

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

CITY OF CARVER
RESIDENTIAL SURVEY
FINAL MARCH 2020

Hello, I'm _____ of the Morris Leatherman Company, a polling firm located in Minneapolis. We've been hired by the City of Carver to speak with a random sample of residents about issues facing the city. The survey is being taken because your city representatives and staff are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

1. Approximately how many years have you lived in the City of Carver?
- | | |
|--------------------------|-----|
| FIVE YEARS OR LESS..... | 26% |
| SIX TO TEN YEARS..... | 27% |
| ELEVEN - TWENTY YRS..... | 23% |
| 21 TO 30 YEARS..... | 11% |
| OVER THIRTY YEARS..... | 14% |
| DON'T KNOW/REFUSED..... | 0% |

2. How would you rate the quality of life in Carver -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 46% |
| GOOD..... | 49% |
| ONLY FAIR..... | 4% |
| POOR..... | 0% |
| DON'T KNOW/REFUSED..... | 2% |

3. What do you like most about living in the City of Carver?
- SMALL TOWN FEEL, 15%; QUIET AND PEACEFUL, 23%; LAKES AND NATURE, 4%; SAFE, 10%; CLOSE TO JOB, 5%; SCHOOLS, 11%; PARKS AND TRAILS, 5%; SENSE OF COMMUNITY, 10%; CLOSE TO FAMILY AND FRIENDS, 9%; GREAT PLACE TO RAISE CHILDREN, 4%; CONVENIENT LOCATION, 4%.

4. What do you think is the most serious issue facing Carver today?
- UNSURE, 18%; NOTHING, 23%; TOO MUCH GROWTH, 20%; HIGH TAXES, 9%; LACK OF RETAIL AND DINING, 9%; TRAFFIC, 2%; QUALITY OF DRINKING WATER, 5%; LACK OF ENTERTAINMENT, 2%; COVID-19/CLOSED BUSINESSES, 3%; LACK OF PARKS/AMENINITEIS, 3%; SCATTERED, 6%.

5. All in all, do you think things in Carver are generally headed in the right direction, or do you think things are off on the wrong track?
- | | |
|-------------------------|-----|
| RIGHT DIRECTION..... | 90% |
| WRONG TRACK..... | 7% |
| DON'T KNOW/REFUSED..... | 4% |

IF "WRONG TRACK," ASK: (N=26)

6. Why do you think things have gotten off on the wrong track?
- TOO MUCH GROWTH, 46%; HIGH TAXES, 4%; LACK OF RETAIL AND DINING, 12%; TRAFFIC, 4%; LACK OF ENTERTAINMENT, 8%; LOW INCOME HOUSING, 4%; LACK OF PARKS/AMENTITIES, 19%; SCATTERED, 4%.

7.	How would you rate the strength of community identity and the sense of neighborliness in Carver -- excellent, good, only fair or poor?	EXCELLENT.....40%
		GOOD.....52%
		ONLY FAIR.....8%
		POOR.....0%
		DON'T KNOW/REFUSED.....0%
8.	Do you see Carver as a small town or a suburb?	SMALL TOWN.....53%
		SUBURB.....16%
		BOTH (VOL.).....32%
		DON'T KNOW/REFUSED.....0%

Turning to city services....

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

	EXCL	GOOD	FAIR	POOR	DKR
9. Police protection?	71%	27%	1%	0%	1%
10. Fire protection?	73%	26%	1%	0%	1%
11. Storm water run-off and drainage?	12%	51%	29%	3%	5%
12. Park maintenance?	48%	45%	7%	0%	1%
13. Park facilities?	52%	43%	5%	0%	1%
14. Administration?	29%	51%	10%	0%	11%
15. Utility billing?	10%	71%	15%	1%	3%
16. Building inspections?	25%	46%	11%	1%	18%
17. City planning?	24%	47%	17%	2%	11%
18. Communications?	39%	46%	11%	1%	4%

For the next two city services, please consider only their job on city-maintained streets and roads in neighborhoods. That means you should exclude state and county roads, such as Jonathan Carver Parkway, County Road 40 and Highway 212, that are taken care of by other levels of government. Keeping that in mind, would you rate each of the following as excellent, good, only fair or poor.....

