

**RESOLUTION NO. 12-6049**

**CITY OF BURNSVILLE  
DAKOTA COUNTY, MINNESOTA**

**RESOLUTION APPROVING PERFORMANCE MEASURES**

**WHEREAS**, the State Legislature created the Council on Local Results and Innovation;  
and

**WHEREAS**, the Council released a standard set of performance measures for counties and cities that will aid residents, taxpayers and state and local elected officials in determining the efficacy of counties and cities in providing services and measure residents' opinions of those services; and

**WHEREAS**, cities and counties that choose to participate in the performance measurement program may be eligible for a reimbursement from Local Government Aid and exemption from levy limits.

**WHEREAS**, the City of Burnsville has implemented a local performance measurement system; and

**WHEREAS**, the City of Burnsville has completed a survey of Burnsville residents and businesses for the year 2012, including questions related to the adopted measures, the results of which were presented to the City Council on June 19, 2012; and

**WHEREAS**, the City Council of the City of Burnsville adopted the following Performance Measures on June 21, 2011 and will continue these measures in 2012.

**Performance Indicator**

**General**

Citizen survey - quality of services  
Citizen survey - overall appearance  
Percent change in the taxable property market value

**Police**

Citizen survey rating safety or ...Part I and II crime rates  
Police response times

**Fire**

Citizen survey - quality of services or ISO rating  
Fire response times

**Streets**

Citizen survey - quality of road conditions or...  
Average pavement condition rating.

Citizen survey - quality of snow plowing

**Water**

Citizen survey - quality and dependability  
Operating cost per million gallons

**Sanitary sewer**

Citizen survey - quality and dependability  
Number of sewer blockages

**Parks and Recreation**

Citizen survey - quality of services

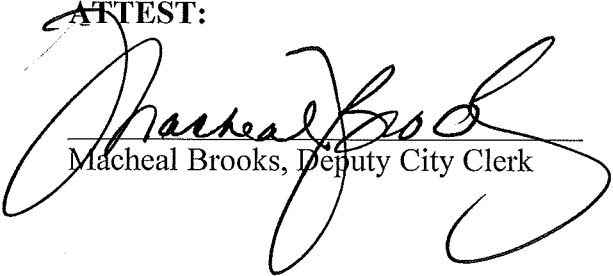
**NOW, THEREFORE, BE IT RESOLVED**, that the City Council of the City of Burnsville does hereby approve to continue the Performance Measures for 2012 and will publish the results of the Performance Measures prior to December 31, 2012 on the City's website in the City's annual and/or biweekly Monitoring Reports.

**PASSED AND DULY ADOPTED** by the City Council of the City of Burnsville, Minnesota this 17<sup>th</sup> day of July, 2012.

By: 

Elizabeth B. Kautz, Mayor

**ATTEST:**

  
Macheal Brooks, Deputy City Clerk

| Model Performance Measure for cities   | Burnsville's Performance Measure  | Survey                     | Other Data   | Residential Survey | Business Survey | Proposed Budget | Monitoring report | Final Budget |
|--|---|----------------------------|--|--------------------|-----------------|-----------------|-------------------|--------------|
| 1. Rating of the overall quality of services provided by your city.  | <ul style="list-style-type: none"> <li>Quality of Life Rating</li> <li>City Services Rating (overall and by service type)</li> </ul>  | Survey                     |  | X                  | X               |                 | X                 | X            |
| 2. Percent change in taxable property market value.  | Percent change in taxable property market value.<br>Comparison of tax rates to comparable cities.   |                            | Percent change in taxable property market value.<br>Comparison of tax rates to comparable cities |                    |                 | X               | X                 | X            |
| 3. Citizen's rating of the overall appearance of the City  | <ul style="list-style-type: none"> <li>Appearance &amp; Upkeep of homes &amp; yards rating</li> </ul>   | Survey                     |  | X                  | X               |                 | X                 | X            |
| 4. Police Services<br>a. Part I and II crime rates as reported<br>b. Citizens' rating of safety in their community<br>Output measure – Police response time                        | <ul style="list-style-type: none"> <li>Part I and II crime rates as reported</li> <li>Citizens' rating of safety in their community</li> </ul>  | Survey                     | Part I and II crime rates as reported  | X                  | X               |                 | X                 | X            |
| 5. Fire Services<br>a. Insurance Industry Rating of fire services<br>b. Citizens' rating of the quality of fire protection services<br>Output measure – Fire/EMS response time     | <ul style="list-style-type: none"> <li>Citizens' rating of the quality of fire services.</li> <li>Citizens' rating of the quality of EMS services</li> <li>Citizen rating of response time</li> </ul> | Survey<br>Survey<br>Survey | Response time data   | X<br>X<br>X        |                 |                 | X                 | X            |
| 6. Streets<br>a. Average City street pavement condition rating<br>b. Citizens' rating of the road condition  | <ul style="list-style-type: none"> <li>Average City street pavement condition rating</li> </ul>   | Survey                     | Average City street pavement condition rating  | X                  | X               |                 | X                 | X            |
| 7. Streets<br>a. Citizens' rating of the road conditions & snow plowing  | <ul style="list-style-type: none"> <li>Citizens' rating of the road conditions &amp; snow plowing</li> </ul>  | Survey                     |  | X                  | X               |                 | X                 | X            |
| 8. Water<br>a. Citizens' rating of the dependability and quality of City water supply<br>Output measure – operating cost per 1,000,000   | <ul style="list-style-type: none"> <li>Service rating of City drinking water</li> <li>Rates per 1,000 gallon</li> <li>Operating cost per 1,000,000 (to be implemented in 2012)</li> </ul>             | Survey                     |  | X                  |                 |                 | X                 | X            |
| 9. Sanitary Sewer<br>a. Citizens' rating of the dependability and quality of City sanitary sewer<br>Output measures – number of sewer blockages on city system per 100 connections | <ul style="list-style-type: none"> <li>Service rating of City Sanitary sewer</li> <li>Rates per 1,000 gallon</li> <li>Operating cost per 1,000,000 (to be implemented in 2012)</li> </ul>             | Survey                     |  | X                  |                 | X               | X                 | X            |
| 10. Parks & Recreation<br>a. Citizens' rating of the quality of city recreation programs and facilities  | <ul style="list-style-type: none"> <li>Service rating of recreation programs, ice center, golf course, PAC</li> <li>Service rating of Maintenance of Parks &amp; Forestry</li> </ul>                  | Survey<br>Survey           |  | X<br>X             |                 |                 | X<br>X            | X<br>X       |

## 2012 Residential Survey & 2012 Business Survey

- Residential & Business Surveys were conducted by Decision Resources between March and May 2012
- Results were presented to City Council 6.19.2012 City Council Meeting
- Full results published on [www.burnsville.org](http://www.burnsville.org)
- Summary article published on front page of Burnsville Bulletin newsletter mailed to residents 6.25.2012
- Select results are published in the City's annual monitoring report. The monitoring report provides city-wide as well as departmental performance measures. This information is also included in the City's annual budget document. Both documents are posted on the City's website. Schedule for publishing is as follows:
  - 2011 Annual Monitoring Report – Presented to City Council and Published posted on the City's website January 2012
  - 2012 Residential Survey & 2012 Business Survey results were presented to the City Council at the 6.19.2012 City Council meeting. City Council meetings are televised on local access cable channel and are also available as streaming video on City's website.
  - 2012 Annual City Budget Document – Proposed budget available Published and posted January 2012
  - 2013 Annual Budget Document
  - 2012 Annual Monitoring report - To be published by December 31, 2012

| Document   | Information contained  | Publish Date  | Presented at City Council Meeting (televised and streaming video on City Website) | Posted to City Website <a href="http://www.burnsville.org">www.burnsville.org</a> | Other                          |
|--|--|---------------|---|---|--------------------------------|
| <b>2012 Proposed Budget</b>  | 2011 Survey Results & Other 2011 preliminary data (thru Sept 2011) | Nov 1, 2011   | November 15 & 29, 2011<br>December 6  | Yes - complete  |                                |
| <b>2012 Final Budget Document</b>  | 2011 Survey Results & Other final 2011 data                        | January 2012  | n/a   | Yes - complete  |                                |
| <b>2011 Annual Monitoring report</b>   | 2011 Survey Results & Other final 2011 data                        | January 2012  | n/a   | Yes - complete  |                                |
| <b>2012 Residential Survey<br/>2012 Business Survey<br/>(conducted Mar-May 2012)</b> | 2012 Survey results  | June 2012     | June 19, 2012   | Yes - complete  | Article in Burnsville Bulletin |
| <b>2013 Proposed Budget</b>  | 2012 Survey Results & Other 2012 data thru Sept 2012               | Nov 1, 2011   | November 13 & 27  | Will be posted Nov 2012   |                                |
| <b>2013 Final Budget Document</b>  | 2012 Survey Results & Other final 2012 data                        | January 2013  |   | Will be posted Jan 2013   |                                |
| <b>2012 Annual Monitoring report</b>   | 2011 Survey Results & Other final 2012 data                        | December 2012 |   | Will be posted December 31, 2012  |                                |



- 7:00 p.m.      7.    **CONTINUED FROM JUNE 5, 2012** – Consider Approval of a Black Dog Power Plant Road Access Improvements/Assessment and Development Agreement, Public Safety MOU and Building and Fire Code MOU.
- 7:10 p.m.      8.    Decision Resources presentation of the 2012 Residential & Business Survey Results.
- 8:30 p.m.      9.    Miscellaneous.
10.    Adjournment.

**CITY OF BURNSVILLE  
COUNCIL AGENDA BACKGROUND**

Meeting Date 6/19/2012  
Item number 8

|  |
|--|
| <b>ACTION:</b> <input type="checkbox"/> New Policy <input type="checkbox"/> Clarification/Revision of Past Policy <input checked="" type="checkbox"/> Present Policy<br><input type="checkbox"/> Required by Law <input type="checkbox"/> Previous Council Action <input type="checkbox"/> Council Theme <input type="checkbox"/> Housekeeping |
|--|

**ITEM:**

Decision Resources Presents 2012 Residential & Business Survey Results

**POLICY DECISION / ACTION TO BE CONSIDERED:**

Information only

**FACTS:**

The Burnsville City Council values the input and feedback of the City’s residents and businesses. As a result, Council directed staff to periodically collect information regarding the opinions of the residential and business communities through statistically valid surveys. Since 1987, these surveys have been conducted by market and research firm Decision Resources. Staff chose to continue working with Decision Resources in 2012 because of the company’s great deal of comparative data compiled over the last 25 years.

In 2012, Decision Resources conducted surveys of both the residential and business communities. Surveys were conducted between March and May 2012, and questions were asked via telephone of 400 residents and 300 business owners/managers selected at random by Decision Resources.

The residential survey consisted of approximately 160 questions, while the business survey consisted of approximately 90 questions.

Prior to 2012, the last residential survey was completed in 2010 and the last business survey was completed in 2008. Typically, the City undertakes only one survey every two to four years; however, multiple factors contributed to the decision to conduct both a residential and business survey in 2012.

- It has been four years since the last business survey, and the business climate has changed significantly in that time.
- The City received an \$8,400 Innovation Grant from the State of Minnesota Council on Local Results and Innovation to conduct a survey as part of the State’s “Performance Measurement Program.”
- Decision Resources agreed to conduct both surveys for a total cost of \$33,400. Previous costs of services have been up to \$25,000 for each survey.

**ATTACHMENTS:**

2012 Business Survey Results  
2012 Residential Survey Results

/MD

DECISION RESOURCES, LTD.  
3128 Dean Court  
Minneapolis, Minnesota 55416

CITY OF BURNSVILLE  
2012 BUSINESS STUDY  
FINAL MARCH 2012

IF A NAME IS LISTED, ASK:

Hello, may I speak with \_\_\_\_\_?

IF NO NAME IS LISTED, ASK:

May I speak with the owner or manager of this business?

Hello, I'm \_\_\_\_\_ of Decision Resources, Ltd., a statewide survey research firm located in Minneapolis. We've been retained by the City of Burnsville and the Burnsville Chamber of Commerce to speak with a random sample of Burnsville businesses about issues facing the community. This survey is being taken because both the City and the Chamber are interested in your opinions and suggestions. I want to assure you that all individual responses will be held strictly confidential; only summaries of the entire sample will be reported. Your business name will not be referred to anywhere in the results. Do you have a few minutes now to help us with this survey?

- |  |   |
|--|---|
| 1. What is your type of business --<br>retail, service, manufacturing or<br>something else?<br><br>(ELSE: _____) | RETAIL.....29%<br>CORPORATE OFFICES.....1%<br>BUSINESS SERVICES.....10%<br>MANUFACTURING.....6%<br>DISTRIBUTOR.....5%<br>BANKING/FINANCIAL.....1%<br>HOTEL/HOSPITALITY.....1%<br>RESTAURANT.....8%<br>COMMUNICATIONS.....1%<br>ELECTRONIC/TECHNOLOGY..5%<br>MEDICAL RELATED.....6%<br>REAL ESTATE.....3%<br>CONSUMER SERVICES.....23%<br>SOMETHING ELSE.....2%<br>DON'T KNOW/REFUSED.....0% |
| 2. How long has your business been at<br>this current site?  | LESS THAN ONE YEAR....4%<br>ONE TO TWO YEARS.....8%<br>THREE TO FIVE YEARS...19%<br>SIX TO TEN YEARS.....24%<br>11 TO 15 YEARS.....17%<br>SIXTEEN TO TWENTY YRS.11%<br>OVER TWENTY YEARS.....17%<br>REFUSED.....0%  |



- |   |  |
|---|--|
| 3. What was the primary reason you located your business in Burnsville?   | HOME-BASED BUSINESS....6%<br>LOCATION.....30%<br>CUSTOMER BASE.....12%<br>SPACE AVAILABILITY.....9%<br>CLOSE TO HOME.....9%<br>BOUGHT EXISTING.....5%<br>CORPORATE DECISION....27%<br>OTHER.....1%<br>DON'T KNOW/REFUSED.....1%            |
| 4. Which ONE of the following reasons would you say also played a key role in locating in Burnsville? (ROTATE AND READ #1-#4) | TRANSPORTATION SYSTEM.13%<br>CLOSENESS TO YOUR<br>WORKFORCE.....8%<br>EDUCATION LEVEL OF<br>WORKFORCE.....0%<br>CUSTOMER BASE.....56%<br>NONE OF ABOVE.....19%<br>DON'T KNOW/REFUSED.....4%  |
| 5. What do you like MOST, if anything, about having your business in Burnsville?  | UNSURE.....1%<br>LOCATION.....34%<br>CUSTOMER BASE.....27%<br>NICE COMMUNITY.....9%<br>CLOSE TO RETAIL/<br>AND SERVICES.....8%<br>FRIENDLY PEOPLE.....14%<br>HOME-BASED.....4%<br>SCATTERED.....2%   |
| 6. And, what do you like LEAST, if anything, about having your business in Burnsville?  | UNSURE.....12%<br>NOTHING.....43%<br>LACK OF CUSTOMERS.....3%<br>NOT ENOUGH SPACE.....1%<br>HIGH TAXES.....9%<br>SLOW INTERNET.....2%<br>TRAFFIC CONGESTION....10%<br>SIGNAGE ISSUE.....13%<br>CITY REGULATIONS.....3%<br>SCATTERED.....4% |

Let's talk about your business location for a moment....



|     |   |  |
|-----|---|--|
| 14. | As things stand now, how long in the future do you expect this business to operate in Burnsville?   | LESS THAN ONE YEAR.....1%<br>ONE TO TWO YEARS.....2%<br>THREE TO FIVE YEARS....4%<br>SIX TO TEN YEARS.....11%<br>OVER TEN YEARS.....73%<br>DON'T KNOW.....9%<br>REFUSED.....0% |
| 15. | How many full-time employees work at this location?   | NONE.....1%<br>1-4.....52%<br>5-9.....24%<br>10-14.....8%<br>15-19.....3%<br>20 OR MORE.....12%<br>DON'T KNOW.....0%<br>REFUSED.....0%   |
| 16. | How many part-time employees work at this location?   | NONE.....27%<br>1-4.....33%<br>5-9.....15%<br>10-14.....10%<br>15-19.....2%<br>20 OR MORE.....12%<br>DON'T KNOW.....1%<br>REFUSED.....0%                                       |
| 17. | Did the number of full-time employees working at this location increase, decrease or remain about the same during the past twenty-four months?  | INCREASE.....7%<br>DECREASE.....7%<br>REMAIN ABOUT SAME.....85%<br>DON'T KNOW.....1%<br>REFUSED.....0%   |
| 18. | During the next twenty-four months will the number of full-time employees working at this location increase, decrease or remain about the same? | INCREASE.....14%<br>DECREASE.....4%<br>REMAIN ABOUT SAME.....73%<br>DON'T KNOW.....8%<br>REFUSED.....1%  |
| 19. | What percent of your workforce lives in Burnsville?   | DON'T KNOW.....3%<br>0%.....9%<br>30% OR LESS.....28%<br>31% TO 49%.....8%<br>50%.....17%<br>51% TO 75%.....16%<br>76% TO 99%.....7%<br>100%.....11%                           |

|     |  |                           |
|-----|--|---------------------------|
| 20. | What is the average commute time of your employees to and from work? | DON'T KNOW.....8%         |
|     |  | HOME-BASED.....7%         |
|     |  | 10 MINUTES OR LESS....31% |
|     |  | 11 TO 19 MINUTES.....36%  |
|     |  | 20 MINUTES.....13%        |
|     |  | OVER 20 MINUTES.....6%    |

I would like to ask you about the overall composition of your workforce. For each of the following, please tell me approximately what percentage of your workforce is composed of that group.

|     |  |                           |
|-----|--|---------------------------|
| 21. | Non-high school graduates?   | 5%                        |
| 22. | High school graduates?   | 33%                       |
| 23. | Technical or vocation school graduates?  | 22%                       |
| 24. | College graduates?   | 40%                       |
| 25. | What employment skills and competencies are most important to your company?          | UNSURE.....1%             |
|     |  | CUSTOMER SERVICE.....44%  |
|     |  | COMMUNICATION.....13%     |
|     |  | PROMPTNESS.....7%         |
|     |  | MATH.....2%               |
|     |  | ARTS/VISUAL.....3%        |
|     |  | TECHNOLOGY.....7%         |
|     |  | WORK ETHIC.....10%        |
|     |  | ATTENTION TO DETAILS..10% |
|     |  | SALES.....2%              |
|     |  | SCATTERED.....2%          |
| 26. | What employment skills and competencies, if any, need to be improved for the future? | UNSURE.....9%             |
|     |  | NONE.....16%              |
|     |  | PROMPTNESS.....9%         |
|     |  | COMMUNICATION.....22%     |
|     |  | MATH.....8%               |
|     |  | ORGANIZATION.....7%       |
|     |  | WRITING.....1%            |
|     |  | BEING A TEAM PLAYER...6%  |
|     |  | ATTENTION TO DETAILS..12% |
|     |  | TECHNOLOGY.....6%         |
|     |  | CUSTOMER SERVICE.....2%   |
|     |  | SCATTERED.....1%          |

|     |  |   |
|-----|--|---|
| 27. | How would you rate the business atmosphere in Burnsville -- excellent, good, only fair or poor?            | EXCELLENT.....17%<br>GOOD.....75%<br>ONLY FAIR.....7%<br>POOR.....1%<br>DON'T KNOW.....0%<br>REFUSED.....0%   |
| 28. | Is there anything the City government of Burnsville can do to improve the business atmosphere in the city? | UNSURE.....25%<br>NOTHING.....31%<br>ALLOW SIGNS.....21%<br>LOWER TAXES.....12%<br>BETTER SPENDING.....2%<br>MORE REDEVELOPMENT.....2%<br>ENFORCE CODES.....2%<br>TAX INCENTIVES.....2%<br>SCATTERED.....4% |

Moving on....

|     |   |  |
|-----|---|--|
| 29. | How would you rate the adequacy of the labor pool for your business -- excellent, good, only fair, or poor? | EXCELLENT.....27%<br>GOOD.....60%<br>ONLY FAIR.....10%<br>POOR.....1%<br>DON'T KNOW/REFUSED.....2% |
|-----|---|--|

IF "GOOD," "ONLY FAIR" OR "POOR:" (n=214)

|     |   |   |
|-----|---|---|
| 30. | What changes or improvements would you recommend to rate the adequacy of the labor pool for your business as excellent?   | UNSURE.....5%<br>NONE.....15%<br>OVERCOME LANGUAGE<br>BARRIERS.....29%<br>IMPROVE PROMPTNESS....15%<br>MORE COLLEGE GRADUATES.8%<br>BETTER MATH.....10%<br>BETTER TECHNOLOGY<br>TRAINING.....12%<br>CUSTOMER SERVICE.....3%<br>SCATTERED.....3% |
| 31. | In particular, has your business encountered any issues related to the growing diversity of the labor pool, such as language/cultural difficulties or supplementary training needs? | YES.....23%<br>NO.....76%<br>DON'T KNOW/REFUSED.....1%  |

IF "YES," ASK: (n=70)

32. What specific issues has your business encountered?
- UNSURE.....1%
  - LANGUAGE BARRIERS.....96%
  - MORE TRAINING.....3%
33. Has your business been impacted by traffic congestion during the past two years? (IF "YES," ASK:) How much of an impact on your business -- was it very serious, somewhat serious, not too serious, or not at all serious?
- VERY SERIOUS.....3%
  - SOMEWHAT SERIOUS.....18%
  - NOT TOO SERIOUS.....38%
  - NOT AT ALL SERIOUS....41%
  - DON'T KNOW/REFUSED.....0%

IF "VERY SERIOUS" OR "SOMEWHAT SERIOUS," ASK: (n=63)

34. How was the business specifically impacted by traffic congestion?
- UNSURE.....3%
  - DELAY IN DELIVERIES...33%
  - LONGER TRAVEL TIME...47%
  - CUSTOMERS COULDN'T GET TO BUSINESS.16%
35. Which road or highway are you MOST concerned about -- Highway 42, Highway 13, Highway 169, Interstate 35E, Interstate 35W, Cedar Avenue, Nicollet Avenue, or something else?
- HIGHWAY 42.....25%
  - HIGHWAY 13.....24%
  - HIGHWAY 169.....3%
  - INTERSTATE 35E.....3%
  - INTERSTATE 35W.....16%
  - CEDAR AVENUE.....2%
  - NICOLLET AVENUE.....2%
  - SOMETHING ELSE.....6%
  - COMBINATION (VOL)....19%
  - DON'T KNOW/REFUSED.....0%

To improve traffic flow into and out of the City of Burnsville....

36. Which do you consider the best approach -- lane expansions on major highways and streets OR bus rapid transportation systems to destinations outside of the city?
- LANE EXPANSIONS.....43%
  - BUS RAPID TRANSIT....14%
  - BOTH (VOL).....33%
  - NEITHER (VOL).....6%
  - DON'T KNOW/REFUSED....4%

Moving on...

37. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair or poor?
- EXCELLENT.....2%
  - GOOD.....59%
  - ONLY FAIR.....10%
  - POOR.....2%
  - DON'T KNOW.....21%
  - REFUSED.....6%

|     |   |                           |
|-----|---|---------------------------|
| 38. | Would you favor or oppose an increase in city property taxes to maintain city services at their current levels? | FAVOR.....19%             |
|     |   | OPPOSE.....43%            |
|     |   | DON'T KNOW/REFUSED....38% |

IF "OPPOSE," ASK: (n=128)

|     |   |                           |
|-----|---|---------------------------|
| 39. | What city services would you be willing to see cut? | UNSURE.....12%            |
|     |   | NONE/CUT WASTE.....38%    |
|     |   | ADMINISTRATION.....5%     |
|     |   | ACROSS THE BOARD.....38%  |
|     |   | PARKS AND RECREATION...6% |
|     |   | POLICE.....2%             |

|     |   |                       |
|-----|---|-----------------------|
| 40. | In comparison with nearby areas, do you feel that the property taxes in Burnsville are very high, somewhat high, about average, somewhat low or very low? | VERY HIGH.....5%      |
|     |   | SOMEWHAT HIGH.....36% |
|     |   | ABOUT AVERAGE.....29% |
|     |   | SOMEWHAT LOW.....0%   |
|     |   | VERY LOW.....0%       |
|     |   | DON'T KNOW.....26%    |
|     |   | REFUSED.....4%        |

Let's now talk about City services....

|     |   |                   |
|-----|---|-------------------|
| 41. | How would you rate the City of Burnsville's attitudes and responsiveness toward local businesses -- excellent, good, only fair or poor? | EXCELLENT.....7%  |
|     |   | GOOD.....79%      |
|     |   | ONLY FAIR.....9%  |
|     |   | POOR.....2%       |
|     |   | DON'T KNOW.....3% |
|     |   | REFUSED.....0%    |

|     |   |                   |
|-----|---|-------------------|
| 42. | During the past year, have you had contact on an official basis with anyone working for the City of Burnsville? | YES.....26%       |
|     |   | NO.....72%        |
|     |   | DON'T KNOW.....2% |
|     |   | REFUSED.....0%    |

IF "YES," ASK: (n=78)

|  |   |
|--|---|
| 43. Which ONE of the following departments did you most recently have contact with?  | POLICE.....18%<br>FIRE.....4%<br>AMBULANCE (EMS).....0%<br>RECREATION.....0%<br>PUBLIC WORKS (STREETS/<br>WATER/PARKS).....14%<br>ECONOMIC DEVELOPMENT...1%<br>PLANNING.....1%<br>INSPECTIONS/PERMITS...37%<br>NEIGHBORHOODS & VOL-<br>UNTEER SERVICES.....0%<br>UTILITY BILLING/FIN-<br>ANCE.....8%<br>CITY ADMINISTRATION<br>(MANAGER, CLERK, HR)...5%<br>BURNSVILLE-EAGAN COM-<br>MUNITY TELEVISION....1%<br>CITY RECEPTIONIST/<br>INFORMATION DESK.....8%<br>COMMUNICATIONS.....0%<br>INFORMATION TECH-<br>NOLOGY.....0%<br>SOMETHING ELSE (VOL)...1%<br>DON'T KNOW/REFUSED....1% |
| 44. In general were you satisfied or dissatisfied with the way in which that contact was handled by the city?  | SATISFIED.....87%<br>DISSATISFIED.....10%<br>DON'T KNOW.....1%<br>REFUSED.....1%  |
| 45. When you consider the needs of the community, how would you rate the City of Burnsville's responsiveness to renovation and expansion projects -- excellent, good, only fair or poor? | EXCELLENT.....5%<br>GOOD.....80%<br>ONLY FAIR.....11%<br>POOR.....1%<br>DON'T KNOW.....3%<br>REFUSED.....0%   |
| 46. All in all, do you think things in Burnsville are headed in the right direction, or are things off on the wrong track?   | RIGHT DIRECTION.....92%<br>WRONG TRACK.....6%<br>DON'T KNOW.....2%<br>REFUSED.....0%  |

Moving on....



|     |   |                           |
|-----|---|---------------------------|
| 47. | What is your primary source of information about Burnsville City government, services and activities? | UNSURE.....0%             |
|     |   | NOTHING.....3%            |
|     |   | CHAMBER NEWSLETTER....11% |
|     |   | THIS WEEK.....14%         |
|     |   | STAR TRIBUNE.....8%       |
|     |   | CITY WEBSITE.....16%      |
|     |   | SUN.....4%                |
|     |   | CITY NEWSLETTER.....19%   |
|     |   | CABLE TELEVISION.....1%   |
|     |   | WORD OF MOUTH.....21%     |
|     |   | SCATTERED.....3%          |

A number of organizations publish newsletters and other information for businesses. For each of the following, tell me if you have received or accessed that information at your place of business.... (ROTATE LIST)

|     | YES   | NO               | DKR                 |                           |
|-----|---|------------------|---------------------|---------------------------|
| 48. | "The Burnsville Bulletin," the City Newsletter?   | 65%              | 34%                 | 1%                        |
| 49. | The Burnsville Chamber of Commerce newsletter, e-bulletins, or website?   | 41%              | 59%                 | 0%                        |
| 50. | The City of Burnsville website?   | 52%              | 47%                 | 1%                        |
| 51. | Cable television access programming?  | 13%              | 86%                 | 1%                        |
| 52. | City of Burnsville e-bulletins or social media?   | 34%              | 66%                 | 0%                        |
| 53. | Burnsville Convention and Visitor's Bureau mailings or website?   | 35%              | 65%                 | 0%                        |
| 54. | Are you aware of the marketing efforts of the Burnsville Convention and Visitor's Bureau?   | YES.....61%      | NO.....38%          | DON'T KNOW/REFUSED.....1% |
| 55. | What kind of high-speed Internet service does your business currently have -- wireless, cable modem, leased circuit, DSL, or none at all? | WIRELESS.....15% | CABLE MODEM.....21% | LEASED CIRCUIT.....14%    |
|     |   | DSL.....42%      | NONE.....4%         | DON'T KNOW/REFUSED.....3% |

IF #1-#4, ASK: (n=279)

|     |  |                           |
|-----|--|---------------------------|
| 56. | How satisfied are you with the speed of your high-speed Internet -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? | VERY SATISFIED.....33%    |
|     |  | SOMEWHAT SATISFIED....56% |
|     |  | SOMEWHAT DISSATISFIED..8% |
|     |  | VERY DISSATISFIED.....3%  |
|     |  | DON'T KNOW/REFUSED.....0% |

|     |  |                           |
|-----|--|---------------------------|
| 57. | How satisfied are you with the cost of your high-speed Internet -- very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied? | VERY SATISFIED.....27%    |
|     |  | SOMEWHAT SATISFIED....57% |
|     |  | SOMEWHAT DISSATISFIED..7% |
|     |  | VERY DISSATISFIED.....4%  |
|     |  | DON'T KNOW/REFUSED.....5% |
| 58. | Does your business currently subscribe to cable television, satellite television or neither?   | CABLE.....26%             |
|     |  | SATELLITE.....15%         |
|     |  | NEITHER.....58%           |
|     |  | DON'T KNOW/REFUSED.....1% |

IF "CABLE," ASK: (n=79)

|     |   |                           |
|-----|---|---------------------------|
| 59. | When you consider the charge you pay for cable service and the quality of the service you receive, would you rate the value of cable service as excellent, good, only fair or poor? | EXCELLENT.....8%          |
|     |   | GOOD.....76%              |
|     |   | ONLY FAIR.....14%         |
|     |   | POOR.....1%               |
|     |   | DON'T KNOW/REFUSED.....1% |

I would like to read you a short list of utility services used by your business in Burnsville. For each one, please tell me if you would rate the quality of the service as excellent, good, only fair, or poor. If you have no opinion, just say so.... (ROTATE LIST)

|                       | EXCL | GOOD | FAIR | POOR | DK/R |
|-----------------------|------|------|------|------|------|
| 60. Water and sewers? | 8%   | 64%  | 23%  | 2%   | 3%   |
| 61. Telephone?        | 11%  | 82%  | 6%   | 1%   | 1%   |
| 62. Electric?         | 11%  | 79%  | 8%   | 1%   | 1%   |
| 63. Street lighting?  | 8%   | 75%  | 13%  | 2%   | 2%   |

Now, for each of those services, tell me if you view that utility's rate as very high, somewhat high, about average, somewhat low, or very low. Again, if you have no opinion, just say so.... (ROTATE LIST)

|                       | VHI | SHI | AVG | SLO | VLO | DKR |
|-----------------------|-----|-----|-----|-----|-----|-----|
| 64. Water and sewers? | 6%  | 19% | 49% | 0%  | 0%  | 25% |
| 65. Telephone?        | 4%  | 13% | 62% | 0%  | 0%  | 21% |
| 66. Electric?         | 8%  | 17% | 52% | 0%  | 0%  | 23% |
| 67. Street lighting?  | 2%  | 9%  | 61% | 0%  | 0%  | 27% |

Changing topics....

As I read the following statements, please answer "yes" or "no."  
 (READ LIST)

|  | YES | NO | DKR |
|--|-----|----|-----|
| 68. Customers and employees feel safe shopping and doing business in Burnsville.                             | 99% | 0% | 0%  |
| 69. During the past few years, the appearance and maintenance of business properties has improved.           | 90% | 7% | 3%  |
| 70. The City has maintained a good balance between development and preservation of natural resources.        | 91% | 4% | 5%  |
| 71. The quality and timeliness of the snow plowing of city streets is satisfactory?                          | 98% | 2% | 0%  |
| 72. Major city streets -- excluding county, state and federal highways -- are well maintained in Burnsville? | 96% | 4% | 0%  |

Changing topics....

|   |                         |     |
|---|-------------------------|-----|
| 73. During the past two years, has crime increased, decreased, or remained about the same in your area of the city?   | INCREASED.....          | 8%  |
|   | DECREASED.....          | 7%  |
|   | ABOUT THE SAME.....     | 80% |
|   | DON'T KNOW/REFUSED..... | 4%  |
| 74. How serious of an impact has crime had on your business during the past two years -- very serious, somewhat serious, not too serious, or not at all serious?  | VERY SERIOUS.....       | 1%  |
|   | SOMEWHAT SERIOUS.....   | 6%  |
|   | NOT TOO SERIOUS.....    | 40% |
|   | NOT AT ALL SERIOUS....  | 52% |
|   | DON'T KNOW/REFUSED..... | 1%  |
| 75. I would like read you a list of public safety issues. Please tell me which one you consider to be the greatest concern in the City of Burnsville? (READ LIST) |                         |     |
| 76. Which one would be the second greatest concern? (RE-READ LIST, IF NECESSARY, OMITTING FIRST CHOICE)   |                         |     |

GREAT SECOND

|                              |     |     |
|------------------------------|-----|-----|
| Shoplifting.....             | 11% | 5%  |
| Vandalism.....               | 8%  | 6%  |
| Burglary.....                | 7%  | 4%  |
| Fraud and bad checks.....    | 8%  | 10% |
| Graffiti.....                | 2%  | 5%  |
| Petty thievery.....          | 6%  | 7%  |
| Identity theft.....          | 6%  | 6%  |
| Potential for terrorism..... | 0%  | 0%  |
| Computer crime.....          | 1%  | 2%  |
| Violent crime.....           | 1%  | 0%  |
| Gangs and drugs.....         | 2%  | 1%  |
| Traffic speeding.....        | 11% | 7%  |
| NONE (VOL.).....             | 31% | 38% |
| SOMETHING ELSE.....          | 1%  | 2%  |
| DON'T KNOW/REFUSED.....      | 6%  | 8%  |

Moving on....

|     |  |                     |
|-----|--|---------------------|
| 77. | Is your business a current member of the Burnsville Chamber of Commerce? (IF "NO," ASK:) Is your business a former member of the Burnsville Chamber of Commerce? | YES.....29%         |
|     |  | NO/YES.....7%       |
|     |  | NO/NO.....57%       |
|     |  | DON'T KNOW.....7%   |
|     |  | REFUSED.....0%      |
| 78. | During the past year, have you contacted the Burnsville Chamber of Commerce about an issue facing your business?   | YES.....5%          |
|     |  | NO.....93%          |
|     |  | DON'T KNOW.....1%   |
|     |  | REFUSED.....0%      |
|     | IF "YES," ASK: (n=16)  |                     |
| 79. | In general were you satisfied or dissatisfied with the way in which that contact was handled by the Chamber?   | SATISFIED.....100%  |
|     |  | DISSATISFIED.....0% |
|     |  | DON'T KNOW.....0%   |
|     |  | REFUSED.....0%      |
| 80. | Now, for demographic purposes, could you tell me your position or title in this Company?   | REFUSED.....0%      |
|     |  | PRESIDENT.....8%    |
|     |  | OWNER.....26%       |
|     |  | PARTNER.....4%      |
|     |  | MANAGER.....60%     |
|     |  | CEO.....2%          |

81. In what city do you live?

UNSURE.....0%  
BURNSVILLE.....45%  
SAVAGE.....8%  
EAGAN.....6%  
APPLE VALLEY.....9%  
PRIOR LAKE.....5%  
LAKEVILLE.....5%  
MINNEAPOLIS.....3%  
SAINT PAUL.....3%  
REST OF DAKOTA COUNTY..4%  
REST OF METRO.....2%  
WASHINGTON COUNTY.....2%  
OUT OF METRO AREA.....2%  
REST OF HENNEPIN.....7%

Decision Resources, Ltd.  
3128 Dean Court  
Minneapolis, Minnesota 55416

BURNSVILLE RESIDENTIAL SURVEY  
2012 Residential Study  
FINAL FEBRUARY 2012

Hello, I'm \_\_\_\_\_ of Decision Resources, Ltd., a nationwide polling firm located in Minneapolis. We've been retained to speak with a random sample of Burnsville residents about issues facing the community. This survey is being taken because the City Council and City Staff are interested in your opinions and suggestions about life in the community. All individual responses will be held strictly confidential; only summaries of the entire sample will be reported. (DO NOT PAUSE)

- |   |                           |
|---|---------------------------|
| 1. Approximately how many years have you lived in Burnsville?                       | LESS THAN TWO YEARS....5% |
|   | TWO TO FIVE YEARS.....16% |
|   | SIX TO TEN YEARS.....20%  |
|   | 11 TO 20 YEARS.....27%    |
|   | OVER TWENTY YEARS.....32% |
|   | DON'T KNOW/REFUSED.....0% |
| 2. As things now stand, how long in the future do you expect to live in Burnsville? | LESS THAN TWO YEARS....3% |
|   | TWO TO FIVE YEARS.....4%  |
|   | SIX TO TEN YEARS.....18%  |
|   | 11 TO 20 YEARS.....18%    |
|   | TWENTY TO THIRTY YRS..13% |
|   | OVER THIRTY YEARS.....25% |
|   | DON'T KNOW/REFUSED....19% |

IF "FIVE YEARS OR LESS," ASK: (n=29)

3. Why do you plan to leave Burnsville?

UNSURE, 3%; DOWNSIZE, 3%; UPSIZE, 7%; BETTER SCHOOL DISTRICT, 10%; CLIMATE, 3%; RISING CRIME, 21%; HIGH TAXES, 14%; RETIREMENT, 10%; CLOSER TO FAMILY, 7%; POOR WATER QUALITY, 7%; TOO MUCH NOISE, 3%; START OWN BUSINESS, 7%; TOO MUCH DIVERSITY, 3%.

- |   |                           |
|---|---------------------------|
| 4. How would you rate the quality of life in this community -- excellent, good, only fair, or poor? | EXCELLENT.....28%         |
|   | GOOD.....61%              |
|   | ONLY FAIR.....11%         |
|   | POOR.....1%               |
|   | DON'T KNOW/REFUSED.....0% |

- |   |   |
|---|---|
| 5. What do you think is the most serious issue facing the city? | UNSURE.....12%<br>NOTHING.....12%<br>HIGH TAXES.....9%<br>TOO MUCH GROWTH.....4%<br>POOR CITY SPENDING.....8%<br>DRINKING WATER.....5%<br>SCHOOL FUNDING.....9%<br>RISING CRIME.....8%<br>POOR ECONOMY/NO JOBS..10%<br>TRAFFIC CONGESTION.....5%<br>LOW-INCOME HOUSING.....6%<br>ROAD CONSTRUCTION.....3%<br>QUALITY OF EDUCATION...4%<br>AGING AREA.....2%<br>SCATTERED.....5% |
|---|---|

Let's talk about the future....

