



THE NCSTM
The National Citizen SurveyTM

Lakeville, MN

Technical Appendices

2018



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

The following pages contain a complete set of responses to each question on the survey, excluding the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 1: Question 1

Please rate each of the following aspects of quality of life in Lakeville:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Lakeville as a place to live	50%	N=204	46%	N=187	4%	N=15	0%	N=1	100%	N=407
Your neighborhood as a place to live	50%	N=201	42%	N=169	7%	N=29	1%	N=6	100%	N=405
Lakeville as a place to raise children	60%	N=226	37%	N=142	3%	N=10	1%	N=2	100%	N=379
Lakeville as a place to work	22%	N=52	42%	N=98	27%	N=63	9%	N=22	100%	N=234
Lakeville as a place to visit	15%	N=57	42%	N=156	34%	N=126	10%	N=36	100%	N=375
Lakeville as a place to retire	24%	N=77	41%	N=129	25%	N=78	11%	N=34	100%	N=317
The overall quality of life in Lakeville	42%	N=166	52%	N=208	5%	N=20	1%	N=4	100%	N=399

Table 2: Question 2

Please rate each of the following characteristics as they relate to Lakeville as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Overall feeling of safety in Lakeville	51%	N=206	45%	N=184	3%	N=13	1%	N=3	100%	N=406
Overall ease of getting to the places you usually have to visit	39%	N=156	47%	N=189	13%	N=51	2%	N=8	100%	N=405
Quality of overall natural environment in Lakeville	41%	N=162	51%	N=201	8%	N=33	0%	N=2	100%	N=397
Overall "built environment" of Lakeville (including overall design, buildings, parks and transportation systems)	21%	N=85	53%	N=210	21%	N=83	4%	N=17	100%	N=396
Health and wellness opportunities in Lakeville	28%	N=106	53%	N=195	16%	N=61	3%	N=10	100%	N=372
Overall opportunities for education and enrichment	35%	N=132	51%	N=190	12%	N=43	2%	N=7	100%	N=372
Overall economic health of Lakeville	31%	N=114	57%	N=210	11%	N=40	1%	N=3	100%	N=367
Sense of community	24%	N=93	43%	N=166	30%	N=116	4%	N=14	100%	N=389
Overall image or reputation of Lakeville	32%	N=128	56%	N=226	11%	N=44	1%	N=2	100%	N=399

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
	%	N	%	N	%	N	%	N	%	N
Recommend living in Lakeville to someone who asks	65%	N=262	32%	N=129	3%	N=11	1%	N=4	100%	N=405
Remain in Lakeville for the next five years	69%	N=273	25%	N=97	4%	N=17	2%	N=7	100%	N=394

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
In your neighborhood during the day	81%	N=329	16%	N=65	1%	N=3	2%	N=6	0%	N=2	100%	N=406
In Lakeville's downtown/commercial area during the day	79%	N=276	18%	N=64	2%	N=6	0%	N=0	1%	N=2	100%	N=348

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Lakeville as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Traffic flow on major streets	20%	N=79	60%	N=242	15%	N=61	5%	N=21	100%	N=403
Ease of public parking	28%	N=109	54%	N=210	15%	N=59	2%	N=9	100%	N=387
Ease of travel by car in Lakeville	36%	N=146	51%	N=204	11%	N=44	2%	N=9	100%	N=402
Ease of travel by bicycle in Lakeville	22%	N=69	48%	N=148	22%	N=69	8%	N=24	100%	N=310
Ease of walking in Lakeville	30%	N=116	45%	N=173	20%	N=79	5%	N=19	100%	N=388
Availability of paths and walking trails	34%	N=133	47%	N=184	14%	N=57	4%	N=17	100%	N=391
Cleanliness of Lakeville	37%	N=149	53%	N=215	9%	N=38	0%	N=1	100%	N=403
Overall appearance of Lakeville	31%	N=127	59%	N=238	9%	N=38	0%	N=2	100%	N=404
Public places where people want to spend time	24%	N=93	51%	N=200	23%	N=89	2%	N=9	100%	N=391
Variety of housing options	27%	N=97	44%	N=157	22%	N=81	7%	N=26	100%	N=360
Availability of affordable quality housing	13%	N=43	38%	N=127	35%	N=115	14%	N=45	100%	N=330
Fitness opportunities (including exercise classes and paths or trails, etc.)	32%	N=125	46%	N=178	17%	N=67	5%	N=19	100%	N=389
Recreational opportunities	26%	N=103	51%	N=198	20%	N=76	3%	N=11	100%	N=387
Availability of affordable quality health care	18%	N=54	54%	N=163	23%	N=69	5%	N=15	100%	N=302
Availability of preventive health services	21%	N=64	54%	N=164	21%	N=64	5%	N=14	100%	N=307
Availability of affordable quality mental health care	16%	N=30	36%	N=69	28%	N=53	20%	N=39	100%	N=190

Table 6: Question 6

Please rate each of the following characteristics as they relate to Lakeville as a whole:	Excellent		Good		Fair		Poor		Total	
	%	N	%	N	%	N	%	N	%	N
Availability of affordable quality child care/preschool	21%	N=46	44%	N=95	23%	N=51	12%	N=25	100%	N=216
K-12 education	51%	N=164	38%	N=123	9%	N=29	1%	N=4	100%	N=319
Adult educational opportunities	19%	N=51	54%	N=147	24%	N=66	2%	N=7	100%	N=270
Opportunities to attend cultural/arts/music activities	19%	N=65	52%	N=182	26%	N=91	3%	N=11	100%	N=349
Opportunities to participate in religious or spiritual events and activities	39%	N=131	50%	N=169	10%	N=34	1%	N=4	100%	N=338
Employment opportunities	9%	N=21	40%	N=92	43%	N=99	9%	N=21	100%	N=233
Shopping opportunities	8%	N=30	35%	N=139	41%	N=161	16%	N=64	100%	N=393
Cost of living in Lakeville	5%	N=19	45%	N=175	42%	N=161	8%	N=32	100%	N=386
Overall quality of business and service establishments in Lakeville	9%	N=34	56%	N=220	30%	N=119	5%	N=21	100%	N=394
Vibrant downtown/commercial area	7%	N=24	36%	N=131	43%	N=156	15%	N=53	100%	N=365
Overall quality of new development in Lakeville	19%	N=69	55%	N=200	23%	N=85	3%	N=13	100%	N=367
Opportunities to participate in social events and activities	11%	N=37	55%	N=195	30%	N=107	4%	N=13	100%	N=353
Opportunities to volunteer	15%	N=38	53%	N=136	29%	N=73	3%	N=8	100%	N=254
Opportunities to participate in community matters	13%	N=37	50%	N=140	32%	N=90	5%	N=14	100%	N=281
Openness and acceptance of the community toward people of diverse backgrounds	18%	N=56	45%	N=141	28%	N=89	8%	N=26	100%	N=312
Neighborliness of residents in Lakeville	21%	N=84	48%	N=186	28%	N=110	3%	N=11	100%	N=391

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
	%	N	%	N	%	N
Made efforts to conserve water	19%	N=76	81%	N=329	100%	N=405
Made efforts to make your home more energy efficient	19%	N=76	81%	N=329	100%	N=405
Observed a code violation or other hazard in Lakeville (weeds, abandoned buildings, etc.)	75%	N=303	25%	N=100	100%	N=403
Household member was a victim of a crime in Lakeville	92%	N=372	8%	N=34	100%	N=405
Reported a crime to the police in Lakeville	85%	N=345	15%	N=61	100%	N=405
Stocked supplies in preparation for an emergency	80%	N=323	20%	N=83	100%	N=405
Campaigned or advocated for an issue, cause or candidate	87%	N=351	13%	N=54	100%	N=405
Contacted the City of Lakeville (in-person, phone, email or web) for help or information	60%	N=242	40%	N=163	100%	N=405
Contacted Lakeville elected officials (in-person, phone, email or web) to express your opinion	88%	N=358	12%	N=47	100%	N=405

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lakeville?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Used Lakeville recreation centers or their services	7%	N=27	17%	N=69	33%	N=130	43%	N=171	100%	N=398
Visited a neighborhood park or City park	26%	N=106	35%	N=141	28%	N=113	10%	N=41	100%	N=400
Used Lakeville public libraries or their services	5%	N=20	20%	N=79	41%	N=163	34%	N=135	100%	N=396
Participated in religious or spiritual activities in Lakeville	11%	N=42	23%	N=92	17%	N=67	50%	N=198	100%	N=399
Attended a City-sponsored event	1%	N=3	2%	N=9	48%	N=191	49%	N=197	100%	N=400
Used bus, rail, subway or other public transportation instead of driving	6%	N=24	2%	N=8	4%	N=17	88%	N=351	100%	N=400
Carpooled with other adults or children instead of driving alone	11%	N=43	14%	N=58	19%	N=75	56%	N=225	100%	N=401
Walked or biked instead of driving	9%	N=34	18%	N=72	27%	N=109	46%	N=184	100%	N=400
Volunteered your time to some group/activity in Lakeville	5%	N=20	8%	N=33	16%	N=65	71%	N=283	100%	N=401
Participated in a club	4%	N=15	7%	N=30	11%	N=45	78%	N=311	100%	N=401
Talked to or visited with your immediate neighbors	44%	N=178	32%	N=129	18%	N=74	5%	N=22	100%	N=403
Done a favor for a neighbor	16%	N=65	29%	N=115	45%	N=180	10%	N=42	100%	N=401

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
	%	N	%	N	%	N	%	N	%	N
Attended a local public meeting	0%	N=0	0%	N=2	10%	N=40	90%	N=363	100%	N=404
Watched (online or on television) a local public meeting	0%	N=2	1%	N=3	15%	N=60	84%	N=339	100%	N=403

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Table 10: Question 10

Please rate the quality of each of the following services in Lakeville:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	50%	N=169	45%	N=153	4%	N=15	1%	N=4	100%	N=341
Fire services	60%	N=167	36%	N=100	3%	N=7	1%	N=2	100%	N=276
Ambulance or emergency medical services	56%	N=146	39%	N=102	5%	N=14	0%	N=0	100%	N=262
Crime prevention	36%	N=109	53%	N=157	10%	N=30	1%	N=3	100%	N=299
Fire prevention and education	33%	N=83	58%	N=145	8%	N=19	2%	N=4	100%	N=252
Traffic enforcement	28%	N=93	52%	N=177	15%	N=52	5%	N=15	100%	N=338
Street repair	9%	N=37	43%	N=167	32%	N=125	16%	N=62	100%	N=391
Street cleaning	15%	N=56	53%	N=205	25%	N=95	7%	N=28	100%	N=384
Street lighting	22%	N=86	53%	N=210	21%	N=81	4%	N=17	100%	N=394
Snow removal	22%	N=88	47%	N=188	23%	N=90	8%	N=33	100%	N=398
Sidewalk maintenance	15%	N=54	54%	N=192	26%	N=91	4%	N=15	100%	N=353
Traffic signal timing	11%	N=44	62%	N=242	20%	N=77	7%	N=28	100%	N=392
Bus or transit services	19%	N=29	42%	N=64	15%	N=23	23%	N=36	100%	N=152
Garbage collection	29%	N=114	55%	N=216	11%	N=44	4%	N=17	100%	N=391
Recycling	29%	N=115	52%	N=203	17%	N=66	2%	N=7	100%	N=390
Yard waste pick-up	26%	N=70	47%	N=128	22%	N=60	5%	N=14	100%	N=271
Storm drainage	25%	N=88	55%	N=197	16%	N=56	4%	N=15	100%	N=357
Drinking water	34%	N=132	49%	N=194	12%	N=49	5%	N=19	100%	N=394
Sewer services	36%	N=132	56%	N=203	8%	N=28	1%	N=3	100%	N=365
Power (electric and/or gas) utility	37%	N=148	52%	N=208	10%	N=39	1%	N=3	100%	N=398
Utility billing	30%	N=118	55%	N=219	12%	N=48	3%	N=13	100%	N=398
City parks	42%	N=160	49%	N=189	9%	N=34	0%	N=2	100%	N=386
Recreation programs or classes	28%	N=78	52%	N=144	17%	N=48	3%	N=9	100%	N=279
Recreation centers or facilities	23%	N=65	50%	N=145	20%	N=59	7%	N=19	100%	N=289
Land use, planning and zoning	13%	N=39	45%	N=134	33%	N=96	9%	N=25	100%	N=295
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=40	53%	N=133	18%	N=45	13%	N=32	100%	N=250
Animal control	21%	N=50	59%	N=141	16%	N=39	3%	N=7	100%	N=237
Economic development	16%	N=48	50%	N=146	28%	N=81	7%	N=19	100%	N=294
Health services	16%	N=46	67%	N=188	14%	N=39	3%	N=10	100%	N=282
Public library services	38%	N=120	52%	N=163	10%	N=33	0%	N=0	100%	N=316
Public information services	17%	N=45	63%	N=166	17%	N=45	3%	N=8	100%	N=264
Cable television	11%	N=31	29%	N=85	37%	N=107	23%	N=66	100%	N=289
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	21%	N=46	53%	N=118	20%	N=44	7%	N=15	100%	N=223
Preservation of natural areas such as open space, farmlands and greenbelts	21%	N=69	42%	N=134	27%	N=86	10%	N=34	100%	N=322
Lakeville open space	19%	N=64	50%	N=162	25%	N=80	6%	N=21	100%	N=327
City-sponsored special events	21%	N=62	59%	N=174	19%	N=56	2%	N=5	100%	N=296
Overall customer service by Lakeville employees (police, receptionists, planners, etc.)	30%	N=101	57%	N=193	10%	N=35	2%	N=8	100%	N=337

