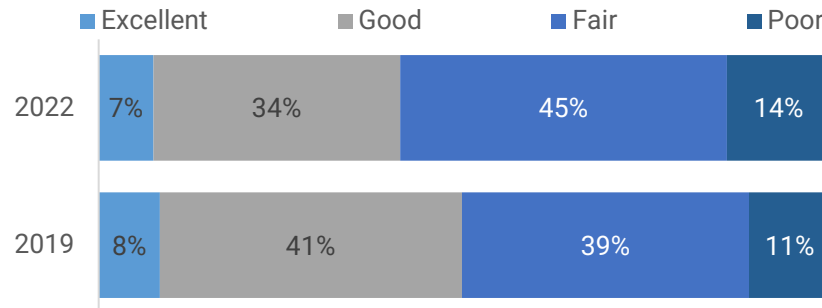
County Government Performance

Survey respondents also rated nine specific categories of Olmsted County government performance. Most of the ratings were about halfway between "good" and "fair," with a few landing closer to "fair." The most positive ratings were for the value of Olmsted County services to the quality of life in their neighborhood, the job Olmsted County government does of providing information to residents, generally acting in the best interests of the community, and effectively planning for the future of the county.

Ratings were similar for most aspects of county government performance when comparisons could be made to ratings given in 2019. Residents of Districts 1, 4 and 7 gave lower ratings than those in other Districts for many of these items related to government performance.

Five of the nine categories were compared to counties across the nation. Olmsted County residents rated the job Olmsted County government does of providing information to residents, the job Olmsted County government does at managing tax dollars and the job the County does at listening to residents lower than the county benchmark. The value of services for the taxes paid to Olmsted County and generally acting in the best interests of the community were each rated similar to other counties.

Figure 9: Average Ratings of Perception of Government by Year

Please rate the following categories of Olmsted County government performance: Average rating (0=poor, 100=excellent)	2022	2019	2016	2013	2008
The value of Olmsted County services to the quality of life in my neighborhood	52	54	54	NA	NA
The job Olmsted County government does of providing information to residents	51	52	56	56	51
Generally acting in the best interests of the community	50	51	52	50	NA
Effectively planning for the future of the county	48	48	50	48	NA
Working through priority issues facing the county	47	46	51	49	NA
The job Olmsted County government does of listening to residents	42	44	48	46	49
My knowledge of the work of Olmsted County government	40	40	46	47	39
The value of services for the taxes paid to Olmsted County	41	44	45	46	50
The job Olmsted County government does at managing tax dollars	38	40	42	43	NA

Note: in 2019, 20% of respondents answered "don't know" for the following items: the job the County does listening to residents, managing tax dollars and working through priority issues facing the county..
In 2013, 'Effectively planning for the future of the County' was 'Effectively planning for the future. ''The job Olmsted government does of providing information to residents' was 'The job Olmsted County government does at informing residents' and in 2008 this question was asked as an individual question "How would you rate the job the County does of informing its citizens?" with the same scale. In 2008, when asked, these questions used a different scale: "strongly agree," "somewhat agree," "somewhat disagree," "strongly disagree."

Overall Quality of County Services

Residents rated a variety of specific county services and the overall quality of services provided by Olmsted County. On average, those completing the survey rated the overall quality of county services as just below an average rating of "good," 58 on the 100-point scale. This rating was similar to previous years and similar to the county benchmark comparison.

Figure 10: Average Ratings of Overall Quality of County Services by Year

Please rate the overall quality of services provided by Olmsted County:
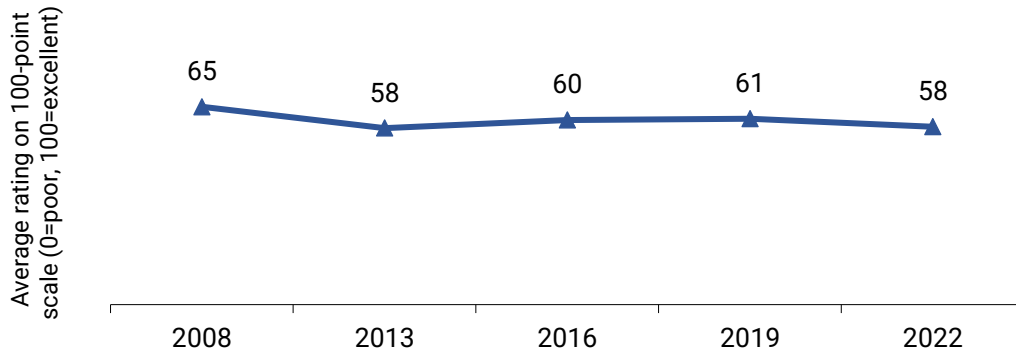
County Services

In addition to rating the overall quality of services provided by the county, respondents rated the quality of 27 county services. When converted to a 100-point scale where zero is equal to "poor" and 100 represents "excellent," average scores for most County services rated in 2022 were between "fair" and "good" on the 100-point scale.

Yard waste drop-off and compost pick-up (71), household hazardous waste drop-off services (70) and elections (70) were rated highest, just above "good." This was closely followed by passports (69), recycling and drop-off services at the Recycling Center Plus (69), property records (68), county parks and recreation (68) Sheriff's Office services, (68) and vital records (67). Mental and chemical health services were among the lowest rated services (45).

Compared to 2019, ratings for most services were stable and didn't change, but there were slight reductions in ratings for land use, planning and zoning, including permitting; protecting vulnerable adults; and the accessibility and functionality of the county website.

Ten of the 24 Olmsted County services could be compared to the benchmarks. Half of the services with benchmark comparisons were higher or much higher than the county benchmark comparison (maintenance and repair of county roads; recycling and drop-off services at the Recycling Center Plus; snow and ice removal on county roads; land use; and disaster preparedness and response). Five services received ratings similar to the benchmark (County parks and recreation; Sheriff's Office services; protecting children; services to older adults; and public health services).

In general, where differences were observed, residents from Districts 5 and 6 gave higher performance ratings than those in Districts 3 and 4. Older residents gave higher ratings than younger residents for nine of the items, were similar for 17 items and gave lower ratings only for one item (assessment process/property tax system). Also, residents who had lived in Olmsted County for five years or less were more likely to think positively about county services compared to those who had lived in the county for a longer period of time, as were those in higher income brackets compared to lower.

Figure 11: Average Ratings of County Services by Year

Please rate each of the following services provided by Olmsted County. Average rating (0=poor, 100=excellent)	2022	2019	2016	2013	2008
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	71	71	NA	NA	NA
Household hazardous waste drop-off services at Hazardous Waste Facility	70	71	NA	NA	NA
Elections (absentee voting, voter registration)	70	71	68	NA	NA
Passports (applications, renewals)	69	70	68	NA	NA
Recycling and drop-off services at the Recycling Center Plus	69	69	69	71	NA
Property records (plats, surveys, recording & abstracting)	68	66	69	NA	NA
County parks and recreation	67	68	70	70	75
Sheriff's Office services	67	68	67	63	70
Vital records (birth/death/marriage certificates, driver's licenses)	67	65	67	65	69
Snow and ice removal on County roads	62	60	58	58	63
Disaster preparedness and response	61	63	63	60	NA
Protection of recreational waters and drinking waters	59	60	65	64	NA
Public health services	57	57	59	58	NA
Disease prevention and control	57	NA	NA	NA	NA
Accessibility and functionality of County website	56	60	60	56	55
Services to children and families	55	56	58	57	NA
Probation monitoring	53	55	49	48	NA
Maintenance and repair of County roads	52	55	52	53	45
Services for people with disabilities	52	NA	NA	NA	NA
Protecting children	52	55	55	NA	NA
Assessment process/property tax system	52	50	54	48	NA
Services to older adults	50	52	57	55	59
Financial assistance for low-income families	49	NA	NA	NA	NA
Land use, planning and zoning, including permitting	49	52	50	54	47
Services to veterans	49	51	52	51	NA
Protecting vulnerable adults	47	52	53	53	NA
Mental and chemical health services	45	47	49	49	NA

Note: in 2019, between 26% and 64% of respondents answered "don't know" when rating most of the County services. In 2013, 'Mental and chemical health services' was 'Mental health services' and 'Protecting vulnerable adults' was 'Adult protective services. 'In 2008 'Maintenance and repair of County roads' was 'Condition of County roads,' 'Services to older adults' was 'Services to seniors,' 'Accessibility and functionality of County Web site' was 'Self-service options on county Web site' and 'Land use, planning and zoning, including permitting' was 'Land use and planning information.'

Importance of Parks Services

A question was included on the survey to gauge the importance of providing activities in the parks system. Responses were converted to a 100-point scale where zero equals "not at all important," 33 equals "somewhat important," 67 equals "very important" and 100 equals "essential."

The most important offering was natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding with an average rating of 76 on the 100-point scale (just above "very important"). The next priorities were safe public access to lakes and streams (75) and trail and greenway systems that connect parks and recreation sites (71). The offering rated lowest in importance was to increase number of camper cabins in parks (38). Respondents were also given the option to write in an "other" program or service that was of importance. These responses can be found in *Appendix B: Verbatim Responses to Open-ended Questions.*

Importance ratings increased from 2019 to 2022 for all items but two; the importance of food trucks and increasing number of camper cabins in parks remained stable from 2019 to 2022. Younger residents and renters rated most items as higher in importance compared to those aged 35 or older and homeowners. Among the districts, those in District 4 had the lowest ratings for the importance for most items.

Figure 12: Importance of Activities Provided in Olmsted County Parks by Year

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating (0=not at all important, 100=essential)	2022	2019	2016	2013
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	76	70	65	61
Safe public access to lakes and streams	75	70	NA	NA
Trail and greenway systems that connect parks and recreation sites	71	62	NA	NA
Winter recreation such as skiing, snowshoeing, fat tire bikes	67	58	NA	NA
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	67	54	NA	NA
Programs for learning about nature and outdoor recreation	65	59	61	NA
Community events	60	44	52	NA
Equipment rentals such as canoes, paddleboats, snowshoes, skis	56	47	47	42
Sports recreation activities such as disc golf, archery, gaga ball	55	51	NA	NA
Ability to include leashed dogs on park trails	54	49	NA	NA
Increase wildlife viewing areas such as birding blinds	51	45	NA	NA
Rental space for community meetings and events	51	43	NA	NA
Overnight accommodations for tents and RVs	49	39	46	42
Food trucks or food vendors	42	40	NA	NA
Increase number of camper cabins in parks	38	36	NA	NA

In 2019, 'safe public access to lakes and streams' was 'public boat access to Lake Zumbro'. Prior to 2019, 'equipment rentals such as canoes, paddleboats, snowshoes, skis' did not include 'skis,' 'Overnight accommodations for tents and RVs' included 'camper cabins' and 'community events' did not include 'Zippity Zoo Da' but did include 'Spring Fest.' For the 2022 survey, 'community events' removed 'Zippity Zoo da'; 'Increase ADA amenities such as paved paths, track chairs, ADA boat launch' was changed to 'Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch.'

Residents were asked how important they felt it was for several activities or services to be offered at Graham Park specifically. About 7 in 10 respondents thought it was essential or very important for the Farmer's Market; festivals and events; and outdoor entertainment and picnic areas to be offered at Graham Park and about 6 in 10 thought it was at least very important to offer arenas, the Expo Building or event rentals.

Most of the items had slight increases in their rating of importance from 2019 to 2022; none showed decreases. Those in District 4 gave the lowest importance ratings across the districts and for the items with a difference in ratings, younger adults and renters placed a bit more importance than older adults and homeowners.

Figure 13: Importance of Activities Offered at Graham Park
How important, if at all, is it for each of the following activities or services to be offered at Graham Park?

Farmer''s Market — 2022: 77, 2019: 68
Festivals and events — 2022: 71, 2019: 67
Outdoor entertainment and picnic areas — 2022: 69, 2019: 62
Arenas — 2022: 63, 2019: 60
Exhibition Building — 2022: 62, 2019: 59
Event rental — 2022: 57, 2019: 53

■ 2022
■ 2019

Average rating (0=not at all important, 100=essential)
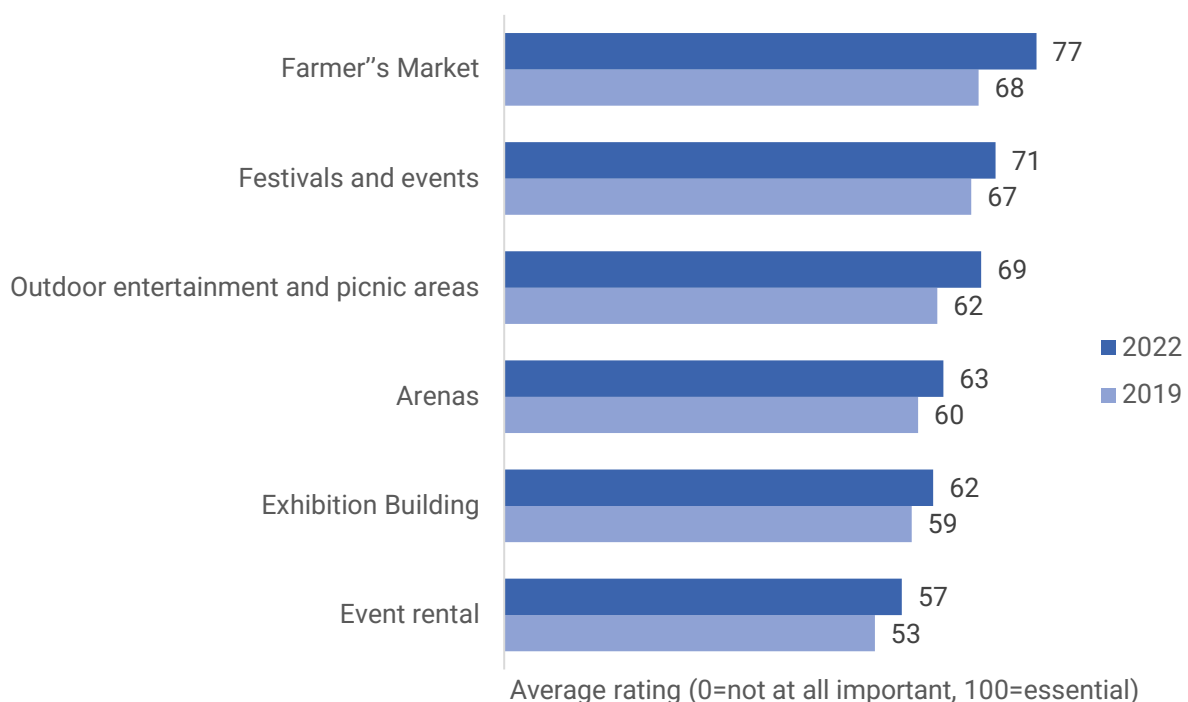
Housing in Olmsted County

A question was added in 2019 to measure the importance of having adequate housing choices for people of all incomes, ages, and abilities. Results were similar in 2019 and 2022. About two-thirds of residents thought it was essential to have adequate housing choices and another 2 in 10 said it was very important; 12% felt it was somewhat important and only 2% of residents thought that it was not at all important.

Renters and those in multifamily dwellings were more likely than homeowners and those in single-family homes to place a high value on this, as were women compared to men, younger adults compared to older and newer residents compared to those more long tenured.

When asked what types of housing were of most concern, entry-level/low income and housing affordable for middle incomes topped the list.

Figure 14: Importance of Adequate Housing Choices for All in Olmsted County by Year

How important is it that Olmsted County has adequate housing choices
for people of all incomes, ages, and abilities?

■ Essential   ■ Very important   ■ Somewhat important   ■ Not at all important

Year	Essential	Very important	Somewhat important	Not at all important
2022	63%	24%	12%	2%
2019	65%	22%	11%	2%
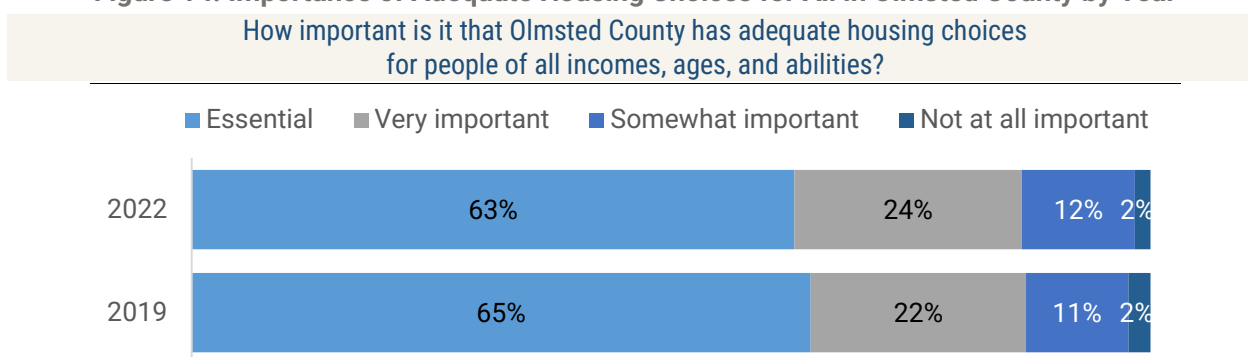
Figure 15: Types of Affordable Housing Needed in Olmsted County (2022)

If you feel affordable housing is a concern, what types of affordable housing are lacking in Olmsted County?

Type	Percent
Entry-level/ low-income housing	64%
Affordable middle-income housing	61%
Single-family homes	43%
Apartments/condos	42%
Senior housing	39%
Housing for the disabled	31%
Veteran housing	26%
Student housing	21%
Other	5%
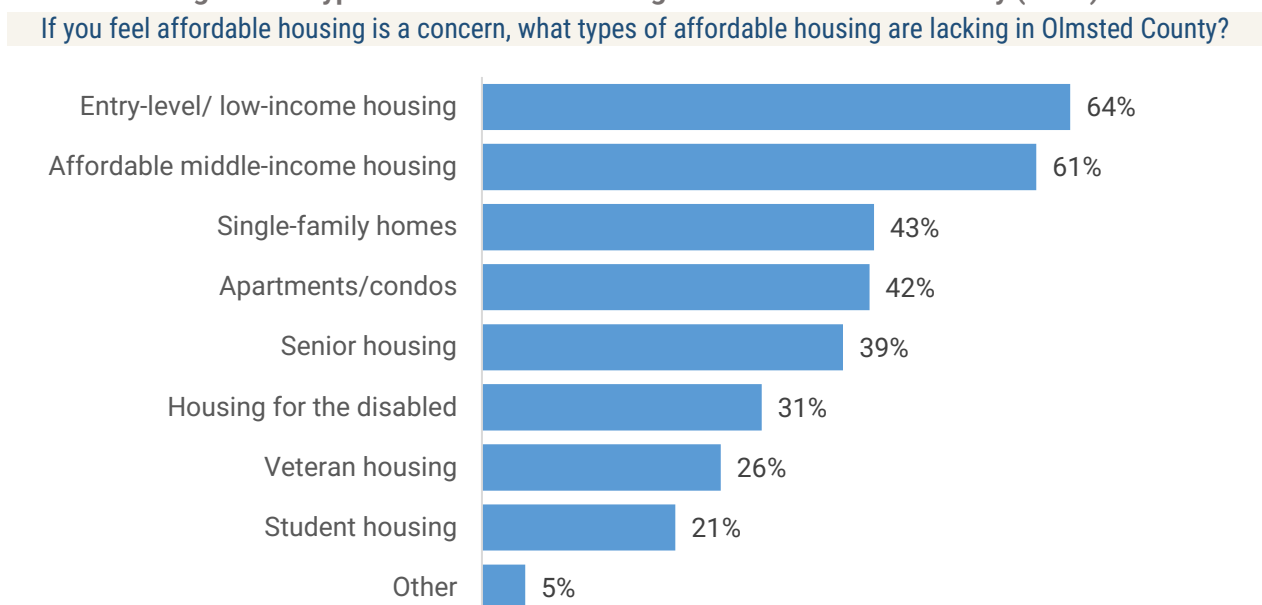
Contact with County Government

As in past years, respondents were asked if they had visited, telephoned, or emailed any Olmsted County government office within the previous 12 months. About 4 in 10 residents reported having had contact in 2022, which was slightly lower than the level of contact seen in 2019. The proportion of residents contacting county government was similar in Olmsted County to the average in counties across the nation.

This did not vary across the districts or demographic groups, except that older residents were more likely than younger to have contacted a government office or official.

Figure 16: Government Office Contact by Year

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?

Percent "yes"

| 52% | 41% | 51% | 47% | 41% |
| 2008 | 2013 | 2016 | 2019 | 2022 |
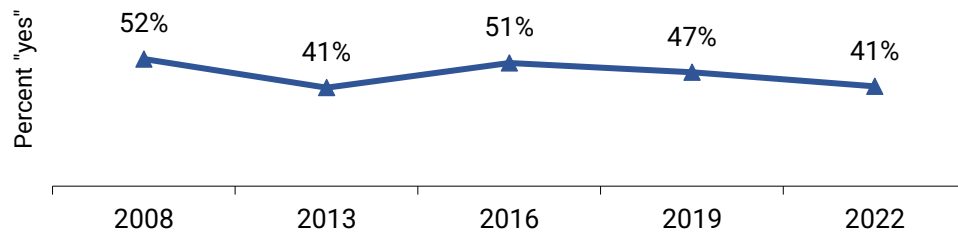
The 41% of respondents who reported having contacted a county government office in the 12 months prior to the survey rated aspects of their most recent interaction. Ratings for all items were at or slightly above the average rating of "good" on the 100-point scale, and ratings remained stable from 2019 to 2022.

Those who were newer to the county (versus long term residents) and those with higher incomes (versus households earning $50,000 or less) tended to give higher ratings to the interactions. Those in District 3 were more likely to give lower ratings, when differences between districts existed.

Figure 17: Average Ratings of Most Recent Contact by Year
Please rate the following aspects of your most recent contact.

Aspect	2022	2019	2016
Staff listened to what you had to say	75	75	71
Staff was willing to help	73	76	68
Services you were seeking met your needs	70	72	69
Overall ease of finding and getting to the office	69	72	69
Staff made you feel valued	69	71	63
Overall ease of getting in contact with the office	65	69	66

Average rating (0=poor, 100=excellent)

Asked only of those who reported having had contact with a County employee or official in the last 12 months.

Residents who reported they had contact with an Olmsted County government office also evaluated the employees they encountered in their most recent contact. All ratings were rated between "excellent" and "good" on the 100-point scale, with the knowledge and courtesy of the employees rated highest among the qualities evaluated. These ratings decreased slightly from 2019, but still remain high.

When compared to ratings given by residents in other counties across the U.S., Olmsted County employees' knowledge, courteousness, and responsiveness were rated similar to employees of other counties, while respondent ratings of their overall impression of the employee was higher than the benchmark.

Those who were newer to the county, those with higher incomes and those living in single-family homes tended to give higher ratings to the employees, compared to their counterparts. Again, those in District 3 were more likely to give lower ratings, when differences between districts existed.

Figure 18: Average Ratings of Employee(s) in Most Recent Contact by Year

What was your impression of the employee(s) of Olmsted County in your most recent contact?
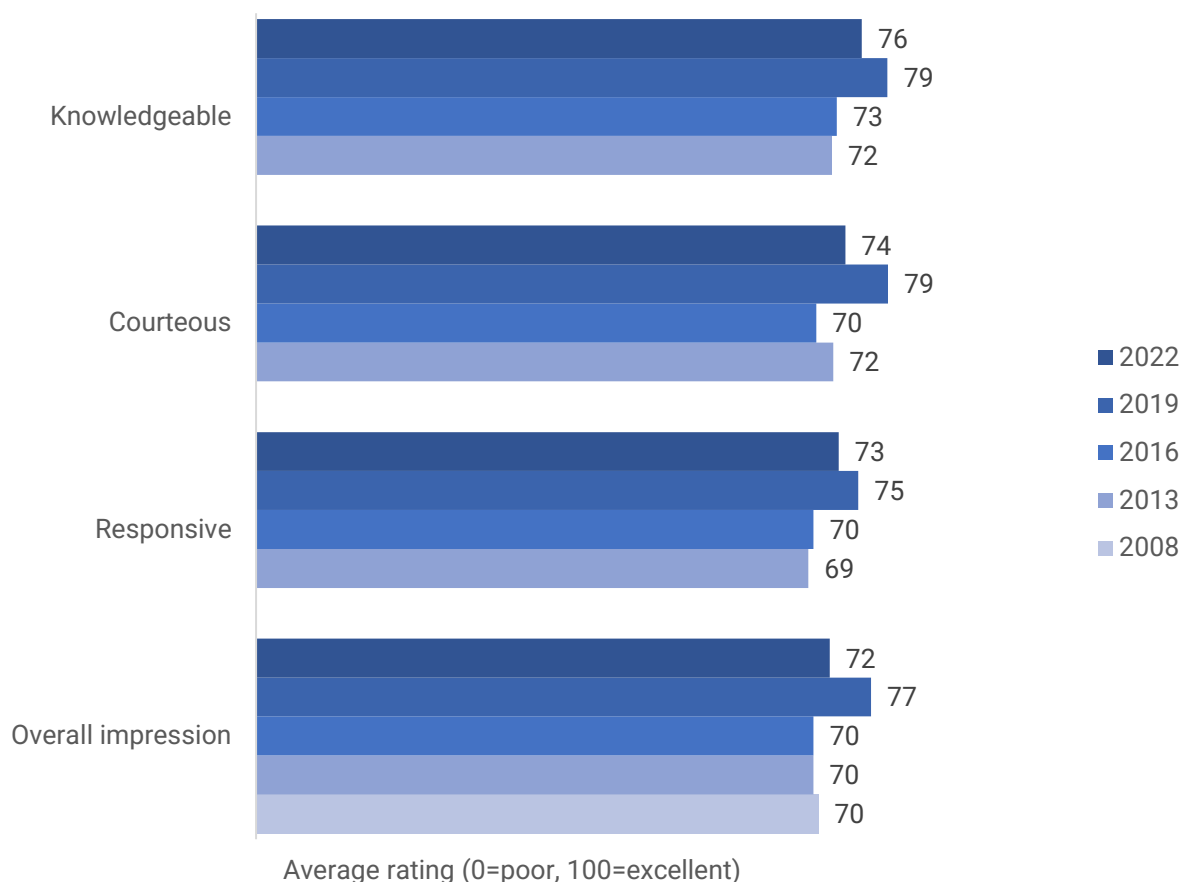
Average rating (0=poor, 100=excellent)

Asked only of those who reported having had contact with a County employee or official in the last 12 months.

Public Information and Communication

To understand the best ways to communicate with and inform residents about Olmsted County government and its services, the survey included a series of questions about public information sources and preferred methods of communication.

Potential Information Sources

Respondents were asked which potential sources of information about Olmsted County government they used most often. About three-quarters of respondents or more reported these channels as "minor" or "major" sources of information: other residents (neighbors or friends), the Olmsted County website, television news broadcasts/cable TV and other online resources. The least used sources of county information included phone calls to Olmsted County (38% "minor" or "major" source) and the Information Desk (29%).

Of the 12 information sources, all decreased in use from 2019 to 2022. The two that didn't decrease (newspapers and public/community meetings) remained stable.

Younger residents were less likely users of all the communication channels, to get county information, than older residents as were men compared to women for most of the sources. Homeowners and those who lived in the county longer were more likely than their counterparts to name most of the channels as major or moderate sources.

Figure 19: Potential Information Sources by Year

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all. Percent using as a minor or major source	2022	2019	2016	2013	2008
Other county residents (such as neighbors or friends)	78%	86%	86%	81%	83%
Television news broadcasts/cable TV	72%	80%	82%	86%	87%
Olmsted County website (https://www.olmstedcounty.gov/)	69%	80%	63%	54%	58%
Other online resources	64%	72%	65%	NA	NA
Reports, flyers or brochures	61%	66%	58%	63%	NA
Newspapers (print or online)	61%	61%	69%	83%	83%
Radio	57%	65%	74%	74%	79%
County social media accounts (Facebook, Twitter, YouTube, etc.)	45%	50%	50%	28%	NA
Olmsted County employees	42%	61%	51%	42%	52%
Public/Community meetings	40%	41%	42%	40%	50%
Phone calls to Olmsted County	38%	55%	39%	39%	NA
Information Desk	29%	39%	NA	NA	NA

Prior to 2019, 'newspapers' was 'daily newspapers.' Prior to 2016, 'such as neighbors or friends' was missing from the item 'Other county residents' and '(http://www.co.olmsted.mn.us/)' was missing from item 'Olmsted County Web site.' In 2008 'Public/community meetings' was 'Community meetings'.

Olmsted County Website

Residents were asked whether they had visited the Olmsted County website in the last two years. In 2022, 54% of residents had visited the county website and 46% had not. This was statistically similar to 2019.

This did not vary by district, but those aged 35-54 (72%) were more likely to use the website than those aged 18-34 (58%) and those 55 and older were least likely (41%). Those with lower incomes were less likely to use the website as were those living in attached housing (apartments, etc.).

Figure 20: Used County Website in Last Two Years by Year
Have you visited the Olmsted County website in the last two years?

	Yes	No
2022	54%	46%
2019	58%	42%
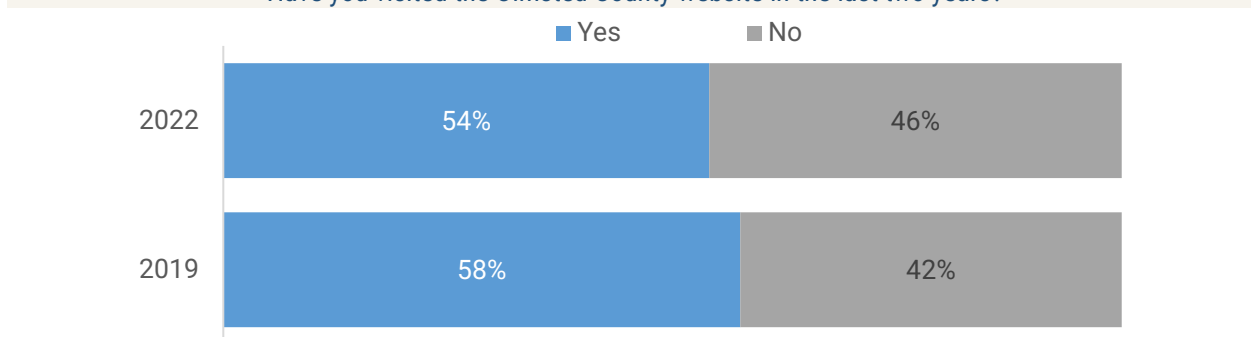
A new question on the 2022 survey asked those who had visited the county website in the last two years (roughly half of all respondents) to indicate their level of agreement with a series of statements about the website's ease of use. About 8 in 10 residents strongly or somewhat agreed that the county website was easy to use, that they were able to find the information needed, and that the website was easily accessible through their mobile device; about 2 in 10 disagreed with these statements.

Figure 21: Agreement with Ease of County Website Use (2022)
Please rate your level of agreement to the following questions related to your visit of the Olmsted County website:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
The website was easy to use	24%	55%	17%	4%
I was able to find the information needed	33%	50%	13%	4%
Easily accessible through my mobile device (phone, tablet)	32%	43%	19%	5%
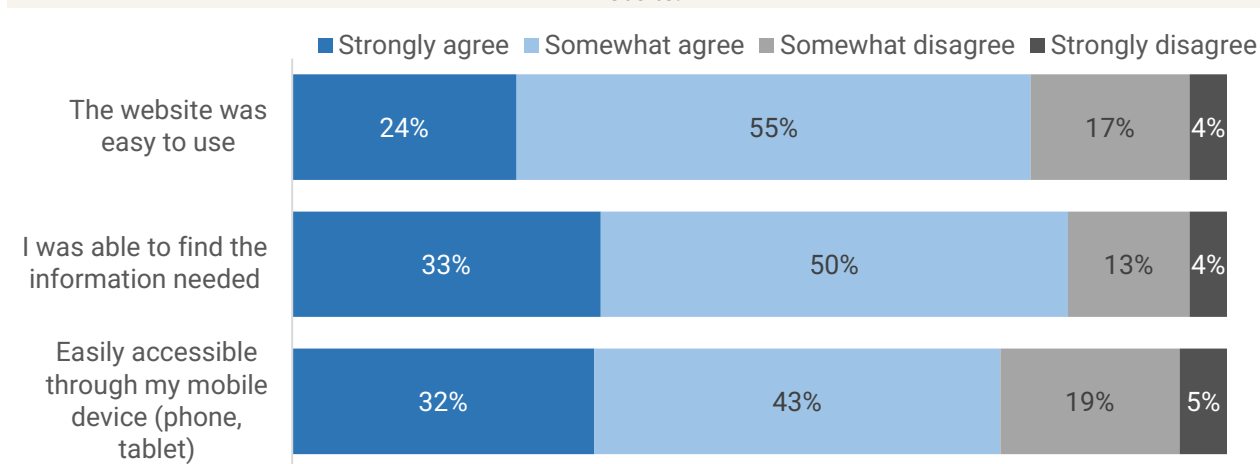
Appendix A: Responses to Survey Questions

The full set of responses to each survey question are displayed in the tables in this appendix. Many survey questions included a "don't know" response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating "don't know" responses allow for easier comparison between evaluative responses. For questions that included a don't know response, two sets of tables are provided in this appendix; the first with the "don't know" responses included, to allow examination of the magnitude of unfamiliarity with certain items; and the second with the "don't know" responses excluded, to show the proportion of respondents with an opinion giving a response.