	EXCL	GOOD	FAIR	POOR	DKR
19. Snowplowing of city streets?	31%	50%	18%	1%	0%
20. City street maintenance?	31%	54%	15%	0%	0%

Continuing....

21.	Do you think the quality of city services has been able to keep pace with the growth?	YES.....92%
		NO.....4%
		DON'T KNOW/REFUSED.....5%

IF "NO," ASK: (N=14)

22. What services, in particular, have not been able to keep pace?

ROADS, 29%; DRINKING WATER QUALITY, 7%; SNOW PLOWING, 7%; ALL, 57%.

23. Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current level?

FAVOR.....	73%
OPPOSE.....	14%
DON'T KNOW/REFUSED.....	13%

IF "OPPOSE," ASK: (N=56)

24. What city services would you be willing to see cut?

UNSURE, 20%; NOTHING/CUT WASTE, 27%; ALL EQUALLY, 18%; ROADS, 4%; PARKS, 7%; ADMINISTRATION, 2%; PUBLIC TRANSIT, 7%; PARK AND TRAILS, 15%.

25. Would you favor or oppose an increase in city property taxes to enhance current city services or offer additional city services?

FAVOR.....	19%
OPPOSE.....	67%
DON'T KNOW/REFUSED.....	14%

IF "FAVOR," ASK: (N=74)

26. What services would you like to see enhanced or offered?

ALL EQUALLY, 27%; ROADS, 14%; PARKS, 11%; TRAILS, 11%; DRINKING WATER, 16%; YOUTH RECREATION, 7%; CITY MAINTENANCE, 5%; SNOW PLOWING, 5%; SCATTERED, 4%.

27. How much would you be willing to pay in additional property taxes to enhance city services or offer additional city services? How about \$___ per year? (CHOOSE A RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON RESPONSE) How about \$___ per year? (REPEAT PROCESS)

\$10.00 OR LESS.....	47%
\$20.00.....	16%
\$40.00.....	1%
\$60.00.....	1%
\$80.00.....	4%
\$100.00.....	16%
\$120.00.....	4%
\$140.00.....	0%
\$160.00.....	0%
DON'T KNOW/REFUSED.....	10%

As you may know, property taxes are divided between the City of Carver, Carver County, your local school district and various other units of local government. Thinking about the amount going to the City....

28.	For each dollar of property tax you pay, about what percentage do you think goes to city government?	LESS THAN 10%.....10% 10-20 PERCENT.....32% 21-30 PERCENT.....29% 31-40 PERCENT.....13% OVER FORTY PERCENT.....8% DON'T KNOW/REFUSED.....9%
29.	Do you consider city property taxes in Carver to be very high, somewhat high, about average, somewhat low, or very low?	VERY HIGH.....14% SOMEWHAT HIGH.....37% ABOUT AVERAGE.....42% SOMEWHAT LOW.....0% VERY LOW.....0% DON'T KNOW/REFUSED.....7%
30.	When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?	EXCELLENT.....13% GOOD.....70% ONLY FAIR.....12% POOR.....1% DON'T KNOW/REFUSED.....5%

For your information, the City of Carver receives about thirty-five percent of your total property taxes.

31.	Does this information change your mind about the general value of city services? (IF "YES," ASK:) Do you think the value is much better, somewhat better, somewhat worse or much worse?	NO.....71% YES/MUCH BETTER.....3% YES/SOMEWHAT BETTER.....11% YES/SOMEWHAT WORSE.....10% YES/MUCH WORSE.....3% DON'T KNOW/REFUSED.....3%
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Moving on....

32.	How would you rate the quality of city drinking water -- excellent, good, only fair, or poor?	EXCELLENT.....12% GOOD.....54% ONLY FAIR.....20% POOR.....14% DON'T KNOW/REFUSED.....1%
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IF "ONLY FAIR" OR "POOR," ASK: (N=135)

33. Why did you rate the drinking water as (only fair/poor)?

BAD ODOR, 2%; CLOUDY, 13%; BAD TASTE, 45%; RUST COLOR, 26%; HARD WATER, 14%.