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Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Lakeville	28%	N=108	60%	N=229	10%	N=37	2%	N=9	100%	N=383
The Federal Government	9%	N=27	43%	N=138	32%	N=104	16%	N=52	100%	N=321

Table 12: Question 12

Please rate the following categories of Lakeville government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Lakeville	13%	N=49	51%	N=188	28%	N=106	8%	N=28	100%	N=371
The overall direction that Lakeville is taking	14%	N=50	57%	N=208	25%	N=90	5%	N=17	100%	N=365
The job Lakeville government does at welcoming citizen involvement	9%	N=26	51%	N=147	30%	N=88	9%	N=27	100%	N=288
Overall confidence in Lakeville government	12%	N=41	59%	N=210	24%	N=84	5%	N=19	100%	N=355
Generally acting in the best interest of the community	12%	N=42	64%	N=229	19%	N=69	5%	N=17	100%	N=356
Being honest	18%	N=58	58%	N=186	18%	N=58	6%	N=18	100%	N=319
Treating all residents fairly	19%	N=60	57%	N=181	18%	N=58	7%	N=22	100%	N=320

Table 13: Question 13

Please rate how important, if at all, you think it is for the Lakeville community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lakeville	57%	N=229	30%	N=122	10%	N=41	2%	N=10	100%	N=402
Overall ease of getting to the places you usually have to visit	28%	N=113	48%	N=194	22%	N=87	2%	N=6	100%	N=401
Quality of overall natural environment in Lakeville	36%	N=144	43%	N=172	19%	N=77	2%	N=6	100%	N=399
Overall "built environment" of Lakeville (including overall design, buildings, parks and transportation systems)	28%	N=113	50%	N=201	20%	N=81	2%	N=7	100%	N=401
Health and wellness opportunities in Lakeville	21%	N=84	43%	N=172	31%	N=125	5%	N=20	100%	N=401
Overall opportunities for education and enrichment	31%	N=125	40%	N=161	25%	N=100	3%	N=13	100%	N=399
Overall economic health of Lakeville	37%	N=148	49%	N=196	11%	N=45	3%	N=11	100%	N=400
Sense of community	26%	N=106	51%	N=206	21%	N=83	2%	N=7	100%	N=401

Table 14: Question 14

Please rate how important, if at all, each of the following are to the future of Lakeville:	Essential		Very important		Somewhat important		Not at all important		Total	
A broad range of employment opportunities	24%	N=89	51%	N=190	24%	N=88	2%	N=6	100%	N=373
A safe city	75%	N=300	23%	N=93	1%	N=3	1%	N=3	100%	N=398
A commitment to environmental stewardship	32%	N=127	42%	N=165	23%	N=91	2%	N=9	100%	N=392
Quality schools	69%	N=272	25%	N=101	5%	N=18	1%	N=4	100%	N=395
A welcoming place for diverse populations	26%	N=101	38%	N=151	24%	N=95	12%	N=48	100%	N=394
An aesthetically pleasing place	28%	N=109	48%	N=186	23%	N=88	2%	N=8	100%	N=391
A variety of recreational opportunities	29%	N=116	48%	N=192	22%	N=86	1%	N=5	100%	N=399
Open space preservation	36%	N=142	36%	N=142	25%	N=96	3%	N=11	100%	N=390
A good place to grow old	30%	N=119	38%	N=148	25%	N=100	7%	N=26	100%	N=393
Low taxes	38%	N=150	38%	N=150	19%	N=75	6%	N=24	100%	N=399
A diverse set of shopping options	24%	N=96	43%	N=171	26%	N=105	6%	N=23	100%	N=395
A good regional transportation system	22%	N=88	32%	N=125	34%	N=135	12%	N=47	100%	N=395
A good local transportation system	21%	N=81	31%	N=122	36%	N=142	12%	N=47	100%	N=393

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Table 15: Question 15

Please indicate if you agree or disagree that the Lakeville community should focus on each of the following in the coming two years:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
Maintaining what the City has come before investing in new/expanded facilities and systems	37%	N=150	51%	N=204	10%	N=39	2%	N=7	100%	N=399
A high quality public school system is an important factor in the success of a community	80%	N=321	17%	N=69	1%	N=5	1%	N=5	100%	N=400
A community's image is important to its success	42%	N=166	50%	N=199	7%	N=26	1%	N=4	100%	N=396
The City should only provide the minimum number of services necessary to meet the community's needs	9%	N=34	22%	N=89	41%	N=166	28%	N=111	100%	N=400
The City should invest in improvements that enhance quality of life for all residents	47%	N=189	48%	N=192	4%	N=18	0%	N=1	100%	N=399
The City should invest in creating jobs and business growth	31%	N=124	58%	N=232	10%	N=41	1%	N=2	100%	N=399
Low taxes are important to a community's success	34%	N=137	42%	N=168	19%	N=75	5%	N=19	100%	N=399
The City needs to be a leader in environmental stewardship	39%	N=155	44%	N=178	14%	N=56	3%	N=12	100%	N=402
Providing a safe environment is the highest priority of City government	65%	N=260	31%	N=125	3%	N=11	1%	N=5	100%	N=402

Table 16: Question 16

If a vote were held to increase the amount of property taxes to fund the following parks and recreation improvements, please indicate which projects or services, if any, would be a priority:	High priority		Medium priority		Low priority		Not a priority		Total	
	%	N	%	N	%	N	%	N	%	N
Larger community parks	12%	N=46	43%	N=170	32%	N=126	13%	N=53	100%	N=394
Community playfields/athletic complexes	17%	N=67	38%	N=150	32%	N=125	14%	N=54	100%	N=395
Parks within neighborhoods	28%	N=113	41%	N=164	21%	N=82	10%	N=38	100%	N=398
Local interconnected trail system	33%	N=132	38%	N=151	18%	N=74	10%	N=42	100%	N=398
Community center	16%	N=63	39%	N=155	30%	N=119	15%	N=62	100%	N=398
Open space/natural areas	29%	N=115	40%	N=158	23%	N=90	8%	N=33	100%	N=396
Indoor athletic facility	20%	N=80	30%	N=120	28%	N=112	22%	N=87	100%	N=398
Senior citizen-focused recreational opportunities	13%	N=51	40%	N=161	33%	N=130	14%	N=56	100%	N=398
Water park	13%	N=50	25%	N=101	30%	N=121	32%	N=126	100%	N=397
Skate park	4%	N=16	16%	N=63	32%	N=128	48%	N=190	100%	N=397

Table 17: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
Recycle at home	2%	N=6	2%	N=8	3%	N=11	11%	N=46	82%	N=332	100%	N=403
Purchase goods or services from a business located in Lakeville	0%	N=1	6%	N=26	35%	N=139	46%	N=186	12%	N=49	100%	N=401
Eat at least 5 portions of fruits and vegetables a day	1%	N=3	13%	N=51	40%	N=160	32%	N=130	14%	N=56	100%	N=401
Participate in moderate or vigorous physical activity	2%	N=6	11%	N=42	31%	N=125	38%	N=153	18%	N=74	100%	N=400
Read or watch local news (via television, paper, computer, etc.)	3%	N=13	10%	N=39	22%	N=87	34%	N=137	31%	N=126	100%	N=402
Vote in local elections	5%	N=18	8%	N=33	11%	N=43	26%	N=106	50%	N=202	100%	N=402

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Table 18: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=106
Very good	49%	N=198
Good	19%	N=77
Fair	4%	N=16
Poor	1%	N=3
Total	100%	N=400

Table 19: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	12%	N=49
Somewhat positive	32%	N=130
Neutral	45%	N=183
Somewhat negative	10%	N=38
Very negative	1%	N=2
Total	100%	N=402

Table 20: Question D4

What is your employment status?	Percent	Number
Working full time for pay	75%	N=299
Working part time for pay	7%	N=29
Unemployed, looking for paid work	2%	N=6
Unemployed, not looking for paid work	4%	N=15
Fully retired	13%	N=51
Total	100%	N=401

Table 21: Question D5

Do you work inside the boundaries of Lakeville?	Percent	Number
Yes, outside the home	15%	N=61
Yes, from home	8%	N=33
No	76%	N=300
Total	100%	N=395

Table 22: Question D6

How many years have you lived in Lakeville?	Percent	Number
Less than 2 years	14%	N=58
2 to 5 years	24%	N=95
6 to 10 years	13%	N=52
11 to 20 years	26%	N=104
More than 20 years	23%	N=92
Total	100%	N=401

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Table 23: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=314
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=86
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=402

Table 24: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	11%	N=45
Owned	89%	N=356
Total	100%	N=401

Table 25: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=5
\$300 to \$599 per month	6%	N=24
\$600 to \$999 per month	9%	N=34
\$1,000 to \$1,499 per month	22%	N=88
\$1,500 to \$2,499 per month	48%	N=190
\$2,500 or more per month	13%	N=52
Total	100%	N=393

Table 26: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	48%	N=193
Yes	52%	N=206
Total	100%	N=398

Table 27: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	84%	N=337
Yes	16%	N=64
Total	100%	N=401

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Table 28: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=13
\$25,000 to \$49,999	7%	N=25
\$50,000 to \$99,999	23%	N=87
\$100,000 to \$149,999	30%	N=113
\$150,000 or more	38%	N=143
Total	100%	N=380

Table 29: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=389
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=6
Total	100%	N=394

Table 30: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=8
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	2%	N=8
White	92%	N=364
Other	3%	N=10

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

Table 31: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	26%	N=102
35 to 44 years	25%	N=99
45 to 54 years	27%	N=108
55 to 64 years	10%	N=40
65 to 74 years	8%	N=31
75 years or older	5%	N=18
Total	100%	N=398

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Table 32: Question D16

What is your sex?	Percent	Number
Female	51%	N=201
Male	49%	N=194
Total	100%	N=395

Table 33: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	78%	N=311
Land line	8%	N=32
Both	13%	N=53
Total	100%	N=397

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Responses including “don’t know”

The following pages contain a complete set of responses to each question on the survey, including the “don’t know” responses. The percent of respondents giving a particular response is shown followed by the number of respondents (denoted with “N=”).

Table 34: Question 1

Please rate each of the following aspects of quality of life in Lakeville:	Excellent		Good		Fair		Poor		Don't know		Total	
Lakeville as a place to live	50%	N=204	46%	N=187	4%	N=15	0%	N=1	0%	N=0	100%	N=407
Your neighborhood as a place to live	50%	N=201	42%	N=169	7%	N=29	1%	N=6	0%	N=0	100%	N=405
Lakeville as a place to raise children	56%	N=226	35%	N=142	2%	N=10	1%	N=2	5%	N=21	100%	N=400
Lakeville as a place to work	13%	N=52	24%	N=98	16%	N=63	5%	N=22	42%	N=169	100%	N=403
Lakeville as a place to visit	14%	N=57	39%	N=156	31%	N=126	9%	N=36	7%	N=28	100%	N=403
Lakeville as a place to retire	19%	N=77	32%	N=129	19%	N=78	8%	N=34	22%	N=87	100%	N=404
The overall quality of life in Lakeville	42%	N=166	52%	N=208	5%	N=20	1%	N=4	0%	N=1	100%	N=400

Table 35: Question 2

Please rate each of the following characteristics as they relate to Lakeville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Lakeville	51%	N=206	45%	N=184	3%	N=13	1%	N=3	0%	N=1	100%	N=406
Overall ease of getting to the places you usually have to visit	39%	N=156	47%	N=189	13%	N=51	2%	N=8	0%	N=0	100%	N=405
Quality of overall natural environment in Lakeville	40%	N=162	50%	N=201	8%	N=33	0%	N=2	1%	N=5	100%	N=402
Overall "built environment" of Lakeville (including overall design, buildings, parks and transportation systems)	21%	N=85	52%	N=210	21%	N=83	4%	N=17	2%	N=8	100%	N=404
Health and wellness opportunities in Lakeville	26%	N=106	48%	N=195	15%	N=61	2%	N=10	8%	N=32	100%	N=403
Overall opportunities for education and enrichment	33%	N=132	47%	N=190	11%	N=43	2%	N=7	7%	N=29	100%	N=401
Overall economic health of Lakeville	28%	N=114	52%	N=210	10%	N=40	1%	N=3	9%	N=38	100%	N=404
Sense of community	23%	N=93	41%	N=166	29%	N=116	3%	N=14	3%	N=12	100%	N=402
Overall image or reputation of Lakeville	32%	N=128	56%	N=226	11%	N=44	1%	N=2	1%	N=4	100%	N=403