Table 1: Question 1

How would you rate your overall quality of life in Olmsted County?	Percent of respondents	Number
Excellent	33%	N=272
Good	55%	N=447
Fair	10%	N=78
Poor	3%	N=22
Total	100%	N=819

Table 2: Question 2 - Including Don't Know Responses

Please rate each of the following characteristics as they relate to Olmsted County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Olmsted County as a place to live	30%	N=247	56%	N=468	10%	N=85	3%	N=24	1%	N=7	100%	N=831
Olmsted County as a place to raise a family	33%	N=276	44%	N=363	11%	N=87	2%	N=20	10%	N=84	100%	N=829
Olmsted County as a place to work	34%	N=285	47%	N=393	14%	N=115	2%	N=15	3%	N=22	100%	N=830
Olmsted County as a place to retire	14%	N=118	31%	N=257	28%	N=234	11%	N=88	15%	N=127	100%	N=823
Olmsted County as a place where all residents treat each other with respect	13%	N=104	42%	N=344	34%	N=280	9%	N=75	3%	N=23	100%	N=827

Please rate each of the following characteristics as they relate to Olmsted County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	10%	N=87	38%	N=315	31%	N=256	13%	N=105	9%	N=72	100%	N=835
Openness and acceptance of people of diverse backgrounds	12%	N=104	44%	N=365	29%	N=245	11%	N=92	3%	N=26	100%	N=831
Employment opportunities	28%	N=232	46%	N=381	17%	N=142	5%	N=38	4%	N=36	100%	N=829
Educational opportunities	26%	N=214	40%	N=334	23%	N=189	7%	N=58	4%	N=36	100%	N=830
Availability of affordable housing	4%	N=31	15%	N=123	31%	N=254	41%	N=340	10%	N=82	100%	N=830
Availability of affordable child care	3%	N=25	9%	N=77	23%	N=186	28%	N=228	37%	N=302	100%	N=818
Availability of affordable health care	13%	N=110	33%	N=274	29%	N=238	18%	N=147	8%	N=64	100%	N=833
Availability of public transportation options	9%	N=76	33%	N=274	30%	N=248	16%	N=134	11%	N=90	100%	N=822
Overall image or reputation of Olmsted County	20%	N=166	56%	N=465	19%	N=154	3%	N=27	2%	N=20	100%	N=832
Economic health of Olmsted County	22%	N=183	47%	N=387	18%	N=153	3%	N=24	10%	N=83	100%	N=830

Table 3: Question 2 - Excluding Don't Know Responses

Please rate each of the following characteristics as they relate to Olmsted County as a whole:	Excellent		Good		Fair		Poor		Total	
Olmsted County as a place to live	30%	N=247	57%	N=468	10%	N=85	3%	N=24	100%	N=824
Olmsted County as a place to raise a family	37%	N=276	49%	N=363	12%	N=87	3%	N=20	100%	N=745
Olmsted County as a place to work	35%	N=285	49%	N=393	14%	N=115	2%	N=15	100%	N=807
Olmsted County as a place to retire	17%	N=118	37%	N=257	34%	N=234	13%	N=88	100%	N=696
Olmsted County as a place where all residents treat each other with respect	13%	N=104	43%	N=344	35%	N=280	9%	N=75	100%	N=804
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	11%	N=87	41%	N=315	34%	N=256	14%	N=105	100%	N=763
Openness and acceptance of people of diverse backgrounds	13%	N=104	45%	N=365	30%	N=245	11%	N=92	100%	N=806
Employment opportunities	29%	N=232	48%	N=381	18%	N=142	5%	N=38	100%	N=793
Educational opportunities	27%	N=214	42%	N=334	24%	N=189	7%	N=58	100%	N=794
Availability of affordable housing	4%	N=31	16%	N=123	34%	N=254	45%	N=340	100%	N=748
Availability of affordable child care	5%	N=25	15%	N=77	36%	N=186	44%	N=228	100%	N=516
Availability of affordable health care	14%	N=110	36%	N=274	31%	N=238	19%	N=147	100%	N=769
Availability of public transportation options	10%	N=76	37%	N=274	34%	N=248	18%	N=134	100%	N=732
Overall image or reputation of Olmsted County	21%	N=166	57%	N=465	19%	N=154	3%	N=27	100%	N=812
Economic health of Olmsted County	25%	N=183	52%	N=387	20%	N=153	3%	N=24	100%	N=748

Table 4: Question 3

What one thing do you like most about living in Olmsted County? (Please select only one option.)	Percent of respondents	Number
Location	15%	N=123
Open space	5%	N=40
Parks/lakes	8%	N=70
Quality of life in general	38%	N=311
My neighborhood	10%	N=79
Schools	2%	N=18
Low taxes	0%	N=3
People	4%	N=30
Rural/small town feel	11%	N=89
Other	8%	N=62
Total	100%	N=824

Table 5: Question 4 - Including Don't Know Responses

Please rate how safe or unsafe you feel in Olmsted County:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
While in Olmsted County government buildings	58%	N=478	28%	N=227	3%	N=23	1%	N=7	10%	N=83	100%	N=818
While in your neighborhood	60%	N=501	31%	N=259	6%	N=46	2%	N=14	2%	N=14	100%	N=834
While using Olmsted County parks and/or trails	34%	N=279	45%	N=371	12%	N=99	2%	N=15	8%	N=67	100%	N=830
From property crimes (e.g., burglary, theft)	22%	N=187	51%	N=428	19%	N=159	5%	N=40	2%	N=19	100%	N=833
From violent crimes (e.g., rape, assault, robbery)	36%	N=300	41%	N=345	15%	N=123	4%	N=35	4%	N=29	100%	N=832
From illegal drug activity (e.g., manufacturing or selling drugs)	26%	N=219	38%	N=318	20%	N=163	8%	N=70	7%	N=61	100%	N=832
From identity theft (e.g., fraud, scams, credit card theft)	17%	N=141	43%	N=355	27%	N=220	6%	N=49	8%	N=65	100%	N=830
From drunk or impaired drivers on county roads	17%	N=137	46%	N=379	25%	N=211	8%	N=64	5%	N=39	100%	N=830
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	10%	N=83	34%	N=278	35%	N=293	18%	N=149	3%	N=24	100%	N=827
From domestic violence	53%	N=439	26%	N=219	7%	N=55	3%	N=21	12%	N=97	100%	N=831
While in schools or places of worship	44%	N=365	35%	N=291	6%	N=52	2%	N=20	13%	N=107	100%	N=835

Table 6: Question 4 - Excluding Don't Know Responses

Please rate how safe or unsafe you feel in Olmsted County:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
While in Olmsted County government buildings	65%	N=478	31%	N=227	3%	N=23	1%	N=7	100%	N=735
While in your neighborhood	61%	N=501	32%	N=259	6%	N=46	2%	N=14	100%	N=821
While using Olmsted County parks and/or trails	37%	N=279	49%	N=371	13%	N=99	2%	N=15	100%	N=763
From property crimes (e.g., burglary, theft)	23%	N=187	53%	N=428	19%	N=159	5%	N=40	100%	N=814
From violent crimes (e.g., rape, assault, robbery)	37%	N=300	43%	N=345	15%	N=123	4%	N=35	100%	N=803
From illegal drug activity (e.g., manufacturing or selling drugs)	28%	N=219	41%	N=318	21%	N=163	9%	N=70	100%	N=771
From identity theft (e.g., fraud, scams, credit card theft)	18%	N=141	46%	N=355	29%	N=220	6%	N=49	100%	N=765
From drunk or impaired drivers on county roads	17%	N=137	48%	N=379	27%	N=211	8%	N=64	100%	N=791
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	10%	N=83	35%	N=278	36%	N=293	19%	N=149	100%	N=803
From domestic violence	60%	N=439	30%	N=219	8%	N=55	3%	N=21	100%	N=734
While in schools or places of worship	50%	N=365	40%	N=291	7%	N=52	3%	N=20	100%	N=728

Table 7: Question 5 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is a problem in Olmsted County:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime	11%	N=87	33%	N=274	43%	N=355	10%	N=79	4%	N=30	100%	N=824
Traffic safety	18%	N=147	40%	N=335	28%	N=235	11%	N=89	3%	N=21	100%	N=827
Traffic congestion	28%	N=232	40%	N=334	21%	N=175	8%	N=70	2%	N=20	100%	N=830
Poverty	7%	N=59	30%	N=251	40%	N=330	11%	N=93	11%	N=93	100%	N=826
Homelessness	5%	N=44	30%	N=246	40%	N=334	16%	N=132	9%	N=73	100%	N=829
Lack of livable wage jobs	14%	N=120	26%	N=218	30%	N=248	17%	N=141	12%	N=101	100%	N=827
High taxes	11%	N=90	16%	N=138	30%	N=251	38%	N=314	5%	N=43	100%	N=835
Lack of opportunities for people of color	17%	N=137	18%	N=149	20%	N=163	9%	N=74	37%	N=307	100%	N=830
Discrimination/attitudes towards diverse people	17%	N=145	26%	N=218	27%	N=223	11%	N=94	19%	N=156	100%	N=835
Lack of housing options	7%	N=58	20%	N=165	28%	N=230	33%	N=278	12%	N=101	100%	N=832

Table 8: Question 5 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is a problem in Olmsted County:	Not a problem		Minor problem		Moderate problem		Major problem		Total	
Crime	11%	N=87	34%	N=274	45%	N=355	10%	N=79	100%	N=794
Traffic safety	18%	N=147	42%	N=335	29%	N=235	11%	N=89	100%	N=806
Traffic congestion	29%	N=232	41%	N=334	22%	N=175	9%	N=70	100%	N=810
Poverty	8%	N=59	34%	N=251	45%	N=330	13%	N=93	100%	N=733
Homelessness	6%	N=44	33%	N=246	44%	N=334	17%	N=132	100%	N=755
Lack of livable wage jobs	16%	N=120	30%	N=218	34%	N=248	19%	N=141	100%	N=726
High taxes	11%	N=90	17%	N=138	32%	N=251	40%	N=314	100%	N=792
Lack of opportunities for people of color	26%	N=137	28%	N=149	31%	N=163	14%	N=74	100%	N=523
Discrimination/attitudes towards diverse people	21%	N=145	32%	N=218	33%	N=223	14%	N=94	100%	N=680
Lack of housing options	8%	N=58	23%	N=165	31%	N=230	38%	N=278	100%	N=731

Table 9: Question 6 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
Exposure to radon	23%	N=190	26%	N=218	18%	N=145	6%	N=48	27%	N=224	100%	N=825
Quality of outdoor air	45%	N=375	33%	N=271	13%	N=108	5%	N=42	4%	N=31	100%	N=826
Safety of food in public establishments	47%	N=388	32%	N=263	12%	N=101	5%	N=39	4%	N=36	100%	N=827
Mold contamination at home or at work	45%	N=369	29%	N=239	12%	N=100	4%	N=37	10%	N=80	100%	N=825
Proper disposal of garbage	48%	N=400	28%	N=231	12%	N=104	6%	N=52	5%	N=42	100%	N=830
Quality of drinking water	43%	N=360	29%	N=239	13%	N=112	10%	N=81	5%	N=37	100%	N=829
Quality of water in lakes and streams	22%	N=179	31%	N=260	22%	N=184	14%	N=118	11%	N=87	100%	N=828
Quantity of useable water supply	40%	N=333	24%	N=201	13%	N=108	8%	N=65	15%	N=122	100%	N=829

Table 10: Question 6 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
Exposure to radon	32%	N=190	36%	N=218	24%	N=145	8%	N=48	100%	N=601
Quality of outdoor air	47%	N=375	34%	N=271	14%	N=108	5%	N=42	100%	N=795
Safety of food in public establishments	49%	N=388	33%	N=263	13%	N=101	5%	N=39	100%	N=791
Mold contamination at home or at work	50%	N=369	32%	N=239	13%	N=100	5%	N=37	100%	N=745
Proper disposal of garbage	51%	N=400	29%	N=231	13%	N=104	7%	N=52	100%	N=787
Quality of drinking water	46%	N=360	30%	N=239	14%	N=112	10%	N=81	100%	N=792
Quality of water in lakes and streams	24%	N=179	35%	N=260	25%	N=184	16%	N=118	100%	N=741
Quantity of useable water supply	47%	N=333	28%	N=201	15%	N=108	9%	N=65	100%	N=707

Table 11: Question 7 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
Bullying	12%	N=98	22%	N=173	25%	N=202	15%	N=119	26%	N=206	100%	N=799
Depression, anxiety, or other mental health challenges	4%	N=36	21%	N=171	37%	N=302	27%	N=226	11%	N=90	100%	N=825
Social isolation	7%	N=56	22%	N=177	38%	N=313	21%	N=174	13%	N=103	100%	N=824
Suicide/attempted suicide	9%	N=71	25%	N=204	26%	N=218	11%	N=91	29%	N=239	100%	N=824
Environmental hazards (polluted water, toxic waste)	25%	N=205	34%	N=285	20%	N=168	6%	N=51	14%	N=117	100%	N=826
Tobacco use (including E-cigarettes and chewing tobacco)	17%	N=144	34%	N=283	24%	N=198	10%	N=85	14%	N=116	100%	N=827
Underage alcohol use	13%	N=108	28%	N=235	24%	N=197	11%	N=88	24%	N=198	100%	N=826
Excessive alcohol use among adults	12%	N=98	29%	N=236	30%	N=246	14%	N=115	16%	N=128	100%	N=824
Illicit drug use	8%	N=62	21%	N=176	29%	N=237	23%	N=188	20%	N=162	100%	N=826
Misuse of prescribed medications	12%	N=98	22%	N=179	28%	N=228	13%	N=108	26%	N=213	100%	N=825
The support of older adults	12%	N=99	27%	N=217	29%	N=239	16%	N=131	16%	N=131	100%	N=816
The support of persons with disabilities	15%	N=125	25%	N=204	27%	N=227	14%	N=118	18%	N=151	100%	N=825
The support of persons with mental health challenges	9%	N=75	20%	N=161	33%	N=272	24%	N=197	14%	N=119	100%	N=823
Quality of parenting skills of parents of children ages 0-17	9%	N=73	26%	N=216	25%	N=204	18%	N=145	22%	N=183	100%	N=822
The adequacy of school readiness for children	14%	N=116	27%	N=220	20%	N=166	14%	N=111	25%	N=200	100%	N=814
Spread of infectious diseases	17%	N=138	33%	N=274	26%	N=213	16%	N=127	8%	N=67	100%	N=819
Overweight adults	9%	N=75	26%	N=213	31%	N=260	23%	N=189	11%	N=91	100%	N=827
Overweight children	9%	N=72	24%	N=198	31%	N=253	23%	N=193	13%	N=112	100%	N=828
Abuse and neglect of older adults	10%	N=79	28%	N=232	21%	N=174	13%	N=110	28%	N=230	100%	N=826
Abuse and neglect of children	6%	N=53	25%	N=205	26%	N=216	16%	N=128	27%	N=223	100%	N=825
Domestic violence	8%	N=66	25%	N=210	25%	N=205	13%	N=104	29%	N=242	100%	N=827

Table 12: Question 7 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
Bullying	17%	N=98	29%	N=173	34%	N=202	20%	N=119	100%	N=593
Depression, anxiety, or other mental health challenges	5%	N=36	23%	N=171	41%	N=302	31%	N=226	100%	N=736
Social isolation	8%	N=56	25%	N=177	43%	N=313	24%	N=174	100%	N=721
Suicide/attempted suicide	12%	N=71	35%	N=204	37%	N=218	16%	N=91	100%	N=585
Environmental hazards (polluted water, toxic waste)	29%	N=205	40%	N=285	24%	N=168	7%	N=51	100%	N=708
Tobacco use (including E-cigarettes and chewing tobacco)	20%	N=144	40%	N=283	28%	N=198	12%	N=85	100%	N=711
Underage alcohol use	17%	N=108	37%	N=235	31%	N=197	14%	N=88	100%	N=627
Excessive alcohol use among adults	14%	N=98	34%	N=236	35%	N=246	17%	N=115	100%	N=696
Illicit drug use	9%	N=62	27%	N=176	36%	N=237	28%	N=188	100%	N=664
Misuse of prescribed medications	16%	N=98	29%	N=179	37%	N=228	18%	N=108	100%	N=612
The support of older adults	14%	N=99	32%	N=217	35%	N=239	19%	N=131	100%	N=686
The support of persons with disabilities	18%	N=125	30%	N=204	34%	N=227	18%	N=118	100%	N=674
The support of persons with mental health challenges	11%	N=75	23%	N=161	39%	N=272	28%	N=197	100%	N=704
Quality of parenting skills of parents of children ages 0-17	11%	N=73	34%	N=216	32%	N=204	23%	N=145	100%	N=639
The adequacy of school readiness for children	19%	N=116	36%	N=220	27%	N=166	18%	N=111	100%	N=614
Spread of infectious diseases	18%	N=138	36%	N=274	28%	N=213	17%	N=127	100%	N=752
Overweight adults	10%	N=75	29%	N=213	35%	N=260	26%	N=189	100%	N=737
Overweight children	10%	N=72	28%	N=198	35%	N=253	27%	N=193	100%	N=717
Abuse and neglect of older adults	13%	N=79	39%	N=232	29%	N=174	19%	N=110	100%	N=596
Abuse and neglect of children	9%	N=53	34%	N=205	36%	N=216	21%	N=128	100%	N=602
Domestic violence	11%	N=66	36%	N=210	35%	N=205	18%	N=104	100%	N=586

Table 13: Question 8 - Including Don't Know Responses

Please rate the following categories of Olmsted County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The job Olmsted County government does of providing information to residents	8%	N=69	41%	N=336	33%	N=271	9%	N=72	9%	N=72	100%	N=820
The job Olmsted County government does of listening to residents	5%	N=38	26%	N=212	34%	N=279	14%	N=118	21%	N=174	100%	N=821
The job Olmsted County government does at managing tax dollars	5%	N=43	20%	N=164	37%	N=306	20%	N=161	18%	N=148	100%	N=823
The value of services for the taxes paid to Olmsted County	6%	N=45	27%	N=218	37%	N=305	17%	N=141	13%	N=109	100%	N=817
My knowledge of the work of Olmsted County government	6%	N=48	25%	N=206	39%	N=321	20%	N=162	9%	N=76	100%	N=813
Generally acting in the best interests of the community	8%	N=63	38%	N=309	33%	N=271	10%	N=78	11%	N=93	100%	N=814
Effectively planning for the future of the county	8%	N=63	32%	N=259	33%	N=267	11%	N=87	18%	N=145	100%	N=821
Working through priority issues facing the county	6%	N=50	31%	N=250	32%	N=258	10%	N=80	22%	N=177	100%	N=816
The value of Olmsted County services to the quality of life in my neighborhood	9%	N=71	41%	N=331	28%	N=229	10%	N=80	13%	N=104	100%	N=815
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	6%	N=53	29%	N=239	39%	N=316	12%	N=100	14%	N=112	100%	N=821

Table 14: Question 8 - Excluding Don't Know Responses

Please rate the following categories of Olmsted County government performance:	Excellent		Good		Fair		Poor		Total	
The job Olmsted County government does of providing information to residents	9%	N=69	45%	N=336	36%	N=271	10%	N=72	100%	N=748
The job Olmsted County government does of listening to residents	6%	N=38	33%	N=212	43%	N=279	18%	N=118	100%	N=647
The job Olmsted County government does at managing tax dollars	6%	N=43	24%	N=164	45%	N=306	24%	N=161	100%	N=674
The value of services for the taxes paid to Olmsted County	6%	N=45	31%	N=218	43%	N=305	20%	N=141	100%	N=708
My knowledge of the work of Olmsted County government	7%	N=48	28%	N=206	44%	N=321	22%	N=162	100%	N=737
Generally acting in the best interests of the community	9%	N=63	43%	N=309	38%	N=271	11%	N=78	100%	N=721
Effectively planning for the future of the county	9%	N=63	38%	N=259	40%	N=267	13%	N=87	100%	N=676
Working through priority issues facing the county	8%	N=50	39%	N=250	40%	N=258	13%	N=80	100%	N=639
The value of Olmsted County services to the quality of life in my neighborhood	10%	N=71	47%	N=331	32%	N=229	11%	N=80	100%	N=711
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	7%	N=53	34%	N=239	45%	N=316	14%	N=100	100%	N=709

Table 15: Question 9 - Including Don't Know Responses

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of services provided by Olmsted County	10%	N=77	51%	N=405	25%	N=197	4%	N=29	12%	N=94	100%	N=803
Maintenance and repair of county roads	10%	N=84	43%	N=353	33%	N=273	9%	N=74	4%	N=31	100%	N=815
Snow and ice removal on county roads	20%	N=161	45%	N=373	22%	N=184	5%	N=39	8%	N=64	100%	N=822
Recycling and drop-off services at the Recycling Center Plus	27%	N=218	41%	N=332	15%	N=123	3%	N=21	15%	N=124	100%	N=818
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	26%	N=214	35%	N=285	11%	N=93	3%	N=22	25%	N=203	100%	N=816
Household hazardous waste drop-off services at Hazardous Waste Facility	25%	N=206	35%	N=289	11%	N=93	3%	N=26	25%	N=203	100%	N=817
Protection of recreational waters and drinking waters	12%	N=97	39%	N=315	17%	N=142	6%	N=45	26%	N=214	100%	N=813
County parks and recreation	22%	N=178	51%	N=420	15%	N=126	3%	N=25	8%	N=68	100%	N=816
Land use, planning and zoning, including permitting	6%	N=52	28%	N=225	24%	N=198	9%	N=77	32%	N=260	100%	N=812
Sheriff's office services	16%	N=128	34%	N=276	11%	N=91	2%	N=16	37%	N=300	100%	N=811
Probation monitoring	4%	N=32	14%	N=113	9%	N=72	4%	N=31	69%	N=558	100%	N=807
Vital records (birth/death/marriage certificates, driver's licenses)	18%	N=146	45%	N=368	13%	N=106	3%	N=21	21%	N=174	100%	N=814
Elections (absentee voting, voter registration)	26%	N=211	42%	N=342	10%	N=85	4%	N=29	18%	N=148	100%	N=815
Passports (applications, renewals)	17%	N=140	36%	N=290	8%	N=61	3%	N=21	37%	N=300	100%	N=812
Property records (plats, surveys, recording & abstracting)	15%	N=125	33%	N=268	9%	N=74	2%	N=15	40%	N=325	100%	N=808
Assessment process/property tax system	9%	N=71	29%	N=235	24%	N=192	8%	N=68	30%	N=238	100%	N=804
Disaster preparedness and response	10%	N=84	31%	N=248	14%	N=110	3%	N=25	42%	N=338	100%	N=806
Services to older adults	6%	N=50	25%	N=200	20%	N=165	7%	N=57	42%	N=337	100%	N=809
Services to children and families	8%	N=64	29%	N=231	20%	N=160	5%	N=42	39%	N=312	100%	N=809
Services to veterans	7%	N=56	17%	N=137	13%	N=107	9%	N=73	54%	N=438	100%	N=810

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Don't know		Total	
Mental and chemical health services	6%	N=46	20%	N=164	24%	N=192	10%	N=81	40%	N=322	100%	N=805
Public health services	11%	N=90	35%	N=285	23%	N=182	5%	N=42	26%	N=208	100%	N=807
Protecting vulnerable adults	5%	N=41	19%	N=152	17%	N=139	9%	N=72	50%	N=398	100%	N=803
Protecting children	6%	N=47	25%	N=200	19%	N=152	6%	N=45	45%	N=356	100%	N=801
Accessibility and functionality of county website	7%	N=57	34%	N=275	19%	N=155	4%	N=30	35%	N=284	100%	N=800
Financial assistance for low-income families	5%	N=41	18%	N=142	16%	N=127	6%	N=52	55%	N=441	100%	N=804
Services for people with disabilities	6%	N=45	22%	N=177	17%	N=134	5%	N=43	50%	N=400	100%	N=800
Disease prevention and control	12%	N=94	39%	N=317	20%	N=158	7%	N=54	23%	N=183	100%	N=806

Table 16: Question 9 - Excluding Don't Know Responses

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Total	
Overall quality of services provided by Olmsted County	11%	N=77	57%	N=405	28%	N=197	4%	N=29	100%	N=708
Maintenance and repair of county roads	11%	N=84	45%	N=353	35%	N=273	9%	N=74	100%	N=784
Snow and ice removal on county roads	21%	N=161	49%	N=373	24%	N=184	5%	N=39	100%	N=757
Recycling and drop-off services at the Recycling Center Plus	31%	N=218	48%	N=332	18%	N=123	3%	N=21	100%	N=694
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	35%	N=214	46%	N=285	15%	N=93	4%	N=22	100%	N=613
Household hazardous waste drop-off services at Hazardous Waste Facility	33%	N=206	47%	N=289	15%	N=93	4%	N=26	100%	N=614
Protection of recreational waters and drinking waters	16%	N=97	53%	N=315	24%	N=142	7%	N=45	100%	N=599
County parks and recreation	24%	N=178	56%	N=420	17%	N=126	3%	N=25	100%	N=748
Land use, planning and zoning, including permitting	9%	N=52	41%	N=225	36%	N=198	14%	N=77	100%	N=552
Sheriff's office services	25%	N=128	54%	N=276	18%	N=91	3%	N=16	100%	N=511
Probation monitoring	13%	N=32	46%	N=113	29%	N=72	12%	N=31	100%	N=248
Vital records (birth/death/marriage certificates, driver's licenses)	23%	N=146	57%	N=368	17%	N=106	3%	N=21	100%	N=640
Elections (absentee voting, voter registration)	32%	N=211	51%	N=342	13%	N=85	4%	N=29	100%	N=667
Passports (applications, renewals)	27%	N=140	57%	N=290	12%	N=61	4%	N=21	100%	N=513

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Total	
Property records (plats, surveys, recording & abstracting)	26%	N=125	56%	N=268	15%	N=74	3%	N=15	100%	N=482
Assessment process/property tax system	13%	N=71	41%	N=235	34%	N=192	12%	N=68	100%	N=566
Disaster preparedness and response	18%	N=84	53%	N=248	24%	N=110	5%	N=25	100%	N=467
Services to older adults	11%	N=50	42%	N=200	35%	N=165	12%	N=57	100%	N=472
Services to children and families	13%	N=64	46%	N=231	32%	N=160	8%	N=42	100%	N=497
Services to veterans	15%	N=56	37%	N=137	29%	N=107	20%	N=73	100%	N=372
Mental and chemical health services	10%	N=46	34%	N=164	40%	N=192	17%	N=81	100%	N=483
Public health services	15%	N=90	48%	N=285	30%	N=182	7%	N=42	100%	N=599
Protecting vulnerable adults	10%	N=41	37%	N=152	34%	N=139	18%	N=72	100%	N=405
Protecting children	11%	N=47	45%	N=200	34%	N=152	10%	N=45	100%	N=444
Accessibility and functionality of county website	11%	N=57	53%	N=275	30%	N=155	6%	N=30	100%	N=516
Financial assistance for low-income families	11%	N=41	39%	N=142	35%	N=127	14%	N=52	100%	N=362
Services for people with disabilities	11%	N=45	44%	N=177	34%	N=134	11%	N=43	100%	N=400
Disease prevention and control	15%	N=94	51%	N=317	25%	N=158	9%	N=54	100%	N=623

Table 17: Question 10

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12months?	Percent of respondents	Number
Yes	41%	N=327
No	59%	N=480
Total	100%	N=807

Table 18: Question 11 - Including Don't Know Responses

Rate the following aspects of your most recent contact with Olmsted County. (Please rate each characteristic below.)	Excellent		Good		Fair		Poor		Don't know		Total	
Services you were seeking met your needs	43%	N=140	36%	N=117	12%	N=39	10%	N=32	0%	N=1	100%	N=328
Staff listened to what you had to say	48%	N=160	34%	N=112	12%	N=39	6%	N=19	1%	N=2	100%	N=332
Staff was willing to help	48%	N=156	31%	N=102	13%	N=44	8%	N=25	1%	N=2	100%	N=329
Staff made you feel valued	42%	N=138	30%	N=99	18%	N=58	9%	N=28	2%	N=6	100%	N=329
Overall ease of finding and getting to the office	38%	N=127	33%	N=110	14%	N=45	9%	N=29	6%	N=20	100%	N=331
Overall ease of getting in contact with the office	35%	N=114	34%	N=113	21%	N=70	8%	N=28	1%	N=4	100%	N=329

Table 19: Question 11 - Excluding Don't Know Responses

Rate the following aspects of your most recent contact with Olmsted County. (Please rate each characteristic below.)	Excellent		Good		Fair		Poor		Total	
Services you were seeking met your needs	43%	N=140	36%	N=117	12%	N=39	10%	N=32	100%	N=327
Staff listened to what you had to say	48%	N=160	34%	N=112	12%	N=39	6%	N=19	100%	N=330
Staff was willing to help	48%	N=156	31%	N=102	13%	N=44	8%	N=25	100%	N=328
Staff made you feel valued	43%	N=138	31%	N=99	18%	N=58	9%	N=28	100%	N=323
Overall ease of finding and getting to the office	41%	N=127	35%	N=110	15%	N=45	9%	N=29	100%	N=312
Overall ease of getting in contact with the office	35%	N=114	35%	N=113	22%	N=70	9%	N=28	100%	N=324

Table 20: Question 12 - Including Don't Know Responses

What was your impression of the employee(s) of Olmsted County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledgeable	50%	N=165	31%	N=103	13%	N=42	5%	N=17	1%	N=4	100%	N=331
Responsive	47%	N=154	31%	N=102	14%	N=47	7%	N=23	1%	N=2	100%	N=329
Courteous	47%	N=154	32%	N=107	14%	N=47	6%	N=19	1%	N=3	100%	N=331
Overall impression	43%	N=142	35%	N=116	14%	N=45	7%	N=24	1%	N=3	100%	N=330

This question was only asked of those who reported having contact with a Olmsted County government office.

Table 21: Question 12 - Excluding Don't Know Responses

What was your impression of the employee(s) of Olmsted County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledgeable	50%	N=165	32%	N=103	13%	N=42	5%	N=17	100%	N=328
Responsive	47%	N=154	31%	N=102	14%	N=47	7%	N=23	100%	N=327
Courteous	47%	N=154	33%	N=107	14%	N=47	6%	N=19	100%	N=328
Overall impression	44%	N=142	35%	N=116	14%	N=45	7%	N=24	100%	N=327

This question was only asked of those who reported having contact with a Olmsted County government office.

Table 22: Question 13

Have you visited the Olmsted County website in the last two years?	Percent of respondents	Number
Yes	54%	N=444
No	46%	N=377
Total	100%	N=822

Table 23: Question 14 - Including Don't Know Responses

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
The website was easy to use	24%	N=104	54%	N=236	17%	N=75	4%	N=18	1%	N=3	100%	N=436
I was able to find the information needed	33%	N=146	49%	N=220	13%	N=58	4%	N=19	0%	N=1	100%	N=444
Easily accessible through my mobile device (phone, tablet)	22%	N=95	29%	N=127	13%	N=57	4%	N=16	33%	N=145	100%	N=440

This question was only asked of those who reported having contact with a Olmsted County government office.

Table 24: Question 14 - Excluding Don't Know Responses

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
The website was easy to use	24%	N=104	55%	N=236	17%	N=75	4%	N=18	100%	N=433
I was able to find the information needed	33%	N=146	50%	N=220	13%	N=58	4%	N=19	100%	N=443
Easily accessible through my mobile device (phone, tablet)	32%	N=95	43%	N=127	19%	N=57	5%	N=16	100%	N=295

This question was only asked of those who reported having contact with a Olmsted County government office.

Table 25: Question 15 - Including Don't Know Responses

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all.	Not a source		Minor source		Major source		Don't know		Total	
Newspapers (print or online)	37%	N=299	28%	N=224	31%	N=249	5%	N=40	100%	N=813
Other county residents (such as neighbors or friends)	21%	N=170	48%	N=384	27%	N=219	4%	N=29	100%	N=803
Olmsted County employees	53%	N=429	28%	N=229	11%	N=89	7%	N=57	100%	N=803
Olmsted County website (https://www.olmstedcounty.gov/)	29%	N=234	38%	N=308	27%	N=217	6%	N=45	100%	N=804
Other online resources	32%	N=257	32%	N=259	25%	N=198	11%	N=91	100%	N=805
Public/Community meetings	56%	N=455	29%	N=237	8%	N=62	6%	N=51	100%	N=806
Radio	41%	N=334	36%	N=289	18%	N=148	5%	N=37	100%	N=808
Phone calls to Olmsted County	59%	N=474	25%	N=203	10%	N=82	6%	N=50	100%	N=809
Reports, flyers or brochures	37%	N=296	46%	N=371	11%	N=86	6%	N=48	100%	N=801
Television news broadcasts/cable TV	28%	N=222	34%	N=270	36%	N=292	3%	N=21	100%	N=804
County social media accounts (Facebook, Twitter, YouTube, etc.)	52%	N=419	24%	N=194	18%	N=150	6%	N=49	100%	N=812
Information Desk	66%	N=534	20%	N=162	6%	N=51	8%	N=63	100%	N=810

Table 26: Question 15 - Excluding Don't Know Responses

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all.	Not a source		Minor source		Major source		Total	
Newspapers (print or online)	39%	N=299	29%	N=224	32%	N=249	100%	N=773
Other county residents (such as neighbors or friends)	22%	N=170	50%	N=384	28%	N=219	100%	N=773
Olmsted County employees	58%	N=429	31%	N=229	12%	N=89	100%	N=746
Olmsted County website (https://www.olmstedcounty.gov/)	31%	N=234	41%	N=308	29%	N=217	100%	N=759
Other online resources	36%	N=257	36%	N=259	28%	N=198	100%	N=713
Public/Community meetings	60%	N=455	31%	N=237	8%	N=62	100%	N=755
Radio	43%	N=334	38%	N=289	19%	N=148	100%	N=771
Phone calls to Olmsted County	62%	N=474	27%	N=203	11%	N=82	100%	N=758
Reports, flyers or brochures	39%	N=296	49%	N=371	11%	N=86	100%	N=753
Television news broadcasts/cable TV	28%	N=222	34%	N=270	37%	N=292	100%	N=784
County social media accounts (Facebook, Twitter, YouTube, etc.)	55%	N=419	25%	N=194	20%	N=150	100%	N=763
Information Desk	71%	N=534	22%	N=162	7%	N=51	100%	N=746

Table 27: Question 16 - Including Don't Know Responses

How important, if at all, is it for each of the following to be provided in Olmsted County parks? (Olmsted County parks: Chester Woods Park, Lake Zumbro Park, Root River Park, Oxbow Park and Zollman Zoo)	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Equipment rentals such as canoes, paddleboats, snowshoes, skis	20%	N=164	31%	N=254	27%	N=227	10%	N=86	12%	N=95	100%	N=826
Overnight accommodations for tents and RVs	13%	N=111	27%	N=220	31%	N=254	14%	N=117	14%	N=119	100%	N=820
Community events	21%	N=176	36%	N=295	27%	N=222	7%	N=54	9%	N=74	100%	N=821
Programs for learning about nature and outdoor recreation	29%	N=237	35%	N=287	25%	N=202	4%	N=32	8%	N=62	100%	N=820
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	46%	N=379	31%	N=256	12%	N=102	4%	N=29	7%	N=57	100%	N=822
Winter recreation such as skiing, snowshoeing, fat tire bikes	33%	N=271	33%	N=267	19%	N=159	6%	N=50	9%	N=74	100%	N=820
Increase number of camper cabins in parks	11%	N=88	14%	N=116	31%	N=258	23%	N=192	21%	N=169	100%	N=824
Ability to include leashed dogs on park trails	24%	N=194	25%	N=202	21%	N=175	18%	N=150	12%	N=100	100%	N=820
Food trucks or food vendors	12%	N=100	21%	N=170	35%	N=284	23%	N=187	10%	N=83	100%	N=823
Rental space for community meetings and events	15%	N=120	29%	N=237	35%	N=288	11%	N=92	10%	N=85	100%	N=823
Safe public access to lakes and streams	42%	N=343	35%	N=292	12%	N=102	3%	N=26	7%	N=60	100%	N=824
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	36%	N=298	31%	N=251	20%	N=167	3%	N=22	10%	N=85	100%	N=823
Sports recreation activities such as disc golf, archery, gaga ball	20%	N=160	28%	N=232	32%	N=258	10%	N=83	10%	N=82	100%	N=815
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	31%	N=254	31%	N=253	23%	N=193	4%	N=32	11%	N=90	100%	N=823
Increase wildlife viewing areas such as birding blinds	18%	N=148	24%	N=194	36%	N=296	11%	N=92	11%	N=90	100%	N=820
Other (please specify	15%	N=63	6%	N=26	3%	N=12	7%	N=28	69%	N=290	100%	N=419

Table 28: Question 16 - Excluding Don't Know Responses

How important, if at all, is it for each of the following to be provided in Olmsted County parks? (Olmsted County parks: Chester Woods Park, Lake Zumbro Park, Root River Park, Oxbow Park and Zollman Zoo)	Essential		Very important		Somewhat important		Not at all important		Total	
Equipment rentals such as canoes, paddleboats, snowshoes, skis	22%	N=164	35%	N=254	31%	N=227	12%	N=86	100%	N=731
Overnight accommodations for tents and RVs	16%	N=111	31%	N=220	36%	N=254	17%	N=117	100%	N=701
Community events	24%	N=176	39%	N=295	30%	N=222	7%	N=54	100%	N=748
Programs for learning about nature and outdoor recreation	31%	N=237	38%	N=287	27%	N=202	4%	N=32	100%	N=758
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	49%	N=379	33%	N=256	13%	N=102	4%	N=29	100%	N=765
Winter recreation such as skiing, snowshoeing, fat tire bikes	36%	N=271	36%	N=267	21%	N=159	7%	N=50	100%	N=746
Increase number of camper cabins in parks	13%	N=88	18%	N=116	39%	N=258	29%	N=192	100%	N=655
Ability to include leashed dogs on park trails	27%	N=194	28%	N=202	24%	N=175	21%	N=150	100%	N=721
Food trucks or food vendors	13%	N=100	23%	N=170	38%	N=284	25%	N=187	100%	N=740
Rental space for community meetings and events	16%	N=120	32%	N=237	39%	N=288	12%	N=92	100%	N=737
Safe public access to lakes and streams	45%	N=343	38%	N=292	13%	N=102	3%	N=26	100%	N=763
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	40%	N=298	34%	N=251	23%	N=167	3%	N=22	100%	N=739
Sports recreation activities such as disc golf, archery, gaga ball	22%	N=160	32%	N=232	35%	N=258	11%	N=83	100%	N=733
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	35%	N=254	35%	N=253	26%	N=193	4%	N=32	100%	N=733
Increase wildlife viewing areas such as birding blinds	20%	N=148	27%	N=194	41%	N=296	13%	N=92	100%	N=730
Other (please specify)	49%	N=63	20%	N=26	9%	N=12	22%	N=28	100%	N=129

Table 29: Question 17 - Including Don't Know Responses

How important, if at all, is it for each of the following activities or services be offered at Graham Park?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Arenas	25%	N=192	31%	N=237	22%	N=170	6%	N=43	17%	N=130	100%	N=772
Exhibition Building	23%	N=184	30%	N=246	23%	N=186	6%	N=47	18%	N=145	100%	N=808
Farmer's Market	41%	N=338	37%	N=298	12%	N=96	1%	N=9	9%	N=73	100%	N=814
Outdoor entertainment and picnic areas	30%	N=244	38%	N=308	18%	N=142	4%	N=28	11%	N=86	100%	N=808
Festivals and events	34%	N=275	38%	N=307	16%	N=129	3%	N=27	10%	N=77	100%	N=815
Event rental	17%	N=141	33%	N=265	28%	N=224	7%	N=55	16%	N=126	100%	N=812

Table 30: Question 17 - Excluding Don't Know Responses

How important, if at all, is it for each of the following activities or services be offered at Graham Park?	Essential		Very important		Somewhat important		Not at all important		Total	
Arenas	30%	N=192	37%	N=237	26%	N=170	7%	N=43	100%	N=642
Exhibition Building	28%	N=184	37%	N=246	28%	N=186	7%	N=47	100%	N=663
Farmer's Market	46%	N=338	40%	N=298	13%	N=96	1%	N=9	100%	N=741
Outdoor entertainment and picnic areas	34%	N=244	43%	N=308	20%	N=142	4%	N=28	100%	N=722
Festivals and events	37%	N=275	42%	N=307	18%	N=129	4%	N=27	100%	N=737
Event rental	21%	N=141	39%	N=265	33%	N=224	8%	N=55	100%	N=685

Table 31: Question 18

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	Percent of respondents	Number
Essential	61%	N=510
Very important	23%	N=192
Somewhat important	12%	N=96
Not at all important	2%	N=13
Don't know	3%	N=21
Total	100%	N=833

Table 32: Question 19

If you feel affordable housing is a concern, what types of affordable housing are lacking in Olmsted County? (Please select all that apply.).	Percent	Number
Apartments/condos	42%	N=319
Senior housing	39%	N=298
Student housing	21%	N=159
Entry-level housing/low-income housing	64%	N=484
Veteran housing	26%	N=197
Affordable middle-income housing	61%	N=457
Single-family homes	43%	N=323
Housing for the disabled	31%	N=230
Other (please specify)	5%	N=36

Total may exceed 100% as respondents could select more than one response.

