

CITY OF CHAMPLIN
PERFORMANCE MEASUREMENT PROGRAM

The City of Champlin surveyed its residents on the services included in the performance benchmarks. As a result of that survey, the following outcome goals were adopted:

- Improve Appearance of Gateway Access to City
- Improve Water Pressure During Peak Times and Maintain Quality of Water
- Improve Traffic Safety and Reduce Number of Traffic-Related Incidents
- Improve Recreational Opportunities for Residents
- Decrease Amount of Serious Fire Code Violations in Businesses and Apartment Buildings in City

The following performance measures were implemented to address the outcome goals:

- Improve Appearance of Gateway Access to City - Entryway monuments were installed at Douglas Drive and 109th Avenue. The City also implemented the Vacant Building Registration Program which positively affects the overall appearance of the City.
- Improve Water Pressure During Peak Times and Maintain Quality of Water - the City constructed a second Water Treatment Plant
- Improve Traffic Safety and Reduce Number of Traffic-Related Incidents - the Police Department designated one Patrol Unit exclusively for traffic enforcement, and as a result injury accidents decreased in 2011.
- Improve Recreational Opportunities for Residents - Tennis courts were installed at Highpointe Park and the City has plans for a major \$2.5 million renovation at Andrews Park over the next three years, to include a Splash Pad and renovation of the park buildings and parking lot.
- Decrease Amount of Serious Fire Code Violations in Businesses and Apartment Buildings in City - The Fire Inspections Department worked with owners and tenants to bring greater awareness to fire and safety issues.

Councilmember Whalen introduced the following resolution and moved its adoption:

**CITY OF CHAMPLIN
HENNEPIN COUNTY, MINNESOTA
RESOLUTION NO. 2012 - 37**

**RESOLUTION REGARDING PERFORMANCE MEASURES DEVELOPED BY
THE COUNCIL ON LOCAL RESULTS AND INNOVATION**

WHEREAS, in 2010, the Legislature created the Council on Local Results and Innovation (“the Council”). In 2011, the Council released a standard set of ten performance measures for cities that will aid residents, taxpayers, and state and local elected officials in determining the efficacy of cities in providing services, and measure residents’ opinions of those services; and

WHEREAS, in February 2012, the Council created a comprehensive performance measurement system for cities to implement in 2012. Cities that choose to participate in the new standards measure program may be eligible for reimbursement in LGA and exemption from levy limits; and

WHEREAS, in the fourth quarter of 2011, the City of Champlin surveyed its residents on the services included in the performance benchmarks, and reported the results of the survey to its residents through the City's website and the Champlin Dayton Press. The following areas were reviewed and commented on:

- Overall Appearance
- Overall Safety
- Fire Protection
- Overall Street Conditions
- Snowplowing
- Quality of Sanitary Sewer
- Quality of Water Supply
- Recreational Programs and Services
- Overall Quality of Services Provided by the City

WHEREAS, as a result of the survey, the following outcome goals were adopted:

- Improve Appearance of Gateway Access to City
- Improve Water Pressure During Peak Times and Maintain Quality of Water
- Improve Traffic Safety and Reduce Number of Traffic-Related Incidents
- Improve Recreational Opportunities for Residents
- Decrease Amount of Serious Fire Code Violations in Businesses and Apartment Buildings in City

NOW, THEREFORE BE IT RESOLVED by the Champlin City Council that:

- The City has adopted and implemented the ten performance measures as developed by the Council on Local Results and Innovation on June 27, 2011, and
- The City is in the process of implementing a local performance measurement system as developed by the Council, and
- The City has reported the results of the adopted measures to its residents through publication, and
- The City will survey its residents by the end of 2012 on the services included in the performance benchmarks.

BE IT FURTHER RESOLVED that the actual results of the performance measures adopted by the City for the program in 2011 shall be reported to the office of the State Auditor by July 1, 2012.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Payer and upon vote being taken thereon, the following voted in favor thereof: Mayor Uglem, Councilmembers Payer, Johnson, Nelson and Whalen, and the following voted against the same: none, whereupon said resolution was passed this 11th day of June, 2012.



