

Pursuant to due call and notice thereof, a regular meeting of the City Council of the City of Maplewood, Minnesota, was duly called and held remotely via conference call of said City on the 24<sup>th</sup> day of May, 2021 at 7:13 p.m.

The following members were present:

Marylee Abrams, Mayor	Present
Rebecca Cave, Councilmember	Present
Kathleen Juenemann, Councilmember	Present
William Knutson, Councilmember	Present
Nikki Villavicencio, Councilmember	Present

#### **RESOLUTION ADOPTING STATE PERFORMANCE MEASURES**

Councilmember Juenemann moved to approve the resolution to adopt the State Performance Measures for 2021.

Resolution 21-05-1948

#### **RESOLUTION ADOPTING STATE PERFORMANCE MEASURES**

WHEREAS, Benefits to the City of Maplewood for participation in the Minnesota Council on Local Results and Innovation's comprehensive performance measurement program are outlined in MS 6.91 and include eligibility for a reimbursement as set by State statute; and

WHEREAS, Any city or county participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

WHEREAS, The City Council of Maplewood has adopted and implemented at least 10 of the performance measures, as developed by the Council on Local Results and Innovation, and a system to use this information to help plan, budget, manage and evaluate programs and processes for optimal future outcomes; and

NOW THEREFORE LET IT BE RESOLVED THAT, The City Council of Maplewood will continue to report the results of the performance measures to its citizenry by the end of the year through publication, direct mailing, posting on the city's website, or through a public hearing at which the budget and levy will be discussed and public input allowed.

BE IT FURTHER RESOLVED, The City Council of Maplewood will submit to the Office of the State Auditor the actual results of the performance measures adopted by the city/county.

Seconded by Councilmember Cave

Ayes – All, via roll call

The motion passed.

STATE OF MINNESOTA )  
COUNTY OF RAMSEY ) SS  
CITY OF MAPLEWOOD )

I, the undersigned, being the duly qualified and appointed City Clerk of the City of Maplewood, Minnesota, DO HEREBY CERTIFY that I have compared the attached and foregoing extract of minutes of a regular meeting of the City Council of the City of Maplewood, held on the **24<sup>th</sup> day of May, 2021** with the original on file in my office, and the same is a full, true and complete transcript therefrom insofar as the same relates to the resolution to adopt the State Performance Measures for 2021.

WITNESS my hand and sealed this **25<sup>th</sup> Day of May, 2021.**



Andrea Sindt, City Clerk  
City of Maplewood, Minnesota

# Maplewood, MN

## The National Community Survey

Report of Results  
2020

Report by:



Visit us online!  
[www.polco.us](http://www.polco.us)

## About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Maplewood. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts and Culture
- Inclusivity and Engagement

The Community Livability Report provides the opinions of a representative sample of 427 residents of the City of Maplewood collected from September 29th, 2020 to November 24th, 2020. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 17%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Maplewood.



### How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, 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.). 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 the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item. For trends, the margin of error from 2018 to 2020 is 7%.

### Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five 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. In each tab, Maplewood’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 Maplewood residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Maplewood’s average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Maplewood’s average rating was more than 20 points different when compared to the benchmark.

### Viewing the report

The report is organized in tabs across the top of the dashboard (e.g., “Highlights,” “Facets of livability,” etc.). Each tab displays the results of the questions related to that topic. In some tabs, there may be scroll bars at the right and at the bottom to help navigate through all the data on that tab. You may also have to use scroll bars within a chart or table to see more of the data.

There may be more tabs to view across the top of the dashboard; use the < > arrows at the left and right of the tabs to scroll left or right.

# Methods

## Selecting survey recipients

All households within the City of Maplewood were eligible to participate in the survey. A list of all households within the zip codes serving Maplewood 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 Maplewood 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 and addresses located outside of the City of Maplewood boundaries were removed from consideration. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

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.

## Conducting the survey

The probability sample was divided into two parts: 1,200 recipients received two mailed invitations to participate in the online survey hosted on Polco; another 1,500 recipients received three mailings, several days to one week apart, beginning on September 29th, 2020. 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. Both cover letters included a URL through which the residents selected for the mail survey could choose to respond online rather than by mail.

About 5% of the 2,700 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 2,575 households that received the invitations to participate, 427 completed the survey, providing an overall response rate of 17%. The response rate was calculated using AAPOR’s response rate #2\* for mailed surveys of unnamed persons.

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. The margin of error for the City of Maplewood survey is no greater than plus or minus 5 percentage points around any given percent reported for all respondents.

In addition to the randomly selected “probability sample” of households, a link to an online “open participation” survey was publicized by the City of Maplewood. This open participation survey was identical to the probability sample survey and open to all city residents. The online open participation survey became available to all residents on November 10th, 2020 and remained open for 2 weeks.

## Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared. Any discrepancies are resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

For both the probability sample and open participation (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Maplewood. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were age, race, ethnicity, housing type, sex, and tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.\* The results of the weighting scheme are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	8%	29%	30%
	35-54	26%	31%	31%
	55+	67%	39%	39%
Hispanic	No, not Spanish, Hispanic..	98%	95%	95%
	Yes, I consider myself to ..	2%	5%	5%
Housing type	Attached	32%	38%	38%
	Detached	68%	62%	62%
Race	Not white	7%	24%	25%
	White	93%	76%	75%
Race/ethnicity	Not white alone	10%	29%	29%
	White alone	90%	71%	71%
Sex	Female	57%	52%	52%
	Male	43%	48%	48%
Sex/age	Female 18-34	5%	15%	15%
	Female 35-54	15%	16%	16%
	Female 55+	37%	22%	22%
	Male 18-34	3%	15%	15%
	Male 35-54	11%	15%	16%
	Male 55+	29%	17%	17%
Tenure	Own	84%	71%	71%
	Rent	16%	29%	29%

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. 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 the tab “Complete data”. 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.

## Contact

The City of Maplewood funded this research. Please contact Lois Knutson of the City of Maplewood at [Lois.Knutson@maplewoodmn.gov](mailto:Lois.Knutson@maplewoodmn.gov) if you have any questions about the survey.

## Survey Validity

See the Polco knowledge base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

\* See AAPOR’s Standard Definitions for more information

\* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

\* Targets come from the 2010 Census and 2017 American Community Survey

## Highlights

### Residents report a high quality of life in Maplewood and plan to stay in the community.

About 8 in 10 residents rated Maplewood as an excellent or good place to live and would recommend living in Maplewood to someone who asked. Approximately three-fourths of survey respondents rated their quality of life positively and planned to remain in the city for the next five years.

### Emergency preparedness ratings are on the rise, yet overall safety in the community could be an opportunity for improvement.

Public perceptions of safety and police services have dropped across the nation in 2020 and Maplewood also has experienced some declines. Only about 6 in 10 respondents rated the overall feeling of safety in Maplewood as excellent or good; this rating was slightly lower than 2018 and fell below the national benchmark. However, at least 8 in 10 community members felt safe in their neighborhood and in Maplewood's downtown/commercial area during the day, and from violent crime and fire, flood, or other natural disasters. These ratings were on par with the nation.

Residents' evaluations of emergency preparedness improved by 21% from 2018 to 2020, with almost 8 in 10 respondents assigning positive reviews in 2020. About 22% of residents reported participating in a public safety outreach event where police are there to make a connection with the public. Of those who had participated, about 9 in 10 rated these outreach events as excellent or good.

### Residents value the economy and see it as an area of focus over the coming years.

The overall economic health of Maplewood was felt to be the most important issue for the community to focus on in the next two years with 9 in 10 residents rating it as essential or very important. About 6 in 10 residents favorably rated the overall economic health of Maplewood, a rating slightly lower than given in 2018. Assessments of Maplewood as a place to work and shopping opportunities also declined over this time. However, about 7 in 10 respondents gave high marks to the overall quality of business and service establishments in Maplewood; this rating improved from 2018 to 2020.

Only about 15% of residents in Maplewood believed the economy would have a positive impact on their income in the six months following the survey, a rating lower than the national benchmark but likely due to the economic crisis impacting many communities due to COVID-19.

### Community members are pleased with parks and recreation in Maplewood.

At least 8 in 10 community members gave high marks to the overall quality of parks and recreation opportunities, fitness opportunities, City parks, and recreation centers or facilities; these ratings were on par with the national averages. Residents' assessments of the availability of paths and walking trails were exceptional and higher than the national benchmarks; furthermore, this rating improved from 2018 to 2020. Additionally, scores for fitness opportunities increased since 2018.

Maplewood residents were asked how the City should pay for recreational programs and nature center educational events once they reopen from current COVID-19 closures. About 4 in 10 residents felt that the City should create cost sharing partnerships. About 3 in 10 felt the City should keep the current funding system, which could increase property taxes, or that the City should increase participant fees. Only 5% felt that the City should completely outsource/privatize recreational and nature center programming.

### Challenges Posed by COVID-19

When asked about the challenges posed by the COVID-19 pandemic, the most common problem reported by residents was not knowing when the pandemic would end/lack of control. More than 40% of respondents indicated this was a major or moderate problem for their household. Other emotional health issues such as isolation and anxiety also were common with about 1 in 4 residents citing these health states as a problem for their household.

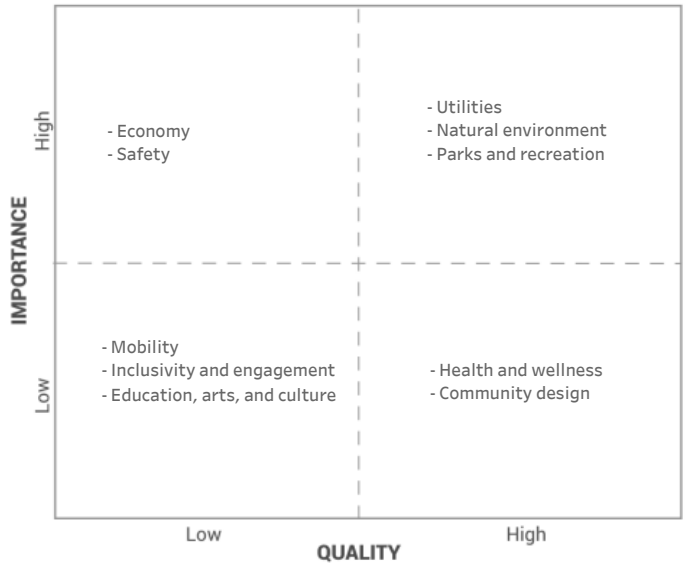
Economic impacts of the COVID-19 pandemic were also important challenges for Maplewood residents. About 1 in 5 survey respondents reported a loss of employment or income due to the pandemic as a major or moderate problem, while 1 in 10 residents indicated that paying for food or housing was an issue.

Other pandemic related issues impacting Maplewood residents included providing emotional or financial support for an extended family member (18% reported this as a major or moderate problem), access to recreation/exercise (17%) and helping children with on-line school (14%). About 8% of survey respondents indicated that household members testing positive for COVID-19 was a problem.

## Facets of livability

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

The quadrants to the right show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). In the charts below you can see what proportion of residents rated each facet positively for quality and then importance. Also shown is whether local ratings were lower, similar or higher than communities across the country (the National Benchmark).