Table 36: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in Lakeville to someone who asks	64%	N=262	32%	N=129	3%	N=11	1%	N=4	0%	N=2	100%	N=406
Remain in Lakeville for the next five years	68%	N=273	24%	N=97	4%	N=17	2%	N=7	2%	N=9	100%	N=402

Table 37: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	81%	N=329	16%	N=65	1%	N=3	2%	N=6	0%	N=2	0%	N=0	100%	N=406
In Lakeville's downtown/commercial area during the day	68%	N=276	16%	N=64	1%	N=6	0%	N=0	0%	N=2	14%	N=58	100%	N=406

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Table 38: Question 5

Please rate each of the following characteristics as they relate to Lakeville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	20%	N=79	60%	N=242	15%	N=61	5%	N=21	0%	N=1	100%	N=404
Ease of public parking	27%	N=109	52%	N=210	15%	N=59	2%	N=9	4%	N=18	100%	N=405
Ease of travel by car in Lakeville	36%	N=146	51%	N=204	11%	N=44	2%	N=9	0%	N=2	100%	N=404
Ease of travel by bicycle in Lakeville	17%	N=69	37%	N=148	17%	N=69	6%	N=24	23%	N=94	100%	N=404
Ease of walking in Lakeville	29%	N=116	43%	N=173	20%	N=79	5%	N=19	4%	N=16	100%	N=404
Availability of paths and walking trails	33%	N=133	45%	N=184	14%	N=57	4%	N=17	4%	N=15	100%	N=406
Cleanliness of Lakeville	37%	N=149	53%	N=215	9%	N=38	0%	N=1	0%	N=0	100%	N=403
Overall appearance of Lakeville	31%	N=127	59%	N=238	9%	N=38	0%	N=2	0%	N=0	100%	N=405
Public places where people want to spend time	23%	N=93	49%	N=200	22%	N=89	2%	N=9	4%	N=15	100%	N=406
Variety of housing options	24%	N=97	39%	N=157	20%	N=81	6%	N=26	11%	N=45	100%	N=405
Availability of affordable quality housing	11%	N=43	32%	N=127	29%	N=115	11%	N=45	18%	N=72	100%	N=402
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=125	44%	N=178	17%	N=67	5%	N=19	3%	N=14	100%	N=403
Recreational opportunities	26%	N=103	49%	N=198	19%	N=76	3%	N=11	4%	N=15	100%	N=402
Availability of affordable quality health care	14%	N=54	41%	N=163	17%	N=69	4%	N=15	24%	N=95	100%	N=397
Availability of preventive health services	16%	N=64	41%	N=164	16%	N=64	4%	N=14	23%	N=92	100%	N=398
Availability of affordable quality mental health care	7%	N=30	17%	N=69	13%	N=53	10%	N=39	52%	N=210	100%	N=401

Table 39: Question 6

Please rate each of the following characteristics as they relate to Lakeville as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	11%	N=46	24%	N=95	13%	N=51	6%	N=25	46%	N=188	100%	N=404
K-12 education	41%	N=164	31%	N=123	7%	N=29	1%	N=4	21%	N=82	100%	N=402
Adult educational opportunities	13%	N=51	37%	N=147	16%	N=66	2%	N=7	33%	N=130	100%	N=400
Opportunities to attend cultural/arts/music activities	16%	N=65	45%	N=182	23%	N=91	3%	N=11	13%	N=52	100%	N=401
Opportunities to participate in religious or spiritual events and activities	33%	N=131	42%	N=169	8%	N=34	1%	N=4	16%	N=63	100%	N=402
Employment opportunities	5%	N=21	23%	N=92	25%	N=99	5%	N=21	42%	N=167	100%	N=400
Shopping opportunities	8%	N=30	35%	N=139	40%	N=161	16%	N=64	1%	N=5	100%	N=398
Cost of living in Lakeville	5%	N=19	44%	N=175	41%	N=161	8%	N=32	2%	N=7	100%	N=393
Overall quality of business and service establishments in Lakeville	8%	N=34	55%	N=220	30%	N=119	5%	N=21	2%	N=6	100%	N=400
Vibrant downtown/commercial area	6%	N=24	33%	N=131	39%	N=156	13%	N=53	9%	N=36	100%	N=401
Overall quality of new development in Lakeville	17%	N=69	50%	N=200	21%	N=85	3%	N=13	9%	N=34	100%	N=401
Opportunities to participate in social events and activities	9%	N=37	49%	N=195	27%	N=107	3%	N=13	11%	N=45	100%	N=398
Opportunities to volunteer	9%	N=38	34%	N=136	18%	N=73	2%	N=8	37%	N=147	100%	N=401
Opportunities to participate in community matters	9%	N=37	35%	N=140	23%	N=90	4%	N=14	29%	N=117	100%	N=398
Openness and acceptance of the community toward people of diverse backgrounds	14%	N=56	35%	N=141	22%	N=89	7%	N=26	21%	N=85	100%	N=397
Neighborliness of residents in Lakeville	21%	N=84	46%	N=186	28%	N=110	3%	N=11	2%	N=10	100%	N=401

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Table 40: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	19%	N=76	81%	N=329	100%	N=405
Made efforts to make your home more energy efficient	19%	N=76	81%	N=329	100%	N=405
Observed a code violation or other hazard in Lakeville (weeds, abandoned buildings, etc.)	75%	N=303	25%	N=100	100%	N=403
Household member was a victim of a crime in Lakeville	92%	N=372	8%	N=34	100%	N=405
Reported a crime to the police in Lakeville	85%	N=345	15%	N=61	100%	N=405
Stocked supplies in preparation for an emergency	80%	N=323	20%	N=83	100%	N=405
Campaigned or advocated for an issue, cause or candidate	87%	N=351	13%	N=54	100%	N=405
Contacted the City of Lakeville (in-person, phone, email or web) for help or information	60%	N=242	40%	N=163	100%	N=405
Contacted Lakeville elected officials (in-person, phone, email or web) to express your opinion	88%	N=358	12%	N=47	100%	N=405

Table 41: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lakeville?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Lakeville recreation centers or their services	7%	N=27	17%	N=69	33%	N=130	43%	N=171	100%	N=398
Visited a neighborhood park or City park	26%	N=106	35%	N=141	28%	N=113	10%	N=41	100%	N=400
Used Lakeville public libraries or their services	5%	N=20	20%	N=79	41%	N=163	34%	N=135	100%	N=396
Participated in religious or spiritual activities in Lakeville	11%	N=42	23%	N=92	17%	N=67	50%	N=198	100%	N=399
Attended a City-sponsored event	1%	N=3	2%	N=9	48%	N=191	49%	N=197	100%	N=400
Used bus, rail, subway or other public transportation instead of driving	6%	N=24	2%	N=8	4%	N=17	88%	N=351	100%	N=400
Carpooled with other adults or children instead of driving alone	11%	N=43	14%	N=58	19%	N=75	56%	N=225	100%	N=401
Walked or biked instead of driving	9%	N=34	18%	N=72	27%	N=109	46%	N=184	100%	N=400
Volunteered your time to some group/activity in Lakeville	5%	N=20	8%	N=33	16%	N=65	71%	N=283	100%	N=401
Participated in a club	4%	N=15	7%	N=30	11%	N=45	78%	N=311	100%	N=401
Talked to or visited with your immediate neighbors	44%	N=178	32%	N=129	18%	N=74	5%	N=22	100%	N=403
Done a favor for a neighbor	16%	N=65	29%	N=115	45%	N=180	10%	N=42	100%	N=401

Table 42: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	0%	N=0	0%	N=2	10%	N=40	90%	N=363	100%	N=404
Watched (online or on television) a local public meeting	0%	N=2	1%	N=3	15%	N=60	84%	N=339	100%	N=403

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Table 43: Question 10

Please rate the quality of each of the following services in Lakeville:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	42%	N=169	38%	N=153	4%	N=15	1%	N=4	16%	N=63	100%	N=404
Fire services	41%	N=167	25%	N=100	2%	N=7	0%	N=2	31%	N=126	100%	N=402
Ambulance or emergency medical services	36%	N=146	25%	N=102	4%	N=14	0%	N=0	35%	N=142	100%	N=404
Crime prevention	27%	N=109	39%	N=157	7%	N=30	1%	N=3	25%	N=100	100%	N=399
Fire prevention and education	21%	N=83	36%	N=145	5%	N=19	1%	N=4	37%	N=150	100%	N=402
Traffic enforcement	23%	N=93	44%	N=177	13%	N=52	4%	N=15	15%	N=62	100%	N=400
Street repair	9%	N=37	42%	N=167	31%	N=125	15%	N=62	3%	N=12	100%	N=403
Street cleaning	14%	N=56	51%	N=205	24%	N=95	7%	N=28	4%	N=18	100%	N=402
Street lighting	22%	N=86	52%	N=210	20%	N=81	4%	N=17	1%	N=5	100%	N=399
Snow removal	22%	N=88	47%	N=188	22%	N=90	8%	N=33	1%	N=5	100%	N=402
Sidewalk maintenance	13%	N=54	48%	N=192	23%	N=91	4%	N=15	12%	N=48	100%	N=400
Traffic signal timing	11%	N=44	60%	N=242	19%	N=77	7%	N=28	3%	N=10	100%	N=402
Bus or transit services	7%	N=29	16%	N=64	6%	N=23	9%	N=36	62%	N=249	100%	N=401
Garbage collection	28%	N=114	54%	N=216	11%	N=44	4%	N=17	2%	N=10	100%	N=401
Recycling	29%	N=115	50%	N=203	16%	N=66	2%	N=7	3%	N=12	100%	N=402
Yard waste pick-up	17%	N=70	32%	N=128	15%	N=60	3%	N=14	32%	N=129	100%	N=401
Storm drainage	22%	N=88	49%	N=197	14%	N=56	4%	N=15	11%	N=44	100%	N=401
Drinking water	33%	N=132	48%	N=194	12%	N=49	5%	N=19	2%	N=6	100%	N=400
Sewer services	33%	N=132	51%	N=203	7%	N=28	1%	N=3	9%	N=36	100%	N=401
Power (electric and/or gas) utility	37%	N=148	52%	N=208	10%	N=39	1%	N=3	1%	N=3	100%	N=402
Utility billing	29%	N=118	55%	N=219	12%	N=48	3%	N=13	1%	N=4	100%	N=402
City parks	40%	N=160	47%	N=189	9%	N=34	0%	N=2	4%	N=15	100%	N=401
Recreation programs or classes	20%	N=78	36%	N=144	12%	N=48	2%	N=9	30%	N=122	100%	N=401
Recreation centers or facilities	17%	N=65	37%	N=145	15%	N=59	5%	N=19	27%	N=105	100%	N=394
Land use, planning and zoning	10%	N=39	33%	N=134	24%	N=96	6%	N=25	27%	N=107	100%	N=402
Code enforcement (weeds, abandoned buildings, etc.)	10%	N=40	33%	N=133	11%	N=45	8%	N=32	37%	N=149	100%	N=399
Animal control	12%	N=50	35%	N=141	10%	N=39	2%	N=7	41%	N=164	100%	N=400
Economic development	12%	N=48	36%	N=146	20%	N=81	5%	N=19	27%	N=107	100%	N=401
Health services	11%	N=46	47%	N=188	10%	N=39	2%	N=10	29%	N=117	100%	N=399
Public library services	30%	N=120	41%	N=163	8%	N=33	0%	N=0	21%	N=86	100%	N=402
Public information services	11%	N=45	42%	N=166	11%	N=45	2%	N=8	34%	N=135	100%	N=399
Cable television	8%	N=31	21%	N=85	27%	N=107	16%	N=66	28%	N=112	100%	N=401
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=46	30%	N=118	11%	N=44	4%	N=15	44%	N=173	100%	N=396
Preservation of natural areas such as open space, farmlands and greenbelts	17%	N=69	34%	N=134	22%	N=86	9%	N=34	18%	N=72	100%	N=395
Lakeville open space	16%	N=64	41%	N=162	20%	N=80	5%	N=21	18%	N=70	100%	N=398
City-sponsored special events	16%	N=62	44%	N=174	14%	N=56	1%	N=5	25%	N=97	100%	N=393
Overall customer service by Lakeville employees (police, receptionists, planners, etc.)	25%	N=101	48%	N=193	9%	N=35	2%	N=8	16%	N=63	100%	N=400

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Table 44: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of Lakeville	27%	N=108	57%	N=229	9%	N=37	2%	N=9	5%	N=20	100%	N=403
The Federal Government	7%	N=27	35%	N=138	26%	N=104	13%	N=52	19%	N=76	100%	N=397

Table 45: Question 12

Please rate the following categories of Lakeville government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Lakeville	12%	N=49	47%	N=188	26%	N=106	7%	N=28	7%	N=28	100%	N=399
The overall direction that Lakeville is taking	13%	N=50	52%	N=208	22%	N=90	4%	N=17	9%	N=37	100%	N=402
The job Lakeville government does at welcoming citizen involvement	7%	N=26	37%	N=147	22%	N=88	7%	N=27	28%	N=114	100%	N=402
Overall confidence in Lakeville government	10%	N=41	52%	N=210	21%	N=84	5%	N=19	12%	N=48	100%	N=403
Generally acting in the best interest of the community	10%	N=42	57%	N=229	17%	N=69	4%	N=17	11%	N=46	100%	N=402
Being honest	14%	N=58	46%	N=186	14%	N=58	4%	N=18	21%	N=83	100%	N=403
Treating all residents fairly	15%	N=60	45%	N=181	14%	N=58	5%	N=22	20%	N=81	100%	N=401

