



**PLYMOUTH CITY COUNCIL  
SPECIAL COUNCIL MEETING**

**TUESDAY, MARCH 21, 1995**

**6:00 P.M.**

**Council Conference Room**

**I. Review of 1995 Citizen Survey**

**MEMO**

**CITY OF PLYMOUTH**

3400 PLYMOUTH BOULEVARD, PLYMOUTH, MN 55447

**DATE:** March 16, 1995

**TO:** Mayor and City Council

**FROM:** Kathy Lueckert, Assistant City Manager *KLM*

**SUBJECT:** **City Council Study Session**  
Review Draft Citizen Survey Questions

During the past weeks staff has worked with Dr. Elizabeth Fuller, of Motivation Dynamics, to develop the questions for the 1995 Citizen Survey. We very much want your comments on these draft questions, which are attached.

Some general observations.

- The survey will be a telephone survey. Four hundred Plymouth residents will be selected at random to participate. The survey should last about twenty minutes, which is a standard time frame for surveys of this type. Our goal is to keep the number of questions under 100.
- The survey will be conducted during April. Preliminary data analysis will be available at the end of April. A complete report will be ready by mid-May.
- Many of the questions, in particular demographics and those rating city services, were asked in the 1982, 1985, and 1987 citizen surveys. Repeating these questions allows us to track responses over time.
- The questions have had extensive review by staff. Staff added new questions, to reflect issues about which we would like citizen feedback, such as speeding, planning for Northwest Plymouth, etc.

We look forward to discussing the survey draft with you on Tuesday evening. We will provide supper!

**1995 Plymouth Citizen Survey**

DRAFT

**Proposed Questions**

1. About how long have you lived in Plymouth?
- less than 1 year
  - 1 - 2 years
  - 3 - 5 years
  - 6 - 10 years
  - more than 10 years
  - don't know/declined

2. In what city and/or state did you live just before moving to Plymouth?

3. What attracted you to Plymouth?

4. As things stand now, how long do you expect to continue living in Plymouth?
- less than 1 year
  - 1 - 2 years
  - 3 - 5 years
  - 6 - 10 years
  - more than 10 years
  - don't know/declined

Tell me, now many people in your household are in these age groups...we'll start with the oldest.

5. First, persons over 55
- 0
  - 1
  - 2
  - 3
  - 4
  - 5

6. How about 36 - 55?
- 0
  - 1
  - 2
  - 3
  - 4
  - 5

7. ...and 19 - 35?

- 0
- 1
- 2
- 3
- 4
- 5

8. ...in the 13 - 18 group?

- 0
- 1
- 2
- 3
- 4
- 5

9. Anyone 6 - 12?

- 0
- 1
- 2
- 3
- 4
- 5

10. ...or 0 - 5?

- 0
- 1
- 2
- 3
- 4
- 5

11. How do you rate the quality of life in Plymouth--excellent, good, fair, or poor?

- excellent
- good
- fair
- poor

12. What do you like **most** about living in Plymouth?

13. What do you like **least** about living in Plymouth?

14. Over the next five years, do you believe the quality of life in Plymouth will
- remain about the same
  - improve
  - decline
  - don't know/no opinion

15. How much pride do you take in the City of Plymouth as a place to live?
- a great deal
  - quite a lot
  - some
  - very little
  - don't know/no opinion

16. Would you like to move away from your neighborhood in Plymouth?
- yes
  - no

if yes, ask

17. Where would you like to move? say, to another neighborhood...
- in Plymouth
  - in another suburb
  - in City--Mpls/StPaul
  - away from Twin Cities
  - out of Minnesota
  - don't know/no answer

18. Do you consider property taxes in Plymouth to be...
- about average
  - comparatively low
  - relatively high
  - excessively high

As you know, property taxes are divided between the City of Plymouth, Hennepin County, and your local public school district.

19. For each dollar you pay in property taxes, about what percentage do you think applies to Plymouth city government?
- under 10%
  - 10% to 20%
  - 21% to 30%
  - 31% to 40%
  - 41% to 50%
  - 51% to 60%

- 61% to 70%
- over 70%
- don't know/no opinion

20. Do you feel your municipal water and sewer charges are comparatively high, about right, or comparatively low for the Metropolitan area?

- Comparatively high
- About right
- Comparatively low
- Don't know/declined

21. Overall, do you consider park and recreation facilities in Plymouth

- Excellent
- Good
- Fair
- Poor
- Don't know/no opinion

Here is a short list of government services; please tell me whether you are generally satisfied or dissatisfied with that particular service:

	Satisfied	Dissatisfied	Both/Neither	Don't Know
22. Park Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23. Snow Plowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24. Trail Plowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25. Police Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26. Fire protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27. City street mtce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28. Drinking water qual.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Animal control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Recreation programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31. Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

32. For any "dissatisfied" response in 22-31, ask: Why are you dissatisfied with \_\_\_\_\_?

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33. Do you feel safe in your neighborhood?