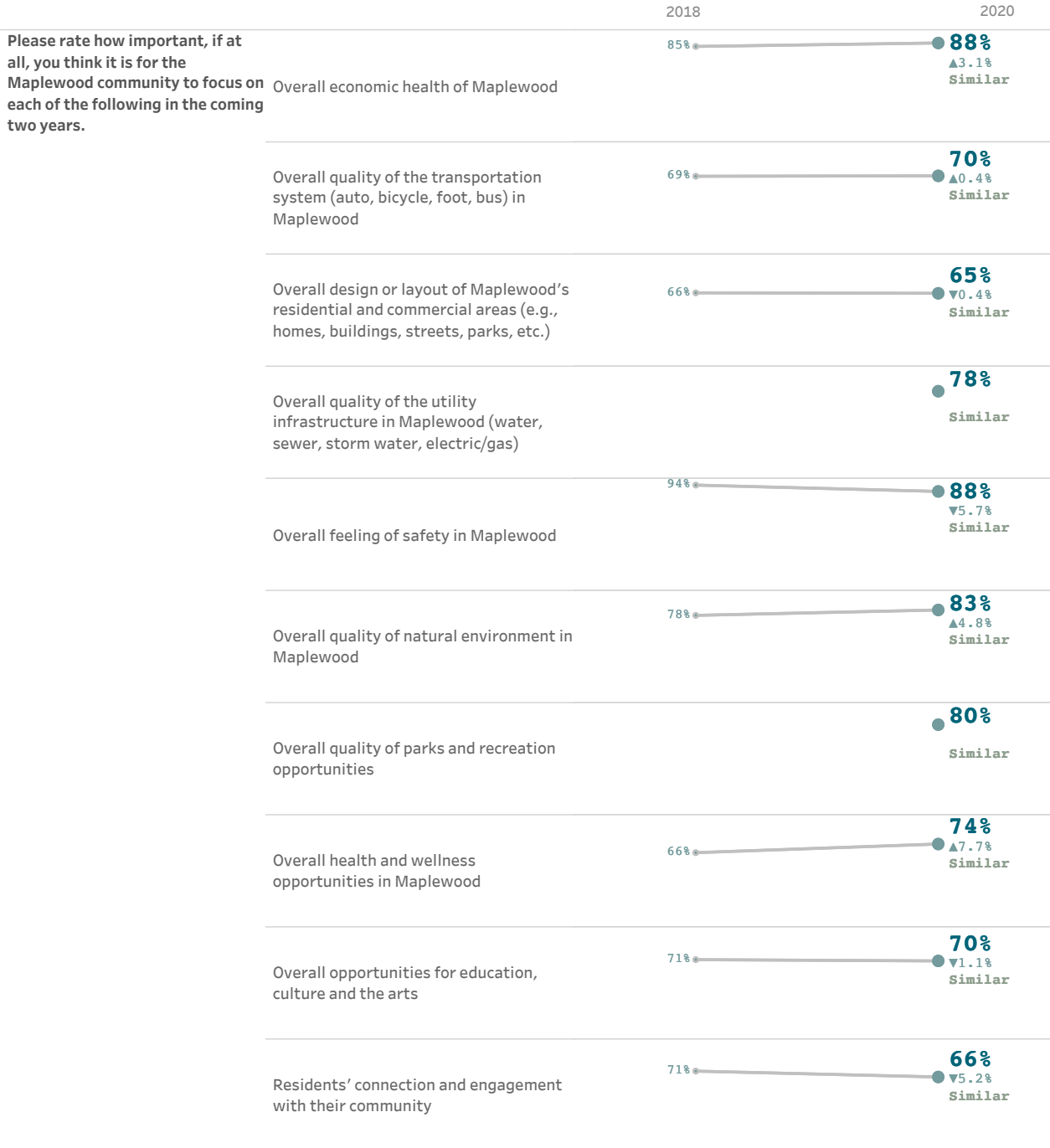
## Quality ratings

Please rate each of the following characteristics as they relate to Maplewood as a whole.





## Importance ratings



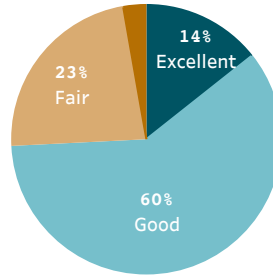
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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Quality of life

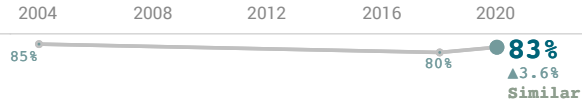
Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Maplewood, 2020



Please rate each of the following aspects of quality of life in Maplewood.

Maplewood as a place to live

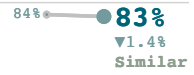


The overall quality of life in Maplewood



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

Recommend living in Maplewood to someone who asks



Remain in Maplewood for the next five years



Please rate each of the following characteristics as they relate to Maplewood as a whole.

Overall image or reputation of Maplewood

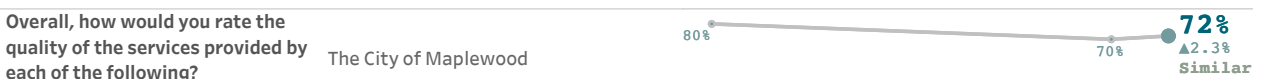
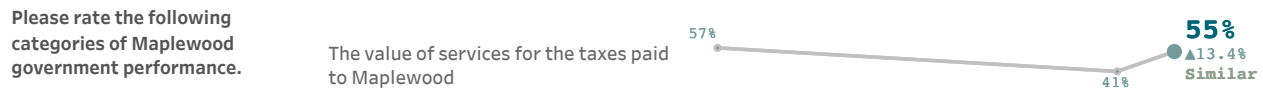
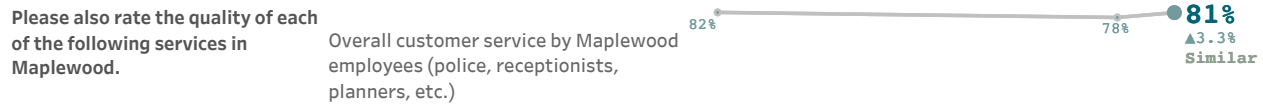
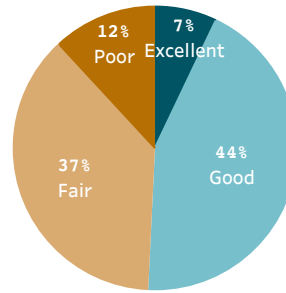


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 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Maplewood government, 2020



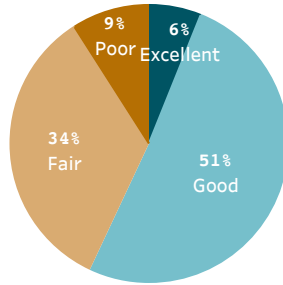
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# Economy

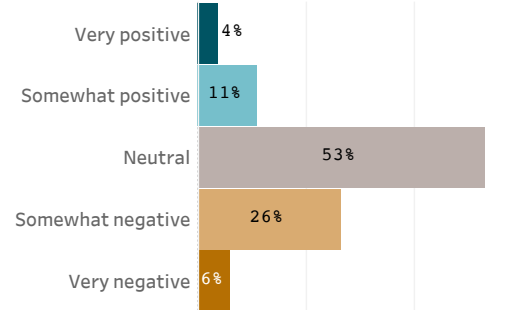
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



Overall economic health of Maplewood, 2020



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:



2004 2008 2012 2016 2020

Please rate each of the following aspects of quality of life in Maplewood.

Maplewood as a place to work



Maplewood as a place to visit



Please rate each of the following characteristics as they relate to Maplewood as a whole.

Overall economic health of Maplewood



Overall quality of business and service establishments in Maplewood



Variety of business and service establishments in Maplewood



Vibrancy of downtown/commercial area



Employment opportunities



Shopping opportunities



Cost of living in Maplewood



Please rate the quality of each of the following services in Maplewood.

Economic development

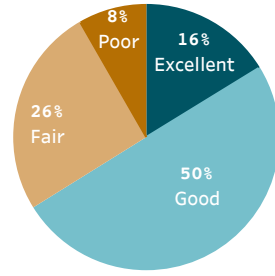


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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work and play in the community.

Overall quality of the transportation system in Maplewood, 2020



2004 2008 2012 2016 2020

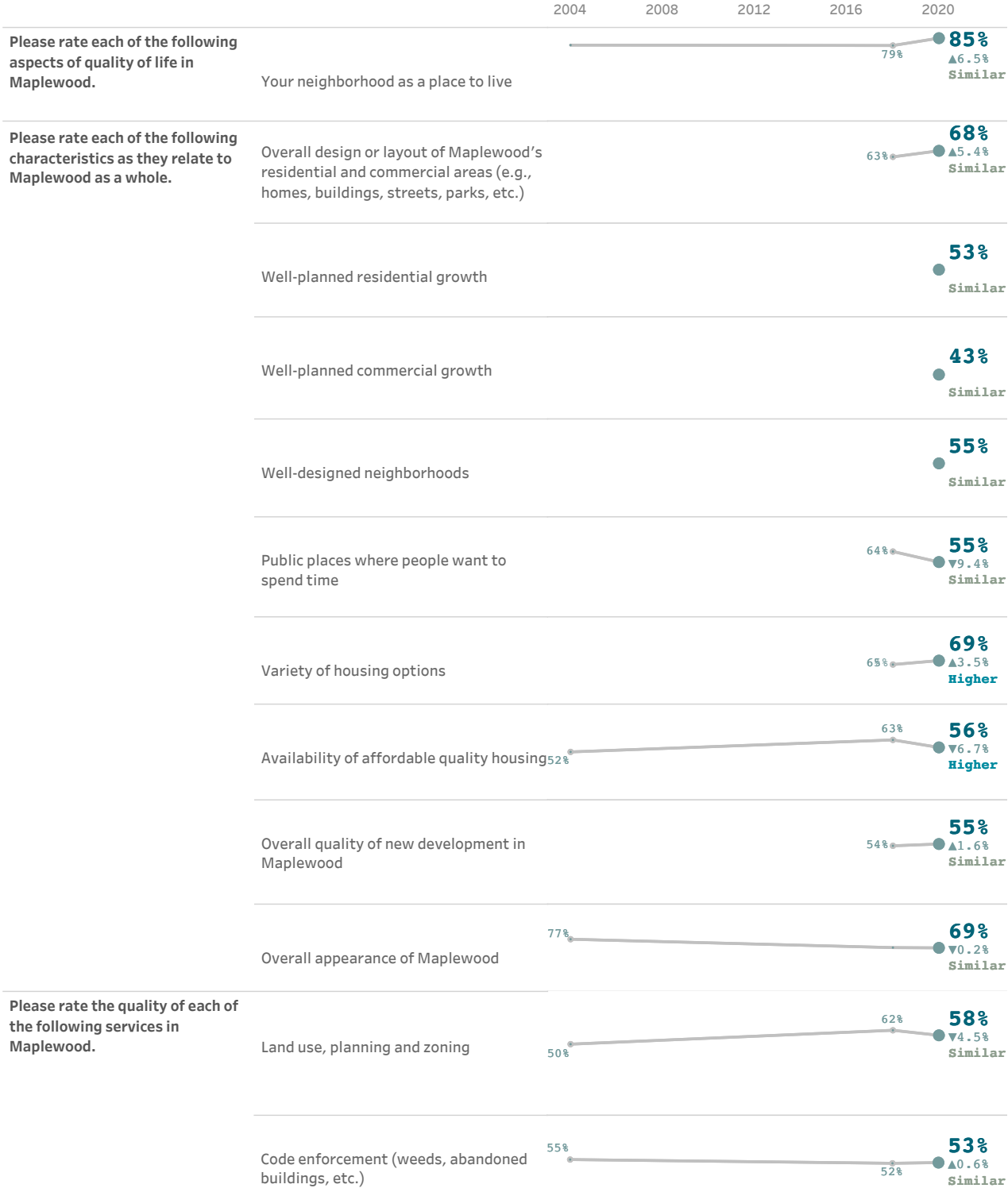
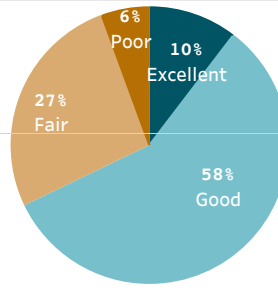
Characteristic	2016	2020	Change	Comparison
Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	86%	66%	▼20.2%	Similar
Traffic flow on major streets	71%	70%	▼1.4%	Higher
Ease of travel by car in Maplewood	68%	85%	▲17.1%	Higher
Ease of travel by public transportation in Maplewood	49%	56%	▲6.3%	Similar
Ease of travel by bicycle in Maplewood	58%	69%	▲11.3%	Similar
Ease of walking in Maplewood	65%	67%	▲2.6%	Similar
<b>Please rate the quality of each of the following services in Maplewood.</b>				
Traffic enforcement	65%	68%	▲1.0%	Similar
Traffic signal timing	59%	70%	▲10.3%	Similar
Street repair	48%	48%	▲11.3%	Similar
Street cleaning	68%	67%	▲6.5%	Similar
Street lighting	57%	64%	▲7.0%	Similar
Snow removal	76%	72%	▼2.1%	Similar
<b>Bus or transit services</b>				
Sidewalk maintenance	57%	68%	▲11.3%	Similar
Bus or transit service	59%	69%	▲6.8%	Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

Overall design or layout of Maplewood's residential and commercial areas, 2020

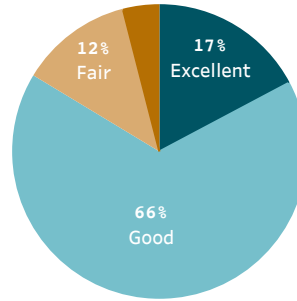


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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Maplewood, 2020



Characteristic	2004	2008	2012	2016	2020	Comparison
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b> Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas)						<b>84%</b> Similar
<b>Please rate the quality of each of the following services in Maplewood.</b> Affordable high-speed internet access						<b>59%</b> Similar
Garbage collection	85%					<b>88%</b> ▲0.9% Similar
Drinking water	70%					<b>86%</b> ▲4.2% Higher
Sewer services	80%					<b>90%</b> ▲4.9% Similar
Storm water management (storm drainage, dams, levees, etc.)	65%					<b>85%</b> ▲6.2% Higher
Utility billing					77%	<b>79%</b> ▲2.0% Similar

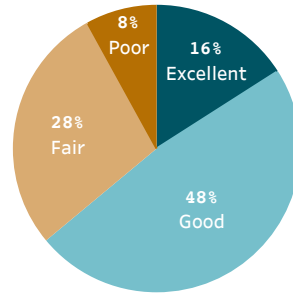
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\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust Safety-related services is essential to residents' quality of life.