Table 46: Question 13

Please rate how important, if at all, you think it is for the Lakeville community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in Lakeville	57%	N=229	30%	N=122	10%	N=41	2%	N=10	100%	N=402
Overall ease of getting to the places you usually have to visit	28%	N=113	48%	N=194	22%	N=87	2%	N=6	100%	N=401
Quality of overall natural environment in Lakeville	36%	N=144	43%	N=172	19%	N=77	2%	N=6	100%	N=399
Overall "built environment" of Lakeville (including overall design, buildings, parks and transportation systems)	28%	N=113	50%	N=201	20%	N=81	2%	N=7	100%	N=401
Health and wellness opportunities in Lakeville	21%	N=84	43%	N=172	31%	N=125	5%	N=20	100%	N=401
Overall opportunities for education and enrichment	31%	N=125	40%	N=161	25%	N=100	3%	N=13	100%	N=399
Overall economic health of Lakeville	37%	N=148	49%	N=196	11%	N=45	3%	N=11	100%	N=400
Sense of community	26%	N=106	51%	N=206	21%	N=83	2%	N=7	100%	N=401

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Table 47: Question 14

Please rate how important, if at all, each of the following are to the future of Lakeville:	Essential		Very important		Somewhat important		Not at all important		Don't know		Total	
	%	N	%	N	%	N	%	N	%	N	%	N
A broad range of employment opportunities	22%	N=89	47%	N=190	22%	N=88	1%	N=6	7%	N=28	100%	N=401
A safe city	75%	N=300	23%	N=93	1%	N=3	1%	N=3	0%	N=2	100%	N=400
A commitment to environmental stewardship	32%	N=127	42%	N=165	23%	N=91	2%	N=9	1%	N=5	100%	N=397
Quality schools	68%	N=272	25%	N=101	5%	N=18	1%	N=4	2%	N=6	100%	N=402
A welcoming place for diverse populations	25%	N=101	38%	N=151	24%	N=95	12%	N=48	2%	N=8	100%	N=402
An aesthetically pleasing place	27%	N=109	47%	N=186	22%	N=88	2%	N=8	2%	N=7	100%	N=398
A variety of recreational opportunities	29%	N=116	48%	N=192	21%	N=86	1%	N=5	1%	N=3	100%	N=402
Open space preservation	36%	N=142	36%	N=142	24%	N=96	3%	N=11	1%	N=4	100%	N=394
A good place to grow old	30%	N=119	37%	N=148	25%	N=100	7%	N=26	2%	N=8	100%	N=401
Low taxes	38%	N=150	37%	N=150	19%	N=75	6%	N=24	0%	N=2	100%	N=401
A diverse set of shopping options	24%	N=96	43%	N=171	26%	N=105	6%	N=23	1%	N=2	100%	N=397
A good regional transportation system	22%	N=88	31%	N=125	34%	N=135	12%	N=47	1%	N=5	100%	N=400
A good local transportation system	20%	N=81	30%	N=122	35%	N=142	12%	N=47	2%	N=9	100%	N=402

Table 48: Question 15

Please indicate if you agree or disagree that the Lakeville community should focus on each of the following in the coming two years:	Strongly agree		Somewhat agree		Somewhat disagree		Strongly disagree		Total	
	%	N	%	N	%	N	%	N	%	N
Maintaining what the City has comes before investing in new/expanded facilities and systems	37%	N=150	51%	N=204	10%	N=39	2%	N=7	100%	N=399
A high quality public school system is an important factor in the success of a community	80%	N=321	17%	N=69	1%	N=5	1%	N=5	100%	N=400
A community's image is important to its success	42%	N=166	50%	N=199	7%	N=26	1%	N=4	100%	N=396
The City should only provide the minimum number of services necessary to meet the community's needs	9%	N=34	22%	N=89	41%	N=166	28%	N=111	100%	N=400
The City should invest in improvements that enhance quality of life for all residents	47%	N=189	48%	N=192	4%	N=18	0%	N=1	100%	N=399
The City should invest in creating jobs and business growth	31%	N=124	58%	N=232	10%	N=41	1%	N=2	100%	N=399
Low taxes are important to a community's success	34%	N=137	42%	N=168	19%	N=75	5%	N=19	100%	N=399
The City needs to be a leader in environmental stewardship	39%	N=155	44%	N=178	14%	N=56	3%	N=12	100%	N=402
Providing a safe environment is the highest priority of City government	65%	N=260	31%	N=125	3%	N=11	1%	N=5	100%	N=402

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Table 49: Question 16

If a vote were held to increase the amount of property taxes to fund the following parks and recreation improvements, please indicate which projects or services, if any, would be a priority:	High priority		Medium priority		Low priority		Not a priority		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Larger community parks	12%	N=46	43%	N=170	32%	N=126	13%	N=53	100%	N=394
Community playfields/athletic complexes	17%	N=67	38%	N=150	32%	N=125	14%	N=54	100%	N=395
Parks within neighborhoods	28%	N=113	41%	N=164	21%	N=82	10%	N=38	100%	N=398
Local interconnected trail system	33%	N=132	38%	N=151	18%	N=74	10%	N=42	100%	N=398
Community center	16%	N=63	39%	N=155	30%	N=119	15%	N=62	100%	N=398
Open space/natural areas	29%	N=115	40%	N=158	23%	N=90	8%	N=33	100%	N=396
Indoor athletic facility	20%	N=80	30%	N=120	28%	N=112	22%	N=87	100%	N=398
Senior citizen-focused recreational opportunities	13%	N=51	40%	N=161	33%	N=130	14%	N=56	100%	N=398
Water park	13%	N=50	25%	N=101	30%	N=121	32%	N=126	100%	N=397
Skate park	4%	N=16	16%	N=63	32%	N=128	48%	N=190	100%	N=397

Table 50: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N	Percent	N
Recycle at home	2%	N=6	2%	N=8	3%	N=11	11%	N=46	82%	N=332	100%	N=403
Purchase goods or services from a business located in Lakeville	0%	N=1	6%	N=26	35%	N=139	46%	N=186	12%	N=49	100%	N=401
Eat at least 5 portions of fruits and vegetables a day	1%	N=3	13%	N=51	40%	N=160	32%	N=130	14%	N=56	100%	N=401
Participate in moderate or vigorous physical activity	2%	N=6	11%	N=42	31%	N=125	38%	N=153	18%	N=74	100%	N=400
Read or watch local news (via television, paper, computer, etc.)	3%	N=13	10%	N=39	22%	N=87	34%	N=137	31%	N=126	100%	N=402
Vote in local elections	5%	N=18	8%	N=33	11%	N=43	26%	N=106	50%	N=202	100%	N=402

Table 51: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	27%	N=106
Very good	49%	N=198
Good	19%	N=77
Fair	4%	N=16
Poor	1%	N=3
Total	100%	N=400

Table 52: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	12%	N=49
Somewhat positive	32%	N=130
Neutral	45%	N=183
Somewhat negative	10%	N=38
Very negative	1%	N=2
Total	100%	N=402

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Table 53: Question D4

What is your employment status?	Percent	Number
Working full time for pay	75%	N=299
Working part time for pay	7%	N=29
Unemployed, looking for paid work	2%	N=6
Unemployed, not looking for paid work	4%	N=15
Fully retired	13%	N=51
Total	100%	N=401

Table 54: Question D5

Do you work inside the boundaries of Lakeville?	Percent	Number
Yes, outside the home	15%	N=61
Yes, from home	8%	N=33
No	76%	N=300
Total	100%	N=395

Table 55: Question D6

How many years have you lived in Lakeville?	Percent	Number
Less than 2 years	14%	N=58
2 to 5 years	24%	N=95
6 to 10 years	13%	N=52
11 to 20 years	26%	N=104
More than 20 years	23%	N=92
Total	100%	N=401

Table 56: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	78%	N=314
Building with two or more homes (duplex, townhome, apartment or condominium)	21%	N=86
Mobile home	0%	N=0
Other	0%	N=1
Total	100%	N=402

Table 57: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	11%	N=45
Owned	89%	N=356
Total	100%	N=401

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Table 58: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	1%	N=5
\$300 to \$599 per month	6%	N=24
\$600 to \$999 per month	9%	N=34
\$1,000 to \$1,499 per month	22%	N=88
\$1,500 to \$2,499 per month	48%	N=190
\$2,500 or more per month	13%	N=52
Total	100%	N=393

Table 59: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	48%	N=193
Yes	52%	N=206
Total	100%	N=398

Table 60: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	84%	N=337
Yes	16%	N=64
Total	100%	N=401

Table 61: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	3%	N=13
\$25,000 to \$49,999	7%	N=25
\$50,000 to \$99,999	23%	N=87
\$100,000 to \$149,999	30%	N=113
\$150,000 or more	38%	N=143
Total	100%	N=380

Table 62: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=389
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=6
Total	100%	N=394

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Table 63: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	2%	N=8
Asian, Asian Indian or Pacific Islander	3%	N=14
Black or African American	2%	N=8
White	92%	N=364
Other	3%	N=10

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

Table 64: Question D15

In which category is your age?	Percent	Number
18 to 24 years	0%	N=0
25 to 34 years	26%	N=102
35 to 44 years	25%	N=99
45 to 54 years	27%	N=108
55 to 64 years	10%	N=40
65 to 74 years	8%	N=31
75 years or older	5%	N=18
Total	100%	N=398

Table 65: Question D16

What is your sex?	Percent	Number
Female	51%	N=201
Male	49%	N=194
Total	100%	N=395

Table 66: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	78%	N=311
Land line	8%	N=32
Both	13%	N=53
Total	100%	N=397

Appendix B: Benchmark Comparisons

Comparison Data

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 500 communities whose residents evaluated the same kinds of topics on The National Citizen Survey™. The comparison evaluations are from the most recent survey completed in each community; most communities conduct surveys every year or in alternating years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. The City of Lakeville chose to have comparisons made to the entire database.

Interpreting the Results

Ratings are compared when there are at least five communities in which a similar question was asked. Where comparisons are available, four columns are provided in the table. The first column is Lakeville’s “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month. The second column is the rank assigned to Lakeville’s rating among communities where a similar question was asked. The third column is the number of communities that asked a similar question. The final column shows the comparison of Lakeville’s rating to the benchmark.

In that final column, Lakeville’s results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Lakeville residents is statistically similar to or different (greater or lesser) than the benchmark. More extreme differences are noted as “much higher” or “much lower.”

Benchmark Database Characteristics	
Region	Percent
New England	3%
Middle Atlantic	5%
East North Central	15%
West North Central	13%
South Atlantic	22%
East South Central	3%
West South Central	7%
Mountain	16%
Pacific	16%
Population	Percent
Less than 10,000	10%
10,000 to 24,999	22%
25,000 to 49,999	23%
50,000 to 99,999	22%
100,000 or more	23%

National Benchmark Comparisons

Table 67: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Lakeville	94%	75	476	Higher
Overall image or reputation of Lakeville	88%	82	363	Higher
Lakeville as a place to live	96%	87	408	Similar
Your neighborhood as a place to live	91%	57	324	Similar
Lakeville as a place to raise children	97%	36	397	Higher
Lakeville as a place to retire	65%	193	371	Similar
Overall appearance of Lakeville	90%	69	372	Higher

Table 68: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Lakeville	96%	50	347	Higher
	In your neighborhood during the day	97%	89	369	Similar
	In Lakeville's downtown/commercial area during the day	98%	44	323	Similar
Mobility	Overall ease of getting to the places you usually have to visit	85%	37	250	Similar
	Availability of paths and walking trails	81%	65	324	Higher
	Ease of walking in Lakeville	75%	87	312	Similar
	Ease of travel by bicycle in Lakeville	70%	54	314	Higher
	Ease of travel by car in Lakeville	87%	14	313	Higher
	Ease of public parking	82%	9	209	Higher
Natural Environment	Traffic flow on major streets	80%	13	357	Higher
	Quality of overall natural environment in Lakeville	91%	48	285	Similar
	Cleanliness of Lakeville	90%	59	292	Higher
	Built Environment	Overall "built environment" of Lakeville (including overall design, buildings, parks and transportation systems)	75%	49	239
Overall quality of new development in Lakeville		73%	36	297	Higher
Availability of affordable quality housing		52%	81	310	Similar
Variety of housing options		70%	40	288	Higher
Public places where people want to spend time		75%	76	232	Similar
Overall economic health of Lakeville		88%	31	245	Higher
Vibrant downtown/commercial area		43%	136	223	Similar
Overall quality of business and service establishments in Lakeville		65%	158	279	Similar
Cost of living in Lakeville		50%	89	242	Similar
Economy	Shopping opportunities	43%	210	303	Similar
	Employment opportunities	49%	82	319	Similar
	Lakeville as a place to visit	57%	174	261	Similar
	Lakeville as a place to work	64%	170	374	Similar
	Health and wellness opportunities in Lakeville	81%	70	240	Similar
	Availability of affordable quality mental health care	52%	80	211	Similar
Recreation and Wellness	Availability of preventive health services	75%	77	240	Similar
	Availability of affordable quality health care	72%	91	267	Similar
	Recreational opportunities	78%	85	308	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	65	230	Similar
	Overall opportunities for education and enrichment	86%	48	242	Higher
Education and Enrichment	Opportunities to participate in religious or spiritual events and activities	89%	20	207	Similar
	Opportunities to attend cultural/arts/music activities	71%	93	306	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Adult educational opportunities	73%	48	219	Similar
	K-12 education	90%	36	279	Higher
	Availability of affordable quality child care/preschool	65%	57	259	Similar
Community Engagement	Opportunities to participate in social events and activities	66%	125	268	Similar
	Neighborliness of Lakeville	69%	58	234	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	63%	125	301	Similar
	Opportunities to participate in community matters	63%	150	280	Similar
	Opportunities to volunteer	68%	168	272	Similar