- |   |   |
|---|---|
| 6. All in all, do you think things in Burnsville are generally headed in the right direction, or do you feel things are off on the wrong track? | RIGHT DIRECTION.....75%<br>WRONG TRACK.....21%<br>DON'T KNOW/REFUSED.....4% |
|---|---|

IF "WRONG TRACK," ASK: (n=85)

- |   |   |
|---|---|
| 7. Could you tell me why you feel that way? | POOR CITY SPENDING....37%<br>LACK OF DEVELOPMENT....5%<br>RISING CRIME.....19%<br>LOW-INCOME HOUSING.....8%<br>HIGH TAXES.....14%<br>DECLINING QUALITY<br>OF EDUCATION....11%<br>SCATTERED.....7% |
|---|---|

Now, let's discuss your neighborhood in more detail.

- |   |   |
|---|---|
| 8. Thinking about the neighborhood where you live, how satisfied are you with that area as a place to live and raise a family -- very satisfied, somewhat satisfied, somewhat dissatisfied, or very dissatisfied? | VERY SATISFIED.....53%<br>SOMEWHAT SATISFIED....39%<br>SOMEWHAT DISSATISFIED..5%<br>VERY DISSATISFIED.....2%<br>DON'T KNOW/REFUSED.....1% |
|---|---|

As I read the following statements about your neighborhood, please answer "yes" or "no."

|   | YES                     | NO  | DKR |
|---|-------------------------|-----|-----|
| 9. People have pride and ownership in our neighborhood.   | 90%                     | 9%  | 1%  |
| 10. I feel people know and care about their neighbors and participate in solving problems.  | 77%                     | 20% | 3%  |
| 11. I participate in neighborhood or community events and celebrations?   | 70%                     | 30% | 1%  |
| 12. How would you rate the overall appearance and upkeep of homes and yards in your neighborhood -- excellent, good, only fair or poor? | EXCELLENT.....          | 25% |     |
|   | GOOD.....               | 66% |     |
|   | ONLY FAIR.....          | 7%  |     |
|   | POOR.....               | 1%  |     |
|   | DON'T KNOW/REFUSED..... | 2%  |     |

IF "ONLY FAIR" OR "POOR," ASK: (n=31)

|  |                         |     |
|--|-------------------------|-----|
| 13. Why did you rate it as (only fair/poor)?   | MESSY YARDS.....        | 42% |
|  | POOR MAINTENANCE.....   | 52% |
|  | JUNK CARS.....          | 7%  |
| 14. Have you contacted City Hall or an elected official to raise your concern? (IF "NO," ASK:) Why haven't you contacted City Hall or an elected official? | UNSURE.....             | 16% |
|  | YES.....                | 29% |
|  | MINOR.....              | 23% |
|  | TALKED WITH NEIGHBOR..  | 19% |
|  | CALLED ASSOCIATION..... | 3%  |
|  | NO TIME.....            | 7%  |
|  | SCATTERED.....          | 3%  |

Moving on....

|  |                         |     |
|--|-------------------------|-----|
| 15. In comparison with nearby areas, do you feel that the property taxes in Burnsville are very high, somewhat high, about average, somewhat low, or very low? | VERY HIGH.....          | 9%  |
|  | SOMEWHAT HIGH.....      | 30% |
|  | ABOUT AVERAGE.....      | 37% |
|  | SOMEWHAT LOW.....       | 3%  |
|  | VERY LOW.....           | 0%  |
|  | DON'T KNOW/REFUSED..... | 20% |

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

|                        | EXCL | GOOD | FAIR | POOR | DK/R |
|------------------------|------|------|------|------|------|
| 16. Traffic safety?    | 16%  | 67%  | 15%  | 1%   | 1%   |
| 17. Police protection? | 39%  | 54%  | 5%   | 0%   | 3%   |
| 18. Animal Control?    | 8%   | 52%  | 18%  | 3%   | 20%  |
| 19. Fire response?     | 35%  | 46%  | 1%   | 0%   | 19%  |



|     |  |     |     |     |     |     |
|-----|--|-----|-----|-----|-----|-----|
| 20. | Ambulance response?  | 34% | 49% | 0%  | 0%  | 17% |
| 21. | Maintenance and upkeep of parks?   | 22% | 66% | 9%  | 1%  | 2%  |
| 22. | Drinking Water?  | 10% | 38% | 33% | 18% | 1%  |
| 23. | Sanitary Sewer service?  | 12% | 65% | 14% | 2%  | 7%  |
| 24. | Snow plowing of sidewalks?   | 9%  | 56% | 17% | 2%  | 16% |
| 25. | Recreation programming?  | 8%  | 66% | 9%  | 2%  | 16% |
| 26. | Economic development?  | 4%  | 69% | 18% | 3%  | 7%  |
| 27. | Community Cable television programming?  | 4%  | 49% | 17% | 4%  | 27% |
| 28. | Communications?  | 8%  | 73% | 13% | 2%  | 5%  |
| 29. | Lake management?   | 7%  | 56% | 17% | 3%  | 18% |
| 30. | Recycling?   | 20% | 60% | 8%  | 1%  | 12% |
| 31. | Ice Center?  | 6%  | 50% | 5%  | 2%  | 38% |
| 32. | Performing Arts Center?  | 10% | 43% | 11% | 4%  | 33% |
| 33. | Golf course?   | 7%  | 45% | 7%  | 2%  | 40% |
| 34. | Volunteer services?  | 8%  | 54% | 8%  | 1%  | 30% |
| 35. | Utility billing?   | 8%  | 75% | 11% | 0%  | 6%  |
| 36. | Forestry program?  | 4%  | 52% | 9%  | 1%  | 34% |
| 37. | Building code enforcement?   | 3%  | 64% | 11% | 2%  | 20% |
| 38. | Property maintenance enforcement?  | 10% | 64% | 13% | 3%  | 10% |
| 39. | Sustainability programs, such as energy efficiency, water conservation and purchasing environmentally-friendly products? | 5%  | 70% | 11% | 1%  | 13% |

For the next three services, please consider only city streets, not county roads, state highways, nor freeways.

|     |  | EXCL | GOOD | FAIR | POOR | DK/R |
|-----|--|------|------|------|------|------|
| 40. | City street repair and maintenance?          | 7%   | 59%  | 29%  | 5%   | 0%   |
| 41. | Street snow plowing?                         | 12%  | 75%  | 12%  | 2%   | 0%   |
| 42. | Mowing and upkeep of boulevards and medians? | 6%   | 83%  | 9%   | 1%   | 1%   |

Now, I would like to re-read you that list of city services. For each one, please tell me if you consider it be an essential city service, a very important city service, a somewhat important city service, or not a very important service at all.

|     |                    | ESS | VRI | SMI | NVI | DKR |
|-----|--------------------|-----|-----|-----|-----|-----|
| 43. | Traffic safety?    | 58% | 37% | 4%  | 0%  | 0%  |
| 44. | Police protection? | 82% | 17% | 2%  | 0%  | 0%  |

|     |  |     |     |     |     |  |
|-----|--|-----|-----|-----|-----|--|
| 45. | Animal Control?  | 26% | 45% | 25% | 2%  | 2%   |
| 46. | Fire response?   | 81% | 18% | 0%  | 0%  | 1%   |
| 47. | Ambulance response?  | 76% | 20% | 3%  | 0%  | 0%   |
| 48. | Maintenance and upkeep of parks?   | 23% | 50% | 26% | 1%  | 0%   |
| 49. | Drinking Water?  | 52% | 43% | 5%  | 0%  | 0%   |
| 50. | Sanitary Sewer service?  | 39% | 52% | 7%  | 1%  | 2%   |
| 51. | Snow plowing of sidewalks?   | 19% | 43% | 30% | 6%  | 2%   |
| 52. | Recreation programming?  | 10% | 50% | 33% | 5%  | 2%   |
| 53. | Economic development?  | 17% | 60% | 17% | 5%  | 1%   |
| 54. | Community Cable television programming?  | 7%  | 38% | 34% | 18% | 4%   |
| 55. | Communications?  | 21% | 60% | 18% | 1%  | 1%   |
| 56. | Lake management?   | 19% | 55% | 24% | 1%  | 2%   |
| 57. | Recycling?   | 22% | 55% | 18% | 4%  | 2%   |
| 58. | Ice Center?  | 6%  | 36% | 31% | 24% | 4%   |
| 59. | Performing Arts Center?  | 4%  | 36% | 32% | 26% | 3%   |
| 60. | Golf course?   | 3%  | 36% | 34% | 23% | 4%   |
| 61. | Volunteer services?  | 8%  | 56% | 27% | 6%  | 4%   |
| 62. | Utility billing?   | 17% | 62% | 18% | 2%  | 1%   |
| 63. | Forestry program?  | 13% | 49% | 23% | 7%  | 8%   |
| 64. | Building code enforcement?   | 19% | 63% | 16% | 2%  | 1%   |
| 65. | Property maintenance enforcement?  | 22% | 61% | 15% | 2%  | 1%   |
| 66. | Sustainability programs, such as energy efficiency, water conservation and purchasing environmentally-friendly products?   | 16% | 52% | 31% | 1%  | 0%   |
| 67. | City street repair and maintenance?  | 57% | 41% | 2%  | 0%  | 0%   |
| 68. | Street snow plowing?   | 47% | 47% | 6%  | 0%  | 0%   |
| 69. | Mowing and upkeep of boulevards and medians?   | 19% | 60% | 20% | 1%  | 1%   |
| 70. | Would you favor or oppose cuts in city services if they would reduce your current CITY property taxes (WAIT FOR RESPONSE) Do you feel strongly that way?                                 |     |     |     |     | STRONGLY FAVOR.....3%<br>FAVOR.....14%<br>OPPOSE.....38%<br>STRONGLY OPPOSE.....25%<br>DON'T KNOW/REFUSED....21% |
| 71. | When you consider the property taxes you pay and the quality of the city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor? |     |     |     |     | EXCELLENT.....6%<br>GOOD.....64%<br>ONLY FAIR.....13%<br>POOR.....2%<br>DON'T KNOW/REFUSED....16%                |

Moving on....

|     |   |   |
|-----|---|---|
| 72. | How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, very little, or nothing? | GREAT DEAL.....5%<br>FAIR AMOUNT.....46%<br>VERY LITTLE.....38%<br>NOTHING.....11%<br>DON'T KNOW/REFUSED.....1% |
|-----|---|---|

|     |   |  |
|-----|---|--|
| 73. | From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And, do you feel strongly that way? | STRONGLY APPROVE.....8%<br>APPROVE.....57%<br>DISAPPROVE.....16%<br>STRONGLY DISAPPROVE....5%<br>DON'T KNOW/REFUSED....15% |
|-----|---|--|

IF A JUDGMENT IS GIVEN, ASK: (n=339)

|     |   |  |
|-----|---|--|
| 74. | Could you tell me one or two reasons why you feel that way? | UNSURE.....2%<br>GOOD JOB.....33%<br>NO PROBLEMS.....23%<br>COULD IMPROVE.....11%<br>POOR CITY SPENDING....12%<br>LISTEN.....4%<br>DON'T LISTEN.....6%<br>GOOD DEVELOPMENT.....2%<br>LOW-INCOME HOUSING....2%<br>RISING CRIME.....2%<br>PAC ISSUE.....2% |
|-----|---|--|

|     |   |   |
|-----|---|---|
| 75. | From what you have seen, heard, or experienced, how would you rate the job of the Burnsville City Staff -- excellent, good, only fair, or poor? | EXCELLENT.....6%<br>GOOD.....71%<br>ONLY FAIR.....11%<br>POOR.....0%<br>DON'T KNOW/REFUSED....12% |
|-----|---|---|

|     |  |   |
|-----|--|---|
| 76. | During the past year, have you contacted any staff member at Burnsville City Hall? | YES.....26%<br>NO.....73%<br>DON'T KNOW/REFUSED....2% |
|-----|--|---|

IF "YES," ASK: (n=103)

Thinking about that last contact, for each of the following characteristics, please rate the Burnsville City Hall facility or staff as excellent, good, only fair, or poor....

|                                       | EXCL | GOOD | FAIR | POOR | DK/R |
|---------------------------------------|------|------|------|------|------|
| 77. Courtesy of the department staff? | 36%  | 59%  | 4%   | 0%   | 1%   |
| 78. Ease of reaching a de-            |      |      |      |      |      |

|     |  |     |     |     |    |    |
|-----|--|-----|-----|-----|----|----|
|     | partment staff member<br>who could help you? | 28% | 54% | 14% | 3% | 1% |
| 79. | Efficiency of the<br>department staff?       | 22% | 63% | 11% | 2% | 2% |

Let's talk about park and recreation opportunities in Burnsville....

The Burnsville Park System is composed of parks, trails, ball-fields, and other facilities. I would like to read you a list of recreation facilities and events in Burnsville. For each one, please tell me if you or members of your household use them -- frequently, occasionally, rarely or never?

|     | FRE  | OCC      | RAR | NEV      | DKR |                         |    |
|-----|--|----------|-----|----------|-----|-------------------------|----|
| 80. | Community parks or<br>neighborhood parks?  | 29%      | 40% | 18%      | 13% | 0%                      |    |
| 81. | Trails?  | 29%      | 40% | 14%      | 18% | 0%                      |    |
| 82. | Athletic fields?   | 9%       | 22% | 18%      | 52% | 0%                      |    |
| 83. | Birnamwood Golf Course?  | 7%       | 14% | 17%      | 60% | 2%                      |    |
| 84. | Burnsville Ice Center?   | 2%       | 9%  | 16%      | 72% | 2%                      |    |
| 85. | Performing Arts Center?  | 4%       | 18% | 23%      | 55% | 1%                      |    |
| 86. | Alimagnet dog park?  | 2%       | 12% | 7%       | 78% | 1%                      |    |
| 87. | Outdoor ice skating rinks?   | 2%       | 11% | 12%      | 74% | 1%                      |    |
| 88. | Cross-country ski trails?  | 2%       | 5%  | 11%      | 82% | 1%                      |    |
| 89. | Skate Park?  | 2%       | 9%  | 9%       | 80% | 1%                      |    |
| 90. | Concerts, movies and events in<br>Nicollet Commons Park?   | 8%       | 29% | 23%      | 41% | 0%                      |    |
| 91. | Basketball courts?   | 3%       | 12% | 12%      | 72% | 1%                      |    |
| 92. | Tennis courts?   | 2%       | 9%  | 9%       | 80% | 1%                      |    |
| 93. | The Garage, the city's teen<br>center?   | 1%       | 7%  | 7%       | 85% | 1%                      |    |
| 94. | Crystal Lake Beach?  | 7%       | 35% | 20%      | 39% | 0%                      |    |
| 95. | In general, do you feel that<br>existing recreational facilities<br>offered by the City meet the<br>needs of you and members of<br>your household? | YES..... | 91% | NO ..... | 5%  | DON'T KNOW/REFUSED..... | 4% |
| 96. | Did you or a member of your house-<br>hold participate in a city-spon-<br>sored recreation program in the<br>last two years?                       | YES..... | 34% | NO.....  | 65% | DON'T KNOW/REFUSED..... | 1% |

For each of the following programs offered by the city recreation department, please tell me if there are too many, too few or about the right amount.

|   | MAN | FEW | RAM | DKR |
|---|-----|-----|-----|-----|
| 97. Programs for pre-school and school-aged children? | 1%  | 5%  | 65% | 30% |
| 98. Adult programs?                                   | 1%  | 6%  | 70% | 24% |
| 99. Family programs?                                  | 0%  | 5%  | 69% | 26% |
| 100. Senior programs?                                 | 2%  | 5%  | 56% | 38% |

Now, let's talk about the quality of the natural environment in Burnsville. Again, as I read the following statements, please answer "yes" or "no."

|   | YES                     | NO                        | DKR                       |
|---|-------------------------|---------------------------|---------------------------|
| 101. I feel informed about the link between my actions and their impact on the natural environment in the community.  | 89%                     | 8%                        | 3%                        |
| 102. Surface water, lakes and ponds in Burnsville are clean and well-maintained.  | 84%                     | 9%                        | 8%                        |
| 103. What do you do with household hazardous waste such as paint, fluorescent lights, and electronics -- put in garbage, store in basement or garage, take to the Dakota County Recycling Zone, take to the fall or spring Household Hazardous Waste and Landfill Day, or something else? | PUT IN GARBAGE.....5%   | STORE BASEMENT/GARAGE..3% | TAKE TO RECYC ZONE....45% |
|   | FALL/SPRING DAY.....18% | DON'T KNOW/REFUSED.....1% | NO ITEMS.....18%          |
|   | RECYCLING BINS.....10%  | DON'T KNOW/REFUSED.....1% |                           |

Changing topics....

I would like to read you a short list of public safety problems that may exist in any community. For each one, please rate the problem as very serious, somewhat serious, not too serious, or not at all serious in this community. If you are unsure, just say so....

|   | VRS | SSR | NTS | NAA | DKR |
|---|-----|-----|-----|-----|-----|
| 104. Gangs?                                       | 4%  | 21% | 36% | 27% | 12% |
| 105. Youth crimes?                                | 7%  | 37% | 34% | 15% | 8%  |
| 106. Traffic speeding?                            | 12% | 43% | 34% | 11% | 1%  |
| 107. Stop sign violations?                        | 7%  | 28% | 45% | 17% | 3%  |
| 108. Pedestrian safety?                           | 4%  | 28% | 46% | 20% | 2%  |
| 109. Drugs?                                       | 7%  | 38% | 30% | 11% | 14% |
| 110. Residential crimes, such burglary and theft? | 10% | 43% | 31% | 12% | 5%  |

|  |                           |     |     |     |     |
|--|---------------------------|-----|-----|-----|-----|
| 111. Identity theft?   | 3%                        | 22% | 38% | 21% | 17% |
| 112. Web predators?  | 6%                        | 12% | 25% | 27% | 31% |
| 113. Do you feel that crime in Burnsville has increased, decreased or remained about the same during the past few years?   | INCREASED.....29%         |     |     |     |     |
|  | DECREASED.....5%          |     |     |     |     |
|  | REMAINED THE SAME.....61% |     |     |     |     |
|  | DON'T KNOW/REFUSED.....5% |     |     |     |     |
| 114. How would you rate the amount of patrolling the police department does in your neighborhood -- would you say they do too much, about the right amount, or not enough? | TOO MUCH.....4%           |     |     |     |     |
|  | ABOUT RIGHT AMOUNT....81% |     |     |     |     |
|  | NOT ENOUGH.....15%        |     |     |     |     |
|  | DON'T KNOW/REFUSED.....0% |     |     |     |     |

As I read the following statements about public safety in Burnsville, please answer "yes" or "no."

|   | YES | NO  | DKR |
|---|-----|-----|-----|
| 115. I have an overall feeling of safety in Burnsville.           | 93% | 8%  | 0%  |
| 116. I would feel safe walking in my neighborhood alone at night. | 72% | 28% | 1%  |
| 117. Children are safe playing in our city parks.                 | 79% | 15% | 6%  |

IF "NO," ASK: (n=61)

|                                |                           |  |  |
|--------------------------------|---------------------------|--|--|
| 118. Why do you feel that way? | NOT SAFE ANYWHERE.....59% |  |  |
|                                | DRUG ACTIVITY.....8%      |  |  |
|                                | RISING CRIME.....21%      |  |  |
|                                | LOITERING.....8%          |  |  |
|                                | GANGS.....2%              |  |  |
|                                | SCATTERED.....2%          |  |  |

|   | YES | NO  | DKR |
|---|-----|-----|-----|
| 119. The Burnsville Police Department responds to calls in a timely manner.                             | 90% | 2%  | 9%  |
| 120. I feel safe shopping in Burnsville.  | 97% | 3%  | 0%  |
| 121. The Burnsville Fire Department and Emergency Medical Service responds to calls in a timely manner. | 89% | 2%  | 10% |
| 122. I have been a victim of a crime in Burnsville during the past year.                                | 8%  | 92% | 0%  |

IF "YES," ASK: (n=32)

|  |                           |
|--|---------------------------|
| 123. Were you satisfied with the response of the Burnsville Police Department? | YES.....66%               |
|  | NO.....34%                |
|  | DON'T KNOW/REFUSED.....0% |
| 124. Have you or anyone in your family contacted the Fire Department?          | YES.....12%               |
|  | NO.....88%                |
|  | DON'T KNOW/REFUSED.....0% |
| IF "YES," ASK: (n=46)  |                           |
| 125. Were you satisfied or dissatisfied with the Fire Department's service?    | SATISFIED.....96%         |
|  | DISSATISFIED.....4%       |
|  | BOTH (VOL.).....0%        |
|  | DON'T KNOW/REFUSED.....0% |
| 126. Have you or anyone in your family used the city's ambulance service?      | YES.....17%               |
|  | NO.....83%                |
|  | DON'T KNOW/REFUSED.....0% |
| IF "YES," ASK: (n=69)  |                           |
| 127. Were you satisfied or dissatisfied with the service received?             | SATISFIED.....99%         |
|  | DISSATISFIED.....1%       |
|  | BOTH (VOL.).....0%        |
|  | DON'T KNOW/REFUSED.....0% |

Now, let's discuss transportation issues in Burnsville. For each of the following statements, please answer "yes" or "no"....

|  | YES | NO  | DKR |
|--|-----|-----|-----|
| 128. Whether I use them or not, I am satisfied with public transportation opportunities within the City of Burnsville. | 80% | 10% | 10% |
| 129. I am generally satisfied with the amount of time required to drive from one place to another place in the city.   | 95% | 5%  | 1%  |

130. Now I would like to read you a short list of driving behaviors. Please tell me which one, if any, you consider to be the most serious traffic concern in the City of Burnsville.

|  |     |
|--|-----|
| Speeding.....                              | 24% |
| Aggressive driving.....                    | 12% |
| Driving under the influence.....           | 4%  |
| Running traffic lights and stop signs..... | 8%  |
| Distracted driving.....                    | 42% |
| SOMETHING ELSE.....                        | 1%  |
| NONE (VOL.).....                           | 6%  |
| DON'T KNOW/REFUSED.....                    | 4%  |

Moving on....

|  |                        |     |
|--|------------------------|-----|
| 131. Do you feel youth opinions, teens in particular, are valued in the community? | YES.....               | 45% |
|  | NO.....                | 23% |
|  | DON'T KNOW/REFUSED.... | 33% |

IF "NO," ASK: (n=92)

|                                |                           |     |
|--------------------------------|---------------------------|-----|
| 132. Why do you feel that way? | UNSURE.....               | 3%  |
|                                | NOT ASKED OPINIONS....    | 39% |
|                                | NOT TAKEN SERIOUSLY...    | 28% |
|                                | DON'T CARE ABOUT.....     | 10% |
|                                | WON'T LISTEN TO TEENS.14% |     |
|                                | TEENS CAUSE TROUBLE....   | 4%  |
|                                | SCATTERED.....            | 1%  |

Moving on....

|   |                       |     |
|---|-----------------------|-----|
| 133. What is your principal source of information about city government and its activities? | NOTHING.....          | 2%  |
|   | LOCAL NEWSPAPER.....  | 43% |
|   | CITY NEWSLETTER.....  | 28% |
|   | WORD OF MOUTH.....    | 10% |
|   | WEBSITE.....          | 9%  |
|   | CABLE TELEVISION..... | 3%  |
|   | STAR TRIBUNE.....     | 3%  |
|   | SCATTERED.....        | 3%  |

Thinking about both the quality and the quantity of the information you receive from the City of Burnsville....

|  |                        |     |
|--|------------------------|-----|
| 134. In general, do you receive too much information from the City of Burnsville, about the right amount, or too little information? | TOO MUCH.....          | 1%  |
|  | ABOUT RIGHT AMOUNT.... | 95% |
|  | TOO LITTLE.....        | 5%  |
|  | DON'T KNOW/REFUSED.... | 0%  |



IF "TOO LITTLE," ASK: (n=18)

135. What information do you think is missing?

UNSURE, 22%; CURRENT EVENTS, 11%; COUNCIL MEETING  
INFORMATION, 50%; CRIME STATISTICS, 17%.

|   |                           |
|---|---------------------------|
| 136. Do you recall receiving the City newsletter, titled "The Burnsville Bulletin," during the past year? (IF "YES," ASK:) Do you or any members of your household regularly read it? | NO.....17%                |
|   | YES/YES.....71%           |
|   | YES/NO.....12%            |
|   | DON'T KNOW/REFUSED.....1% |

IF "YES/YES," ASK: (n=283)

|   |                           |
|---|---------------------------|
| 137. How effective is the city newsletter in keeping you informed about activities in the city -- very effective, somewhat effective, not too effective, or not at all effective? | VERY EFFECTIVE.....41%    |
|   | SOMEWHAT EFFECTIVE....54% |
|   | NOT TOO EFFECTIVE.....4%  |
|   | NOT AT ALL EFFECTIVE...1% |
|   | DON'T KNOW/REFUSED.....1% |

|   |                           |
|---|---------------------------|
| 138. And, for the most part, do you feel aware of the opportunities for involvement in decisions of the City Council and City Boards? | YES.....66%               |
|   | NO.....29%                |
|   | DON'T KNOW/REFUSED.....5% |

|  |                           |
|--|---------------------------|
| 139. Does your household currently subscribe to cable television, have a satellite dish, antenna tv, or none of the above? | CABLE TV.....65%          |
|  | SATELLITE DISH.....24%    |
|  | ANTENNA TV.....9%         |
|  | MULTIPLE (VOL.).....1%    |
|  | NONE OF ABOVE.....1%      |
|  | DON'T KNOW/REFUSED.....0% |

IF "CABLE TV," ASK: (n=261)

|   |                           |
|---|---------------------------|
| 140. When you consider the rate you pay for cable and the quality of the cable service you receive, would you rate the general value of cable service as excellent, good, only fair, or poor? | EXCELLENT.....5%          |
|   | GOOD.....56%              |
|   | ONLY FAIR.....31%         |
|   | POOR.....6%               |
|   | DON'T KNOW/REFUSED.....2% |

|  |                           |
|--|---------------------------|
| 141. During the past year, have you watched local programming on BCTV Channels 14 or 16? | YES.....46%               |
|  | NO.....54%                |
|  | DON'T KNOW/REFUSED.....0% |

IF "YES," ASK: (n=119)

For each of the following types of programs, please tell me if you have watched them during the past year.

|  | YES                       | NO                        | DKR                      |
|--|---------------------------|---------------------------|--------------------------|
| 142. City Council or other City meetings?  | 74%                       | 26%                       | 0%                       |
| 143. Local sports, concerts or events?   | 61%                       | 39%                       | 0%                       |
| 144. City of Burnsville news briefs or public service announcements?   | 61%                       | 40%                       | 0%                       |
| 145. Public access or resident-produced programming?   | 40%                       | 58%                       | 2%                       |
| 146. Bulletin board messages?  | 67%                       | 33%                       | 0%                       |
| 147. How important is this type of local programming to you -- very important, somewhat important, not too important or not at all important?  | VERY IMPORTANT.....19%    | SOMEWHAT IMPORTANT....71% | NOT TOO IMPORTANT.....8% |
|  | NOT AT ALL IMPORTANT...0% | DON'T KNOW/REFUSED.....2% |                          |
| 148. Do you currently use the Internet at home? (IF "YES," ASK:) How do you connect to the internet -- on a dial-up modem, DSL, Cable modem, wireless service or some other way? (IF "OTHER," ASK:) How? | NO.....16%                | YES/DIAL-UP.....4%        | YES/DSL.....23%          |
|  | YES/CABLE MODEM.....38%   | YES/WIRELESS.....19%      | YES/OTHER.....0%         |
|  | DON'T KNOW/REFUSED.....1% |                           |                          |

IF "YES," ASK: (n=333)

|  |             |            |                           |
|--|-------------|------------|---------------------------|
| 149. Have you accessed the City's website, www.burnsville.org? | YES.....64% | NO.....36% | DON'T KNOW/REFUSED.....0% |
|--|-------------|------------|---------------------------|

IF "YES," ASK: (n=214)

|  |                  |                           |                           |
|--|------------------|---------------------------|---------------------------|
| 150. How would you rate the city's website -- excellent, good, only fair, or poor? | EXCELLENT.....7% | GOOD.....84%              | ONLY FAIR.....8%          |
|  | POOR.....1%      | DON'T KNOW/REFUSED.....0% |                           |
| 151. Were you able to find what you were looking for?                              | YES.....97%      | NO.....3%                 | DON'T KNOW/REFUSED.....1% |

The City of Burnsville currently communicates with residents with social media, such as podcasts, blogs, Facebook, Twitter and YouTube.

|   |   |
|---|---|
| 152. How likely are you to use social media to receive information and news from the City of Burnsville -- very likely, somewhat likely, not too likely or not at all likely? | VERY LIKELY.....7%<br>SOMEWHAT LIKELY.....35%<br>NOT TOO LIKELY.....19%<br>NOT AT ALL LIKELY.....38%<br>DON'T KNOW/REFUSED.....1% |
|---|---|

Many city services and information are available through the Internet. How likely are you to use the Internet for each of the following services -- very likely, somewhat likely, not too likely, or not at all likely? If you have no opinion, just say so.

|  | VLK  | SLK | NTL | NAA | DKR |
|--|--|-----|-----|-----|-----|
| 153. Receiving the city newsletter by e-mail?  | 20%  | 31% | 11% | 37% | 2%  |
| 154. Paying utility bills?   | 24%  | 21% | 15% | 38% | 2%  |
| 155. Dog licenses and other applications?  | 8%   | 16% | 15% | 60% | 1%  |
| 156. Participating in opinion surveys?   | 3%   | 20% | 27% | 49% | 1%  |
| 157. Registration for parks and recreation programs?   | 8%   | 24% | 15% | 52% | 0%  |
| 158. Looking for job opportunities with the city?  | 10%  | 18% | 16% | 54% | 2%  |
| 159. Getting a building permit?  | 6%   | 17% | 15% | 61% | 2%  |
| 160. Receiving road construction information?  | 13%  | 30% | 15% | 41% | 1%  |
| 161. How satisfied are you with your competitive choice of internet service providers -- very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied? | VERY SATISFIED.....21%<br>SOMEWHAT SATISFIED....60%<br>NOT TOO SATISFIED.....11%<br>NOT AT ALL SATISFIED...7%<br>DON'T KNOW/REFUSED.....1% |     |     |     |     |
| 162. How satisfied are you with the speed of your internet service -- very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied?                    | VERY SATISFIED.....29%<br>SOMEWHAT SATISFIED....63%<br>NOT TOO SATISFIED.....6%<br>NOT AT ALL SATISFIED...2%<br>DON'T KNOW/REFUSED.....1%  |     |     |     |     |

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

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

- |   |   |
|---|---|
| 163. First, persons 62 or over?   | NONE.....80%  |
|   | ONE.....10%   |
|   | TWO OR MORE.....10%   |
| 164. Adults under 62?   | NONE.....13%  |
|   | ONE.....26%   |
|   | TWO.....56%   |
|   | THREE OR MORE.....5%  |
| 165. School-aged children and pre-schoolers?  | NONE.....66%  |
|   | ONE.....11%   |
|   | TWO.....16%   |
|   | THREE OR MORE.....7%  |
| 166. Do you own or rent your present residence?   | OWN.....65%   |
|   | RENT.....34%  |
|   | REFUSED.....1%  |
| 167. Is a language other than English spoken in your home? ("IF YES," ASK:) What is it?   |   |
|   | NO, 89%; SPANISH, 5%; HMONG, 1%; SOMALI, 2%; SCATTERED, 3%. |
| 168. Which of the following categories represents your ethnicity -- White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be? | WHITE.....78%   |
|   | AFRICAN-AMERICAN.....10%                                    |
|   | HISPANIC-LATINO.....6%                                      |
|   | ASIAN-PACIFIC ISLANDER.4%                                   |
|   | NATIVE AMERICAN.....0%                                      |
|   | SOMETHING ELSE.....1%                                       |
|   | MIXED/BI-RACIAL.....2%                                      |
|   | DON'T KNOW.....0%   |
|   | REFUSED.....0%  |
| 169. Is your pre-tax yearly household income over or under \$50,000?  | UNDER \$25,000.....11%                                      |
|   | \$25,001-\$50,000.....29%                                   |
| IF "OVER," ASK:   | \$50,001-\$75,000.....22%                                   |
| Is it over \$75,000? (IF "YES," ASK:) Is it over \$100,000?   | \$75,001-\$100,000.....17%                                  |
|   | OVER \$100,000.....9%                                       |
| IF "UNDER," ASK:  | DON'T KNOW.....1%   |
| Is it under \$25,000?   | REFUSED.....12%   |

170. Gender MALE.....49%  
FEMALE.....51%

171. City precinct  
PRECINCT 1.....8%  
PRECINCT 2.....5%  
PRECINCT 3.....5%  
PRECINCT 4.....6%  
PRECINCT 5.....5%  
PRECINCT 6.....6%  
PRECINCT 7.....5%  
PRECINCT 8.....9%  
PRECINCT 9.....6%  
PRECINCT 10.....7%  
PRECINCT 11.....6%  
PRECINCT 12.....4%  
PRECINCT 13.....6%  
PRECINCT 14.....6%  
PRECINCT 15.....6%  
PRECINCT 16.....5%  
PRECINCT 17.....6%

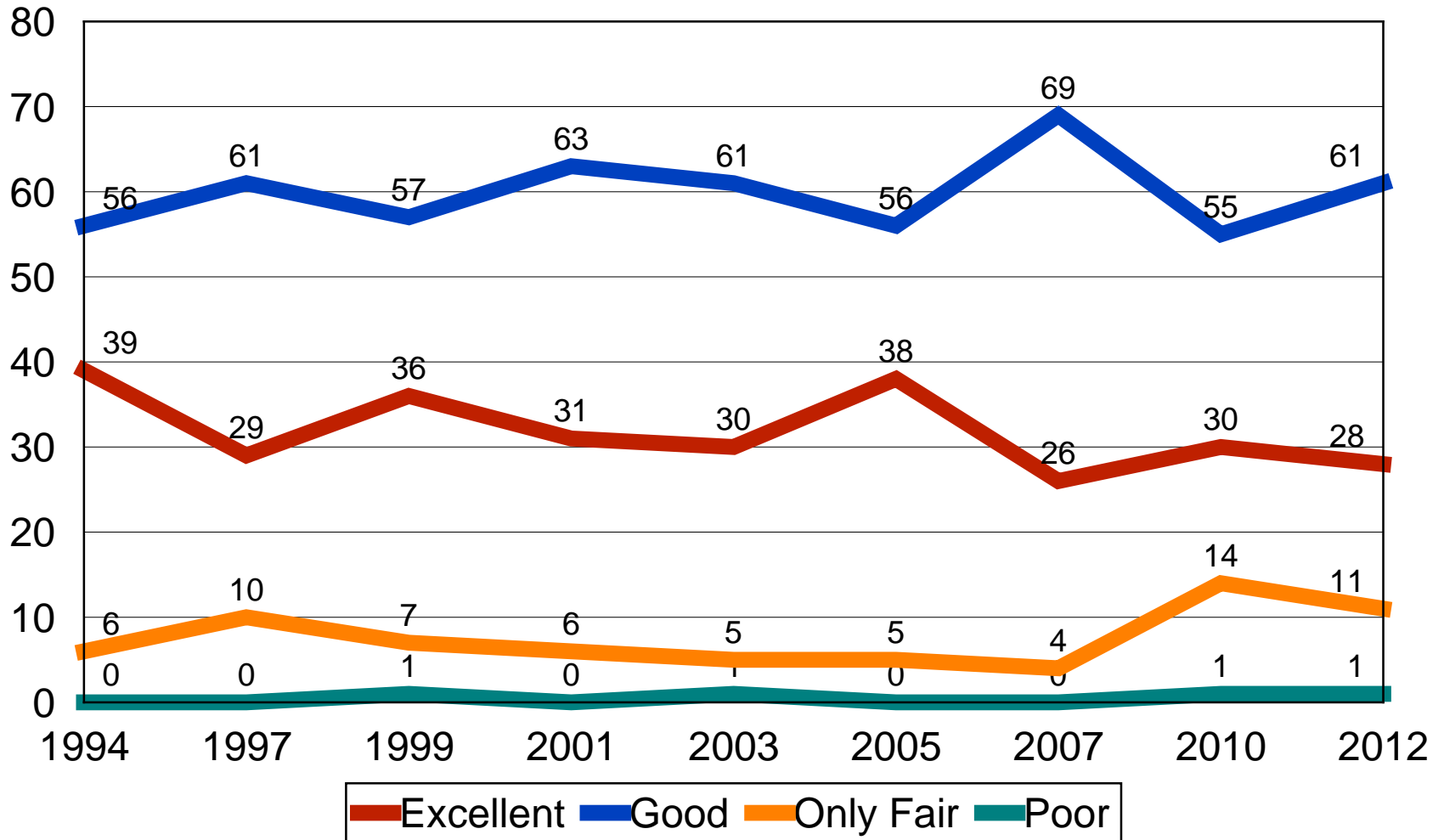
# **City of Burnsville**

## 2012 Residential Study

Decision Resources, Ltd.