Overall feeling of safety in Maplewood, 2020



2004 2008 2012 2016 2020

Please rate each of the following characteristics as they relate to Maplewood as a whole.

Overall feeling of safety in Maplewood



Please rate how safe or unsafe you feel:

In your neighborhood during the day



In Maplewood's downtown/commercial area during the day



From property crime



From violent crime



From fire, flood, or other natural disaster



Please rate the quality of each of the following services in Maplewood.

Police services



Crime prevention



Animal control



Ambulance or emergency medical services



Fire services



Fire prevention and education



Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)



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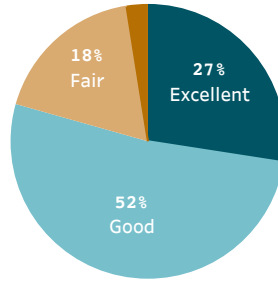


## Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



Overall quality of natural environment in Maplewood, 2020



	2004	2008	2012	2016	2020
Please rate each of the following characteristics as they relate to Maplewood as a whole.	Overall quality of natural environment in Maplewood				
					84% ▼4.0% Similar
	Cleanliness of Maplewood				
					69% ▲2.3% Similar
Water resources (beaches, lakes, ponds, riverways, etc.)					69% Similar
Air quality					78% ▲89% ▲10.6% Similar
Please rate the quality of each of the following services in Maplewood.	Preservation of natural areas (open space, farmlands and greenbelts)				
					71% ▲77% ▲6.7% Similar
	Maplewood open space				
					69% ▲75% ▲6.7% Similar
Recycling					83% ▲91% ▲2.3% Similar
Yard waste pick-up					77% ▼75% ▼1.4% Similar

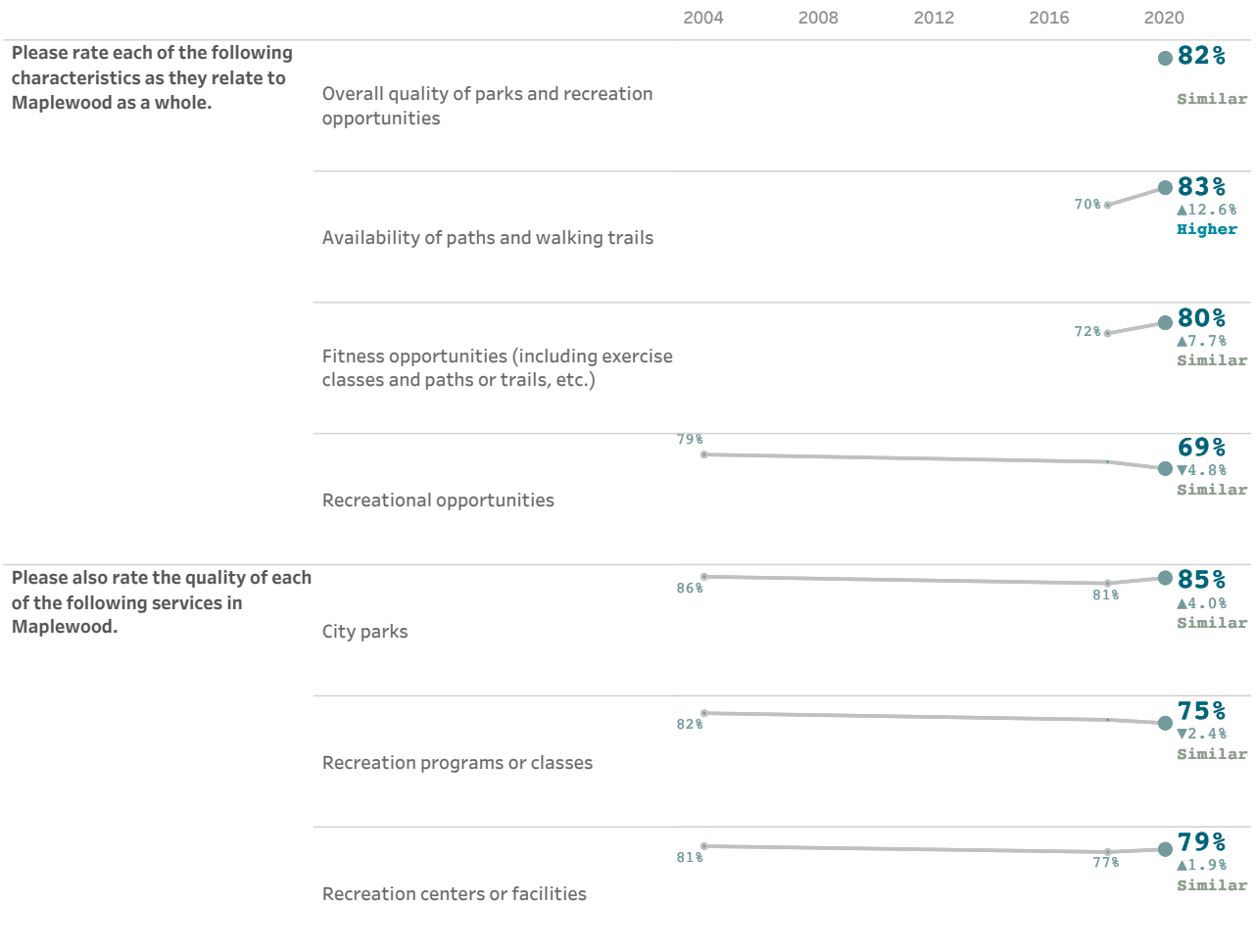
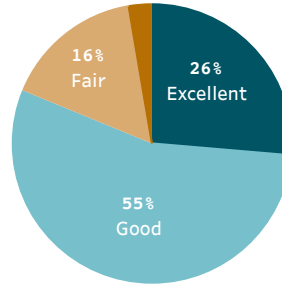
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Overall quality of parks and recreation opportunities, 2020

## Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association



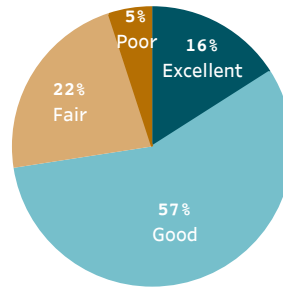
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



Overall health and wellness opportunities in Maplewood, 2020



Please rate each of the following characteristics as they relate to Maplewood as a whole.

Overall health and wellness opportunities in Maplewood



Availability of affordable quality food



Availability of affordable quality health care



Availability of preventive health services



Availability of affordable quality mental health care



Please also rate the quality of each of the following services in Maplewood.

Health services



Would you say that in general your health is:

Would you say that in general your health is:



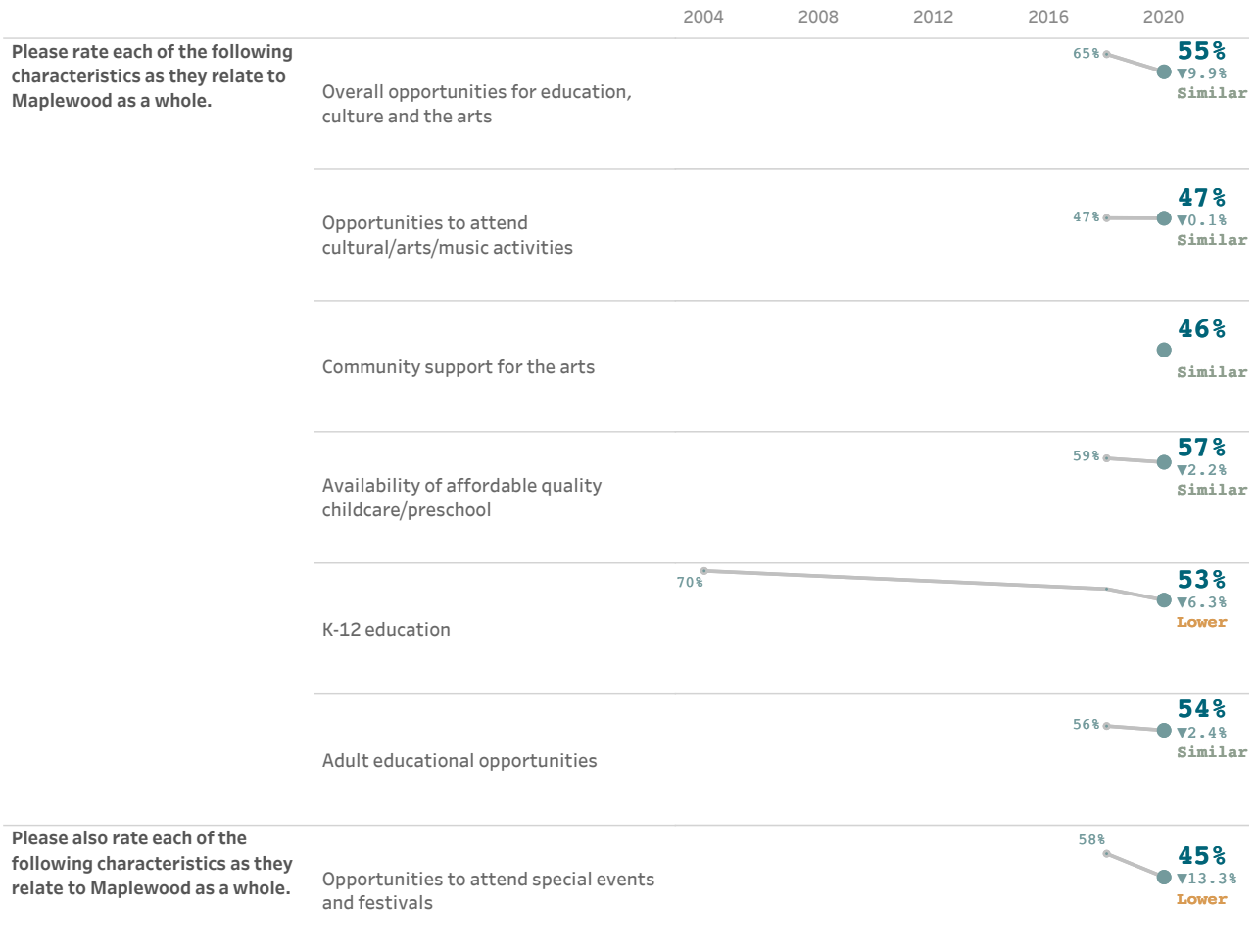
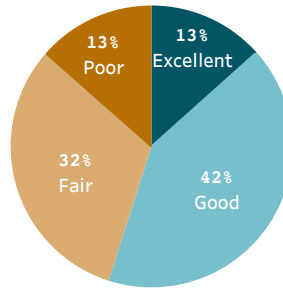
\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts, 2020



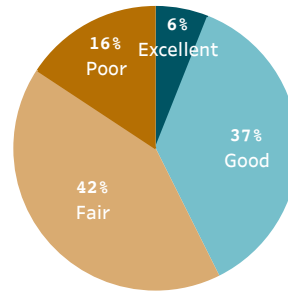
Please also rate each of the following characteristics as they relate to Maplewood as a whole.

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
 \*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

# Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.

Residents' connection and engagement with their community, 2020



Question	2004	2008	2012	2016	2020	Change	Comparison
<b>Please rate each of the following aspects of quality of life in Maplewood.</b>							
Maplewood as a place to raise children	75%					<b>74%</b>	▼1.1% Similar
Maplewood as a place to retire	59%					<b>62%</b>	▲1.5% Similar
Sense of community	58%			46%		<b>48%</b>	▲2.5% Similar
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>							
Residents' connection and engagement with their community						<b>43%</b>	Similar
<b>Please rate the job you feel the Maplewood community does at each of the following.</b>							
Making all residents feel welcome						<b>64%</b>	Similar
Attracting people from diverse backgrounds						<b>69%</b>	Similar
Valuing/respecting residents from diverse backgrounds						<b>69%</b>	Similar
Taking care of vulnerable residents (elderly, disabled, homeless, etc.)						<b>67%</b>	Similar
<b>Please also rate each of the following characteristics as they relate to Maplewood as a whole.</b>							
Sense of civic/community pride						<b>52%</b>	Similar
Neighborliness of residents in Maplewood				58%		<b>56%</b>	▼2.6% Similar
Opportunities to participate in social events and activities				49%		<b>45%</b>	▼3.8% Similar
Opportunities to volunteer				64%		<b>53%</b>	▼11.0% Lower
Opportunities to participate in community matters				60%		<b>51%</b>	▼9.2% Similar
Openness and acceptance of the community toward people of diverse backgrounds	65%			69%		<b>65%</b>	▼3.8% Similar

\* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").  
\*\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Residents' participation levels

		% yes	vs. benchmark *
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Voted in your most recent local election	78%	Similar
	Contacted the City of Maplewood (in-person, phone, email or web) for help or i..	43%	Similar
	Watched (online or on television) a local public meeting	20%	Similar
	Attended a local public meeting (of local elected officials like City Council or C..	15%	Similar
	Volunteered your time to some group/activity in Maplewood	15%	<b>Much lower</b>
	Campaigned or advocated for a local issue, cause or candidate	11%	<b>Lower</b>
	Contacted Maplewood elected officials (in-person, phone, email or web) to ex..	11%	Similar