For each of the following long-term infrastructure projects and services, please tell me if you strongly support the use of city funding for that purpose, somewhat support, somewhat oppose or strongly oppose. (ROTATE)

	STS	SMS	SMO	STO	DKR
34. Maintaining and improving city streets?	51%	37%	10%	2%	1%
35. Improvements to the levee along the Minnesota River to meet FEMA certification?	60%	27%	9%	3%	1%
36. Continued public transportation service with Southwest Transit?	38%	38%	12%	8%	3%

Changing topics....

37. Are there any types of development you would like to see in the city? (IF "YES," ASK:) What are they?

UNSURE, 3%; NO, 41%; AFFORDABLE HOUSING, 2%; RESTAURANTS, 11%; GROCERY STORE, 5%; RETAIL/SERVICES, 11%; BARS, 2%; BIG BOX STORES, 3%; PARKS AND TRAILS, 3%; COMMUNITY CENTER, 4%; MOVIE THEATER, 5%; POOL, 3%; HOME IMPROVEMENT, 3%; YOUTH RECREATION, 2%; SCATTERED, 3%.

38. Are there any types of development you would strongly oppose?

UNSURE, 3%; NO, 58%; LOW INCOME HOUSING, 9%; ANY HOUSING, 7%; APARTMENTS/TOWNHOMES, 6%; BARS, 3%; BIG BOX STORES, 2%; LIQUOR STORES, 2%; TOBACCO SHOPS, 5%; SCATTERED, 5%.

As the City of Carver continues development....

39. Do you support or oppose the City providing financial incentives to attract specific types of development? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....23%
	SUPPORT.....57%
	OPPOSE.....12%
	STRONGLY OPPOSE.....2%
	DON'T KNOW/REFUSED.....6%

I would like to read you a list of characteristics of a community. For each one, please tell me if you think Carver currently has too many or too much, too few or too little, or about the right amount.

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
40. rental apartments?	19%	24%	57%	1%
41. Condominiums and townhouses?	14%	21%	65%	1%
42. Starter homes?	8%	44%	43%	5%
43. "Move up" housing for people looking for a larger home?	14%	18%	63%	6%
44. Executive high-end housing?	11%	24%	57%	9%
45. assisted living?	5%	24%	64%	8%
46. one level housing maintained by an association?	6%	33%	56%	6%
47. affordable housing, defined as a single family home costing less than \$220,000?	4%	52%	36%	8%

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
48. Parks and open spaces?	8%	24%	67%	1%
49. Trails and bikeways?	7%	16%	77%	1%
50. Job producing businesses?	1%	66%	32%	2%
51. Service and retail establishments?	5%	51%	44%	1%
52. Entertainment establishments?	4%	53%	42%	2%
53. Restaurants?	8%	53%	39%	0%

Changing topics....

54. How would you rate park and recreation facilities in Carver - excellent, good, only fair or poor?	EXCELLENT.....	19%
	GOOD.....	60%
	ONLY FAIR.....	18%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	2%

55. Have you or members of your household participated in any recreational programs run by the City of Chaska during the past year?	YES.....	50%
	NO.....	50%
	DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=199)

56. Were you satisfied or dissatisfied with your experience?	SATISFIED.....	99%
	DISSATISFIED.....	1%
	DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (N=199)

57. Why have you not participated in recreational programs?

NO INTEREST, 21%; NO TIME, 15%; AGE/HEALTH, 22%; NO CHILDREN, 22%; USE ELSEWHERE, 13%; KIDS TOO YOUNG, 3%; NOT OFFERED IN CARVER, 3%; SCATTERED, 2%.

58. Does the current mix of recreational programming in the city adequately meet the needs of your household?	YES.....	88%
	NO.....	8%
	DON'T KNOW/REFUSED.....	4%

IF "NO," ASK:

59. What additional recreational programs would you like to see offered?

UNSURE, 12%; YOUTH SPORTS, 67%; SPECIAL NEEDS, 3%; SENIOR PROGRAMS, 6%; SWIMMING, 12%.