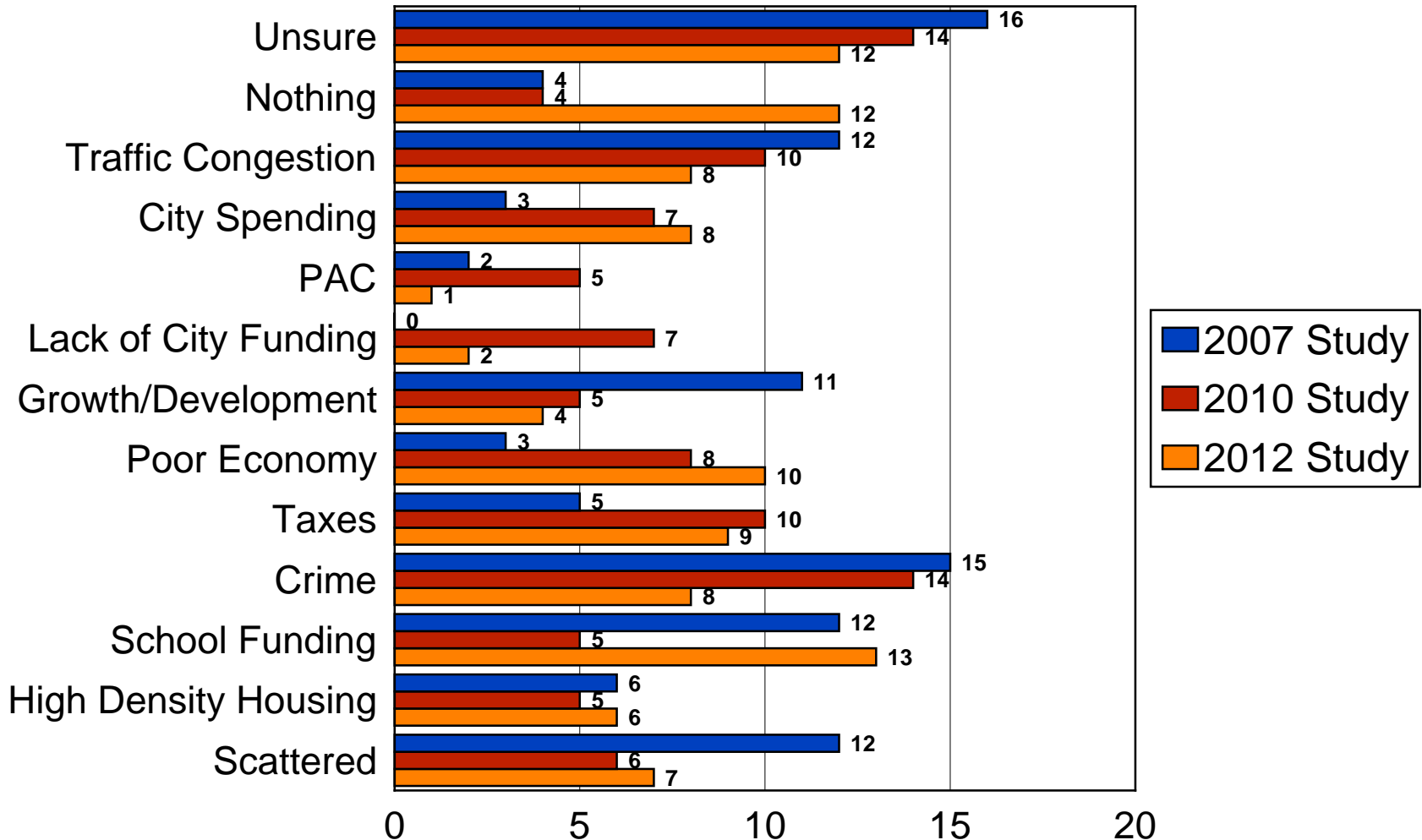
# Quality of Life Rating

2012 Burnsville Residential Study



# Most Serious Issue

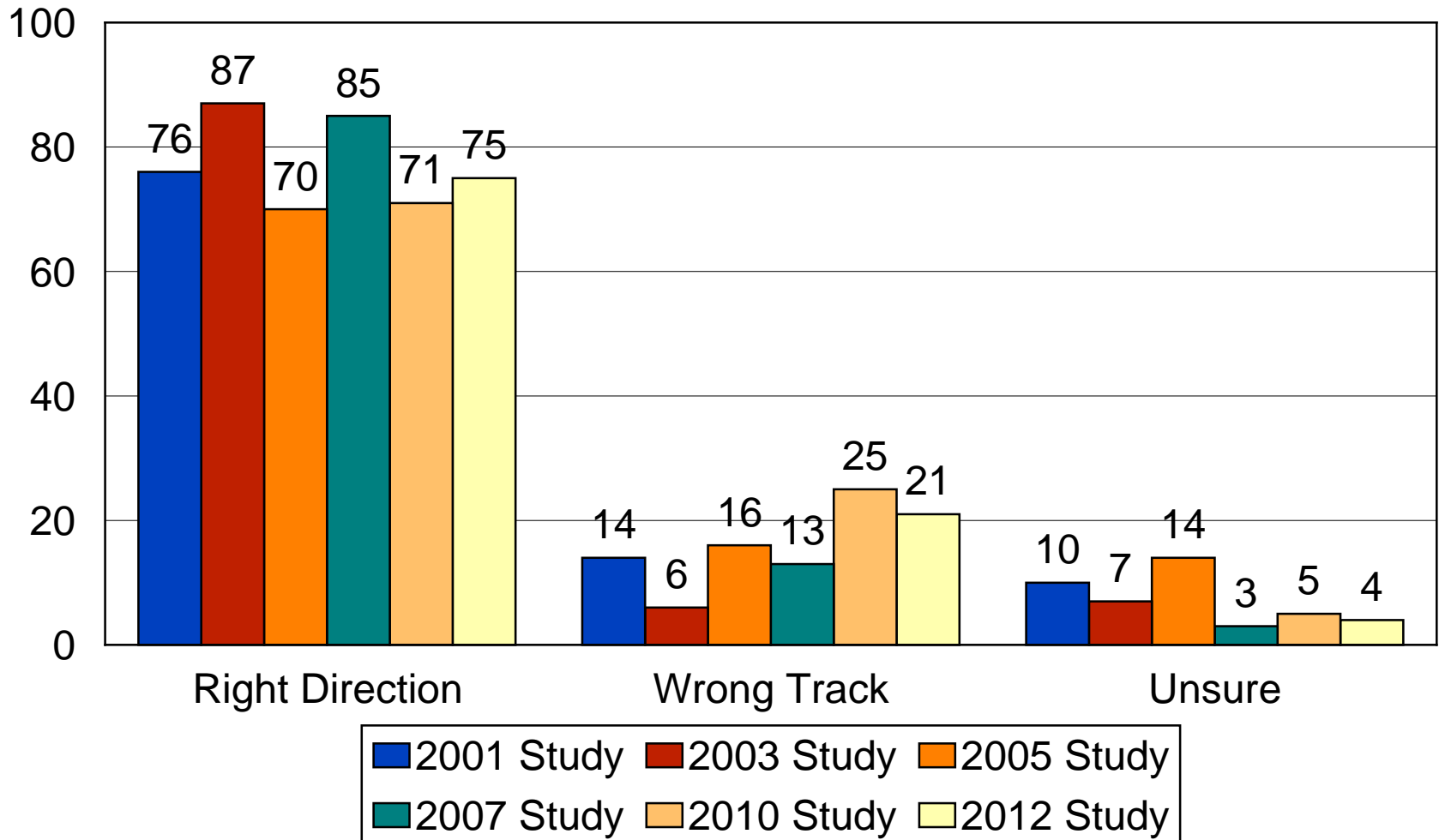
## 2012 Burnsville Residential Study





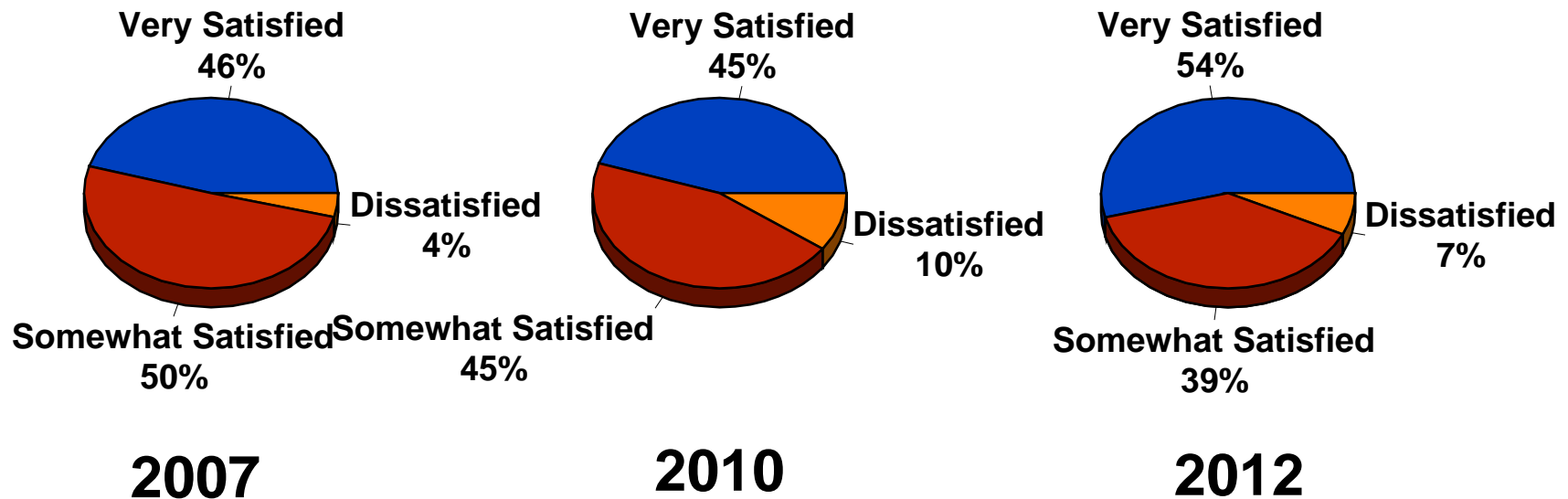
# Direction of City

## 2012 Burnsville Residential Study



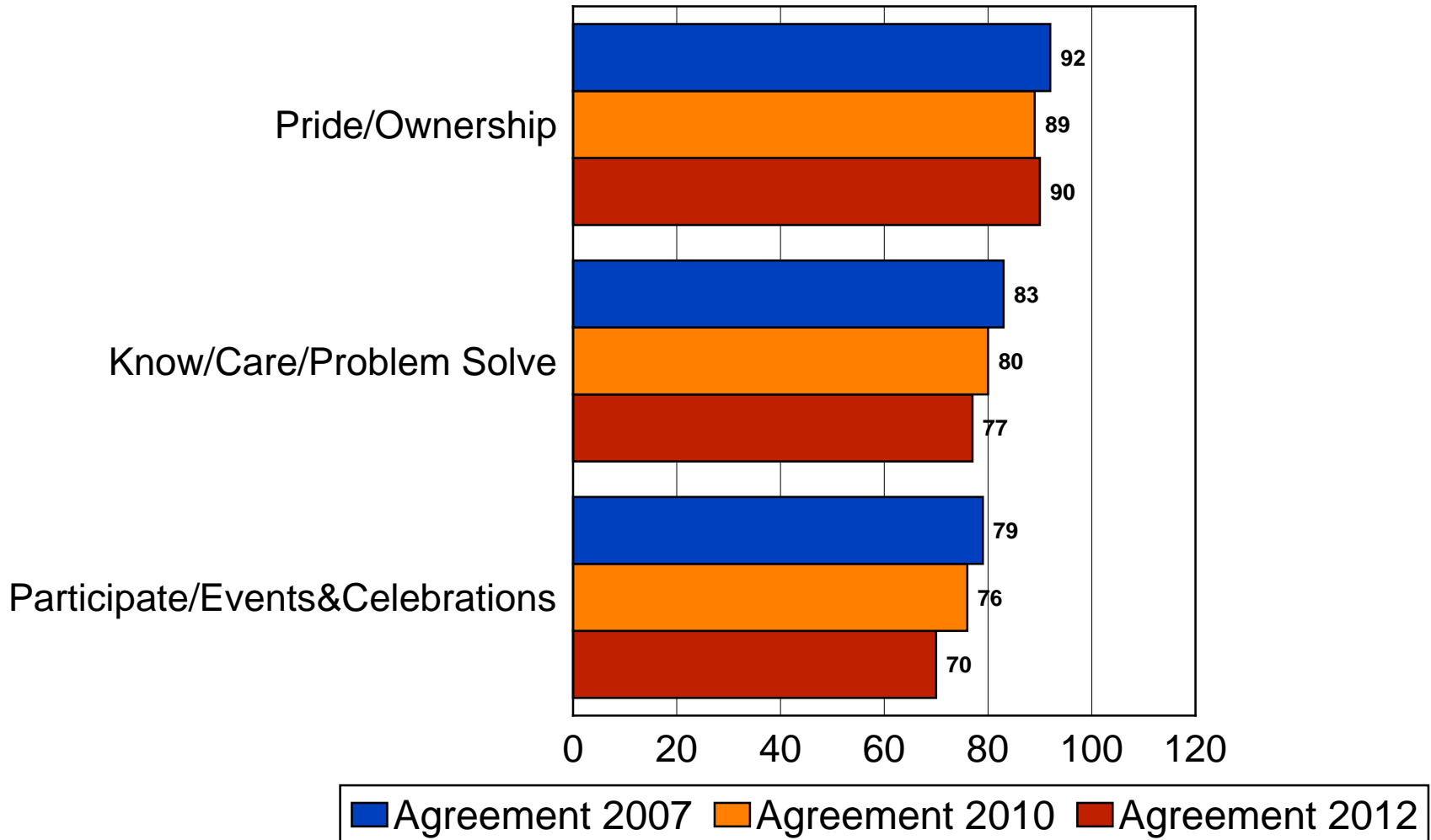
# Neighborhood as Place to Live

2012 Burnsville Residential Study



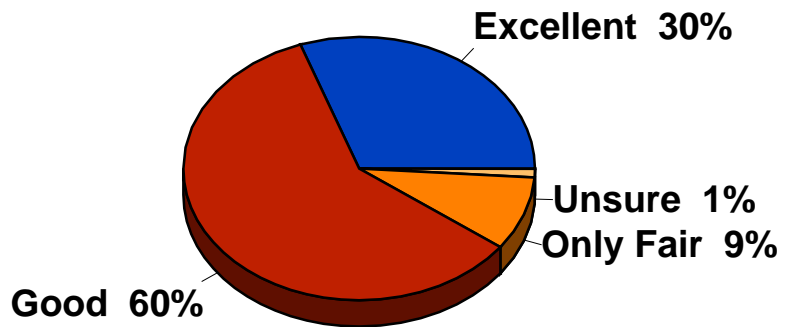
# Neighborhood Perceptions

2012 Burnsville Residential Study

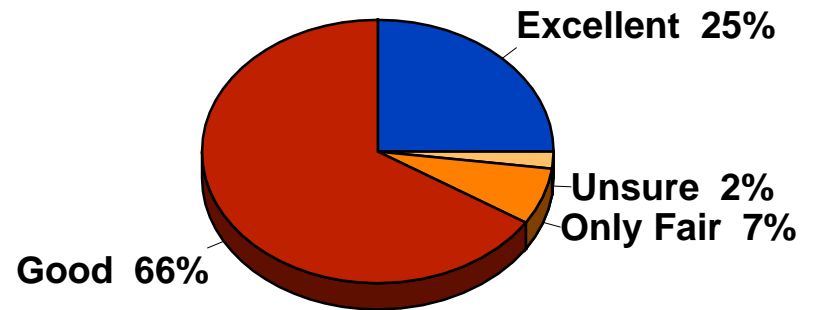


# Appearance/Upkeep Homes/Yards

2012 Burnsville Residential Study



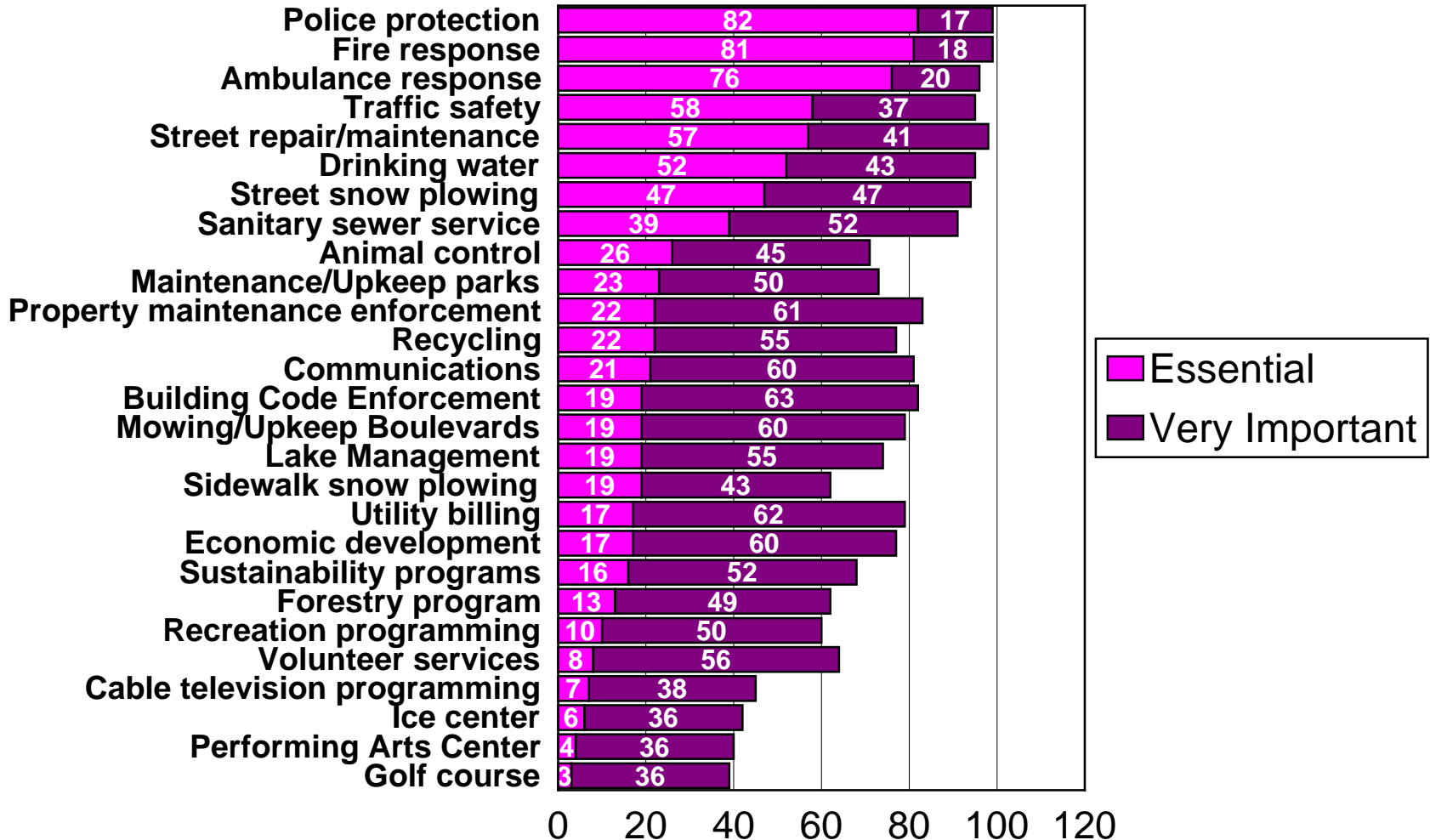
**2010**



**2012**

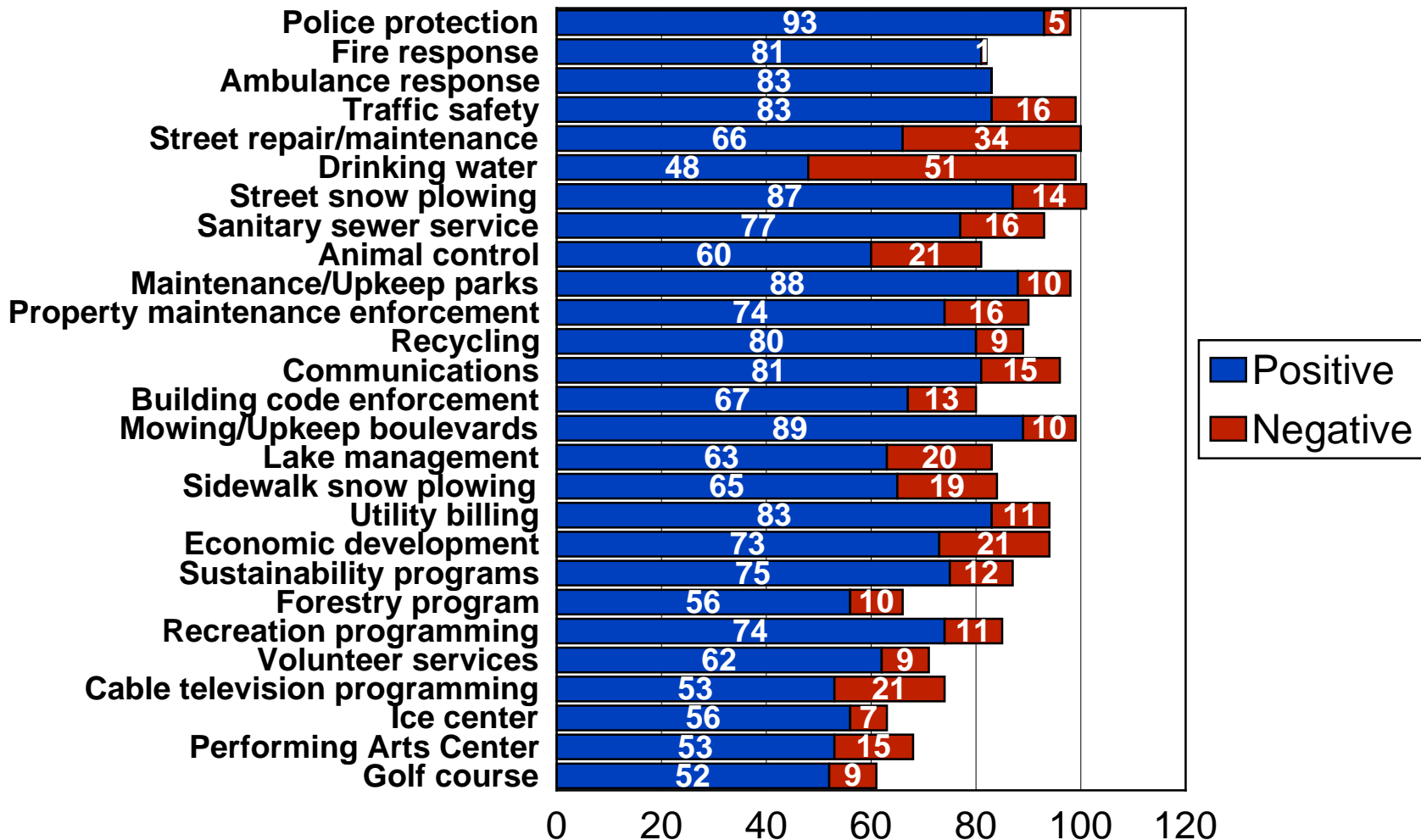
# Priority of City Services

## 2012 Burnsville Residential Study



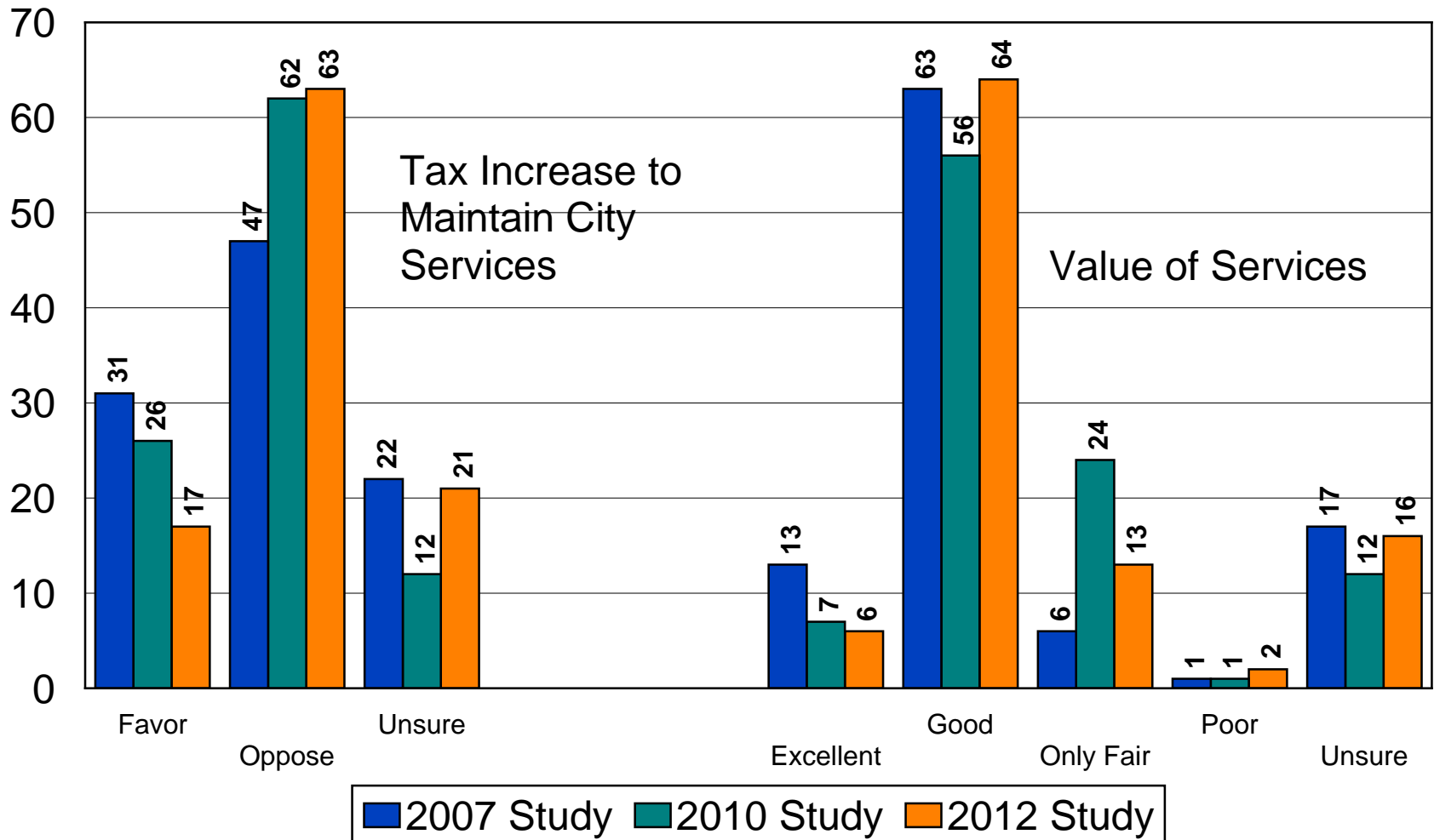
# City Service Ratings

## 2012 Burnsville Residential Study



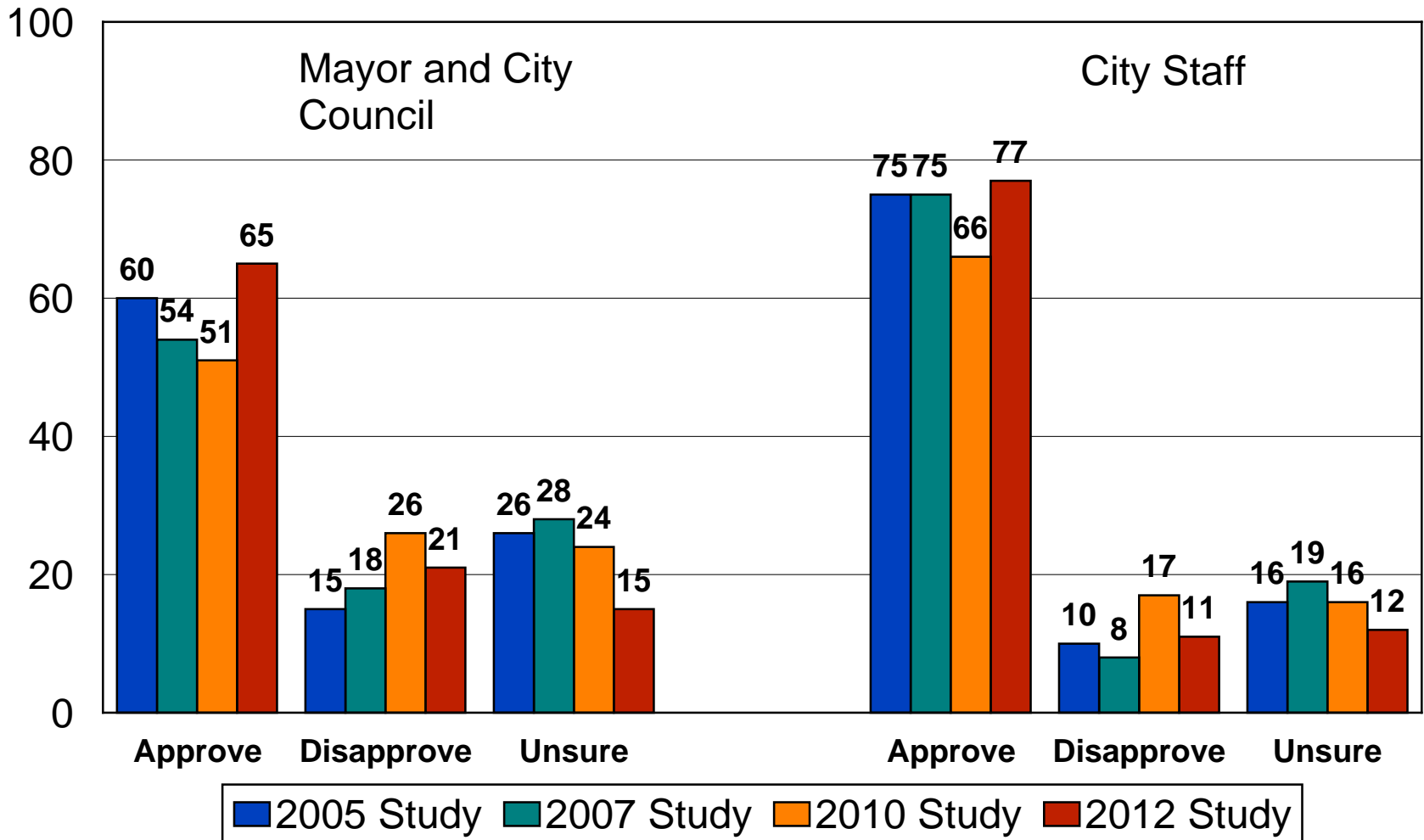