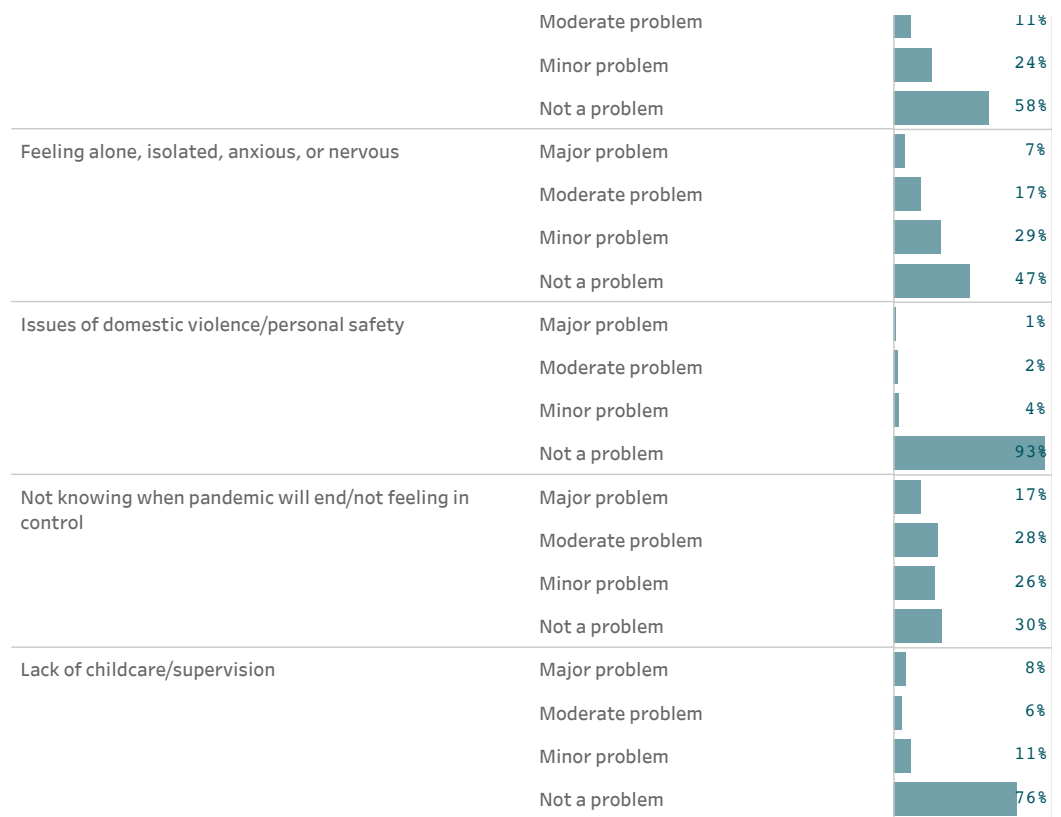
		% a few times a week or more	
<b>In general, how many times do you:</b>	Use or check email	94%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	93%	Similar
	Access the internet from your cell phone	87%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	75%	Similar
	Shop online	46%	Similar
	Share your opinions online	32%	Similar

\* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

## Special topics

Below are the complete set of responses to each custom question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter on the right.

		Responses	
		Multiple values	
Currently, recreational programs (sports leagues and classes) and nature center educational events are paid for partly from the City's general fund and partly from participant fees. Participant/attendee fees cover about 50% for recreational programs and about 10% for nature center events. Both the nature center and recreational p..	Keep the current funding system (whic..		31%
	Increase participant fees		26%
	Create cost sharing partnerships		38%
	Completely outsource/privatize recrea..		5%
Have you ever participated in a public safety outreach event, such as Coffee with a Cop, Senior Road Show, Touch a Truck, or City-sponsored outing where police are..	No		78%
	Yes		22%
If you have participated in a public safety outreach event, please rate your experience with Maplewood's Public Safety Department outreach events.	Excellent		44%
	Good		49%
	Fair		5%
	Poor		2%
<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Household member(s) have or had tested positive for COVID-19	Major problem	
		Moderate problem	
		Minor problem	
		Not a problem	
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	Major problem		3%
	Moderate problem		4%
	Minor problem		11%
	Not a problem		82%
Loss of employment/ income	Major problem		11%
	Moderate problem		9%
	Minor problem		16%
	Not a problem		64%
Access to technology to perform online work/school	Major problem		4%
	Moderate problem		7%
	Minor problem		6%
	Not a problem		83%
Helping my children with online schooling	Major problem		7%
	Moderate problem		20%
	Minor problem		13%
	Not a problem		60%
Providing emotional, financial, or other support for extended family	Major problem		7%
	Moderate problem		14%
	Minor problem		22%
	Not a problem		57%
Trouble paying for food or housing	Major problem		5%
	Moderate problem		6%
	Minor problem		12%
	Not a problem		76%
Access to recreation/exercise opportunities	Major problem		7%





## National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Maplewood.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Maplewood’s rating to the benchmark. In that column, Maplewood’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 Maplewood residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is Maplewood’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.). The third column is the rank assigned to Maplewood’s rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Maplewood’s result -- that is what percent of surveyed communities had a lower rating than Maplewood.




























			% positive	Rank	Number of communities	Percentile
<b>Please rate each of the following aspects of quality of life in Maplewood.</b>	Maplewood as a place to live	Similar	83%	284	380	26
	Your neighborhood as a place to live	Similar	85%	191	312	39
	Maplewood as a place to raise children	Similar	74%	269	377	29
	Maplewood as a place to work	Similar	60%	182	360	50
	Maplewood as a place to visit	Similar	55%	195	295	35
	Maplewood as a place to retire	Similar	62%	219	361	40
	The overall quality of life in Maplewood	Similar	75%	323	437	27
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Sense of community	Similar	48%	255	308	18
	Overall economic health of Maplewood	Similar	57%	190	277	32
	Overall quality of the transportation system (auto, bicy..	Similar	66%	212	282	26
	Overall design or layout of Maplewood’s residential and..	Similar	68%	118	272	57
	Overall quality of the utility infrastructure in Maplewoo..	Similar	84%	14	35	62
	Overall feeling of safety in Maplewood	Lower	64%	291	359	20
	Overall quality of natural environment in Maplewood	Similar	80%	147	283	49
	Overall quality of parks and recreation opportunities	Similar	82%	24	36	36
	Overall health and wellness opportunities in Maplewood	Similar	73%	159	275	43
<b>Please indicate how likely or unlikely you ar..</b>	Overall opportunities for education, culture and the arts	Similar	55%	205	274	26
	Residents’ connection and engagement with their com..	Similar	43%	28	35	23
<b>Please rate how safe or unsafe you feel:</b>	Recommend living in Maplewood to someone who asks	Similar	83%	193	292	35
	Remain in Maplewood for the next five years	Similar	77%	236	285	18
	In your neighborhood during the day	Similar	91%	261	351	26
	In Maplewood’s downtown/commercial area during the ..	Similar	82%	267	325	19
	From property crime	Similar	67%	41	49	17
<b>Please rate the job you feel the Maplewood community does at each of the following.</b>	From violent crime	Similar	80%	35	49	29
	From fire, flood, or other natural disaster	Similar	93%	12	35	67
	Making all residents feel welcome	Similar	64%	30	35	17
	Attracting people from diverse backgrounds	Similar	69%	9	35	76
	Valuing/respecting residents from diverse backgrounds	Similar	69%	16	35	56
	Taking care of vulnerable residents (elderly, disabled, h..	Similar	67%	17	35	53
	Overall quality of business and service establishments i..	Similar	70%	136	281	52
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Variety of business and service establishments in Maple..	Similar	68%	17	34	52
	Vibrancy of downtown/commercial area	Similar	38%	178	257	32
	Employment opportunities	Similar	44%	126	312	60
	Shopping opportunities	Similar	62%	121	298	60
	Cost of living in Maplewood	Similar	49%	85	275	70
	Overall image or reputation of Maplewood	Similar	59%	262	351	26
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Traffic flow on major streets	Higher	70%	60	335	83
	Ease of public parking	Higher	80%	23	243	91
	Ease of travel by car in Maplewood	Higher	85%	46	311	86
	Ease of travel by public transportation in Maplewood	Similar	56%	62	247	76
	Ease of travel by bicycle in Maplewood	Similar	69%	77	311	76
	Ease of walking in Maplewood	Similar	67%	162	312	49
	Well-planned residential growth	Similar	53%	18	38	54









































	Well-planned commercial growth	Similar	43%	22	38	44
	Well-designed neighborhoods	Similar	55%	23	39	43
	Preservation of the historical or cultural character of th..	Similar	61%	20	33	42
	Public places where people want to spend time	Similar	55%	196	266	27
	Variety of housing options	Higher	69%	64	285	78
	Availability of affordable quality housing	Higher	56%	60	309	81
	Overall quality of new development in Maplewood	Similar	55%	174	297	42
	Overall appearance of Maplewood	Similar	69%	231	344	34
	Cleanliness of Maplewood	Similar	72%	204	309	35
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	69%	15	31	54
	Air quality	Similar	89%	115	256	56
	Availability of paths and walking trails	Higher	83%	74	314	77
	Fitness opportunities (including exercise classes and pa..	Similar	80%	101	263	62
	Recreational opportunities	Similar	69%	166	297	45
	Availability of affordable quality food	Similar	74%	107	256	59
	Availability of affordable quality health care	Similar	80%	53	270	81
	Availability of preventive health services	Similar	76%	72	252	72
	Availability of affordable quality mental health care	Higher	61%	42	246	83
	Opportunities to attend cultural/arts/music activities	Similar	47%	223	296	25
	Community support for the arts	Similar	46%	28	35	23
	Availability of affordable quality childcare/preschool	Similar	57%	104	268	62
	K-12 education	Lower	53%	223	272	19
	Adult educational opportunities	Similar	54%	161	254	37
<b>Please also rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Sense of civic/community pride	Similar	52%	27	35	26
	Neighborliness of residents in Maplewood	Similar	56%	199	268	26
	Opportunities to participate in social events and activiti..	Similar	45%	231	272	16
	Opportunities to attend special events and festivals	Lower	45%	270	290	8
	Opportunities to volunteer	Lower	53%	260	275	6
	Opportunities to participate in community matters	Similar	51%	250	281	12
	Openness and acceptance of the community toward peo..	Similar	65%	126	301	59
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Maplewood (in-person, phone, em..	Similar	43%	187	336	45
	Contacted Maplewood elected officials (in-person, phon..	Similar	11%	249	267	8
	Attended a local public meeting (of local elected official..	Similar	15%	222	272	19
	Watched (online or on television) a local public meeting	Similar	20%	157	243	36
	Volunteered your time to some group/activity in Maple..	Much lower	15%	272	274	2
	Campaigned or advocated for a local issue, cause or can..	Lower	11%	249	254	3
	Voted in your most recent local election	Similar	78%	11	35	70
	Used bus, rail, subway or other public transportation in..	Similar	21%	98	227	58
	Carpooled with other adults or children instead of drivin..	Similar	39%	173	259	34
	Walked or biked instead of driving	Similar	57%	134	267	51
<b>Please rate the quality of each of the following services in Maplewood.</b>	Public information services	Similar	67%	150	288	49
	Economic development	Similar	55%	138	287	53
	Traffic enforcement	Similar	68%	202	360	45
	Traffic signal timing	Similar	70%	37	272	87
	Street repair	Similar	48%	177	355	51
	Street cleaning	Similar	67%	129	311	59
	Street lighting	Similar	64%	178	332	47
	Snow removal	Similar	72%	135	274	51
	Sidewalk maintenance	Similar	68%	75	312	77
	Bus or transit services	Similar	69%	65	241	74
	Land use, planning and zoning	Similar	58%	88	302	71
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	53%	174	370	54
	Affordable high-speed internet access	Similar	59%	13	32	61
	Garbage collection	Similar	88%	138	339	60
	Drinking water	Higher	86%	47	305	85
	Sewer services	Similar	90%	35	308	89
	Storm water management (storm drainage, dams, levee..	Higher	85%	39	332	89
	Power (electric and/or gas) utility	Similar	83%	76	196	62
	Utility billing	Similar	79%	80	240	67
	Police services	Similar	75%	299	426	30
	Crime prevention	Similar	61%	256	356	29