Table 33: Question D1

How long have you lived in Olmsted County?	Percent of respondents	Number
Less than 2 year	8%	N=71
2-5 years	12%	N=104
6-10 years	11%	N=89
11-15 years	8%	N=64
16-20 years	6%	N=46
Over 20 years	55%	N=462
Total	100%	N=836

Table 34: Question D2

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	65%	N=541
House attached to one or more houses (e.g., a duplex or townhome)	10%	N=80
Building with two or more apartments or condos	22%	N=183
Manufactured or mobile home	1%	N=12
Other	2%	N=19
Total	100%	N=836

Table 35: Question D3

Is this house, apartment or mobile home…	Percent of respondents	Number
Rented for cash or occupied without cash payment	24%	N=193
Owned by you or someone in this house with a mortgage or free and clear	76%	N=608
Total	100%	N=801

Table 36: Question D4

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	56%	N=466
Employed part-time	6%	N=50
Homemaker	32%	N=268
Retired	2%	N=21
Student	1%	N=11
Unemployed, looking for work	2%	N=20
Total	100%	N=835

Table 37: Question D5

Which category contains your age?	Percent of respondents	Number
18-24	3%	N=22
25-34	22%	N=184
35-44	13%	N=109
45-54	16%	N=129
55-64	16%	N=132
65-74	17%	N=138
75-84	9%	N=79
85 +	5%	N=38
Total	100%	N=832

Table 38: Question D7

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	97%	N=782
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=26
Total	100%	N=808

Table 39: Question D8

What is your race?	Percent	Number
American Indian or Alaskan Native	1%	N=10
Asian, Asian Indian or Pacific Islander	5%	N=44
Black or African American	3%	N=22
White or Caucasian	90%	N=750
Other	3%	N=28

Total may exceed 100% as respondents could select more than one response.

Table 40: Question D9a

Children age 17 years and under:	Percent of respondents	Number
None	77%	N=651
One	8%	N=65
Two	10%	N=82
Three	4%	N=30
Four	1%	N=6
Five or more	1%	N=8
Total	100%	N=842

Table 41: Question D9b

Adults under age 65:	Percent of respondents	Number
None	35%	N=291
One	23%	N=191
Two	37%	N=312
Three	4%	N=33
Four	1%	N=10
Five or more	1%	N=5
Total	100%	N=842

Table 42: Question D9c

Adults age 65 years and over	Percent of respondents	Number
None	69%	N=577
One	17%	N=146
Two	14%	N=116
Three	0%	N=1
Four	0%	N=0
Five or more	0%	N=1
Total	100%	N=842

Table 43: Question D10

Please indicate your household's annual income:	Percent of respondents	Number
Under $25,000	10%	N=78
$25,000-$49,999	16%	N=125
$50,000-$74,999	16%	N=126
$75,000-$99,999	17%	N=131
$100,000-$124,999	12%	N=96
$125,000-$149,999	9%	N=66
$150,000-$199,999	10%	N=73
$200,000 or more	10%	N=76
Total	100%	N=771

Table 44: Question D11

Please indicate your education level:	Percent of respondents	Number
Less than high school degree	1%	N=9
High school degree	12%	N=96
Vocational / 2-year degree	12%	N=100
Some college, no degree	9%	N=77
4-year degree	33%	N=270
Master's degree or higher	33%	N=274
Total	100%	N=826

Appendix B: Verbatim Responses to Survey Questions

Following are verbatim responses to open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

Question 3: What one thing do you like most about living in Olmsted County? (Other, please specify)

♦ access to excellent health care, Mayo Clinic and economic resources that it brings to the county
♦ Access to healthcare
♦ Access to high quality medical care
♦ Availability of Mayo Clinic for healthcare and employment
♦ Big town diversity and amenities in a smaller town.
♦ Career opportunities
♦ Close to family
♦ Close to my family.
♦ convenience
♦ Don't know
♦ ease of getting around
♦ Easy commuting, good homeschool community, variety of things to do like quarry hill, movies, history museums, downtown festivals etc
♦ Economy, good opportunities
♦ Employment
♦ Family is here
♦ I can meet and experience cultures and people from around the world while only having around 100,000 people
♦ I grew up here
♦ I live here because family lives here
♦ I would rather live in different county but ended up in Olmsted
♦ Job
♦ Job opportunities
♦ Many "big city" amenities (restaurants, entertainment, shopping) without "big city" traffic/congestion
♦ Mayo Clinic
♦ Mayo Clinic
♦ Mayo Clinic
♦ Mayo Clinic Health Care
♦ Mayo Clinic Healthcare

♦ medical

♦ medical

♦ my employment/job

♦ No traffic

♦ Nothing, I was born and raised here and have hated it my entire life.

♦ Proximity to Mayo Clinic

♦ Restaurants

♦ That I can leave soon

♦ The Medical Care

♦ Who made this up.....why not just have everyone prioritize the top 5 things that are important to them....this is horrible.

♦ Work

Question 16: How important, if at all, is it for each of the following to be provided in Olmsted County parks? (Olmsted County parks: Chester Woods Park, Lake Zumbro Park, Root River Park, Oxbow Park and Zollman Zoo) (Other)

♦ Areas for motorized activities such as Class 1 ATV/UTV's

♦ Park Police.

♦ "Horseback riding" does NOT go with hiking, canoeing and biking. Why are they included together in a question. You cannot bike and hike on a horse trail with horseback riders..

♦ Access for all to bike, hike, & walk.

♦ access to snowmobile trails and ATV trails

♦ Accessible Restroom facilities (especially in winter)

♦ Add a CURLING facility with designated ice to recreation activities

♦ benches along the hiking paths

♦ Better manage the geese population that has dirtied our public waters and city parks

♦ Better quality off leash dog parks that have areas to walk/hike, not just large open fields

♦ Bicycle Access,

♦ Bicycle and pedestrian infrastructure

♦ Bike lanes on roads or wide shoulders.

♦ Clean maintained areas

♦ Clear signage and easily information on services and trails (including distances and usage (walking, biking, horses, etc.)

♦ Concerts at Mayo Civic center all types of music. I remember when Bon Jovi,(video Wanted Dead or Alive was filmed at the Civic center) White Snake came around to the civic center. ,bring back concerts... concerts will bring revenue.

♦ don't have any other ideas.

♦ Don't know

♦ Don't know

♦ Don't know

♦ Educational kiosks on proper behavior to protect the public resources.

♦ Essential to give people opportunity to spend time outside and enjoy/appreciate nature. I prefer non-motorized areas (ie. quiet).

♦ Expand the scope of what Olmsted does have.

♦ Expansive bike trail connectivity that enables associated services such as B&B's, bike tour companies, cafes, restaurants, shuttles.

♦ fees for facilities are very excessive

♦ Green space for people to do things by themselves, such as paint, take pictures, do yoga, have a family picnics, etc . Today, green spaces are used for play or community events, not for the individual arts and self-care.

♦ Have some "family" trails with NO DOGS

♦ I don't know

♦ Increased Marketing

♦ Keep up the good work with maintaining and improving county parks and regularly ask visitors what they recommend. I really like educational offerings from the park system - events, signage

♦ More library options! Current system only serves downtown well, it's horrible trying to get little kids into the library. Still no play areas or story time options for kids in library post-covid.

♦ Nada

♦ Need to keep the 3 public golf courses (including Soldier's field). If you cannot break even with the courses then get new management.

♦ no other questions

♦ No Parks fees

♦ none

♦ none

♦ Nothing

♦ Nothing

♦ Nothing I can add here.

♦ nothing to add

♦ plant or allow planting of edible plants such as blueberry, asparagus, and raspberry bushes in public areas

♦ public restrooms available in all seasons

♦ Pulling diseased Trees for free /such as dutch elm disease

♦ Quality playgrounds and activity centers for children are sorely needed! Affordable and accessible splash pads and swimming pools are needed!

♦ Really makes me mad that the county bought the Seneca building. Waste of funds, just let Mayo have it

♦ Repair the bike repair stations

♦ Restroom facilities/port-a-johns onsite at parks and rec areas

♦ Save the rookery and other animal habitats. Stop all the unnecessary development.

♦ Snowmobile trails

♦ Someplace to walk outside in the winter--with cleared paths
♦ Trash cans and bathrooms!!
♦ Walking bridge access to Quarry Hill park from Century Hills subdivision.
♦ water parks
♦ X
♦ You are turning an important opportunity into a useless tool....this is too much!
♦ Z

Question 19: If you feel affordable housing is a concern, what types of affordable housing are lacking in Olmsted County? (Please select all that apply.) (Other, please specify)

♦ Affordable housing for disabled but not necessarily just physically disabled. I have an autistic 24 yr old son who desperately wants to live on his own with support. We've been searching for three years for an appropriate apartment. He feels like he has run out of options and his mental health is suffering greatly as a result. It is very sad and we don't know what to do. There's nothing out there for him!
♦ Affordable Senior Housing
♦ Affordable townhouses
♦ don't know
♦ Don't know
♦ Housing for children/teens/adults in mental health crisis that are not involved with the law
♦ I'm a global warming alarmist. I think single people should have the option to live in dormitory type places.
♦ Investment companies should not be allowed to purchase all the affordable homes. They are buying the houses that people can afford, renting them out at an increased rent, and driving up the cost of the rental housing market by controlling what is available to buy and rent. It seems that all of the houses less than $200k are purchased sight-unseen before they are available to the rest of the market, turned into rental homes, and rented out at inflated costs.
♦ let builders and economy take care of itself
♦ None needed, more brings in criminals.
♦ Not sure as I own   my home and my oldest no longer lives in Rochester
♦ Single level homes. There are very few ranch style homes in the area. These are essential for the disabled and seniors. I eventually will need to move into a single level home/condo and feel my choices are very limited. Staying in apartment style senior living is not appealing to everyone.
♦ Stop raising the taxes, layoff the zoning and other unnecessary permitting fees (i.e. taxes) and burdensome building requirements that only serve to increase the cost of housing and not improve. Have some common sense -- that all.
♦ tiny homes
♦ Tiny house community
♦ We can't afford to house everyone who would arrive here without means.

♦ When I hear affordable housing to me it is people getting rich off of building and renting the so called affordable housing and the tax payers paying the difference to make it affordable. Since there was no area for comments. I believe the people that talk about other people being racist are really the ones that are racist. Why is it most surveys or questionaries ask about race? I also believe everyone has the right to earn there own living and contribute to society. Government is enabling people to think they do not have to contribute to society with the free handouts and affordable housing to those that are capable of working. I am all for helping those that are disabled or other special circumstances. Being lazy is not one!!!

Appendix C: Survey Results by Respondent Characteristics

Understanding the Tables

For most of the questions, for ease of comparison, responses have been condensed to show only average ratings on the 100-point scale across all response options (0=poor and 100=excellent or 0=very unsafe and 100=very safe).

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different. Categories were not used in comparisons when a column proportion was equal to zero or one.

For example, in Table 45 on the following page, respondents in Districts 2 and 4 had the same average rating for overall quality of life in Olmsted County. Each of these cells contains a "C", indicating that this rating is statistically significantly higher than the rating in Column C – which corresponds to District 3. Of course, the cells for Districts 2 and 4 do not contain a B, D or F, because they have the same rating, and these are not statistically significantly different. However, Column E and F do contain the letters A, B, C and D, indicating that the average rating of District 5 and 6 is also higher than that of District 1, District 2, District 3 and District 4. The ratings for District 1 and 3 are not statistically different than each other, as none contain a letter representing the other columns.

In some cases, survey results are displayed for subgroups within two characteristics, e.g., within sex and age of respondent. The lettering of the columns begins again on the next characteristic. So female is Column A, male is Column B, while age 18 to 34 years old is Column A again, followed by 35 to 54 years old in Column B and 55+ years old in Column C. Obviously, the letters in the in the cells only refer to differences within that characteristic, not to differences within the other characteristic.

Survey Results by District

Table 45: Question #1 by County Commissioner District

Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
How would you rate your overall quality of life in Olmsted County?	66	71 C	64	71 C	80 A B C D	79 A B C D	77 A C D

Table 46: Question #1 by County Commissioner District

How would you rate your overall quality of life in Olmsted County?	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Excellent	28%	28%	26%	24%	45% D	41%	38%
Good	52%	57%	49%	64%	49%	55%	55%
Fair	11%	14%	17% F	11%	6%	4%	6%
Poor	9% D G	1%	8% D	1%	0%	0%	1%
Total	100%	100%	100%	100%	100%	100%	100%

Table 47: Question #2 by County Commissioner District

How would you rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Olmsted County as a place to live	65	71	67	67	76 A C D	78 A B C D	74 A C D
Olmsted County as a place to raise a family	64	76 A D	69	66	80 A C D	80 A C D	76 A C D
Olmsted County as a place to work	67	74 A C D	66	66	78 A C D	80 A B C D	75 A C D
Olmsted County as a place to retire	51	58 D	52	45	52	59 D	52
Olmsted County as a place where all residents treat each other with respect	51 C	52 C	43	46	60 A B C D	63 A B C D G	56 C D
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	40	52 A C	42	48 A	53 A C	60 A B C D G	53 A C
Openness and acceptance of people of diverse backgrounds	47	54 C	42	49	62 A B C D	60 A C D	58 A C D
Employment opportunities	66	65	62	66	74 A B C D G	71 C	67
Educational opportunities	58	66 C	51	63 C	68 A C	68 A C	64 C
Availability of affordable housing	24	25	19	30 C	32 A C	27	27 C
Availability of affordable child care	24	27	22	26	31	32	26
Availability of affordable health care	40	51 A	48	43	51 A D	56 A D	49 A
Availability of public transportation options	40	50 A	44	48	48	44	52 A C
Overall image or reputation of Olmsted County	64 D	66 C D	59	58	69 C D	71 A C D	68 C D

How would you rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Economic health of Olmsted County	60	66	60	62	70 A C D	77 A B C D E G	65

Table 48: Question #3 by County Commissioner District

What one thing do you like most about living in Olmsted County?	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Location	10%	17%	16%	23%	10%	11%	16%
Open space	1%	3%	6%	7%	4%	6%	5%
Parks/lakes	16% D	8%	18% D G	3%	5%	7%	5%
Quality of life in general	28%	46%	31%	28%	48% D	48% A D	35%
My neighborhood	18%	7%	8%	8%	10%	8%	8%
Schools	2%	3%	1%	1%	4%	0%	4%
Low taxes	2%	0%	0%	0%	0%	0%	0%
People	4%	5%	5%	2%	2%	6%	2%
Rural/small town feel	8%	2%	5%	21% B C F	11%	5%	19% B C F
Other	10%	9%	10%	6%	5%	9%	5%
Total	100%	100%	100%	100%	100%	100%	100%

Table 49: Question #4 by County Commissioner District

Please rate how safe or unsafe you feel in Olmsted County: Average rating on a 100-point scale; 100=very safe, 0=very unsafe	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
While in Olmsted County government buildings	83	87	86	84	91 A D G	90 A D	85
While in your neighborhood	76	79	79	85 A B C	91 A B C	89 A B C	86 A B C
While using Olmsted County parks and/or trails	74 D	74 D	69	66	80 C D G	79 C D G	71
From property crimes (e.g., burglary, theft)	61	62	62	59	72 A B C D G	74 A B C D G	62
From violent crimes (e.g., rape, assault, robbery)	64	70	71	66	79 A B C D G	80 A B C D G	67
From illegal drug activity (e.g., manufacturing or selling drugs)	63	60	58	56	74 A B C D G	73 A B C D G	59
From identity theft (e.g., fraud, scams, credit card theft)	57	58	54	53	69 A B C D G	65 A B C D G	56
From drunk or impaired drivers on county roads	50	60 A C	51	53	67 A C D G	66 A C D	60 A C D
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	39	49 A C D	40	40	53 A C D G	53 A C D G	45
From domestic violence	75	82	75	79	89 A C D	89 A B C D	85 A C
While in schools or places of worship	71	80 A	74	79 A	85 A C	84 A C	79 A

Table 50: Question #5 by County Commissioner District

Please rate to what degree, if at all, each of the following is a problem in Olmsted County: Average rating on a 100-point scale; 100=major problem, 0=not a problem	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Crime	42	55 A F	52 A	58 A E F	51 A	45	54 A F
Traffic safety	50 E F	43	50 E F	44	41	41	43
Traffic congestion	37	38	46 A D E F G	33	35	32	37
Poverty	56 E G	57 E G	65 A B D E F G	54 G	48	52	47
Homelessness	59 G	63 E F G	69 A D E F G	56	53	54	51
Lack of livable wage jobs	58 D E G	52	64 B D E F G	49	47	50	47
High taxes	67 F	60	64	74 B C F	66 F	55	76 A B C E F
Lack of opportunities for people of color	50 E G	47 E	63 A B D E F G	41	35	40	38
Discrimination/attitudes towards diverse people	50 E G	49 E G	61 A B D E F G	48 E G	37	42	39
Lack of housing options	71 E	72 D E	76 D E G	63	55	68 E	63

Table 51: Question #6 by County Commissioner District

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	District 5 (E)	District 6 (F)	District 7 (G)
Exposure to radon	33	40	40	36	31	36	38
Quality of outdoor air	30 E G	27 E	30 E G	25	18	29 E	22
Safety of food in public establishments	24 E	27 E	30 E G	28 E	15	25 E	22
Mold contamination at home or at work	30 E F	26 E	33 D E F G	24 E	17	22	22
Proper disposal of garbage	25 E	27 E	34 A D E G	24 E	15	29 E	24 E
Quality of drinking water	37 E G	32 E	32 E	30 E	21	33 E G	24
Quality of water in lakes and streams	46 E	48 E	50 E	45 E	31	46 E	44 E
Quantity of useable water supply	37 D E G	30 E	33 E	28 E	18	31 E	27 E

Table 52: Question #7 by County Commissioner District

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Bullying	49	54	59 F	55	50	49	51
Depression, anxiety, or other mental health challenges	69	66	69	65	63	67	63
Social isolation	66	59	62	60	59	61	63
Suicide/attempted suicide	52	54	60 E F G	55	47	49	48
Environmental hazards (polluted water, toxic waste)	37 E	36 E	37 E	40 E	27	36 E	39 E
Tobacco use (including E-cigarettes and chewing tobacco)	41	45	47	52 A E F G	38	42	41
Underage alcohol use	36	52 A E	51 A E	58 A E F G	42	46 A	45
Excessive alcohol use among adults	52 E	48	59 B E G	56 E	43	52	49
Illicit drug use	58	57	65	67 B F	58	57	63
Misuse of prescribed medications	44	44	61 A B E	60 A B E	50	52	52
The support of older adults	54	52	57	54	48	53	52
The support of persons with disabilities	49	51	58 D E G	49	45	51	48
The support of persons with mental health challenges	60	60	68 E	60	57	63	60
Quality of parenting skills of parents of children ages 0-17	51	53	61 A F	54	55	52	59
The adequacy of school readiness for children	60 B D E F G	45	59 B D E F G	45	41	46	46

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	District 5 (E)	District 6 (F)	District 7 (G)
Spread of infectious diseases	48	47	58 A B D E F G	49	42	48	45
Overweight adults	53	58	56	63 A F	62 A	54	61
Overweight children	55	59	60	61	62	55	63
Abuse and neglect of older adults	54	49	57 E G	53	46	50	48
Abuse and neglect of children	54	57	63 E	58	52	54	56
Domestic violence	51	57 E	63 A E F G	57 E	43	49	50

Table 53: Question #8 by County Commissioner District

Please rate the following categories of Olmsted County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
The job Olmsted County government does of providing information to residents	50	55 C D	47	46	58 A C D	52	52
The job Olmsted County government does of listening to residents	38	44 D	43	36	49 A D G	47 A D	40
The job Olmsted County government does at managing tax dollars	39	44 D G	42 D G	31	39 D G	45 D G	31
The value of services for the taxes paid to Olmsted County	40	49 A D G	44 D G	33	43 D G	48 A D G	35
My knowledge of the work of Olmsted County government	38	37	43	41	43	39	37
Generally acting in the best interests of the community	50	53	50	46	51	51	48
Effectively planning for the future of the county	48	50	51	44	49	49	46
Working through priority issues facing the county	46	52 D	48	43	52 D G	49	44
The value of Olmsted County services to the quality of life in my neighborhood	52	55 D	50	46	55 D	56 D	50
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	38	50 A D	43	41	53 A C D G	47 A	43

Table 54: Question #9 by County Commissioner District

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Overall quality of services provided by Olmsted County	54	62 A D	55	54	62 A D	64 A C D	58
Maintenance and repair of county roads	52	53	54	49	53	54	51
Snow and ice removal on county roads	64	65	61	59	62	64	62
Recycling and drop-off services at the Recycling Center Plus	71 D	75 D	70 D	62	68	72 D	69
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	71	77 D E	71	64	69	74 D	71
Household hazardous waste drop-off services at Hazardous Waste Facility	68	74 D	70	63	70	74 D	71 D
Protection of recreational waters and drinking waters	54	60	60	58	66 A D	58	59
County parks and recreation	61	68	66	63	71 A D	69 A D	69 A D
Land use, planning and zoning, including permitting	52 D	51 D	49	41	53 D	47	49
Sheriff's office services	69 C	66 C	56	65 C	72 C	70 C	71 C
Probation monitoring	42	64 A D G	52	47	58 A	69 A C D G	49
Vital records (birth/death/marriage certificates, driver's licenses)	67	71 D	65	61	69 D	68	66
Elections (absentee voting, voter registration)	67	75 A D	70	64	75 A D	73 D	68
Passports (applications, renewals)	68	74 D	67	62	72 D	74 D	68
Property records (plats, surveys, recording & abstracting)	62	73 A D	67	62	74 A D G	74 A D G	65

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Assessment process/property tax system	52	60 C D G	51	45	57 D G	54 D	46
Disaster preparedness and response	57	64 D	63	54	70 A D G	62	61
Services to older adults	51	54	45	49	55	48	53
Services to children and families	54	55	47	49	58 C D	61 C D	58 C D
Services to veterans	46	46	48	39	55 D	58 D	55 D
Mental and chemical health services	50	50	40	42	43	49	46
Public health services	57	58	53	51	62 C D	62 C D	55
Protecting vulnerable adults	48	48	42	46	43	53	49
Protecting children	54	54	45	49	54 C	58 C D	53
Accessibility and functionality of county website	56	62 C D	52	50	60 C D	61 C D	56
Financial assistance for low-income families	46	53	43	42	55 C D	54 D	53 D
Services for people with disabilities	48	53	43	50	57 C	58 C	56 C
Disease prevention and control	52	62 A D	54	51	60 D	64 A C D	59

Table 55: Question #10 by County Commissioner District

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Yes	32%	39%	46%	37%	45%	42%	43%
No	68%	61%	54%	63%	55%	58%	57%
Total	100%	100%	100%	100%	100%	100%	100%

Table 56: Question #11 by County Commissioner District

Rate the following aspects of your most recent contact with Olmsted County. Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Services you were seeking met your needs	67	76 G	67	72	80 C G	68	62
Staff listened to what you had to say	72	81 C	66	72	81 C	77	75
Staff was willing to help	69	82 C	67	71	79	72	72
Staff made you feel valued	63	78 C	63	67	77 C	69	65
Overall ease of finding and getting to the office	74 C	75 C	59	69	76 C	67	67
Overall ease of getting in contact with the office	65	74 C	52	62	73 C	67 C	65 C

Table 57: Question #12 by County Commissioner District

What was your impression of the employee(s)? Average rating on a 100-point scale; 100=excellent, 0=poor	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	District 5 (E)	District 6 (F)	District 7 (G)
Knowledgeable	74	84 C D	61	71	85 C D	78 C	77 C
Responsive	74 C	81 C D	53	67 C	84 C D	76 C	75 C
Courteous	76 C	83 C D	58	69	82 C D	76 C	73 C
Overall impression	74 C	77 C	55	70 C	81 C	74 C	73 C

Table 58: Question #13 by County Commissioner District

Have you visited the Olmsted County website in the last two years?	District 1 (A)	District 2 (B)	District 3 (C)	District 4 (D)	District 5 (E)	District 6 (F)	District 7 (G)
Yes	50%	60%	55%	48%	61%	50%	55%
No	50%	40%	45%	52%	39%	50%	45%
Total	100%	100%	100%	100%	100%	100%	100%

Table 59: Question #14 by County Commissioner District

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website: Average rating on a 100-point scale; 100=excellent, 0=poor	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
The website was easy to use	70 F	69	64	62	70 F	61	67
I was able to find the information needed	71	75 F	68	66	75 F	65	73
Easily accessible through my mobile device (phone, tablet)	72	64	62	62	69	66	74

Table 60: Question #15 by County Commissioner District

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all. Average rating on a 100-point scale; 100=major source, 0=not a source	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Newspapers (print or online)	42	41	53 B	45	45	50	50
Other county residents (such as neighbors or friends)	46	50	51	50	53	61 A B C D	59 A
Olmsted County employees	26	24	37 A B E F G	30	26	25	22
Olmsted County website (https://www.olmstedcounty.gov/)	49	54	51	46	53	45	46
Other online resources	36	52 A	44	42	50 A	48 A	49 A
Public/Community meetings	25 B	16	22	24	27 B	23	29 B
Radio	37	29	42 B	42 B	42 B	37	37
Phone calls to Olmsted County	18	27	22	24	26	24	26
Reports, flyers or brochures	34	38	37	32	37	37	38
Television news broadcasts/cable TV	44	54	58 A	55 A	54	55	59 A
County social media accounts (Facebook, Twitter, YouTube, etc.)	32	30	34	31	43 B D F G	25	31
Information Desk	18	14	18	14	24 B D G	20	16

Table 61: Question #16 by County Commissioner District

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating on a 100-point scale; 100=essential, 0=not at all important	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Equipment rentals such as canoes, paddleboats, snowshoes, skis	62 B D	52	59	52	56	56	56
Overnight accommodations for tents and RVs	54 D F	56 D F	50 D	42	50	43	49
Community events	62 D	60 D	65 D	50	63 D	60 D	60 D
Programs for learning about nature and outdoor recreation	67 D	66 D	68 D	57	67 D	69 D	65 D
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	77 D	79 D	76 D	68	78 D	80 D	77 D
Winter recreation such as skiing, snowshoeing, fat tire bikes	64	70	69	63	69	72 D G	64
Increase number of camper cabins in parks	39	44 D F G	42	34	46 D F G	33	34
Ability to include leashed dogs on park trails	60 D G	52	61 D G	47	59 D G	51	49
Food trucks or food vendors	44	39	46 F	39	46 F	37	41
Rental space for community meetings and events	55 D F	52	57 D F	45	55 D F	44	49
Safe public access to lakes and streams	77 D	78 D	74 D	67	77 D	76 D	76 D
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	70	71	72 D	63	73 D	73 D	73 D
Sports recreation activities such as disc golf, archery, gaga ball	58	53	62 D F G	51	59	51	51
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	76 D E G	70 D G	72 D G	61	65	68 G	58

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating on a 100-point scale; 100=essential, 0=not at all important	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Increase wildlife viewing areas such as birding blinds	56 D	53	56 D	45	53	51	49

Table 62: Question #17 by County Commissioner District

How important, if at all, is it for each of the following activities or services offered at Graham Park? Average rating on a 100-point scale; 100=essential, 0=not at all important	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Arenas	59	68 D	63	58	63	66	66 D
Exhibition Building	55	72 A D E G	65 A D	56	61	64 D	62
Farmer's Market	83 D E G	80 D E G	81 D E G	70	73	81 D E G	71
Outdoor entertainment and picnic areas	67	75 A D	71 D	62	70 D	70 D	68
Festivals and events	70	73 D	75 D	65	72 D	71	72 D
Event rental	56	59	59	54	62 D G	59	54

Table 63: Question #18 by County Commissioner District

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	District 1	District 2	District 3	District 4	District 5	District 6	District 7
	(A)	(B)	(C)	(D)	(E)	(F)	(G)
Essential	68%	74% D G	65%	53%	63%	70%	51%
Very important	24%	17%	22%	30%	21%	19%	29%
Somewhat important	7%	8%	13%	13%	15%	10%	16%
Not at all important	1%	1%	0%	3%	1%	1%	3%
Total	100%	100%	100%	100%	100%	100%	100%

Survey Results by Age and Gender of Respondent

Table 64: Question #1 by Age and Gender of Respondent

Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
How would you rate your overall quality of life in Olmsted County?	70	73	75 A	71	75 A

Table 65: Question #1 by Age and Gender of Respondent

How would you rate your overall quality of life in Olmsted County?	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Excellent	34%	31%	35%	32%	35%
Good	48%	58%	56%	53%	56%
Fair	11%	9%	9%	10%	9%
Poor	7% B C	2%	1%	5% B	1%
Total	100%	100%	100%	100%	100%

Table 66: Question #2 by Age and Gender of Respondent

How would you rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Olmsted County as a place to live	68	71	73 A	69	74 A
Olmsted County as a place to raise a family	72	75	73	73	74
Olmsted County as a place to work	70	73	74	72	74
Olmsted County as a place to retire	50	51	55	51	56 A
Olmsted County as a place where all residents treat each other with respect	55	52	53	55	52
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	46	51	52 A	50	52
Openness and acceptance of people of diverse backgrounds	52	53	54	53	54
Employment opportunities	68	66	68	67	69
Educational opportunities	55	63 A	67 A	61	66 A
Availability of affordable housing	21	28 A	29 A	28	25
Availability of affordable child care	19	26 A	31 A	28	26
Availability of affordable health care	40	47 A	54 A B	48	50
Availability of public transportation options	36	50 A	51 A	44	50 A
Overall image or reputation of Olmsted County	65	64	66	64	67
Economic health of Olmsted County	60	67 A	68 A	68 B	64

Table 67: Question #3 by Age and Gender of Respondent

What one thing do you like most about living in Olmsted County?	18-34 (A)	35-54 (B)	55+ (C)	Male (A)	Female (B)
Location	15%	14%	15%	17%	13%
Open space	8%	4%	4%	4%	6%
Parks/lakes	15% C	9%	5%	9%	8%
Quality of life in general	28%	35%	46% A B	38%	39%
My neighborhood	6%	10%	11%	8%	10%
Schools	3%	5% C	0%	2%	2%
Low taxes	1%	0%	0%	0%	1%
People	5%	6% C	2%	3%	4%
Rural/small town feel	11%	13%	9%	11%	10%
Other	9%	6%	7%	7%	7%
Total	100%	100%	100%	100%	100%

Table 68: Question #4 by Age and Gender of Respondent

Please rate how safe or unsafe you feel in Olmsted County: Average rating on a 100-point scale; 100=very safe, 0=very unsafe	18-34 (A)	35-54 (B)	55+ (C)	Male (A)	Female (B)
While in Olmsted County government buildings	86	89	86	87	87
While in your neighborhood	87 C	85	82	86	83
While using Olmsted County parks and/or trails	84 B C	75 C	66	78 B	71
From property crimes (e.g., burglary, theft)	71 B C	66 C	61	67	64
From violent crimes (e.g., rape, assault, robbery)	80 B C	74 C	64	75 B	70
From illegal drug activity (e.g., manufacturing or selling drugs)	77 B C	62 C	57	65	64
From identity theft (e.g., fraud, scams, credit card theft)	75 B C	61 C	50	63 B	57
From drunk or impaired drivers on county roads	62 C	62 C	55	60	57
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	51 C	47	42	48	46
From domestic violence	86 C	83 C	79	81	84
While in schools or places of worship	79	81	79	80	80