# Property Tax Perceptions

2012 Burnsville Residential Study



# City Government and Staff

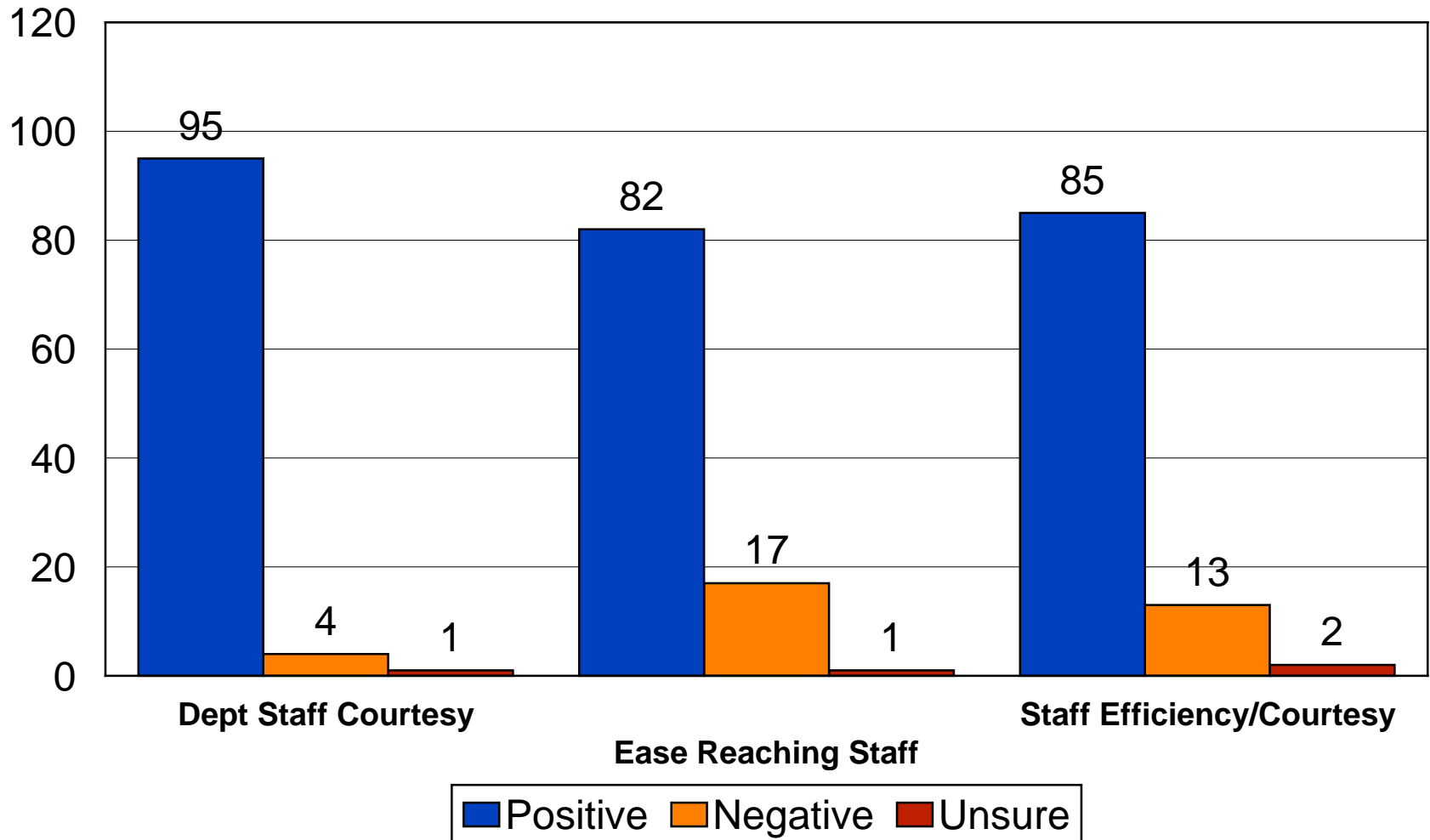
## 2012 Burnsville Residential Study





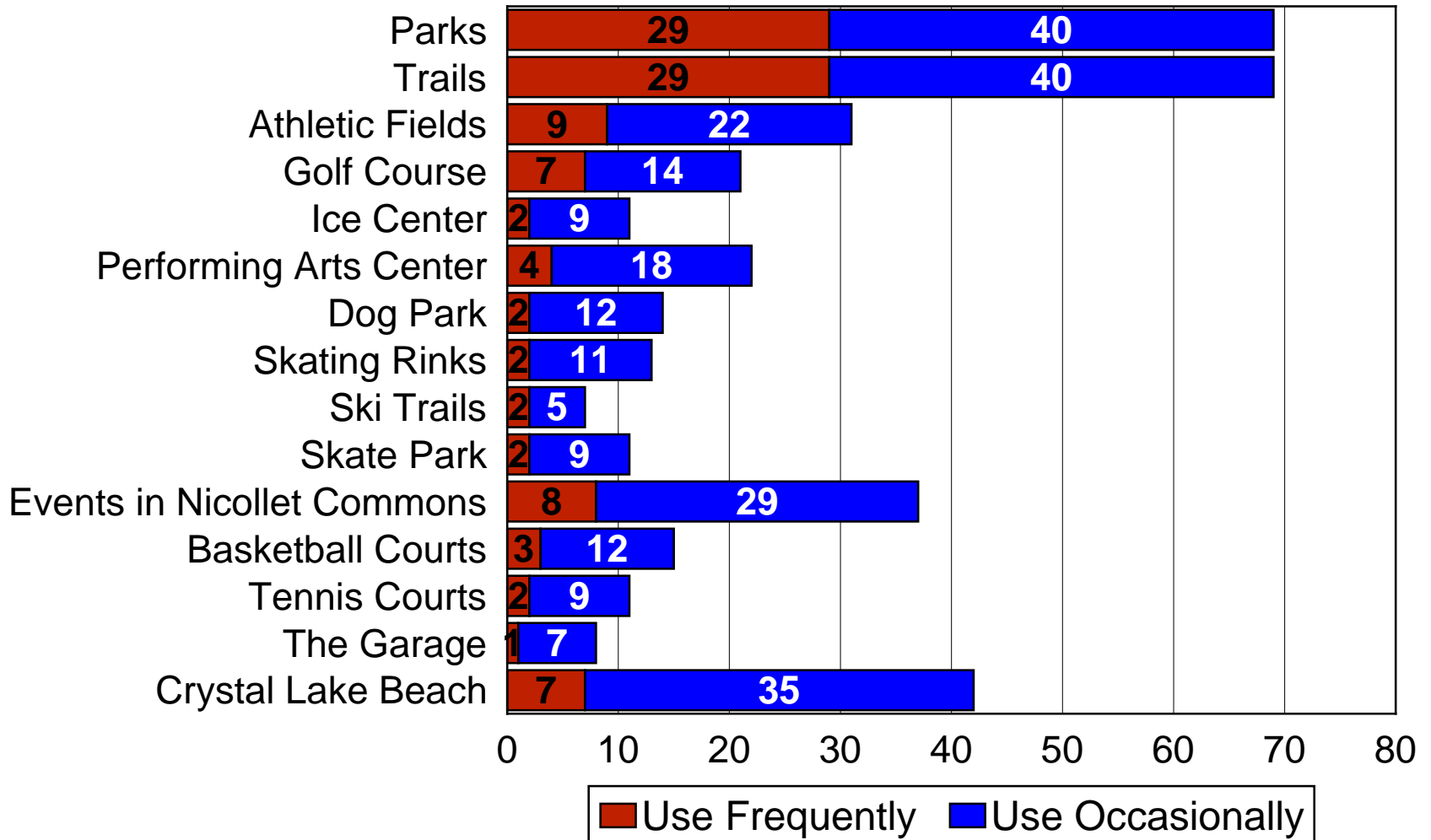
# City Hall Contacts

2012 Burnsville Residential Study



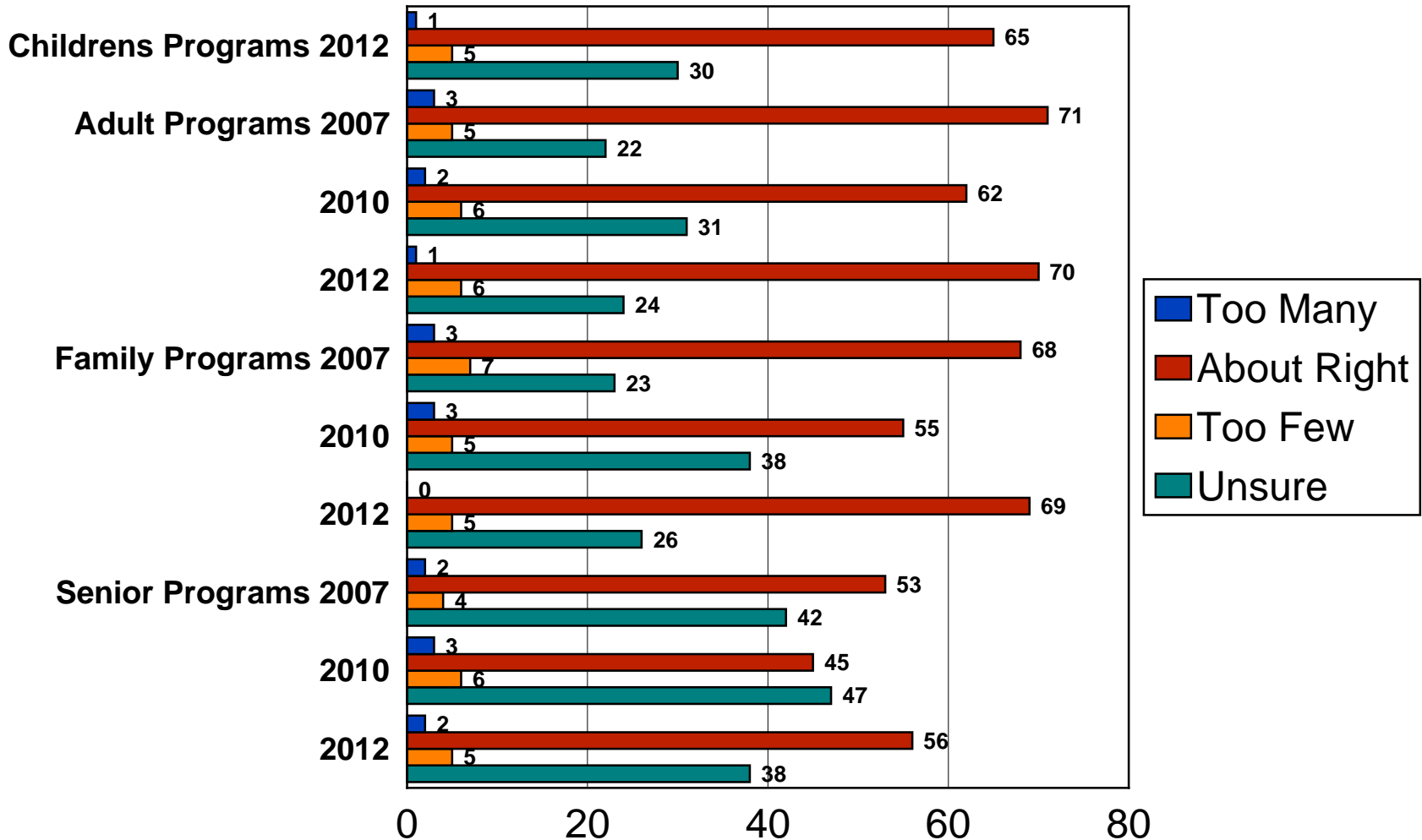
# Facilities and Events

2012 Burnsville Residential Study



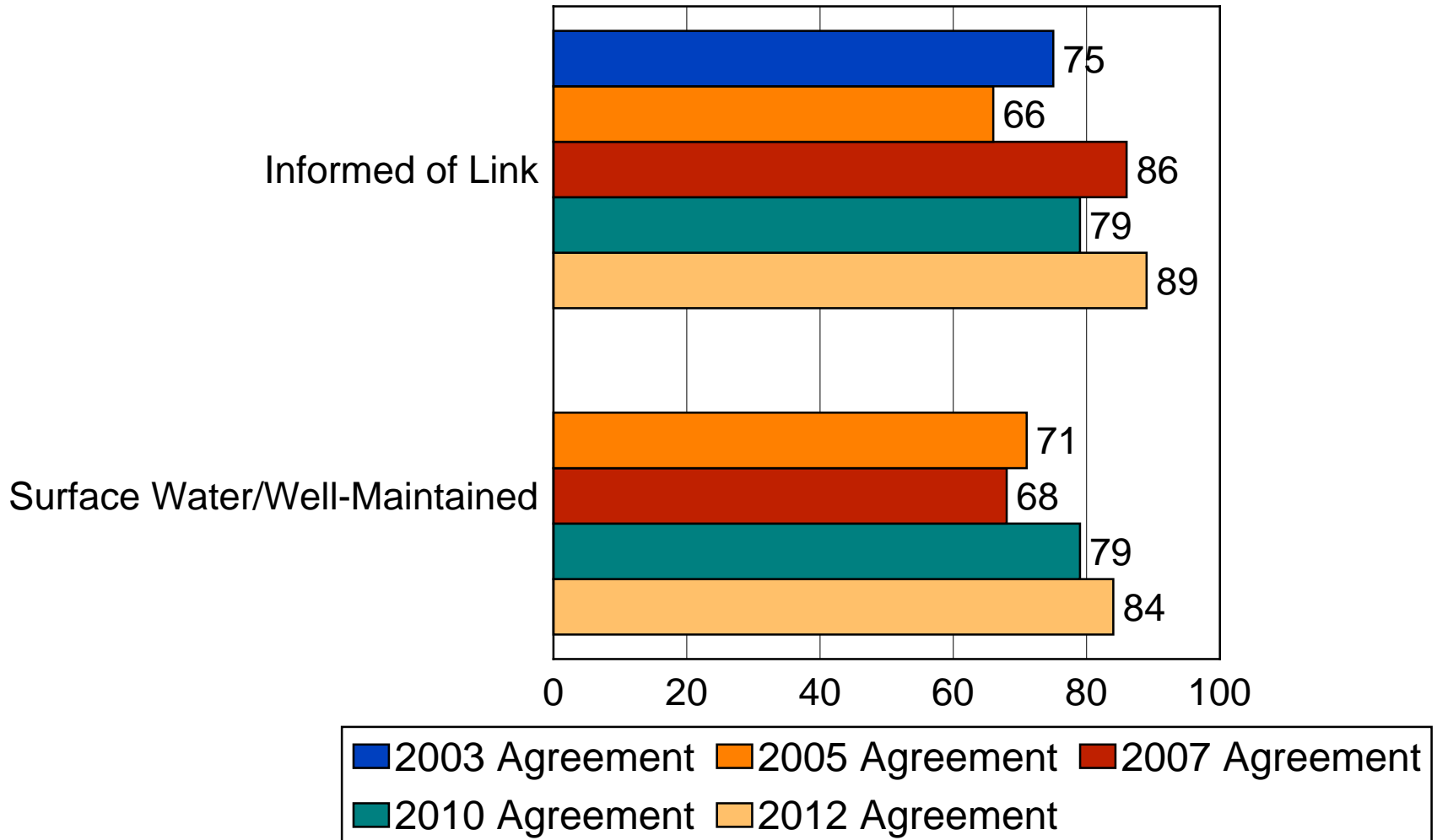
# Number of Recreation Programs

2012 Burnsville Residential Study



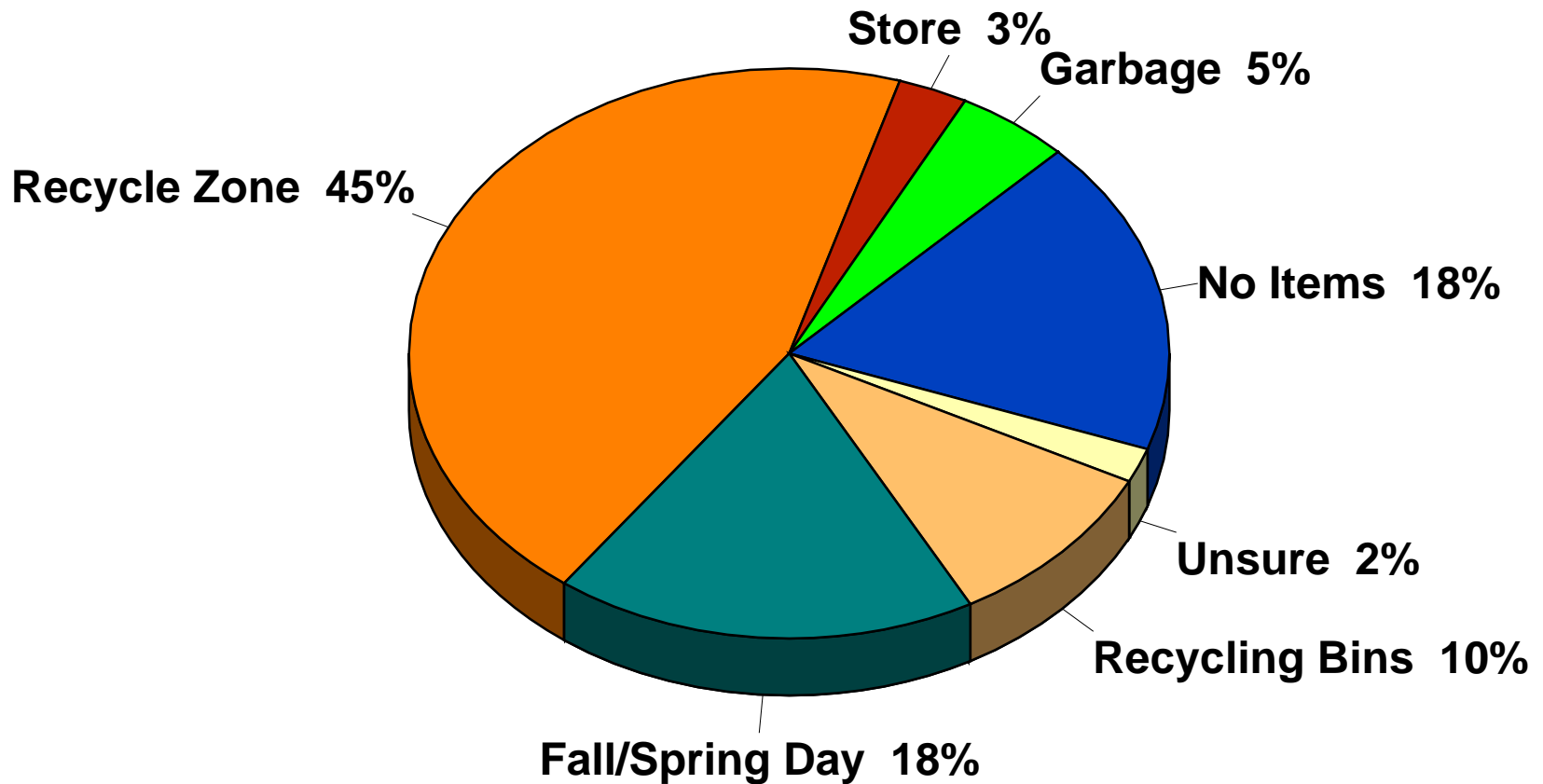
# Natural Environment

## 2012 Burnsville Residential Study



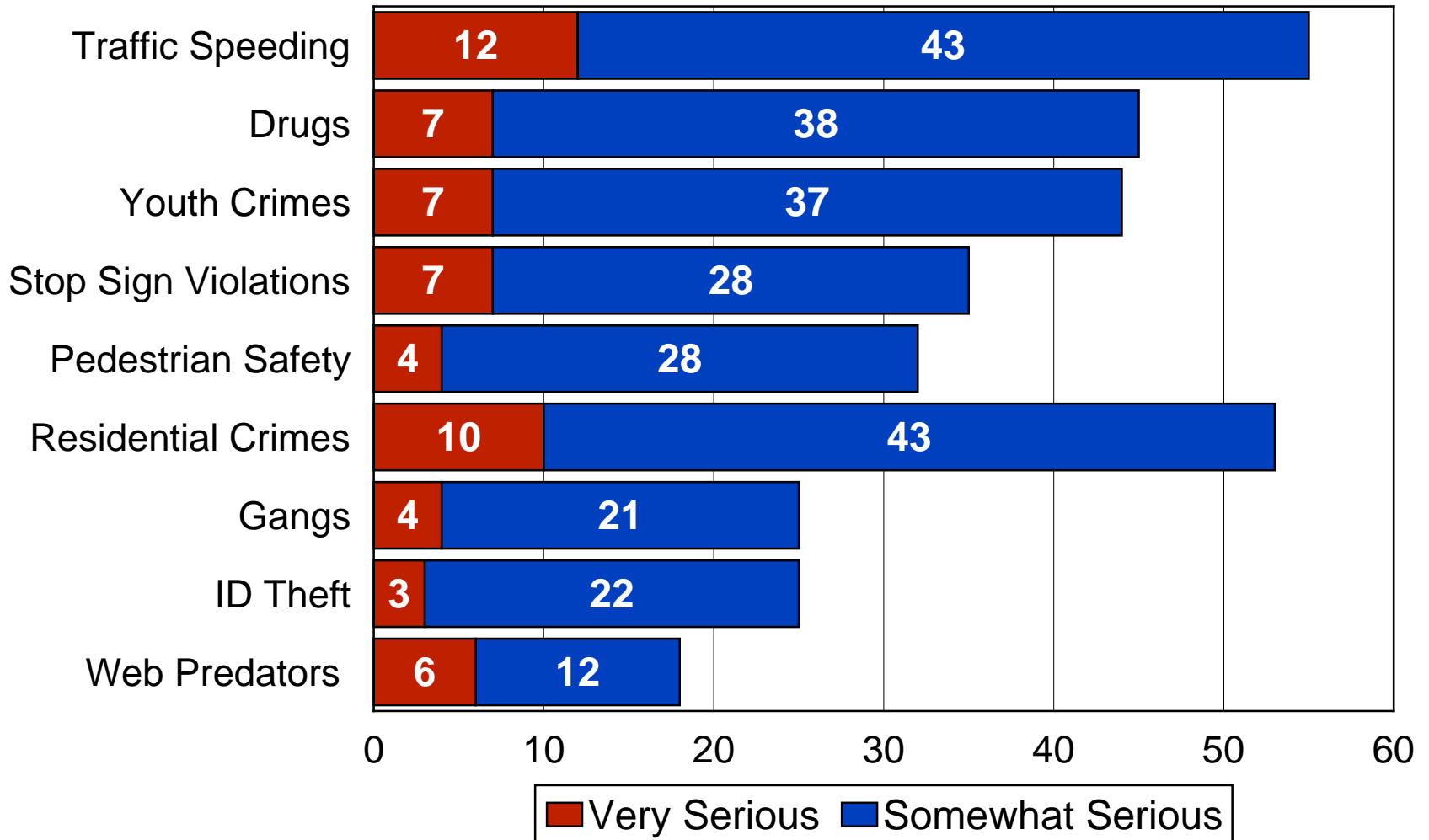
# Hazardous Waste Disposal

2012 Burnsville Residential Study



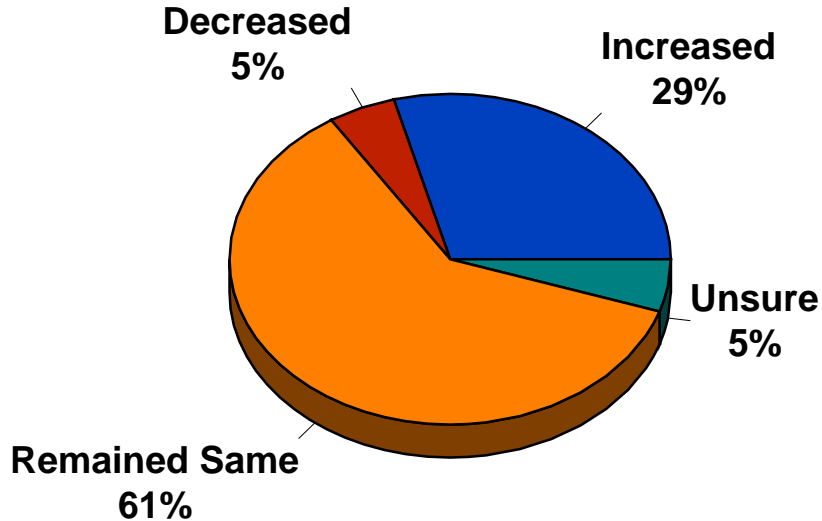
# Public Safety Problems

2012 Burnsville Residential Study

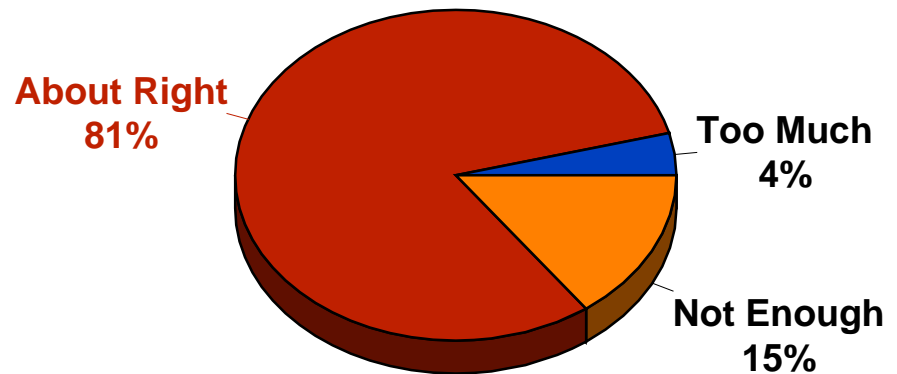


# Crime and Police Response

## 2012 Burnsville Residential Study



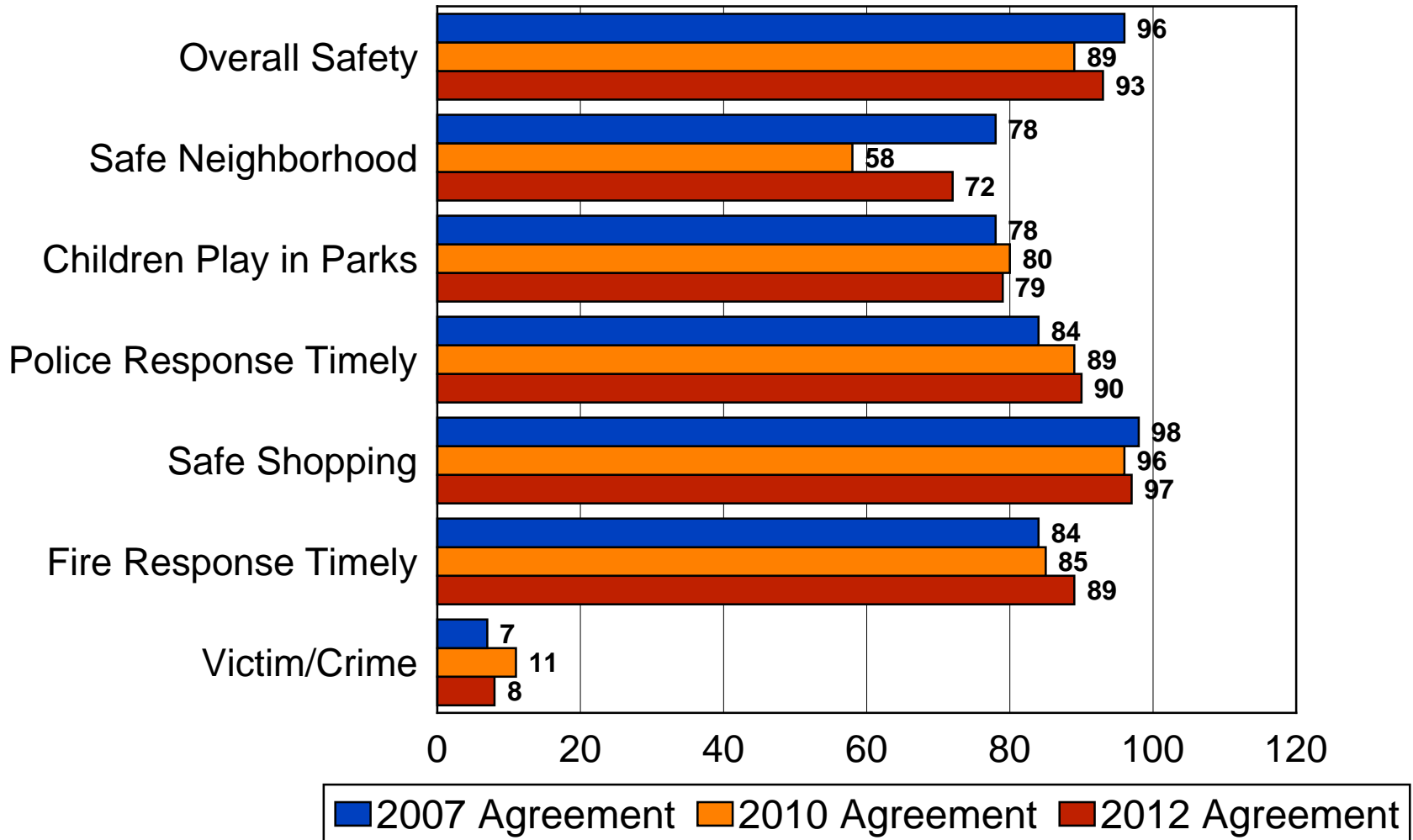
Crime in Burnsville  
during Past Few Years