	Animal control	Similar	82%	68	322	79
	Ambulance or emergency medical services	Similar	90%	239	327	28
	Fire services	Similar	92%	249	366	33
	Fire prevention and education	Similar	82%	166	289	43
	Emergency preparedness (services that prepare the co..	Similar	79%	57	283	80
	Preservation of natural areas (open space, farmlands an..	Similar	77%	44	261	84
	Maplewood open space	Similar	75%	61	251	76
	Recycling	Similar	91%	58	344	84
	Yard waste pick-up	Similar	75%	172	272	37
<b>Please also rate the quality of each of the following services in Maplewood.</b>	City parks	Similar	85%	152	316	53
	Recreation programs or classes	Similar	75%	131	316	59
	Recreation centers or facilities	Similar	79%	95	284	67
	Health services	Higher	89%	33	234	86
	Public library services	Similar	92%	134	323	59
	Overall customer service by Maplewood employees (poli..	Similar	81%	154	378	60
<b>Please rate the following categories of Maplewood government performance.</b>	The value of services for the taxes paid to Maplewood	Similar	55%	208	389	47
	The overall direction that Maplewood is taking	Similar	55%	206	323	37
	The job Maplewood government does at welcoming resi..	Similar	45%	242	325	26
	Overall confidence in Maplewood government	Similar	51%	158	279	44
	Generally acting in the best interest of the community	Similar	58%	128	281	55
	Being honest	Similar	60%	145	272	47
	Being open and transparent to the public	Similar	54%	22	35	39
	Informing residents about issues facing the community	Similar	52%	28	41	34
	Treating all residents fairly	Similar	61%	117	277	58
	Treating residents with respect	Similar	68%	18	35	51
	<b>Overall, how would you rate the quality of the s..</b>	The City of Maplewood	Similar	72%	283	400
The Federal Government		Similar	38%	180	260	32
<b>Please rate how important, if at all, you think it is for the Maplewood community to focus on each of the following in the coming two years.</b>	Overall economic health of Maplewood	Similar	88%	184	256	28
	Overall quality of the transportation system (auto, bicy..	Lower	70%	218	256	15
	Overall design or layout of Maplewood's residential and..	Lower	65%	249	256	3
	Overall quality of the utility infrastructure in Maplewoo..	Lower	78%	36	35	1
	Overall feeling of safety in Maplewood	Similar	88%	102	256	61
	Overall quality of natural environment in Maplewood	Similar	83%	133	256	48
	Overall quality of parks and recreation opportunities	Similar	80%	22	35	39
	Overall health and wellness opportunities in Maplewood	Similar	74%	148	255	42
	Overall opportunities for education, culture and the arts	Lower	70%	222	256	13
	Residents' connection and engagement with their com..	Lower	66%	247	256	4
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, l..	Similar	93%	20	35	45
	Access the internet from your cell phone	Similar	87%	35	35	3
	Visit social media sites such as Facebook, Twitter, What..	Similar	75%	33	35	9
	Use or check email	Similar	94%	29	35	20
	Share your opinions online	Similar	32%	18	35	51
	Shop online	Similar	46%	29	35	20
	Would you say that in general your health is:	Similar	59%	159	261	40
What impact, if any, do you think the economy will have ..	Lower	15%	259	266	3	










































## Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

<b>Please rate each of the following aspects of quality of life in Maplewood.</b>	Maplewood as a place to live	Excellent		21%
		Good		62%
		Fair		15%
		Poor		2%
Your neighborhood as a place to live	Excellent		29%	
	Good		56%	
	Fair		13%	
	Poor		2%	
Maplewood as a place to raise children	Excellent		21%	
	Good		52%	
	Fair		22%	
	Poor		4%	
Maplewood as a place to work	Excellent		18%	
	Good		42%	
	Fair		34%	
	Poor		5%	
Maplewood as a place to visit	Excellent		13%	
	Good		42%	
	Fair		38%	
	Poor		7%	
Maplewood as a place to retire	Excellent		19%	
	Good		43%	
	Fair		29%	
	Poor		9%	
The overall quality of life in Maplewood	Excellent		14%	
	Good		60%	
	Fair		23%	
	Poor		3%	
Sense of community	Excellent		8%	
	Good		40%	
	Fair		41%	
	Poor		11%	
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Overall economic health of Maplewood	Excellent		6%
		Good		51%
		Fair		34%
		Poor		9%
Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	Excellent		16%	

<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	Good		50%
		Fair		26%
		Poor		8%
Overall design or layout of Maplewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		10%	
	Good		58%	
	Fair		27%	
	Poor		6%	
Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas)	Excellent		17%	
	Good		66%	
	Fair		12%	
	Poor		4%	
Overall feeling of safety in Maplewood	Excellent		16%	
	Good		48%	
	Fair		28%	
	Poor		8%	
Overall quality of natural environment in Maplewood	Excellent		27%	
	Good		52%	
	Fair		18%	
	Poor		2%	
Overall quality of parks and recreation opportunities	Excellent		26%	
	Good		55%	
	Fair		16%	
	Poor		3%	
Overall health and wellness opportunities in Maplewood	Excellent		16%	
	Good		57%	
	Fair		22%	
	Poor		5%	
Overall opportunities for education, culture and the arts	Excellent		13%	
	Good		42%	
	Fair		32%	
	Poor		13%	
Residents' connection and engagement with their community	Excellent		6%	
	Good		37%	
	Fair		42%	
	Poor		16%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Maplewood to someone who asks	Very likely		30%
		Somewhat likely		52%
		Somewhat unlikely		12%
		Very unlikely		5%
		Remain in Maplewood for the next five years	Very likely	
Somewhat likely			32%	









































<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Remain in Maplewood for the next five years	Somewhat unlikely		15%
		Very unlikely		8%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		60%
		Somewhat safe		30%
		Neither safe nor unsafe		4%
		Somewhat unsafe		5%
		Very unsafe		1%
	In Maplewood's downtown/commercial area during the day	Very safe		32%
		Somewhat safe		50%
		Neither safe nor unsafe		10%
		Somewhat unsafe		6%
		Very unsafe		3%
	From property crime	Very safe		16%
		Somewhat safe		50%
		Neither safe nor unsafe		13%
		Somewhat unsafe		15%
		Very unsafe		6%
	From violent crime	Very safe		31%
		Somewhat safe		48%
		Neither safe nor unsafe		9%
		Somewhat unsafe		8%
Very unsafe			3%	
From fire, flood or other natural disaster	Very safe		61%	
	Somewhat safe		32%	
	Neither safe nor unsafe		6%	
	Very unsafe		0%	
<b>Please rate the job you feel the Maplewood community does at each of the following.</b>	Making all residents feel welcome	Excellent		14%
		Good		50%
		Fair		26%
		Poor		11%
	Attracting people from diverse backgrounds	Excellent		21%
		Good		48%
		Fair		25%
		Poor		6%
	Valuing/respecting residents from diverse backgrounds	Excellent		19%
		Good		49%
		Fair		25%
		Poor		7%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		11%
		Good		55%
		Fair		29%










































<b>Please rate the job you feel the Maplewood community does at each of the following.</b>	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Poor		4%
	<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Overall quality of business and service establishments in Maplewood	Excellent	
Good				60%
Fair				26%
Poor				5%
Variety of business and service establishments in Maplewood		Excellent		14%
		Good		53%
		Fair		23%
		Poor		9%
Vibrancy of downtown/commercial area		Excellent		5%
		Good		33%
	Fair		40%	
	Poor		22%	
Employment opportunities	Excellent		9%	
	Good		35%	
	Fair		44%	
	Poor		12%	
Shopping opportunities	Excellent		20%	
	Good		42%	
	Fair		29%	
	Poor		10%	
Cost of living in Maplewood	Excellent		8%	
	Good		41%	
	Fair		42%	
	Poor		9%	
Overall image or reputation of Maplewood	Excellent		9%	
	Good		49%	
	Fair		34%	
	Poor		8%	
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Traffic flow on major streets	Excellent		10%
		Good		59%
		Fair		25%
		Poor		5%
	Ease of public parking	Excellent		23%
		Good		57%
		Fair		15%
		Poor		5%
	Ease of travel by car in Maplewood	Excellent		27%
		Good		58%
Fair			13%	
Poor			2%	









































Please rate each of the following characteristics as they relate to Maplewood as a whole.

Ease of travel by public transportation in Maplewood	Excellent		10%
	Good		45%
	Fair		27%
	Poor		18%
Ease of travel by bicycle in Maplewood	Excellent		17%
	Good		52%
	Fair		22%
	Poor		9%
Ease of walking in Maplewood	Excellent		19%
	Good		48%
	Fair		23%
	Poor		10%
Well-planned residential growth	Excellent		10%
	Good		43%
	Fair		34%
	Poor		13%
Well-planned commercial growth	Excellent		10%
	Good		33%
	Fair		39%
	Poor		18%
Well-designed neighborhoods	Excellent		11%
	Good		44%
	Fair		40%
	Poor		5%
Preservation of the historical or cultural character of the community	Excellent		13%
	Good		47%
	Fair		34%
	Poor		6%
Public places where people want to spend time	Excellent		14%
	Good		40%
	Fair		32%
	Poor		14%
Variety of housing options	Excellent		14%
	Good		54%
	Fair		24%
	Poor		7%
Availability of affordable quality housing	Excellent		10%
	Good		46%
	Fair		29%
	Poor		15%
Overall quality of new development in Maplewood	Excellent		7%












































Please rate each of the following characteristics as they relate to Maplewood as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
Overall quality of new development in Maplewood		Good		48%
		Fair		34%
		Poor		11%
Overall appearance of Maplewood		Excellent		10%
		Good		59%
		Fair		27%
		Poor		4%
Cleanliness of Maplewood		Excellent		13%
		Good		58%
		Fair		23%
		Poor		5%
Water resources (beaches, lakes, ponds, riverways, etc.)		Excellent		16%
		Good		53%
		Fair		27%
		Poor		4%
Air quality		Excellent		22%
		Good		67%
		Fair		10%
		Poor		1%
Availability of paths and walking trails		Excellent		34%
		Good		48%
		Fair		12%
		Poor		5%
Fitness opportunities (including exercise classes and paths or trails, etc.)		Excellent		24%
		Good		56%
		Fair		15%
		Poor		5%
Recreational opportunities		Excellent		16%
		Good		53%
		Fair		25%
		Poor		6%
Availability of affordable quality food		Excellent		14%
		Good		59%
		Fair		22%
		Poor		4%
Availability of affordable quality health care		Excellent		19%
		Good		61%
		Fair		17%
		Poor		4%
Availability of preventive health services		Excellent		17%
		Good		58%








































<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Availability of preventive health services	Fair		24%
		Poor		1%
	Availability of affordable quality mental health care	Excellent		13%
		Good		47%
		Fair		30%
		Poor		10%
	Opportunities to attend cultural/arts/music activities	Excellent		8%
		Good		38%
		Fair		37%
		Poor		16%
Community support for the arts	Excellent		8%	
	Good		38%	
	Fair		39%	
	Poor		15%	
Availability of affordable quality childcare/preschool	Excellent		17%	
	Good		40%	
	Fair		29%	
	Poor		14%	
K-12 education	Excellent		14%	
	Good		39%	
	Fair		29%	
	Poor		18%	
Adult educational opportunities	Excellent		9%	
	Good		44%	
	Fair		34%	
	Poor		12%	
<b>Please also rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Sense of civic/community pride	Excellent		8%
		Good		43%
		Fair		34%
		Poor		14%
	Neighborliness of residents in Maplewood	Excellent		11%
		Good		44%
		Fair		36%
		Poor		9%
	Opportunities to participate in social events and activities	Excellent		9%
		Good		36%
Fair			43%	
Poor			12%	
Opportunities to attend special events and festivals	Excellent		9%	
	Good		35%	
	Fair		40%	










































<b>Please also rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Opportunities to attend special events and festivals	Poor		15%	
	Opportunities to volunteer	Excellent		11%	
		Good		42%	
		Fair		35%	
		Poor		12%	
	Opportunities to participate in community matters	Excellent		10%	
		Good		41%	
		Fair		33%	
		Poor		16%	
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		15%	
		Good		50%	
		Fair		26%	
		Poor		9%	
	<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Maplewood (in-person, phone, email or web) for help or information	No		57%
			Yes		43%
		Contacted Maplewood elected officials (in-person, phone, email or web) to express your opinion	No		89%
Yes				11%	
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..		No		85%	
		Yes		15%	
Watched (online or on television) a local public meeting		No		80%	
		Yes		20%	
Volunteered your time to some group/activity in Maplewood		No		85%	
		Yes		15%	
Campaigned or advocated for a local issue, cause or candidate		No		89%	
		Yes		11%	
Voted in your most recent local election		No		22%	
		Yes		78%	
Used bus, rail, subway or other public transportation instead of driving		No		79%	
		Yes		21%	
Carpooled with other adults or children instead of driving alone		No		61%	
		Yes		39%	
Walked or biked instead of driving		No		44%	
		Yes		56%	
<b>Please rate the quality of each of the following services in Maplewood.</b>	Public information services	Excellent		16%	
		Good		51%	
		Fair		28%	
		Poor		5%	
	Economic development	Excellent		7%	
		Good		48%	
		Fair		41%	
		Poor		5%	









































Please rate the quality of each of the following services in Maplewood.