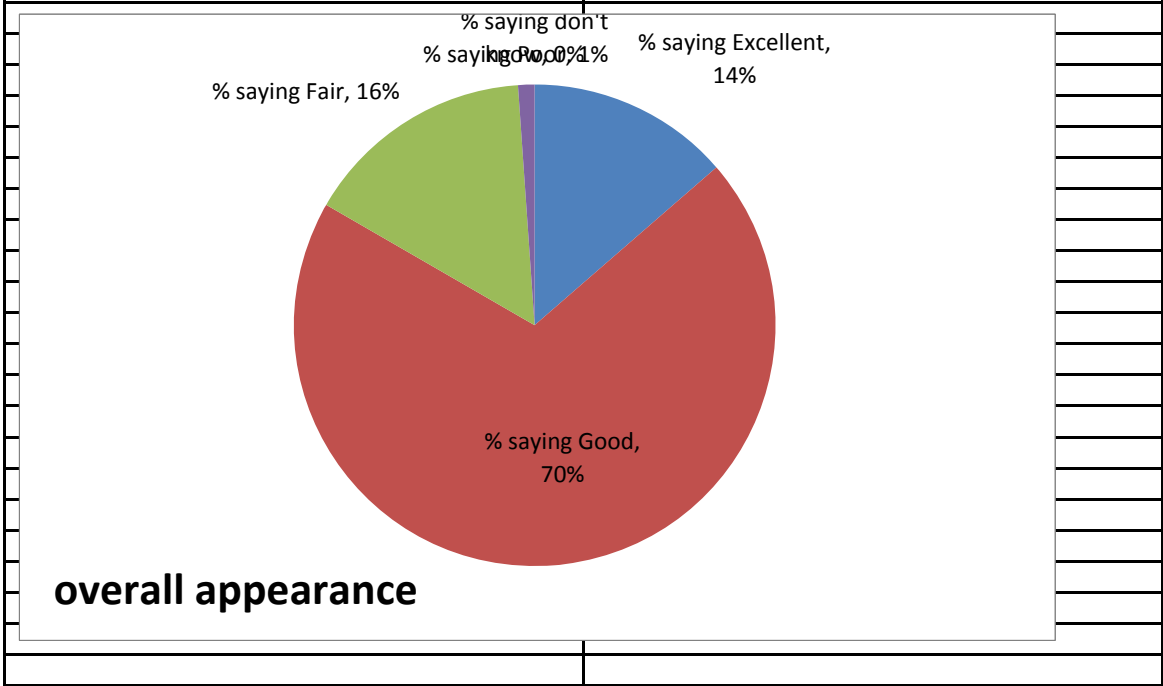
Mark W. Uglem, Mayor

ATTEST:

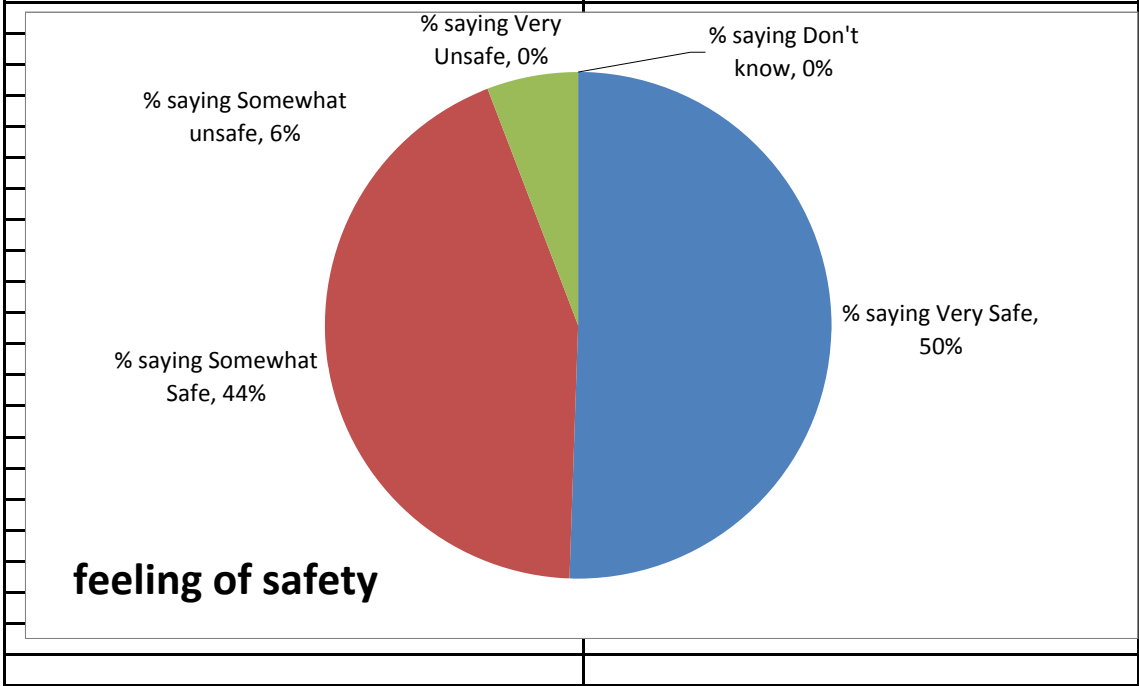


Roberta Colotti, CMC, City Clerk

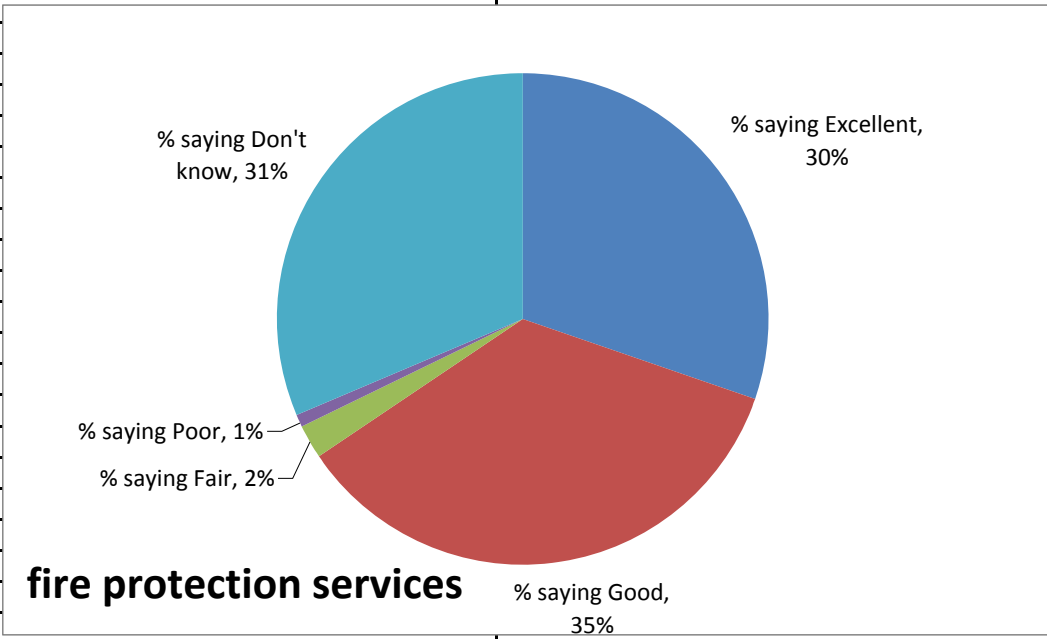
	How would you rate the overall appearance of the city?
# saying Excellent	14
# saying Good	71
# saying Fair	16
# saying Poor	1
# saying Don't know	0
Total Responses	102
% saying Excellent	14%
% saying Good	70%
% saying Fair	16%
% saying Poor	1%
% saying don't know	0%