Amount of Police Patrolling  
in Neighborhood

# Public Safety

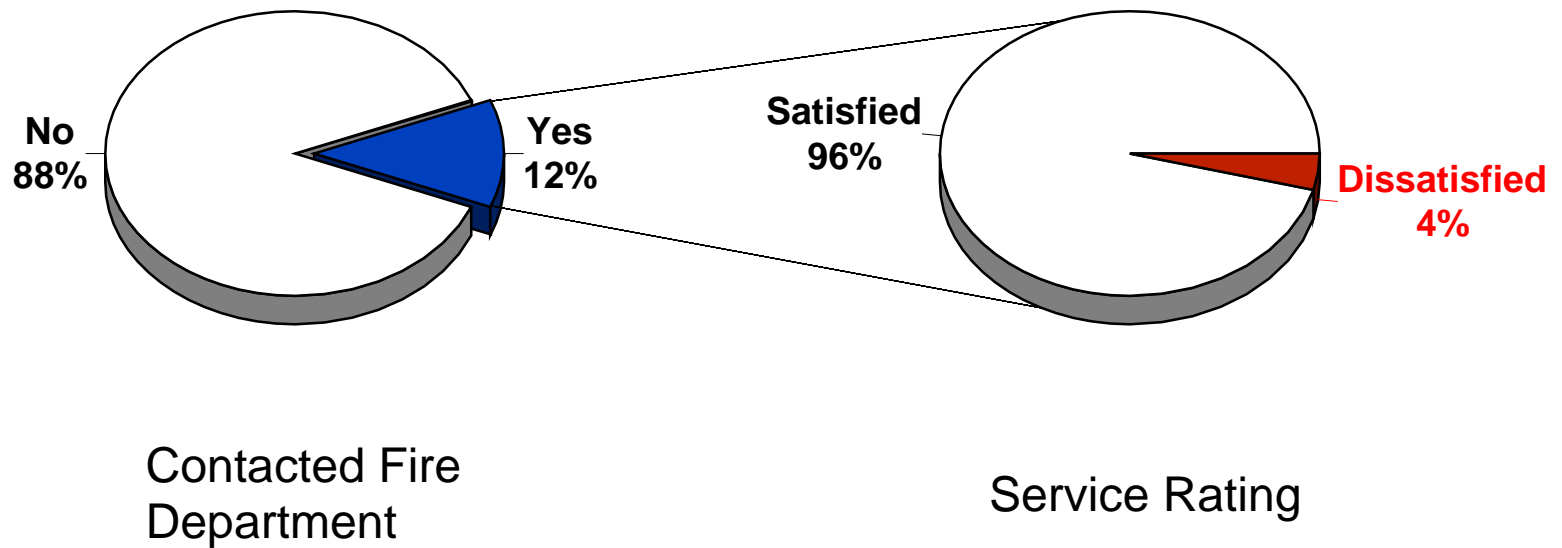
## 2012 Burnsville Residential Study





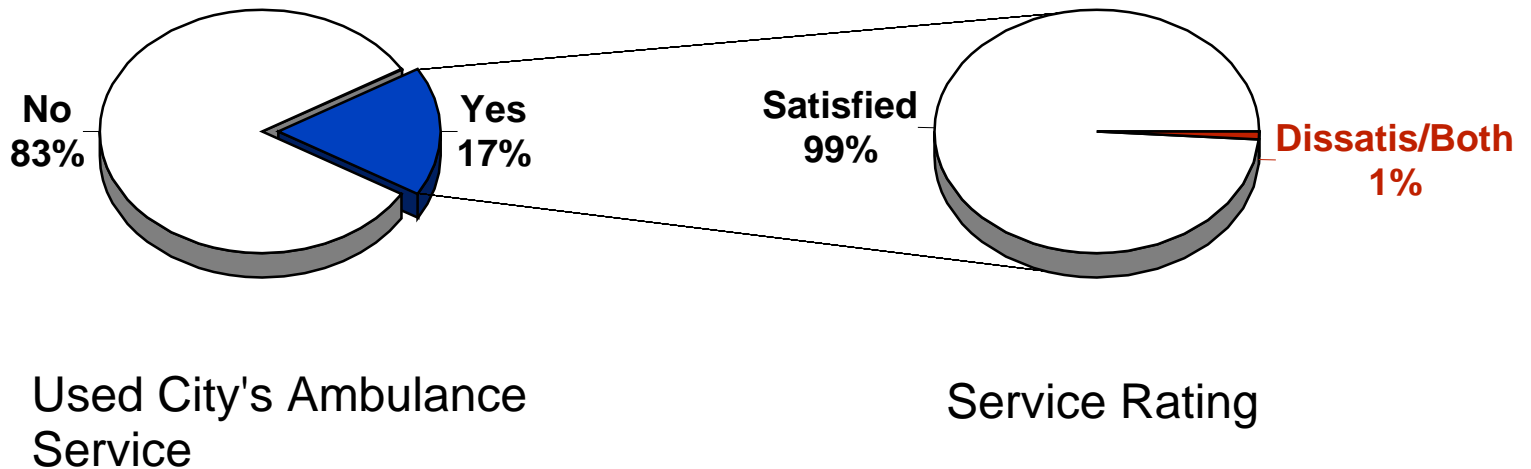
# Fire Department

## 2012 Burnsville Residential Study



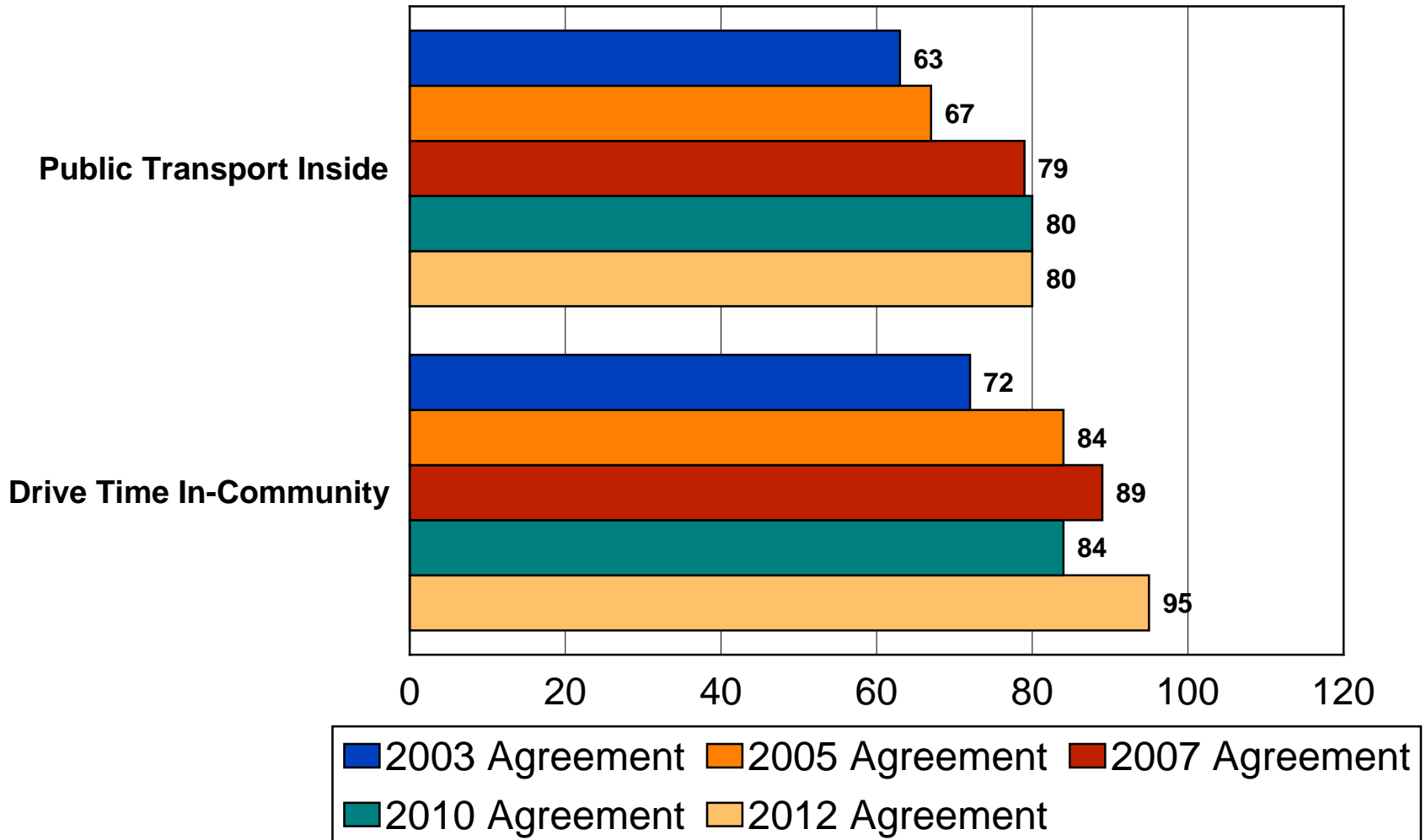
# Ambulance Service

2012 Burnsville Residential Study



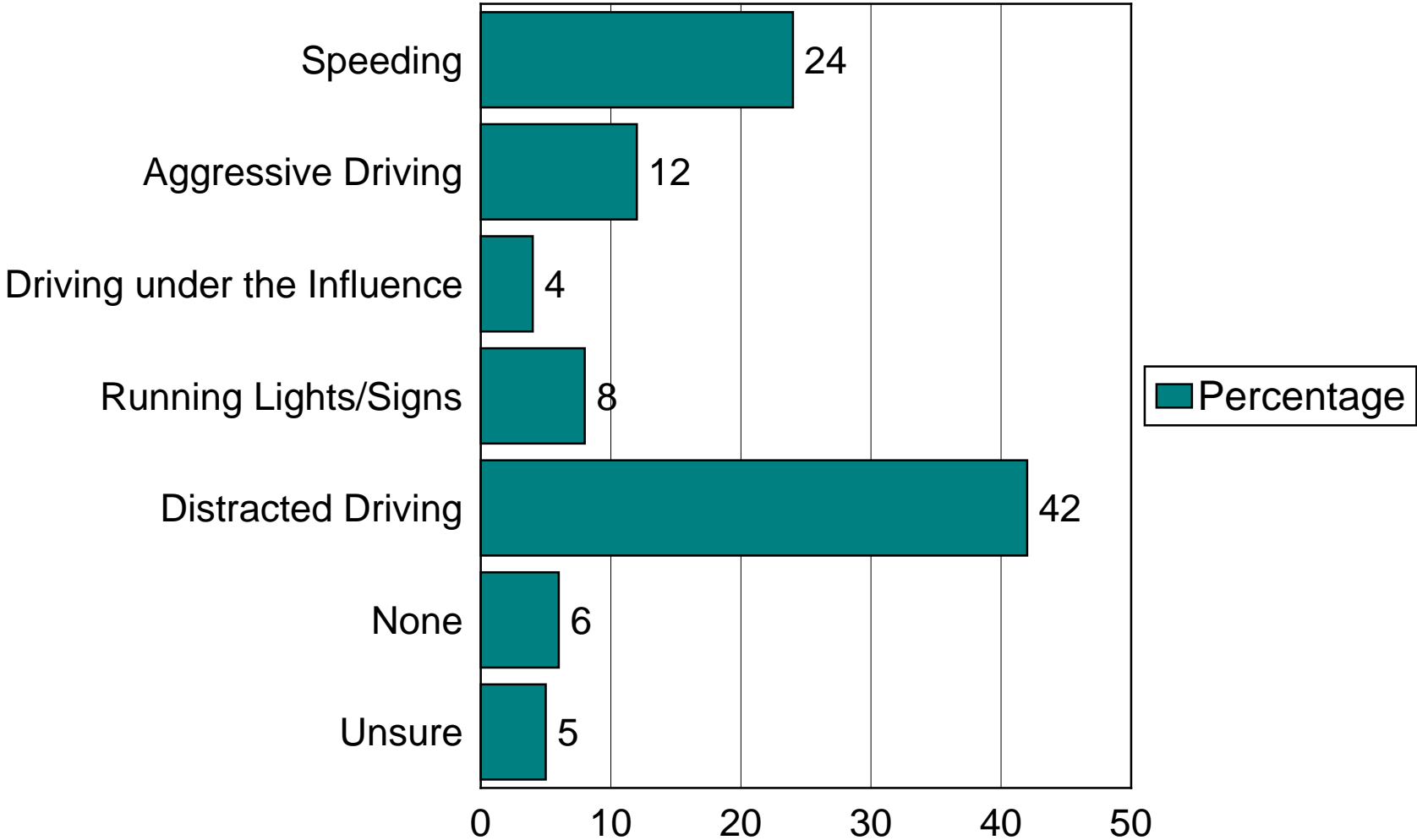
# Transportation Issues

2012 Burnsville Residential Study



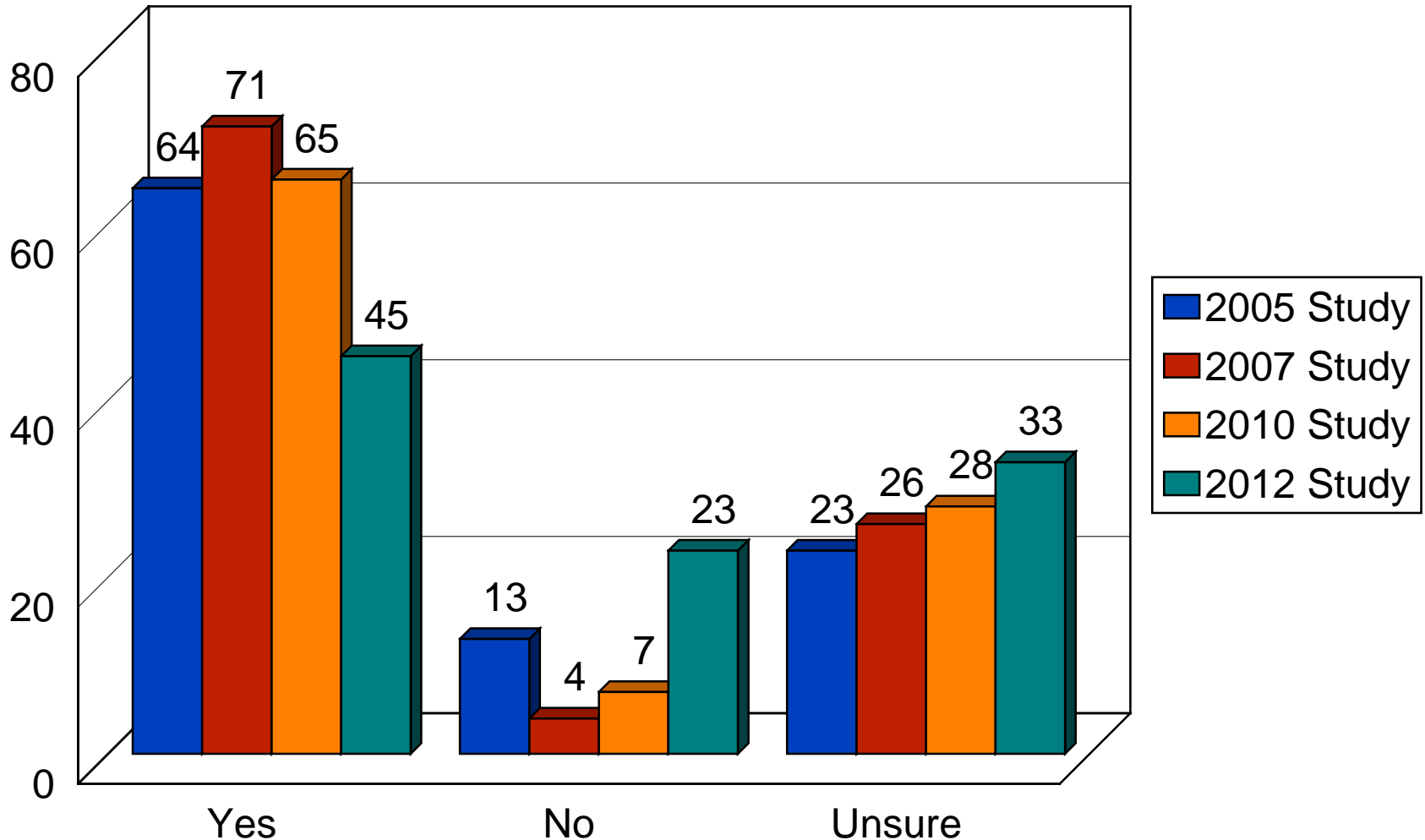
# Greatest Traffic Safety Concerns

2012 Burnsville Residential Study



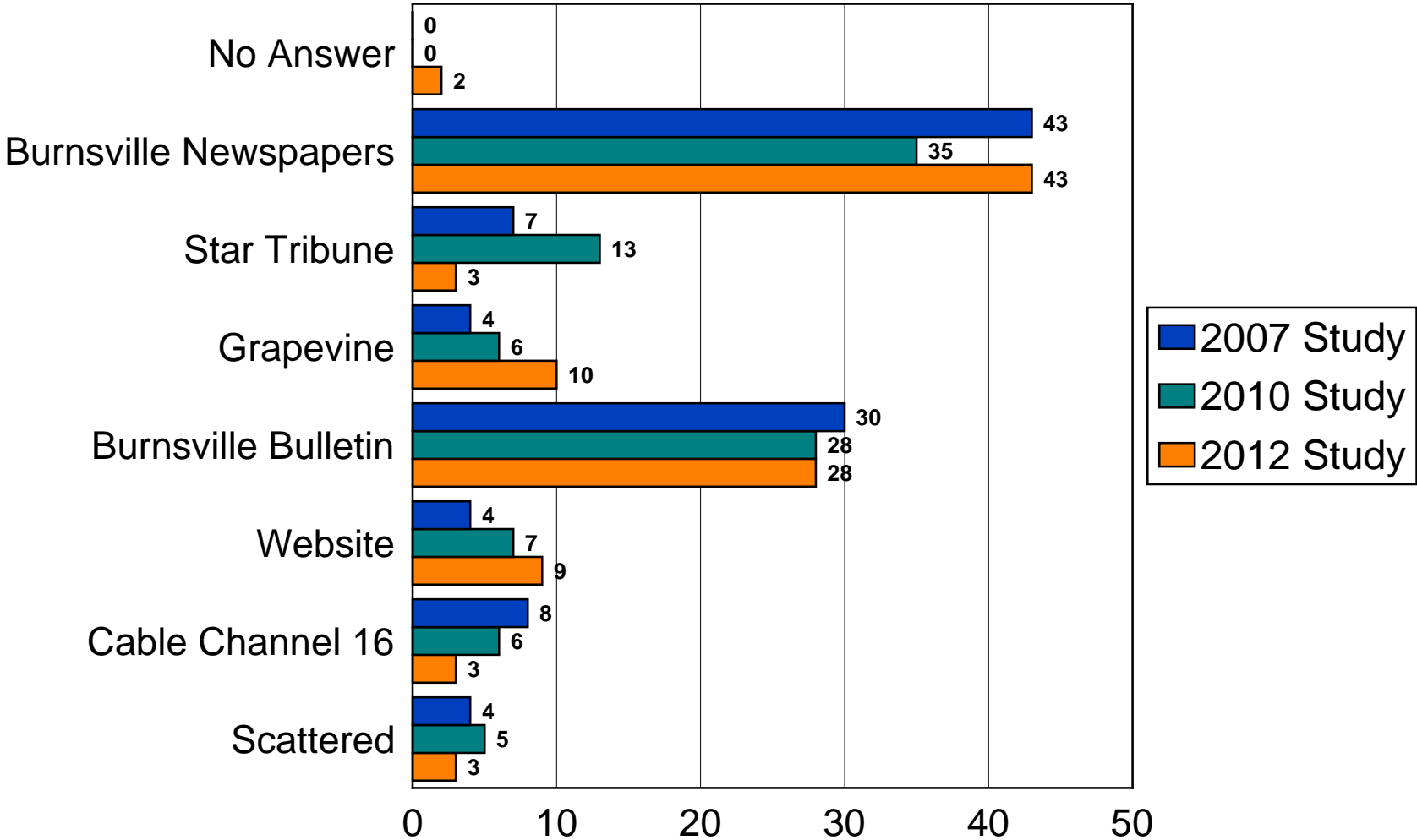
# Youth/Teens Listened To/Valued

2012 Burnsville Residential Study



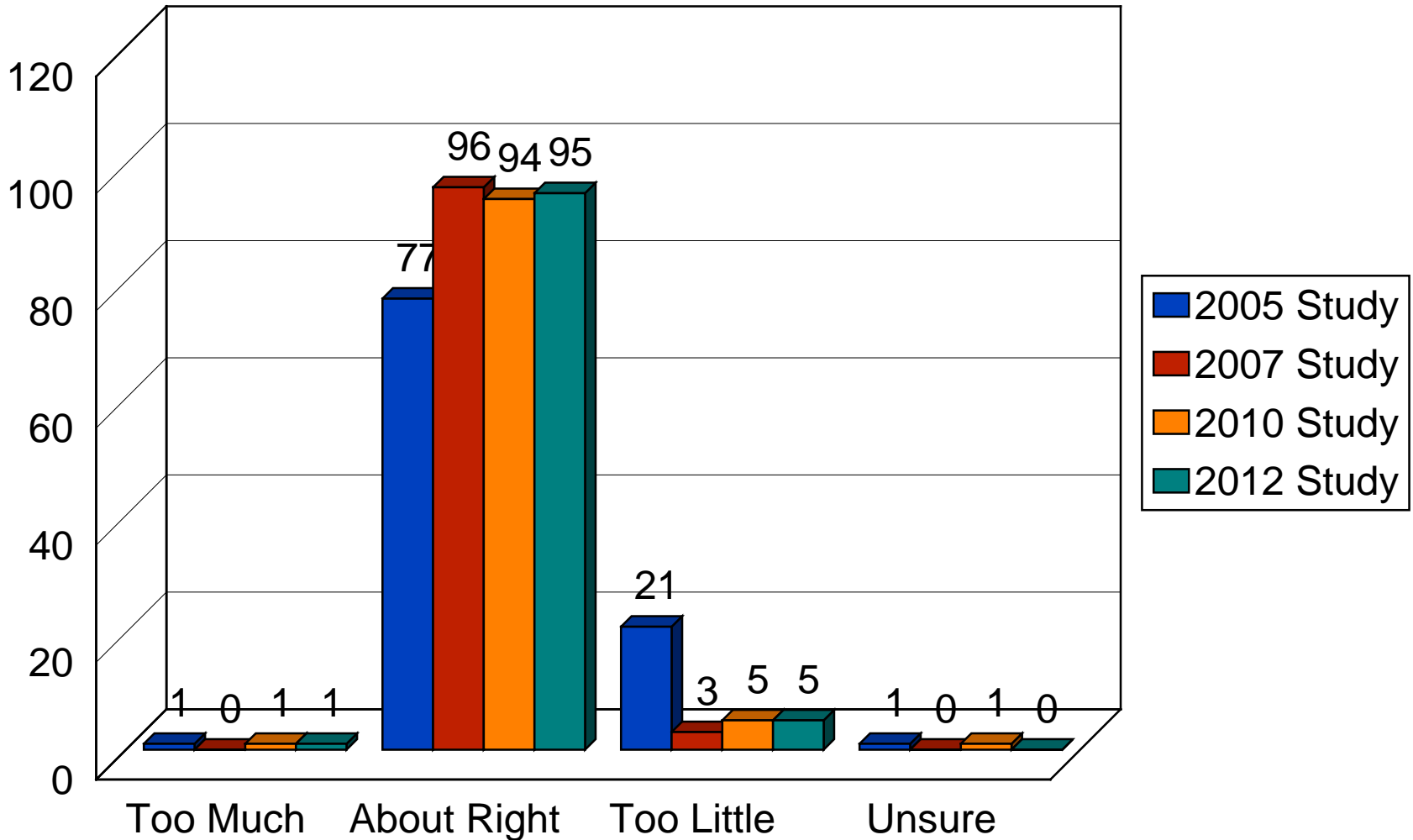
# Main Source of Information

## 2012 Burnsville Residential Study



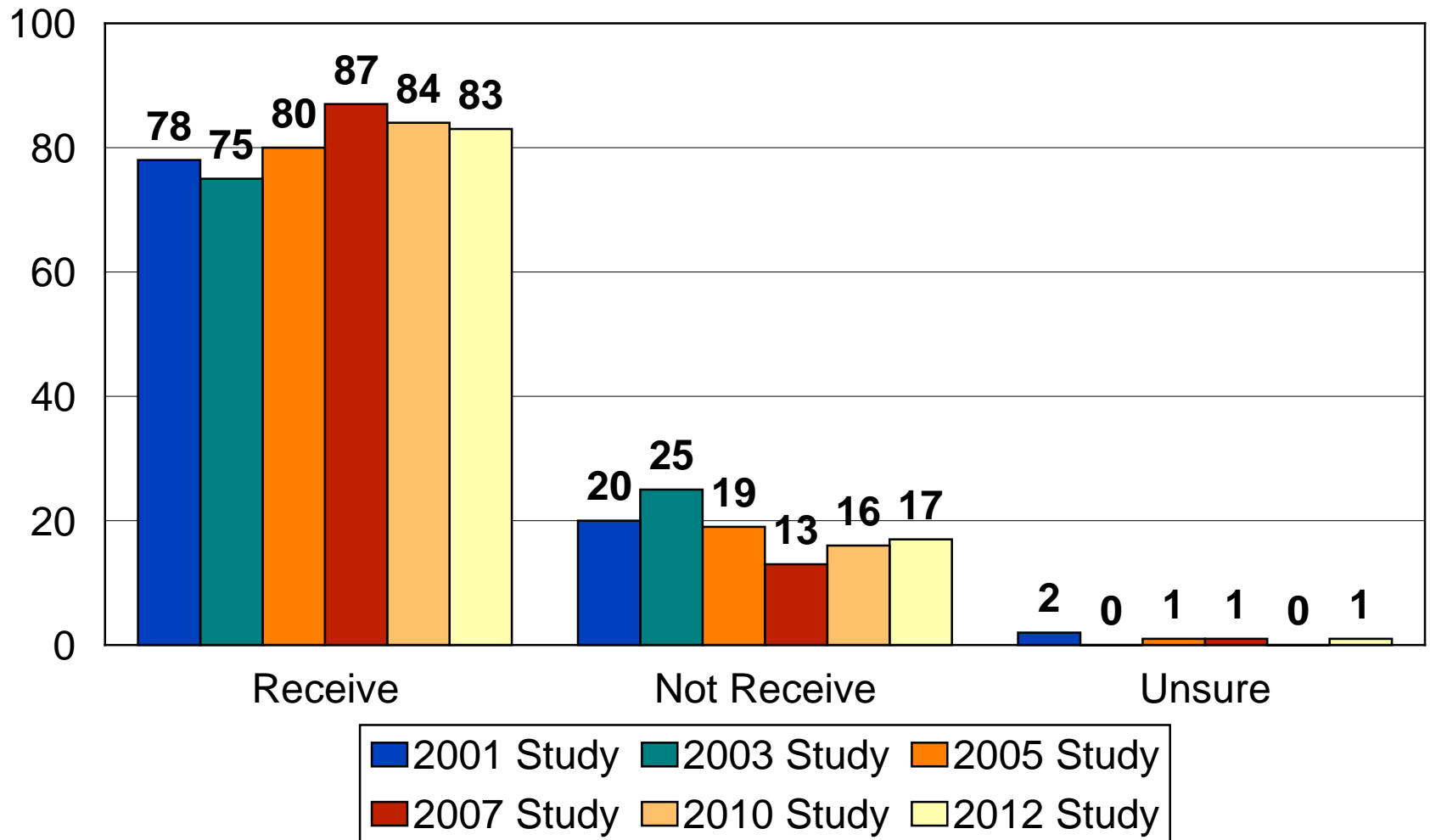
# Information Level

2012 Burnsville Residential Study



# "The Burnsville Bulletin"

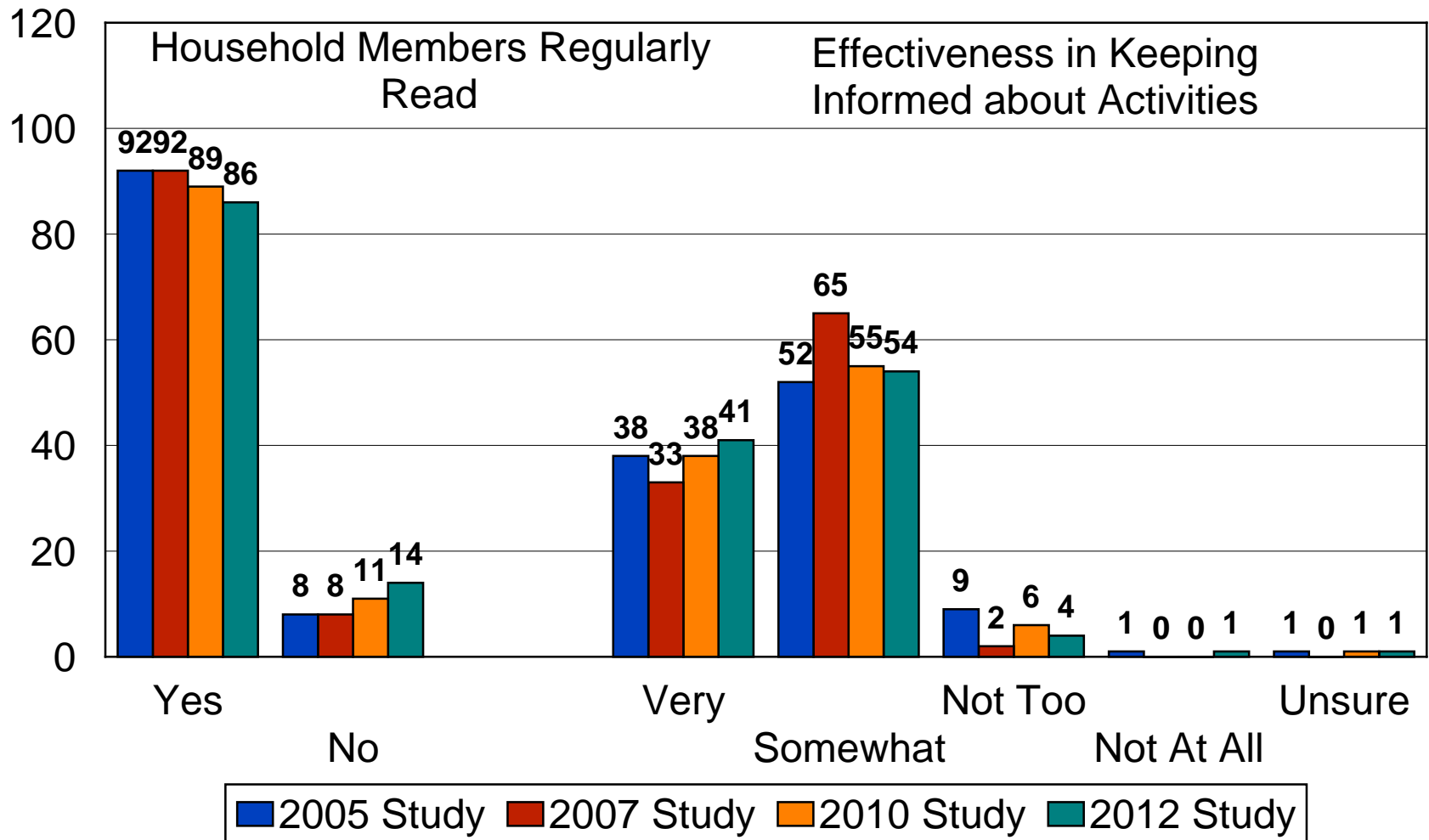
## 2012 Burnsville Residential Study





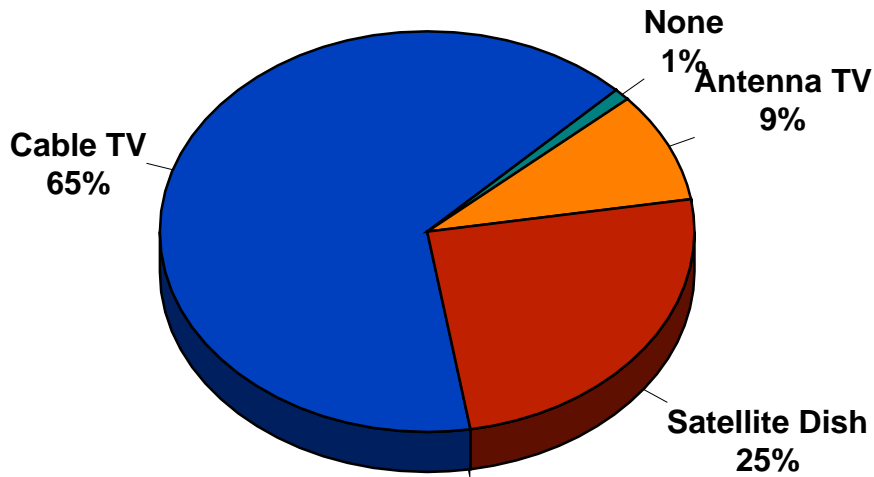
# Readership of Newsletter

2012 Burnsville Residential Study

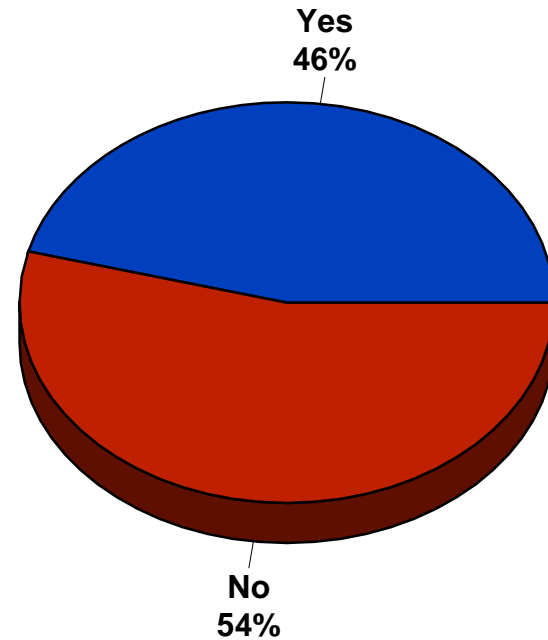


# Cable Television

2012 Burnsville Residential Study



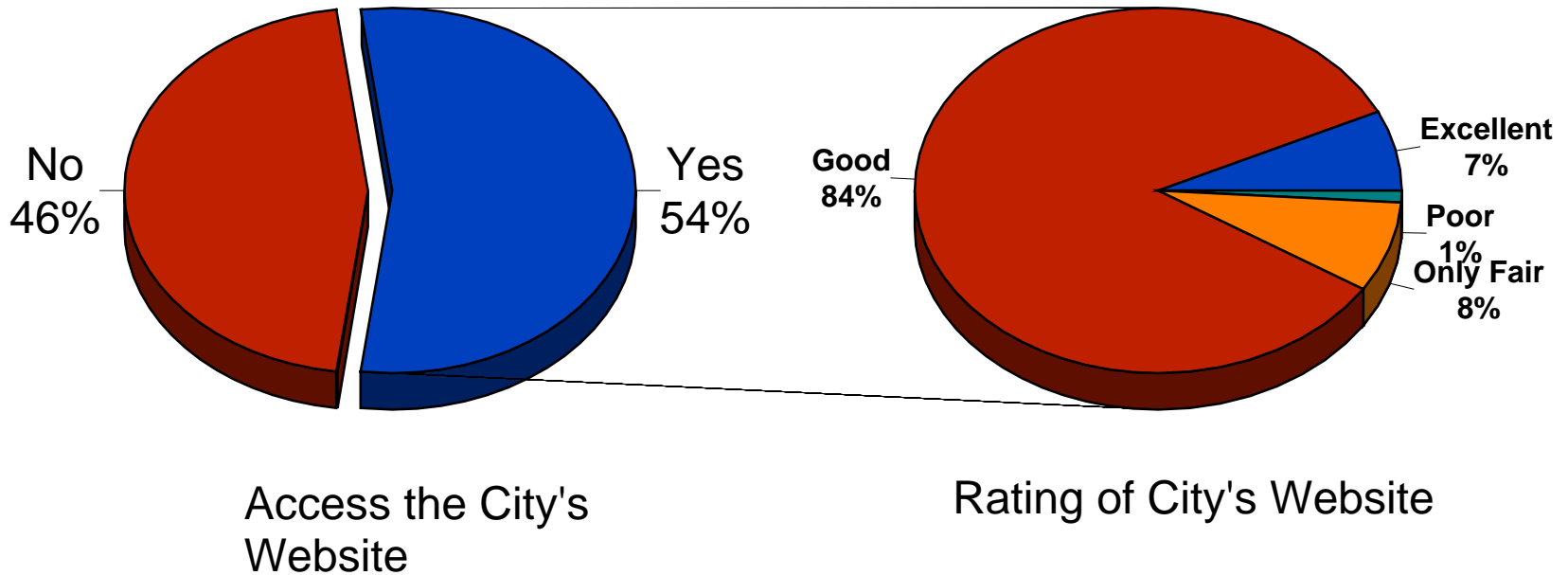
Television Service



Watched Channels 14 or 16 during Past Six Months

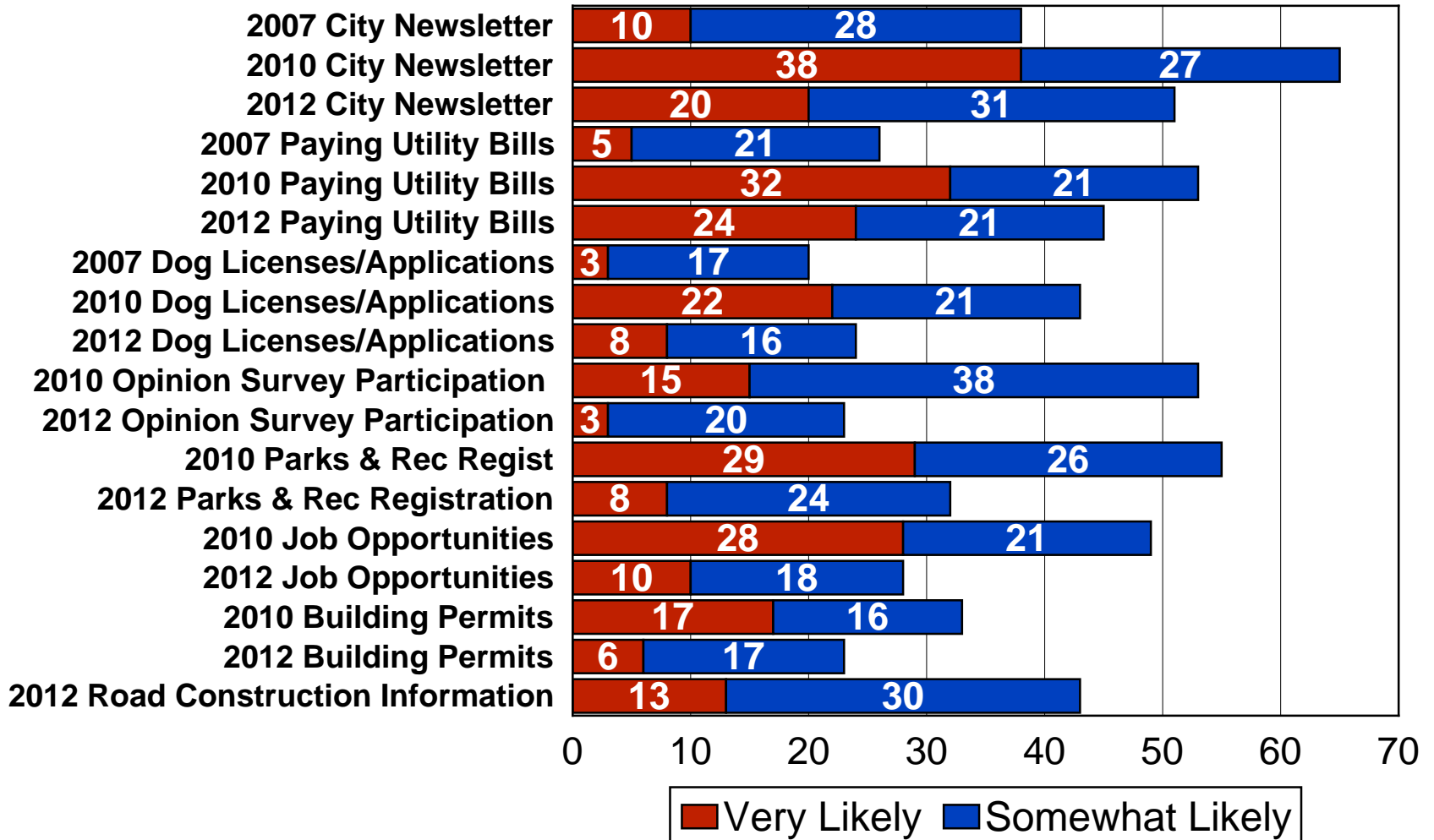
# Internet Access

## 2012 Burnsville Residential Study



# E-Commerce

## 2012 Burnsville Residential Study



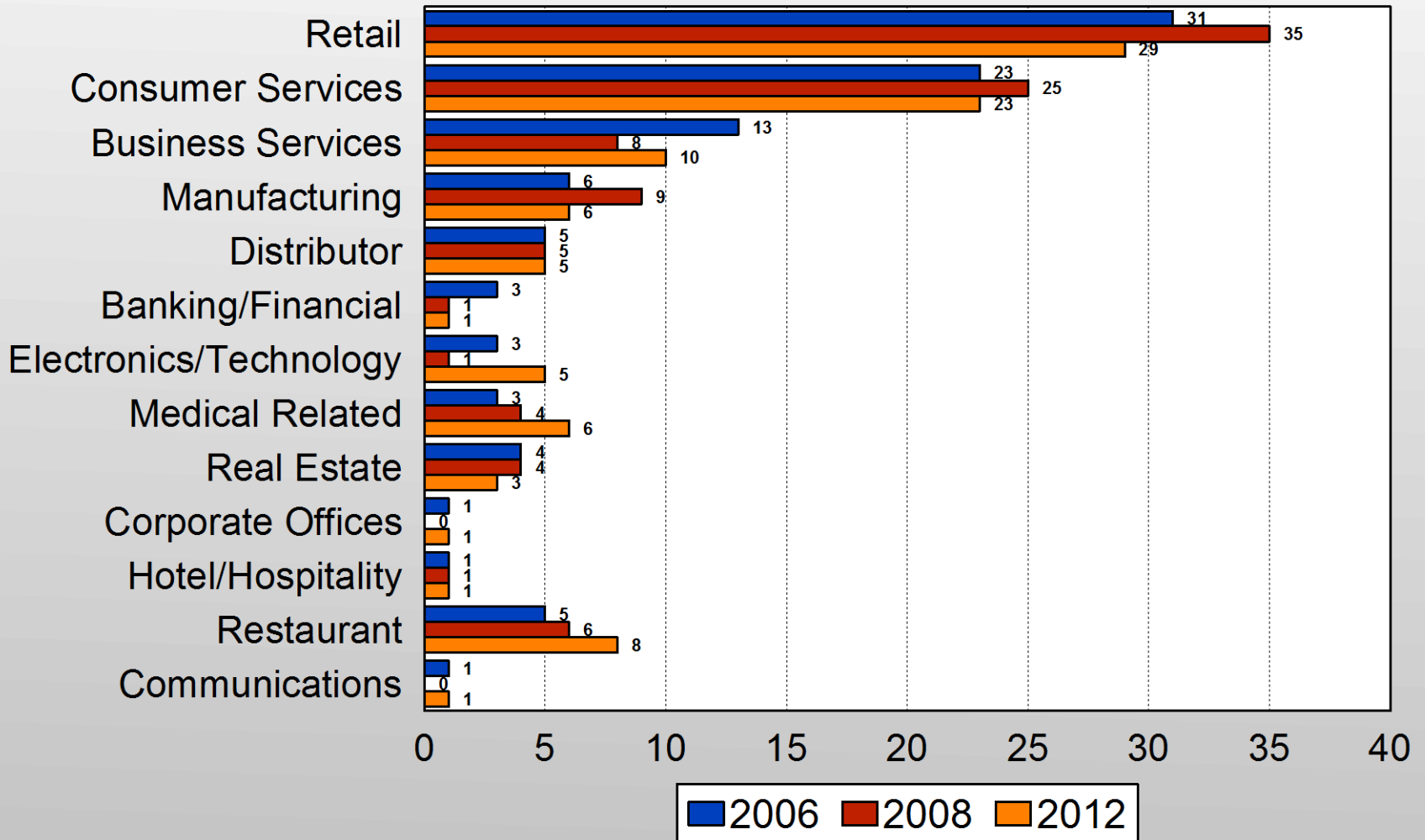
# **2012 City of Burnsville**

## **Business Enterprise Study**

Decision Resources, Ltd.