Table 69: Question #5 by Age and Gender of Respondent

Please rate to what degree, if at all, each of the following is a problem in Olmsted County: Average rating on a 100-point scale; 100=major problem, 0=not a problem	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Crime	40	49 A	58 A B	47	54 A
Traffic safety	46 B	40	46 B	42	45
Traffic congestion	32	34	41 A B	35	38
Poverty	52	52	57 B	50	58 A
Homelessness	55	56	60 A	54	61 A
Lack of livable wage jobs	52	50	53	48	55 A
High taxes	58	65 A	72 A B	65	65
Lack of opportunities for people of color	49	41	45	37	50 A
Discrimination/attitudes towards diverse people	48	46	46	41	52 A
Lack of housing options	65	68	66	63	70 A

Table 70: Question #6 by Age and Gender of Respondent

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Exposure to radon	27	36 A	40 A	35	36
Quality of outdoor air	20	22	31 A B	24	27
Safety of food in public establishments	19	20	30 A B	23	25
Mold contamination at home or at work	22	22	28 A B	24	24
Proper disposal of garbage	26	20	28 B	26	24
Quality of drinking water	34 B	25	30	31	29
Quality of water in lakes and streams	41	39	49 A B	42	46
Quantity of useable water supply	29	24	32 B	27	31

Table 71: Question #7 by Age and Gender of Respondent

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Bullying	46	54 A	56 A	44	60 A
Depression, anxiety, or other mental health challenges	68	67	64	60	71 A
Social isolation	66 C	62	58	59	62
Suicide/attempted suicide	50	52	52	46	56 A
Environmental hazards (polluted water, toxic waste)	30	33	41 A B	35	38
Tobacco use (including E-cigarettes and chewing tobacco)	37	41	49 A B	38	48 A
Underage alcohol use	37	41	56 A B	40	54 A
Excessive alcohol use among adults	53 B	43	56 B	48	54 A
Illicit drug use	51	55	70 A B	57	63 A
Misuse of prescribed medications	50	48	56 A B	47	56 A
The support of older adults	43	52 A	57 A	46	57 A
The support of persons with disabilities	43	50	53 A	43	56 A
The support of persons with mental health challenges	58	59	64 A	55	65 A
Quality of parenting skills of parents of children ages 0-17	50	51	60 A B	55	55
The adequacy of school readiness for children	41	45	53 A B	47	49
Spread of infectious diseases	44	42	54 A B	43	52 A
Overweight adults	54	55	63 A B	55	61 A
Overweight children	54	56	64 A B	57	61
Abuse and neglect of older adults	50	43	56 B	46	55 A
Abuse and neglect of children	52	50	62 A B	52	59 A
Domestic violence	49	45	60 A B	47	57 A

Table 72: Question #8 by Age and Gender of Respondent

Please rate the following categories of Olmsted County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
The job Olmsted County government does of providing information to residents	49	52	52	52	52
The job Olmsted County government does of listening to residents	44	42	42	43	43
The job Olmsted County government does at managing tax dollars	39	38	37	38	40
The value of services for the taxes paid to Olmsted County	41	40	42	41	43
My knowledge of the work of Olmsted County government	35	43 A	40	41	39
Generally acting in the best interests of the community	52	49	49	50	50
Effectively planning for the future of the county	51	47	47	50	47
Working through priority issues facing the county	50	47	47	49	47
The value of Olmsted County services to the quality of life in my neighborhood	51	51	53	52	52
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	43	46	45	45	46

Table 73: Question #9 by Age and Gender of Respondent

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Overall quality of services provided by Olmsted County	56	58	60	58	59
Maintenance and repair of county roads	51	53	53	53	53
Snow and ice removal on county roads	61	62	63	64	62
Recycling and drop-off services at the Recycling Center Plus	63	71 A	71 A	67	72 A
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	67	73	72	71	72
Household hazardous waste drop-off services at Hazardous Waste Facility	61	74 A	71 A	70	71
Protection of recreational waters and drinking waters	53	63 A	59 A	57	62 A
County parks and recreation	67	66	68	67	67
Land use, planning and zoning, including permitting	52	50	47	50	49
Sheriff's office services	66	66	68	66	69
Probation monitoring	54	60 C	48	53	56
Vital records (birth/death/marriage certificates, driver's licenses)	65	67	67	67	68
Elections (absentee voting, voter registration)	70	71	70	70	71
Passports (applications, renewals)	68	69	70	69	70
Property records (plats, surveys, recording & abstracting)	68	66	70	67	70
Assessment process/property tax system	60 B C	52	49	50	55 A
Disaster preparedness and response	56	64 A	62	60	63
Services to older adults	43	54 A	51 A	52	50
Services to children and families	51	57	55	58 B	52
Services to veterans	38	52 A	51 A	50	49
Mental and chemical health services	42	48	46	48	45
Public health services	55	59	57	57	57
Protecting vulnerable adults	33	51 A	49 A	47	47
Protecting children	41	56 A	54 A	53	52
Accessibility and functionality of county website	58	57	56	58	56
Financial assistance for low-income families	41	53 A	51 A	49	50
Services for people with disabilities	45	56 A	53 A	51	53
Disease prevention and control	55	60	57	56	59

Table 74: Question #10 by Age and Gender of Respondent

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Yes	40%	45%	38%	38%	42%
No	60%	55%	62%	62%	58%
Total	100%	100%	100%	100%	100%

Table 75: Question #11 by Age and Gender of Respondent

Rate the following aspects of your most recent contact with Olmsted County. Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Services you were seeking met your needs	77	70	68	69	73
Staff listened to what you had to say	75	79	73	76	76
Staff was willing to help	75	78 C	69	74	75
Staff made you feel valued	74	70	66	68	72
Overall ease of finding and getting to the office	72	73	65	71	71
Overall ease of getting in contact with the office	68	71 C	60	66	67

Table 76: Question #12 by Age and Gender of Respondent

What was your impression of the employee(s)? Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Knowledgeable	73	79	75	73	80 A
Responsive	67	78 A	72	71	76
Courteous	67	79 A	74	72	76
Overall impression	65	79 A C	71	69	75

Table 77: Question #13 by Age and Gender of Respondent

Have you visited the Olmsted County website in the last two years?	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Yes	58% C	72% A C	41%	52%	56%
No	42% B	28%	59% A B	48%	44%
Total	100%	100%	100%	100%	100%

Table 78: Question #14 by Age and Gender of Respondent

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website: Average rating on a 100-point scale; 100=excellent, 0=poor	18-34	35-54	55+	Male	Female	1.00
	(A)	(B)	(C)	(A)	(B)	(A)
The website was easy to use	69	66	65	65	68	66
I was able to find the information needed	75 C	71	66	71	71	70
Easily accessible through my mobile device (phone, tablet)	68	65	69	69	67	67

Table 79: Question #15 by Age and Gender of Respondent

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all. Average rating on a 100-point scale; 100=major source, 0=not a source	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Newspapers (print or online)	31	41 A	58 A B	46	47
Other county residents (such as neighbors or friends)	49	56 A	53	46	60 A
Olmsted County employees	20	31 A	29 A	26	29
Olmsted County website (https://www.olmstedcounty.gov/)	42	63 A C	44	45	52 A
Other online resources	43	55 A C	42	42	49 A
Public/Community meetings	17	24 A	28 A	25	22
Radio	33	39	39	36	38
Phone calls to Olmsted County	13	27 A	28 A	24	23
Reports, flyers or brochures	31	34	40 A B	32	39 A
Television news broadcasts/cable TV	39	46	68 A B	48	59 A
County social media accounts (Facebook, Twitter, YouTube, etc.)	39 C	42 C	23	29	37 A
Information Desk	14	19	19 A	18	17

Table 80: Question #16 by Age and Gender of Respondent

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating on a 100-point scale; 100=essential, 0=not at all important	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Equipment rentals such as canoes, paddleboats, snowshoes, skis	66 B C	58 C	49	55	57
Overnight accommodations for tents and RVs	58 B C	50 C	43	47	51
Community events	71 B C	60 C	54	58	62
Programs for learning about nature and outdoor recreation	74 B C	65	61	64	67
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	86 C	81 C	69	77	76
Winter recreation such as skiing, snowshoeing, fat tire bikes	79 B C	69 C	60	69	66
Increase number of camper cabins in parks	47 C	40 C	34	37	41
Ability to include leashed dogs on park trails	66 B C	55 C	47	53	55
Food trucks or food vendors	57 B C	41 C	34	42	42
Rental space for community meetings and events	61 B C	51 C	45	50	52
Safe public access to lakes and streams	81 C	78 C	70	74	75
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	78 C	74 C	64	70	71
Sports recreation activities such as disc golf, archery, gaga ball	65 B C	57 C	48	56	54
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	79 B C	64	62	62	71 A
Increase wildlife viewing areas such as birding blinds	56 C	50	50	50	53

Table 81: Question #17 by Age and Gender of Respondent

How important, if at all, is it for each of the following activities or services offered at Graham Park? Average rating on a 100-point scale; 100=essential, 0=not at all important	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Arenas	60	63	65	64	63
Exhibition Building	56	63 A	64 A	60	63
Farmer's Market	87 B C	74	74	73	81 A
Outdoor entertainment and picnic areas	77 B C	69 C	64	67	71 A

How important, if at all, is it for each of the following activities or services offered at Graham Park? Average rating on a 100-point scale; 100=essential, 0=not at all important	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Festivals and events	77 C	72	67	66	75 A
Event rental	60	59	55	55	59

Table 82: Question #18 by Age and Gender of Respondent

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	18-34	35-54	55+	Male	Female
	(A)	(B)	(C)	(A)	(B)
Essential	77% B C	65% C	54%	55%	71% A
Very important	13%	22%	31% A	25%	22%
Somewhat important	10%	10%	13%	17% B	6%
Not at all important	0%	2%	2%	3% B	0%
Total	100%	100%	100%	100%	100%

Survey Results by Annual Household Income and Length of Residency

Table 83: Question #1 by Annual Household Income and Length of Residency

Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
How would you rate your overall quality of life in Olmsted County?	63	75 A	77 A	73	76 C	71

Table 84: Question #1 by Annual Household Income and Length of Residency

How would you rate your overall quality of life in Olmsted County?	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Excellent	22%	34% A	39% A	36%	37%	31%
Good	50%	59%	55%	51%	54%	56%
Fair	21% B C	6%	4%	10%	7%	10%
Poor	6% B	1%	2%	3%	1%	3%
Total	100%	100%	100%	100%	100%	100%

Table 85: Question #2 by Annual Household Income and Length of Residency

How would you rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Olmsted County as a place to live	64	73 A	74 A	70	74	71
Olmsted County as a place to raise a family	68	73 A	77 A	74	76	72
Olmsted County as a place to work	63	75 A	77 A	76 C	75 C	71
Olmsted County as a place to retire	53	56 C	51	58 C	52	51
Olmsted County as a place where all residents treat each other with respect	49	54 A	55 A	59 C	54	51
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	46	51	54 A	56 C	50	49
Openness and acceptance of people of diverse backgrounds	49	55 A	54	55	55	52
Employment opportunities	63	68 A	69 A	74 B C	68	64
Educational opportunities	62	66	62	64	63	63
Availability of affordable housing	26	25	29	29	26	26
Availability of affordable child care	31	25	27	34 B C	24	27
Availability of affordable health care	51	48	49	51	48	48
Availability of public transportation options	47	45	47	44	46	48
Overall image or reputation of Olmsted County	59	64 A	70 A B	69 C	65	63
Economic health of Olmsted County	60	66 A	70 A	65	68	65

Table 86: Question #3 by Annual Household Income and Length of Residency

What one thing do you like most about living in Olmsted County?	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Location	23% B C	13%	11%	16%	9%	17% B
Open space	8% C	4%	3%	5%	6%	4%
Parks/lakes	8%	12%	7%	16% B C	7%	6%
Quality of life in general	29%	39%	42% A	26%	46% A	39% A
My neighborhood	10%	9%	9%	9%	7%	10%
Schools	3%	0%	4% B	2%	4%	2%
Low taxes	1%	0%	0%	1%	0%	0%
People	3%	4%	4%	5%	3%	4%
Rural/small town feel	11%	9%	12%	12%	12%	10%
Other	5%	9%	7%	8%	7%	7%
Total	100%	100%	100%	100%	100%	100%

Table 87: Question #4 by Annual Household Income and Length of Residency

Please rate how safe or unsafe you feel in Olmsted County: Average rating on a 100-point scale; 100=very safe, 0=very unsafe	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
While in Olmsted County government buildings	83	88 A	89 A	88	88	86
While in your neighborhood	76	83 A	91 A B	90 C	86 C	81
While using Olmsted County parks and/or trails	66	74 A	78 A	85 B C	76 C	67
From property crimes (e.g., burglary, theft)	59	65 A	69 A	74 B C	69 C	59
From violent crimes (e.g., rape, assault, robbery)	60	73 A	79 A B	83 B C	76 C	64
From illegal drug activity (e.g., manufacturing or selling drugs)	54	63 A	71 A B	80 B C	64 C	56
From identity theft (e.g., fraud, scams, credit card theft)	53	61 A	64 A	76 B C	63 C	51
From drunk or impaired drivers on county roads	50	61 A	62 A	67 B C	60 C	54
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	41	50 A	47 A	56 B C	47 C	41
From domestic violence	72	83 A	87 A B	89 C	86 C	78
While in schools or places of worship	73	81 A	83 A	82	81	78

Table 88: Question #5 by Annual Household Income and Length of Residency

Please rate to what degree, if at all, each of the following is a problem in Olmsted County: Average rating on a 100-point scale; 100=major problem, 0=not a problem	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Crime	55 C	50	48	33	52 A	57 A B
Traffic safety	46 C	45	40	41	43	46
Traffic congestion	45 B C	35	31	25	32 A	43 A B
Poverty	60 B C	53	52	47	54 A	57 A
Homelessness	64 B C	57	55	51	57 A	60 A
Lack of livable wage jobs	59 B C	52	48	43	52 A	55 A
High taxes	71 B C	63	63	49	63 A	74 A B
Lack of opportunities for people of color	48	44	46	44	45	44
Discrimination/attitudes towards diverse people	51	45	48	47	44	47
Lack of housing options	67	64	68	62	68	67

Table 89: Question #6 by Annual Household Income and Length of Residency

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Exposure to radon	33	35	38	29	37 A	38 A
Quality of outdoor air	34 B C	22	22	19	22	30 A B
Safety of food in public establishments	34 B C	24 C	18	17	21	28 A B
Mold contamination at home or at work	32 B C	26 C	19	18	21	28 A B
Proper disposal of garbage	32 C	27 C	21	18	24	29 A
Quality of drinking water	40 B C	29 C	23	28	28	31
Quality of water in lakes and streams	49 C	46	41	37	42	47 A
Quantity of useable water supply	38 B C	30 C	22	24	28	31 A

Table 90: Question #7 by Annual Household Income and Length of Residency

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Bullying	56	53	49	39	53 A	57 A
Depression, anxiety, or other mental health challenges	65	66	66	62	69 A	66
Social isolation	59	60	63	64	62	60
Suicide/attempted suicide	53	51	51	42	54 A	54 A
Environmental hazards (polluted water, toxic waste)	44 B C	34	32	26	36 A	40 A
Tobacco use (including E-cigarettes and chewing tobacco)	51 B C	42	40	32	45 A	47 A
Underage alcohol use	52 C	49 C	42	34	46 A	52 A
Excessive alcohol use among adults	58 C	51	46	43	54 A	54 A
Illicit drug use	68 B C	59	56	42	62 A	66 A
Misuse of prescribed medications	59 B C	50	50	40	53 A	56 A
The support of older adults	54	52	50	35	53 A	58 A
The support of persons with disabilities	54	49	47	36	48 A	55 A B
The support of persons with mental health challenges	66 B C	59	59	48	62 A	66 A
Quality of parenting skills of parents of children ages 0-17	64 B C	54	52	42	52 A	60 A B
The adequacy of school readiness for children	57 B C	45	44	33	45 A	53 A B
Spread of infectious diseases	53 C	49 C	43	40	47 A	51 A
Overweight adults	57	59	58	44	63 A	62 A
Overweight children	63	59	57	45	62 A	64 A
Abuse and neglect of older adults	63 B C	51 C	44	40	47	56 A B
Abuse and neglect of children	65 B C	57 C	50	41	56 A	61 A
Domestic violence	65 B C	54 C	46	40	51 A	57 A B

Table 91: Question #8 by Annual Household Income and Length of Residency

Please rate the following categories of Olmsted County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
The job Olmsted County government does of providing information to residents	50	52	53	54	52	50
The job Olmsted County government does of listening to residents	41	41	46	44	46 C	40
The job Olmsted County government does at managing tax dollars	37	36	42 B	43 C	43 C	34
The value of services for the taxes paid to Olmsted County	40	42	43	52 B C	42	37
My knowledge of the work of Olmsted County government	40	36	42 B	35	39	41 A
Generally acting in the best interests of the community	48	49	53	56 C	50	48
Effectively planning for the future of the county	48	48	50	57 B C	46	46
Working through priority issues facing the county	44	48	52 A	54 C	49	45
The value of Olmsted County services to the quality of life in my neighborhood	48	53 A	54 A	59 B C	53	49
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	42	45	48 A	48 C	48 C	42

Table 92: Question #9 by Annual Household Income and Length of Residency

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Overall quality of services provided by Olmsted County	56	58	61 A	62 C	61 C	56
Maintenance and repair of county roads	54	53	52	59 B C	50	51
Snow and ice removal on county roads	61	64	62	66 B	58	62
Recycling and drop-off services at the Recycling Center Plus	64	69	72 A	70	69	69
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	63	72 A	74 A	70	75 C	69
Household hazardous waste drop-off services at Hazardous Waste Facility	62	68 A	75 A B	66	74 A C	69
Protection of recreational waters and drinking waters	54	61 A	61 A	58	64 C	58
County parks and recreation	63	69 A	68 A	73 C	68	64
Land use, planning and zoning, including permitting	48	50	50	58 C	52 C	45
Sheriff's office services	63	66	70 A	72	68	66
Probation monitoring	46	56	58 A	59	59 C	49
Vital records (birth/death/marriage certificates, driver's licenses)	65	67	68	67	68	66
Elections (absentee voting, voter registration)	67	71	73 A	70	75 C	68
Passports (applications, renewals)	63	69 A	73 A	70	73	68
Property records (plats, surveys, recording & abstracting)	63	68	71 A	63	74 A C	67
Assessment process/property tax system	49	51	55 A	60 C	61 C	46
Disaster preparedness and response	57	64 A	62	60	64	60
Services to older adults	46	51	55 A	50	57 C	49
Services to children and families	50	54	59 A	58	60 C	52
Services to veterans	44	49	54 A	50	58 C	46

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Mental and chemical health services	45	44	47	48	49	44
Public health services	54	55	61 A B	62 C	60 C	54
Protecting vulnerable adults	40	49 A	50 A	49	49	46
Protecting children	48	52	55	57	54	50
Accessibility and functionality of county website	55	57	58	60 C	59	54
Financial assistance for low-income families	43	49	54 A	49	49	49
Services for people with disabilities	46	53 A	56 A	56	56 C	50
Disease prevention and control	53	58	60 A	65 B C	57	55

Table 93: Question #10 by Annual Household Income and Length of Residency

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Yes	40%	39%	42%	27%	44% A	44% A
No	60%	61%	58%	73% B C	56%	56%
Total	100%	100%	100%	100%	100%	100%

Table 94: Question #11 by Annual Household Income and Length of Residency

Rate the following aspects of your most recent contact with Olmsted County. Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Services you were seeking met your needs	65	70	76 A	87 B C	70	67
Staff listened to what you had to say	67	78 A	80 A	89 B C	75	72
Staff was willing to help	67	75	78 A	88 B C	73	70
Staff made you feel valued	60	73 A	74 A	87 B C	71	65
Overall ease of finding and getting to the office	62	73 A	75 A	84 C	74 C	65
Overall ease of getting in contact with the office	56	71 A	71 A	83 B C	69 C	60

Table 95: Question #12 by Annual Household Income and Length of Residency

What was your impression of the employee(s)? Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Knowledgeable	62	81 A	83 A	90 B C	79 C	71
Responsive	62	78 A	77 A	83 C	76	70
Courteous	66	77 A	78 A	84 C	74	72
Overall impression	61	74 A	78 A	85 B C	72	69

Table 96: Question #13 by Annual Household Income and Length of Residency

Have you visited the Olmsted County website in the last two years?	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Yes	39%	59% A	62% A	53%	62% C	51%
No	61% B C	41%	38%	47%	38%	49% B
Total	100%	100%	100%	100%	100%	100%

Table 97: Question #14 by Annual Household Income and Length of Residency

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website: Average rating on a 100-point scale; 100=excellent, 0=poor	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
The website was easy to use	68	67	66	71 C	68	63
I was able to find the information needed	69	73	71	77 C	74 C	66
Easily accessible through my mobile device (phone, tablet)	69	70	66	78 B C	66	64

Table 98: Question #15 by Annual Household Income and Length of Residency

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all. Average rating on a 100-point scale; 100=major source, 0=not a source	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Newspapers (print or online)	43	45	48	36	43	53 A B
Other county residents (such as neighbors or friends)	52	55	51	54	52	54
Olmsted County employees	31 B	21	30 B	20	26	31 A
Olmsted County website (https://www.olmstedcounty.gov/)	39	48 A	57 A B	42	57 A C	48
Other online resources	36	49 A	49 A	47	51 C	43
Public/Community meetings	24	20	27 B	17	25 A	26 A
Radio	39	37	37	32	38	40 A
Phone calls to Olmsted County	27	21	23	14	28 A	27 A
Reports, flyers or brochures	36	33	38	33	39	36
Television news broadcasts/cable TV	58 B	50	53	39	51 A	62 A B
County social media accounts (Facebook, Twitter, YouTube, etc.)	32	28	38 B	36 C	40 C	28
Information Desk	19	14	20 B	12	23 A	18 A

Table 99: Question #16 by Annual Household Income and Length of Residency

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks?	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
Average rating on a 100-point scale; 100=essential, 0=not at all important	(A)	(B)	(C)	(A)	(B)	(C)
Equipment rentals such as canoes, paddleboats, snowshoes, skis	55	53	61 A B	62 C	60 C	52
Overnight accommodations for tents and RVs	53	47	50	51	50	48
Community events	59	58	63 B	66 C	63 C	56
Programs for learning about nature and outdoor recreation	64	64	69 B	70 C	70 C	62
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	69	78 A	82 A	86 B C	80 C	71
Winter recreation such as skiing, snowshoeing, fat tire bikes	60	67 A	74 A B	76 C	72 C	62
Increase number of camper cabins in parks	46 B C	36	37	38	40	38
Ability to include leashed dogs on park trails	58 B	48	58 B	63 C	55	50
Food trucks or food vendors	49 B C	38	42	49 C	43	39
Rental space for community meetings and events	52	49	53	54 C	54 C	48
Safe public access to lakes and streams	73	74	78 A	82 C	77 C	71
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	65	68	77 A B	77 C	74 C	66
Sports recreation activities such as disc golf, archery, gaga ball	55	53	58	56	60 C	52
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	68	67	67	73 C	70 C	63
Increase wildlife viewing areas such as birding blinds	56	50	51	55 C	54	49

Table 100: Question #17 by Annual Household Income and Length of Residency

How important, if at all, is it for each of the following activities or services offered at Graham Park? Average rating on a 100-point scale; 100=essential, 0=not at all important	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Arenas	60	62	67 A	59	65	64
Exhibition Building	60	63	62	55	66 A	62 A
Farmer's Market	77	77	78	85 B C	77	74
Outdoor entertainment and picnic areas	73	67	69	75 C	71 C	65
Festivals and events	73	71	71	74 C	75 C	68
Event rental	59	58	56	55	63 A C	56

Table 101: Question #18 by Annual Household Income and Length of Residency

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	Under $50,000	$50,000 - $99,999	$100,000 or more	5 years or less	6 to 20 years	More than 20 years
	(A)	(B)	(C)	(A)	(B)	(C)
Essential	58%	65%	66%	74% C	67% C	57%
Very important	27%	23%	21%	17%	21%	27% A
Somewhat important	14%	11%	11%	8%	10%	14%
Not at all important	1%	1%	2%	0%	2%	2%
Total	100%	100%	100%	100%	100%	100%

Survey Results by Type of Housing Unit and Housing Tenure (Rent or Own)

Table 102: Question #1 by Type of Housing Unit and Housing Tenure

Average rating on a 100-point scale; 100=excellent, 0=poor	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
How would you rate your overall quality of life in Olmsted County?	75 B	69	76 B	64

Table 103: Question #1 by Type of Housing Unit and Housing Tenure

How would you rate your overall quality of life in Olmsted County?	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
Excellent	33%	34%	35% B	27%
Good	59% B	45%	57% B	47%
Fair	7%	14% A	7%	16% A
Poor	0%	7% A	1%	10% A
Total	100%	100%	100%	100%

Table 104: Question #2 by Type of Housing Unit and Housing Tenure

How would you rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	Detached (A)	Attached (B)	Own (A)	Rent (B)
Olmsted County as a place to live	73 B	67	74 B	63
Olmsted County as a place to raise a family	75 B	69	75 B	67
Olmsted County as a place to work	74 B	69	75 B	65
Olmsted County as a place to retire	50	58 A	53	51
Olmsted County as a place where all residents treat each other with respect	54	52	54	52
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	51	49	51 B	46
Openness and acceptance of people of diverse backgrounds	55	51	55	51
Employment opportunities	69	65	69 B	64
Educational opportunities	63	62	64 B	58
Availability of affordable housing	28	24	28 B	22
Availability of affordable child care	27	28	26	26
Availability of affordable health care	49	47	50 B	43
Availability of public transportation options	49 B	42	48 B	41
Overall image or reputation of Olmsted County	66	64	66	62
Economic health of Olmsted County	68 B	62	68 B	61

Table 105: Question #3 by Type of Housing Unit and Housing Tenure

What one thing do you like most about living in Olmsted County?	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
Location	14%	18%	14%	19%
Open space	5%	4%	5%	5%
Parks/lakes	8%	10%	7%	12%
Quality of life in general	40%	35%	41% B	27%
My neighborhood	11% B	5%	10%	8%
Schools	3%	1%	3%	1%
Low taxes	0%	1%	0%	1%
People	3%	5%	3%	6%
Rural/small town feel	11%	10%	11%	12%
Other	5%	11% A	7%	10%
Total	100%	100%	100%	100%

Table 106: Question #4 by Type of Housing Unit and Housing Tenure

Please rate how safe or unsafe you feel in Olmsted County: Average rating on a 100-point scale; 100=very safe, 0=very unsafe	Detached (A)	Attached (B)	Own (A)	Rent (B)
While in Olmsted County government buildings	88	85	87	86
While in your neighborhood	87 B	79	86 B	80
While using Olmsted County parks and/or trails	73	74	73	76
From property crimes (e.g., burglary, theft)	64	65	65	65
From violent crimes (e.g., rape, assault, robbery)	72	69	72	70
From illegal drug activity (e.g., manufacturing or selling drugs)	62	65	63	67
From identity theft (e.g., fraud, scams, credit card theft)	57	64 A	58	65 A
From drunk or impaired drivers on county roads	59	56	60 B	55
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	45	47	46	47
From domestic violence	84 B	79	84 B	78
While in schools or places of worship	82 B	74	82 B	71

Table 107: Question #5 by Type of Housing Unit and Housing Tenure

Please rate to what degree, if at all, each of the following is a problem in Olmsted County: Average rating on a 100-point scale; 100=major problem, 0=not a problem	Detached (A)	Attached (B)	Own (A)	Rent (B)
Crime	53 B	48	53 B	44
Traffic safety	43	47	43	47
Traffic congestion	35	40 A	35	41 A
Poverty	51	60 A	52	60 A
Homelessness	56	62 A	56	62 A
Lack of livable wage jobs	49	59 A	49	60 A
High taxes	68 B	63	68	62
Lack of opportunities for people of color	40	55 A	42	51 A
Discrimination/attitudes towards diverse people	43	53 A	45	51 A
Lack of housing options	64	71 A	64	72 A

Table 108: Question #6 by Type of Housing Unit and Housing Tenure

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Detached (A)	Attached (B)	Own (A)	Rent (B)
Exposure to radon	38	32	37 B	31
Quality of outdoor air	23	30 A	24	31 A
Safety of food in public establishments	22	29 A	22	30 A
Mold contamination at home or at work	22	31 A	22	33 A
Proper disposal of garbage	24	29 A	24	29
Quality of drinking water	27	36 A	26	40 A
Quality of water in lakes and streams	43	46	43	47
Quantity of useable water supply	27	32	27	35 A

Table 109: Question #7 by Type of Housing Unit and Housing Tenure

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Detached (A)	Attached (B)	Own (A)	Rent (B)
Bullying	53	51	53	52
Depression, anxiety, or other mental health challenges	66	67	65	70 A
Social isolation	60	65 A	59	67 A
Suicide/attempted suicide	51	54	52	54
Environmental hazards (polluted water, toxic waste)	36	37	36	37
Tobacco use (including E-cigarettes and chewing tobacco)	43	45	44	44
Underage alcohol use	47	47	47	46
Excessive alcohol use among adults	50	55 A	50	56 A
Illicit drug use	61	61	61	61
Misuse of prescribed medications	53	51	52	52
The support of older adults	54 B	49	54 B	47
The support of persons with disabilities	49	51	51	48
The support of persons with mental health challenges	61	61	62	59
Quality of parenting skills of parents of children ages 0-17	55	56	55	56
The adequacy of school readiness for children	47	51	47	50
Spread of infectious diseases	46	52 A	47	51
Overweight adults	59	57	60 B	53
Overweight children	60	59	61	56
Abuse and neglect of older adults	50	54	51	52
Abuse and neglect of children	56	58	57	56
Domestic violence	51	57 A	52	54

Table 110: Question #8 by Type of Housing Unit and Housing Tenure

Please rate the following categories of Olmsted County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	Detached (A)	Attached (B)	Own (A)	Rent (B)
The job Olmsted County government does of providing information to residents	51	52	51	51
The job Olmsted County government does of listening to residents	41	44	41	45
The job Olmsted County government does at managing tax dollars	36	42 A	36	43 A
The value of services for the taxes paid to Olmsted County	40	45 A	40	43
My knowledge of the work of Olmsted County government	41 B	37	40	38
Generally acting in the best interests of the community	50	51	50	51
Effectively planning for the future of the county	47	49	48	50
Working through priority issues facing the county	47	49	47	50
The value of Olmsted County services to the quality of life in my neighborhood	52	52	52	51
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	45	44	46	42

Table 111: Question #9 by Type of Housing Unit and Housing Tenure

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	Detached (A)	Attached (B)	Own (A)	Rent (B)
Overall quality of services provided by Olmsted County	58	58	59	56
Maintenance and repair of county roads	53	51	53	49
Snow and ice removal on county roads	63	61	63	61
Recycling and drop-off services at the Recycling Center Plus	72 B	63	71 B	60
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	73 B	63	73 B	60
Household hazardous waste drop-off services at Hazardous Waste Facility	72 B	64	72 B	60
Protection of recreational waters and drinking waters	61 B	55	61 B	53
County parks and recreation	68	65	68	64
Land use, planning and zoning, including permitting	48	51	48	51
Sheriff's office services	68	65	68	65
Probation monitoring	55	49	55	50
Vital records (birth/death/marriage certificates, driver's licenses)	67	65	67	65
Elections (absentee voting, voter registration)	71	68	71	68
Passports (applications, renewals)	70	66	70	68
Property records (plats, surveys, recording & abstracting)	70 B	63	70 B	61
Assessment process/property tax system	51	53	51	54
Disaster preparedness and response	62	59	62	58
Services to older adults	51	48	52 B	45
Services to children and families	56	52	56	51
Services to veterans	50	47	50	44
Mental and chemical health services	46	45	46	44
Public health services	58	55	58	54
Protecting vulnerable adults	50 B	41	50 B	37
Protecting children	53	49	54 B	47
Accessibility and functionality of county website	55	60 A	55	61 A
Financial assistance for low-income families	53 B	42	52 B	40
Services for people with disabilities	56 B	45	55 B	42
Disease prevention and control	58	55	58	55

Table 112: Question #10 by Type of Housing Unit and Housing Tenure

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
Yes	43%	36%	42%	35%
No	57%	64%	58%	65%
Total	100%	100%	100%	100%

Table 113: Question #11 by Type of Housing Unit and Housing Tenure

Rate the following aspects of your most recent contact with Olmsted County. Average rating on a 100-point scale; 100=excellent, 0=poor	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
Services you were seeking met your needs	73	66	71	68
Staff listened to what you had to say	77 B	70	75	76
Staff was willing to help	75	69	73	75
Staff made you feel valued	70	67	69	73
Overall ease of finding and getting to the office	72 B	64	70	66
Overall ease of getting in contact with the office	68 B	60	66	65

Table 114: Question #12 by Type of Housing Unit and Housing Tenure

What was your impression of the employee(s)? Average rating on a 100-point scale; 100=excellent, 0=poor	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
Knowledgeable	79 B	69	77	71
Responsive	76 B	66	74	69
Courteous	77 B	68	74	72
Overall impression	75 B	65	72	69

Table 115: Question #13 by Type of Housing Unit and Housing Tenure

Have you visited the Olmsted County website in the last two years?	Detached	Attached	Own	Rent
	(A)	(B)	(A)	(B)
Yes	57% B	48%	55%	53%
No	43%	52% A	45%	47%
Total	100%	100%	100%	100%

Table 116: Question #14 by Type of Housing Unit and Housing Tenure

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website: Average rating on a 100-point scale; 100=excellent, 0=poor	Detached (A)	Attached (B)	Own (A)	Rent (B)
The website was easy to use	65	70	65	70
I was able to find the information needed	69	73	69	74
Easily accessible through my mobile device (phone, tablet)	64	74 A	64	76 A

Table 117: Question #15 by Type of Housing Unit and Housing Tenure

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all. Average rating on a 100-point scale; 100=major source, 0=not a source	Detached (A)	Attached (B)	Own (A)	Rent (B)
Newspapers (print or online)	47	47	48	43
Other county residents (such as neighbors or friends)	54	53	55	50
Olmsted County employees	27	27	27	27
Olmsted County website (https://www.olmstedcounty.gov/)	52 B	43	50 B	42
Other online resources	48	42	48 B	38
Public/Community meetings	25	23	25	21
Radio	39	35	39	33
Phone calls to Olmsted County	24	24	25 B	19
Reports, flyers or brochures	36	35	37	33
Television news broadcasts/cable TV	56	52	56 B	49
County social media accounts (Facebook, Twitter, YouTube, etc.)	33	32	31	35
Information Desk	17	18	18	17

Table 118: Question #16 by Type of Housing Unit and Housing Tenure

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating on a 100-point scale; 100=essential, 0=not at all important	Detached (A)	Attached (B)	Own (A)	Rent (B)
Equipment rentals such as canoes, paddleboats, snowshoes, skis	56	57	54	64 A
Overnight accommodations for tents and RVs	49	50	47	56 A
Community events	59	62	58	66 A
Programs for learning about nature and outdoor recreation	64	68	65	69
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	76	76	76	79
Winter recreation such as skiing, snowshoeing, fat tire bikes	68	67	66	71

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating on a 100-point scale; 100=essential, 0=not at all important	Detached (A)	Attached (B)	Own (A)	Rent (B)
Increase number of camper cabins in parks	37	42	36	48 A
Ability to include leashed dogs on park trails	53	56	51	62 A
Food trucks or food vendors	39	46 A	39	52 A
Rental space for community meetings and events	51	51	50	54
Safe public access to lakes and streams	75	75	74	79 A
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	71	70	70	73
Sports recreation activities such as disc golf, archery, gaga ball	53	58	53	61 A
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	64	71 A	64	74 A
Increase wildlife viewing areas such as birding blinds	49	56 A	49	61 A

Table 119: Question #17 by Type of Housing Unit and Housing Tenure

How important, if at all, is it for each of the following activities or services offered at Graham Park? Average rating on a 100-point scale; 100=essential, 0=not at all important	Detached (A)	Attached (B)	Own (A)	Rent (B)
Arenas	63	64	64	64
Exhibition Building	63	60	62	62
Farmer's Market	76	79	76	82 A
Outdoor entertainment and picnic areas	68	70	68	73 A
Festivals and events	71	70	71	71
Event rental	58	57	58	57

Table 120: Question #18 by Type of Housing Unit and Housing Tenure

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	Detached (A)	Attached (B)	Own (A)	Rent (B)
Essential	60%	69% A	60%	74% A
Very important	24%	22%	25%	20%
Somewhat important	14% B	8%	13% B	5%
Not at all important	2%	1%	2%	0%
Total	100%	100%	100%	100%

Appendix D: Survey Results by Year

For most of the questions, for ease of comparison, responses have been condensed to show only average rating on the 100-point scale across all response options (0=poor and 100=excellent or 0=very unsafe and 100=very safe). Responses are shown where question wording from previous surveys was identical or similar to what was included on the 2019 survey. If the cells for a particular survey year are blank in any given table, that means the question was not asked that year. If the cells within a table contain a ".", that means that particular item was not asked on that year's survey.