Traffic enforcement	Excellent		9%
	Good		58%
	Fair		23%
	Poor		10%
Traffic signal timing	Excellent		9%
	Good		60%
	Fair		22%
	Poor		8%
Street repair	Excellent		9%
	Good		39%
	Fair		34%
	Poor		18%
Street cleaning	Excellent		17%
	Good		49%
	Fair		27%
	Poor		7%
Street lighting	Excellent		11%
	Good		53%
	Fair		23%
	Poor		13%
Snow removal	Excellent		16%
	Good		55%
	Fair		19%
	Poor		10%
Sidewalk maintenance	Excellent		14%
	Good		53%
	Fair		27%
	Poor		6%
Bus or transit services	Excellent		13%
	Good		56%
	Fair		18%
	Poor		13%
Land use, planning and zoning	Excellent		7%
	Good		50%
	Fair		31%
	Poor		11%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		12%
	Good		40%
	Fair		27%
	Poor		21%
Affordable high-speed internet access	Excellent		13%

Please rate the quality of each of the following services in Maplewood.	Service	Rating	Percentage	
			Bar	Value
Affordable high-speed internet access		Good		45%
		Fair		29%
		Poor		12%
Garbage collection		Excellent		34%
		Good		54%
		Fair		9%
		Poor		3%
Drinking water		Excellent		35%
		Good		51%
		Fair		12%
		Poor		2%
Sewer services		Excellent		32%
		Good		58%
		Fair		8%
		Poor		2%
Storm water management (storm drainage, dams, levees, etc.)		Excellent		21%
		Good		64%
		Fair		12%
		Poor		3%
Power (electric and/or gas) utility		Excellent		26%
		Good		57%
		Fair		16%
		Poor		2%
Utility billing		Excellent		17%
		Good		61%
		Fair		19%
		Poor		2%
Police services		Excellent		25%
		Good		50%
		Fair		19%
		Poor		5%
Crime prevention		Excellent		15%
		Good		46%
		Fair		27%
		Poor		12%
Animal control		Excellent		16%
		Good		65%
		Fair		13%
		Poor		6%
Ambulance or emergency medical services		Excellent		29%
		Good		61%

Please rate the quality of each of the following services in Maplewood.	Ambulance or emergency medical services	Fair		8%
		Poor		3%
	Fire services	Excellent		33%
		Good		58%
		Fair		7%
		Poor		2%
	Fire prevention and education	Excellent		22%
		Good		60%
		Fair		15%
		Poor		3%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		20%
		Good		59%
		Fair		18%
		Poor		4%
	Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		18%
		Good		58%
		Fair		19%
		Poor		4%
	Maplewood open space	Excellent		16%
Good			59%	
Fair			19%	
Poor			6%	
Recycling	Excellent		33%	
	Good		57%	
	Fair		7%	
	Poor		2%	
Yard waste pick-up	Excellent		22%	
	Good		53%	
	Fair		16%	
	Poor		9%	
Please also rate the quality of each of the following services in Maplewood.	City parks	Excellent		29%
		Good		56%
		Fair		13%
		Poor		2%
	Recreation programs or classes	Excellent		19%
		Good		55%
		Fair		23%
		Poor		2%
	Recreation centers or facilities	Excellent		20%
		Good		58%
		Fair		19%










































<b>Please also rate the quality of each of the following services in Maplewood.</b>	Recreation centers or facilities	Poor		2%	
	Health services	Excellent		22%	
		Good		66%	
		Fair		11%	
		Poor		1%	
	Public library services	Excellent		35%	
		Good		56%	
		Fair		7%	
		Poor		2%	
	Overall customer service by Maplewood employees (police, receptionists, planners, etc.)	Excellent		24%	
		Good		57%	
		Fair		15%	
		Poor		4%	
	<b>Please rate the following categories of Maplewood government performance.</b>	The value of services for the taxes paid to Maplewood	Excellent		6%
			Good		48%
			Fair		32%
Poor				14%	
The overall direction that Maplewood is taking		Excellent		9%	
		Good		47%	
		Fair		31%	
		Poor		14%	
The job Maplewood government does at welcoming resident involvement		Excellent		10%	
		Good		34%	
		Fair		32%	
		Poor		23%	
Overall confidence in Maplewood government		Excellent		7%	
		Good		44%	
		Fair		37%	
		Poor		12%	
Generally acting in the best interest of the community	Excellent		10%		
	Good		48%		
	Fair		34%		
	Poor		9%		
Being honest	Excellent		11%		
	Good		49%		
	Fair		28%		
	Poor		13%		
Being open and transparent to the public	Excellent		11%		
	Good		43%		
	Fair		28%		
	Poor		18%		

<b>Please rate the following categories of Maplewood government performance.</b>	Informing residents about issues facing the community	Excellent		6%
		Good		45%
		Fair		30%
		Poor		18%
	Treating all residents fairly	Excellent		15%
		Good		46%
		Fair		28%
		Poor		11%
	Treating residents with respect	Excellent		15%
		Good		53%
		Fair		27%
		Poor		5%
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Maplewood	Excellent		9%
		Good		63%
		Fair		21%
		Poor		7%
	The Federal Government	Excellent		4%
		Good		34%
		Fair		39%
		Poor		24%
<b>Please rate how important, if at all, you think it is for the Maplewood community to focus on each of the following in the coming two years.</b>	Overall economic health of Maplewood	Essential		43%
		Very important		45%
		Somewhat important		11%
		Not at all important		1%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	Essential		25%
		Very important		44%
		Somewhat important		26%
		Not at all important		5%
	Overall design or layout of Maplewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		20%
		Very important		44%
		Somewhat important		31%
		Not at all important		5%
	Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas)	Essential		35%
		Very important		42%
		Somewhat important		20%
		Not at all important		3%
	Overall feeling of safety in Maplewood	Essential		60%
		Very important		28%
		Somewhat important		10%
		Not at all important		2%
Overall quality of natural environment in Maplewood	Essential		35%	



Please rate how important, if at all, you think it is for the Maplewood community to focus on each of the following in the coming two years.	Overall quality of natural environment in Maplewood	Very important		47%
		Somewhat important		16%
		Not at all important		2%
	Overall quality of parks and recreation opportunities	Essential		27%
		Very important		53%
		Somewhat important		19%
		Not at all important		1%
	Overall health and wellness opportunities in Maplewood	Essential		28%
		Very important		46%
		Somewhat important		24%
		Not at all important		3%
	Overall opportunities for education, culture and the arts	Essential		27%
		Very important		42%
Somewhat important			28%	
Not at all important			3%	
Residents' connection and engagement with their community	Essential		22%	
	Very important		43%	
	Somewhat important		30%	
	Not at all important		4%	
Currently, recreational programs (sports leagues and classes) and nature center educational events are paid for partly from the City's general fund and partly from participant fees. Participant/attendee fees cover about 50% for recreational programs and about 10% for nature center events. Both the natur..	Keep the current funding ..		31%	
	Increase participant fees		26%	
	Create cost sharing partn..		38%	
	Completely outsource/pri..		5%	
Have you ever participated in a public safety outreach event, such as Coffee with a Cop, Senior Road Show, Touch a Truck, or City-sponsored outin..	No		78%	
	Yes		22%	
If you have participated in a public safety outreach event, please rate your experience with Maplewood's Public Safety Department outreach events.	Excellent		44%	
	Good		49%	
	Fair		5%	
	Poor		2%	
We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Household member(s) have or had tested positive for COVID-19	Major problem		4%
		Moderate problem		4%
		Minor problem		5%
		Not a problem		86%
	Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	Major problem		3%
		Moderate problem		4%
		Minor problem		11%
		Not a problem		82%
	Loss of employment/ income	Major problem		11%
		Moderate problem		9%
		Minor problem		16%
		Not a problem		64%


We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.			
Access to technology to perform online work/school	Major problem	4%	
	Moderate problem	7%	
	Minor problem	6%	
	Not a problem	83%	
Helping my children with online schooling	Major problem	7%	
	Moderate problem	20%	
	Minor problem	13%	
	Not a problem	60%	
Providing emotional, financial, or other support for extended family	Major problem	7%	
	Moderate problem	14%	
	Minor problem	22%	
	Not a problem	57%	
Trouble paying for food or housing	Major problem	5%	
	Moderate problem	6%	
	Minor problem	12%	
	Not a problem	76%	
Access to recreation/exercise opportunities	Major problem	7%	
	Moderate problem	11%	
	Minor problem	24%	
	Not a problem	58%	
Feeling alone, isolated, anxious, or nervous	Major problem	7%	
	Moderate problem	17%	
	Minor problem	29%	
	Not a problem	47%	
Issues of domestic violence/personal safety	Major problem	1%	
	Moderate problem	2%	
	Minor problem	4%	
	Not a problem	93%	
Not knowing when pandemic will end/not feeling in control	Major problem	17%	
	Moderate problem	28%	
	Minor problem	26%	
	Not a problem	30%	
Lack of childcare/supervision	Major problem	8%	
	Moderate problem	6%	
	Minor problem	11%	
	Not a problem	76%	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day	80%
		Once a day	9%
		A few times a week	4%
		Every few weeks	1%
		Less often or never	5%









































In general, how many times do you:	Access the internet from your cell phone	Several times a day		78%
		Once a day		4%
		A few times a week		5%
		Every few weeks		3%
		Less often or never		10%
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.		Several times a day		57%
		Once a day		12%
		A few times a week		6%
		Every few weeks		4%
		Less often or never		21%
Use or check email		Several times a day		69%
		Once a day		18%
		A few times a week		6%
		Every few weeks		3%
		Less often or never		4%
Share your opinions online		Several times a day		13%
		Once a day		7%
		A few times a week		12%
		Every few weeks		18%
		Less often or never		50%
Shop online		Several times a day		9%
		Once a day		9%
		A few times a week		29%
		Every few weeks		36%
		Less often or never		18%
Would you say that in general your health is:		Excellent		20%
		Good		34%
		Very good		39%
		Fair		7%
		Poor		1%
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		4%
		Somewhat positive		11%
		Neutral		53%
		Somewhat negative		26%
		Very negative		6%
How many years have you lived in Maplewood?		Less than 2 years		22%
		2-5 years		23%
		6-10 years		15%
		11-20 years		19%
		More than 20 years		22%
About how much is your monthly housing cost	Less than \$500		7%	

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)?	\$500 to \$999		15%
	\$1,000 to \$1,499		32%
	\$1,500 to \$1,999		26%
	\$2,000 to \$2,499		12%
	\$2,500 to \$2,999		4%
	\$3,000 to \$3,499		2%
	\$3,500 or more		2%
	Do any children 17 or under live in your household?	No	
Yes			36%
Are you or any other members of your household aged 65 or older?	No		70%
	Yes		30%
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		10%
	\$25,000 to \$49,999		21%
	\$50,000 to \$74,999		20%
	\$75,000 to \$99,999		22%
	\$100,000 to \$149,999		16%
	\$150,000 or more		12%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		95%
	Yes, I consider myself to be...		5%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska...		1%
	Asian, Asian Indian or Pac...		12%
	Black or African American		5%
	Other		6%
	White		81%
In which category is your age?	18-24 years		2%
	25-34 years		27%
	35-44 years		17%
	45-54 years		15%
	55-64 years		13%
	65-74 years		15%
	75 years or older		11%
What is your gender?	Female		52%
	Male		47%
	Identify in another way		1%
Which best describes the building you live in?	One family house detache...		60%
	Building with two or more...		36%
	Mobile home		2%
	Other		1%
Do you rent or own your home?	Rent		29%
	Own		71%



















## Complete set of frequencies (open participation)

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. 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.