Table 69: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Lakeville	88%	72	449	Similar
Overall customer service by Lakeville employees (police, receptionists, planners, etc.)	87%	78	392	Similar
Value of services for the taxes paid to Lakeville	64%	98	418	Similar
Overall direction that Lakeville is taking	71%	75	329	Similar
Job Lakeville government does at welcoming citizen involvement	60%	111	328	Similar
Overall confidence in Lakeville government	71%	39	245	Similar
Generally acting in the best interest of the community	76%	34	245	Similar
Being honest	76%	25	237	Higher
Treating all residents fairly	75%	27	242	Higher
Services provided by the Federal Government	51%	27	254	Similar

Table 70: Governance by Facet

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark	
Safety	Police/Sheriff services	94%	30	487	Higher
	Fire services	97%	48	407	Similar
	Ambulance or emergency medical services	94%	61	367	Similar
	Crime prevention	89%	35	376	Higher
	Fire prevention and education	91%	68	296	Similar
	Animal control	80%	39	357	Higher
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	74%	79	285	Similar
Mobility	Traffic enforcement	80%	27	389	Higher
	Street repair	52%	191	413	Similar
	Street cleaning	68%	144	333	Similar
	Street lighting	75%	35	344	Higher
	Snow removal	69%	117	305	Similar
	Sidewalk maintenance	70%	54	335	Higher
	Traffic signal timing	73%	20	270	Higher
Bus or transit services	61%	96	234	Similar	
Natural Environment	Garbage collection	84%	236	374	Similar
	Recycling	81%	179	375	Similar
	Yard waste pick-up	73%	161	284	Similar
	Drinking water	83%	70	332	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	63%	96	263	Similar
Lakeville open space	69%	67	220	Similar	

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Built Environment	Storm drainage	80%	42	370	Higher
	Sewer services	92%	15	337	Higher
	Power (electric and/or gas) utility	89%	10	181	Similar
	Utility billing	85%	16	215	Similar
	Land use, planning and zoning	59%	65	315	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	69%	65	404	Higher
	Cable television	40%	161	208	Similar
Economy	Economic development	66%	65	295	Similar
Recreation and Wellness	City parks	91%	72	340	Similar
	Recreation programs or classes	80%	98	340	Similar
	Recreation centers or facilities	73%	136	285	Similar
	Health services	83%	63	221	Similar
Education and Enrichment	City-sponsored special events	80%	60	265	Similar
	Public library services	90%	127	358	Similar
Community Engagement	Public information services	80%	83	294	Similar

Table 71: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	67%	105	321	Similar
Recommend living in Lakeville to someone who asks	96%	23	293	Higher
Remain in Lakeville for the next five years	94%	10	284	Higher
Contacted Lakeville (in-person, phone, email or web) for help or information	40%	234	331	Similar

Table 72: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	20%	197	211	Lower
	Did NOT report a crime to the police	85%	49	237	Similar
	Household member was NOT a victim of a crime	92%	87	281	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	12%	126	192	Lower
	Carpooled with other adults or children instead of driving alone	44%	96	224	Similar
	Walked or biked instead of driving	54%	136	233	Similar
Natural Environment	Made efforts to conserve water	81%	108	219	Similar
	Made efforts to make your home more energy efficient	81%	29	220	Similar
Built Environment	Recycle at home	96%	51	265	Higher
	Did NOT observe a code violation or other hazard in Lakeville	75%	6	226	Much higher
Economy	NOT experiencing housing costs stress	84%	10	261	Higher
	Purchase goods or services from a business located in Lakeville	93%	206	230	Similar
	Economy will have positive impact on income	45%	19	262	Higher
Recreation and Wellness	Work inside boundaries of Lakeville	24%	208	231	Lower
	Used Lakeville recreation centers or their services	57%	124	242	Similar
	Visited a neighborhood park or City park	90%	58	276	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Eat at least 5 portions of fruits and vegetables a day	86%	59	222	Similar
	Participate in moderate or vigorous physical activity	88%	76	226	Similar
	In very good to excellent health	76%	31	226	Similar
Education and Enrichment	Used Lakeville public libraries or their services	66%	100	249	Similar
	Participated in religious or spiritual activities in Lakeville	50%	75	204	Similar
	Attended City-sponsored event	51%	150	233	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	13%	200	214	Lower
	Contacted Lakeville elected officials (in-person, phone, email or web) to express your opinion	12%	206	229	Similar
	Volunteered your time to some group/activity in Lakeville	29%	214	270	Lower
	Participated in a club	22%	171	245	Similar
	Talked to or visited with your immediate neighbors	95%	45	227	Similar
	Done a favor for a neighbor	90%	20	223	Similar
	Attended a local public meeting	10%	265	270	Lower
	Watched (online or on television) a local public meeting	16%	189	231	Similar
	Read or watch local news (via television, paper, computer, etc.)	87%	84	231	Similar
	Vote in local elections	87%	69	264	Similar

Communities included in national comparisons

The communities included in Lakeville’s comparisons are listed on the following pages along with their population according to the 2010 Census.

Adams County, CO	441,603	Aurora city, CO	325,078
Airway Heights city, WA	6,114	Austin city, TX	790,390
Albany city, OR	50,158	Avon town, CO	6,447
Albemarle County, VA	98,970	Avon town, IN	12,446
Albert Lea city, MN	18,016	Avondale city, AZ	76,238
Alexandria city, VA	139,966	Azusa city, CA	46,361
Algonquin village, IL	30,046	Bainbridge Island city, WA	23,025
Aliso Viejo city, CA	47,823	Baltimore city, MD	620,961
Altoona city, IA	14,541	Bartonville town, TX	1,469
American Canyon city, CA	19,454	Battle Creek city, MI	52,347
Ames city, IA	58,965	Bay City city, MI	34,932
Andover CDP, MA	8,762	Bay Village city, OH	15,651
Ankeny city, IA	45,582	Baytown city, TX	71,802
Ann Arbor city, MI	113,934	Bedford city, TX	46,979
Annapolis city, MD	38,394	Bedford town, MA	13,320
Apache Junction city, AZ	35,840	Bellevue city, WA	122,363
Arapahoe County, CO	572,003	Bellingham city, WA	80,885
Arkansas City city, AR	366	Benbrook city, TX	21,234
Arlington city, TX	365,438	Bend city, OR	76,639
Arvada city, CO	106,433	Bethlehem township, PA	23,730
Asheville city, NC	83,393	Bettendorf city, IA	33,217
Ashland city, OR	20,078	Billings city, MT	104,170
Ashland town, MA	16,593	Blaine city, MN	57,186
Ashland town, VA	7,225	Bloomfield Hills city, MI	3,869
Aspen city, CO	6,658	Bloomington city, IN	80,405
Athens-Clarke County, GA	115,452	Bloomington city, MN	82,893
Auburn city, AL	53,380	Blue Springs city, MO	52,575
Augusta CCD, GA	134,777	Boise City city, ID	205,671

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Bonner Springs city, KS	7,314	Conshohocken borough, PA	7,833
Boone County, KY	118,811	Coolidge city, AZ	11,825
Boulder city, CO	97,385	Coon Rapids city, MN	61,476
Bowling Green city, KY	58,067	Copperas Cove city, TX	32,032
Bozeman city, MT	37,280	Coral Springs city, FL	121,096
Brentwood city, MO	8,055	Coronado city, CA	18,912
Brentwood city, TN	37,060	Corvallis city, OR	54,462
Brighton city, CO	33,352	Cottonwood Heights city, UT	33,433
Brighton city, MI	7,444	Creve Coeur city, MO	17,833
Bristol city, TN	26,702	Cross Roads town, TX	1,563
Broken Arrow city, OK	98,850	Cupertino city, CA	58,302
Brookfield city, WI	37,920	Dacono city, CO	4,152
Brookline CDP, MA	58,732	Dade City city, FL	6,437
Brooklyn Center city, MN	30,104	Dakota County, MN	398,552
Brooklyn city, OH	11,169	Dallas city, OR	14,583
Broomfield city, CO	55,889	Dallas city, TX	1,197,816
Brownsburg town, IN	21,285	Danville city, KY	16,218
Buffalo Grove village, IL	41,496	Dardenne Prairie city, MO	11,494
Burien city, WA	33,313	Darien city, IL	22,086
Burleson city, TX	36,690	Davenport city, FL	2,888
Burlingame city, CA	28,806	Davenport city, IA	99,685
Cabarrus County, NC	178,011	Davidson town, NC	10,944
Cambridge city, MA	105,162	Dayton city, OH	141,527
Cannon Beach city, OR	1,690	Dayton town, WY	757
Cañon City city, CO	16,400	Dearborn city, MI	98,153
Canton city, SD	3,057	Decatur city, GA	19,335
Cape Coral city, FL	154,305	Del Mar city, CA	4,161
Cape Girardeau city, MO	37,941	DeLand city, FL	27,031
Carlisle borough, PA	18,682	Delaware city, OH	34,753
Carlsbad city, CA	105,328	Delray Beach city, FL	60,522
Carroll city, IA	10,103	Denison city, TX	22,682
Cartersville city, GA	19,731	Denton city, TX	113,383
Cary town, NC	135,234	Denver city, CO	600,158
Castine town, ME	1,366	Derby city, KS	22,158
Castle Pines North city, CO	10,360	Des Moines city, IA	203,433
Castle Rock town, CO	48,231	Des Peres city, MO	8,373
Cedar Hill city, TX	45,028	Destin city, FL	12,305
Cedar Rapids city, IA	126,326	Dothan city, AL	65,496
Celina city, TX	6,028	Douglas County, CO	285,465
Centennial city, CO	100,377	Dover city, NH	29,987
Chandler city, AZ	236,123	Dublin city, CA	46,036
Chandler city, TX	2,734	Dublin city, OH	41,751
Chanhassen city, MN	22,952	Duluth city, MN	86,265
Chapel Hill town, NC	57,233	Durham city, NC	228,330
Chardon city, OH	5,148	Durham County, NC	267,587
Charles County, MD	146,551	Dyer town, IN	16,390
Charlotte city, NC	731,424	Eagan city, MN	64,206
Charlotte County, FL	159,978	Eagle Mountain city, UT	21,415
Charlottesville city, VA	43,475	Eagle town, CO	6,508
Chattanooga city, TN	167,674	East Grand Forks city, MN	8,601
Chautauqua town, NY	4,464	East Lansing city, MI	48,579
Chesterfield County, VA	316,236	Eau Claire city, WI	65,883
Citrus Heights city, CA	83,301	Eden Prairie city, MN	60,797
Clackamas County, OR	375,992	Eden town, VT	1,323
Clarendon Hills village, IL	8,427	Edgerton city, KS	1,671
Clayton city, MO	15,939	Edgewater city, CO	5,170
Clearwater city, FL	107,685	Edina city, MN	47,941
Cleveland Heights city, OH	46,121	Edmond city, OK	81,405
Clinton city, SC	8,490	Edmonds city, WA	39,709
Clive city, IA	15,447	El Cerrito city, CA	23,549
Clovis city, CA	95,631	El Dorado County, CA	181,058
College Park city, MD	30,413	El Paso de Robles (Paso Robles) city, CA	29,793
College Station city, TX	93,857	Elk Grove city, CA	153,015
Colleyville city, TX	22,807	Elko New Market city, MN	4,110
Columbia city, MO	108,500	Elmhurst city, IL	44,121
Columbia city, SC	129,272	Encinitas city, CA	59,518
Columbia Falls city, MT	4,688	Englewood city, CO	30,255
Commerce City city, CO	45,913	Erie town, CO	18,135
Concord city, CA	122,067	Escambia County, FL	297,619
Concord town, MA	17,668	Estes Park town, CO	5,858