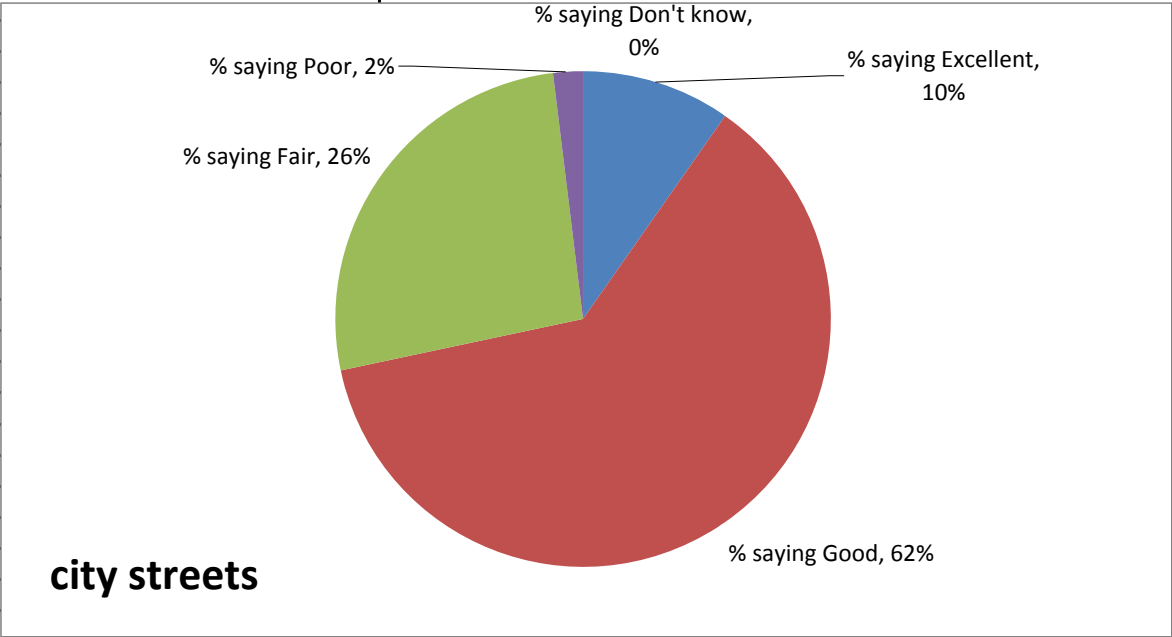
	How would you describe your overall feeling of safety in the city?
# saying Very Safe	52
# saying Somewhat Safe	45
# saying Somewhat unsafe	6
# saying Very Unsafe	0
# saying Don't know	0
Total Responses	103
% saying Very Safe	50%
% saying Somewhat Safe	44%
% saying Somewhat unsafe	6%
% saying Very Unsafe	0%
% saying Don't know	0%



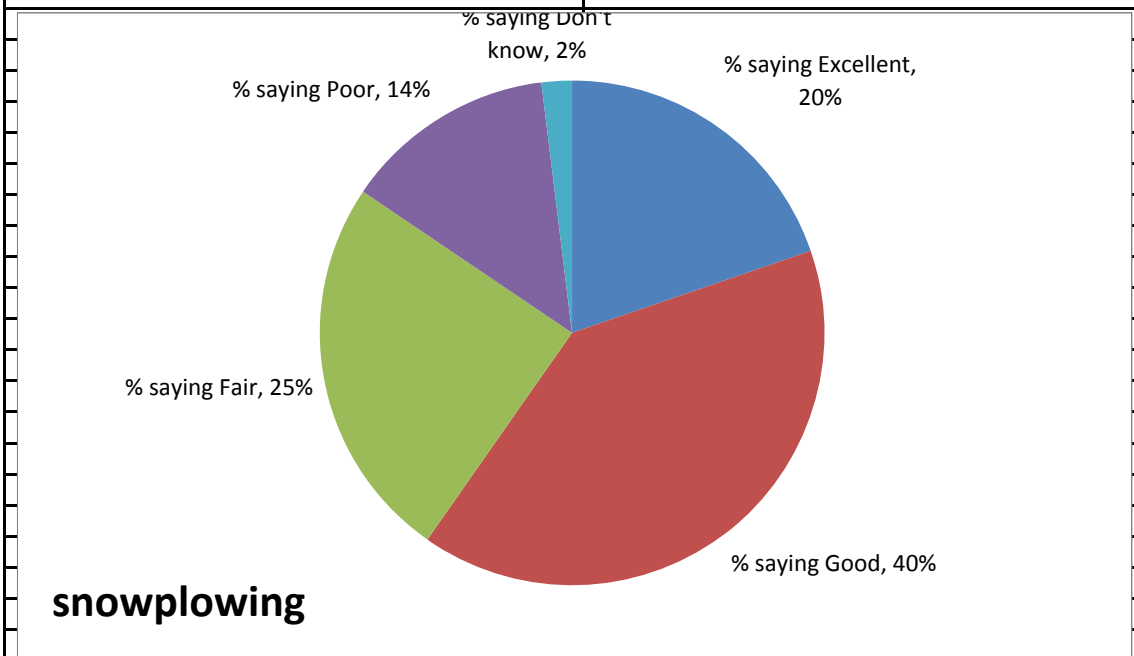
	How would you rate the overall quality of fire protection services in the city?
# saying Excellent	31
# saying Good	36
# saying Fair	2
# saying Poor	1
# saying Don't know	32
Total Responses	102
% saying Excellent	30%
% saying Good	35%
% saying Fair	2%
% saying Poor	1%
% saying Don't know	31%