<b>Please rate each of the following aspects of quality of life in Maplewood.</b>	Maplewood as a place to live	Excellent		13%
		Good		66%
		Fair		18%
		Poor		3%
Your neighborhood as a place to live	Excellent		41%	
	Good		46%	
	Fair		10%	
	Poor		3%	
Maplewood as a place to raise children	Excellent		17%	
	Good		60%	
	Fair		13%	
	Poor		10%	
Maplewood as a place to work	Excellent		19%	
	Good		48%	
	Fair		24%	
	Poor		10%	
Maplewood as a place to visit	Excellent		6%	
	Good		26%	
	Fair		65%	
	Poor		3%	
Maplewood as a place to retire	Excellent		3%	
	Good		43%	
	Fair		43%	
	Poor		10%	
The overall quality of life in Maplewood	Excellent		10%	
	Good		62%	
	Fair		23%	
	Poor		5%	
Sense of community	Excellent		5%	
	Good		34%	
	Fair		37%	
	Poor		24%	
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Overall economic health of Maplewood	Excellent		3%
		Good		56%
		Fair		38%
		Poor		3%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	Excellent		5%

<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	Good		47%
		Fair		39%
		Poor		8%
Overall design or layout of Maplewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		5%	
	Good		59%	
	Fair		22%	
	Poor		14%	
Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas)	Excellent		17%	
	Good		63%	
	Fair		17%	
	Poor		3%	
Overall feeling of safety in Maplewood	Excellent		11%	
	Good		32%	
	Fair		46%	
	Poor		11%	
Overall quality of natural environment in Maplewood	Excellent		18%	
	Good		67%	
	Fair		5%	
	Poor		10%	
Overall quality of parks and recreation opportunities	Excellent		21%	
	Good		61%	
	Fair		8%	
	Poor		11%	
Overall health and wellness opportunities in Maplewood	Excellent		12%	
	Good		71%	
	Fair		12%	
	Poor		6%	
Overall opportunities for education, culture and the arts	Excellent		5%	
	Good		38%	
	Fair		49%	
	Poor		8%	
Residents' connection and engagement with their community	Excellent		3%	
	Good		24%	
	Fair		47%	
	Poor		26%	
<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Recommend living in Maplewood to someone who asks	Very likely		16%
		Somewhat likely		49%
		Somewhat unlikely		16%
		Very unlikely		19%
		Remain in Maplewood for the next five years	Very likely	
Somewhat likely			24%	

<b>Please indicate how likely or unlikely you are to do each of the following.</b>	Remain in Maplewood for the next five years	Somewhat unlikely		11%
		Very unlikely		11%
<b>Please rate how safe or unsafe you feel:</b>	In your neighborhood during the day	Very safe		59%
		Somewhat safe		26%
		Neither safe nor unsafe		5%
		Somewhat unsafe		10%
	In Maplewood's downtown/commercial area during the day	Very safe		32%
		Somewhat safe		35%
		Neither safe nor unsafe		24%
		Somewhat unsafe		5%
		Very unsafe		3%
	From property crime	Very safe		8%
		Somewhat safe		41%
		Neither safe nor unsafe		13%
		Somewhat unsafe		31%
		Very unsafe		8%
	From violent crime	Very safe		24%
		Somewhat safe		43%
Neither safe nor unsafe			19%	
Somewhat unsafe			11%	
Very unsafe			3%	
From fire, flood or other natural disaster	Very safe		45%	
	Somewhat safe		50%	
	Neither safe nor unsafe		3%	
	Very unsafe		3%	
<b>Please rate the job you feel the Maplewood community does at each of the following.</b>	Making all residents feel welcome	Excellent		17%
		Good		34%
		Fair		31%
		Poor		17%
	Attracting people from diverse backgrounds	Excellent		29%
		Good		46%
		Fair		23%
		Poor		3%
	Valuing/respecting residents from diverse backgrounds	Excellent		30%
		Good		48%
		Fair		15%
		Poor		6%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		7%
		Good		52%
		Fair		28%
		Poor		14%

<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Overall quality of business and service establishments in Maplewood	Excellent		13%
		Good		63%
		Fair		21%
		Poor		3%
	Variety of business and service establishments in Maplewood	Excellent		18%
		Good		53%
		Fair		26%
		Poor		3%
	Vibrancy of downtown/commercial area	Good		21%
		Fair		58%
		Poor		21%
	Employment opportunities	Excellent		5%
		Good		42%
Fair			47%	
Poor			5%	
Shopping opportunities	Excellent		14%	
	Good		51%	
	Fair		32%	
	Poor		3%	
Cost of living in Maplewood	Excellent		5%	
	Good		44%	
	Fair		41%	
	Poor		10%	
Overall image or reputation of Maplewood	Good		37%	
	Fair		53%	
	Poor		11%	
<b>Please rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Traffic flow on major streets	Excellent		8%
		Good		76%
		Fair		13%
		Poor		3%
	Ease of public parking	Excellent		20%
		Good		66%
		Fair		14%
	Ease of travel by car in Maplewood	Excellent		24%
		Good		65%
		Fair		11%
	Ease of travel by public transportation in Maplewood	Excellent		9%
		Good		41%
		Fair		27%
		Poor		23%
	Ease of travel by bicycle in Maplewood	Excellent		12%












































Please rate each of the following characteristics as they relate to Maplewood as a whole.

Ease of travel by bicycle in Maplewood	Good		61%
	Fair		12%
	Poor		15%
Ease of walking in Maplewood	Excellent		19%
	Good		41%
	Fair		22%
	Poor		19%
Well-planned residential growth	Good		57%
	Fair		22%
	Poor		22%
Well-planned commercial growth	Excellent		4%
	Good		50%
	Fair		35%
	Poor		12%
Well-designed neighborhoods	Excellent		3%
	Good		56%
	Fair		31%
	Poor		9%
Preservation of the historical or cultural character of the community	Excellent		6%
	Good		45%
	Fair		26%
	Poor		23%
Public places where people want to spend time	Excellent		5%
	Good		42%
	Fair		39%
	Poor		13%
Variety of housing options	Excellent		17%
	Good		66%
	Fair		14%
	Poor		3%
Availability of affordable quality housing	Excellent		4%
	Good		61%
	Fair		21%
	Poor		14%
Overall quality of new development in Maplewood	Excellent		9%
	Good		44%
	Fair		38%
	Poor		9%
Overall appearance of Maplewood	Excellent		3%
	Good		53%
	Fair		37%

Please rate each of the following characteristics as they relate to Maplewood as a whole.	Characteristic	Rating	Percentage	
			Bar	Value
	Overall appearance of Maplewood	Poor		8%
	Cleanliness of Maplewood	Excellent		18%
		Good		53%
		Fair		21%
		Poor		8%
	Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		18%
		Good		55%
		Fair		24%
		Poor		3%
	Air quality	Excellent		31%
		Good		56%
		Fair		8%
		Poor		6%
Availability of paths and walking trails	Excellent		34%	
	Good		45%	
	Fair		8%	
	Poor		13%	
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		24%	
	Good		46%	
	Fair		22%	
	Poor		8%	
Recreational opportunities	Excellent		8%	
	Good		61%	
	Fair		21%	
	Poor		11%	
Availability of affordable quality food	Excellent		19%	
	Good		53%	
	Fair		28%	
Availability of affordable quality health care	Excellent		26%	
	Good		56%	
	Fair		15%	
	Poor		3%	
Availability of preventive health services	Excellent		22%	
	Good		69%	
	Fair		9%	
Availability of affordable quality mental health care	Excellent		16%	
	Good		47%	
	Fair		26%	
	Poor		11%	
Opportunities to attend cultural/arts/music activities	Excellent		3%	
	Good		28%	










































Please rate each of the following characteristics as they relate to Maplewood as a whole.	Opportunities to attend cultural/arts/music activities	Fair		53%
		Poor		16%
	Community support for the arts	Excellent		4%
		Good		38%
		Fair		46%
		Poor		13%
	Availability of affordable quality childcare/preschool	Excellent		13%
		Good		56%
		Fair		25%
		Poor		6%
	K-12 education	Excellent		12%
		Good		58%
		Fair		23%
		Poor		8%
	Adult educational opportunities	Excellent		4%
		Good		58%
Fair			19%	
Poor			19%	
Please also rate each of the following characteristics as they relate to Maplewood as a whole.	Sense of civic/community pride	Excellent		3%
		Good		31%
		Fair		44%
		Poor		22%
	Neighborliness of residents in Maplewood	Excellent		14%
		Good		36%
		Fair		28%
		Poor		22%
	Opportunities to participate in social events and activities	Excellent		9%
		Good		31%
		Fair		46%
		Poor		14%
Opportunities to attend special events and festivals	Excellent		12%	
	Good		26%	
	Fair		44%	
	Poor		18%	
Opportunities to volunteer	Excellent		9%	
	Good		52%	
	Fair		30%	
	Poor		9%	
Opportunities to participate in community matters	Excellent		6%	
	Good		36%	
	Fair		36%	










































<b>Please also rate each of the following characteristics as they relate to Maplewood as a whole.</b>	Opportunities to participate in community matters	Poor		21%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		18%
		Good		45%
		Fair		27%
		Poor		9%
<b>Please indicate whether or not you have done each of the following in the last 12 months.</b>	Contacted the City of Maplewood (in-person, phone, email or web) for help or information	No		32%
		Yes		68%
	Contacted Maplewood elected officials (in-person, phone, email or web) to express your opinion	No		62%
		Yes		38%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		79%
		Yes		21%
	Watched (online or on television) a local public meeting	No		62%
		Yes		38%
	Volunteered your time to some group/activity in Maplewood	No		63%
		Yes		37%
	Campaigned or advocated for a local issue, cause or candidate	No		69%
		Yes		31%
	Voted in your most recent local election	No		15%
		Yes		85%
	Used bus, rail, subway or other public transportation instead of driving	No		85%
		Yes		15%
	Carpooled with other adults or children instead of driving alone	No		62%
		Yes		38%
	Walked or biked instead of driving	No		26%
		Yes		74%
<b>Please rate the quality of each of the following services in Maplewood.</b>	Public information services	Excellent		13%
		Good		47%
		Fair		29%
		Poor		11%
	Economic development	Excellent		10%
		Good		48%
		Fair		28%
		Poor		14%
	Traffic enforcement	Excellent		6%
		Good		56%
		Fair		31%
		Poor		8%
	Traffic signal timing	Excellent		3%
		Good		70%
		Fair		22%
		Poor		5%










































Please rate the quality of each of the following services in Maplewood.

Street repair	Excellent		8%
	Good		33%
	Fair		41%
	Poor		18%
Street cleaning	Excellent		16%
	Good		68%
	Fair		11%
	Poor		5%
Street lighting	Excellent		13%
	Good		58%
	Fair		24%
	Poor		5%
Snow removal	Excellent		37%
	Good		37%
	Fair		16%
	Poor		11%
Sidewalk maintenance	Excellent		14%
	Good		45%
	Fair		17%
	Poor		24%
Bus or transit services	Excellent		14%
	Good		52%
	Fair		24%
	Poor		10%
Land use, planning and zoning	Excellent		7%
	Good		52%
	Fair		30%
	Poor		11%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		13%
	Good		27%
	Fair		30%
	Poor		30%
Affordable high-speed internet access	Excellent		6%
	Good		54%
	Fair		23%
	Poor		17%
Garbage collection	Excellent		42%
	Good		33%
	Fair		22%
	Poor		3%
Drinking water	Excellent		36%

Please rate the quality of each of the following services in Maplewood.

Drinking water	Good		42%
	Fair		19%
	Poor		3%
Sewer services	Excellent		29%
	Good		57%
	Fair		14%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		26%
	Good		63%
	Fair		11%
Power (electric and/or gas) utility	Excellent		26%
	Good		55%
	Fair		8%
	Poor		11%
Utility billing	Excellent		16%
	Good		68%
	Fair		14%
	Poor		3%
Police services	Excellent		28%
	Good		50%
	Fair		19%
	Poor		3%
Crime prevention	Excellent		17%
	Good		39%
	Fair		28%
	Poor		17%
Animal control	Excellent		24%
	Good		48%
	Fair		19%
	Poor		10%
Ambulance or emergency medical services	Excellent		28%
	Good		64%
	Fair		8%
Fire services	Excellent		39%
	Good		50%
	Fair		7%
	Poor		4%
Fire prevention and education	Excellent		14%
	Good		71%
	Fair		14%
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		17%
	Good		67%

<b>Please rate the quality of each of the following services in Maplewood.</b>	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Fair		17%
	Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		16%
		Good		46%
		Fair		30%
		Poor		8%
	Maplewood open space	Excellent		14%
		Good		57%
		Fair		23%
		Poor		6%
	Recycling	Excellent		53%
		Good		39%
		Fair		8%
	Yard waste pick-up	Excellent		27%
		Good		62%
		Fair		8%
		Poor		4%
<b>Please also rate the quality of each of the following services in Maplewood.</b>	City parks	Excellent		26%
		Good		54%
		Fair		20%
	Recreation programs or classes	Excellent		11%
		Good		48%
		Fair		30%
		Poor		11%
	Recreation centers or facilities	Excellent		15%
		Good		59%
		Fair		26%
	Health services	Excellent		19%
		Good		65%
		Fair		12%
		Poor		4%
	Public library services	Excellent		31%
		Good		57%
Fair			9%	
Poor			3%	
Overall customer service by Maplewood employees (police, receptionists, planners, etc.)	Excellent		29%	
	Good		55%	
	Fair		13%	
	Poor		3%	
<b>Please rate the following categories of Maplewood government performance.</b>	The value of services for the taxes paid to Maplewood	Excellent		8%
		Good		42%
		Fair		34%

<b>Please rate the following categories of Maplewood government performance.</b>	The value of services for the taxes paid to Maplewood	Poor		16%
	The overall direction that Maplewood is taking	Excellent		3%
		Good		39%
		Fair		27%
		Poor		30%
	The job Maplewood government does at welcoming resident involvement	Excellent		6%
		Good		35%
		Fair		32%
		Poor		26%
	Overall confidence in Maplewood government	Excellent		6%
		Good		42%
		Fair		31%
		Poor		22%
	Generally acting in the best interest of the community	Excellent		11%
		Good		43%
		Fair		27%
Poor			19%	
Being honest	Excellent		9%	
	Good		42%	
	Fair		27%	
	Poor		21%	
Being open and transparent to the public	Excellent		9%	
	Good		44%	
	Fair		24%	
	Poor		24%	
Informing residents about issues facing the community	Excellent		8%	
	Good		33%	
	Fair		28%	
	Poor		31%	
Treating all residents fairly	Excellent		10%	
	Good		45%	
	Fair		28%	
	Poor		17%	
Treating residents with respect	Excellent		12%	
	Good		48%	
	Fair		30%	
	Poor		9%	
<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The City of Maplewood	Excellent		10%
		Good		54%
		Fair		31%
		Poor		5%