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Euclid city, OH	48,920	Hudson city, OH.....	22,262
Fairview town, TX	7,248	Hudson town, CO.....	2,356
Farmers Branch city, TX	28,616	Huntley village, IL	24,291
Farmersville city, TX	3,301	Hurst city, TX.....	37,337
Farmington Hills city, MI	79,740	Hutchinson city, MN	14,178
Farmington town, CT	25,340	Hutto city, TX	14,698
Fayetteville city, NC.....	200,564	Independence city, MO.....	116,830
Fernandina Beach city, FL.....	11,487	Indianola city, IA	14,782
Fishers town, IN	76,794	Indio city, CA	76,036
Flagstaff city, AZ	65,870	Iowa City city, IA	67,862
Flower Mound town, TX.....	64,669	Irving city, TX.....	216,290
Forest Grove city, OR	21,083	Issaquah city, WA	30,434
Fort Collins city, CO.....	143,986	Jackson city, MO.....	13,758
Fort Lauderdale city, FL.....	165,521	Jackson County, MI.....	160,248
Fort Smith city, AR.....	86,209	James City County, VA	67,009
Franklin city, TN.....	62,487	Jefferson County, NY.....	116,229
Fremont city, CA	214,089	Jefferson Parish, LA	432,552
Friendswood city, TX.....	35,805	Johnson City city, TN.....	63,152
Fruita city, CO.....	12,646	Johnston city, IA	17,278
Gahanna city, OH.....	33,248	Jupiter town, FL.....	55,156
Gaithersburg city, MD.....	59,933	Kalamazoo city, MI.....	74,262
Galveston city, TX	47,743	Kansas City city, KS.....	145,786
Gardner city, KS.....	19,123	Kansas City city, MO.....	459,787
Georgetown city, TX.....	47,400	Keizer city, OR	36,478
Germantown city, TN	38,844	Kenmore city, WA	20,460
Gilbert town, AZ.....	208,453	Kennedale city, TX	6,763
Gillette city, WY	29,087	Kennett Square borough, PA.....	6,072
Glen Ellyn village, IL.....	27,450	Kent city, WA.....	92,411
Glendora city, CA	50,073	Kerrville city, TX.....	22,347
Glenview village, IL.....	44,692	Kettering city, OH	56,163
Globe city, AZ	7,532	Key West city, FL	24,649
Golden city, CO.....	18,867	King City city, CA	12,874
Golden Valley city, MN.....	20,371	King County, WA.....	1,931,249
Goodyear city, AZ	65,275	Kirkland city, WA.....	48,787
Grafton village, WI	11,459	Kirkwood city, MO.....	27,540
Grand Blanc city, MI.....	8,276	Knoxville city, IA	7,313
Grants Pass city, OR.....	34,533	La Plata town, MD.....	8,753
Grass Valley city, CA	12,860	La Porte city, TX	33,800
Greeley city, CO.....	92,889	La Vista city, NE.....	15,758
Greenville city, NC.....	84,554	Lafayette city, CO	24,453
Greenwich town, CT.....	61,171	Laguna Beach city, CA	22,723
Greenwood Village city, CO.....	13,925	Laguna Niguel city, CA	62,979
Greer city, SC	25,515	Lake Forest city, IL	19,375
Gunnison County, CO	15,324	Lake in the Hills village, IL.....	28,965
Hailey city, ID	7,960	Lake Stevens city, WA	28,069
Haines Borough, AK	2,508	Lake Worth city, FL	34,910
Haltom City city, TX	42,409	Lake Zurich village, IL	19,631
Hamilton city, OH.....	62,477	Lakeville city, MN	55,954
Hamilton town, MA	7,764	Lakewood city, CO	142,980
Hampton city, VA.....	137,436	Lakewood city, WA.....	58,163
Hanover County, VA.....	99,863	Lancaster County, SC	76,652
Harrisburg city, SD.....	4,089	Lane County, OR.....	351,715
Harrisonburg city, VA	48,914	Lansing city, MI	114,297
Harrisonville city, MO	10,019	Laramie city, WY.....	30,816
Hastings city, MN	22,172	Larimer County, CO.....	299,630
Hayward city, CA	144,186	Las Cruces city, NM.....	97,618
Henderson city, NV	257,729	Las Vegas city, NM.....	13,753
Herndon town, VA.....	23,292	Las Vegas city, NV	583,756
High Point city, NC.....	104,371	Lawrence city, KS.....	87,643
Highland Park city, IL	29,763	Lawrenceville city, GA	28,546
Highlands Ranch CDP, CO	96,713	Lee's Summit city, MO.....	91,364
Holland city, MI.....	33,051	Lehi city, UT	47,407
Homer Glen village, IL.....	24,220	Lenexa city, KS	48,190
Honolulu County, HI.....	953,207	Lewis County, NY.....	27,087
Hooksett town, NH.....	13,451	Lewiston city, ID.....	31,894
Hopkins city, MN.....	17,591	Lewisville city, TX.....	95,290
Hopkinton town, MA.....	14,925	Lewisville town, NC	12,639
Hoquiam city, WA	8,726	Libertyville village, IL.....	20,315
Horry County, SC	269,291	Lincoln city, NE	258,379
Howard village, WI.....	17,399	Lincolnwood village, IL.....	12,590

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Lindsborg city, KS	3,458	Nevada County, CA	98,764
Little Chute village, WI	10,449	New Braunfels city, TX	57,740
Littleton city, CO	41,737	New Brighton city, MN	21,456
Livermore city, CA	80,968	New Hanover County, NC	202,667
Lombard village, IL	43,165	New Hope city, MN	20,339
Lone Tree city, CO	10,218	New Orleans city, LA	343,829
Long Grove village, IL	8,043	New Port Richey city, FL	14,911
Longmont city, CO	86,270	New Smyrna Beach city, FL	22,464
Longview city, TX	80,455	New Ulm city, MN	13,522
Lonsdale city, MN	3,674	Newberg city, OR	22,068
Los Alamos County, NM	17,950	Newport city, RI	24,672
Los Altos Hills town, CA	7,922	Newport News city, VA	180,719
Louisville city, CO	18,376	Newton city, IA	15,254
Lower Merion township, PA	57,825	Noblesville city, IN	51,969
Lynchburg city, VA	75,568	Nogales city, AZ	20,837
Lynnwood city, WA	35,836	Norcross city, GA	9,116
Macomb County, MI	840,978	Norfolk city, VA	242,803
Manassas city, VA	37,821	North Mankato city, MN	13,394
Manhattan Beach city, CA	35,135	North Port city, FL	57,357
Manhattan city, KS	52,281	North Richland Hills city, TX	63,343
Mankato city, MN	39,309	North Yarmouth town, ME	3,565
Maple Grove city, MN	61,567	Novato city, CA	51,904
Maplewood city, MN	38,018	Novi city, MI	55,224
Maricopa County, AZ	3,817,117	O'Fallon city, IL	28,281
Marion city, IA	34,768	O'Fallon city, MO	79,329
Mariposa County, CA	18,251	Oak Park village, IL	51,878
Marshfield city, WI	19,118	Oakland city, CA	390,724
Martinez city, CA	35,824	Oakley city, CA	35,432
Marysville city, WA	60,020	Oklahoma City city, OK	579,999
Matthews town, NC	27,198	Olathe city, KS	125,872
McAllen city, TX	129,877	Old Town city, ME	7,840
McKinney city, TX	131,117	Olmsted County, MN	144,248
McMinnville city, OR	32,187	Olympia city, WA	46,478
Menlo Park city, CA	32,026	Orange village, OH	3,323
Menomonee Falls village, WI	35,626	Orland Park village, IL	56,767
Mercer Island city, WA	22,699	Orleans Parish, LA	343,829
Meridian charter township, MI	39,688	Oshkosh city, WI	66,083
Meridian city, ID	75,092	Oshtemo charter township, MI	21,705
Merriam city, KS	11,003	Oswego village, IL	30,355
Mesa city, AZ	439,041	Otsego County, MI	24,164
Mesa County, CO	146,723	Ottawa County, MI	263,801
Miami Beach city, FL	87,779	Overland Park city, KS	173,372
Miami city, FL	399,457	Paducah city, KY	25,024
Middleton city, WI	17,442	Palm Beach Gardens city, FL	48,452
Midland city, MI	41,863	Palm Coast city, FL	75,180
Milford city, DE	9,559	Palo Alto city, CA	64,403
Milton city, GA	32,661	Palos Verdes Estates city, CA	13,438
Minneapolis city, MN	382,578	Papillion city, NE	18,894
Minnetrista city, MN	6,384	Paradise Valley town, AZ	12,820
Missouri City city, TX	67,358	Park City city, UT	7,558
Modesto city, CA	201,165	Parker town, CO	45,297
Monterey city, CA	27,810	Parkland city, FL	23,962
Montgomery city, MN	2,956	Pasco city, WA	59,781
Montgomery County, MD	971,777	Pasco County, FL	464,697
Monticello city, UT	1,972	Payette city, ID	7,433
Montrose city, CO	19,132	Pearland city, TX	91,252
Monument town, CO	5,530	Peoria city, AZ	154,065
Moorestville town, NC	32,711	Peoria city, IL	115,007
Moraga town, CA	16,016	Pflugerville city, TX	46,936
Morristown city, TN	29,137	Phoenix city, AZ	1,445,632
Morrisville town, NC	18,576	Pinehurst village, NC	13,124
Morro Bay city, CA	10,234	Piqua city, OH	20,522
Mountain Village town, CO	1,320	Pitkin County, CO	17,148
Mountlake Terrace city, WA	19,909	Plano city, TX	259,841
Murphy city, TX	17,708	Platte City city, MO	4,691
Naperville city, IL	141,853	Pleasant Hill city, IA	8,785
Napoleon city, OH	8,749	Pleasanton city, CA	70,285
Nederland city, TX	17,547	Plymouth city, MN	70,576
Needham CDP, MA	28,886	Polk County, IA	430,640
Nevada City city, CA	3,068	Pompano Beach city, FL	99,845

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Port Orange city, FL	56,048	Shakopee city, MN	37,076
Port St. Lucie city, FL	164,603	Sharonville city, OH	13,560
Portland city, OR	583,776	Shawnee city, KS	62,209
Post Falls city, ID	27,574	Shawnee city, OK	29,857
Powell city, OH	11,500	Sherborn town, MA	4,119
Prince William County, VA	402,002	Shoreline city, WA	53,007
Prior Lake city, MN	22,796	Shoreview city, MN	25,043
Pueblo city, CO	106,595	Shorewood village, IL	15,615
Purcellville town, VA	7,727	Shorewood village, WI	13,162
Queen Creek town, AZ	26,361	Sierra Vista city, AZ	43,888
Raleigh city, NC	403,892	Silverton city, OR	9,222
Ramsey city, MN	23,668	Sioux Center city, IA	7,048
Raymond town, ME	4,436	Sioux Falls city, SD	153,888
Raymore city, MO	19,206	Skokie village, IL	64,784
Redmond city, OR	26,215	Snellville city, GA	18,242
Redmond city, WA	54,144	Snoqualmie city, WA	10,670
Redwood City city, CA	76,815	Snowmass Village town, CO	2,826
Reno city, NV	225,221	Somerset town, MA	18,165
Reston CDP, VA	58,404	South Jordan city, UT	50,418
Richland city, WA	48,058	South Lake Tahoe city, CA	21,403
Richmond city, CA	103,701	Southlake city, TX	26,575
Richmond Heights city, MO	8,603	Spearfish city, SD	10,494
Rio Rancho city, NM	87,521	Spring Hill city, KS	5,437
River Falls city, WI	15,000	Springboro city, OH	17,409
Riverside city, CA	303,871	Springfield city, MO	159,498
Riverside city, MO	2,937	Springville city, UT	29,466
Roanoke city, VA	97,032	St. Augustine city, FL	12,975
Roanoke County, VA	92,376	St. Charles city, IL	32,974
Rochester Hills city, MI	70,995	St. Cloud city, FL	35,183
Rock Hill city, SC	66,154	St. Cloud city, MN	65,842
Rockville city, MD	61,209	St. Joseph city, MO	76,780
Roeland Park city, KS	6,731	St. Joseph town, WI	3,842
Rogers city, MN	8,597	St. Louis County, MN	200,226
Rohnert Park city, CA	40,971	State College borough, PA	42,034
Rolla city, MO	19,559	Steamboat Springs city, CO	12,088
Roselle village, IL	22,763	Sterling Heights city, MI	129,699
Rosemount city, MN	21,874	Sugar Grove village, IL	8,997
Rosenberg city, TX	30,618	Sugar Land city, TX	78,817
Roseville city, MN	33,660	Suisun City city, CA	28,111
Round Rock city, TX	99,887	Summit city, NJ	21,457
Royal Oak city, MI	57,236	Summit County, UT	36,324
Royal Palm Beach village, FL	34,140	Summit village, IL	11,054
Saco city, ME	18,482	Sunnyvale city, CA	140,081
Sacramento city, CA	466,488	Surprise city, AZ	117,517
Sahuarita town, AZ	25,259	Suwanee city, GA	15,355
Salida city, CO	5,236	Tacoma city, WA	198,397
Sammamish city, WA	45,780	Takoma Park city, MD	16,715
San Anselmo town, CA	12,336	Tamarac city, FL	60,427
San Diego city, CA	1,307,402	Temecula city, CA	100,097
San Francisco city, CA	805,235	Tempe city, AZ	161,719
San Jose city, CA	945,942	Temple city, TX	66,102
San Juan County, NM	130,044	Texarkana city, TX	36,411
San Marcos city, CA	83,781	The Woodlands CDP, TX	93,847
San Marcos city, TX	44,894	Thousand Oaks city, CA	126,683
San Rafael city, CA	57,713	Tigard city, OR	48,035
Sanford city, FL	53,570	Tracy city, CA	82,922
Sangamon County, IL	197,465	Trinidad CCD, CO	12,017
Santa Clarita city, CA	176,320	Tualatin city, OR	26,054
Santa Fe city, NM	67,947	Tulsa city, OK	391,906
Santa Fe County, NM	144,170	Twin Falls city, ID	44,125
Santa Monica city, CA	89,736	Tyler city, TX	96,900
Sarasota County, FL	379,448	Unalaska city, AK	4,376
Savage city, MN	26,911	University Heights city, OH	13,539
Schaumburg village, IL	74,227	University Park city, TX	23,068
Schertz city, TX	31,465	Upper Arlington city, OH	33,771
Scott County, MN	129,928	Urbandale city, IA	39,463
Scottsdale city, AZ	217,385	Vail town, CO	5,305
Seaside city, CA	33,025	Vancouver city, WA	161,791
Sedona city, AZ	10,031	Ventura CCD, CA	111,889
Sevierville city, TN	14,807	Vernon Hills village, IL	25,113