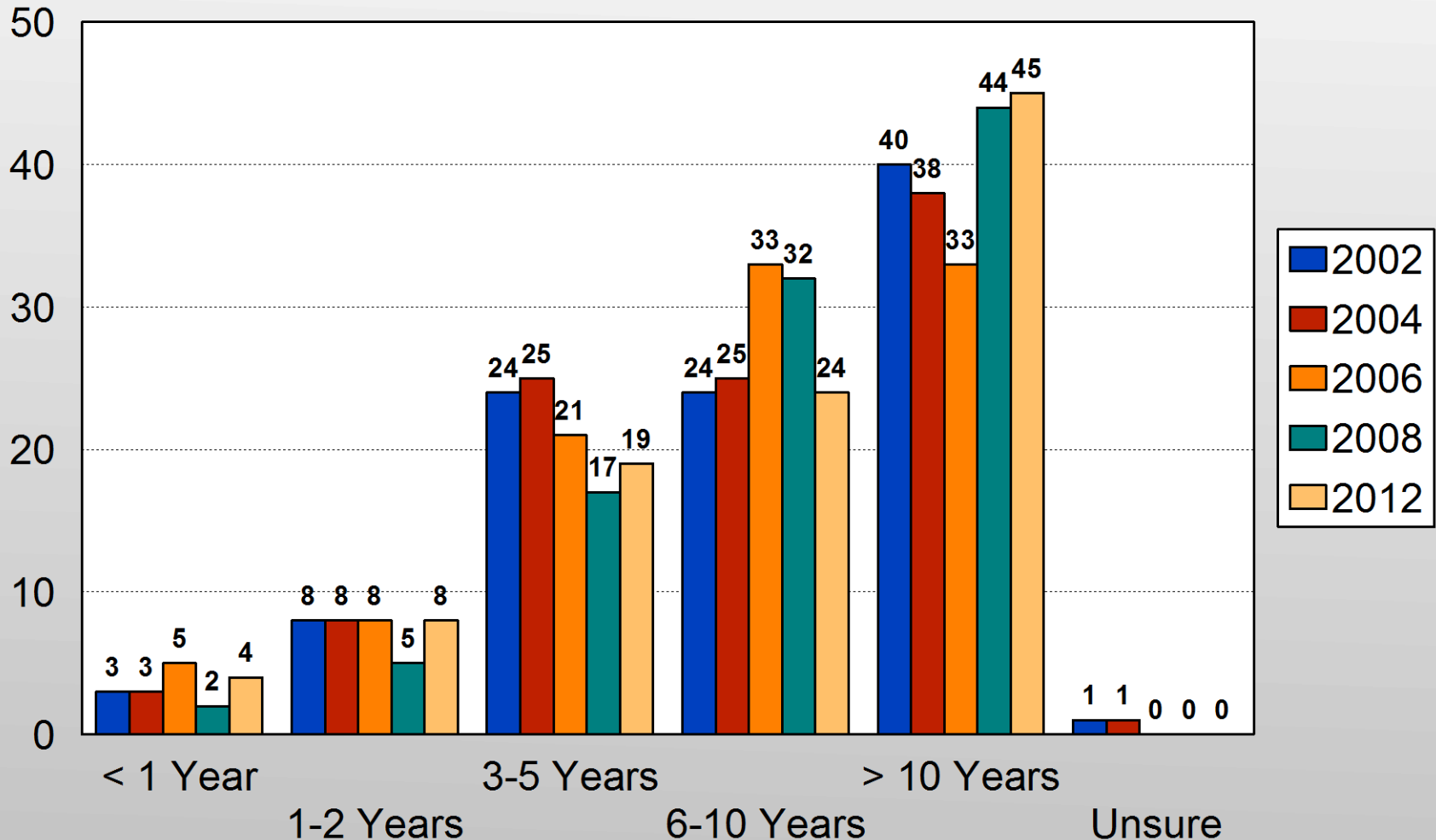
# Specific Type of Business

## 2012 City of Burnsville Business Study



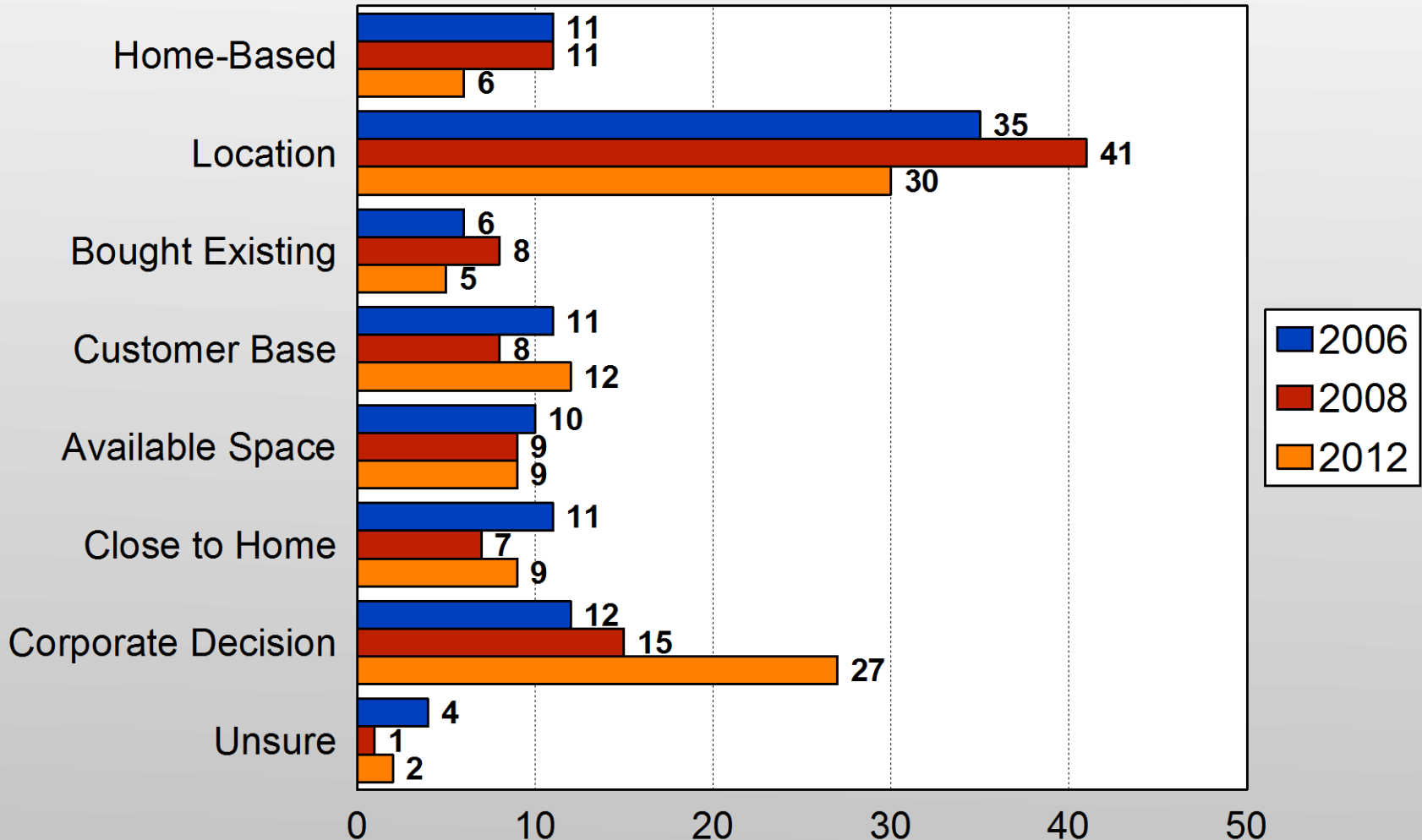
# Business at Current Site

2012 City of Burnsville Business Study



# Primary Reason for Locating

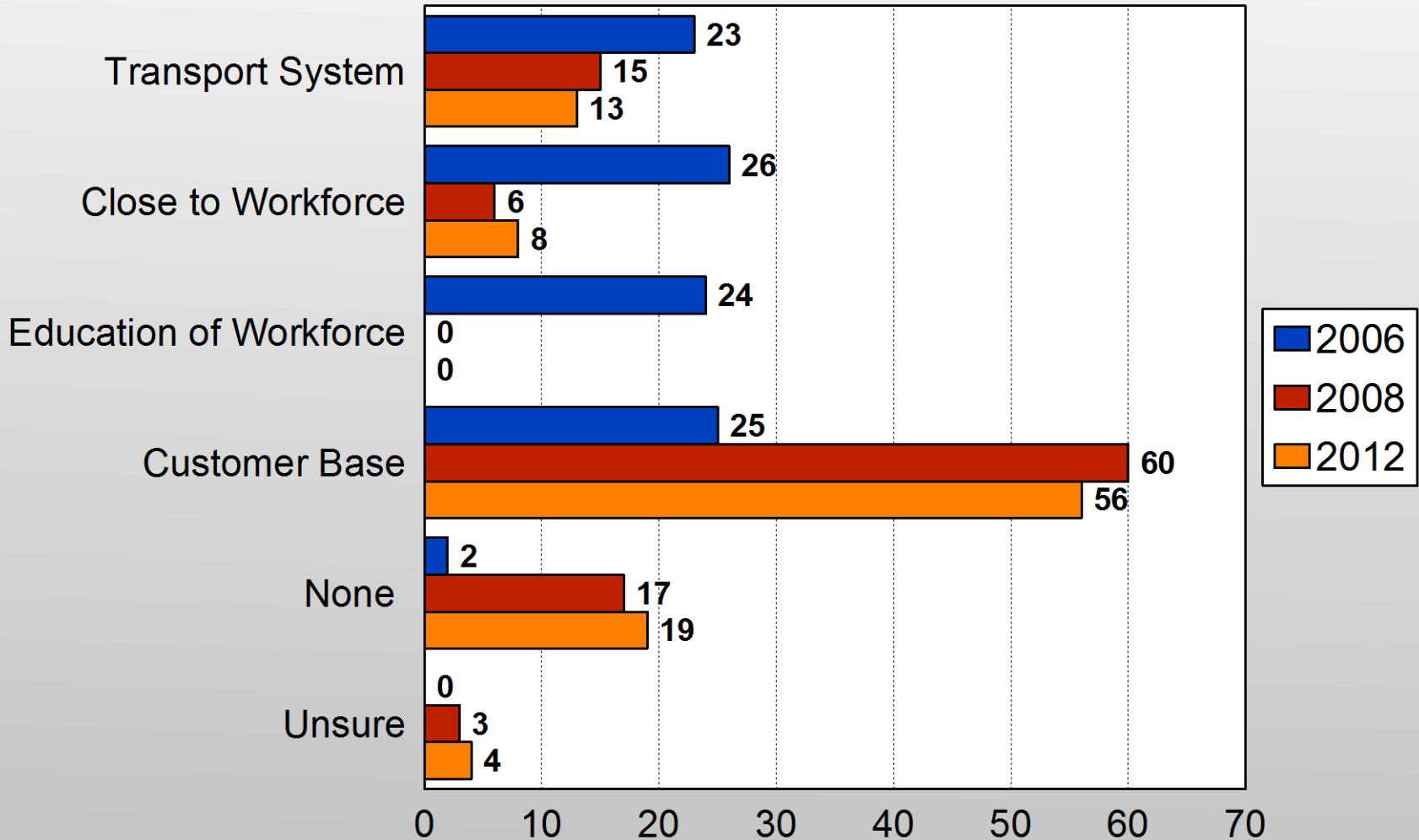
2012 City of Burnsville Business Study





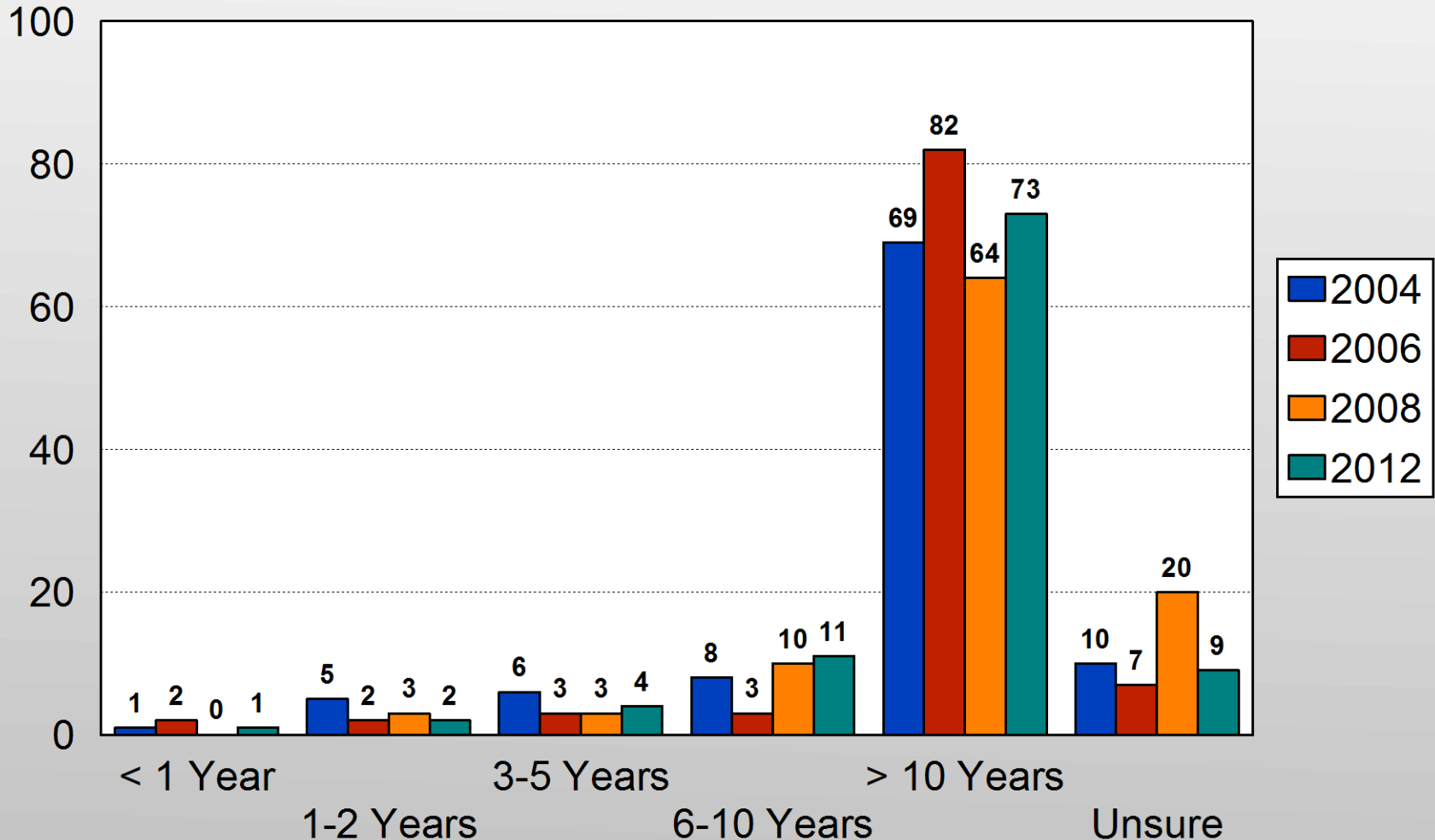
# Specific Key Role

2012 City of Burnsville Business Study



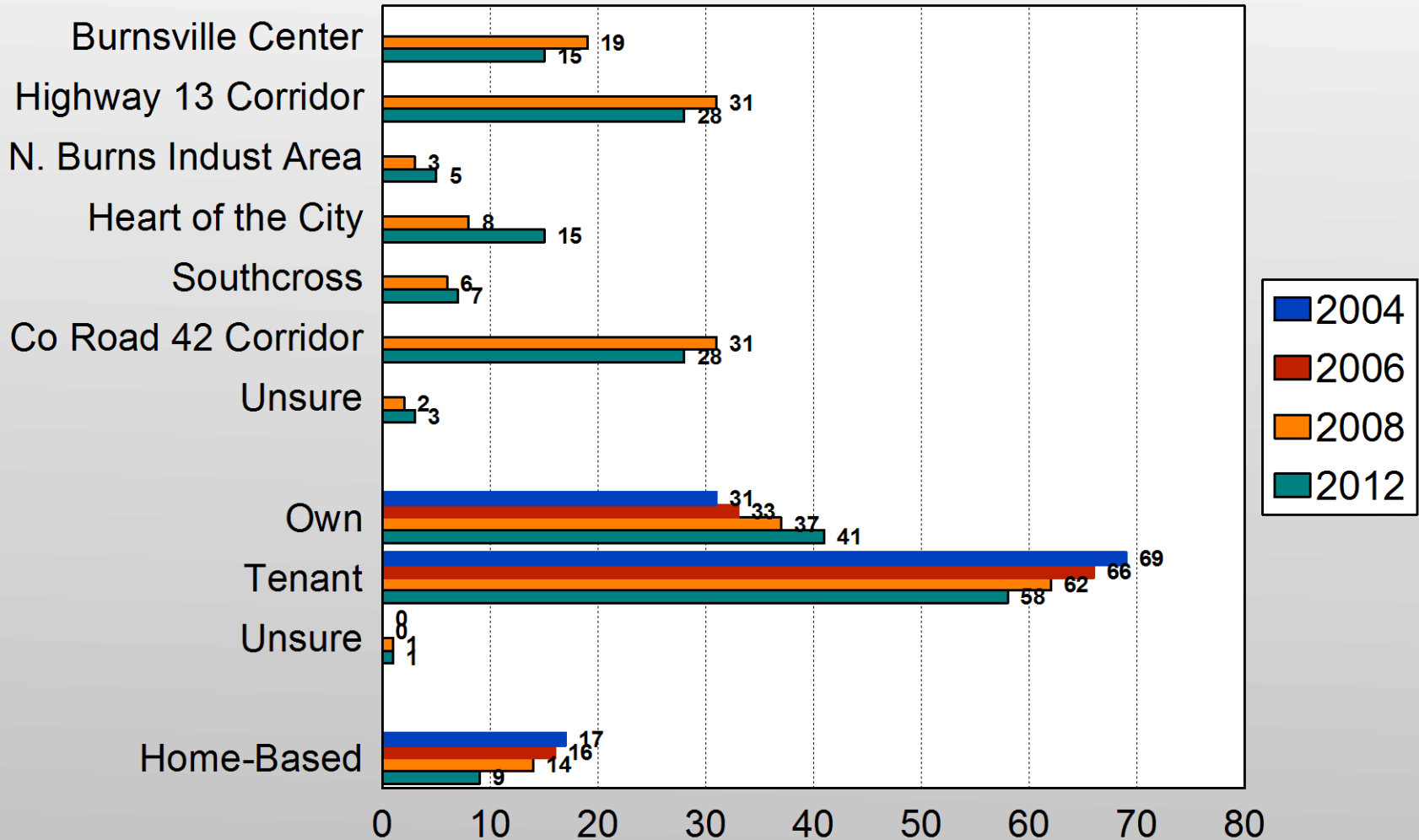
# Future in Burnsville

2012 City of Burnsville Business Study



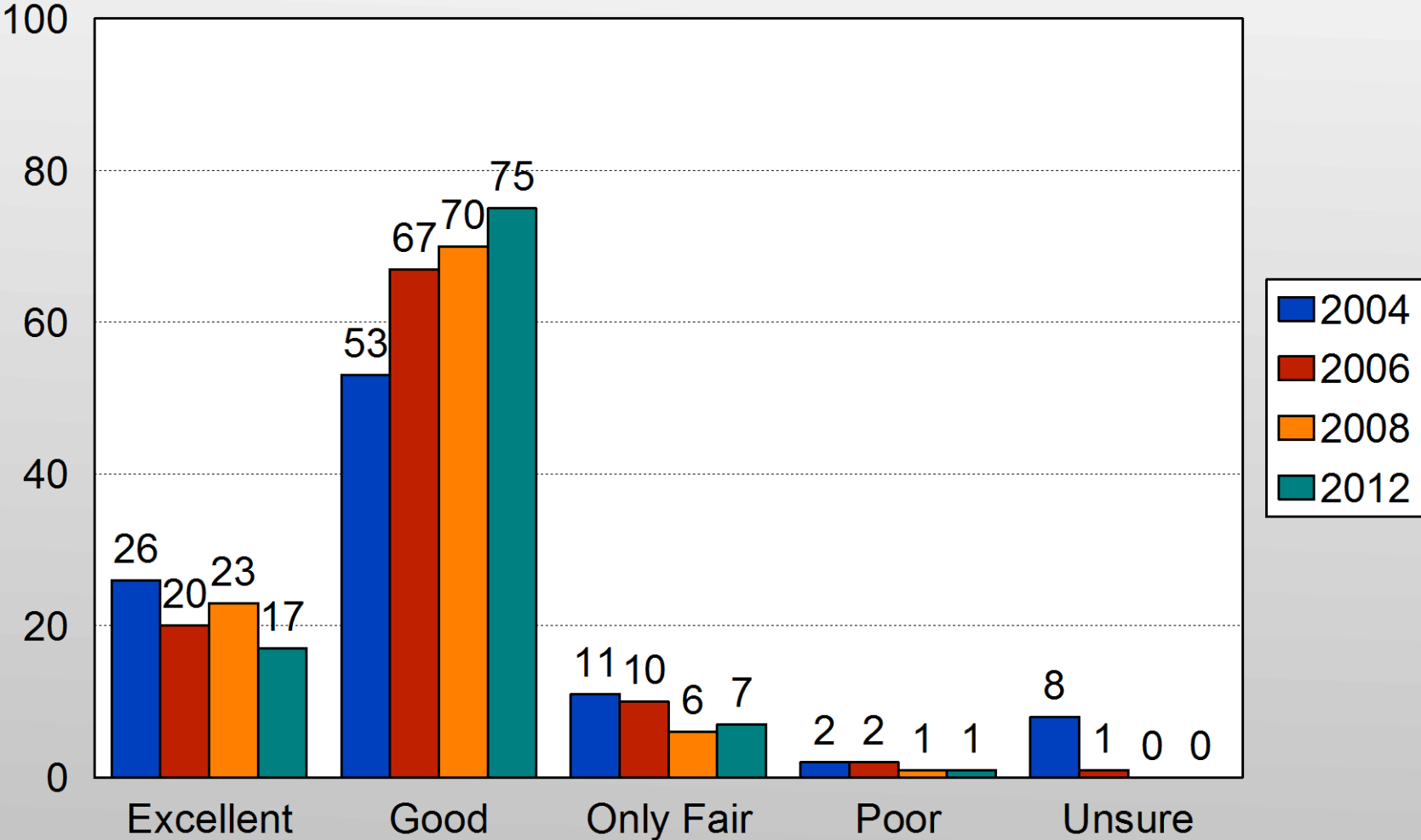
# Business Characteristics

## 2012 City of Burnsville Business Study



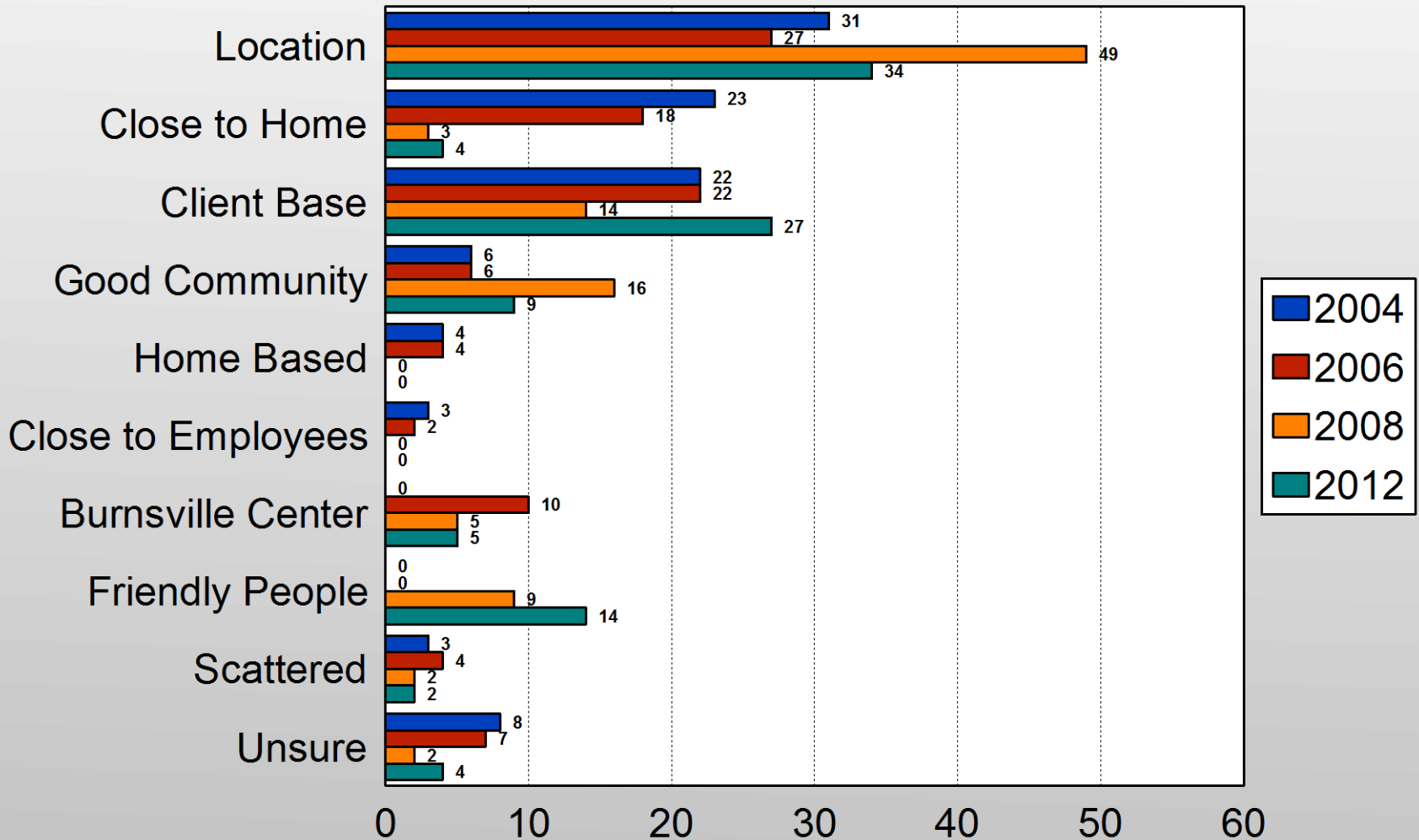
# City Business Climate

2012 City of Burnsville Business Study



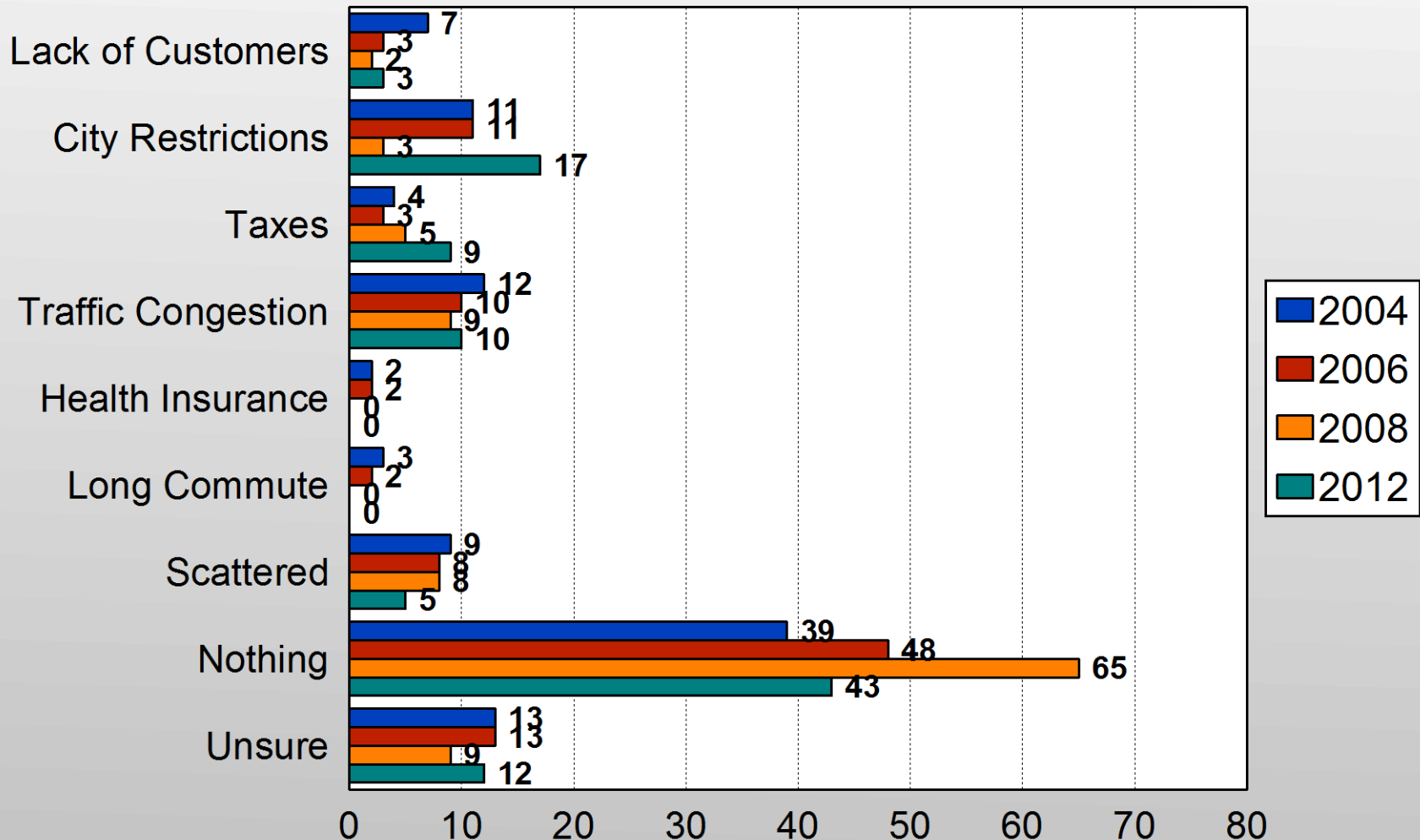
# Like Most about Burnsville

2012 City of Burnsville Business Study



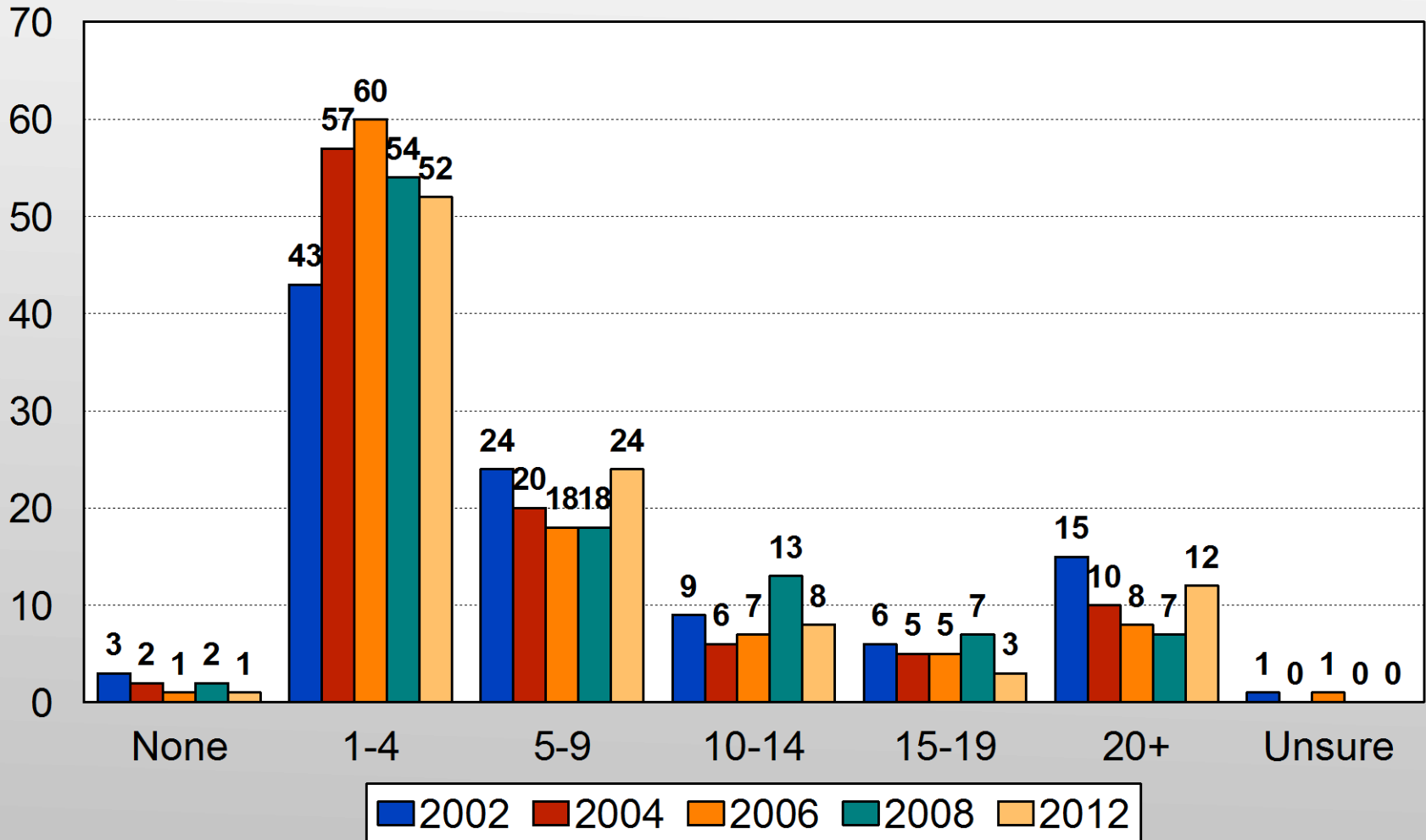
# Like Least about Burnsville

2012 City of Burnsville Business Study



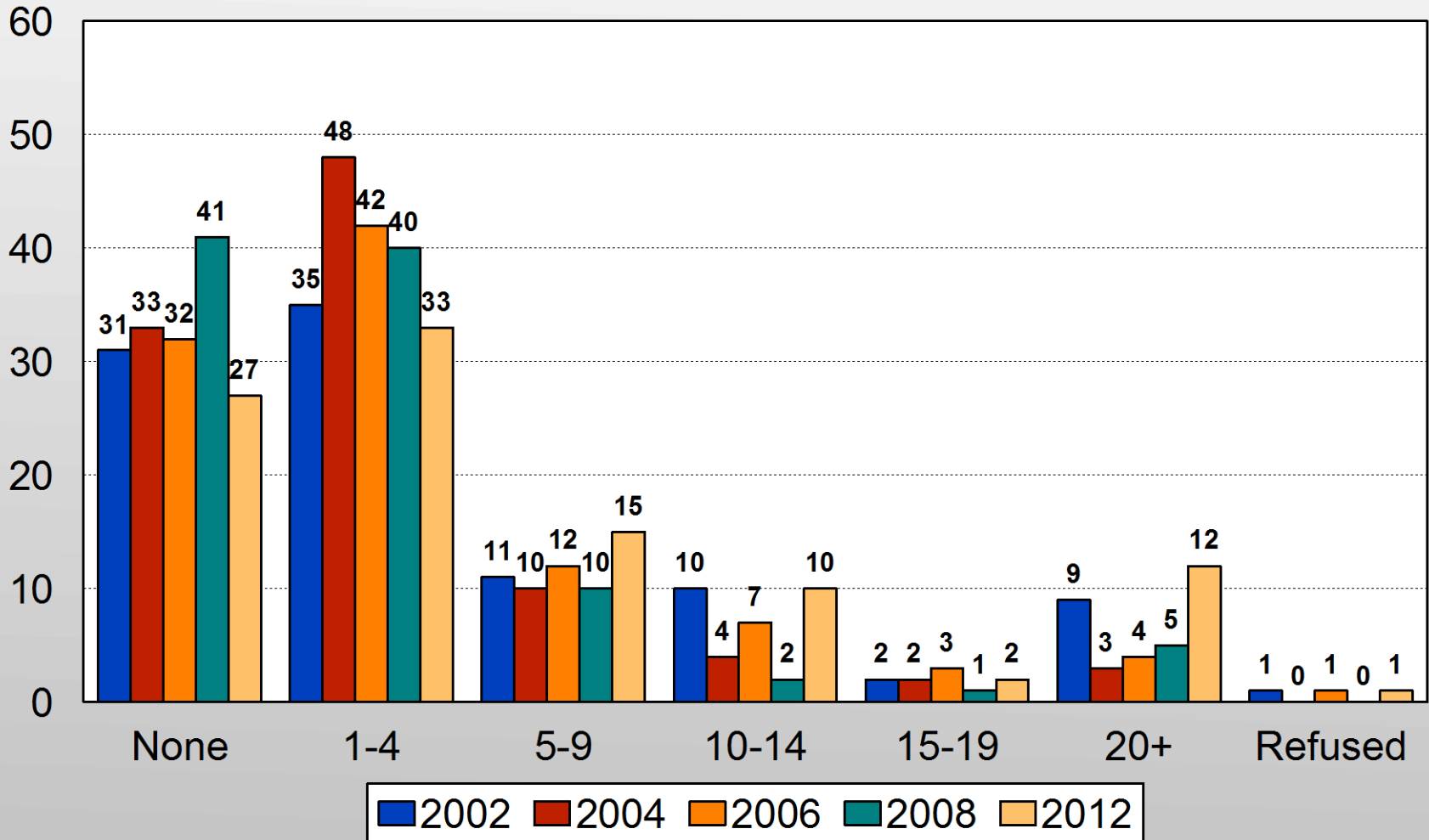
# Full-Time Work Force

2012 City of Burnsville Business Study



# Part-Time Work Force

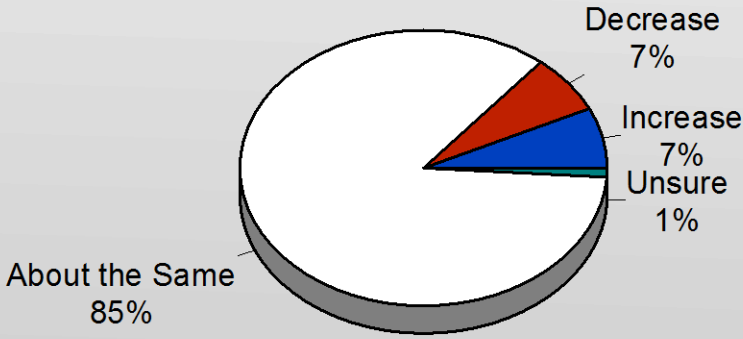
2012 City of Burnsville Business Study



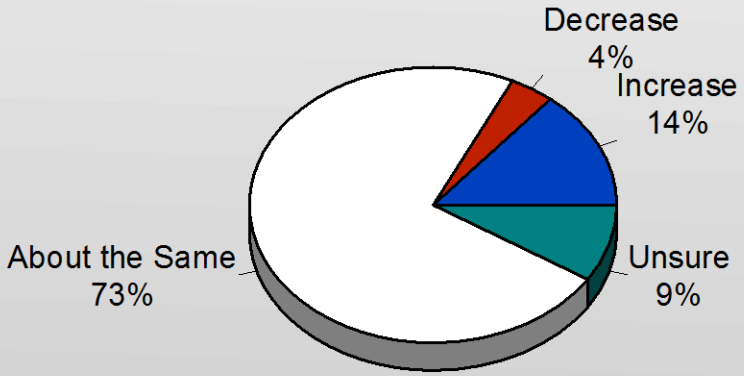


# Change in Numbers of Full-Time Employees

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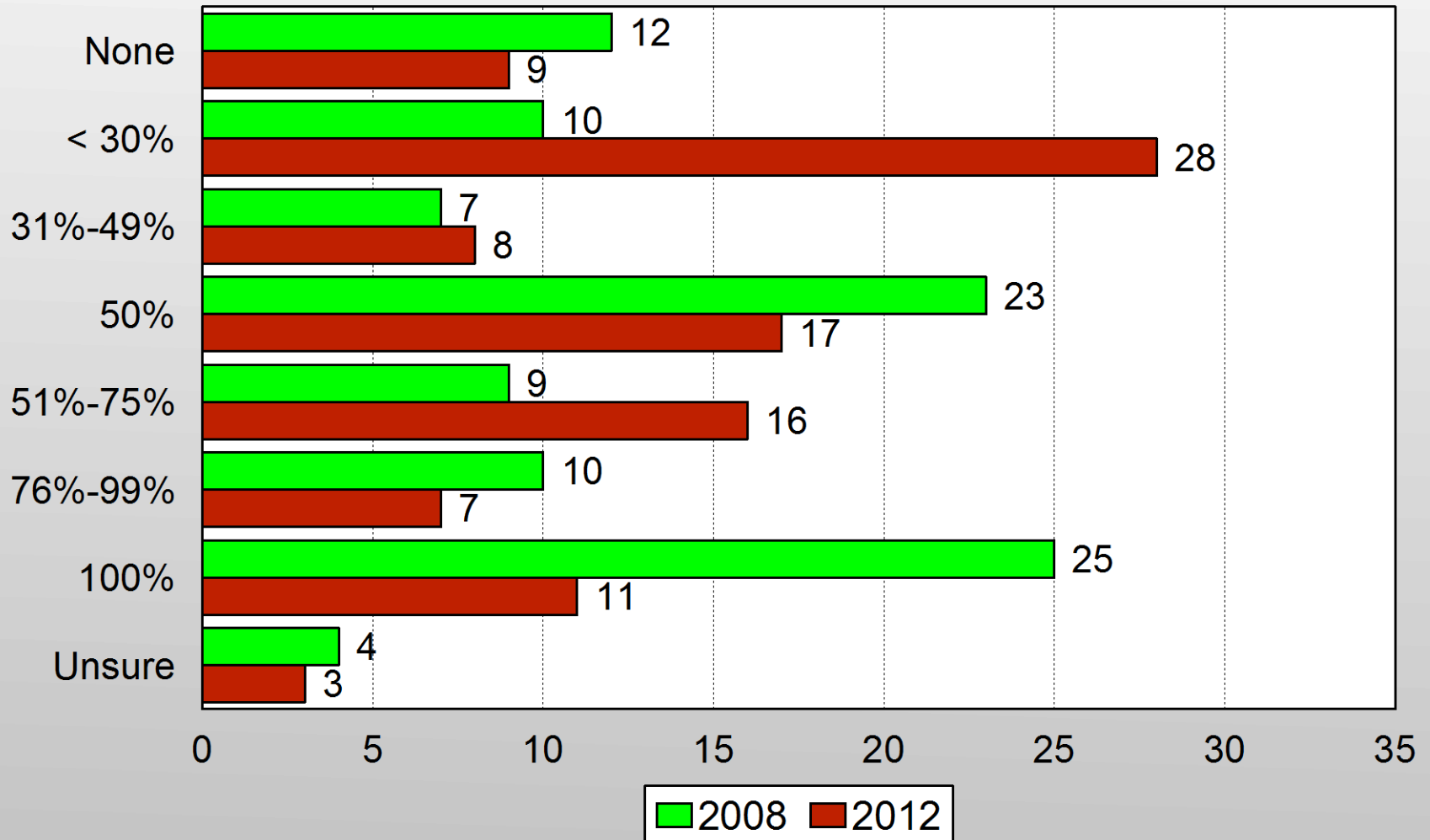
Past 24 Months