How would you rate the overall condition of city streets?	
# saying Excellent	10
# saying Good	63
# saying Fair	27
# saying Poor	2
# saying Don't know	0
Total Responses	102
% saying Excellent	10%
% saying Good	62%
% saying Fair	26%
% saying Poor	2%
% saying Don't know	0%

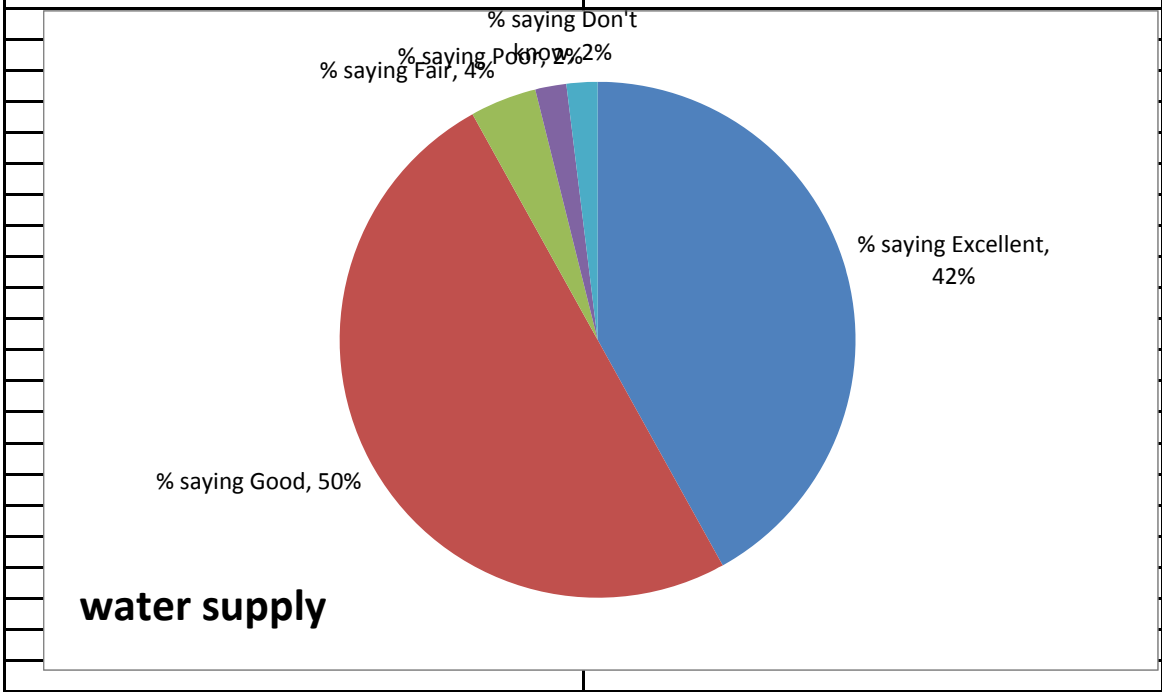


	How would you rate the overall quality of snowplowing on city streets?
# saying Excellent	20
# saying Good	41
# saying Fair	25
# saying Poor	14
# saying Don't know	2
Total Responses	102
% saying Excellent	20%
% saying Good	40%
% saying Fair	25%
% saying Poor	14%
% saying Don't know	2%