For each pair or set of by-year ratings within a row (a single question item) that has a statistically significant difference, an upper-case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the year with the smaller column proportion from which it is statistically different. Years that have no upper-case letter denotation in their column and that are also not referred to in any other column were not statistically different from each other.

Table 121: Question #1 by Year of Survey

How would you rate your overall quality of life in Olmsted County?	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)
Excellent	34%	28%	29%	30%	33%
Good	56%	63% A E	61%	60%	55%
Fair	9%	9%	9%	10%	10%
Poor	1%	1%	1%	1%	3% B C D
Total	100%	100%	100%	100%	100%

Table 122: Question #2 by Year of Survey

How would you rate each of the following characteristics as they relate to Olmsted County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Olmsted County as a place to live	.	72	72	70	71
Olmsted County as a place to raise a family	.	72	73	75 B	73
Olmsted County as a place to work	.	71	71	73	72
Olmsted County as a place to retire	.	53	53	51	53
Openness and acceptance of people of diverse backgrounds	.	57 E	58 E	60 B E	53
Employment opportunities	.	58	62 B	65 B C	67 B C
Educational opportunities	.	63	62	65	63
Availability of affordable housing	49 C D E	50 C D E	41 D E	28	26
Availability of affordable child care	48 C D E	51 C D E	41 D E	26	27
Availability of affordable health care	53 D E	70 A C D E	54 D E	47	48
Availability of public transportation options	.	.	50 E	51 E	47

Table 123: Question #3 by Year of Survey

What one thing do you like most about living in Olmsted County?	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Location	8%	21% A E	15% A	16% A	15% A
Open space	1%	3% A	4% A	4% A	5% A
Parks/lakes	4%	7%	8%	6%	8% A
Quality of life in general	6%	37% A	38% A	37% A	38% A
My neighborhood	2%	5% A	10% A B	10% A B	10% A B
Schools	5% B D E	2%	3%	2%	2%
Low taxes	5% C D E	3% C D E	0%	0%	0%
People	0%	0%	6% B	7% B E	4% B
Rural/small town feel	7%	11% A	10%	10%	11%
Other	62% B C D E	11% C D	6% D	2%	8% D
Other: Mayo Clinic/medical resources	0%	0%	0%	3%	0%
Other: Employment	0%	0%	0%	2%	0%
Other: Bike paths	0%	0%	0%	1%	0%
Total	100%	100%	100%	100%	100%

Table 124: Question #4 by Year of Survey

Please rate how safe or unsafe you feel in Olmsted County: Average rating on a 100-point scale; 100=very safe, 0=very unsafe	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
While in Olmsted County Government buildings	.	.	86	89 C E	87
While in your neighborhood	74	81 A	79 A	83 A C	84 A B C
While using Olmsted County parks and/or trails	.	67	67	68	73 B C D
From property crimes (e.g., burglary, theft)	64	64 C	61	64 C	65 C
From violent crimes (e.g., rape, assault, robbery)	70 C	68 C	65	70 C	71 B C
From illegal drug activity (e.g., manufacturing or selling drugs)	.	61 C	57	62 C	63 C
From identity theft (e.g., fraud, scams, credit card theft)	.	59 C	55	58 C	59 C
From drunk or impaired drivers on county roads	61 B C D	55	54	57	58 B C
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	.	48 C D	38	38	46 C D

Table 125: Question #5 by Year of Survey

Please rate to what degree, if at all, each of the following is a problem in Olmsted County: Average rating on a 100-point scale; 100=major problem, 0=not a problem	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Crime	55 D E	54 D	55 D E	49	51
Traffic safety	.	41	43 B	43	44 B
Traffic congestion	40 B C E	36	37	45 A B C E	37
Poverty	47	52 A	50 A	54 A C	54 A C
Homelessness	.	50	48	53 B C	58 B C D
Lack of livable wage jobs	.	50	49	49	52
High taxes	59 B C	55	52	65 A B C	66 A B C
Lack of housing options	.	.	.	63	67 D

Table 126: Question #6 by Year of Survey

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Exposure to radon	.	.	48 D E	35	36
Quality of outdoor air	.	.	46 D E	30 E	26
Safety of food in public establishments	.	.	55 D E	28 E	24
Mold contamination at home or at work	.	.	48 D E	29 E	25
Proper disposal of garbage	.	.	49 D E	30 E	25
Quality of drinking water	.	.	55 D E	34 E	30
Quality of water in lakes and streams	.	.	62 D E	47	44
Quantity of useable water supply	.	.	53 D E	33 E	29

Table 127: Question #7 by Year of Survey

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Bullying	.	58 C E	50	55 C	53
Depression, anxiety, or other mental health challenges	57	58	58	64 A B C	66 A B C
Suicide/attempted suicide	45	46	48	53 A B C	52 A B C
Environmental hazards (polluted water, toxic waste)	.	38	37	40 E	36
Tobacco use (including E-cigarettes and chewing tobacco)	51 B C E	47 E	48 E	55 A B C E	44
Underage alcohol use	68 B C D E	58 D E	55 E	54 E	47
Excessive alcohol use among adults	56 E	56 E	55 E	54	51
Illicit drug use	69 B E	64	67 E	66 E	61
Misuse of prescribed medications	.	.	59 E	62 E	52
The support of older adults	56 B C	52	50	54 C	53
The support of persons with disabilities	.	49	48	51	50
The support of persons with mental health challenges	.	56	55	62 B C	61 B C
Quality of parenting skills of parents of children ages 0-17	48	57 A	58 A	57 A	55 A
The adequacy of school readiness for children	.	48	45	48	48
Spread of infectious diseases	.	.	41	41	48 C D
Overweight adults	72 B C D E	68 C D E	63 E	62 E	59
Overweight children	.	70 C D E	63 E	64 E	60
Abuse and neglect of older adults	45	52 A C	46	53 A C	51 A C
Abuse and neglect of children	56	59 A C	55	57	57

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Domestic violence	.	57 E	59 E	57 E	53

Table 128: Question #8 by Year of Survey

Please rate the following categories of Olmsted County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
The job Olmsted County government does of providing information to residents	40	56 A D E	56 A D E	52 A	51 A
The job Olmsted County government does of listening to residents	61 B C D E	46 E	48 D E	44	42
The job Olmsted County government does at managing tax dollars	.	43 E	42 E	40	38
The value of services for the taxes paid to Olmsted County	50 B C D E	46 E	45 E	44	41
My knowledge of the work of Olmsted County government	39	47 A D E	46 A D E	40	40
Generally acting in the best interests of the community	.	50	52	51	50
Effectively planning for the future of the county	.	48	50	48	48
Working through priority issues facing the county	.	49	51 D E	46	47
The value of Olmsted County services to the quality of life in my neighborhood	.	.	54	54	52
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	.	.	.	49 E	45

Table 129: Question #9 by Year of Survey

Please rate the quality of each of the following services provided by Olmsted County: Average rating on a 100-point scale; 100=excellent, 0=poor	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Overall quality of services provided by Olmsted County	65 B C D E	58	60 B	61 B E	58
Maintenance and repair of county roads	45	53 A	52 A	55 A C	52 A
Snow and ice removal on county roads	63 B C D	58	58	60	62 B C
Recycling and drop-off services at the Recycling Center Plus	.	71	69	69	69
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	.	.	.	71	71
Household hazardous waste drop-off services at Hazardous Waste Facility	.	.	.	71	70
Protection of recreational waters and drinking waters	.	64 D E	65 D E	60	59
County parks and recreation	75 B C D E	70 E	70 E	68	67
Land use, planning and zoning, including permitting	47	54 A E	50	52 A E	49
Sheriff's office services	70 B C E	63	67 B	68 B	67 B
Probation monitoring	.	48	49	55 B C	53 B
Vital records (birth/death/marriage certificates, driver's licenses)	69 B D	65	67	65	67
Elections (absentee voting, voter registration)	.	.	68	71	70
Passports (applications, renewals)	.	.	68	70	69
Property records (plats, surveys, recording & abstracting)	.	.	69	66	68
Assessment process/property tax system	.	48	54 B D	50	52 B
Disaster preparedness and response	.	60	63 B	63 B	61
Services to older adults	59 B D E	55 E	57 D E	52	50
Services to children and families	.	57	58 E	56	55
Services to veterans	.	51	52	51	49
Mental and chemical health services	.	49 E	49	47	45
Public health services	.	58	59	57	57
Protecting vulnerable adults	.	53 E	53 E	52 E	47
Protecting children	.	.	55	55	52
Accessibility and functionality of county website	55	56	60 A B	60 A B E	56

Table 130: Question #10 by Year of Survey

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)
Yes	52% B E	41%	51% B E	47%	41%
No	48%	59% A C	49%	53%	59% A C
Total	100%	100%	100%	100%	100%

Table 131: Question #11 by Year of Survey

Rate the following aspects of your most recent contact with Olmsted County. Average rating on a 100-point scale; 100=excellent, 0=poor	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)
Services you were seeking met your needs	.	.	69	72	70
Staff listened to what you had to say	.	.	71	75 C	75
Staff was willing to help	.	.	68	76 C	73 C
Staff made you feel valued	.	.	63	71 C	69 C
Overall ease of finding and getting to the office	.	.	69	72	69
Overall ease of getting in contact with the office	.	.	66	69	65

Table 132: Question #12 by Year of Survey

What was your impression of the employee(s)? Average rating on a 100-point scale; 100=excellent, 0=poor	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Knowledgeable	.	72	73	79 B C	76
Responsive	.	69	70	75 B C	73
Courteous	.	72	70	79 B C E	74
Overall impression	70	70	70	77 A B C E	72

Table 133: Question #15 by Year of Survey

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all. Average rating on a 100-point scale; 100=major source, 0=not a source	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Newspapers (print or online)	70 C D E	68 C D E	57 D E	46	47
Other county residents (such as neighbors or friends)	57 E	55	57 E	59 B E	53
Olmsted County employees	32 B E	26	33 B E	39 A B C E	27
Olmsted County website (https://www.olmstedcounty.gov/)	39	36	43 A B	62 A B C E	49 A B C
Other online resources	.	.	46	51 C E	46
Public/Community meetings	29 B C D E	24	25	25	24
Radio	55 D E	52 D E	51 D E	43 E	38
Phone calls to Olmsted County	.	25	24	37 B C E	24
Reports, flyers or brochures	.	38	35	40 C E	36
Television news broadcasts/cable TV	70 D E	69 D E	66 D E	60 E	54
County social media accounts (Facebook, Twitter, YouTube, etc.)	.	18	37 B E	35 B	32 B
Information Desk	.	.	.	25 E	18

Table 134: Question #13 by Year of Survey

Have you visited the Olmsted County website in the last two years?	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)
Yes	.	.	.	58%	54%
No	.	.	.	42%	46%
Total	.	.	.	100%	100%

Table 135: Question #16 by Year of Survey

How important, if at all, is it for each of the following activities to be provided in Olmsted County parks? Average rating on a 100-point scale; 100=essential, 0=not at all important	2008	2013	2016	2019	2022
	(A)	(B)	(C)	(D)	(E)
Equipment rentals such as canoes, paddleboats, snowshoes, skis	.	42	47 B	47 B	56 B C D
Overnight accommodations for tents and RVs	.	42	46 B D	39	49 B D
Community events	.	.	52 D	44	60 C D
Programs for learning about nature and outdoor recreation	.	.	61	59	65 C D
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	.	61	65 B	70 B C	76 B C D
Winter recreation such as skiing, snowshoeing, fat tire bikes	.	.	.	58	67 D
Increase number of camper cabins in parks	.	.	.	36	38
Ability to include leashed dogs on park trails	.	.	.	49	54 D
Food trucks or food vendors	.	.	.	40	42
Rental space for community meetings and events	.	.	.	43	51 D
Safe public access to lakes and streams	.	.	.	70	75 D
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	.	.	.	62	71 D
Sports recreation activities such as disc golf, archery, gaga ball	.	.	.	51	55 D
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	.	.	.	54	67 D
Increase wildlife viewing areas such as birding blinds	.	.	.	45	51 D

Table 136: Question #17 by Year of Survey

How important, if at all, is it for each of the following activities or services offered at Graham Park? Average rating on a 100-point scale; 100=essential, 0=not at all important	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Arenas	.	.	.	60	63 D
Exhibition Building	.	.	.	59	62
Farmer's Market	.	.	.	68	77 D
Outdoor entertainment and picnic areas	.	.	.	62	69 D
Festivals and events	.	.	.	67	71 D
Event rental	.	.	.	53	57 D

Table 137: Question #18 by Year of Survey

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	2008 (A)	2013 (B)	2016 (C)	2019 (D)	2022 (E)
Essential	.	.	.	65%	63%
Very important	.	.	.	22%	24%
Somewhat important	.	.	.	11%	12%
Not at all important	.	.	.	2%	2%
Total	.	.	.	100%	100%

Appendix E: Survey Results Compared to Other Participating Minnesota Counties

Understanding the Tables

Questions asked by more than one Minnesota County in 2022 are included in the following tables for comparison. Only results from the "scientific survey;" that is, from households that were randomly selected to participate in the survey, are included. For most of the questions, for ease of comparison, the average rating on the 100-point scale is used. If the cells for a particular County are blank in any given table, that means the question was not asked on that County's survey. If the cells within a table contain a ".", that means that particular item was not asked on that County's survey.

Chi-square or ANOVA tests of significance were applied to these breakdowns of survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. As subgroups vary in size and each group (and each comparison to another group) has a unique margin of error, statistical testing is used to determine whether differences between subgroups are statistically significant.

For each pair or set of subgroup ratings within a row (a single question item) that has a statistically significant difference, an upper case letter denoting significance is shown in the cell with the larger column proportion. The letter denotes the subgroup with the smaller column proportion from which it is statistically different. Subgroups that have no upper case letter denotation in their column and that are also not referred to in any other column were not statistically different.

For example, on the next page, respondents in Dakota County (Column A) gave an average rating of 78 on the 100-point scale to their quality of life, and that cell contains B, C and D. This means that the Dakota County rating is statistically significantly higher than the ratings for Olmsted County (Column B), Scott County (Column C) and St. Louis County (Column D). The cell for the Washington County rating also contains a B, C and D, indicating that the Washington County rating was also higher than Olmsted, Scott and St. Louis. However, differences between Washington and Dakota County were not statistically significant, as the Dakota County cell does not contain an E, nor the Washington County cell an A. Additionally, the differences between ratings in Olmsted, Scott and St. Louis Counties were statistically significantly different, as Olmsted and Scott cells contain a D, indicating both values are significantly higher than the ratings for St. Louis County.

Table 138: Overall Quality of Life by County

Average rating 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
How would you rate your overall quality of life in {this} County?	78 B C D	73 D	72 D	68	77 B C D

Note: For each County's survey, this question used the name of the County. For this and subsequent tables in this appendix, the specific County name has been replaced with the generic {this} in brackets to avoid confusion.

Table 139: Overall Quality of Life by County

How would you rate your overall quality of life in {this} County?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Excellent	43% B C D	33% D	27%	23%	41% B C D
Good	48%	55%	61% A E	61% A E	51%
Fair	6%	10%	11% A E	14% A B E	6%
Poor	2%	3%	1%	2%	2%
Total	100%	100%	100%	100%	100%

Note: For each County's survey, this question used the name of the County. For this and subsequent tables in this appendix, the specific County name has been replaced with the generic {this} in brackets to avoid confusion.

Table 140: What Like Best by County

What one thing do you like most about living in {this} County? (Please select only one.)	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Location	27% B E	15%	.	.	21% B
Rural character[1]	9%	11%	29% A B E	.	9%
Parks/lakes[2]	15% B E	8%	14% B	.	9%
Quality of life in general	21%	38% A E	.	.	26%
My neighborhood	12%	10%	13%	.	12%
Schools	4%	2%	6% B	.	5%
Low taxes	3% B	0%	.	.	2% B
People	2%	4%	.	.	2%
Open space[3]	4%	5%	.	.	13% A B
Other	4%	8% A E	.	.	2%
Access to Twin Cities	.	.	14%	.	.
Suburban lifestyle	.	.	19%	.	.
Affordability	.	.	3%	.	.
Entertainment offerings	.	.	1%	.	.
Job opportunities	.	.	2%	.	.
Total	100%	100%	100%	.	100%

[1]*For Olmsted County and for Scott County, this was "rural/small town feel"; for Washington County, this was "small town feel".*
[2]*For Dakota County, this was "parks and greenways"; for Scott County, this was "parks/lakes/recreation".*
[3]*For Washington County, this was "open space/rural".*

Table 141: Quality of Life by County

How would you rate {this} County . . . Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
{This} County as a place to live	79 B C D	71	74 D	69	79 B C D
{This} County as a place to raise a family*	78 B C D	73 D	72 D	66	78 B C D
{This} County as a place to work	69 C E	72 A C E	62	.	65
{This} County as a place to retire	61 B D	53	57 B	55	61 B D

[1]*For Scott County, this was "as a place to raise children"*

Table 142: Quality of Community Characteristics by County

How would you rate each of the following characteristics as they relate to {this} County as a whole: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Openness and acceptance toward people of diverse backgrounds[1]	59 B C	53	53	.	58 B C
Employment opportunities[2]	61 C D E	67 A C D E	54 D	44	56 D
Educational opportunities[3]	.	63 C	45	61 C	.
Availability of affordable housing[4]	44 B	26	51 A B E	.	43 B
Availability of affordable quality child care[5]	46 B	27	45 B	.	.
Availability of affordable health care	.	48	55 B	.	.
Public transportation options (bus, rail, etc.)[6]	.	47 E	45 E	.	35
Sense of community	62	.	.	.	59
Outdoor recreational opportunities[7]	77 C	.	72	77 C	74
Availability of bike and pedestrian transportation options[8]	66	.	65	.	63
Economic health of {this} county	70 B	66	.	.	.
Welcoming residents from all backgrounds to participate in local government and community decision-making	.	.	55	.	58

[1]*For Scott County, this was "Openness and acceptance of the community towards people of diverse backgrounds"*
[2]*For Dakota County, this was "Availability of employment opportunities"*
[3]*For Scott County, this was "Higher education opportunities for residents"*
[4]*For Scott County, this was "Availability of housing options for all incomes"*
[5]*For Olmsted County, this was "Availability of affordable child care"*
[6]*For Olmsted County, this was "Availability of public transportation options" while for Scott County it was "Regional public transit or bus system":*
[7]*For St. Louis County, this was "Recreational opportunities"*
[8]*For Dakota County, this was "Availability of bike and pedestrian transportation options" and for Washington County, it was "Bike and pedestrian transportation options"*

Table 143: Feelings of Safety by County

Please rate how safe or unsafe you feel in {this} County. Average rating on a 100-point scale; 100=very safe, 0=very unsafe	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
While in county government buildings[1]	87	87	.	.	87
While in your neighborhood	84 E	84 E	84 E	.	81
While using {this} County parks and/or trails[2]	78 B	73	77 B	.	75
From property crimes (e.g., burglary, theft)	67 D	65	.	63	68 B D
From violent crimes (e.g., rape, assault, robbery)	77 B D	71	.	71	78 B D
From illegal drug activity	68 B D	63 D	.	51	72 B D
From identity theft (e.g., fraud, scams, credit card theft)[3]	57	59	.	.	62 A B
From drunk or impaired drivers on County roads[4]	.	58 D	.	48	64 B D
From distracted drivers on roads in the county[5]	.	46 D	.	40	53 B D
Domestic violence	85	82	.	.	.
While in school or places of worship	85 B	79	.	.	.

[1]*For Dakota County, this was "While in County office buildings, libraries, courtrooms"; for Olmsted County it was "While in Olmsted County Government buildings" and for Washington County it was " In county government buildings (e.g., County Government Center, libraries)"*
[2]*For Washington County, this was "In Washington County regional parks or trails"*
[3]*For Dakota County, this was "From electronic crimes (e.g., identity theft, phone scams)"*
[4]*For St. Louis County, this was " Intoxicated or impaired drivers"*
[5]*For Olmsted County, this was "From distracted drivers on County roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)" and for St. Louis County it was "Distracted drivers"*

Table 144: Problems by County

Please rate to what degree, if at all, each of the following is a problem in {this} County: Average rating on a 100-point scale; 100=major problem, 0=not at all a problem	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Crime	50	51	49	58 A B C E	51
Traffic safety[1]	35	44 A C E	36	.	40 A C
Traffic congestion	38	37	41 B	.	40 B
Poverty	43 C E	54 A C E	37	71 A B C E	37
Homelessness	38 C E	58 A C E	25	72 A B C E	28
Availability of livable wage jobs[2]	47	52 A C	44	54 A C E	49 C
Taxes[3]	43	66 A C D E	61 A E	57 A E	52 A
Affordability of housing	60 C	67 A C E	51	.	56 C
Lack of opportunities for people of color	.	44	.	57 B	.
Discrimination/attitudes toward diverse people	.	46	.	58 B	.

[1]*For Scott County, this was "Highway safety"*
[2]*For Olmsted County, this was "Lack of livable wage jobs" and for St. Louis County, it was " Lack of jobs"*
[3]*For Olmsted County, this was "High taxes"*

Table 145: Environmental Concerns by County

Please rate to what degree, if at all, each of the following is an environmental concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Exposure to radon	.	36	.	.	38
Quality of outdoor air	30 B	26	.	.	31 B
Safety of food in public establishments	.	24	.	.	28 B
Proper disposal of garbage	.	25	.	.	31 B
Quality of drinking water	39 B	30	.	.	59 A B
Quality of water in lakes and streams	49 B	44	.	.	57 A B
Quantity of useable water supply	39 B	29	.	.	50 A B
Climate change	56 E	.	.	.	50
Energy use	52	.	.	.	51

Table 146: Health Concerns by County

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Bullying	52 E	53 E	60 A B E	65 A B C E	47
Depression, anxiety, and other mental illnesses[1]	57	66 A E	.	71 A B E	55
Social isolation/lack of community connections[2]	50	61 A C E	48	.	50
Suicide/attempted suicide	.	52 E	48 E	63 B C E	44
Environmental hazards (polluted water, toxic waste)	40 B C	36 C	32	.	.
Tobacco use[3]	33 C	44 A C	27	46 A C E	40 A C
Underage alcohol use[4]	42	47 A	59 A B E	55 A B E	48 A
Excessive alcohol abuse among adults[5]	45	51 A E	52 A E	61 A B C E	46
Illicit drug use[6]	49	61 A E	.	71 A B E	47
Misuse of prescribed medications[7]	48	52 A C E	47	63 A B C E	44
Health and support of older adults[8]	51 C	53 C E	44	61 A B C E	48 C
Health and support of people with disabilities[9]	49	50 C	45	62 A B C E	47
The support of persons with mental health challenges[10]	.	61	61	69 B C	.
Quality of parenting skills of parents of children ages 0-17	51	55 A	.	58 A	.
The adequacy of school readiness for children	.	48 C	35	.	.
Spread of infectious diseases	51	48	.	.	48
Overweight adults and children	56	.	53	.	.
Overweight adults	.	59	.	65 B E	57
Overweight children	.	60 E	.	59 E	54
Abuse and neglect of older adults[11]	49 C E	51 C E	41	59 A B C E	44
Domestic violence	.	53 E	52 E	66 B C E	47

Please rate to what degree, if at all, each of the following is a health concern in {this} County: Average rating on a 100-point scale; 100=major concern, 0=not at all a concern	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Sexually transmitted diseases	.	.	25	44 C	.
Vaping (e-cigarettes)	.	.	.	53 E	46

[1]For Olmsted County, this was "Depression, anxiety, or other mental health challenges," for St. Louis County it was "Depression" and for Washington County it was "Depression/Anxiety"

[2]For Washington County, this was "Loneliness" and for Dakota County it was "Social isolation"

[3]For St. Louis County, this was "Tobacco use (smoking, chewing tobacco)" and for Washington County it was "Tobacco use"

[4] For Scott County, this was "Alcohol and drug use by youth"

[5]For Scott County, this was "Alcohol and drug use by adults"

[6]For Dakota County, this was "Illegal drug use (e.g., heroin, cocaine, methamphetamine)"

[7]For Dakota County, this was "Illegal use of prescribed medications (such as opioids)" and for Olmsted County it was "Illegal use of prescribed medications"

[8]For Olmsted County, this was "The support of older adults"

[9]For Olmsted County, this was "The support of persons with disabilities"

[10]For Scott County, this was "Mental illness/mental health issues," for St. Louis County it was "Availability of mental health services"

[11]For Dakota County, this was "Abuse and neglect of older adults or vulnerable adults"

Table 147: Ratings of Government Performance by County

Please rate the following categories of County government performance: Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
The job {this} County government does at informing residents	65 B C D E	51 D	57 B D	41	62 B C D
The job {this} County government does at listening to residents	54 B C D	42 D	50 B D	32	52 B D
The job {this} County government does at managing tax dollars	55 B C D E	38	46 B D	36	50 B D
The value of services for the taxes paid to {this} County	57 B C D E	41 D	47 B D	37	48 B D
My knowledge of the work of the {this} County Board	.	40	.	.	38
Generally acting in the best interests of the community	63 B	50	.	.	.
Effectively planning for the future of the county	62 B D	48 D	.	37	.
The value of {this} County services to the quality of life in my neighborhood	62 B E	52	59 B	.	56 B
Supporting the quality of life in the county	65 E	.	.	.	60
Overall confidence in {this} County government	63 D	.	.	44	.
The job {This} County does at providing access to {This} County government services	.	.	56 D	45	.

Table 148: Approval Rating of Board by County

To what extent do you approve or disapprove of the job {this} County Board is doing?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Strongly approve	26% D	.	.	9%	24% D
Somewhat approve	64%	.	.	62%	59%
Somewhat disapprove	8%	.	.	21% A E	13%
Strongly disapprove	2%	.	.	8% A E	4%
Total	100%	.	.	100%	100%

Table 149: Ratings of County Services by County

Please rate the quality of each of the following services provided by {this} County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Overall health of you and your family	51	.	55	.	56 A
Likelihood that you or someone in your family will get COVID-19	47	.	49	.	51
Your community's medical facilities and resources being overwhelmed by COVID-19	57 C	.	41	.	57 C
Overall health and safety of vulnerable populations (e.g., older adults, those with chronic health issues)	64 C	.	37	.	66 C
My behaviors impacting the health of vulnerable populations	44	.	71 A E	.	45
The economic impact of COVID-19 on my household	.	.	51	.	57 C
The economic impact of COVID-19 on the local economy/local businesses	71 C	.	27	.	77 A C
Overall quality of services provided by {this} County	69 B C D E	58 D	62 B D	47	63 B D
Condition of County roads[1]	65 B C D	52 D	56 B D	47	62 B C D
Snow and ice removal on County roads	68 B D	62 D	66 B D	56	68 B D
Recycling and drop-off services[2]	75 B C D	69 C D	61	58	74 B C D
County parks and recreation[3]	86 B C	67	71 B	.	84 B C
Land use, planning and zoning[4]	.	49 D	55 B D	43	.
Sheriff services[5]	68 D	67 D	73 A B D	62	.
Records, vital statistics, licensing, and vehicle registration[6]	61 D	67 A C D	59 D	51	64 C D
Property records (plats, surveys, recording & abstracting)[7]	.	68	66	.	.
Property assessment and taxpayer services[8]	55 C D	52 D	50 D	38	.
Disaster preparedness and response[9]	.	61 D	60 D	49	61 D
Services to older adults	58 B D	50	54 D	47	56 B D
Services to children and families[10]	.	55 D	.	42	.
Services to veterans[11]	.	49 D	56 B D	40	57 B D

Please rate the quality of each of the following services provided by {this} County. Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Mental health services	50	45	44	.	48
Public health services	.	57 D	.	53	.
Protecting vulnerable adults	.	47	54 B	.	.
Protecting children[12]	55 D	52 D	59 B D	44	.
Information available on the County website[13]	63 B D	56 D	62 B D	51	.
County libraries	85 C E	.	77	.	81 C
Trail and bikeway connectivity[14]	81 C	.	65	.	80 C
Employment and training services[15]	69 C D E	.	58 D	48	60 D
Financial assistance for low-income families[16]	63 B D	49 D	56 B D	43	.
Services for people with disabilities	62 B C	52	48	.	.
911 dispatch services	.	.	80 D	75	77
Disease prevention and control	.	57 C	53	.	.
COVID services (Providing information, testing, vaccines, etc.)	61 D	.	.	58	.

[1]For Dakota County, this was "Condition of County roads (e.g., Cliff or Pilot Knob Roads, Kenwood Trail, Wentworth Ave., or County Road 42)"; for Olmsted County, it was "Maintenance and repair of County roads"; for Scott County, it was "Surface condition of County roads" for St. Louis County it was "Maintenance of County roads" and for Washington County, it was "Condition of County roads such as Manning Avenue, Radio Drive, or Bailey Road"

[2]For Dakota County, this was "Services at the Recycling Zone"; for Olmsted County, it was "Recycling and drop-off services at the Recycling Center Plus": for Scott County it was "Recycling and household hazardous waste disposal" and for Washington County, it was "Recycling and drop-off services at the Environmental Center"

[3]For Dakota County, this was "County parks and recreation (e.g., Lebanon Hills, Thompson County Park, Whitetail Woods, Spring Lake Park, Lake Byllesby, or Miesville)"; for Olmsted County it was "County parks and recreation"; for Scott County it was "Regional parks" and for Washington County it was "County parks and recreation like Big Marine Park Reserve, Lake Elmo Park Reserve, or St. Croix Bluffs Regional Park"

[4]For Olmsted County, this was "Land use, planning and zoning, including permitting"; for Scott County it was "Inspections and zoning services" and for St. Louis County it was "Land use services, including building and conditional use permitting:

[5]For Dakota County, this was "Sheriff deputies patrol and park protection services"; for Olmsted County it was "Sheriff"s Office services"; for Scott and St. Louis County it was "Sheriff patrol"

[6]For Olmsted County, this was "Vital records (birth/death/marriage certificates, driver's licenses)"; for Scott County it was "Birth/death/marriage records, licensing, and vehicle registration" and for St. Louis County it was "Records and vital statistics"

[7]For Scott County, this was "Land records and other property information"

[8]*For Scott County, this was "Property assessment and taxpayer services"*
[9]*For Scott and Washington Counties, this was "Disaster preparedness"*
[10]*For St. Louis County, this was "Services to youth"*
[11]*For Dakota County, this was "Services for people experiencing mental illness": for Olmsted and Washington County, it was "Mental and chemical health services"*
[12]*For Dakota County, this was "Services that protect neglected or abused children"*
[13]*For Olmsted County, this was "Accessibility and functionality of County website"; for Scott County, it was "Self-service options on the County website (e.g., property information, program registration, meeting agendas/materials)" and for St. Louis County it was "Accessibility and functionality of County website (e.g., property information, program registration, meeting agendas/materials)"*
[14]*For Dakota County, this was "Trail and bikeway system like the Mississippi River or Big Rivers trails"; for Scott County this was "Trail and bikeway connectivity" and for Washington County it was "Trail and bikeway system like Hardwood Creek Regional Trail and Point Douglas Regional Trail"*
[15]*For Dakota County, this was "Employment support/Workforce Center services"; for St. Louis County, it was "Employment support" and for Washington Count it was "Employment support/Workforce Center services"*
[16]*For Dakota County, this was "Financial assistance for low-income families"*

Table 150: Support for or Opposition to a Property Tax Increase by County

To what extent would you support or oppose an increase in your County property tax if it were needed to maintain County services at their current levels?	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Strongly support	10%	.	7%	.	.
Somewhat support	40%	.	41%	.	.
Somewhat oppose	28%	.	24%	.	.
Strongly oppose	22%	.	29% A	.	.
Total	100%	.	100%	.	.

Table 151: Contact with County Employees by County

Have you visited, telephoned, or emailed any County government office within the last 12 months?	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Yes	34%	41%	49% A B D	36%	44% A D
No	66% C E	59% C	51%	64% C E	56%
Total	100%	100%	100%	100%	100%

Table 152: Ratings of Contact with County Employees by County

What was your impression of the employee(s) in your most recent contact? (Rate each characteristic below.) Average rating on a 100-point scale; 100=excellent, 0=poor	Dakota (A)	Olmsted (B)	Scott (C)	St. Louis (D)	Washington (E)
Knowledgeable	82 B C D	76	74	72	78 D
Responsive	75 D	73 D	72	68	76 D
Courteous	80 B	74	77	75	79 B
Overall impression	78 B D	72	74	69	77 B D

Table 153: Sources of Information by County

Please rate the extent to which you use each of the following as sources of information about {this} County government, if at all. Percent reporting "major" or "minor source"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Newspapers [1]	.	47% C D E	40% D E	32%	33%
Other county residents (such as neighbors or friends) [2]	.	53%	.	61% B	58% B
County employees	.	27% C	23%	42% B C	.
County web site	.	49%	50%	63% B C E	50%
Other online resources	.	46% C E	34%	.	34%
Public/Community meetings	.	24% C E	14%	63% B C E	16%
Radio	.	38% C	19%	45% B C	.
Phone calls to {this} County	.	24% E	.	36% B E	20%
Reports, flyers or brochures	.	36%	.	41% B	.
Television news broadcasts/cable TV	.	54% C E	33%	52% C E	35%
Social Media (e.g., Twitter, Facebook, Nextdoor, etc.)	.	32%	43% B D E	37% B	38% B
County Board meetings shown on cable access	.	.	9%	24% C E	16% C
Weekly community newspapers	.	.	55% E	.	33%
{This} County newsletter	.	.	46%	.	56% C

[1]For Olmsted County, this was "Newspapers" and for Dakota and St. Louis County it was "Newspapers (print or online)"
[2]For Washington County, this was "Word of mouth (from friends, family, neighbors)"

Table 154: Importance of Park Activities and Services by County

How important, if at all, is it for each of the following park activities and services to be provided by {this} County? Average rating 100=essential, 0=not at all important"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Equipment rentals such as canoes, paddleboats, snowshoes, skis[1]	.	56 E	.	.	47
Community events	.	60 E	.	.	50
Programs for learning about nature and outdoor recreation	.	65 E	.	.	58
Trail and greenway systems that connect parks and recreation sites[2]	.	71	.	.	70

[1]*For Washington County, this was "Renting equipment such as snowshoes, canoes, and bikes"*
[2]*For Washington County, this was "Off-road trail system that connects communities, county park system, and other destinations"*

Table 155: Future Financial Situation by County

Do you think that a year from now you and your household will be better off financially, or worse off, or just about the same as now?	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Much better	6% C D	.	3%	2%	.
Somewhat better	20%	.	20%	19%	.
About the same	53%	.	57%	58%	.
Somewhat worse	18%	.	14%	15%	.
Much worse	3%	.	5%	6%	.
Total	100%	.	100%	100%	.