Next 24 Months

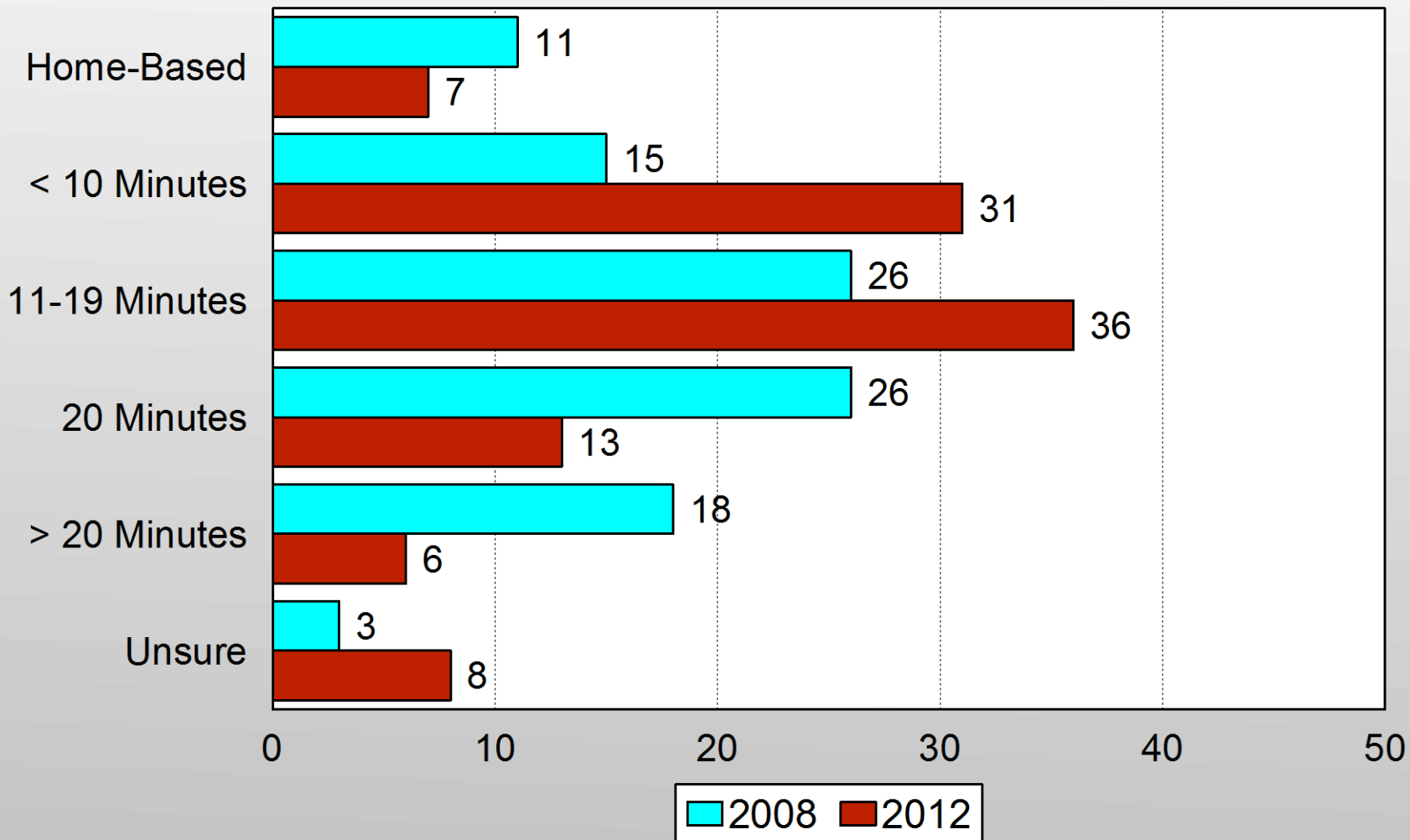
# Workforce Living in Burnsville

2012 City of Burnsville Business Study



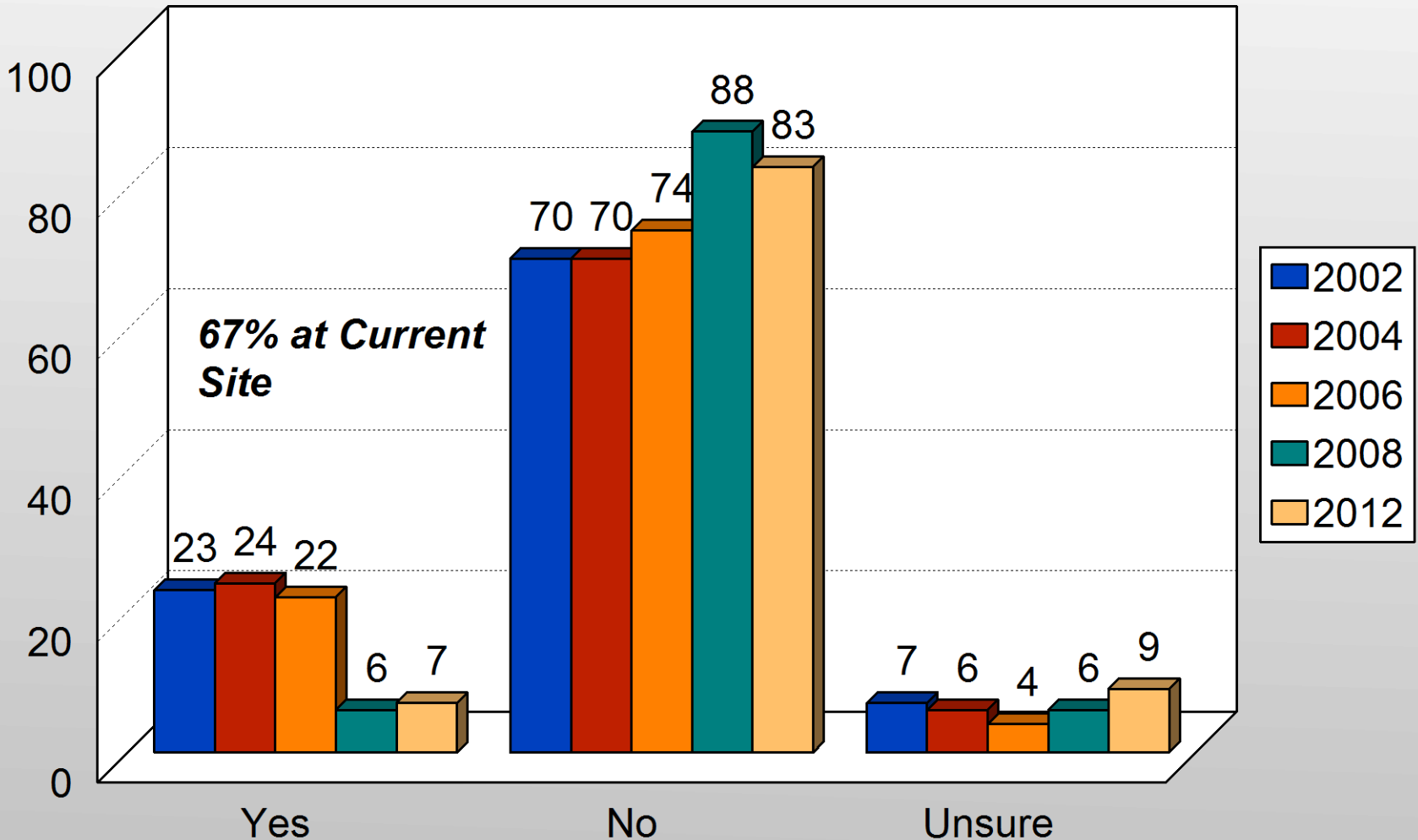
# Average Commute Time

2012 City of Burnsville Business Study



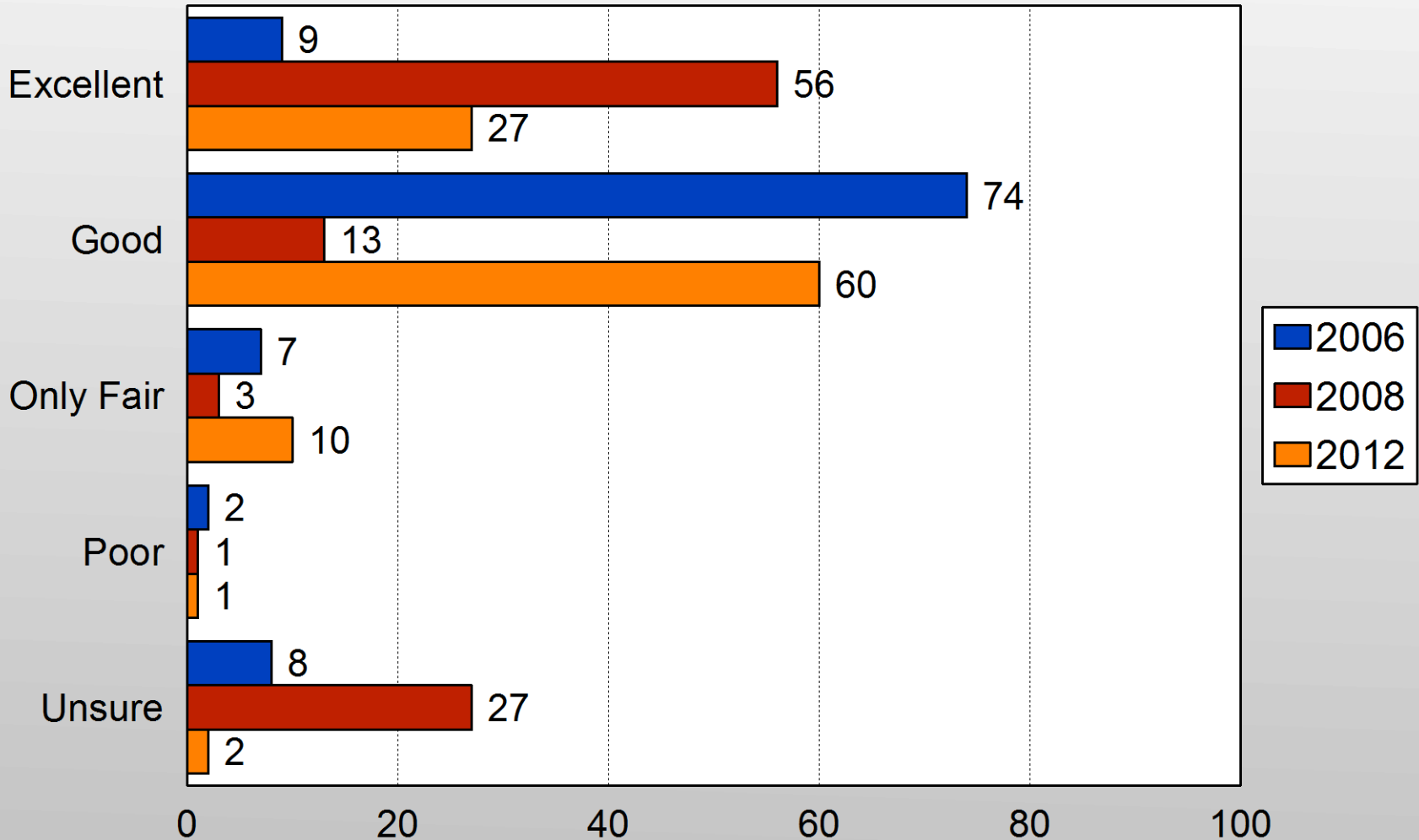
# Expansion Plans 1-3 Years

2012 City of Burnsville Business Study



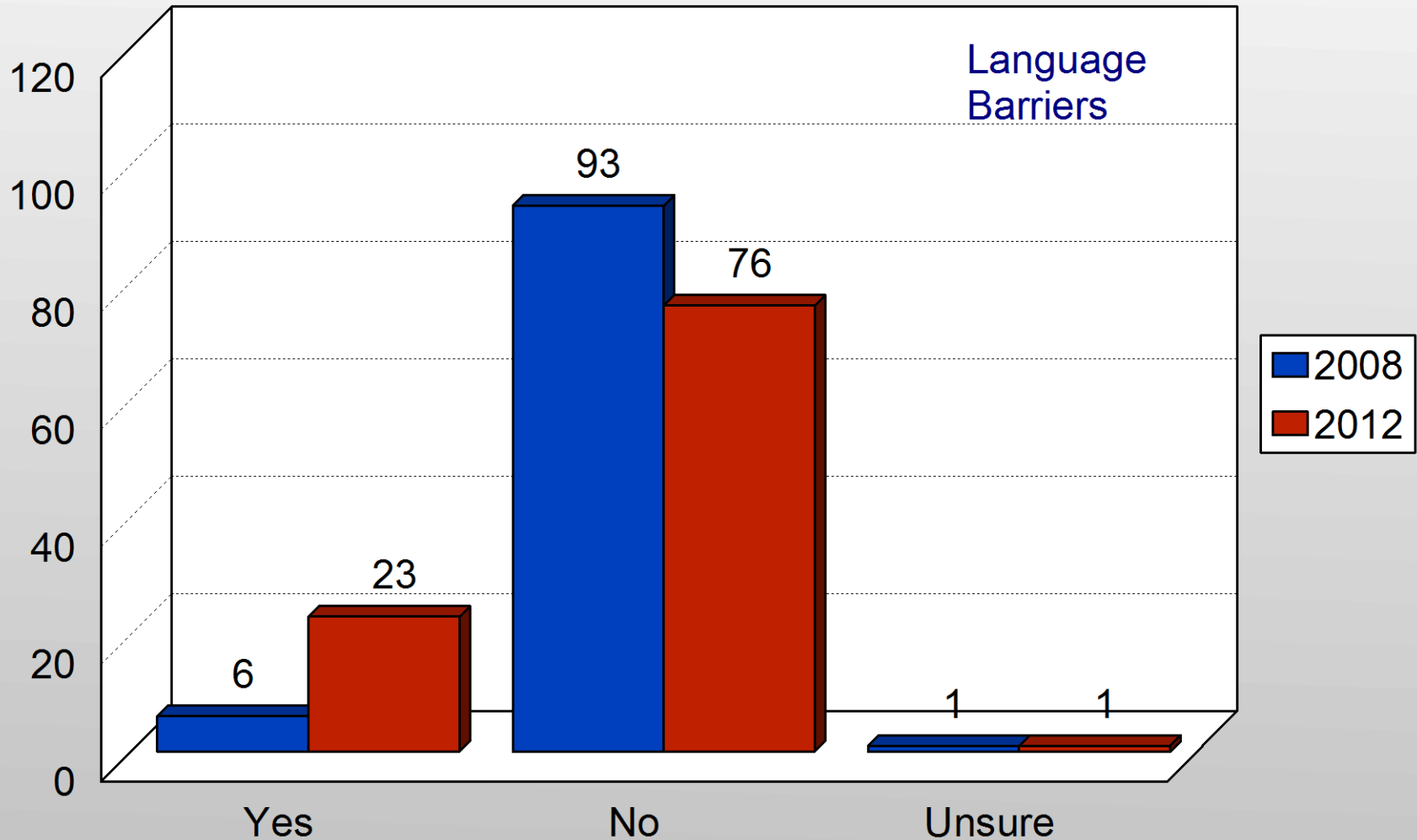
# Adequacy of Labor Pool

2012 City of Burnsville Business Study



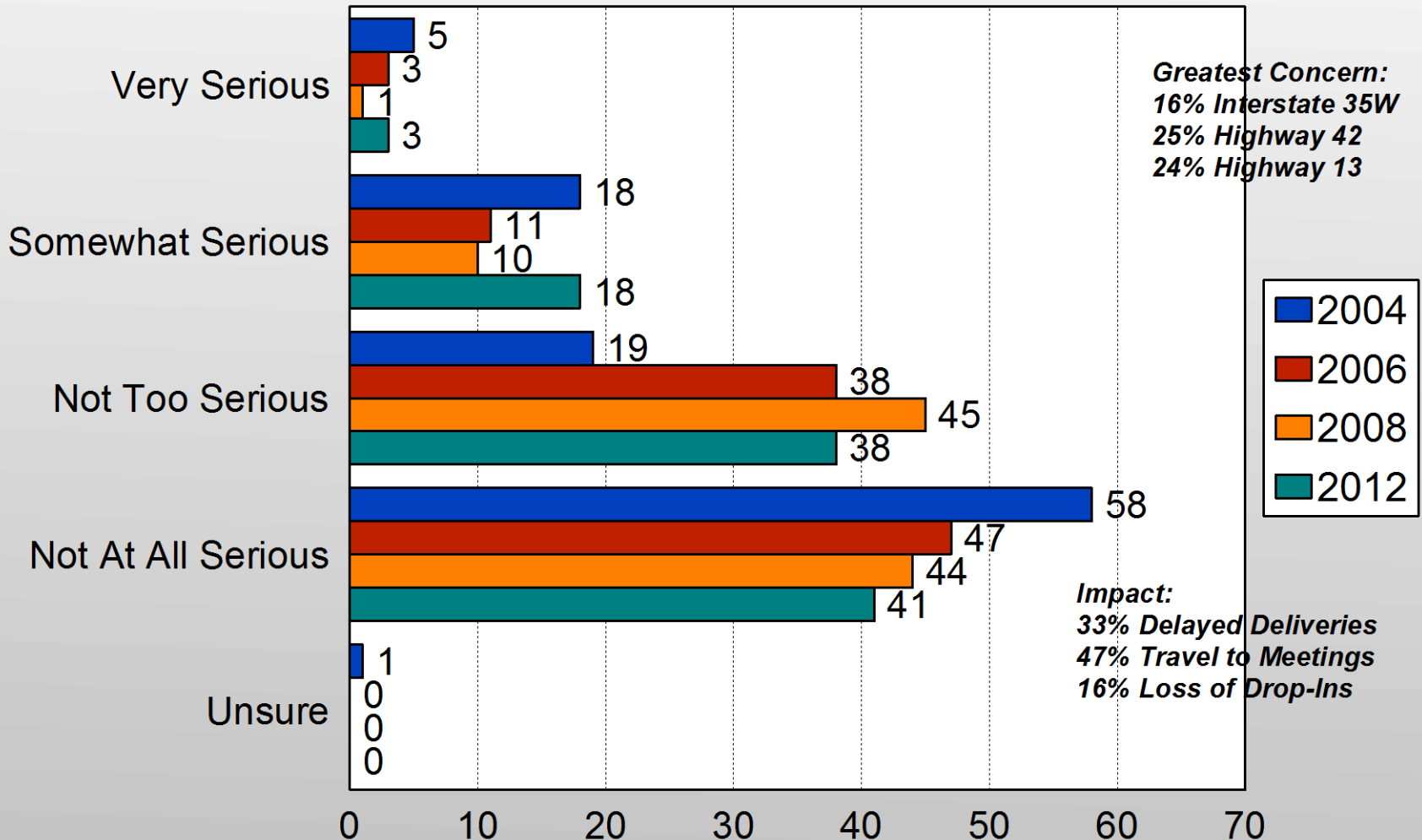
# Diversity-Related Labor Pool Issues

2012 City of Burnsville Business Study



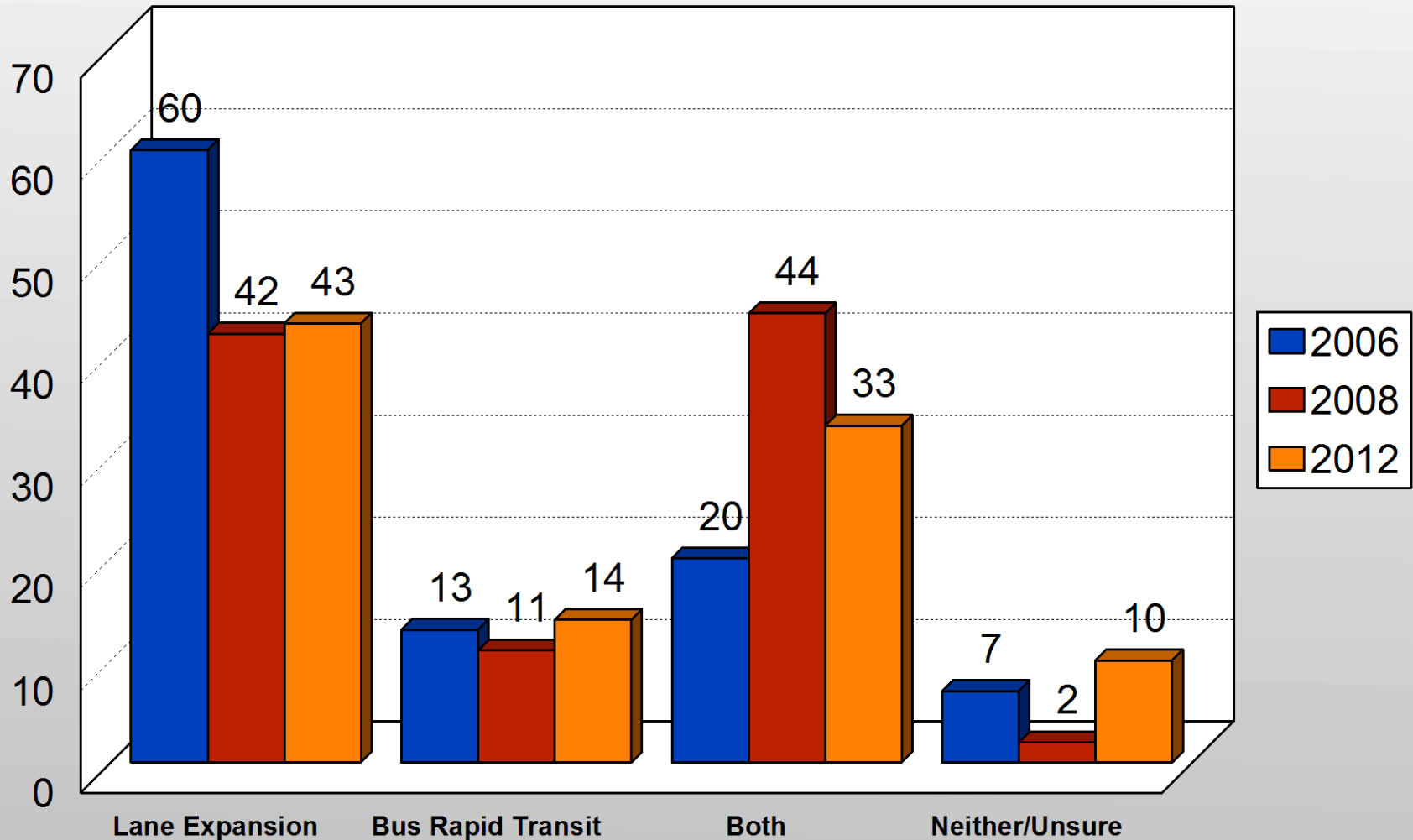
# Impact of Traffic Congestion

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# Best Approach

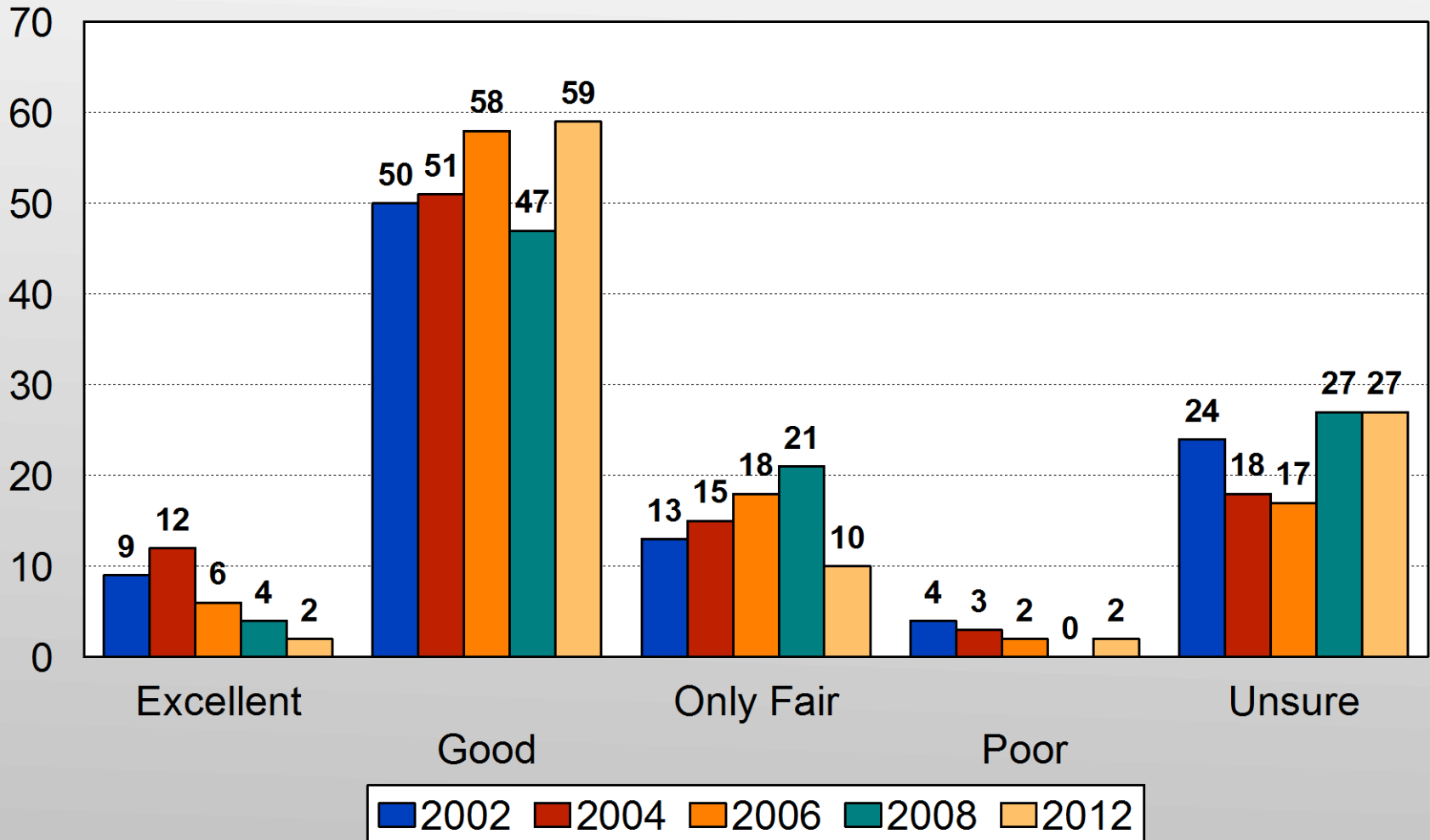
2012 City of Burnsville Business Study





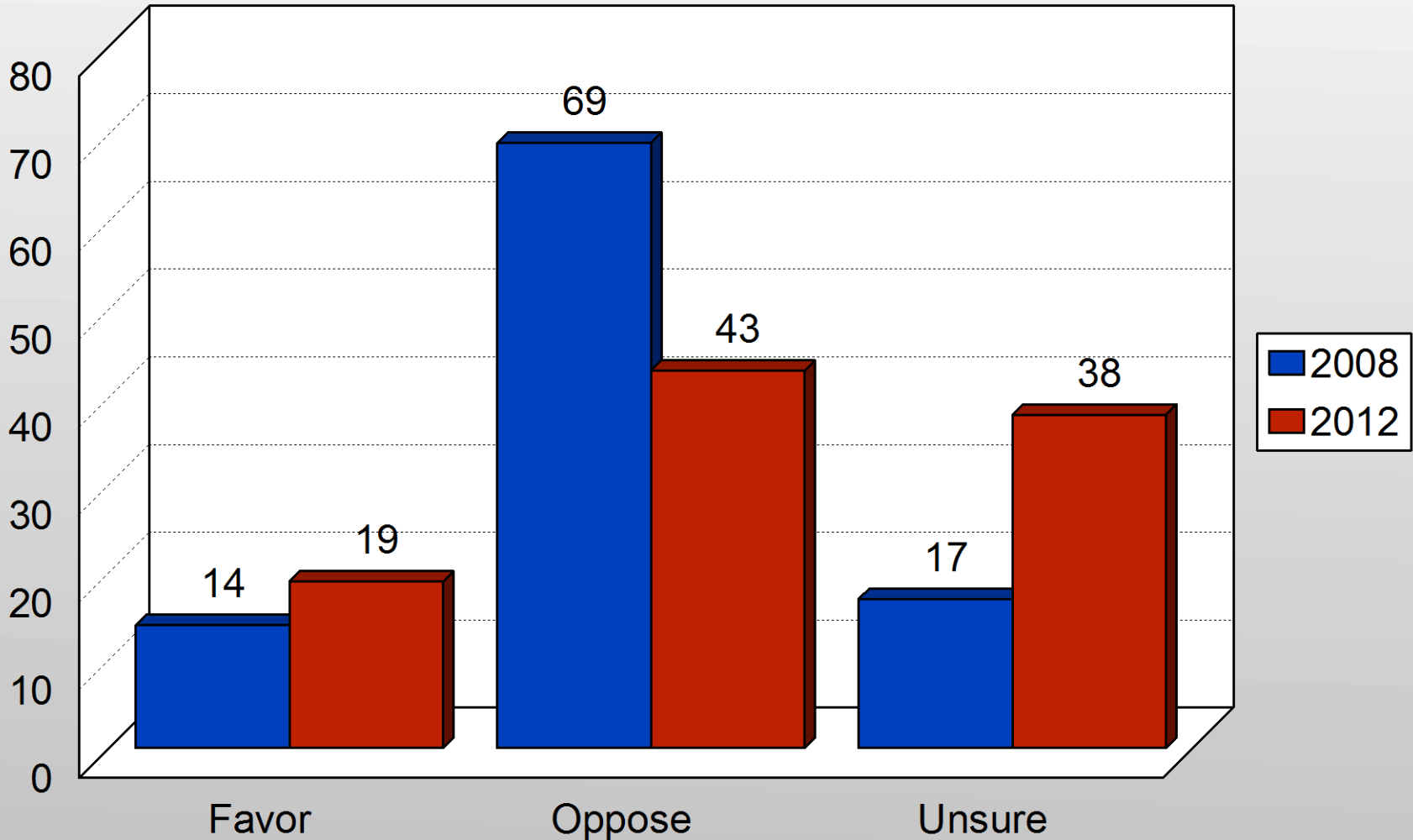
# Value of City Services

2012 City of Burnsville Business Study



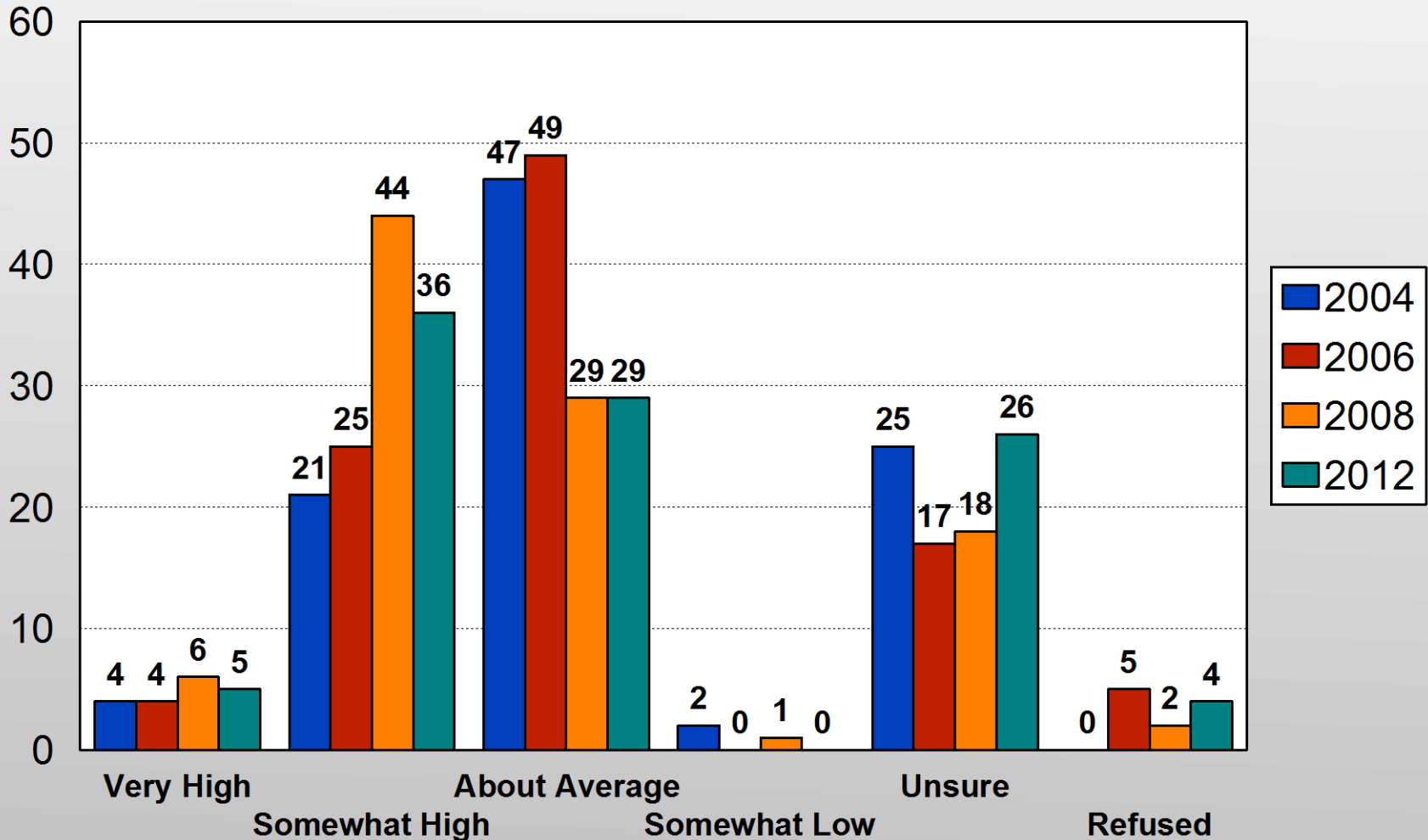
# Property Tax Increase to Maintain

2012 City of Burnsville Business Study



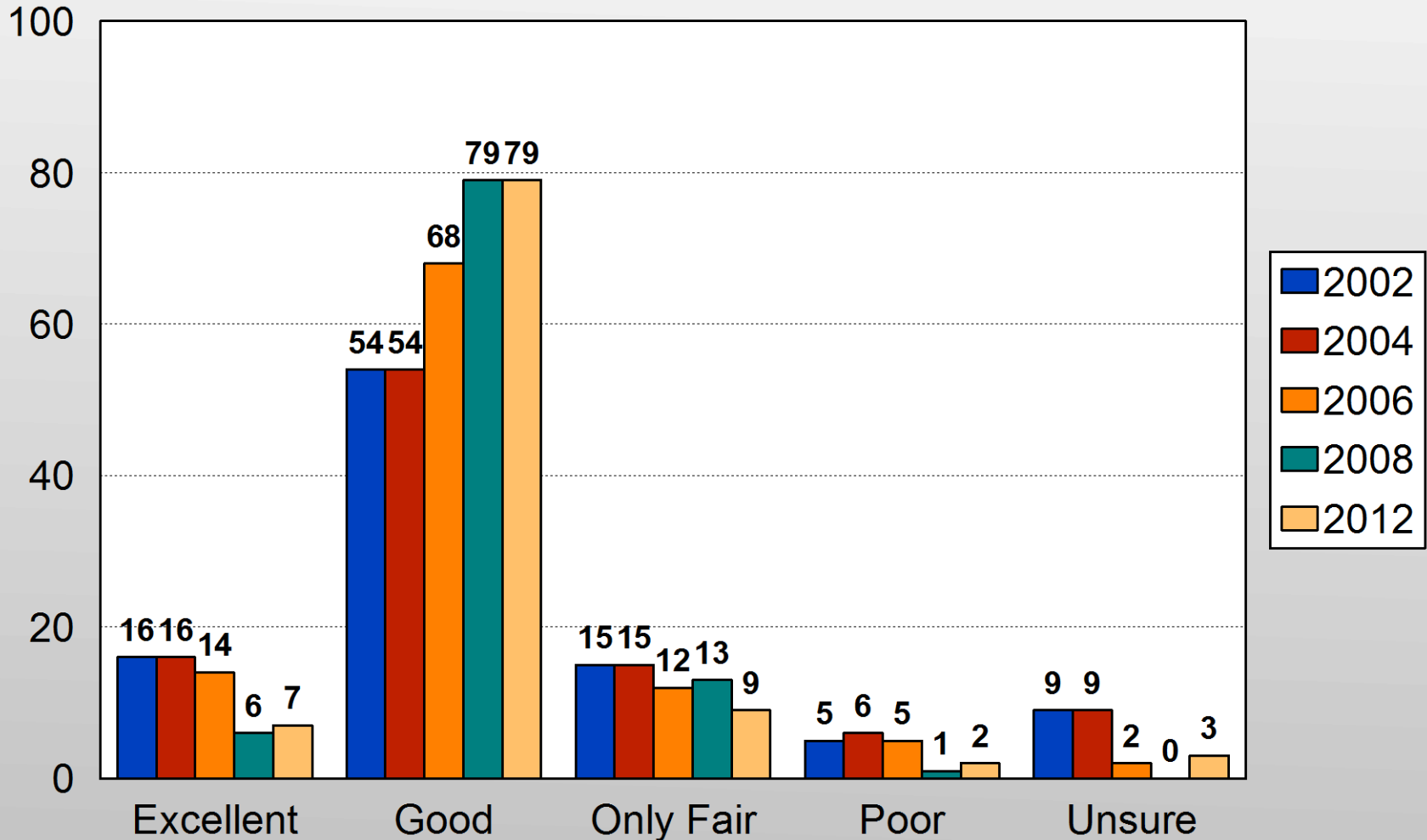
# Property Taxes in Comparison

2012 City of Burnsville Business Study



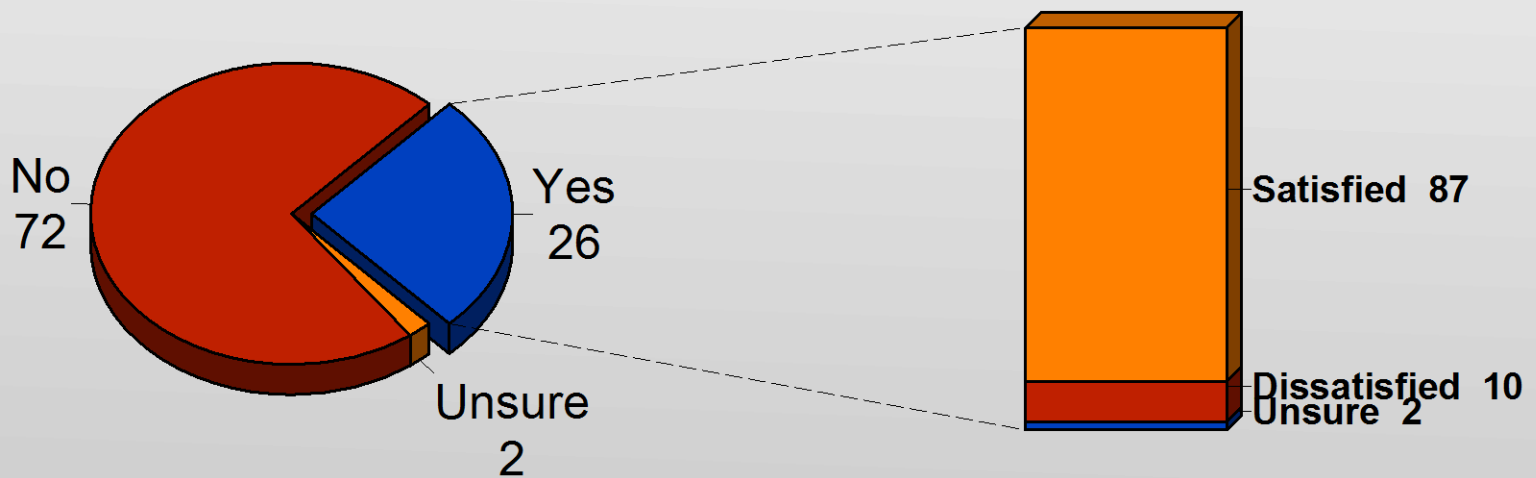
# City Responsiveness

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# Official Contact with City

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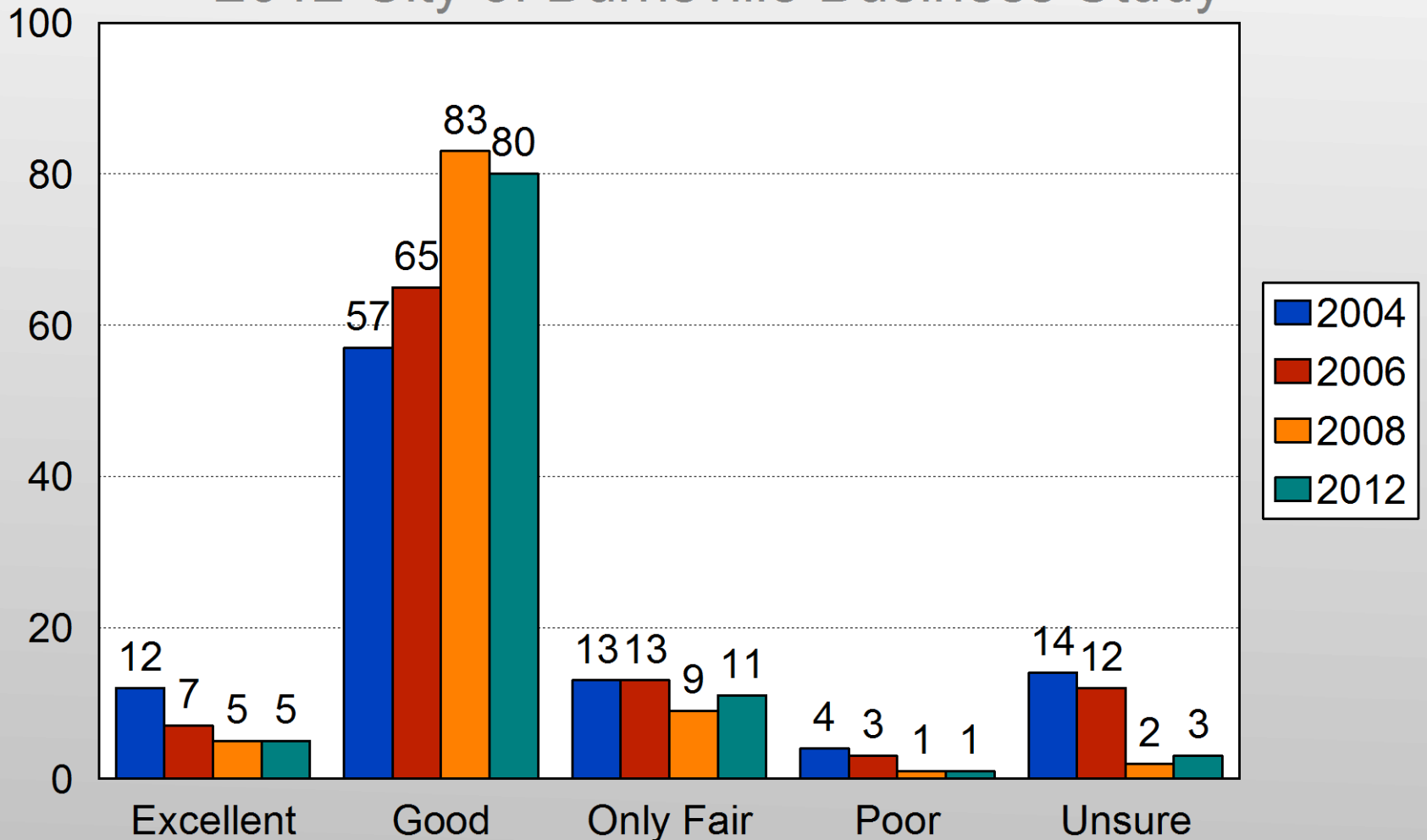


Contact during Past Year on Official Basis

Judgment of Handling Contact by City

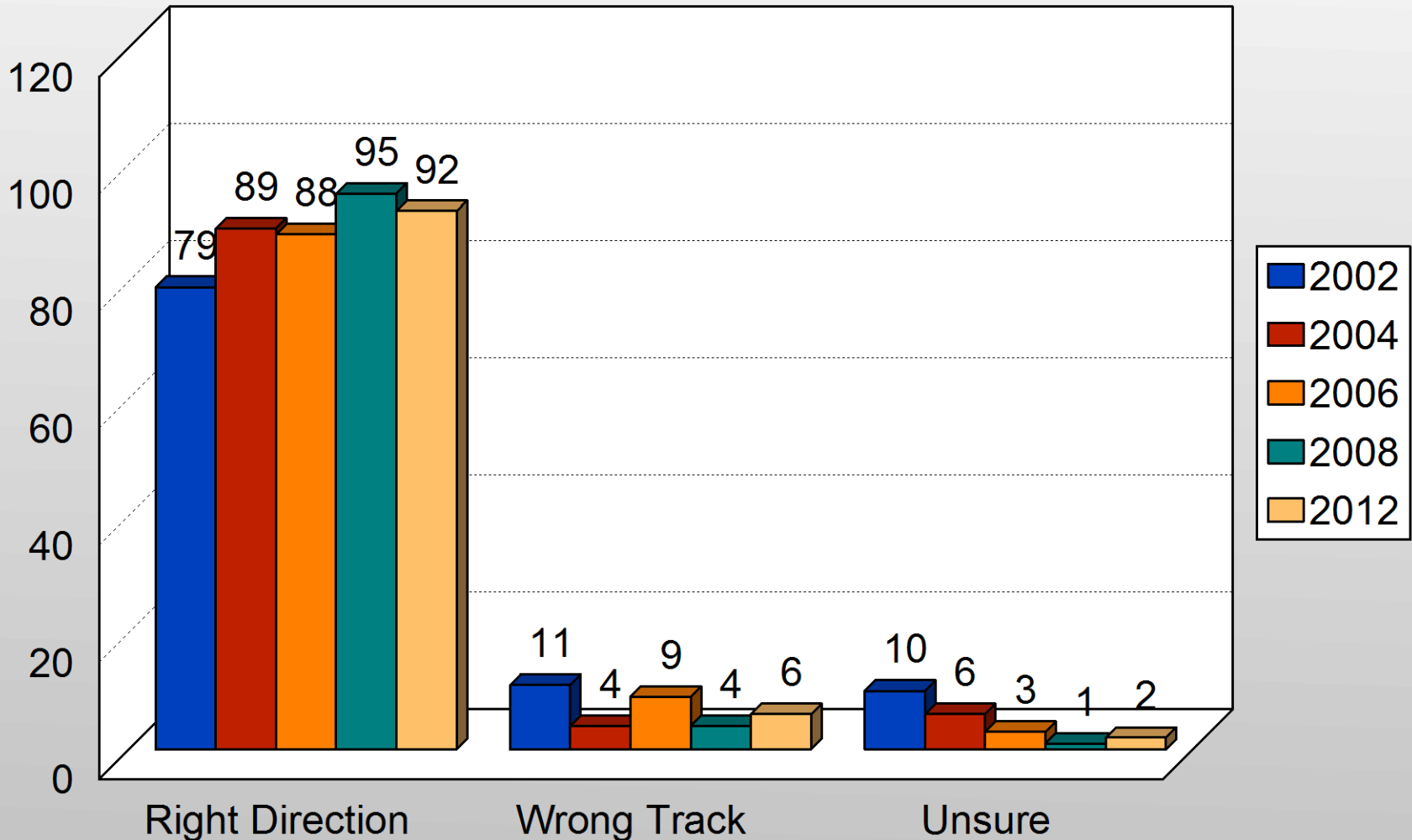
# Responsiveness to Redevelopment Priorities