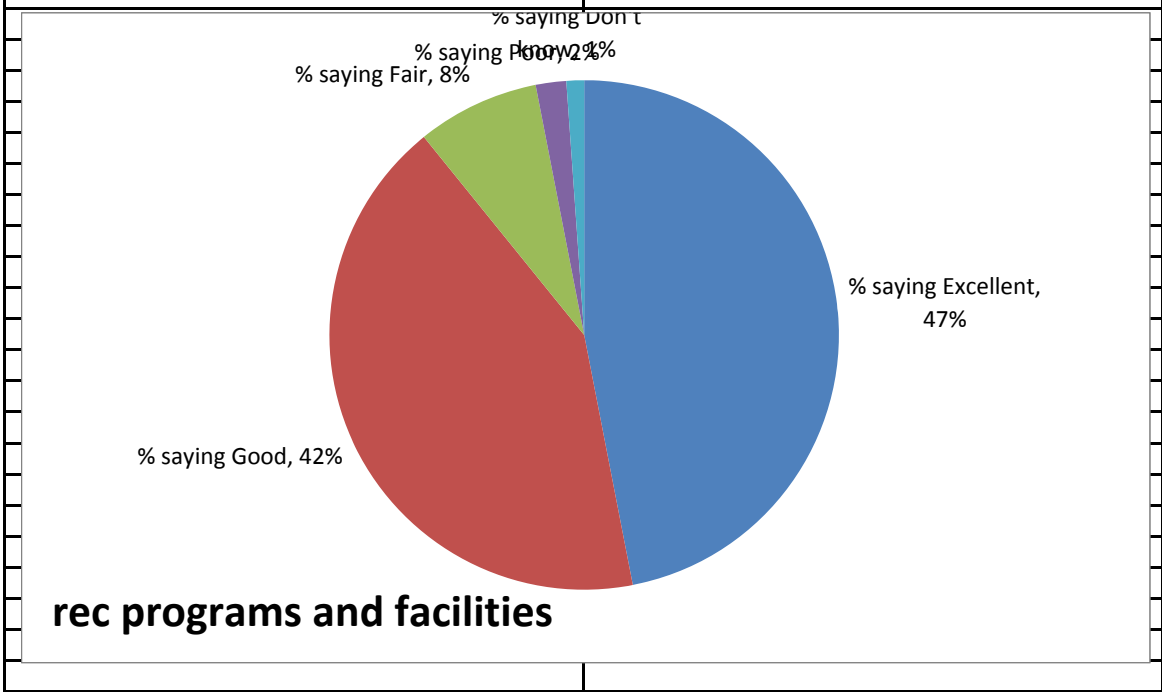


		How would you rate the dependability and overall quality of city sanitary sewer service?												
# saying Excellent		40												
# saying Good		52												
# saying Fair		1												
# saying Poor		2												
# saying Don't know		4												
Total Responses		99												
% saying Excellent		40%												
% saying Good		53%												
% saying Fair		1%												
% saying Poor		2%												
% saying Don't know		4%												
<p>The pie chart illustrates the distribution of responses regarding the dependability and overall quality of city sanitary sewer service. The largest segment is 'Good' at 53%, followed by 'Excellent' at 40%. Other categories include 'Don't know' (4%), 'Fair' (1%), and 'Poor' (2%).</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Excellent</td> <td>40%</td> </tr> <tr> <td>Good</td> <td>53%</td> </tr> <tr> <td>Fair</td> <td>1%</td> </tr> <tr> <td>Poor</td> <td>2%</td> </tr> <tr> <td>Don't know</td> <td>4%</td> </tr> </tbody> </table> <p>sanitary sewer</p>			Rating	Percentage	Excellent	40%	Good	53%	Fair	1%	Poor	2%	Don't know	4%
Rating	Percentage													
Excellent	40%													
Good	53%													
Fair	1%													
Poor	2%													
Don't know	4%													