Table 156: Diversity and Inclusion by County

Please rate the following characteristics for {this} County? Average rating 100=essential, 0=not at all important"	Dakota	Olmsted	Scott	St. Louis	Washington
	(A)	(B)	(C)	(D)	(E)
Treating all residents with respect	.	53	.	.	67 B
Providing opportunities for resident with different opinions to voice their concerns	.	50	.	.	60 B

Appendix F: Benchmark Comparisons

Understanding the Benchmark Comparisons

Communities use the comparative information provided by benchmarks to help interpret their own resident survey results, to create or revise community plans, to evaluate the success of policy or budget decisions and to measure local government or organizational performance. Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. When surveys of service satisfaction turn up "good" resident evaluations, it is necessary to know how others rate their services to understand if "good" is good enough or if most other communities are "excellent." Furthermore, in the absence of national or peer community comparisons, a community is left with comparing its library rating to its street maintenance rating. That comparison is unfair as street maintenance always gets lower ratings than libraries. More illuminating is how residents' ratings of sheriff services compare to opinions about sheriff services in other communities and to resident ratings over time.

A sheriff department that provides the fastest and most efficient service – one that closes most of its cases, solves most of its crimes, and keeps the crime rate low – still has a problem to fix if the residents in the county rate sheriff services lower than ratings given by residents in other counties with objectively "worse" departments. Benchmark data can help that sheriff department – or any county department – to understand how well citizens think it is doing.

While benchmarks help set the basis for evaluation, resident opinion should be used in conjunction with other sources of data about budget, population demographics, personnel and politics to help administrators know how to respond to comparative results.

Comparison Data

Polco/NRC has designed a method for quantitatively integrating the results of surveys that we have conducted with those that others have conducted. These integration methods have been described thoroughly in *Public Administration Review, Journal of Policy Analysis and Management*, and in Polco/NRC's first book on conducting and using citizen surveys, *Citizen Surveys: how to do them, how to use them, what they mean*, published by the International City/County Management Association (ICMA). Scholars who specialize in the analysis of citizen surveys regularly have relied on NRC's work[1, 2]. The method described in those publications is refined regularly and statistically tested on a growing number of citizen surveys in Polco/NRC's proprietary databases.

Communities in Polco/NRC's benchmark database are distributed geographically across the country and range from small to large in population size. Comparisons may be made to

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[1] Kelly, J. & Swindell, D. (2002). Service quality variation across urban space: First steps towards a model of citizen satisfaction, Journal of Urban Affairs, 24, 271-288.

[2] Van Ryzin, G., Muzzio, D., Immerwahr, S., Gulick, L. & Martinez, E. (2004). Drivers and consequences of citizen satisfaction: An application of the American Customer Satisfaction Index Model to New York City, Public Administration Review, 64, 331-341.

all jurisdictions in the database or to subsets of jurisdictions (within a given region or population category or that meet select criteria outlined by the community).

Despite the differences in jurisdiction characteristics, all are in the business of providing local government services to residents. Though individual jurisdiction circumstances, resources, and practices vary, the objective in every community is to provide services that are so timely, tailored, and effective that residents conclude the services are of the highest quality. High ratings in any jurisdiction bring pride and a sense of accomplishment.

Polco/NRC's database of comparative resident opinion is comprised of resident perspectives gathered in citizen surveys from over 500 jurisdictions whose residents evaluated local government services and gave their opinion about the quality of community life. The comparison evaluations are from the most recent survey completed in each jurisdiction; most communities conduct surveys every year or in alternating years. Polco/NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. Olmsted County's survey results were compared to counties across the nation.

Interpreting the Results

Average ratings were compared when questions similar to those asked in Olmsted County's survey were included in Polco/NRC's database, and there were at least five peer jurisdictions in which the question was asked. Where comparisons were available, three numbers are provided in the tables starting on the next page. The first column is Olmsted County's rating on the 100-point scale. The second column is the rank assigned to Olmsted County's rating among jurisdictions where a similar question was asked. The third column is the number of jurisdictions that asked a similar question. The fourth column shows the comparison of Olmsted County's average rating to the benchmark.

Where comparisons for quality ratings were available, Olmsted County's results were noted as being "higher" than, "lower" than or "similar" to the benchmark. In instances where ratings are considerably higher or lower than the benchmark, these ratings have been further demarcated by the attribute of "much," (for example, "much lower" or "much higher"). These labels come from a statistical comparison of Olmsted County's rating to the benchmark where a rating is considered "similar" if it is within five points of the average; "higher" or "lower" if the difference between Olmsted County's rating and the benchmark is greater than five points; and "much higher" or "much lower" if the difference between Olmsted County's rating and the benchmark is more than 10 points.

Comparisons for a number of items on the survey were not available in the benchmark database (e.g., some of the city services or aspects of government performance). These items are excluded from the benchmark tables.

National County Benchmark Comparisons

ALL BENCHMARKS	Average rating	Rank	Number of communities in comparison	Comparison to benchmark
How would you rate your overall quality of life in Olmsted County?	73	13	43	Higher
Olmsted County as a place to live	71	20	41	Similar
Olmsted County as a place to raise a family	73	17	40	Higher
Olmsted County as a place to work	72	3	41	Much higher
Olmsted County as a place to retire	53	30	41	Lower
Openness and acceptance of people of diverse backgrounds	53	18	35	Similar
Employment opportunities	67	1	38	Much higher
Availability of affordable housing	26	26	38	Lower
Availability of affordable child care	27	27	31	Much lower
Availability of affordable health care	48	19	31	Similar
From property crimes (e.g., burglary, theft)	65	8	11	Lower
From violent crimes (e.g., rape, assault, robbery)	71	8	11	Lower
The job Olmsted County government does of providing information to residents	51	4	5	Lower
The job Olmsted County government does of listening to residents	42	5	7	Lower
The job Olmsted County government does at managing tax dollars	38	5	5	Lower
The value of services for the taxes paid to Olmsted County	41	29	40	Similar
Generally acting in the best interests of the community	50	12	33	Similar
Overall quality of services provided by Olmsted County	58	20	40	Similar
Maintenance and repair of County roads	52	3	30	Much higher
Snow and ice removal on County roads	62	11	24	Higher
Recycling and drop-off services at the Recycling Center Plus	69	8	33	Higher
County parks and recreation	67	21	34	Similar
Land use, planning and zoning, including permitting	49	5	32	Higher
Sheriff's Office services	67	23	39	Similar
Disaster preparedness and response	61	10	34	Higher
Services to older adults	50	5	7	Similar
Public health services	57	12	30	Similar
Protecting children	52	3	5	Similar
Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	41	26	35	Similar
Knowledgeable	76	4	6	Similar
Responsive	73	3	7	Similar
Courteous	74	5	7	Similar
Overall impression	72	6	39	Higher
Overall image or reputation of Olmsted County	65	15	39	Higher
Economic health of Olmsted County	66	5	30	Much higher

Communities Included in National County Benchmark Comparisons

Shown below are the counties that were included in the benchmark comparisons for Olmsted County, with their population from the 2010 Census.

Durham County, NC 267,587	Maricopa County, AZ.................................. 3,817,117
El Dorado County, CA....................................181,058	Marin County, CA 252,409
Escambia County, FL 297,619	Mariposa County, CA...................................... 18,251
Gunnison County, CO 15,324	Maui County, HI 154,834
Hanover County, VA...99,863	Mecklenburg County, NC 919,628
Honolulu County, HI.......................................953,207	Mesa County, CO 146,723
Horry County, SC 269,291	Montgomery County, MD 971,777
Jackson County, MI 160,248	Nevada County, CA 98,764
James City County, VA 67,009	Olmsted County, MN 144,248
Jefferson County, NY......................................116,229	Orleans Parish, LA 343,829
Adams County, CO 441,603	Ottawa County, MI 263,801
Albemarle County, VA.......................................98,970	Pasco County, FL 464,697
Arapahoe County, CO.....................................572,003	Pitkin County, CO 17,148
Athens-Clarke County 115,452	Polk County, IA 430,640
Baltimore County, MD 805,029	Powhatan County, VA...................................... 28,046
Boone County, KY 118,811	Prince William County, VA 402,002
Broomfield city, CO..55,889	Roanoke County, VA... 92,376
Cabarrus County, NC 178,011	San Francisco city, CA.................................. 805,235
Charles County, MD 146,551	Sangamon County, IL 197,465
Charlotte County, FL 159,978	Santa Fe County, NM.................................... 144,170
Chesterfield County, VA 316,236	Sarasota County, FL 379,448
Clackamas County, OR....................................375,992	Scott County, MN.. 129,928
Dakota County, MN...398,552	St. Louis County, MN.................................... 200,226
Denver city, CO..600,158	Summit County, UT 36,324
Jefferson Parish, LA 432,552	Sunnyvale city, CA... 140,081
Kansas City city, KS......................................145,786	Temecula city, CA 100,097
Lancaster County, SC 76,652	Washington County, MN 238,136
Lane County, OR..351,715	Washoe County, NV 421,407
Larimer County, CO..299,630	Wyandotte County, KS 157,505
Los Alamos County, NM 17,950	York County, VA... 65,464
Loudoun County, VA 312,311	
Macomb County, MI 840,978	

Appendix G: Responses to Survey Questions from Open Participation Survey

The full set of responses to each survey question are displayed in the tables in this appendix. Data in these tables are from the "open participation survey;" that is, from residents that heard about the survey and elected to participate in the survey. Results from the scientific survey can be found in *Appendix A: Responses to Survey Questions.* Many survey questions included a "don't know" response option. Most of the analyses in the body of the report were for respondents who had an opinion as eliminating "don't know" responses allows for easier comparison between evaluative responses. For questions that included a don't know response, two sets of tables are provided in this appendix; the first with the "don't know" responses included, to allow examination of the magnitude of unfamiliarity with certain items; and the second with the "don't know" responses excluded, to show the proportion of respondents with an opinion giving a response.

Table 157: Question 1

How would you rate your overall quality of life in Olmsted County?	Percent of respondents	Number
Excellent	22%	N=115
Good	54%	N=285
Fair	22%	N=115
Poor	3%	N=17
Total	100%	N=532

Table 158: Question 2 - Including Don't Know Responses

Please rate each of the following characteristics as they relate to Olmsted County as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Olmsted County as a place to live	21%	N=110	52%	N=276	23%	N=121	4%	N=23	0%	N=0	100%	N=531
Olmsted County as a place to raise a family	19%	N=98	48%	N=253	21%	N=108	5%	N=26	8%	N=41	100%	N=527
Olmsted County as a place to work	28%	N=147	44%	N=231	17%	N=91	7%	N=38	4%	N=19	100%	N=526
Olmsted County as a place to retire	10%	N=53	24%	N=126	26%	N=134	27%	N=142	14%	N=71	100%	N=525
Olmsted County as a place where all residents treat each other with respect	7%	N=37	35%	N=187	40%	N=212	16%	N=86	1%	N=5	100%	N=526
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	8%	N=45	32%	N=169	34%	N=179	22%	N=117	4%	N=22	100%	N=532
Openness and acceptance of people of diverse backgrounds	12%	N=62	34%	N=177	35%	N=182	16%	N=86	3%	N=18	100%	N=525
Employment opportunities	21%	N=111	44%	N=233	22%	N=117	10%	N=52	4%	N=20	100%	N=533
Educational opportunities	16%	N=86	46%	N=240	25%	N=130	11%	N=58	3%	N=14	100%	N=528
Availability of affordable housing	4%	N=23	8%	N=41	26%	N=139	56%	N=296	6%	N=30	100%	N=528
Availability of affordable child care	3%	N=17	8%	N=42	21%	N=110	40%	N=213	28%	N=148	100%	N=530
Availability of affordable health care	12%	N=64	31%	N=163	26%	N=136	27%	N=144	4%	N=23	100%	N=530
Availability of public transportation options	8%	N=41	33%	N=174	28%	N=149	22%	N=115	9%	N=47	100%	N=527
Overall image or reputation of Olmsted County	12%	N=66	51%	N=269	25%	N=132	10%	N=52	2%	N=11	100%	N=530
Economic health of Olmsted County	17%	N=91	45%	N=241	21%	N=114	8%	N=41	8%	N=44	100%	N=531

Table 159: Question 2 - Excluding Don't Know Responses

Please rate each of the following characteristics as they relate to Olmsted County as a whole:	Excellent		Good		Fair		Poor		Total	
Olmsted County as a place to live	21%	N=110	52%	N=276	23%	N=121	4%	N=23	100%	N=531
Olmsted County as a place to raise a family	20%	N=98	52%	N=253	22%	N=108	5%	N=26	100%	N=485
Olmsted County as a place to work	29%	N=147	45%	N=231	18%	N=91	8%	N=38	100%	N=507
Olmsted County as a place to retire	12%	N=53	28%	N=126	30%	N=134	31%	N=142	100%	N=454
Olmsted County as a place where all residents treat each other with respect	7%	N=37	36%	N=187	41%	N=212	17%	N=86	100%	N=521
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	9%	N=45	33%	N=169	35%	N=179	23%	N=117	100%	N=510
Openness and acceptance of people of diverse backgrounds	12%	N=62	35%	N=177	36%	N=182	17%	N=86	100%	N=507
Employment opportunities	22%	N=111	45%	N=233	23%	N=117	10%	N=52	100%	N=512
Educational opportunities	17%	N=86	47%	N=240	25%	N=130	11%	N=58	100%	N=514
Availability of affordable housing	5%	N=23	8%	N=41	28%	N=139	59%	N=296	100%	N=498
Availability of affordable child care	4%	N=17	11%	N=42	29%	N=110	56%	N=213	100%	N=382
Availability of affordable health care	13%	N=64	32%	N=163	27%	N=136	28%	N=144	100%	N=507
Availability of public transportation options	9%	N=41	36%	N=174	31%	N=149	24%	N=115	100%	N=480
Overall image or reputation of Olmsted County	13%	N=66	52%	N=269	25%	N=132	10%	N=52	100%	N=519
Economic health of Olmsted County	19%	N=91	49%	N=241	23%	N=114	9%	N=41	100%	N=487

Table 160: Question 3

What one thing do you like most about living in Olmsted County? (Please select only one option.)	Percent of respondents	Number
Location	10%	N=53
Open space	3%	N=17
Parks/lakes	13%	N=71
Quality of life in general	28%	N=146
My neighborhood	17%	N=88
Schools	3%	N=14
Low taxes	0%	N=2
People	3%	N=17
Rural/small town feel	12%	N=62
Other	11%	N=59
Total	100%	N=529

Table 161: Question 4 - Including Don't Know Responses

Please rate how safe or unsafe you feel in Olmsted County:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Don't know		Total	
While in Olmsted County government buildings	54%	N=281	29%	N=150	8%	N=41	4%	N=20	6%	N=32	100%	N=524
While in your neighborhood	53%	N=278	35%	N=183	7%	N=38	4%	N=21	1%	N=7	100%	N=526
While using Olmsted County parks and/or trails	29%	N=151	44%	N=232	18%	N=95	5%	N=25	5%	N=27	100%	N=531
From property crimes (e.g., burglary, theft)	19%	N=103	43%	N=227	22%	N=117	13%	N=69	3%	N=14	100%	N=530
From violent crimes (e.g., rape, assault, robbery)	30%	N=161	40%	N=213	17%	N=90	9%	N=49	3%	N=18	100%	N=531
From illegal drug activity (e.g., manufacturing or selling drugs)	21%	N=110	35%	N=188	21%	N=110	17%	N=93	6%	N=30	100%	N=530
From identity theft (e.g., fraud, scams, credit card theft)	17%	N=89	37%	N=198	31%	N=167	9%	N=48	6%	N=30	100%	N=533
From drunk or impaired drivers on county roads	11%	N=58	44%	N=233	26%	N=140	14%	N=77	4%	N=24	100%	N=532
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	5%	N=28	29%	N=151	37%	N=192	27%	N=144	2%	N=10	100%	N=525
From domestic violence	55%	N=294	23%	N=121	8%	N=45	3%	N=18	10%	N=55	100%	N=533
While in schools or places of worship	39%	N=209	35%	N=187	9%	N=50	4%	N=22	12%	N=65	100%	N=533

Table 162: Question 4 - Excluding Don't Know Responses

Please rate how safe or unsafe you feel in Olmsted County:	Very safe		Somewhat safe		Somewhat unsafe		Very unsafe		Total	
While in Olmsted County government buildings	57%	N=281	31%	N=150	8%	N=41	4%	N=20	100%	N=492
While in your neighborhood	54%	N=278	35%	N=183	7%	N=38	4%	N=21	100%	N=519
While using Olmsted County parks and/or trails	30%	N=151	46%	N=232	19%	N=95	5%	N=25	100%	N=504
From property crimes (e.g., burglary, theft)	20%	N=103	44%	N=227	23%	N=117	13%	N=69	100%	N=516
From violent crimes (e.g., rape, assault, robbery)	31%	N=161	42%	N=213	18%	N=90	10%	N=49	100%	N=513
From illegal drug activity (e.g., manufacturing or selling drugs)	22%	N=110	38%	N=188	22%	N=110	18%	N=93	100%	N=500
From identity theft (e.g., fraud, scams, credit card theft)	18%	N=89	39%	N=198	33%	N=167	10%	N=48	100%	N=502
From drunk or impaired drivers on county roads	11%	N=58	46%	N=233	28%	N=140	15%	N=77	100%	N=508
From distracted drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	5%	N=28	29%	N=151	37%	N=192	28%	N=144	100%	N=516
From domestic violence	61%	N=294	25%	N=121	9%	N=45	4%	N=18	100%	N=478
While in schools or places of worship	45%	N=209	40%	N=187	11%	N=50	5%	N=22	100%	N=468

Table 163: Question 5 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is a problem in Olmsted County:	Not a problem		Minor problem		Moderate problem		Major problem		Don't know		Total	
Crime	5%	N=24	25%	N=128	51%	N=262	19%	N=97	1%	N=6	100%	N=517
Traffic safety	11%	N=60	35%	N=182	37%	N=195	16%	N=84	1%	N=5	100%	N=526
Traffic congestion	23%	N=120	46%	N=243	21%	N=112	10%	N=56	0%	N=3	100%	N=534
Poverty	4%	N=21	26%	N=139	38%	N=202	26%	N=137	6%	N=30	100%	N=528
Homelessness	3%	N=16	29%	N=153	34%	N=179	26%	N=138	7%	N=38	100%	N=524
Lack of livable wage jobs	10%	N=54	22%	N=115	31%	N=161	30%	N=160	7%	N=35	100%	N=526
High taxes	8%	N=40	17%	N=90	31%	N=162	42%	N=224	2%	N=11	100%	N=528
Lack of opportunities for people of color	24%	N=126	18%	N=94	19%	N=103	13%	N=69	26%	N=137	100%	N=530
Discrimination/attitudes towards diverse people	22%	N=116	24%	N=127	25%	N=129	16%	N=84	13%	N=68	100%	N=524
Lack of housing options	7%	N=39	12%	N=64	28%	N=150	46%	N=243	6%	N=31	100%	N=527

Table 164: Question 5 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is a problem in Olmsted County:	Not a problem		Minor problem		Moderate problem		Major problem		Total	
Crime	5%	N=24	25%	N=128	51%	N=262	19%	N=97	100%	N=511
Traffic safety	12%	N=60	35%	N=182	37%	N=195	16%	N=84	100%	N=521
Traffic congestion	23%	N=120	46%	N=243	21%	N=112	11%	N=56	100%	N=531
Poverty	4%	N=21	28%	N=139	40%	N=202	28%	N=137	100%	N=499
Homelessness	3%	N=16	31%	N=153	37%	N=179	28%	N=138	100%	N=486
Lack of livable wage jobs	11%	N=54	23%	N=115	33%	N=161	33%	N=160	100%	N=490
High taxes	8%	N=40	17%	N=90	31%	N=162	43%	N=224	100%	N=516
Lack of opportunities for people of color	32%	N=126	24%	N=94	26%	N=103	18%	N=69	100%	N=392
Discrimination/attitudes towards diverse people	25%	N=116	28%	N=127	28%	N=129	18%	N=84	100%	N=456
Lack of housing options	8%	N=39	13%	N=64	30%	N=150	49%	N=243	100%	N=496

Table 165: Question 6 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
Exposure to radon	26%	N=140	26%	N=137	19%	N=102	6%	N=31	22%	N=118	100%	N=528
Quality of outdoor air	42%	N=223	35%	N=186	15%	N=77	4%	N=22	4%	N=22	100%	N=530
Safety of food in public establishments	47%	N=250	34%	N=183	12%	N=65	3%	N=15	3%	N=18	100%	N=532
Mold contamination at home or at work	49%	N=260	28%	N=151	12%	N=61	2%	N=13	9%	N=47	100%	N=532
Proper disposal of garbage	50%	N=266	27%	N=144	13%	N=69	7%	N=38	3%	N=14	100%	N=531
Quality of drinking water	46%	N=246	25%	N=133	15%	N=81	10%	N=52	4%	N=22	100%	N=534
Quality of water in lakes and streams	18%	N=97	27%	N=141	30%	N=159	21%	N=111	4%	N=23	100%	N=530
Quantity of useable water supply	41%	N=218	24%	N=128	15%	N=81	7%	N=39	12%	N=65	100%	N=530

Table 166: Question 6 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
Exposure to radon	34%	N=140	33%	N=137	25%	N=102	8%	N=31	100%	N=410
Quality of outdoor air	44%	N=223	37%	N=186	15%	N=77	4%	N=22	100%	N=508
Safety of food in public establishments	49%	N=250	36%	N=183	13%	N=65	3%	N=15	100%	N=514
Mold contamination at home or at work	54%	N=260	31%	N=151	13%	N=61	3%	N=13	100%	N=485
Proper disposal of garbage	51%	N=266	28%	N=144	13%	N=69	7%	N=38	100%	N=517
Quality of drinking water	48%	N=246	26%	N=133	16%	N=81	10%	N=52	100%	N=512
Quality of water in lakes and streams	19%	N=97	28%	N=141	31%	N=159	22%	N=111	100%	N=507
Quantity of useable water supply	47%	N=218	27%	N=128	17%	N=81	8%	N=39	100%	N=465

Table 167: Question 7 - Including Don't Know Responses

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
Bullying	9%	N=48	25%	N=126	30%	N=151	20%	N=100	16%	N=78	100%	N=504
Depression, anxiety, or other mental health challenges	4%	N=23	19%	N=102	37%	N=191	33%	N=174	6%	N=34	100%	N=524
Social isolation	11%	N=55	24%	N=124	33%	N=173	26%	N=138	6%	N=33	100%	N=523
Suicide/attempted suicide	11%	N=56	23%	N=122	33%	N=170	13%	N=67	21%	N=107	100%	N=522
Environmental hazards (polluted water, toxic waste)	24%	N=125	34%	N=177	19%	N=101	14%	N=73	9%	N=46	100%	N=522
Tobacco use (including E-cigarettes and chewing tobacco)	26%	N=133	30%	N=158	23%	N=122	11%	N=58	10%	N=52	100%	N=522
Underage alcohol use	13%	N=70	28%	N=149	25%	N=132	13%	N=69	20%	N=105	100%	N=525
Excessive alcohol use among adults	14%	N=72	25%	N=133	33%	N=174	16%	N=84	12%	N=61	100%	N=524
Illicit drug use	7%	N=36	23%	N=117	32%	N=165	25%	N=132	13%	N=70	100%	N=520
Misuse of prescribed medications	12%	N=63	23%	N=120	31%	N=161	16%	N=81	19%	N=97	100%	N=522
The support of older adults	9%	N=47	22%	N=115	37%	N=191	23%	N=118	9%	N=45	100%	N=516
The support of persons with disabilities	12%	N=65	25%	N=131	31%	N=161	20%	N=103	12%	N=65	100%	N=524
The support of persons with mental health challenges	7%	N=39	16%	N=80	33%	N=170	32%	N=167	12%	N=60	100%	N=516
Quality of parenting skills of parents of children ages 0-17	9%	N=48	20%	N=102	29%	N=153	25%	N=131	16%	N=85	100%	N=519
The adequacy of school readiness for children	13%	N=68	28%	N=146	25%	N=130	16%	N=85	18%	N=94	100%	N=523

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Don't know		Total	
Spread of infectious diseases	23%	N=123	30%	N=158	22%	N=116	17%	N=91	7%	N=36	100%	N=524
Overweight adults	10%	N=53	26%	N=134	40%	N=207	19%	N=97	6%	N=32	100%	N=523
Overweight children	9%	N=46	24%	N=124	37%	N=195	21%	N=111	9%	N=47	100%	N=523
Abuse and neglect of older adults	11%	N=58	25%	N=130	26%	N=137	17%	N=90	19%	N=100	100%	N=515
Abuse and neglect of children	6%	N=34	26%	N=136	30%	N=157	20%	N=105	17%	N=89	100%	N=521
Domestic violence	9%	N=46	29%	N=151	30%	N=156	13%	N=68	19%	N=101	100%	N=523

Table 168: Question 7 - Excluding Don't Know Responses

Please rate to what degree, if at all, each of the following is a health concern in Olmsted County:	Not at all a concern		Minor concern		Moderate concern		Major concern		Total	
Bullying	11%	N=48	30%	N=126	36%	N=151	24%	N=100	100%	N=426
Depression, anxiety, or other mental health challenges	5%	N=23	21%	N=102	39%	N=191	35%	N=174	100%	N=491
Social isolation	11%	N=55	25%	N=124	35%	N=173	28%	N=138	100%	N=490
Suicide/attempted suicide	13%	N=56	29%	N=122	41%	N=170	16%	N=67	100%	N=415
Environmental hazards (polluted water, toxic waste)	26%	N=125	37%	N=177	21%	N=101	15%	N=73	100%	N=476
Tobacco use (including E-cigarettes and chewing tobacco)	28%	N=133	33%	N=158	26%	N=122	12%	N=58	100%	N=470
Underage alcohol use	17%	N=70	36%	N=149	31%	N=132	16%	N=69	100%	N=420
Excessive alcohol use among adults	16%	N=72	29%	N=133	38%	N=174	18%	N=84	100%	N=463
Illicit drug use	8%	N=36	26%	N=117	37%	N=165	29%	N=132	100%	N=450
Misuse of prescribed medications	15%	N=63	28%	N=120	38%	N=161	19%	N=81	100%	N=425
The support of older adults	10%	N=47	24%	N=115	41%	N=191	25%	N=118	100%	N=471
The support of persons with disabilities	14%	N=65	28%	N=131	35%	N=161	22%	N=103	100%	N=459
The support of persons with mental health challenges	8%	N=39	18%	N=80	37%	N=170	37%	N=167	100%	N=457
Quality of parenting skills of parents of children ages 0-17	11%	N=48	23%	N=102	35%	N=153	30%	N=131	100%	N=435
The adequacy of school readiness for children	16%	N=68	34%	N=146	30%	N=130	20%	N=85	100%	N=429
Spread of infectious diseases	25%	N=123	32%	N=158	24%	N=116	19%	N=91	100%	N=488
Overweight adults	11%	N=53	27%	N=134	42%	N=207	20%	N=97	100%	N=491
Overweight children	10%	N=46	26%	N=124	41%	N=195	23%	N=111	100%	N=476
Abuse and neglect of older adults	14%	N=58	31%	N=130	33%	N=137	22%	N=90	100%	N=415
Abuse and neglect of children	8%	N=34	32%	N=136	36%	N=157	24%	N=105	100%	N=432
Domestic violence	11%	N=46	36%	N=151	37%	N=156	16%	N=68	100%	N=421

Table 169: Question 8 - Including Don't Know Responses

Please rate the following categories of Olmsted County government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The job Olmsted County government does of providing information to residents	8%	N=43	37%	N=189	37%	N=192	16%	N=80	2%	N=12	100%	N=516
The job Olmsted County government does of listening to residents	6%	N=28	22%	N=114	35%	N=180	29%	N=151	8%	N=43	100%	N=516
The job Olmsted County government does at managing tax dollars	7%	N=36	19%	N=101	34%	N=177	30%	N=156	10%	N=51	100%	N=521
The value of services for the taxes paid to Olmsted County	7%	N=38	25%	N=129	30%	N=159	31%	N=159	7%	N=35	100%	N=520
My knowledge of the work of Olmsted County government	14%	N=75	36%	N=190	33%	N=172	12%	N=60	5%	N=27	100%	N=525
Generally acting in the best interests of the community	10%	N=52	34%	N=178	30%	N=157	20%	N=103	6%	N=30	100%	N=521
Effectively planning for the future of the county	7%	N=38	30%	N=159	32%	N=165	24%	N=126	7%	N=36	100%	N=522
Working through priority issues facing the county	5%	N=28	27%	N=141	38%	N=198	18%	N=94	11%	N=60	100%	N=522
The value of Olmsted County services to the quality of life in my neighborhood	9%	N=45	30%	N=157	31%	N=159	20%	N=103	10%	N=54	100%	N=518
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	7%	N=36	27%	N=141	33%	N=171	25%	N=132	8%	N=43	100%	N=522

Table 170: Question 8 - Excluding Don't Know Responses

Please rate the following categories of Olmsted County government performance:	Excellent		Good		Fair		Poor		Total	
The job Olmsted County government does of providing information to residents	9%	N=43	37%	N=189	38%	N=192	16%	N=80	100%	N=504
The job Olmsted County government does of listening to residents	6%	N=28	24%	N=114	38%	N=180	32%	N=151	100%	N=474
The job Olmsted County government does at managing tax dollars	8%	N=36	21%	N=101	38%	N=177	33%	N=156	100%	N=470
The value of services for the taxes paid to Olmsted County	8%	N=38	27%	N=129	33%	N=159	33%	N=159	100%	N=486
My knowledge of the work of Olmsted County government	15%	N=75	38%	N=190	34%	N=172	12%	N=60	100%	N=498
Generally acting in the best interests of the community	11%	N=52	36%	N=178	32%	N=157	21%	N=103	100%	N=490
Effectively planning for the future of the county	8%	N=38	33%	N=159	34%	N=165	26%	N=126	100%	N=487
Working through priority issues facing the county	6%	N=28	30%	N=141	43%	N=198	20%	N=94	100%	N=462
The value of Olmsted County services to the quality of life in my neighborhood	10%	N=45	34%	N=157	34%	N=159	22%	N=103	100%	N=464
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	7%	N=36	29%	N=141	36%	N=171	28%	N=132	100%	N=480

Table 171: Question 9 - Including Don't Know Responses

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall quality of services provided by Olmsted County	9%	N=45	45%	N=231	33%	N=170	9%	N=46	5%	N=26	100%	N=517
Maintenance and repair of county roads	9%	N=49	43%	N=224	31%	N=162	14%	N=71	3%	N=15	100%	N=521
Snow and ice removal on county roads	17%	N=88	46%	N=242	22%	N=114	9%	N=49	5%	N=27	100%	N=521
Recycling and drop-off services at the Recycling Center Plus	28%	N=144	39%	N=201	18%	N=92	5%	N=25	12%	N=60	100%	N=523
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	28%	N=146	33%	N=171	17%	N=86	2%	N=12	20%	N=105	100%	N=521
Household hazardous waste drop-off services at Hazardous Waste Facility	28%	N=146	34%	N=177	14%	N=74	3%	N=16	20%	N=104	100%	N=518
Protection of recreational waters and drinking waters	14%	N=71	40%	N=206	25%	N=131	7%	N=39	14%	N=74	100%	N=521
County parks and recreation	24%	N=124	47%	N=244	20%	N=102	5%	N=24	5%	N=26	100%	N=520
Land use, planning and zoning, including permitting	7%	N=36	30%	N=155	23%	N=121	19%	N=101	21%	N=108	100%	N=522
Sheriff's office services	22%	N=114	38%	N=197	18%	N=93	5%	N=25	18%	N=93	100%	N=522
Probation monitoring	4%	N=19	14%	N=72	11%	N=59	10%	N=50	62%	N=322	100%	N=523
Vital records (birth/death/marriage certificates, driver's licenses)	22%	N=115	39%	N=201	12%	N=64	4%	N=23	22%	N=116	100%	N=519
Elections (absentee voting, voter registration)	30%	N=155	42%	N=217	14%	N=71	8%	N=40	7%	N=39	100%	N=522
Passports (applications, renewals)	20%	N=102	34%	N=177	11%	N=57	3%	N=18	32%	N=168	100%	N=522

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Don't know		Total	
Property records (plats, surveys, recording & abstracting)	19%	N=96	35%	N=180	13%	N=66	3%	N=16	31%	N=157	100%	N=515
Assessment process/property tax system	13%	N=67	30%	N=154	22%	N=116	16%	N=82	19%	N=97	100%	N=517
Disaster preparedness and response	14%	N=71	33%	N=175	20%	N=102	4%	N=21	29%	N=154	100%	N=522
Services to older adults	7%	N=35	25%	N=130	24%	N=126	11%	N=58	33%	N=171	100%	N=520
Services to children and families	8%	N=40	34%	N=175	22%	N=117	9%	N=45	28%	N=143	100%	N=520
Services to veterans	9%	N=47	22%	N=115	15%	N=76	11%	N=58	43%	N=224	100%	N=520
Mental and chemical health services	5%	N=28	22%	N=113	26%	N=134	13%	N=67	33%	N=170	100%	N=512
Public health services	14%	N=73	37%	N=193	24%	N=125	7%	N=37	17%	N=90	100%	N=519
Protecting vulnerable adults	6%	N=32	22%	N=116	24%	N=126	9%	N=45	39%	N=200	100%	N=519
Protecting children	8%	N=43	26%	N=135	25%	N=129	9%	N=48	31%	N=162	100%	N=517
Accessibility and functionality of county website	11%	N=57	37%	N=190	30%	N=157	8%	N=44	14%	N=70	100%	N=518
Financial assistance for low-income families	9%	N=47	22%	N=117	16%	N=81	8%	N=42	45%	N=232	100%	N=519
Services for people with disabilities	7%	N=35	24%	N=125	20%	N=103	8%	N=44	41%	N=212	100%	N=519
Disease prevention and control	15%	N=77	35%	N=179	24%	N=125	7%	N=39	19%	N=98	100%	N=517