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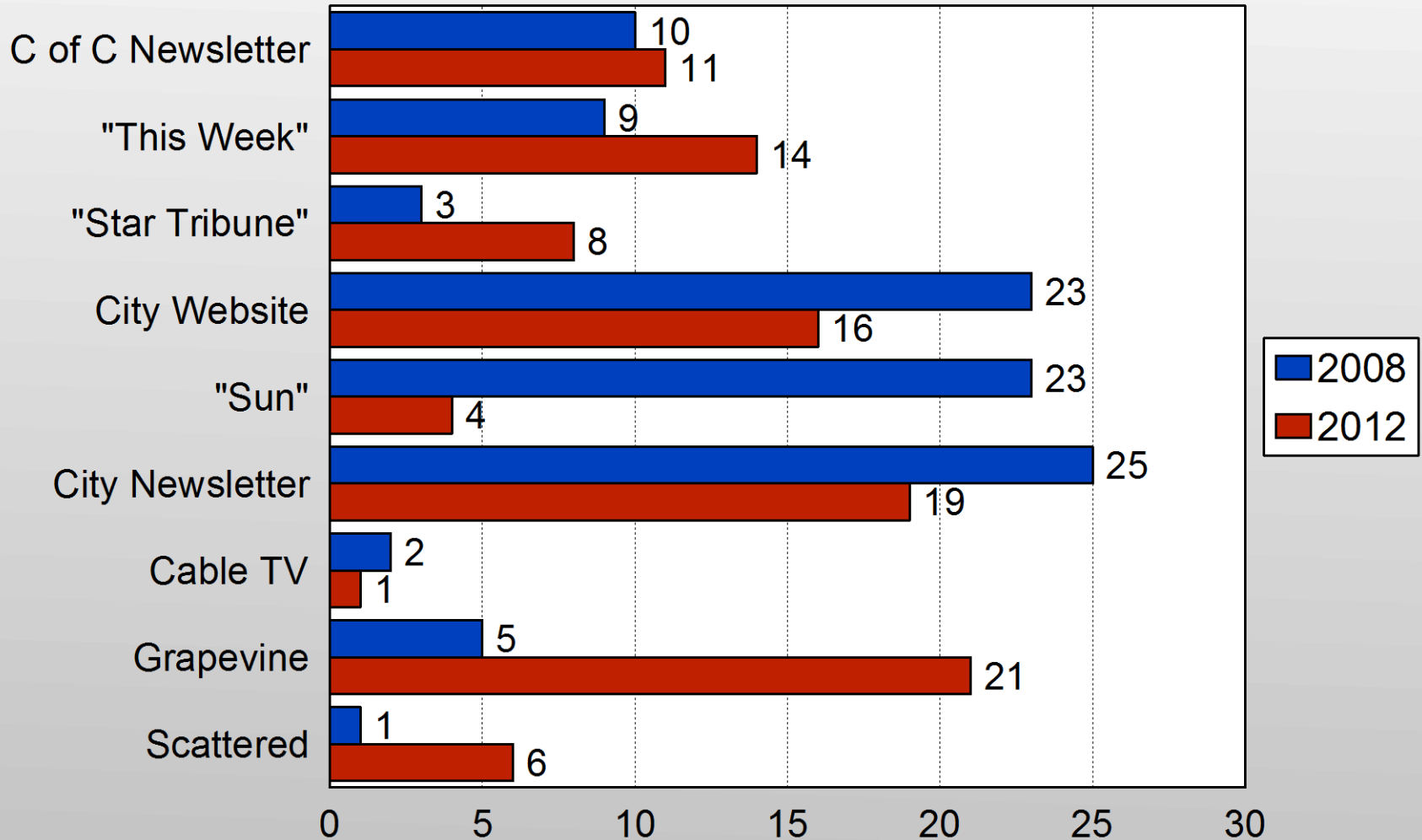
# Direction of Community

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# Primary Information Source

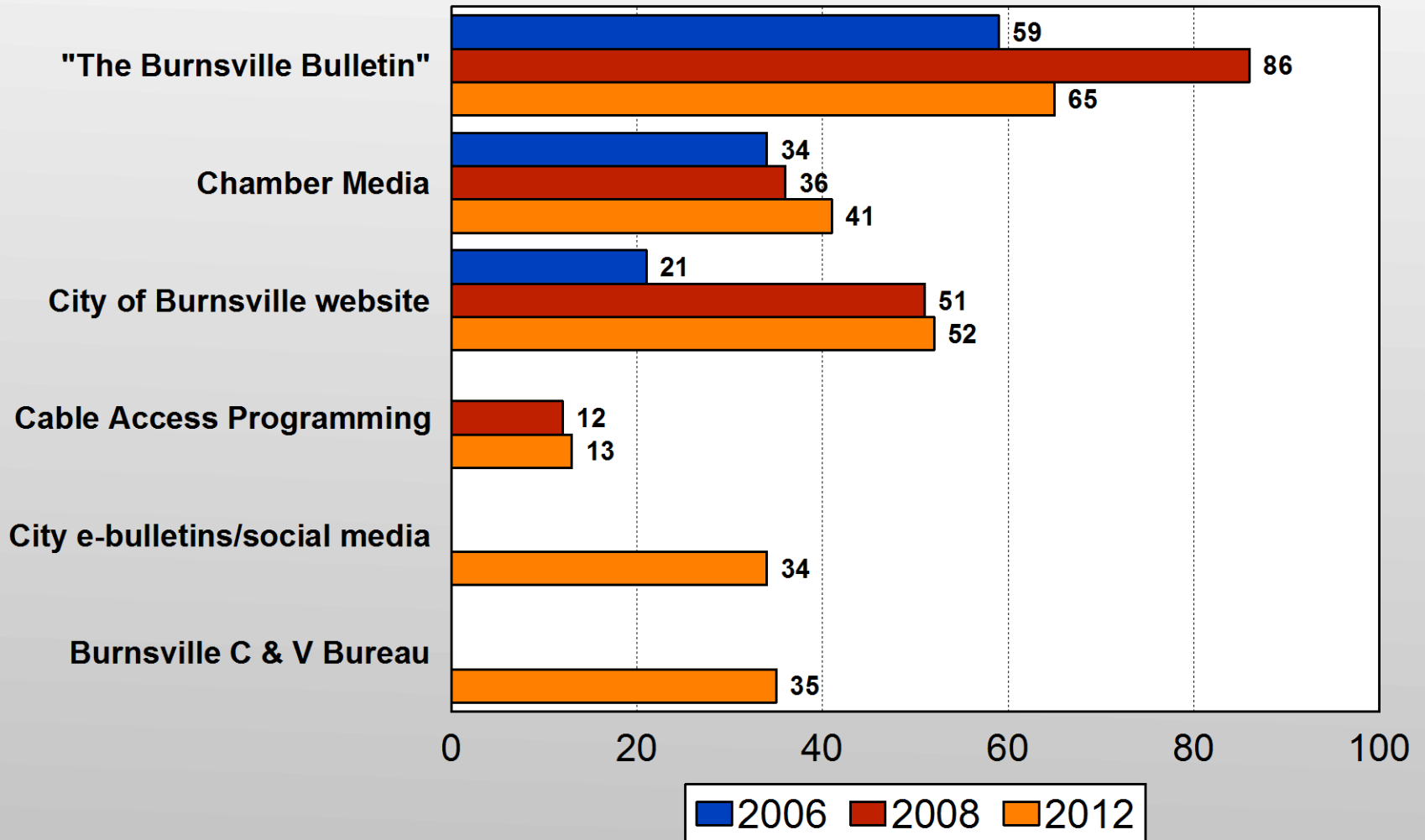
2012 City of Burnsville Business Study





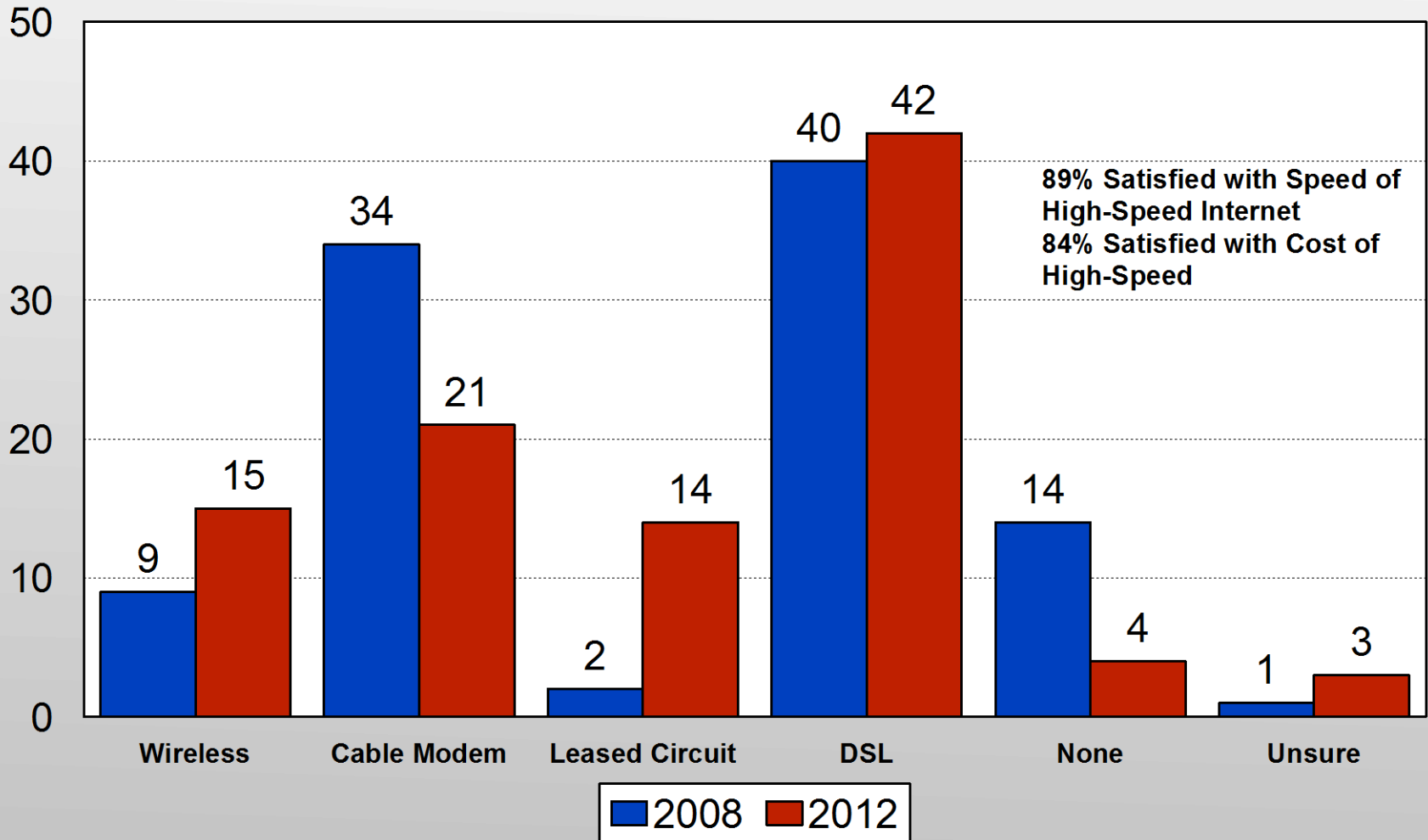
# Workplace Information Sources

2012 City of Burnsville Business Study



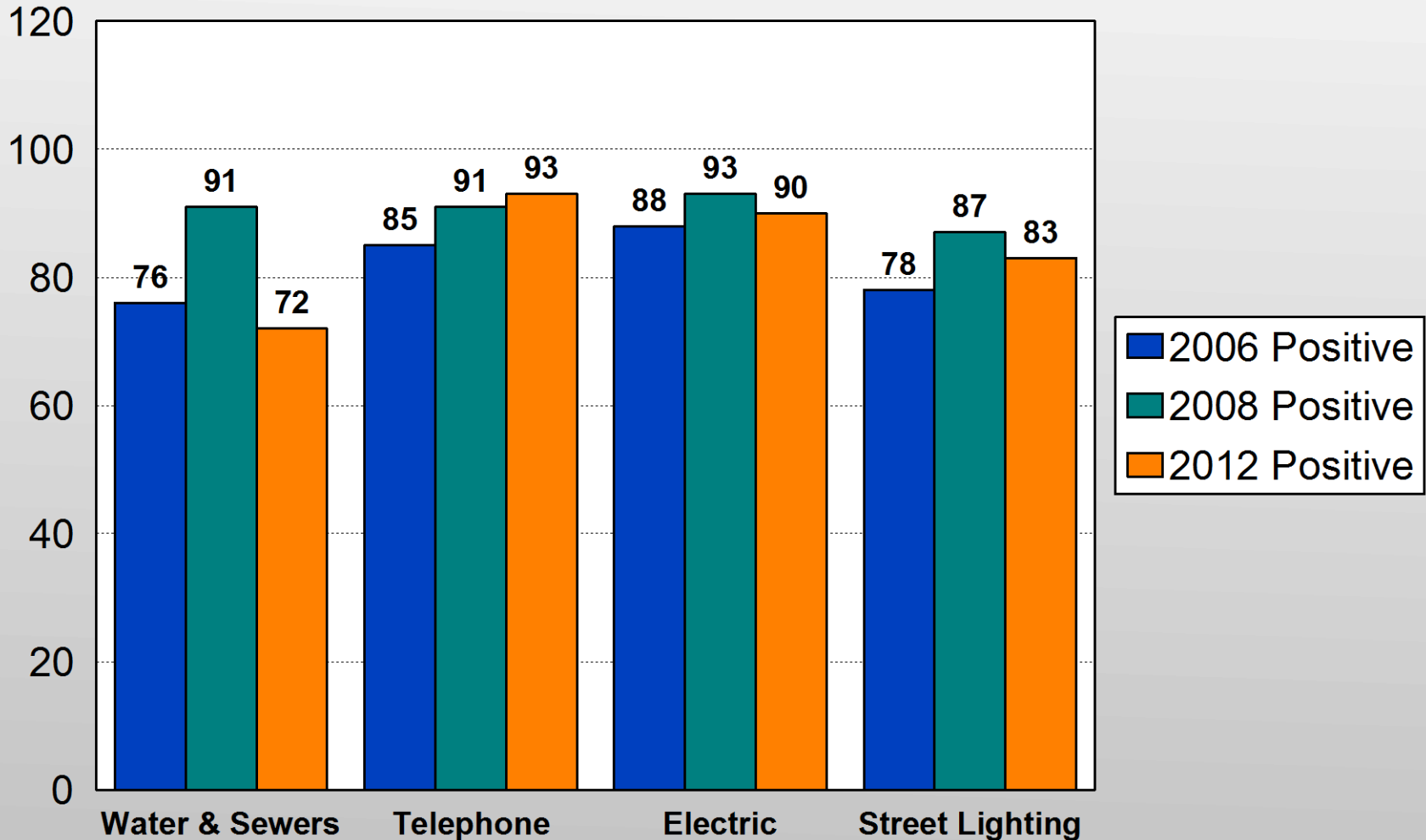
# High-Speed Internet Service

2012 City of Burnsville Business Study



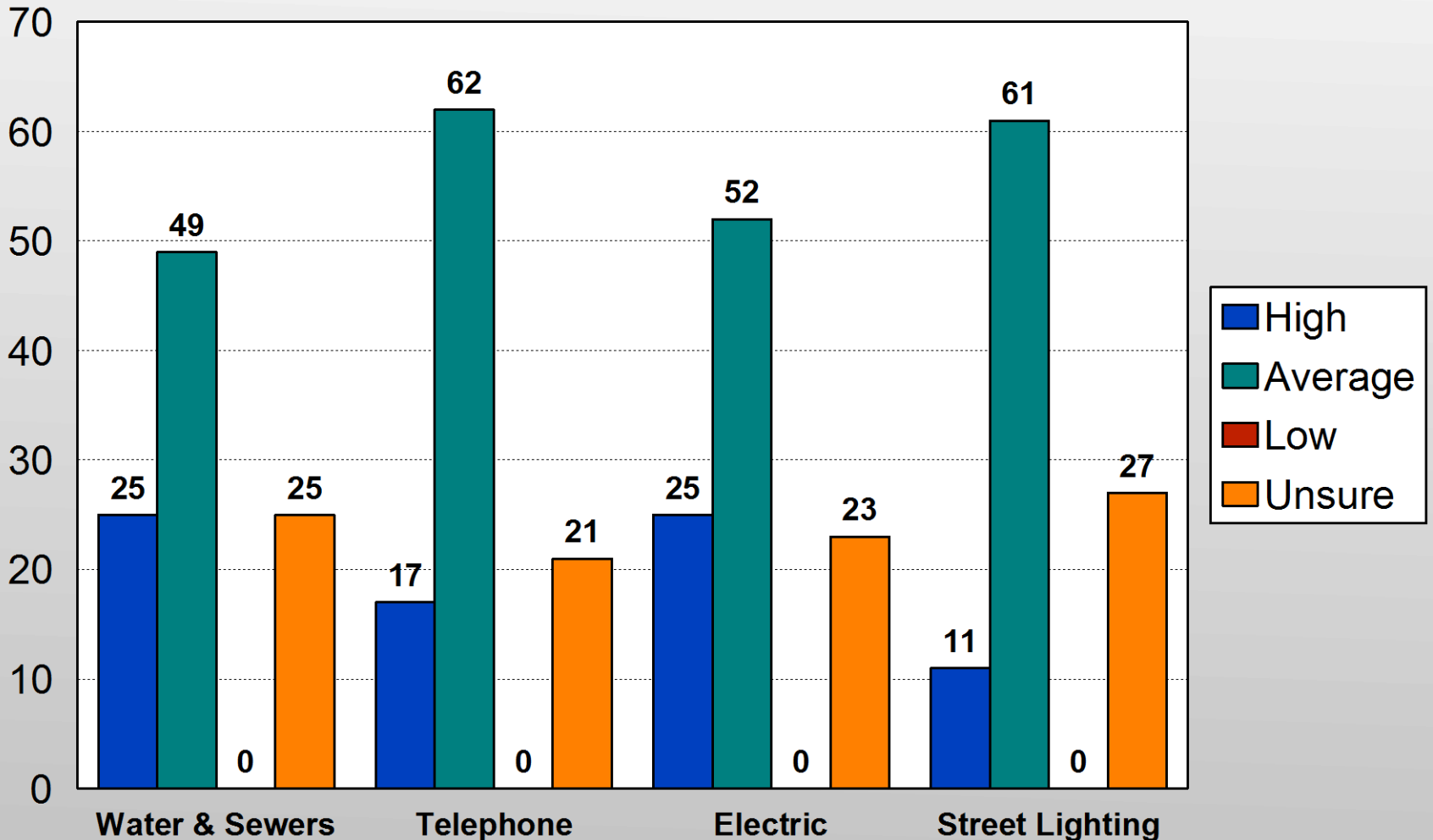
# Utility Services Rating

2012 City of Burnsville Business Study



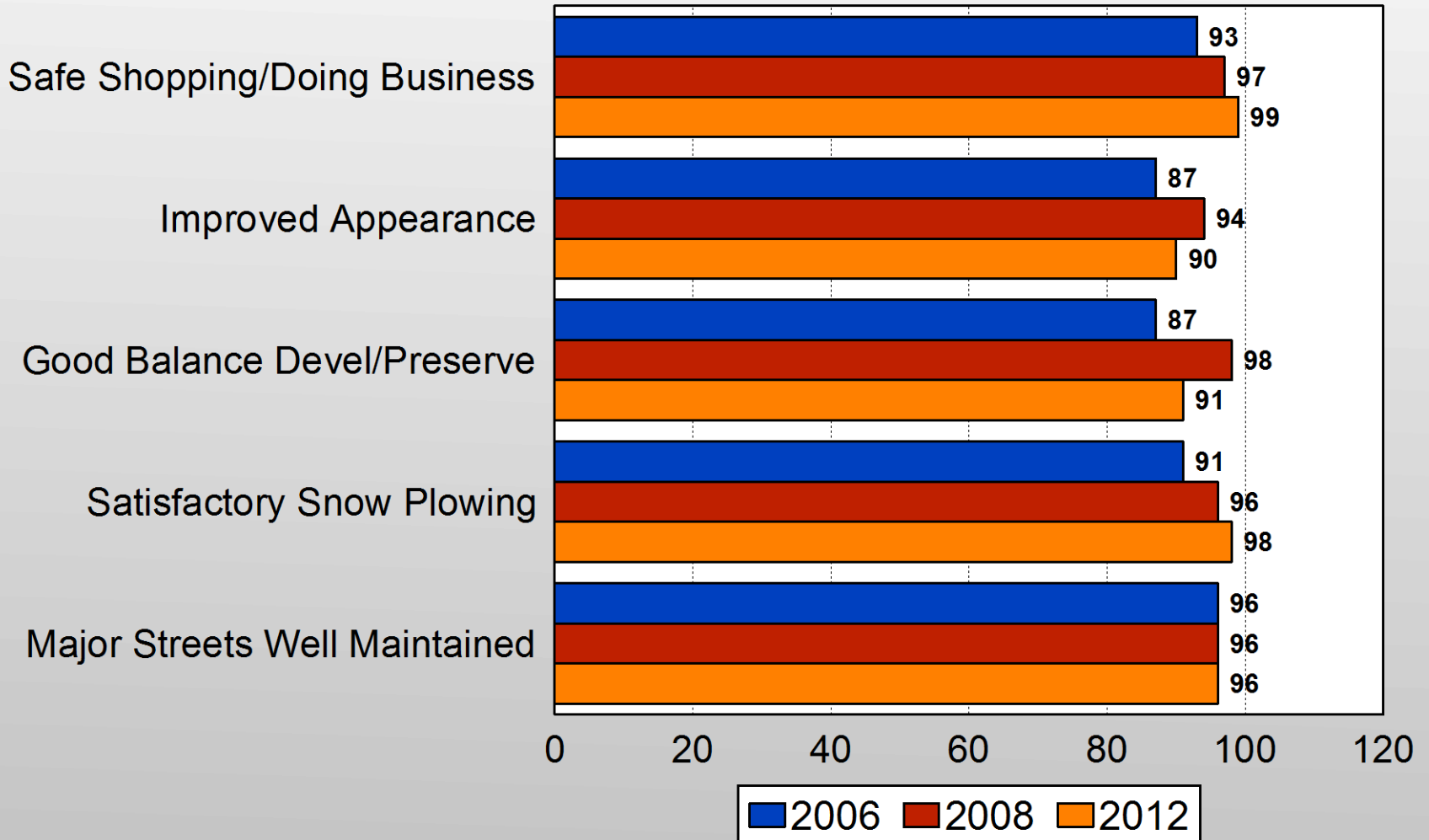
# View of Utility Rates

2012 City of Burnsville Business Study



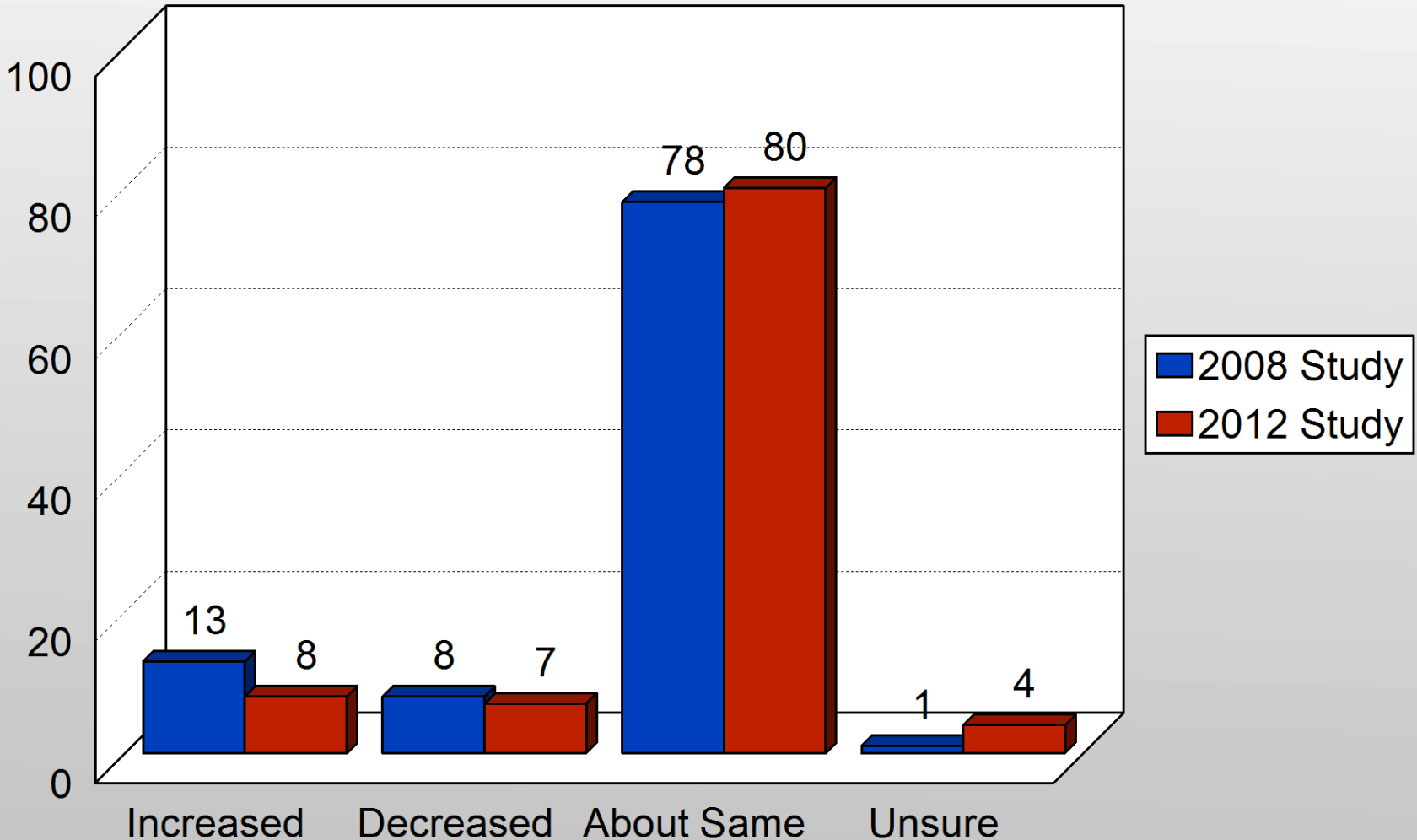
# City Perceptions

## 2012 City of Burnsville Business Study



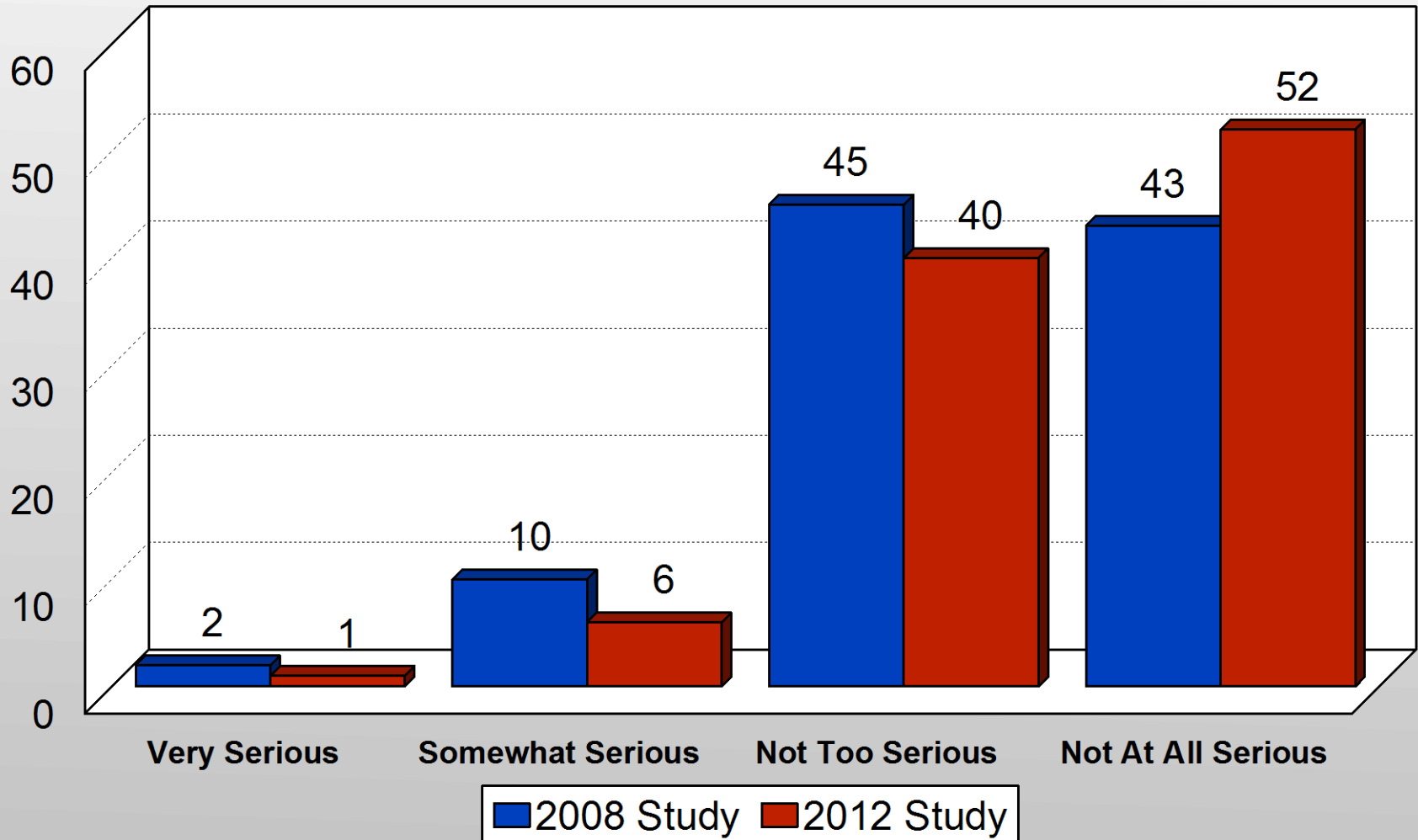
# Crime Rate in Area

2012 City of Burnsville Business Study



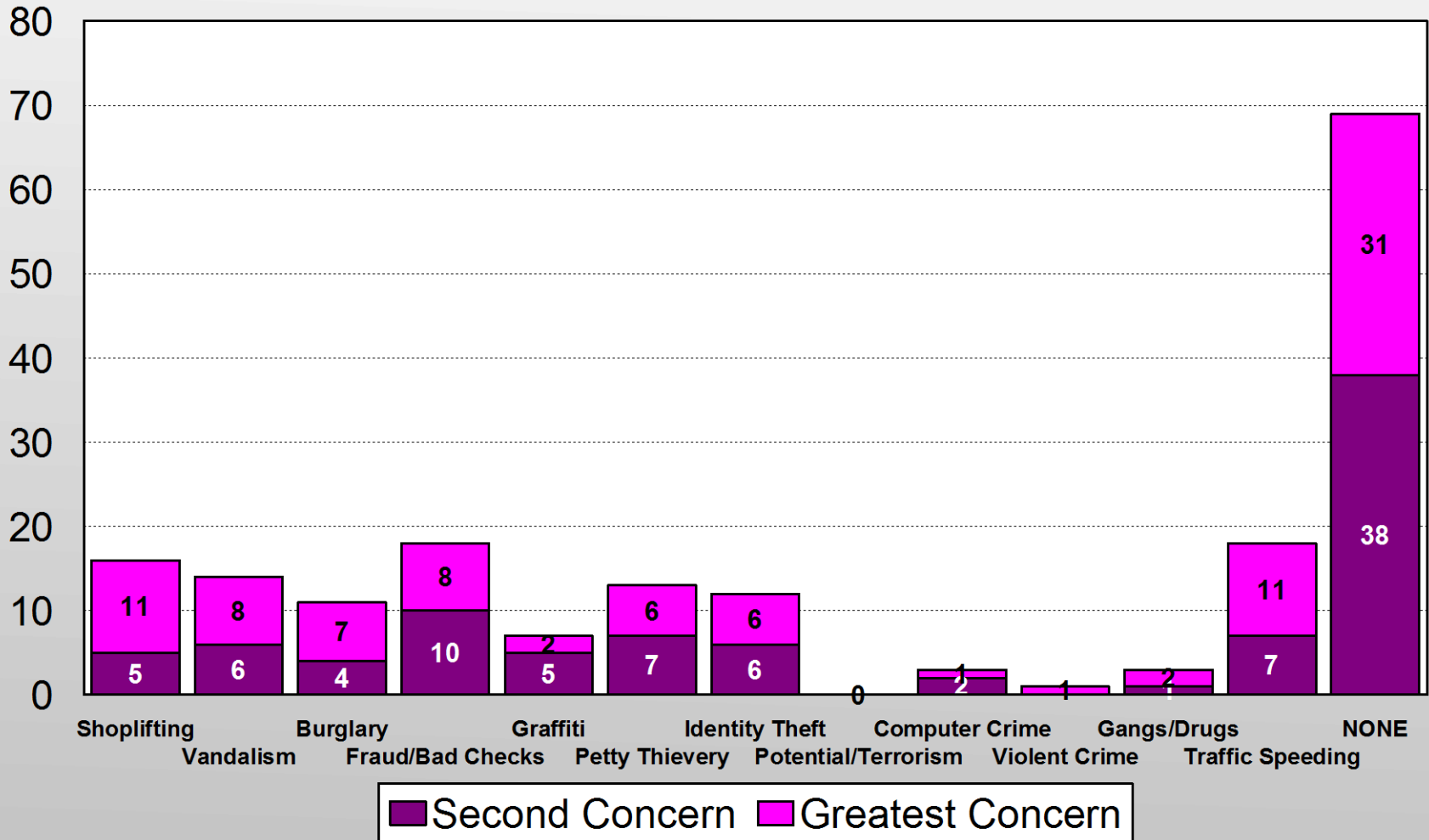
# Impact of Crime

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# Public Safety Issues

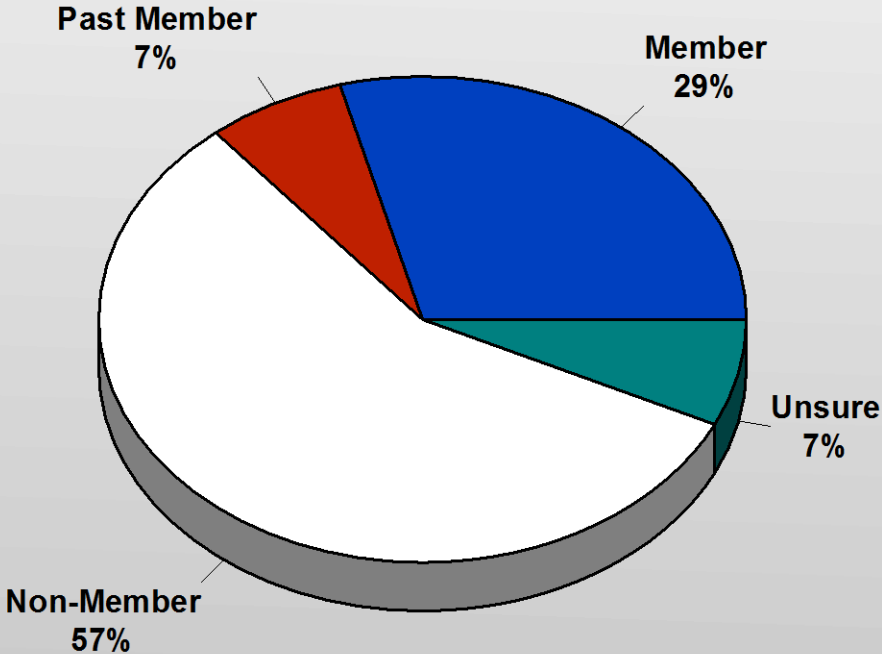
2012 City of Burnsville Business Study



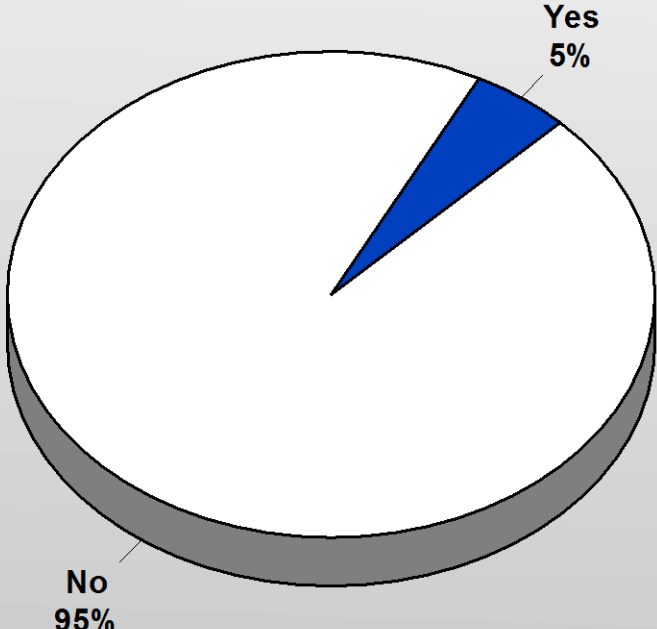


# Burnsville Chamber of Commerce

## 2012 City of Burnsville Business Study



**Membership Status**



**Contacted Chamber about Issue facing Business**