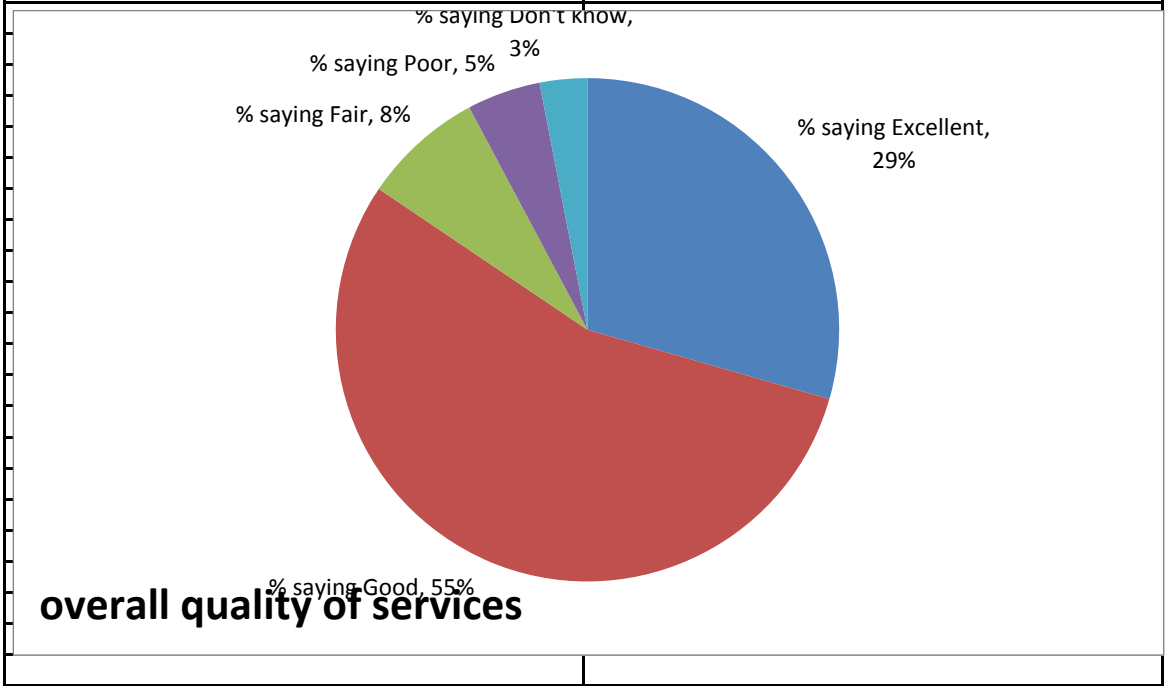
How would you rate the dependability and overall quality of the city water supply?	
# saying Excellent	42
# saying Good	50
# saying Fair	4
# saying Poor	2
# saying Don't know	2
Total Responses	100
% saying Excellent	42%
% saying Good	50%
% saying Fair	4%
% saying Poor	2%
% saying Don't know	2%



	How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?
# saying Excellent	48
# saying Good	43
# saying Fair	8
# saying Poor	2
# saying Don't know	1
Total Responses	102
% saying Excellent	47%
% saying Good	42%
% saying Fair	8%
% saying Poor	2%
% saying Don't know	1%



	How would you rate the overall quality of services provided by the city?
# saying Excellent	30
# saying Good	56
# saying Fair	8
# saying Poor	5
# saying Don't know	3
Total Responses	102
% saying Excellent	29%
% saying Good	55%
% saying Fair	8%
% saying Poor	5%
% saying Don't know	3%