Table 172: Question 9 - Excluding Don't Know Responses

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Total	
Overall quality of services provided by Olmsted County	9%	N=45	47%	N=231	35%	N=170	9%	N=46	100%	N=491
Maintenance and repair of county roads	10%	N=49	44%	N=224	32%	N=162	14%	N=71	100%	N=506

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Total	
Snow and ice removal on county roads	18%	N=88	49%	N=242	23%	N=114	10%	N=49	100%	N=493
Recycling and drop-off services at the Recycling Center Plus	31%	N=144	44%	N=201	20%	N=92	5%	N=25	100%	N=462
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	35%	N=146	41%	N=171	21%	N=86	3%	N=12	100%	N=416
Household hazardous waste drop-off services at Hazardous Waste Facility	35%	N=146	43%	N=177	18%	N=74	4%	N=16	100%	N=414
Protection of recreational waters and drinking waters	16%	N=71	46%	N=206	29%	N=131	9%	N=39	100%	N=447
County parks and recreation	25%	N=124	49%	N=244	21%	N=102	5%	N=24	100%	N=494
Land use, planning and zoning, including permitting	9%	N=36	38%	N=155	29%	N=121	24%	N=101	100%	N=414
Sheriff's office services	27%	N=114	46%	N=197	22%	N=93	6%	N=25	100%	N=429
Probation monitoring	9%	N=19	36%	N=72	29%	N=59	25%	N=50	100%	N=201
Vital records (birth/death/marriage certificates, driver's licenses)	29%	N=115	50%	N=201	16%	N=64	6%	N=23	100%	N=402
Elections (absentee voting, voter registration)	32%	N=155	45%	N=217	15%	N=71	8%	N=40	100%	N=483
Passports (applications, renewals)	29%	N=102	50%	N=177	16%	N=57	5%	N=18	100%	N=354
Property records (plats, surveys, recording & abstracting)	27%	N=96	50%	N=180	18%	N=66	4%	N=16	100%	N=358
Assessment process/property tax system	16%	N=67	37%	N=154	28%	N=116	20%	N=82	100%	N=420
Disaster preparedness and response	19%	N=71	47%	N=175	28%	N=102	6%	N=21	100%	N=368
Services to older adults	10%	N=35	37%	N=130	36%	N=126	17%	N=58	100%	N=349
Services to children and families	11%	N=40	46%	N=175	31%	N=117	12%	N=45	100%	N=377
Services to veterans	16%	N=47	39%	N=115	26%	N=76	20%	N=58	100%	N=296
Mental and chemical health services	8%	N=28	33%	N=113	39%	N=134	19%	N=67	100%	N=341
Public health services	17%	N=73	45%	N=193	29%	N=125	9%	N=37	100%	N=429
Protecting vulnerable adults	10%	N=32	36%	N=116	39%	N=126	14%	N=45	100%	N=319
Protecting children	12%	N=43	38%	N=135	36%	N=129	14%	N=48	100%	N=355
Accessibility and functionality of county website	13%	N=57	42%	N=190	35%	N=157	10%	N=44	100%	N=448
Financial assistance for low-income families	17%	N=47	41%	N=117	28%	N=81	15%	N=42	100%	N=287

Please rate the quality of each of the following services provided by Olmsted County:	Excellent		Good		Fair		Poor		Total	
Services for people with disabilities	11%	N=35	41%	N=125	34%	N=103	14%	N=44	100%	N=307
Disease prevention and control	18%	N=77	43%	N=179	30%	N=125	9%	N=39	100%	N=419

Table 173: Question 10

Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?	Percent of respondents	Number
Yes	51%	N=265
No	49%	N=257
Total	100%	N=522

Table 174: Question 11 - Including Don't Know Responses

Rate the following aspects of your most recent contact with Olmsted County. (Please rate each characteristic below.)	Excellent		Good		Fair		Poor		Don't know		Total	
Services you were seeking met your needs	35%	N=93	40%	N=104	13%	N=33	11%	N=30	1%	N=2	100%	N=263
Staff listened to what you had to say	36%	N=96	41%	N=109	10%	N=28	12%	N=31	0%	N=1	100%	N=264
Staff was willing to help	40%	N=105	40%	N=106	9%	N=23	12%	N=31	0%	N=0	100%	N=265
Staff made you feel valued	32%	N=85	34%	N=90	17%	N=46	13%	N=35	3%	N=8	100%	N=265
Overall ease of finding and getting to the office	28%	N=73	37%	N=97	16%	N=42	8%	N=22	11%	N=28	100%	N=263
Overall ease of getting in contact with the office	31%	N=80	39%	N=102	16%	N=42	13%	N=34	1%	N=3	100%	N=262

Table 175: Question 11 - Excluding Don't Know Responses

Rate the following aspects of your most recent contact with Olmsted County. (Please rate each characteristic below.)	Excellent		Good		Fair		Poor		Total	
Services you were seeking met your needs	36%	N=93	40%	N=104	13%	N=33	12%	N=30	100%	N=261
Staff listened to what you had to say	37%	N=96	41%	N=109	10%	N=28	12%	N=31	100%	N=263
Staff was willing to help	40%	N=105	40%	N=106	9%	N=23	12%	N=31	100%	N=265
Staff made you feel valued	33%	N=85	35%	N=90	18%	N=46	14%	N=35	100%	N=256
Overall ease of finding and getting to the office	31%	N=73	42%	N=97	18%	N=42	9%	N=22	100%	N=235
Overall ease of getting in contact with the office	31%	N=80	39%	N=102	16%	N=42	13%	N=34	100%	N=259

Table 176: Question 12 - Including Don't Know Responses

What was your impression of the employee(s) of OLMSTED County in your most recent contact?	Excellent		Good		Fair		Poor		Don't know		Total	
Knowledgeable	42%	N=110	41%	N=107	10%	N=26	6%	N=16	2%	N=4	100%	N=263
Responsive	42%	N=111	33%	N=87	15%	N=40	8%	N=21	2%	N=5	100%	N=264
Courteous	43%	N=113	35%	N=92	14%	N=38	7%	N=17	1%	N=3	100%	N=264
Overall impression	40%	N=106	40%	N=105	10%	N=26	9%	N=24	1%	N=2	100%	N=263

This question was only asked of those who reported having contact with an Olmsted County government office.

Table 177: Question 12 - Excluding Don't Know Responses

What was your impression of the employee(s) of OLMSTED County in your most recent contact?	Excellent		Good		Fair		Poor		Total	
Knowledgeable	43%	N=110	41%	N=107	10%	N=26	6%	N=16	100%	N=259
Responsive	43%	N=111	34%	N=87	16%	N=40	8%	N=21	100%	N=258
Courteous	43%	N=113	35%	N=92	14%	N=38	7%	N=17	100%	N=260
Overall impression	41%	N=106	40%	N=105	10%	N=26	9%	N=24	100%	N=260

This question was only asked of those who reported having contact with an Olmsted County government office.

Table 178: Question 13

Have you visited the Olmsted County website in the last two years?	Percent of respondents	Number
Yes	85%	N=443
No	15%	N=79
Total	100%	N=522

Table 179: Question 14 - Including Don't Know Responses

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Don't know		Total	
The website was easy to use	22%	N=94	50%	N=220	21%	N=90	7%	N=31	1%	N=2	100%	N=438
I was able to find the information needed	28%	N=121	47%	N=204	15%	N=67	10%	N=44	1%	N=3	100%	N=438
Easily accessible through my mobile device (phone, tablet)	20%	N=87	37%	N=161	10%	N=44	6%	N=25	27%	N=119	100%	N=437

This question was only asked of those who reported having visited the Olmsted County website.

Table 180: Question 14 - Excluding Don't Know Responses

Please rate your level of agreement to the following questions related to your visit of the Olmsted County website:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
The website was easy to use	22%	N=94	51%	N=220	21%	N=90	7%	N=31	100%	N=435
I was able to find the information needed	28%	N=121	47%	N=204	15%	N=67	10%	N=44	100%	N=435
Easily accessible through my mobile device (phone, tablet)	27%	N=87	51%	N=161	14%	N=44	8%	N=25	100%	N=317

This question was only asked of those who reported having visited the Olmsted County website.

Table 181: Question 15 - Including Don't Know Responses

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all.	Not a source		Minor source		Major source		Don't know		Total	
Newspapers (print or online)	35%	N=181	36%	N=186	27%	N=138	2%	N=12	100%	N=517
Other county residents (such as neighbors or friends)	14%	N=69	63%	N=317	22%	N=109	2%	N=9	100%	N=504
Olmsted County employees	41%	N=208	35%	N=179	21%	N=108	3%	N=16	100%	N=512
Olmsted County website (https://www.olmstedcounty.gov/)	15%	N=75	42%	N=218	41%	N=211	2%	N=11	100%	N=515
Other online resources	16%	N=83	41%	N=208	34%	N=170	8%	N=42	100%	N=503
Public/Community meetings	34%	N=174	44%	N=224	16%	N=83	6%	N=30	100%	N=509
Radio	40%	N=208	43%	N=222	14%	N=71	3%	N=15	100%	N=516
Phone calls to Olmsted County	49%	N=251	35%	N=180	12%	N=60	4%	N=22	100%	N=514
Reports, flyers or brochures	41%	N=214	45%	N=234	9%	N=47	4%	N=21	100%	N=516
Television news broadcasts/cable TV	25%	N=127	41%	N=207	32%	N=164	2%	N=12	100%	N=510
County social media accounts (Facebook, Twitter, YouTube, etc.)	39%	N=200	38%	N=198	20%	N=106	2%	N=12	100%	N=515
Information Desk	63%	N=323	22%	N=116	7%	N=35	8%	N=42	100%	N=516

Table 182: Question 15 - Excluding Don't Know Responses

Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all.	Not a source		Minor source		Major source		Total	
Newspapers (print or online)	36%	N=181	37%	N=186	27%	N=138	100%	N=505
Other county residents (such as neighbors or friends)	14%	N=69	64%	N=317	22%	N=109	100%	N=495
Olmsted County employees	42%	N=208	36%	N=179	22%	N=108	100%	N=496
Olmsted County website (https://www.olmstedcounty.gov/)	15%	N=75	43%	N=218	42%	N=211	100%	N=504
Other online resources	18%	N=83	45%	N=208	37%	N=170	100%	N=461
Public/Community meetings	36%	N=174	47%	N=224	17%	N=83	100%	N=480
Radio	42%	N=208	44%	N=222	14%	N=71	100%	N=501
Phone calls to Olmsted County	51%	N=251	37%	N=180	12%	N=60	100%	N=491
Reports, flyers or brochures	43%	N=214	47%	N=234	10%	N=47	100%	N=495
Television news broadcasts/cable TV	25%	N=127	42%	N=207	33%	N=164	100%	N=498
County social media accounts (Facebook, Twitter, YouTube, etc.)	40%	N=200	39%	N=198	21%	N=106	100%	N=504
Information Desk	68%	N=323	24%	N=116	7%	N=35	100%	N=474

Table 183: Question 16 - Including Don't Know Responses

How important, if at all, is it for each of the following to be provided in Olmsted County parks?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Equipment rentals such as canoes, paddleboats, snowshoes, skis	26%	N=133	32%	N=166	25%	N=128	12%	N=62	6%	N=29	100%	N=518
Overnight accommodations for tents and RVs	17%	N=87	25%	N=128	30%	N=157	18%	N=92	10%	N=52	100%	N=517
Community events	23%	N=122	36%	N=191	30%	N=157	6%	N=32	4%	N=21	100%	N=523
Programs for learning about nature and outdoor recreation	34%	N=174	39%	N=203	21%	N=107	4%	N=22	3%	N=14	100%	N=520
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	49%	N=255	32%	N=165	13%	N=66	3%	N=15	3%	N=17	100%	N=518
Winter recreation such as skiing, snowshoeing, fat tire bikes	31%	N=161	38%	N=198	19%	N=99	8%	N=41	4%	N=21	100%	N=520
Increase number of camper cabins in parks	10%	N=49	20%	N=104	25%	N=128	28%	N=144	18%	N=94	100%	N=520
Ability to include leashed dogs on park trails	23%	N=120	27%	N=138	25%	N=127	18%	N=94	8%	N=39	100%	N=517
Food trucks or food vendors	13%	N=68	26%	N=138	33%	N=172	23%	N=120	5%	N=25	100%	N=523
Rental space for community meetings and events	14%	N=72	34%	N=175	37%	N=192	8%	N=40	8%	N=40	100%	N=519
Safe public access to lakes and streams	44%	N=229	42%	N=222	10%	N=50	1%	N=6	3%	N=15	100%	N=522

How important, if at all, is it for each of the following to be provided in Olmsted County parks?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	38%	N=195	38%	N=197	16%	N=80	3%	N=16	5%	N=26	100%	N=516
Sports recreation activities such as disc golf, archery, gaga ball	16%	N=82	32%	N=165	35%	N=179	12%	N=64	5%	N=28	100%	N=517
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	31%	N=161	32%	N=164	24%	N=126	6%	N=30	6%	N=33	100%	N=514
Increase wildlife viewing areas such as birding blinds	20%	N=105	29%	N=152	33%	N=170	13%	N=65	5%	N=24	100%	N=516
Other (please specify	12%	N=30	8%	N=19	2%	N=4	8%	N=21	70%	N=175	100%	N=248

Table 184: Question 16 - Excluding Don't Know Responses

How important, if at all, is it for each of the following to be provided in Olmsted County parks?	Essential		Very important		Somewhat important		Not at all important		Total	
Equipment rentals such as canoes, paddleboats, snowshoes, skis	27%	N=133	34%	N=166	26%	N=128	13%	N=62	100%	N=489
Overnight accommodations for tents and RVs	19%	N=87	28%	N=128	34%	N=157	20%	N=92	100%	N=464
Community events	24%	N=122	38%	N=191	31%	N=157	6%	N=32	100%	N=502
Programs for learning about nature and outdoor recreation	34%	N=174	40%	N=203	21%	N=107	4%	N=22	100%	N=506
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	51%	N=255	33%	N=165	13%	N=66	3%	N=15	100%	N=501
Winter recreation such as skiing, snowshoeing, fat tire bikes	32%	N=161	40%	N=198	20%	N=99	8%	N=41	100%	N=499
Increase number of camper cabins in parks	12%	N=49	24%	N=104	30%	N=128	34%	N=144	100%	N=426
Ability to include leashed dogs on park trails	25%	N=120	29%	N=138	27%	N=127	20%	N=94	100%	N=478
Food trucks or food vendors	14%	N=68	28%	N=138	34%	N=172	24%	N=120	100%	N=498
Rental space for community meetings and events	15%	N=72	36%	N=175	40%	N=192	8%	N=40	100%	N=479
Safe public access to lakes and streams	45%	N=229	44%	N=222	10%	N=50	1%	N=6	100%	N=507
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	40%	N=195	40%	N=197	16%	N=80	3%	N=16	100%	N=489
Sports recreation activities such as disc golf, archery, gaga ball	17%	N=82	34%	N=165	36%	N=179	13%	N=64	100%	N=489
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	34%	N=161	34%	N=164	26%	N=126	6%	N=30	100%	N=481
Increase wildlife viewing areas such as birding blinds	21%	N=105	31%	N=152	35%	N=170	13%	N=65	100%	N=492
Other (please specify	40%	N=30	25%	N=19	6%	N=4	28%	N=21	100%	N=73

Table 185: Question 17 - Including Don't Know Responses

How important, if at all, is it for each of the following activities or services be offered at Graham Park?	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
Arenas	29%	N=139	28%	N=133	20%	N=97	9%	N=41	15%	N=70	100%	N=481
Exhibition Building	22%	N=112	32%	N=164	25%	N=127	8%	N=40	13%	N=69	100%	N=511
Farmer's Market	49%	N=254	33%	N=171	10%	N=54	4%	N=21	4%	N=20	100%	N=520
Outdoor entertainment and picnic areas	27%	N=139	44%	N=227	17%	N=90	6%	N=31	6%	N=34	100%	N=520
Festivals and events	35%	N=181	40%	N=210	16%	N=82	4%	N=23	5%	N=24	100%	N=520
Event rental	19%	N=97	31%	N=158	27%	N=138	8%	N=42	16%	N=82	100%	N=516

Table 186: Question 17 - Excluding Don't Know Responses

How important, if at all, is it for each of the following activities or services be offered at Graham Park?	Essential		Very important		Somewhat important		Not at all important		Total	
Arenas	34%	N=139	32%	N=133	24%	N=97	10%	N=41	100%	N=411
Exhibition Building	25%	N=112	37%	N=164	29%	N=127	9%	N=40	100%	N=442
Farmer's Market	51%	N=254	34%	N=171	11%	N=54	4%	N=21	100%	N=500
Outdoor entertainment and picnic areas	29%	N=139	47%	N=227	18%	N=90	6%	N=31	100%	N=486
Festivals and events	37%	N=181	42%	N=210	17%	N=82	5%	N=23	100%	N=496
Event rental	22%	N=97	36%	N=158	32%	N=138	10%	N=42	100%	N=434

Table 187: Question 18

How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?	Percent of respondents	Number
Essential	63%	N=326
Very important	24%	N=122
Somewhat important	9%	N=49
Not at all important	3%	N=16
Don't know	1%	N=7
Total	100%	N=520

Table 188: Question 19

If you feel affordable housing is a concern, what types of affordable housing are lacking in Olmsted County? (Please select all that apply.).	Percent	Number
Apartments/condos	47%	N=234
Senior housing	47%	N=234
Student housing	23%	N=114
Entry-level housing/low-income housing	70%	N=350
Veteran housing	33%	N=163
Affordable middle-income housing	62%	N=311
Single-family homes	49%	N=244
Housing for the disabled	34%	N=169
Other (please specify)	8%	N=41

Total may exceed 100% as respondents could select more than one response.

Table 189: Question D1

How long have you lived in Olmsted County?	Percent of respondents	Number
Less than 2 year	1%	N=5
2-5 years	12%	N=64
6-10 years	11%	N=59
11-15 years	8%	N=42
16-20 years	6%	N=31
Over 20 years	62%	N=326
Total	100%	N=527

Table 190: Question D2

Which best describes the building you live in?	Percent of respondents	Number
One family house detached from any other houses	71%	N=372
House attached to one or more houses (e.g., a duplex or townhome)	11%	N=57
Building with two or more apartments or condos	13%	N=71
Manufactured or mobile home	3%	N=14
Other	2%	N=12
Total	100%	N=526

Table 191: Question D3

Is this house, apartment or mobile home…	Percent of respondents	Number
Rented for cash or occupied without cash payment	22%	N=112
Owned by you or someone in this house with a mortgage or free and clear	78%	N=405
Total	100%	N=517

Table 192: Question D4

Which of the following best describes you?	Percent of respondents	Number
Employed full-time	63%	N=329
Employed part-time	8%	N=44
Homemaker	23%	N=120
Retired	1%	N=4
Student	3%	N=14
Unemployed, looking for work	2%	N=11
Total	100%	N=523

Table 193: Question D5

Which category contains your age?	Percent of respondents	Number
18-24	2%	N=8
25-34	21%	N=111
35-44	17%	N=91
45-54	19%	N=100
55-64	17%	N=87
65-74	17%	N=91
75-84	6%	N=29
85 +	1%	N=6
Total	100%	N=524

Table 194: Question D7

Are you Spanish, Hispanic or Latino?	Percent of respondents	Number
No, not Spanish, Hispanic or Latino	97%	N=500
Yes, I consider myself to be Spanish, Hispanic or Latino	3%	N=13
Total	100%	N=514

Table 195: Question D8

What is your race?	Percent	Number
American Indian or Alaskan Native	3%	N=18
Asian, Asian Indian or Pacific Islander	4%	N=22
Black or African American	1%	N=5
White or Caucasian	88%	N=455
Other	8%	N=42

Total may exceed 100% as respondents could select more than one response.

Table 196: Question D9a

Children age 17 years and under:	Percent of respondents	Number
None	69%	N=370
One	12%	N=65
Two	13%	N=69
Three	4%	N=20
Four	1%	N=8
Five or more	1%	N=4
Total	100%	N=536

Table 197: Question D9b

Adults under age 65:	Percent of respondents	Number
None	28%	N=151
One	21%	N=111
Two	44%	N=235
Three	6%	N=30
Four	1%	N=7
Five or more	0%	N=2
Total	100%	N=536

Table 198: Question D9c

Adults age 65 years and over	Percent of respondents	Number
None	69%	N=371
One	16%	N=85
Two	15%	N=78
Three	0%	N=1
Four	0%	N=1
Five or more	0%	N=0
Total	100%	N=536

Table 199: Question D10

Please indicate your household's annual income:	Percent of respondents	Number
Under $25,000	7%	N=36
$25,000-$49,999	13%	N=63
$50,000-$74,999	20%	N=101
$75,000-$99,999	16%	N=78
$100,000-$124,999	16%	N=79
$125,000-$149,999	11%	N=53
$150,000-$199,999	12%	N=57
$200,000 or more	6%	N=28
Total	100%	N=496

Table 200: Question D11

Please indicate your education level:	Percent of respondents	Number
Less than high school degree	0%	N=2
High school degree	7%	N=38
Vocational / 2-year degree	20%	N=107
Some college, no degree	12%	N=64
4-year degree	31%	N=163
Master's degree or higher	29%	N=150
Total	100%	N=524

Appendix H: Survey Methodology

The Olmsted County Resident Survey provides residents the opportunity to rate the quality of life in the county, as well as service delivery and their satisfaction with county government. The survey also permits residents to provide feedback to the government about what is working well and what is not, and to share their priorities for community planning and resource allocation. The survey permits county staff and elected officials to hear from a broad range of the population. Olmsted County funded this research. Please contact Fermin Espinoza at fermin.espinoza@olmstedcounty.gov if you have any questions about the survey.

Hallmarks of a "Scientific" Survey

The figure below displays the unique features of a scientific survey. The survey conducted by Polco/National Research Center, Inc. on behalf of Olmsted County was a scientific survey, and implemented using survey research best practices to provide a picture of the opinions of all adults living in the county.

Hallmarks of a "Scientific" Survey
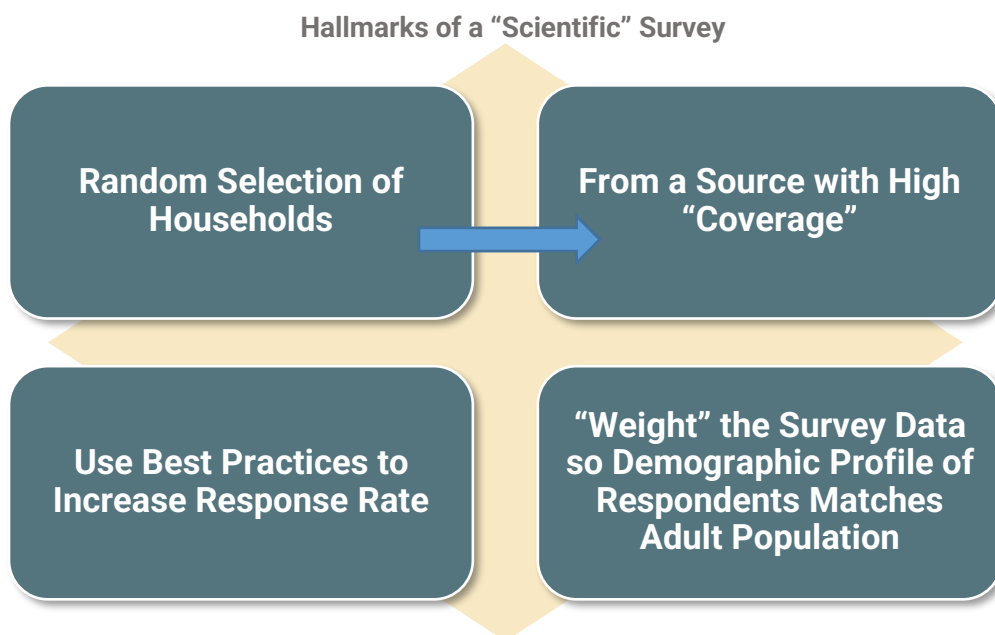
Developing the Questionnaire

The resident survey questionnaire for Olmsted County was developed by starting with the version from the previous implementation in 2019. A list of topics was generated for new questions; items and questions were modified to find those that were the best fit for the 2022 project. In an iterative process between county staff and Polco/NRC staff, the final questionnaire was created. A copy can be found in *Appendix I: Survey Materials*.

Selecting Survey Recipients

The target population for the survey was adults who live in the limits of Olmsted County. The survey was designed as a mailed survey. The list from which survey recipients are selected is referred to as a "sampling frame." A sampling frame was chosen which will

provide high "coverage," meaning that almost every member of the target population has a chance of being selected.

Because local governments generally do not have inclusive lists of all the residences in the jurisdiction (tax assessor and utility billing databases often omit rental units), lists from the United States Postal Service (USPS), based on the Delivery Sequence File (DSF) used by the postal carriers to deliver the mail and updated every three months, usually provide the best representation of all households in a specific geographic location. A list of households within the zip codes serving Olmsted County was purchased from Go-Dog Direct. They provided a list of addresses that were selected using a systematic selection, a procedure where every Nth item is chosen, a process which closely approximates a random selection. A larger list than needed was sampled, as zip codes generally do not follow municipal boundaries and addresses that were not within county limits would be eliminated. Each of the addresses purchased was geocoded, and identified as being inside or outside county boundaries, and if inside the county, assigned to one of the seven Districts. A random selection was made of addresses within each district; 600 were selected from Districts 3, 4, 5, 6 and 7, while 700 addresses were selected from Districts 1 and 2, as lower responses rates had been observed from recipients in these districts in previous survey administrations. In addition, multi-family addresses (identified as those including a unit number) were oversampled at a rate of 5:3 compared to single family addresses. This oversampling is done as those who live in multi-family housing tend to respond to surveys at a lower rate than those in single family housing. In total, 4,400 households in Olmsted County were selected as survey recipients.

To ensure that survey results could be compared by district, a different color paper was used to print the survey for each district. A code for the color identifying the district was then data entered along with the responses to that survey. An individual within each household was randomly selected to complete the survey using the birthday method. (The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.)

Administering the Survey

Each selected household was contacted three times over the course of about three weeks starting January 2022. First, a postcard was mailed to 4,400 households, selected at random, notifying residents that they had been chosen to participate in the survey and inviting recipients to complete the survey online. For 2,860 households, a survey packet followed in the mail one week after the postcard, and a second survey packet was sent one week after the first packet. For the remaining 1,540 households, one additional postcard invitation to complete the survey online was mailed one week after the first. About 3% of the surveys (135) were returned because they either had incorrect addresses or were received by vacant housing units. Of the estimated 4,265 remaining households, 842 completed the survey, providing a response rate of 20%. Typical response rates for a mailed resident survey range from 12% to 35%.

Note on Change in Survey Methodology from 2019 to 2022

In the past, NRC's standard approach to community survey "sampling" (e.g., creating the mailing list of randomly selected households) was to send paper copies of the survey to all selected households. Our traditional three-part mailing included a prenotification postcard to let the household know they had been selected for the survey, followed by two "waves" of the survey, one week apart. The five-page survey was accompanied by a cover letter with instructions and a postage-paid return envelope, and the cover letter contained a web link so that recipients could complete the survey online if they preferred.

Our current standard mailing approach for community surveys is what we refer to as a "hybrid" mailing in which some selected households receive the traditional three-part mailing as described above (Group A), while the remaining selected households receive two half-page-sized postcard invitations, one week apart, with a web link and instructions to go online to complete the survey (Group B). In Olmsted County, 65% of the 4,400 selected households received the Group A mailing, and the remaining 35% received the Group B mailing (more detailed information about the mailings is included in the preceding section). Perhaps as a result of this methodological shift, more survey responses were received in 2022 (842 in 2022 versus 708 in 2019). NRC's main focus is on the total *number* of responses versus the response *rate*, since the overall margin of error for the report is based solely on the number of responses and is unrelated to response rate.

There are two primary reasons for this shift in methodology. The first is that the hybrid mailing approach allows us to reach a significantly larger number of households for about the same cost; this is because printing and postage costs for postcards only are far lower than for printing and mailing the five-page survey (plus the cover letter and return envelope); there is also the additional cost of the postage for the respondent to mail the surveys back to NRC, as well as the cost of data-entering the responses from the paper surveys into an electronic dataset for analysis. (Whereas when a resident responds online to a survey, they are essentially data-entering their responses themselves, thus eliminating the need for any additional data entry). Further, technological shifts in recent years have led to most residents having internet access, which makes the option of responding online feasible for almost everyone.

The second reason for this methodological shift is that by encouraging more residents to take the survey online, they are directed to the county's profile on the Polco platform, and then asked if they would like to join the county's digital engagement panel. This panel of subscribers then gets notifications if the county posts new surveys or short polls on the platform, thus further increasing response and engagement. While the county's resident engagement panel will continue to grow over time as more outreach is done to spread community awareness about the county's Polco profile, the 2022 Resident Survey has been a good way to initially build that panel due to the fact that so many residents are directed to Polco in order to take the survey. As a result of this methodological shift, Olmsted County currently has about 202 subscribers on the Polco platform.

Finally, sending two different mailing types out within the same community, for the same survey, allows NRC to assess the difference in response rates for each approach and adjust our recommendations on the sampling approach in future years, if needed.

Survey results were weighted so that age, gender, race/ethnicity, length of residency, housing tenure (rent versus own), housing unit type (detached versus attached), and commissioner district were represented in the proportions reflective of the entire community. (For more information on the survey methodology, see *Appendix H: Survey Methodology.* A copy of the questionnaire and mailing materials are included in *Appendix I: Survey Materials.*)

Table 201: 2022 Response Rates

Commissioner District	Mailing #1					Mailing #2					Overall				
	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate	Number mailed	Undeliverable postcards	Delivered surveys	Returned surveys	Response rate
District 1	455	19	436	61	14%	245	11	234	50	21%	700	30	670	111	17%
District 2	455	15	440	65	15%	245	8	237	43	18%	700	23	677	108	16%
District 3	390	17	373	52	14%	210	2	208	60	29%	610	19	581	112	19%
District 4	390	10	380	74	19%	210	4	206	64	31%	610	14	586	138	24%
District 5	390	7	383	61	16%	210	2	208	54	26%	610	9	591	115	19%
District 6	390	16	374	65	17%	210	12	198	61	31%	610	28	572	126	22%
District 7	390	7	383	67	17%	210	5	205	65	32%	610	12	588	132	22%
Overall	**2,860**	**91**	**2,769**	**445**	**16%**	**1,540**	**44**	**1,496**	**397**	**27%**	**4,400**	**135**	**4,265**	**842**	**20%**

Confidence Intervals

The 95% confidence interval (or "margin of error") quantifies the "sampling error" or precision of the estimates made from the survey results. A 95% confidence interval can be calculated for any sample size, and indicates that in 95 of 100 surveys conducted like this one, for a particular item, a result would be found that is within a certain number of percentage points of the result that would be found if everyone in the population of interest was surveyed. The practical difficulties of conducting any resident survey may introduce other sources of error in addition to sampling error. Despite the best efforts to boost participation and ensure potential inclusion of all households, some selected households will decline participation in the survey (referred to as non-response error) and some eligible households may be unintentionally excluded from the listed sources for the sample (referred to as coverage error). The margin of error for this survey, with 842 respondents, is ±3.4%.

Survey Processing (Data Entry)

Mailed surveys were returned to Polco/NRC directly via postage-paid business reply envelopes. Once received, staff assigned a unique identification number to each questionnaire. Additionally, each survey was reviewed and "cleaned" as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; Polco/NRC staff would choose randomly two of the three selected items to be coded in the dataset.

Once all surveys were assigned a unique identification number, they were entered into an electronic dataset. This dataset was subject to a data entry protocol of "key and verify," in which survey data were entered twice into an electronic dataset and then compared. Discrepancies were evaluated against the original survey form and corrected. Range checks as well as other forms of quality control were also performed.

Polco's web-based survey and analytics platform was used to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into the system, so respondents are automatically "skipped" to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Analyzing the Results

Weighting the Data

The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. This is done by comparing the demographic profile of survey respondents to that of the target population, adults living in Olmsted County. Weighting is a statistical adjustment where more weight is given to groups who responded at a lower rate than other groups, and less weight is given to those who responded at a higher rate. For example, in nearly all surveys, younger people respond at a lower rate than older people. Weighting rebalances the profile. The theory behind this weighting is that younger people (or other groups who tend to underrespond) who did participate in the survey are more like the younger people who did NOT participate than they are like the older people who did respond to the survey. [3]

Initial weights were calculated using an Iterative Proportional Fitting model via a python raking algorithm plug-in to SPSS. These initial weights were trimmed so that no case was given a weight greater than 5.5. No adjustments were made for design effects. The results of the weighting scheme are presented in the table on the next page. The variables that were used for weighting have been shaded grey.

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[3] An example of how weighting works may be helpful. Hypothetically, suppose the population norm for gender was 50%/50%, but 70% of the surveys we received were from females, and 30% were from males. The weights we would need to apply to make our sample representative of the population would be 0.7143 for females (thereby giving each response **less** weight in the overall ratings) and 1.6667 for males (giving each response **more** weight overall). Let's further suppose that these two groups had very different ratings of parks; females felt very favorably, with 80% of females giving a positive rating, and males felt much less favorable, with only 40% giving a positive rating. Given that we had more responses from women, if we did NOT weight the results, we would be left with a rosier picture of the perception of parks by residents than if we did weight the data. The unweighted average rating is 68% (80%x70%+40%x30%), while the weighted average is 60% (80%x50%+40%x50%).

Characteristic	Percent in Population	Percent in Sample	Weight to bring to 50%	Unwt'd Rating of Parks	Parks rating with proper weights
Female	50%	70%	0.714	80	(80 * .50)
Male	50%	30%	1.666	40	(40 * .50)
TOTAL	100%	100%	----	68	60

Table 202: Olmsted County Weighting Table 2022

Characteristic	Population Norm[1]	Unweighted Data	Weighted Data
Housing			
Own home	75%	84%	76%
Rent home	25%	16%	24%
Detached unit	71%	72%	66%
Attached unit	29%	28%	34%
Race and Ethnicity			
White alone, not Hispanic	89%	90%	85%
Hispanic	3%	2%	3%
Other	8%	8%	12%
Sex and Age			
Male	48%	45%	49%
Female	52%	55%	51%
18-34 years of age	31%	9%	25%
35-54 years of age	38%	28%	29%
55+ years of age	31%	62%	47%
District*			
District 1	13%	9%	13%
District 2	6%	12%	13%
District 3	18%	12%	13%
District 4	24%	18%	16%
District 5	11%	14%	14%
District 6	10%	15%	15%
District 7	18%	19%	16%

[1]*Source: 5-year estimates from the 2019 American Community Survey*
**Source: Sample list purchased from Go-Dog Direct*

Putting Responses on a 100-Point Scale

Although responses to many of the evaluative questions were made on a four-point scale with four representing the best rating and one the worst, many of the results in this summary are reported on a common scale where zero is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be zero on the 100-point scale. If the average rating for quality of life was "good," then the result would be 67 on a 100-point scale; "fair" would be 33 on the 100-point scale. Use of this converted scale to show average ratings allows for comparison to other jurisdictions, where different question wording and response scales may have been used. This metric can sometimes be a little confusing. It is not the percent who rated the item as "excellent" or "good," but an average rating spread out over 100 points. This scale can be thought of like the United Way fundraising thermometer – the greater the average rating, the closer to 100.