60. Would you and members of your household being much more likely to participate in recreational programs if more were offered in the City of Carver, somewhat more likely or does it make no difference to you?

MUCH MORE LIKELY.....	23%
SOMEWHAT MORE LIKELY....	16%
NO DIFFERENCE.....	58%
DON'T KNOW/REFUSED.....	3%

61. Does the current mix of park and recreational amenities in the city adequately meet the needs of your household?

YES.....	88%
NO.....	7%
DON'T KNOW/REFUSED.....	5%

IF "NO," ASK: (N=28)

62. What additional park and recreational amenities would you like to see offered?

UNSURE, 4%; COMMUNITY CENTER, 29%; SPORTS FIELDS, 14%; TRAILS, 11%; SPECIAL NEEDS, 4%; CHILDREN, 7%; COMMUNITY GARDEN, 4%; POOL, 18%; PLAYGROUNDS, 11%.

Moving on.....

63. Do you leave Carver on a regular or daily basis?

YES.....	68%
NO.....	17%
NOT EMPLOYED/RETIRED....	15%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=270)

64. How do you normally commute to work -- drive alone, ride in a van or car pool, take the bus near home or from a park and ride lot, walk or bike?

DRIVE ALONE.....	82%
VAN OR CAR POOL.....	7%
BUS.....	12%
WALK/BIKE.....	0%
DON'T KNOW/REFUSED.....	0%

65. On a typical day, how would you rate your commute - excellent, good, only fair or poor?

EXCELLENT.....	24%
GOOD.....	66%
ONLY FAIR.....	10%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

66. Have you used public transportation during the past two years?

YES.....	33%
NO.....	65%
DON'T KNOW/REFUSED.....	3%

IF "YES," ASK: (N=131)

67. How would you rate your experience -- excellent, good, only fair or poor?

EXCELLENT.....	42%
GOOD.....	47%
ONLY FAIR.....	11%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (N=258)

68. Why don't you use public transportation?

UNSURE, 2%; TAKES TOO LONG, 7%; PREFER TO DRIVE, 65%;
AGE/HEALTH, 5%; NOT SAFE, 2%; NEED CAR, 2%; NO NEED, 12%;
NOT AWARE, 2%, SCATTERED, 3%.

Southwest Transit provides express service to Downtown Minneapolis and the University of Minnesota and "on-demand" Prime service.

69. Prior to this survey, were you aware	YES.....	79%
Southwest Transit provided these	NO.....	20%
services?	DON'T KNOW/REFUSED.....	1%

Changing topics.....

70. Other than voting, do you feel that	YES.....	47%
if you wanted to, you could have a say	NO	39%
about the way the City of Carver runs	DON'T KNOW/REFUSED.....	14%
things?		

71. How much do you think you know	A GREAT DEAL.....	8%
about the work of the Mayor and	A FAIR AMOUNT.....	44%
City Council -- a great deal, a	VERY LITTLE.....	31%
fair amount, very little, or none	NONE AT ALL.....	17%
at all?	DON'T KNOW/REFUSED.....	0%

72. How much first hand contact have you	QUITE A LOT.....	3%
had with the Carver City Staff - quite	SOME.....	25%
a lot, some, very little or none?	VERY LITTLE.....	43%
	NONE.....	30%
	DON'T KNOW/REFUSED.....	0%

73. From what you have heard or seen, how	EXCELLENT.....	19%
would you rate the job performance of	GOOD.....	56%
the Carver City staff - excellent,	ONLY FAIR.....	13%
good, only fair or poor?	POOR.....	2%
	DON'T KNOW/REFUSED.....	11%

74. During the past year, have you visited	YES.....	36%
or contacted Carver City Hall in person,	NO.....	64%
on the telephone or using the website?	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=143)

Thinking about your last contact with the City, for each of the following characteristics, please rate the service as excellent, good, only fair, or poor....