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Vestavia Hills city, AL	34,033	Wheat Ridge city, CO	30,166
Victoria city, MN.....	7,345	White House city, TN	10,255
Vienna town, VA	15,687	Wichita city, KS.....	382,368
Virginia Beach city, VA.....	437,994	Williamsburg city, VA.....	14,068
Walnut Creek city, CA.....	64,173	Willowbrook village, IL	8,540
Warrensburg city, MO	18,838	Wilmington city, NC.....	106,476
Washington County, MN	238,136	Wilsonville city, OR.....	19,509
Washington town, NH	1,123	Windsor town, CO.....	18,644
Washoe County, NV	421,407	Windsor town, CT	29,044
Washougal city, WA	14,095	Winnetka village, IL	12,187
Wauwatosa city, WI	46,396	Winter Garden city, FL.....	34,568
Waverly city, IA	9,874	Woodbury city, MN.....	61,961
Weddington town, NC	9,459	Woodinville city, WA.....	10,938
Wentzville city, MO.....	29,070	Woodland city, CA.....	55,468
West Carrollton city, OH	13,143	Wrentham town, MA	10,955
West Chester borough, PA.....	18,461	Wyandotte County, KS	157,505
West Des Moines city, IA	56,609	Yakima city, WA.....	91,067
Western Springs village, IL	12,975	York County, VA.....	65,464
Westerville city, OH.....	36,120	Yorktown town, IN.....	9,405
Westlake town, TX	992	Yorkville city, IL	16,921
Westminster city, CO.....	106,114	Yountville city, CA	2,933
Weston town, MA.....	11,261		

Appendix C: Detailed Survey Methods

The National Citizen Survey (The NCS™), conducted by National Research Center, Inc., was developed to provide communities an accurate, affordable and easy way to assess and interpret resident opinion about important local topics. Standardization of common questions and survey methods provide the rigor to assure valid results, and each community has enough flexibility to construct a customized version of The NCS.

Results offer insight into residents' perspectives about the community as a whole, including local amenities, services, public trust, resident participation and other aspects of the community in order to support budgeting, land use and strategic planning and communication with residents. Resident demographic characteristics permit comparison to the Census as well as comparison of results for different subgroups of residents. The City of Lakeville funded this research. Please contact Allyn Kuennen of the City of Lakeville at akuennen@lakevillemn.gov if you have any questions about the survey.

Survey Validity

The question of survey validity has two parts: 1) how can a community be confident that the results from those who completed the questionnaire are representative of the results that would have been obtained had the survey been administered to the entire population? and 2) how closely do the perspectives recorded on the survey reflect what residents really believe or do?

To answer the first question, the best survey research practices were used for the resources spent to ensure that the results from the survey respondents reflect the opinions of residents in the entire community. These practices include:

- Using a mail-out/mail-back methodology, which typically gets a higher response rate than phone for the same dollars spent. A higher response rate lessens the worry that those who did not respond are different than those who did respond.
- Selecting households at random within the community to receive the survey to ensure that the households selected to receive the survey are representative of the larger community.
- Over-sampling multi-family housing units to improve response from hard-to-reach, lower income or younger apartment dwellers.
- Selecting the respondent within the household using an unbiased sampling procedure; in this case, the "birthday method." The cover letter included an instruction requesting that the respondent in the household be the adult (18 years old or older) who most recently had a birthday, irrespective of year of birth.
- Contacting potential respondents three times to encourage response from people who may have different opinions or habits than those who would respond with only a single prompt.
- Inviting response in a compelling manner (using appropriate letterhead/logos and a signature of a visible leader) to appeal to recipients' sense of civic responsibility.
- Providing a pre-addressed, postage-paid return envelope.
- Offering the survey in Spanish or other language when requested by a given community.
- Weighting the results to reflect the demographics of the population.

The answer to the second question about how closely the perspectives recorded on the survey reflect what residents really believe or do is more complex. Resident responses to surveys are influenced by a variety of factors. For questions about service quality, residents' expectations for service quality play a role as well as the "objective" quality of the service provided, the way the resident perceives the entire community (that is, the context in which the service is provided), the scale on which the resident is asked to record his or her opinion and, of course, the opinion, itself, that a resident holds about the service. Similarly a resident's report of certain behaviors is colored by what he or she believes is the socially desirable response (e.g., reporting tolerant behaviors toward "oppressed groups," likelihood of voting for a tax increase for services to poor people, use of alternative modes of travel to work besides the single occupancy vehicle), his or her memory of the actual behavior (if it is not a question speculating about future actions, like a vote), his or her confidence that he or she can be honest without suffering any negative consequences (thus the need for anonymity) as well as the actual behavior itself.

How closely survey results come to recording the way a person really feels or behaves often is measured by the coincidence of reported behavior with observed current behavior (e.g., driving habits), reported intentions to behave with observed future behavior (e.g., voting choices) or reported opinions about current community quality

with objective characteristics of the community (e.g., feelings of safety correlated with rates of crime). There is a body of scientific literature that has investigated the relationship between reported behaviors and actual behaviors. Well-conducted surveys, by and large, do capture true respondent behaviors or intentions to act with great accuracy. Predictions of voting outcomes tend to be quite accurate using survey research, as do reported behaviors that are not about highly sensitive issues (e.g., family abuse or other illegal or morally sanctioned activities). For self-reports about highly sensitive issues, statistical adjustments can be made to correct for the respondents' tendency to report what they think the "correct" response should be.

Research on the correlation of resident opinion about service quality and "objective" ratings of service quality vary, with some showing stronger relationships than others. NRC's own research has demonstrated that residents who report the lowest ratings of street repair live in communities with objectively worse street conditions than those who report high ratings of street repair (based on road quality, delay in street repair, number of road repair employees). Similarly, the lowest rated fire services appear to be "objectively" worse than the highest rated fire services (expenditures per capita, response time, "professional" status of firefighters, breadth of services and training provided). Resident opinion commonly reflects objective performance data but is an important measure on its own. NRC principals have written, "If you collect trash three times a day but residents think that your trash haul is lousy, you still have a problem."

Selecting Survey Recipients

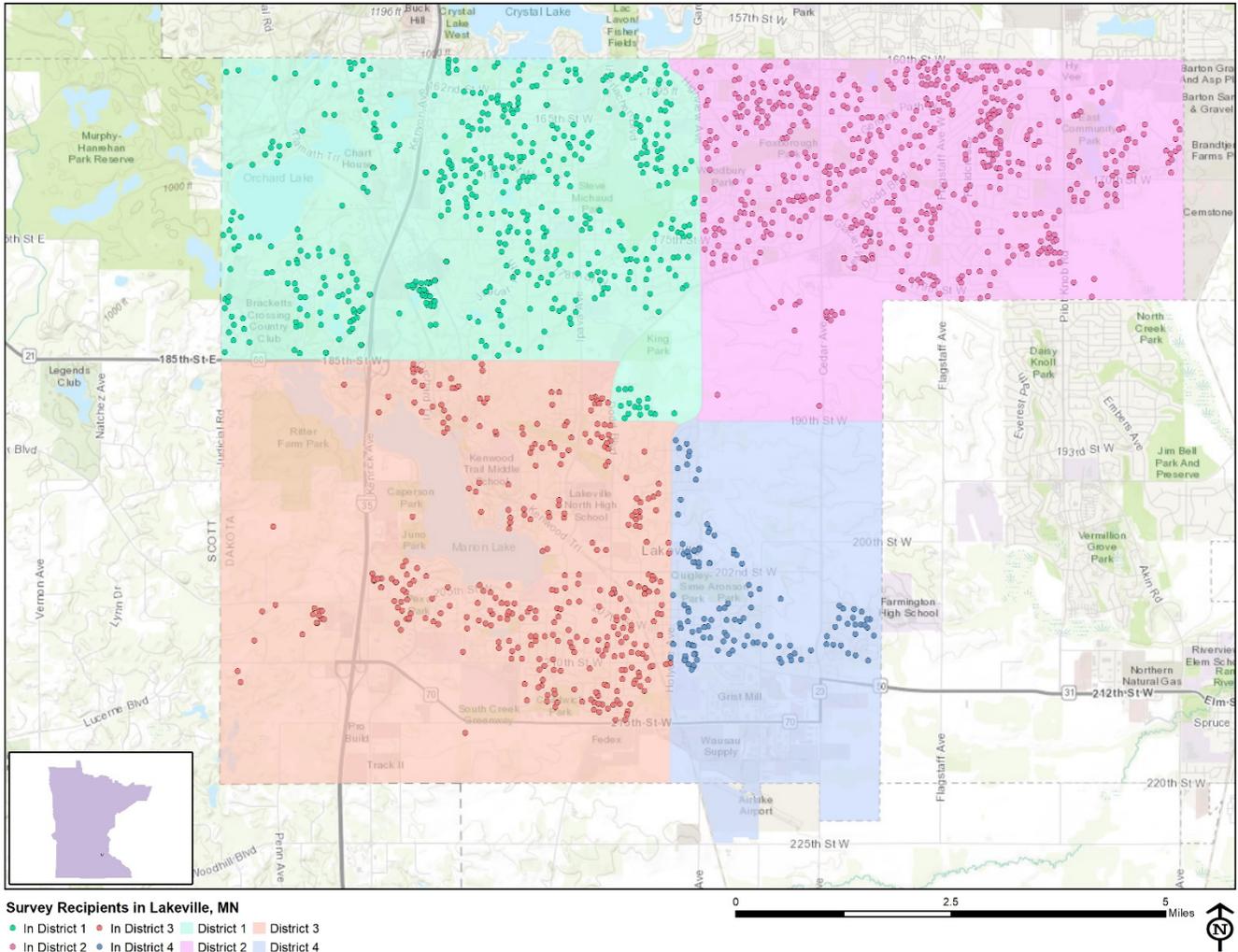
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Lakeville were eligible to participate in the survey. A list of all households within the zip codes serving Lakeville was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Lakeville households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file (updated on a quarterly basis) and addresses located outside of the City of Lakeville boundaries were removed from consideration. Each address identified as being within City boundaries was further identified as being within one of the four Council Districts.

To choose the 1,600 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were selected at a higher rate as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be selected at an actual rate that is slightly above or below that).

An individual within each household was selected 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. This instruction was contained in the cover letter accompanying the questionnaire.

In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Lakeville website. This opt-in survey was identical to the scientific survey and open to all City residents. (The data presented in this report exclude the opt-in survey data. These data can be found in the *Supplemental Online Survey Results* provided under separate cover.)

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on April 6, 2018. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on May 11 and remained open for two weeks.

About 1% of the 1,600 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,577 households that received the survey, 409 completed the survey, providing an overall response rate of 26%. Of the 409 completed surveys, 49 were completed online. Additionally, responses were tracked by Council District; response rates by District ranged from 19% to 34%. The response rates were calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Additionally, 458 of opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

¹ See AAPOR’s Standard Definitions here: [http://www.aapor.org/Standards-Ethics/Standard-Definitions-\(1\).aspx](http://www.aapor.org/Standards-Ethics/Standard-Definitions-(1).aspx) for more information

Table 73: Survey Response Rates by Council District

	District 1	District 2	District 3	District 4	Overall
Total sample used	526	563	365	146	1,600
I=Complete Interviews	137	122	122	25	406
P=Partial Interviews	0	1	0	2	3
R=Refusal and break off	0	0	0	0	0
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	380	434	237	117	1,168
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	26%	22%	34%	19%	26%

Confidence Intervals

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions.²

The margin of error for the City of Lakeville survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (409 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents for the subgroup is smaller. For subgroups of approximately 100 respondents, the margin of error is plus or minus 10 percentage points.

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. 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; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

All surveys then were entered twice into an electronic dataset; any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed.

NRC used SurveyGizmo, a web-based survey and analytics platform, 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 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).