An example is shown in the table below of how survey responses to any particular item can be converted to the average rating on a 100-point scale. In this example, 32% of respondents gave an excellent rating, 46% a good rating and so on. The first step is to look only at the evaluative responses and eliminate the don't know responses. The percents now total to 100% for just the excellent, good, fair and poor response options, as shown in the third column. The second step is to assign scale values to each response option. The third step is to create the average using these values – so taking the percent of respondents who gave each response, multiplying that by the value, and then summing them (in Step 4) to calculate the average rating. The thermometer image to the left represents how this rating can be considered like a United Way fundraising thermometer, where the average rating of 74 represents a thermometer that is about three-quarters full.

Response option	Total with "don't know"	Step1: Remove the percent of "don't know" responses	Total without "don't know"	Step 2: Assign scale values	Step 3: Multiply the percent by the scale value	Step 4: Sum to calculate the average rating
Excellent	32%	=32÷(100-11)=	36%	100	=36% x 100 =	36
Good	46%	=46÷(100-11)=	52%	67	=52% x 67 =	35
Fair	9%	=9÷(100-11)=	10%	33	=10% x 33 =	3
Poor	2%	=2÷(100-11)=	2%	0	=2% x 0 =	0
Don't know	11%		--			
Total	100%		100%			74

Statistical Analysis

The electronic dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, frequency distributions and average (mean) ratings are presented in the body of the report. A complete set of frequencies for each survey question is presented in *Appendix A: Responses to Survey Questions*.

Also included are results by selected respondent characteristics (*Appendix C: Survey Results by Respondent Characteristics*). Chi-square or ANOVA tests of significance were applied to these breakdowns of selected survey questions. A "p-value" of 0.05 or less indicates that there is less than a 5% probability that differences observed between groups are due to chance; or in other words, a greater than 95% probability that the differences observed in the selected categories of the sample represent "real" differences among those populations. Where differences between subgroups are statistically significant, they are indicated in this appendix.

Comparing to Previous Survey Results

Olmsted County survey data were collected by phone in 2008. In 2013, the County switched data collection from phone to mail and continued with mail in 2022. Switching data collection from phone to mail was done to save costs, allow for more precise geographic sampling, cost-efficiently include cell phone-only households, gather more candid feedback and avoid interrupting residents with unwanted phone calls. The growing rate of county households with only a cell phone challenged the County to ensure their inclusion, which is easier, less expensive and more accurate by mail than phone.

Research is clear that a change in the method of survey data collection, by itself, will result in a change in results if the shift is from telephone administration to self-administration or vice versa. The change occurs even without change in resident perspectives and is attributed to the different environment that a survey respondent confronts when providing answers to a person on the telephone compared to offering private anonymous opinions. Questions by phone elicit more positive, optimistic, and socially-desirable responses than do the same questions asked on a written self-administered questionnaire. The self-administered questionnaire brings out more candid responses.

As a consequence of the switch in methodology, a decline from 2008 to 2013 in virtually all ratings was both expected and observed. In the previous survey administration by phone in 2008, a small sample of residents was surveyed by mail in order to explore the magnitude of the differences between phone and mail survey responses in Olmsted County. Using 2008 survey research conducted by Polco/NRC in Olmsted County that compared mail and phone responses, as well as Polco/NRC's analysis of national trends comparing phone and mail responses, Polco/NRC adjusted the findings from 2008 in order to maximize the comparability of results over time. This way the reported trendline data are not influenced by the decline that is attributable to the change in data collection mode from phone to mail.

When results are reported as an average on the 100-point scale for a question that was asked similarly in previous years, a slight adjustment was made to permit direct comparison between phone and mail results. (Results that are reported as percentages and compared over time were not adjusted.) While the adjusted findings for data prior to 2013

reasonably control for the expected change from phone to mail data collection, the comparability of data over time does have some limitations. Not only is there sampling error in each survey administration, but also, the methods change occurred after a five-year gap in survey administrations and some question wording was inconsistent among survey years. Important historical differences are noted in the appropriate tables and figures. (Polco/NRC also was able to introduce statistical adjustments for the data prior to 2013 to account for any question and scale differences when possible. These adjustments are based on Polco/NRC's analysis of citizen surveys from across the nation.)

Appendix I: Survey Materials

The following pages contain a copy of the postcards, cover letters and survey questionnaire.

Dear Olmsted County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Olmsted County's 2022 Resident Survey. You can go online and complete the **confidential survey** at:

https://polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. Olmsted County will conduct a separate survey that is open to all residents just a few weeks from now. You can also wait a few days for the survey to arrive in the mail.

If you have any questions about the survey, please call 507-328-6001 or email adminclerical@co.olmsted.mn.us.

Thank you for helping create a better county!

Estimado Residente del Condado de Olmsted:

¡No le tomará mucho tiempo hacer una gran diferencia!

Su hogar ha sido elegido al azar para participar en la Encuesta 2022 de residentes del Condado de Olmsted. Puede contestar en línea la **encuesta confidencial** en:

https://polco.us/xxplaceholder

Por favor, no comparta su enlace de la encuesta. Esta encuesta es solo para hogares seleccionados al azar. El Condado de Olmsted efectuará una encuesta separada que está abierta a todos los residentes dentro de un plazo de solo unas semanas a partir de ahora. También puede esperar unos días para que reciba la encuesta por correo.

Si tiene alguna pregunta acerca de la encuesta, llame al 507-328-6001 o escriba a adminclerical@co.olmsted.mn.us.

¡Gracias por ayudar a crear un mejor condado!

Gacaliye Deggane Degmada Olmsted County,

Wakhti badan kugu ma qaadanayso inaad isbedel weyn samayso!

Qoyskaaga ayaa si bakhtiyaa nasiib ah loo doortay inay ka qaybqaataan Sahanka/rayi-ururinta Deganaanshaha 2022 ee Degmada Olmsted. Qatka internetka ayaad geli kartaa oo si **asturan ayaad waxaad sahanka** uga buuxin kartaa:

https://polco.us/xxplaceholder

Fadlan qofna hala wadaagin bartaada aad ku galayso rayi-ururinta. Sahankan waxaa loogu talagalay qoysaska waxaana loo soo xushay si aan kala sooc lahayn. Degmada Olmsted County waxay samayn doontaa sahan gooni ah oo ay u furan doonto dhammaan dadka degmada deggan dhawr toddobaad hadda ka dib. Waxaa kale oo aad shahanka sugi kartaa dhawr maalmood inta boostada lagu soo dirayo.

Haddii aad qabto wax su'aalo ah oo sahanka ku saabsan, fadlan wac 507-328-6001 ama iimayl u dir adminclerical@co.olmsted.mn.us.

Waad ku mahadsan tahay inaad gacan ka gaysato.

Mark Thein
Chair, County Board of Commissioners/Presidente, Comité de Comisionados del Condado/
Guddoomiye, Guddi-hawleedyada Degmada

Olmsted County Government Center

151 4th Street SE

Rochester, MN 55904

Olmsted County Government Center
151 4th Street SE
Rochester, MN 55904

Dear Olmsted County Resident:

Please help us shape the future of Olmsted County! You have been selected at random to participate in the 2022 Olmsted County Resident Survey. **If you've already completed the survey online, thank you. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help make decisions that affect Olmsted County.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

https://polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. Olmsted County will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 507-328-6001 or email adminclerical@co.olmsted.mn.us.

Thank you for your time and participation!

Sincerely,

Estimado Residente del Condado de Olmsted:

¡Por favor ayúdenos a forjar el futuro del Condado de Olmsted! Usted ha sido seleccionado al azar para participar en la Encuesta 2022 de residentes del Condado de Olmsted. **Si ya ha contestado la encuesta, se lo agradecemos. No conteste dos veces**.

Dedique unos minutos a contestar la encuesta que se incluye. Es muy importante su participación en esta encuesta—especialmente debido a que el suyo es uno de los pocos hogares que se están encuestando. Sus comentarios ayudarán a tomar decisiones que afectan al Condado de Olmsted.

Algunas cosas que recordar:

- **Sus respuestas son confidenciales y no se comunicará ninguna información de identidad.**
- A fin de conocer la opinión de un grupo diverso de residentes, debe contestar esta encuesta el adulto de 18 años o mayor en su casa que más recientemente haya tenido un cumpleaños.
- **Puede devolver la encuesta por correo en el sobre adjunto con franqueo prepagado, o puede contestar la encuesta en línea en:**

https://polco.us/xxplaceholder

Por favor, no comparta su enlace de la encuesta. Esta encuesta es solo para hogares seleccionados al azar. El Condado de Olmsted efectuará una encuesta separada que está abierta a todos los residentes dentro de un plazo de solo unas semanas a partir de ahora.

Si tiene alguna pregunta acerca de la encuesta, llame al 507-328-6001 o escriba a adminclerical@co.olmsted.mn.us.

¡Agradecemos su tiempo y participación!

Atentamente,

Gacaliye Deggane Degmada Olmsted County:

Fadlan nagu caawi qaabaynta mustaqbalka ee Degmada Olmsted County! Waxaa laguugu doortay si aan kala sooc lahayn si aad uga qaybqaadato Sahanka/rayi-ururin loogu talagalay dadka Deggan Degmada Olmsted County ee 2022. **Haddii aad horeba sahanka aad ugu buuxisay khadka internetka, waad ku mahadsan tahay. Fadlan laba jeer ha buuxin.**

Fadlan qaado dhowr daqiiqo si aad u buuxiso sahanka ku lifaaqan. Ka qaybqaadashadaada sahankan/rayi-ururintan aad bay muhiim u tahay—gaar ahaan maadaama qoyskaagu uu ka mid yahay tiro yar oo ah dadka rayi-ururintan loo xushay. Jawaab celintaada waxay gacan ka gaysan doontaa go'aamo saamayn doona Degmada Olmsted County.

Waa ku wan waxyaabo dhowr ah oo ay tahay in la xasuusto:

- **Jawaabahaagu way asturan yihiin oo ma jiri doono macluumaad adiga ku sheegaya oo la wadaagi doono.**
- Si loo helo koox dad ah oo kala duwan oo dadka degmada deggan, dadka qaangaarka ah ee 18 jirka ah ama kuwa ka weyn ee qoyskaaga ka tirsan ee dhawaan lahaa dhalasho ayaa ah inay rayi-ururintan ay soo buuxiyaan.
- **Rayi-ururinta waxaad ku soo celin kartaa dhanka boostada oo aad ku soo celin kartaa baqshadda kula lifaaqan, ama qatka internetka ayaad ka soo buuxin kartaa adiga oo galaya:**

https://polco.us/xxplaceholder

Fadlan qofna hala wadaagin bartaada aad ku galayso rayi-ururinta. Sahankan waxaa loogu talagalay qoysaska waxaana loo soo xushay si aan kala sooc lahayn. Degmada Olmsted County waxay samayn doontaa sahan gooni ah oo ay u furan doonto dhammaan dadka degmada deggan dhawr toddobaad hadda ka dib.

Haddii aad qabto wax su'aalo ah oo sahanka ku saabsan, fadlan wac 507-328-6001 ama iimayl u dir adminclerical@co.olmsted.mn.us.

Waan kaaga mahadcelinaynaa ka qeybgalkaaga iyo wakhtigaaga!

Daacadnimo,

Mark Thein
Chair, County Board of Commissioners/Presidente, Comité de Comisionados del Condado/
Guddoomiye, Guddi-hawleedyada Degmada

Dear Olmsted County Resident:

Here's another chance if you haven't already responded to the 2022 Olmsted County Resident Survey! **If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.**

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important—especially since your household is one of only a small number being surveyed. Your feedback will help make decisions that affect Olmsted County.

A few things to remember:

- **Your responses are confidential and no identifying information will be shared.**
- **In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.**
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

https://polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. Olmsted County will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 507-328-6001 or email adminclerical@co.olmsted.mn.us.

Thank you for your time and participation!

Sincerely,

Estimado Residente del Condado de Olmsted:

¡Aquí tiene otra oportunidad si no ha contestado aún la Encuesta 2022 para residentes del Condado de Olmsted! **Si ya la contestó y envió, le agradecemos su tiempo y le pedimos que recicle esta encuesta. No conteste dos veces.**

Dedique unos minutos a contestar la encuesta que se incluye. Es muy importante su participación en esta encuesta—especialmente debido a que el suyo es uno de los pocos hogares que se están encuestando. Sus comentarios ayudarán a tomar decisiones que afectan al Condado de Olmsted.

Algunas cosas que recordar:

- **Sus respuestas son confidenciales y no se comunicará ninguna información de identidad.**
- A fin de conocer la opinión de un grupo diverso de residentes, debe contestar esta encuesta el adulto de 18 años o mayor en su casa que más recientemente haya tenido un cumpleaños.
- **Puede devolver la encuesta por correo en el sobre adjunto con franqueo prepagado, o puede contestar la encuesta en línea en:**

https://polco.us/xxplaceholder

Por favor, no comparta su enlace de la encuesta. Esta encuesta es solo para hogares seleccionados al azar. El Condado de Olmsted efectuará una encuesta separada que está abierta a todos los residentes dentro de un plazo de solo unas semanas a partir de ahora.

Si tiene alguna pregunta acerca de la encuesta, llame al 507-328-6001 o escriba a adminclerical@co.olmsted.mn.us.

¡Agradecemos su tiempo y participación!

Atentamente,

Gacaliye Deggane Degmada Olmsted County:

Waa tan fursad kale haddii aadan horay uga soo jawaabin Rayi-ururinta/sahanka Dadka Degan Degmada Olmsted County ee 2022! **Haddii aad buuxisay/ka soo jawaabtay oo aadna soo celisay, waan kaaga mahadcelinaynaa wakhtigaaga waxaanna kaa codsanaynaa in xaashida rayi-ururinta ay ku qoran tahay aadan ku ridin weelka qashinka caadiga lagu diro balse aad ku rido qeelka qashinka dib u warshadaynayso lagu rido. Fadlan laba jeer ha buuxin.**

Fadlan dhowr daqiiqo qaado si aad u buuxiso sahanka ku lifaaqan. Ka qaybqaadashadaada sahankan/rayi-ururintan aad bay muhiim u tahay—gaar ahaan maadaama qoyskaagu uu ka mid yahay tiro yar oo ah dadka rayi-ururintan loo xushay. Jawaab celintaada waxay gacan ka gaysan doontaa go'aamo saamayn doona Degmada Olmsted County.

Waa ku wan waxyaabo dhowr ah oo ay tahay in la xasuusto:

- **Jawaabahaagu way asturan yihiin oo ma jiri doono macluumaad adiga ku sheegaya oo la wadaagi doono.**
- Si loo helo koox dad ah oo kala duwan oo dadka degmada deggan, dadka qaangaarka ah ee 18 jirka ah ama kuwa ka weyn ee qoyskaaga ka tirsan ee dhawaan lahaa dhalasho ayaa ah inay rayi-ururintan ay soo buuxiyaan.
- **Rayi-ururinta waxaad ku soo celin kartaa dhanka boostada oo aad ku soo celin kartaa baqshadda kula lifaaqan, ama qatka internetka ayaad ka soo buuxin kartaa adiga oo galaya:**

https://polco.us/xxplaceholder

Fadlan qofna hala wadaagin bartaada aad ku galayso rayi-ururinta. Sahankan waxaa loogu talagalay qoysaska waxaana loo soo xushay si aan kala sooc lahayn. Degmada Olmsted County waxay samayn doontaa sahan gooni ah oo ay u furan doonto dhammaan dadka degmada deggan dhawr toddobaad hadda ka dib.

Haddii aad qabto wax su'aalo ah oo sahanka ku saabsan, fadlan wac 507-328-6001 ama iimayl u dir adminclerical@co.olmsted.mn.us.

Waan kaaga mahadcelinaynaa ka qeybgalkaaga iyo wakhtigaaga!

Daacadnimo,

Mark Thein
Chair, County Board of Commissioners/Presidente, Comité de Comisionados del Condado/
Guddoomiye, Guddi-hawleedyada Degmada

Dear Olmsted County Resident,

It won't take much of your time to make a big difference!

Your household has been randomly selected to participate in Olmsted County's 2022 Resident Survey. Your participation in this **confidential survey** is very important—your answers will help Olmsted County make decisions that affect our community.

You can go online and complete the **confidential survey** at:

https://polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. Olmsted County will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 507-328-6001 or email adminclerical@co.olmsted.mn.us.

Thank you for helping create a better county!

Estimado Residente del Condado de Olmsted:

¡No le tomará mucho tiempo hacer una gran diferencia!

Su hogar ha sido elegido al azar para participar en la Encuesta 2022 de residentes del Condado de Olmsted. Su participación en esta **encuesta confidencial** es muy importante—sus respuestas ayudarán al Condado de Olmsted a tomar decisiones que afectan a nuestra comunidad.

Puede contestar en línea la **encuesta confidencial** en:

https://polco.us/xxplaceholder

Por favor, no comparta su enlace de la encuesta. Esta encuesta es solo para hogares seleccionados al azar. El Condado de Olmsted efectuará una encuesta separada que está abierta a todos los residentes dentro de un plazo de solo unas semanas a partir de ahora.

Si tiene alguna pregunta acerca de la encuesta, llame al 507-328-6001 o escriba a adminclerical@co.olmsted.mn.us.

¡Gracias por ayudar a crear un mejor condado!

Gacaliye Degane Degmada Olmsted County,

Wakhti badan kugu ma qaadanayso inaad isbedel weyn samayso!

Qoyskaaga ayaa si bakhtiyaa nasiib ah loo doortay inay ka qaybqaataan Sahanka/rayi-ururinta Deganaanshaha 2022 ee Degmada Olmsted. Ka qayb qaadashadaada **sahankan asturan** aad bay muhiim u tahay—jawaabahaagu waxay Degmada Olmsted County ay ka caawin doonaan inay gaaraan go'aamo bulshadeena saamaynaya.

Qatka internetka ayaad geli kartaa oo **si asturan ayaad waxaad sahanka** uga buuxin kartaa:

https://polco.us/xxplaceholder

Fadlan qofna hala wadaagin bartaada aad ku galayso rayi-ururinta. Sahankan waxaa loogu talagalay qoysaska waxaana loo soo xushay si aan kala sooc lahayn. Degmada Olmsted County waxay samayn doontaa sahan gooni ah oo ay u furan doonto dhammaan dadka degmada deggan dhawr toddobaad hadda ka dib.

Haddii aad qabto wax su'aalo ah oo sahanka ku saabsan, fadlan wac 507-328-6001 ama iimayl u dir adminclerical@co.olmsted.mn.us.

Waad ku mahadsan tahay inaad gacan ka gaysato in la abuuro degmo ka sii wanaagsan!

Mark Thein
Chair, County Board of Commissioners/Presidente, Comité de Comisionados del Condado/
Guddoomiye, Guddi-hawleedyada Degmada

Olmsted County Government Center

151 4th Street SE

Rochester, MN 55904

Dear Olmsted County Resident,

Just a reminder—if you have not yet completed Olmsted County's 2022 Resident Survey, please do so. **If you have completed it, thank you. Please do not respond twice.**

Your participation in this **confidential survey** is very important—your answers will help Olmsted County make decisions that affect our community.

Please complete the survey online at:

https://polco.us/xxplaceholder

Please do not share your survey link. This survey is for randomly selected households only. Olmsted County will conduct a separate survey that is open to all residents just a few weeks from now.

If you have any questions about the survey, please call 507-328-6001 or email adminclerical@co.olmsted.mn.us.

Thank you very much!

Estimado Residente del Condado de Olmsted:

Le recordamos, si no ha contestado aún la Encuesta 2022 para residentes del Condado de Olmsted, por favor contéstela. **Si ya la contestó, se lo agradecemos. No conteste dos veces.**

Su participación en esta **encuesta confidencial** es muy importante—sus respuestas ayudarán al Condado de Olmsted a tomar decisiones que afectan a nuestra comunidad.

Conteste la encuesta en línea en:

https://polco.us/xxplaceholder

Por favor, no comparta su enlace de la encuesta. Esta encuesta es solo para hogares seleccionados al azar. El Condado de Olmsted efectuará una encuesta separada que está abierta a todos los residentes dentro de un plazo de solo unas semanas a partir de ahora.

Si tiene alguna pregunta acerca de la encuesta, llame al 507-328-6001 o escriba a adminclerical@co.olmsted.mn.us.

¡Muchas gracias!

Gacaliye Degane Degmada Olmsted County,

Waxaa baga xusuus ah—haddii aadan weli buuxin Sahanka loogu talagalay dadka Deggan Degmada Olmsted County ee 2022, fadlan buuxi. **Hadii aad buuxisay waad ku mahadsan tahay. Fadlan laba jeer ha buuxin.**

Ka qayb qaadashadaada **sahankan asturan** aad bay muhiim u tahay—jawaabahaagu waxay Degmada Olmsted County ay ka caawin doonaan inay gaaraan go'aamo bulshadeena saamaynaya.

Fadlan rayi-ururinta ka soo buuxi adiga oo isticmaalaya qatkan internetkan:

https://polco.us/xxplaceholder

Fadlan qofna hala wadaagin bartaada aad ku galayso rayi-ururinta. Sahankan waxaa loogu talagalay qoysaska waxaana loo soo xushay si aan kala sooc lahayn. Degmada Olmsted County waxay samayn doontaa sahan gooni ah oo ay u furan doonto dhammaan dadka degmada deggan dhawr toddobaad hadda ka dib.

Haddii aad qabto wax su'aalo ah oo sahanka ku saabsan, fadlan wac 507-328-6001 ama iimayl u dir adminclerical@co.olmsted.mn.us.

Aad iyo aad ayaad u mahadsan tahay!

Mark Thein
Chair, County Board of Commissioners/Presidente, Comité de Comisionados del Condado/
Guddoomiye, Guddi-hawleedyada Degmada

Olmsted County Government Center

151 4th Street SE

Rochester, MN 55904

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Olmsted County Government Center

151 4th Street SE

Rochester, MN 55904

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Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only. Thank you.

1. How would you rate your overall quality of life in Olmsted County? ....❑ Excellent   ❑ Good   ❑ Fair   ❑ Poor

2. Please rate each of the following characteristics as they relate to Olmsted County as a whole:

	Excellent	Good	Fair	Poor	Don't know
Olmsted County as a place to live	1	2	3	4	5
Olmsted County as a place to raise a family	1	2	3	4	5
Olmsted County as a place to work	1	2	3	4	5
Olmsted County as a place to retire	1	2	3	4	5
Olmsted County as a place where all residents treat each other with respect	1	2	3	4	5
Olmsted County as a place where residents of different opinions have an opportunity to voice their concerns	1	2	3	4	5
Openness and acceptance of people of diverse backgrounds	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Educational opportunities	1	2	3	4	5
Availability of affordable housing	1	2	3	4	5
Availability of affordable child care	1	2	3	4	5
Availability of affordable health care	1	2	3	4	5
Availability of public transportation options	1	2	3	4	5
Overall image or reputation of Olmsted County	1	2	3	4	5
Economic health of Olmsted County	1	2	3	4	5

3. What one thing do you like most about living in Olmsted County? (Please select only one option.)

❑ Location   ❑ Quality of life in general   ❑ Low taxes
❑ Open space   ❑ My neighborhood   ❑ People
❑ Parks/lakes   ❑ Schools   ❑ Rural/small town feel
❑ Other (please specify) _____

4. Please rate how safe or unsafe you feel in Olmsted County:

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
While in Olmsted County government buildings	1	2	3	4	5
While in your neighborhood	1	2	3	4	5
While using Olmsted County parks and/or trails	1	2	3	4	5
From property crimes (e.g., burglary, theft)	1	2	3	4	5
From violent crimes (e.g., rape, assault, robbery)	1	2	3	4	5
From illegal drug activity (e.g., manufacturing or selling drugs)	1	2	3	4	5
From identity theft (e.g., fraud, scams, credit card theft)	1	2	3	4	5
From <u>drunk or impaired</u> drivers on county roads	1	2	3	4	5
From <u>distracted</u> drivers on county roads (e.g., texting/talking on the phone, reading, changing music stations, eating/drinking)	1	2	3	4	5
From domestic violence	1	2	3	4	5
While in schools or places of worship	1	2	3	4	5

5. Please rate to what degree, if at all, each of the following is a problem in Olmsted County:

	Not a problem	Minor problem	Moderate problem	Major problem	Don't know
Crime	1	2	3	4	5
Traffic safety	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Poverty	1	2	3	4	5
Homelessness	1	2	3	4	5
Lack of livable wage jobs	1	2	3	4	5
High taxes	1	2	3	4	5
Lack of opportunities for people of color	1	2	3	4	5
Discrimination/attitudes towards diverse people	1	2	3	4	5
Lack of housing options	1	2	3	4	5

6. Please rate to what degree, if at all, each of the following is an environmental concern in Olmsted County:

	Not at all a concern	Minor concern	Moderate concern	Major concern	Don't know
Exposure to radon	1	2	3	4	5
Quality of outdoor air	1	2	3	4	5
Safety of food in public establishments	1	2	3	4	5
Mold contamination at home or at work	1	2	3	4	5
Proper disposal of garbage	1	2	3	4	5
Quality of drinking water	1	2	3	4	5
Quality of water in lakes and streams	1	2	3	4	5
Quantity of useable water supply	1	2	3	4	5

7. Please rate to what degree, if at all, each of the following is a health concern in Olmsted County:

	Not at all a concern	Minor concern	Moderate concern	Major concern	Don't know
Bullying	1	2	3	4	5
Depression, anxiety, or other mental health challenges	1	2	3	4	5
Social isolation	1	2	3	4	5
Suicide/attempted suicide	1	2	3	4	5
Environmental hazards (polluted water, toxic waste)	1	2	3	4	5
Tobacco use (including E-cigarettes and chewing tobacco)	1	2	3	4	5
Underage alcohol use	1	2	3	4	5
Excessive alcohol use among adults	1	2	3	4	5
Illicit drug use	1	2	3	4	5
Misuse of prescribed medications	1	2	3	4	5
The support of older adults	1	2	3	4	5
The support of persons with disabilities	1	2	3	4	5
The support of persons with mental health challenges	1	2	3	4	5
Quality of parenting skills of parents of children ages 0-17	1	2	3	4	5
The adequacy of school readiness for children	1	2	3	4	5
Spread of infectious diseases	1	2	3	4	5
Overweight adults	1	2	3	4	5
Overweight children	1	2	3	4	5
Abuse and neglect of older adults	1	2	3	4	5
Abuse and neglect of children	1	2	3	4	5
Domestic violence	1	2	3	4	5

8. Please rate the following categories of Olmsted County government performance:

	Excellent	Good	Fair	Poor	Don't know
The job Olmsted County government does of providing information to residents	1	2	3	4	5
The job Olmsted County government does of listening to residents	1	2	3	4	5
The job Olmsted County government does at managing tax dollars	1	2	3	4	5
The value of services for the taxes paid to Olmsted County	1	2	3	4	5
My knowledge of the work of Olmsted County government	1	2	3	4	5
Generally acting in the best interests of the community	1	2	3	4	5
Effectively planning for the future of the county	1	2	3	4	5
Working through priority issues facing the county	1	2	3	4	5
The value of Olmsted County services to the quality of life in my neighborhood	1	2	3	4	5
Fulfilling Olmsted County's vision: "A dynamic, world-class county delivering excellence every day."	1	2	3	4	5

9. Please rate the quality of each of the following services provided by Olmsted County:

	Excellent	Good	Fair	Poor	Don't know
Overall quality of services provided by Olmsted County	1	2	3	4	5
Maintenance and repair of county roads	1	2	3	4	5
Snow and ice removal on county roads	1	2	3	4	5
Recycling and drop-off services at the Recycling Center Plus	1	2	3	4	5
Yard waste drop-off and compost pick-up at the Yard Waste Compost Site	1	2	3	4	5
Household hazardous waste drop-off services at Hazardous Waste Facility	1	2	3	4	5
Protection of recreational waters and drinking waters	1	2	3	4	5
County parks and recreation	1	2	3	4	5
Land use, planning and zoning, including permitting	1	2	3	4	5
Sheriff's office services	1	2	3	4	5
Probation monitoring	1	2	3	4	5
Vital records (birth/death/marriage certificates, driver's licenses)	1	2	3	4	5
Elections (absentee voting, voter registration)	1	2	3	4	5
Passports (applications, renewals)	1	2	3	4	5
Property records (plats, surveys, recording & abstracting)	1	2	3	4	5
Assessment process/property tax system	1	2	3	4	5
Disaster preparedness and response	1	2	3	4	5
Services to older adults	1	2	3	4	5
Services to children and families	1	2	3	4	5
Services to veterans	1	2	3	4	5
Mental and chemical health services	1	2	3	4	5
Public health services	1	2	3	4	5
Protecting vulnerable adults	1	2	3	4	5
Protecting children	1	2	3	4	5
Accessibility and functionality of county website	1	2	3	4	5
Financial assistance for low-income families	1	2	3	4	5
Services for people with disabilities	1	2	3	4	5
Disease prevention and control	1	2	3	4	5

10. Have you visited, telephoned, or emailed any Olmsted County government office or official within the last 12 months?

❑ Yes → Go to question #11   ❑ No → Skip to question #13

11. Rate the following aspects of your most recent contact with Olmsted County. (Please rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Services you were seeking met your needs	1	2	3	4	5
Staff listened to what you had to say	1	2	3	4	5
Staff was willing to help	1	2	3	4	5
Staff made you feel valued	1	2	3	4	5
Overall ease of finding and getting to the office	1	2	3	4	5
Overall ease of getting in contact with the office	1	2	3	4	5

12. What was your impression of the employee(s)? (Please rate each characteristic below.)

	Excellent	Good	Fair	Poor	Don't know
Knowledgeable	1	2	3	4	5
Responsive	1	2	3	4	5
Courteous	1	2	3	4	5
Overall impression	1	2	3	4	5

13. Have you visited the Olmsted County website in the last two years?

❑ Yes → Go to question #14   ❑ No → Skip to question #15

14. Please rate your level of agreement to the following questions related to your visit of the Olmsted County website:

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Don't know
The website was easy to use	1	2	3	4	5
I was able to find the information needed	1	2	3	4	5
Easily accessible through my mobile device (phone, tablet)	1	2	3	4	5

15. Please rate the extent to which you use each of the following as sources of information about Olmsted County government, if at all.

	Not a source	Minor source	Major source	Don't know
Newspapers (print or online)	1	2	3	4
Other county residents (such as neighbors or friends)	1	2	3	4
Olmsted County employees	1	2	3	4
Olmsted County website (https://www.olmstedcounty.gov/)	1	2	3	4
Other online resources	1	2	3	4
Public/Community meetings	1	2	3	4
Radio	1	2	3	4
Phone calls to Olmsted County	1	2	3	4
Reports, flyers or brochures	1	2	3	4
Television news broadcasts/cable TV	1	2	3	4
County social media accounts (Facebook, Twitter, YouTube, etc.)	1	2	3	4
Information Desk	1	2	3	4

16. How important, if at all, is it for each of the following to be provided in Olmsted County parks? (Olmsted County parks: Chester Woods Park, Lake Zumbro Park, Root River Park, Oxbow Park and Zollman Zoo)

	Essential	Very important	Somewhat important	Not at all important	Don't know
Equipment rentals such as canoes, paddleboats, snowshoes, skis	1	2	3	4	5
Overnight accommodations for tents and RVs	1	2	3	4	5
Community events	1	2	3	4	5
Programs for learning about nature and outdoor recreation	1	2	3	4	5
Natural areas for non-motorized activities such as hiking, canoeing, biking and horseback riding	1	2	3	4	5
Winter recreation such as skiing, snowshoeing, fat tire bikes	1	2	3	4	5
Increase number of camper cabins in parks	1	2	3	4	5
Ability to include leashed dogs on park trails	1	2	3	4	5
Food trucks or food vendors	1	2	3	4	5
Rental space for community meetings and events	1	2	3	4	5
Safe public access to lakes and streams	1	2	3	4	5
Trail and greenway systems (undeveloped land, corridors, etc.) that connect parks and recreation sites	1	2	3	4	5
Sports recreation activities such as disc golf, archery, gaga ball	1	2	3	4	5
Increase Americans with Disabilities Act amenities such as paved paths, track chairs, boat launch	1	2	3	4	5
Increase wildlife viewing areas such as birding blinds	1	2	3	4	5
Other (please specify) _____	1	2	3	4	5

17. How important, if at all, is it for each of the following activities or services be offered at Graham Park?

	Essential	Very important	Somewhat important	Not at all important	Don't know
Arenas	1	2	3	4	5
Exhibition Building	1	2	3	4	5
Farmer's Market	1	2	3	4	5
Outdoor entertainment and picnic areas	1	2	3	4	5
Festivals and events	1	2	3	4	5
Event rental	1	2	3	4	5

18. How important is it that Olmsted County has adequate housing choices for people of all incomes, ages, and abilities?

❑ Essential   ❑ Very important   ❑ Somewhat important   ❑ Not at all important   ❑ Don't know

19. If you feel affordable housing is a concern, what types of affordable housing are lacking in Olmsted County? (Please select all that apply.)

❑ Apartments/condos   ❑ Entry-level housing/low-income housing   ❑ Single-family homes
❑ Senior housing   ❑ Veteran housing   ❑ Housing for the disabled
❑ Student housing   ❑ Affordable middle-income housing
❑ Other (please specify) _____

> **Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

D1. How long have you lived in Olmsted County?
❑ Less than 2 years   ❑ 11 to 15 years
❑ 2 to 5 years   ❑ 16 to 20 years
❑ 6 to 10 years   ❑ Over 20 years

D2. Which best describes the building you live in?
❑ One family house detached from any other houses
❑ House attached to one or more houses (e.g., a duplex or townhome)
❑ Building with two or more apartments or condos
❑ Manufactured or mobile home
❑ Other

D3. Is this house, apartment or mobile home…
❑ Rented for cash or occupied without cash payment
❑ Owned by you or someone in this house with a mortgage or free and clear

D4. Which of the following best describes you?
❑ Employed full-time
❑ Employed part-time
❑ Retired
❑ Student
❑ Unemployed, looking for work
❑ Unemployed, not looking for work

D5. Which category contains your age?
❑ 18-24   ❑ 35-44   ❑ 55-64   ❑ 75-84
❑ 25-34   ❑ 45-54   ❑ 65-74   ❑ 85+

D6. What is your gender?
❑ Female   ❑ Male
❑ Identify some other way
❑ Prefer not to answer

Please respond to both questions D7 and D8:

D7. Are you Spanish, Hispanic or Latino?
❑ No, not Spanish, Hispanic or Latino
❑ Yes, I consider myself to be Spanish, Hispanic or Latino

D8. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)
❑ American Indian or Alaskan Native
❑ Asian, Asian Indian or Pacific Islander
❑ Black or African American
❑ White or Caucasian
❑ Other

D9. How many of each of the following, including yourself, live in your household?

Children age 17 years and under ...._____

Adults under age 65 ...._____

Adults age 65 years and over ...._____

D10. Please indicate your household's annual income:
❑ Under $25,000   ❑ $100,000-$124,999
❑ $25,000-$49,999   ❑ $125,000-$149,999
❑ $50,000-$74,999   ❑ $150,000-$199,999
❑ $75,000-$99,999   ❑ $200,000 or more

D11. Please indicate your education level:
❑ Less than high school degree
❑ High school degree or GED
❑ Vocational / 2-year degree
❑ Some college, no degree
❑ 4-year degree
❑ Master's degree or higher

Thank you very much! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502