- Yes
- No

34. Are there safety issues which particularly affect you? yes  
no

What are they? \_\_\_\_\_  
\_\_\_\_\_

35. How concerned are you about speeding on your street?  
Very concerned  
Somewhat concerned  
Not concerned  
don't know/no opinion

36. Would you like sidewalks in your neighborhood?  
yes  
no  
don't know/no opinion

Let's talk about Plymouth City Government for a moment.

37. How much first-hand contact have you had with the Mayor and the City Council?  
A great deal  
A fair amount  
Very little  
don't know/declined

38. Based on your own knowledge or what you have heard, how would you rate the performance of the Mayor and City Council?  
Excellent  
Very good  
Adequate  
Poor  
Don't know, declined

39. Do you believe Plymouth residents have an adequate opportunity for input when decisions are made by the City?  
Adequate  
Somewhat adequate  
Inadequate  
Don't know/declined

40. How much first-hand contact have you had with the Plymouth city staff?  
A great deal  
A fair amount  
Very little  
don't know/declined

41. Using your own knowledge or what you have heard, how would you rate the performance of City staff?

- Excellent
- Very good
- Adequate
- Poor
- Don't know/declined

42. Have you contacted anyone at the City of Plymouth for information, services, or to register a complaint in the past 12 months?

- Yes
- No
- Don't know/decline

43. What was the nature of your most recent contact...that is, what did you need or want?

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44. In general, were you satisfied or dissatisfied with the way your need was handled?

- Satisfied
- Dissatisfied
- Don't know/declined

If answer in 44 is "dissatisfied," ask

45. What was it that left you feeling dissatisfied?

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46. Do you find the present mix of Plymouth recreational facilities, including parks and trails, sufficient to the needs of your household and its members?

- Yes
- No
- Don't know/declined

If no in question 46, ask

47. What additional opportunities would you like the City of Plymouth to consider?

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48. What age group(s) do you think need(s) additional facilities?

- Pre-school (0-5)
- School age (6 - 12)
- 13 - 19
- Other
- Don't know/declined

In the past, the possibility of building a community center has been discussed. This center might contain an ice arena, pool, senior citizen center, or general recreational facilities.

49. Would you like the City of Plymouth to study a possible center?

- Yes
- No
- No opinion/declined

50. What do you consider your principal retail shopping area?

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51. Do you find the current mix of commercial/shopping facilities adequate for the members of your household?

- Yes
- No
- Don't know/declined

If no, ask:

52. What additional facilities would you like to have available?

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53. Do you or other members of your household work within the boundaries of the City of Plymouth?

- Yes  Number
- No.
- don't know/declined

54. Should the City of Plymouth try to create an identifiable "downtown" area?

- Yes
- No
- Don't know/declined

55. In your opinion, is the general appearance of your neighborhood...
- Excellent
  - Good
  - Fair
  - Poor
  - Don't know/declined

Let's consider the City's enforcement of codes:

56. Concerning enforcement of city codes on nuisances such as animal control, garbage disposal, junk cars and noise, do you feel the City of Plymouth is:
- Too tough
  - About right
  - Not tough enough
  - Don't know/declined

If answer is "too tough" or "not tough enough," ask:

57. What is the reason you feel that way? \_\_\_\_\_  
\_\_\_\_\_

58. Have you had City of Plymouth employees come to your residence?
- yes
  - no
  - don't know/declined

If yes to 58, ask:

59. What was the purpose of their visit(s)? \_\_\_\_\_  
\_\_\_\_\_

60. How would you rate the overall performance of these employees?
- Excellent
  - Good
  - Fair
  - Poor
  - No opinion/declined

61. Does the overall development of the City of Plymouth seem well planned for the future of the community?
- Well planned
  - Somewhat well planned
  - Not well planned
  - No opinion/declined

62. Do you think that the development of Plymouth has been environmentally sensitive and responsible?

- Yes
- No
- Don't know/declined

63. Plymouth should actively support affordable housing as part of City development.

- strongly agree
- agree
- disagree
- strongly disagree
- don't know/declined

64. Plymouth should continue to support a mixture of housing in terms of sizes, types, prices.

- strongly agree
- agree
- disagree
- strongly disagree
- don't know/declined

65. Growth should continue in the Northwest area of the City.

- strongly agree
- agree
- disagree
- strongly disagree
- don't know/declined

66. Growth in the City of Plymouth over the past few years has been...

- too fast
- too slow
- about right
- don't know/declined

67. Other than voting, do you feel you can have a say in the way decisions are made for the development in the City of Plymouth?