² A 95% confidence interval indicates that for every 100 random samples of this many residents, 95 of the confidence intervals created will include the “true” population response. This theory is applied in practice to mean that the “true” perspective of the target population lies within the confidence interval created for a single survey. For example, if 75% of residents rate a service as “excellent” or “good,” then the 4% margin of error (for the 95% confidence interval) indicates that the range of likely responses for the entire community is between 71% and 79%. This source of uncertainty is called sampling error. In addition to sampling error, other sources of error may affect any survey, including the non-response of residents with opinions different from survey responders. Though standardized on The NCS, on other surveys, differences in question wording, order, translation and data entry, as examples, can lead to somewhat varying results.

Survey Data Weighting

The demographic characteristics of the survey respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Lakeville. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex, age and Council District. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 74: Lakeville, MN 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
Housing			
Rent home	12%	8%	11%
Own home	88%	92%	89%
Detached unit*	77%	80%	78%
Attached unit*	23%	20%	22%
Race and Ethnicity			
White	91%	93%	90%
Not white	9%	7%	10%
Not Hispanic	97%	99%	99%
Hispanic	3%	1%	1%
Sex and Age			
Female	50%	57%	51%
Male	50%	43%	49%
18-34 years of age	27%	8%	26%
35-54 years of age	51%	40%	52%
55+ years of age	22%	52%	22%
Females 18-34	13%	5%	13%
Females 35-54	26%	22%	26%
Females 55+	11%	30%	11%
Males 18-34	14%	3%	12%
Males 35-54	25%	17%	25%
Males 55+	11%	23%	11%
Council District			
District 1	33%	33%	32%
District 2	35%	30%	35%
District 3	23%	30%	23%
District 4	9%	7%	9%

* U.S. Census Bureau, 2011-2015 American Community Survey 5-Year Estimates

Survey Data Analysis and Reporting

The survey dataset was analyzed using the Statistical Package for the Social Sciences (SPSS). For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

Appendix D: Survey Materials

Dear Lakeville Resident,

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

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Douglas Anderson
Mayor

Dear Lakeville Resident,

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

Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Douglas Anderson
Mayor

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Your household has been randomly selected to participate in a survey about your community. Your survey will arrive in a few days.

Thank you for helping create a better city!

Sincerely,



Douglas Anderson
Mayor



City of Lakeville
20195 Holyoke Avenue,
Lakeville, MN 55044

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Lakeville
20195 Holyoke Avenue,
Lakeville, MN 55044

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Lakeville
20195 Holyoke Avenue,
Lakeville, MN 55044

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Lakeville
20195 Holyoke Avenue,
Lakeville, MN 55044

Presorted
First Class Mail
US Postage
PAID
Boulder, CO
Permit NO. 94



City of Lakeville
Positioned to Thrive

April 2018

Dear City of Lakeville Resident:

Please help us shape the future of Lakeville! You have been selected at random to participate in the 2018 Lakeville Citizen Survey.

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 of households being surveyed. Your feedback will help Lakeville make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- 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:**

<http://bit.ly/LakevilleMN2018>

If you have any questions about the survey please call 952-985-4402.

Thank you for your time and participation!

Sincerely,

Douglas Anderson
Mayor



City of Lakeville
Positioned to Thrive

April 2018

Dear City of Lakeville Resident:

Here's a second chance if you haven't already responded to the 2018 Lakeville Citizen 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 help us shape the future of Lakeville! You have been selected at random to participate in the 2018 Lakeville Citizen Survey.

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 of households being surveyed. Your feedback will help Lakeville make decisions that affect our City.

A few things to remember:

- **Your responses are completely anonymous.**
- 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:**

<http://bit.ly/LakevilleMN2018>

If you have any questions about the survey please call 952-985-4402.

Thank you for your time and participation!

Sincerely,

Douglas Anderson
Mayor

The City of Lakeville 2018 Citizen Survey

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. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Lakeville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Lakeville as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live.....	1	2	3	4	5
Lakeville as a place to raise children	1	2	3	4	5
Lakeville as a place to work	1	2	3	4	5
Lakeville as a place to visit	1	2	3	4	5
Lakeville as a place to retire.....	1	2	3	4	5
The overall quality of life in Lakeville	1	2	3	4	5

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Overall feeling of safety in Lakeville.....	1	2	3	4	5
Overall ease of getting to the places you usually have to visit	1	2	3	4	5
Quality of overall natural environment in Lakeville	1	2	3	4	5
Overall "built environment" of Lakeville (including overall design, buildings, parks and transportation systems).....	1	2	3	4	5
Health and wellness opportunities in Lakeville.....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Lakeville.....	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall image or reputation of Lakeville.....	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following:

	<i>Very likely</i>	<i>Somewhat likely</i>	<i>Somewhat unlikely</i>	<i>Very unlikely</i>	<i>Don't know</i>
Recommend living in Lakeville to someone who asks	1	2	3	4	5
Remain in Lakeville for the next five years.....	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<i>Very safe</i>	<i>Somewhat safe</i>	<i>Neither safe nor unsafe</i>	<i>Somewhat unsafe</i>	<i>Very unsafe</i>	<i>Don't know</i>
In your neighborhood during the day	1	2	3	4	5	6
In Lakeville's downtown/commercial area during the day.....	1	2	3	4	5	6

5. Please rate each of the following characteristics as they relate to Lakeville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Traffic flow on major streets	1	2	3	4	5
Ease of public parking	1	2	3	4	5
Ease of travel by car in Lakeville.....	1	2	3	4	5
Ease of travel by bicycle in Lakeville.....	1	2	3	4	5
Ease of walking in Lakeville.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Cleanliness of Lakeville.....	1	2	3	4	5
Overall appearance of Lakeville.....	1	2	3	4	5
Public places where people want to spend time	1	2	3	4	5
Variety of housing options	1	2	3	4	5
Availability of affordable quality housing	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.).....	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality health care	1	2	3	4	5
Availability of preventive health services	1	2	3	4	5
Availability of affordable quality mental health care	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Lakeville as a whole:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Availability of affordable quality child care/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Opportunities to participate in religious or spiritual events and activities.....	1	2	3	4	5
Employment opportunities.....	1	2	3	4	5
Shopping opportunities.....	1	2	3	4	5
Cost of living in Lakeville.....	1	2	3	4	5
Overall quality of business and service establishments in Lakeville.....	1	2	3	4	5
Vibrant downtown/commercial area.....	1	2	3	4	5
Overall quality of new development in Lakeville.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5
Neighborliness of residents in Lakeville.....	1	2	3	4	5

7. Please indicate whether or not you have done each of the following in the last 12 months.

	<i>No</i>	<i>Yes</i>
Made efforts to conserve water.....	1	2
Made efforts to make your home more energy efficient.....	1	2
Observed a code violation or other hazard in Lakeville (weeds, abandoned buildings, etc.).....	1	2
Household member was a victim of a crime in Lakeville.....	1	2
Reported a crime to the police in Lakeville.....	1	2
Stocked supplies in preparation for an emergency.....	1	2
Campaigned or advocated for an issue, cause or candidate.....	1	2
Contacted the City of Lakeville (in-person, phone, email or web) for help or information.....	1	2
Contacted Lakeville elected officials (in-person, phone, email or web) to express your opinion.....	1	2

8. In the last 12 months, about how many times, if at all, have you or other household members done each of the following in Lakeville?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
Used Lakeville recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park.....	1	2	3	4
Used Lakeville public libraries or their services.....	1	2	3	4
Participated in religious or spiritual activities in Lakeville.....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway or other public transportation instead of driving.....	1	2	3	4
Carpooled with other adults or children instead of driving alone.....	1	2	3	4
Walked or biked instead of driving.....	1	2	3	4
Volunteered your time to some group/activity in Lakeville.....	1	2	3	4
Participated in a club.....	1	2	3	4
Talked to or visited with your immediate neighbors.....	1	2	3	4
Done a favor for a neighbor.....	1	2	3	4

9. Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?

	<i>2 times a week or more</i>	<i>2-4 times a month</i>	<i>Once a month or less</i>	<i>Not at all</i>
<u>Attended</u> a local public meeting.....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

The City of Lakeville 2018 Citizen Survey

10. Please rate the quality of each of the following services in Lakeville:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
Storm drainage.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Land use, planning and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Public information services.....	1	2	3	4	5
Cable television.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas such as open space, farmlands and greenbelts.....	1	2	3	4	5
Lakeville open space.....	1	2	3	4	5
City-sponsored special events.....	1	2	3	4	5
Overall customer service by Lakeville employees (police, receptionists, planners, etc.).....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of Lakeville.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate the following categories of Lakeville government performance:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The value of services for the taxes paid to Lakeville.....	1	2	3	4	5
The overall direction that Lakeville is taking.....	1	2	3	4	5
The job Lakeville government does at welcoming citizen involvement.....	1	2	3	4	5
Overall confidence in Lakeville government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5

13. Please rate how important, if at all, you think it is for the Lakeville community to focus on each of the following in the coming two years:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>
Overall feeling of safety in Lakeville.....	1	2	3	4
Overall ease of getting to the places you usually have to visit	1	2	3	4
Quality of overall natural environment in Lakeville	1	2	3	4
Overall “built environment” of Lakeville (including overall design, buildings, parks and transportation systems)	1	2	3	4
Health and wellness opportunities in Lakeville.....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Lakeville.....	1	2	3	4
Sense of community	1	2	3	4

14. Please rate how important, if at all, each of the following are to the future of Lakeville:

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
A broad range of employment opportunities.....	1	2	3	4	5
A safe city	1	2	3	4	5
A commitment to environmental stewardship.....	1	2	3	4	5
Quality schools	1	2	3	4	5
A welcoming place for diverse populations	1	2	3	4	5
An aesthetically pleasing place	1	2	3	4	5
A variety of recreational opportunities	1	2	3	4	5
Open space preservation	1	2	3	4	5
A good place to grow old.....	1	2	3	4	5
Low taxes	1	2	3	4	5
A diverse set of shopping options	1	2	3	4	5
A good regional transportation system.....	1	2	3	4	5
A good local transportation system	1	2	3	4	5

15. Please indicate if you agree or disagree that the Lakeville community should focus on each of the following in the coming two years:

	<i>Strongly agree</i>	<i>Somewhat agree</i>	<i>Somewhat disagree</i>	<i>Strongly disagree</i>
Maintaining what the City has comes before investing in new/expanded facilities and systems	1	2	3	4
A high quality public school system is an important factor in the success of a community.....	1	2	3	4
A community’s image is important to its success	1	2	3	4
The City should only provide the minimum number of services necessary to meet the community’s needs.....	1	2	3	4
The City should invest in improvements that enhance quality of life for all residents.....	1	2	3	4
The City should invest in creating jobs and business growth	1	2	3	4
Low taxes are important to a community’s success.....	1	2	3	4
The City needs to be a leader in environmental stewardship.....	1	2	3	4
Providing a safe environment is the highest priority of City government.....	1	2	3	4

16. If a vote were held to increase the amount of property taxes to fund the following parks and recreation improvements, please indicate which projects or services, if any, would be a priority:

	<i>High priority</i>	<i>Medium priority</i>	<i>Low priority</i>	<i>Not a priority</i>
Larger community parks.....	1	2	3	4
Community playfields/athletic complexes	1	2	3	4
Parks within neighborhoods.....	1	2	3	4
Local interconnected trail system.....	1	2	3	4
Community center	1	2	3	4
Open space/natural areas	1	2	3	4
Indoor athletic facility.....	1	2	3	4
Senior citizen-focused recreational opportunities	1	2	3	4
Water park	1	2	3	4
Skate park	1	2	3	4

The City of Lakeville 2018 Citizen Survey

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 often, if at all, do you do each of the following, considering all of the times you could?

	<i>Never</i>	<i>Rarely</i>	<i>Sometimes</i>	<i>Usually</i>	<i>Always</i>
Recycle at home.....	1	2	3	4	5
Purchase goods or services from a business located in Lakeville.....	1	2	3	4	5
Eat at least 5 portions of fruits and vegetables a day	1	2	3	4	5
Participate in moderate or vigorous physical activity	1	2	3	4	5
Read or watch local news (via television, paper, computer, etc.)	1	2	3	4	5
Vote in local elections	1	2	3	4	5

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. What is your employment status?

- Working full time for pay
 Working part time for pay
 Unemployed, looking for paid work
 Unemployed, not looking for paid work
 Fully retired

D5. Do you work inside the boundaries of Lakeville?

- Yes, outside the home
 Yes, from home
 No

D6. How many years have you lived in Lakeville?

- Less than 2 years 11-20 years
 2-5 years More than 20 years
 6-10 years

D7. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D8. Is this house, apartment or mobile home...

- Rented
 Owned

D9. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$300 per month
 \$300 to \$599 per month
 \$600 to \$999 per month
 \$1,000 to \$1,499 per month
 \$1,500 to \$2,499 per month
 \$2,500 or more per month

D10. Do any children 17 or under live in your household?

- No Yes

D11. Are you or any other members of your household aged 65 or older?

- No Yes

D12. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000
 \$25,000 to \$49,999
 \$50,000 to \$99,999
 \$100,000 to \$149,999
 \$150,000 or more

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D14. 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
 Other

D15. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D16. What is your sex?

- Female Male

D17. Do you consider a cell phone or land line your primary telephone number?

- Cell Land line Both

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



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