<b>Overall, how would you rate the quality of the services provided by each of the following?</b>	The Federal Government	Excellent		8%
		Good		31%
		Fair		36%
		Poor		25%
<b>Please rate how important, if at all, you think it is for the Maplewood community to focus on each of the following in the coming two years.</b>	Overall economic health of Maplewood	Essential		51%
		Very important		36%
		Somewhat important		13%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood	Essential		23%
		Very important		38%
		Somewhat important		31%
		Not at all important		8%
	Overall design or layout of Maplewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		15%
		Very important		49%
		Somewhat important		33%
		Not at all important		3%
	Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas)	Essential		46%
		Very important		43%
		Somewhat important		11%
	Overall feeling of safety in Maplewood	Essential		69%
		Very important		23%
		Somewhat important		8%
	Overall quality of natural environment in Maplewood	Essential		44%
		Very important		49%
		Somewhat important		8%
	Overall quality of parks and recreation opportunities	Essential		31%
		Very important		51%
		Somewhat important		18%
	Overall health and wellness opportunities in Maplewood	Essential		31%
		Very important		46%
		Somewhat important		23%
	Overall opportunities for education, culture and the arts	Essential		32%
		Very important		34%
Somewhat important			29%	
Not at all important			5%	
Residents' connection and engagement with their community	Essential		44%	
	Very important		33%	
	Somewhat important		21%	
	Not at all important		3%	
Currently, recreational programs (sports leagues and classes) and nature center educational events are paid for partly from the City's general fund and partly from participant fees. Participant/attendee	Keep the current funding ..		33%	
	Increase participant fees		26%	
	Create cost sharing partn..		33%	

	fees cover about 50% for recreational programs and about 10% for nature center events. Both the natur..	Completely outsource/pri..		8%
	Have you ever participated in a public safety outreach event, such as Coffee with a Cop, Senior Road Show, Touch a Truck, or City-sponsored outin..	No		49%
		Yes		51%
	If you have participated in a public safety outreach event, please rate your experience with Maplewood's Public Safety Department outreach events.	Excellent		43%
		Good		52%
		Fair		4%
<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Household member(s) have or had tested positive for COVID-19	Major problem		3%
		Moderate problem		10%
		Minor problem		8%
		Not a problem		64%
		Don't know/NA		15%
	Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	Major problem		3%
		Moderate problem		5%
		Minor problem		13%
		Not a problem		72%
		Don't know/NA		8%
	Loss of employment/ income	Major problem		3%
		Moderate problem		15%
		Not a problem		72%
		Don't know/NA		10%
	Access to technology to perform online work/school	Major problem		5%
		Moderate problem		5%
		Minor problem		8%
		Not a problem		77%
		Don't know/NA		5%
	Helping my children with online schooling	Major problem		5%
		Moderate problem		13%
		Minor problem		3%
		Not a problem		38%
		Don't know/NA		41%
	Providing emotional, financial, or other support for extended family	Major problem		8%
		Moderate problem		13%
		Minor problem		18%
		Not a problem		49%
		Don't know/NA		13%
	Trouble paying for food or housing	Minor problem		15%
		Not a problem		82%
		Don't know/NA		3%
	Access to recreation/exercise opportunities	Major problem		5%
		Moderate problem		15%
		Minor problem		28%

<b>We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.</b>	Access to recreation/exercise opportunities	Not a problem		46%
		Don't know/NA		5%
	Feeling alone, isolated, anxious, or nervous	Moderate problem		26%
		Minor problem		26%
		Not a problem		49%
	Issues of domestic violence/personal safety	Minor problem		8%
		Not a problem		81%
		Don't know/NA		11%
	Not knowing when pandemic will end/not feeling in control	Major problem		26%
		Moderate problem		23%
		Minor problem		26%
		Not a problem		26%
	Lack of childcare/supervision	Major problem		5%
		Minor problem		13%
		Not a problem		44%
		Don't know/NA		38%
<b>In general, how many times do you:</b>	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		85%
		Once a day		10%
		A few times a week		5%
	Access the internet from your cell phone	Several times a day		85%
		Once a day		8%
		A few times a week		3%
		Less often or never		5%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		69%
		Once a day		13%
		A few times a week		5%
		Less often or never		13%
	Use or check email	Several times a day		92%
		Once a day		5%
		A few times a week		3%
	Share your opinions online	Several times a day		13%
		Once a day		13%
		A few times a week		15%
		Every few weeks		23%
		Less often or never		36%
	Shop online	Several times a day		23%
		Once a day		8%
		A few times a week		31%
		Every few weeks		33%
		Less often or never		5%
	Would you say that in general your health is:	Excellent		10%

Would you say that in general your health is:	Very good		49%
	Good		38%
	Fair		3%
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		3%
	Somewhat positive		8%
	Neutral		69%
	Somewhat negative		18%
	Very negative		3%
How many years have you lived in Maplewood?	Less than 2 years		5%
	2-5 years		21%
	6-10 years		8%
	11-20 years		23%
	More than 20 years		44%
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 \$500		5%
	\$500 to \$999		29%
	\$1,000 to \$1,499		13%
	\$1,500 to \$1,999		32%
	\$2,000 to \$2,499		5%
	\$2,500 to \$2,999		11%
	\$3,000 to \$3,499		3%
	\$3,500 or more		3%
Do any children 17 or under live in your household?	No		69%
	Yes		31%
Are you or any other members of your household aged 65 or older?	No		67%
	Yes		33%
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		3%
	\$25,000 to \$49,999		18%
	\$50,000 to \$74,999		21%
	\$75,000 to \$99,999		21%
	\$100,000 to \$149,999		24%
	\$150,000 or more		15%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic or Latino		92%
	Yes, I consider myself to be...		8%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian or Pac...		5%
	Black or African American		3%
	White		90%
	Other		3%
In which category is your age?	25-34 years		13%
	35-44 years		15%
	45-54 years		13%
	55-64 years		36%

In which category is your age?	65-74 years		10%
	75 years or older		13%
What is your gender?	Female		64%
	Male		36%
Which best describes the building you live in?	One family house detache..		74%
	Building with two or more..		26%
Do you rent or own your home?	Rent		13%
	Own		87%

Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). 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 Maplewood.**

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

**2. Please rate each of the following characteristics as they relate to Maplewood as a whole.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Maplewood.....	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood.....	1	2	3	4	5
Overall design or layout of Maplewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.) .....	1	2	3	4	5
Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas) .....	1	2	3	4	5
Overall feeling of safety in Maplewood .....	1	2	3	4	5
Overall quality of natural environment in Maplewood.....	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Maplewood .....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community .....	1	2	3	4	5

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

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

**4. Please rate how safe or unsafe you feel:**

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Maplewood's downtown/commercial area during the day .....	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster .....	1	2	3	4	5	6

**5. Please rate the job you feel the Maplewood community does at each of the following.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome .....	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

**6. Please rate each of the following characteristics as they relate to Maplewood as a whole.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Maplewood.....	1	2	3	4	5
Variety of business and service establishments in Maplewood .....	1	2	3	4	5
Vibrancy of downtown/commercial area .....	1	2	3	4	5
Employment opportunities .....	1	2	3	4	5
Shopping opportunities .....	1	2	3	4	5
Cost of living in Maplewood .....	1	2	3	4	5
Overall image or reputation of Maplewood.....	1	2	3	4	5

**7. Please rate each of the following characteristics as they relate to Maplewood as a whole.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
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 Maplewood .....	1	2	3	4	5
Ease of travel by public transportation in Maplewood .....	1	2	3	4	5
Ease of travel by bicycle in Maplewood .....	1	2	3	4	5
Ease of walking in Maplewood.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods .....	1	2	3	4	5
Preservation of the historical or cultural character of the community .....	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
Overall quality of new development in Maplewood.....	1	2	3	4	5
Overall appearance of Maplewood.....	1	2	3	4	5
Cleanliness of Maplewood.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.) .....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	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 food .....	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
Opportunities to attend cultural/arts/music activities .....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities .....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Maplewood .....	1	2	3	4	5
Opportunities to participate in social events and activities .....	1	2	3	4	5
Opportunities to attend special events and festivals .....	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

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

	<u>No</u>	<u>Yes</u>
Contacted the City of Maplewood (in-person, phone, email or web) for help or information .....	1	2
Contacted Maplewood elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.) .....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Maplewood .....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election .....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone .....	1	2
Walked or biked instead of driving .....	1	2

**9. Please rate the quality of each of the following services in Maplewood.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	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
Bus or transit services.....	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
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	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 (open space, farmlands and greenbelts).....	1	2	3	4	5
Maplewood open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	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
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Maplewood employees (police, receptionists, planners, etc.).....	1	2	3	4	5

**10. Please rate the following categories of Maplewood government performance.**

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Maplewood.....	1	2	3	4	5
The overall direction that Maplewood is taking.....	1	2	3	4	5
The job Maplewood government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Maplewood 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
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5



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

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

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

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Maplewood.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Maplewood.....	1	2	3	4
Overall design or layout of Maplewood's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Maplewood (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Maplewood.....	1	2	3	4
Overall quality of natural environment in Maplewood.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Maplewood.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

**13. Currently, recreational programs (sports leagues and classes) and nature center educational events are paid for partly from the City's general fund and partly from participant fees. Participant/attendee fees cover about 50% for recreational programs and about 10% for nature center events. Both the nature center and recreational programming are closed for the time being due to COVID-19. Moving forward, how do you think the City should pay for these programs?**

- Keep the current funding system (which could increase property taxes)
- Increase participant fees
- Create cost sharing partnerships
- Completely outsource/privatize recreational and nature center programming

**14. Have you ever participated in a public safety outreach event, such as Coffee with a Cop, Senior Road Show, Touch a Truck, or City-sponsored outing where police are there to make a connection with the public?**

- No → Skip to question 15
- Yes → Go to question 14a

**14a. If yes, please rate your experience with Maplewood's Public Safety Department outreach events.**

- Excellent
- Good
- Fair
- Poor

**15. We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.**

	<u>Major problem</u>	<u>Moderate problem</u>	<u>Minor problem</u>	<u>Not a problem</u>	<u>Don't know/NA</u>
Household member(s) have or had tested positive for COVID-19.....	1	2	3	4	5
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions).....	1	2	3	4	5
Loss of employment/ income.....	1	2	3	4	5
Access to technology to perform online work/school.....	1	2	3	4	5
Helping my children with online schooling.....	1	2	3	4	5
Providing emotional, financial, or other support for extended family.....	1	2	3	4	5
Trouble paying for food or housing.....	1	2	3	4	5
Access to recreation/exercise opportunities.....	1	2	3	4	5
Feeling alone, isolated, anxious, or nervous.....	1	2	3	4	5
Issues of domestic violence/personal safety.....	1	2	3	4	5
Not knowing when pandemic will end/not feeling in control.....	1	2	3	4	5
Lack of childcare/supervision.....	1	2	3	4	5

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. In general, how many times do you:**

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer .....	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc. ....	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

**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. How many years have you lived in Maplewood?**

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

**D5. 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

**D6. Do you rent or own your home?**

- Rent  
 Own

**D7. 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 \$500             \$2,000 to \$2,499  
 \$500 to \$999             \$2,500 to \$2,999  
 \$1,000 to \$1,499        \$3,000 to \$3,499  
 \$1,500 to \$1,999        \$3,500 or more

**D8. Do any children 17 or under live in your household?**

- No     Yes

**D9. Are you or any other members of your household aged 65 or older?**

- No     Yes

**D10. 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     \$75,000 to \$99,999  
 \$25,000 to \$49,999    \$100,000 to \$149,999  
 \$50,000 to \$74,999    \$150,000 or more

**D11. Are you Spanish, Hispanic or Latino?**

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

**D12. 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

**D13. 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

**D14. What is your gender?**

- Female  
 Male  
 Identify in another way

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

<b>City of Maplewood Performance Measures for 2020</b>		
<b>Measure</b>	<b>Description of Measure</b>	<b>2020</b>
2.	% Change in Taxable Market Value Payable 2020/2021	6.18%
6.	Bond Rating	AA+
7.	Citizen's Rating of Recreation Programs and Facilities	82%
9.	Part I and II Crime Rates Per 100,000 population (2019)	8877
10.	Part I and II Crime Clearance Rates	31%
11.	Citizen's Rating of Safety in Community	64%
16.	Fire Calls per 1,000 Population	2.57
18.	EMS Calls per 1,000 Population	154.10
21.	Citizens Rating of Road Condition	66%
28.	Citizens Rating of Sanitary Sewer Service	84%