	EXC	GOO	FAI	POO	DKR
75. Waiting time for City staff to respond?	43%	51%	4%	1%	1%
76. Ease of reaching a City Staff member who could help you?	50%	32%	16%	0%	1%
77. Courtesy of the City staff?	64%	31%	4%	0%	1%
78. Efficiency of the City staff?	50%	41%	8%	1%	1%

Turning to city communications....

79. What is your principal source of information about Carver City Government and its activities?

CITY NEWSLETTER, 38%; CITY WEBSITE, 33%; LOCAL NEWSPAPER, 3%; WORD OF MOUTH, 7%; SOCIAL MEDIA, 15%; MAILINGS, 3%; SCATTERED, 2%.

80. If you could choose the best way for you to receive information about your City Government and the issues facing the community, what would it be?

UNSURE, 1%; CITY NEWSLETTER, 29%; E-MAIL, 2%; CITY WEBSITE, 33%; LOCAL NEWSPAPER, 7%; WORD OF MOUTH, 5%; SOCIAL MEDIA, 14%; MAILINGS, 8%; SCATTERED, 2%.

The City publishes a newsletter called "Carver Connections," which is mailed to residents with the monthly utility bill.

81. Do you read this newsletter? YES.....79%
NO21%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=316)

82. How would you evaluate its content and format -- excellent, good, only fair or fair, or poor? EXCELLENT.....39%
GOOD.....49%
ONLY FAIR.....13%
POOR.....0%
DON'T KNOW/REFUSED.....0%

83. Do you have access to the Internet? YES.....88%
NO.....12%
DON'T KNOW/REFUSED.....0%

IF INTERNET ACCESS, ASK: (N=351)

84. Have you or any member of your household accessed the City of Carver website? YES.....74%
NO.....26%
DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (N=258)

85.	How often do you visit the City's website -- frequently, occasionally, rarely or whenever needed?	FREQUENTLY.....19% OCCASIONALLY.....45% RARELY.....15% WHENEVER NEEDED.....21% DON'T KNOW/REFUSED.....0%
86.	How would you evaluate the content of the City's website -- excellent, good, only fair, or poor?	EXCELLENT.....34% GOOD.....58% ONLY FAIR.....7% POOR.....0% DON'T KNOW/REFUSED.....1%
87.	How would you rate the ease of navigating the City's website and finding information you sought -- excellent, good, only fair, or poor?	EXCELLENT.....28% GOOD.....64% ONLY FAIR.....8% POOR.....0% DON'T KNOW/REFUSED.....1%
88.	Have you used the City of Carver Government Facebook or Twitter to receive information from the city?	YES.....55% NO.....44% DON'T KNOW/REFUSED.....1%
IF "YES," ASK: (N=194)		
89.	How would you rate the city's social media - excellent, good, only fair or poor?	EXCELLENT.....34% GOOD.....50% ONLY FAIR.....17% POOR.....0% DON'T KNOW/REFUSED.....0%

Now, just a few more questions for demographic purposes....

Could you please tell me how many people in each of the following age groups live in your household. Let's start with the oldest. Be sure to include yourself.

90.	First, persons 65 or over?	NONE.....81% ONE.....10% TWO OR MORE.....9%
91.	Adults under 65?	NONE.....13% ONE.....13% TWO.....65% THREE OR MORE.....9%
92.	School-aged or pre-school children?	NONE.....55% ONE.....16% TWO.....20% THREE OF MORE.....9%

93.	What is your age, please?	18-34.....	28%
		35-54.....	43%
		55 AND OVER.....	29%
		REFUSED.....	0%
94.	Finally, thinking about your household finances, how would you describe your financial situation, would you say that --	STATEMENT A.....	6%
	A) Your monthly expenses are exceeding your income;	STATEMENT B.....	24%
	B) You are meeting your monthly expenses but are putting aside little or no savings;	STATEMENT C.....	44%
	C) You are managing comfortably while putting some money aside;	STATEMENT D.....	26%
	D) Managing very well?	DON'T KNOW/REFUSED.....	1%
95.	Gender	MALE.....	50%
		FEMALE.....	50%