- yes
- no
- don't know/declined

Managing solid wastes (garbage, recyclables, yard waste, and hazardous wastes) is a challenge. Please answer the following:

68. Which of the following recycling services and/or facilities has your household used in the past 12 months?

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| City Curbside recycling pickup                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| City recycling drop-off center                | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Special Recycling Collection Days             | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| City Yard Waste Drop-off site                 | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Hennepin County Household Haz. Waste Drop off | <input type="checkbox"/> Yes | <input type="checkbox"/> NO |

If all answers to questions 68 are no, ask:

68a. Which of the following reflects most closely your reasons for not recycling:

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| Unaware of available programs               | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Inconvenient                                | <input type="checkbox"/> Yes | <input type="checkbox"/> NO |
| Do not produce enough waste to use services | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Service is unreliable                       | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Seems unnecessary                           | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

69. Are there additional materials you would like to see included in either the curbside or drop-off recycling program?

(Please do not read through the list, check after each of respondent notes choice)

- |   |                              |
|---|------------------------------|
| Cereal, cake, cookie and cracker boxboard | <input type="checkbox"/> Yes |
| Plastics                                  | <input type="checkbox"/> Yes |
| Household batteries                       | <input type="checkbox"/> Yes |
| Milk cartons/drink boxes                  | <input type="checkbox"/> Yes |
| Motor oil/batteries                       | <input type="checkbox"/> Yes |
| Other                                     | <input type="checkbox"/> Yes |

70. The monthly fee for the current level of recycling services is \$2 per household per month. Would you be willing to pay more per month for these materials to be added to the recycling program?

- |                              |
|------------------------------|
| <input type="checkbox"/> Yes |
| <input type="checkbox"/> No  |

71. Would you like to see more information about:

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| Recycling                                     | <input type="checkbox"/> Yes | <input type="checkbox"/> no |
| Waste Reduction                               | <input type="checkbox"/> Yes | <input type="checkbox"/> no |
| Disposal methods for household haz. wastes    | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Recipes for alternative to hazardous products | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Safer lawn care and composting                | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Energy conservation                           | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Water quality                                 | <input type="checkbox"/> yes | <input type="checkbox"/> no |
| Others _____                                  |                              |                             |

72. State law requires that communities recycle 45% of waste by 1996. State and regional planners are discussing mandatory recycling for residents and business. If state law required it, would you change your recycle habits?

- Yes
- No
- Don't know/declined

73. Does the fertilizer applied to your lawn contain phosphorus in it?

- Yes
- No
- Don't know/don't apply

74. Do you or any other household members own automobiles?

- Yes
- No

If yes, ask

75. How many automobiles are owned by those in your household?

- One
- Two
- Three
- Four or more
- don't know/declined

76. Do you or others in your household use public transportation?

- daily
- weekly
- occasionally
- never

77. Do you currently use Park and Ride services

- yes
- no
- occasionally
- don't know/refused

78. Is the public transportation available (Plymouth Metrolink and Dial a Ride) adequate for the needs of you and others in your household?

- yes
- no
- don't know/declined

79. What additional transportation service would you like offered?

- more busses
- more service hours

- downtown service
- light rail
- other (name)

Examples: \_\_\_\_\_

80. Dial a Ride presently serves the city of Plymouth, Ridgedale, Downtown Wayzata, and Golden Vally Center. Should other areas be added?

- Yes
- No
- Don't know/declined

81. In your opinion, what areas should be added? \_\_\_\_\_

82. What is your primary source of information about city government and key issues in the City of Plymouth--newspapers, radio, television, city publications, neighbors, or some other means?

- Newspapers
- radio
- television
- city newsletter
- neighbors
- other
- don't know/declined

If specific media are named in question 81, ask:

83. Would you tell me which (newspaper, radio, TV station, city publication) comes to mind first? \_\_\_\_\_

84. Do you read:

- |                     |                              |                             |                                       |
|---------------------|------------------------------|-----------------------------|---------------------------------------|
| Weekly News         | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> occasionally |
| Plymouth Sun Sailor | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> occasionally |
| Star Tribune        | <input type="checkbox"/> yes | <input type="checkbox"/> no | <input type="checkbox"/> occasionally |

85. Do you watch City Council or Planning Commission meetings on Channel 37?

- frequently
- occasionally
- not usually
- don't know/declined

86. How would you rate the City's overall performance in informing residents about important local issues?

- excellent

- good
- only fair
- poor
- don't know/declined

87. Do you recall receiving the monthly city newsletter called thePlymouth News?

- yes
- no
- Not sure
- don't know/declined

If yes to 87, ask:

88. Do you or any members of your household read the Plymouth News?

- yes
- no
- don't know/declined

89. What types of articles or information are you most likely to read in the Plymouth News?

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90. Are there topics or kinds of information you feel should be in the "news?"

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Every two months, the "news" features a Park and Recreation Program booklet.

91. Do you use it?

- yes
- no
- don't know/declined

92. Would you like this Park and Recreation booklet to be separate from the Newsletter?

- yes
- no
- don't know/declined

93. Now, about improving water quality...would you be favorable to the idea of a small fee...say, a few dollars per month...for improving water quality in Plymouth's lakes and ponds?

- yes

no  
 don't know/declined

94. How important is open space to you?

very important  
 somewhat important  
 not important at all  
 don't know/declined

95. Do you agree or disagree with this statement:

The City of Plymouth should use public funds to acquire land to  
preserve open space.

strongly agree  
 agree  
 disagree somewhat  
 strongly disagree  
 don't know/declined