How would you rate the overall appearance of the city?	Comments:
Good	Area by bridge not really appealing. Not bad by any means but it is the main corridor with 169 travelers. Mill Pond is getting better and with the water draw down hopefully that will reduce the weeds. The area with the Elm Creek, Mill Pond, Mississippi sure is an asset to Champlin.
Fair	city if very clean
Fair	City is trying to doll things up on the streets inside the city however on highway 169 the brush and tall weeds make it look bad to everyone driving through.
Fair	City needs to do something with the area around the river bridge to Anoka.
Good	Enforce parking, trash and recycling container ordinances.
Good	enforcement of lawn mowing and weed control would help appearances
Good	Entrance monuments are very large and lavish
Fair	from 169 we look 'tacky'..too much garbage on roads, sidewalks and walking paths. Target and fast food containers are to blame. Lots of empty store fronts. Owners of the strip malls need to take more concern with appearance of their vacate malls....maintain the landscape.
Fair	Garbage and recycle containers shouldn't be in view neither in the front or the side of house or garage. No one seems to pick up trash on the streets or around the ponds. Some houses have atrocious piles of junk in driveways/yards.
Good	I can see that the city has stepped up the attention to how the city looks. I think it is great. I was really happy to see the newspaper article regarding human signs and making that something that can only be done on a limited basis. I believe these measures will allow the city to draw and maintain quality residents.
Good	I feel we have too many empty strip malls and no real downtown.
Excellent	I LOVE the Elm Creek Boulevard area, and the city does a great job maintaining it, in both summer and winter.
Fair	I thing the wrong type of businesses are going up, now a Goodwill? how that pass??? Champlin resembles the bad part of Anoka, where the Kmart is, it's like we are trying it fix it up, but really all we are dong is trashing the city by adding unattractive businesses.
Fair	It has gone downhill in the last 5 years
Good	Kind of dull.
Good	Like the new city of champlin signs at Winnetka/Zane off 109th Ave
Fair	marked to fair due to unkept yards with over grown weeds and grass
Good	Need to fill vacant office space,
Fair	Our town is strung out and not pedestrian friendly
Good	Require businesses and commercial properties to keep up their landscaping
Good	Some of the sidewalks near Andrews Park are in need of repair.
Good	Some resident's property could be better kept
Good	The city needs to keep howmeowners to keep the outside of their property in better condition in some areas.
Good	The pond areas on both sides of 169 could use some work, but overall the city is looking good.
Excellent	The streets are clean, street lights are replaced when burnt out and the parks seem clean too.
Good	the strip malls with the empty buildings are not attractive
Fair	There isn't a true "downtown" and the city lacks a high end grocery store such as Kowalskis, Lunds, etc.
Good	To be honest, too much is spent in making Champlin look good.
Good	Too bad Goodwill couldn't have used the former Snyder drug store rather than build new in valuable open space. They're about the same size building.
Good	Too many empty strip malls houses.
Fair	Too many residents seem to not care about city ordinances. For example, there are 4 houses in my neighborhood who have thrown down rock to add width to their small driveways park RV's - theirs and guests to stay in them, park extra cars, etc. Garbage cans are also left in the driveways and not in garages or on the sides of garages like the city ordinance states. People do not seem to care about the ordinances and it also seems like the city does not care bother to enforce them either - is their enforcement?
Excellent	Use a better tree for Christmas decorations
Good	View from Hwy 169 is all strip mall development. Champlin needs hwy development that makes the city look different than other suburbs.
Good	we have strong concerns about the direction the city is taking with new businesses along 169 - the bookends of a pawn shop and a near-empty strip mall, with a goodwill store inbetween don't showcase a city that is growing but a city that is in desperate need of businesses for a tax base. We're not perceived as a growing city, but rather as a declining one, and these businesses illustrate that. Restaurants are minimal - we need to drive to Maple Grove or Coon Rapids, yet 169 draws a lot of traffic through our area - we aren't taking advantage of that. What is next on 169? A used car lot? We hope NOT!!!
Good	What's with the park near the boat launch? Steps leading nowhere. Can we make the falls there an attraction with lights? Draw people to the city, to view our falls?
Good	when we moved here 11 years ago, the most annoying thing I noticed was all the tacky signs. that has improved immensely. let's get rid of/replace the ugly red fire hydrant markers. not aesthetically pleasing to a point -- it's getting better as time goes on. the outside storage issue that Scott S is addressing will also improve the city aesthetics. let's get rid of the rifferaff -- only costs tax payer \$\$'s and causes fear.

How would you describe your overall feeling of safety in the city?	Comments:
Very safe	Always felt safe.
Somewhat unsafe	Been broken into over five times, I consider my residence in the 'good' part of Champlin
Somewhat unsafe	Disappointed in speed limit signs not posted enough on 109th Ave between River Road - Hwy 169. 40 mph one spot and 45 mph at another = confusing. Never see the police patrolling my neighborhood - only Hwy 169; too busy giving out tickets/DUI's.
Somewhat unsafe	Do not see many police officers on the east side of the city after 11pm considering Douglas Drive is a thorough fair for Brooklyn Park garbage to go to Anoka. Then in the summer it turns into a race track on the weekends.
Somewhat safe	Does not seem to be any police at night, have had to call police several times because of very load late night parties the go on until 2 and 3 in the morning, which they should have caught if a car had been doing any rounds, along with drunk drivers, fights and people parking and having sex in cars. Champlin is a small town, no reason not to see at least one patrol on neighbor hood streets at night.
Somewhat safe	It's hard to cross the street on 114th by Cub. Many people, even police, will not (do not) stop for pedestrains.
Somewhat safe	Not enough police patrol in neighborhood
Somewhat unsafe	Only in the past few months - police have been in our neighborhood a lot. Unsure of who they are watching, but makes us feel a little less safe in the 2 block radius of our home. Other than that, we've always felt safe.
Somewhat safe	Police seem to be very interested in just giving out traffic citations.
Somewhat safe	Rather than seeing two squad cars parked at Target for coffee I would like to see only one and the other car on the street. Police presence is needed.
Somewhat safe	Recent bank robbery and a few in the past. Neighboring Brooklyn Park seems to be in the news a lot with crime. We walk, bike, run on trails, etc.
Somewhat safe	somewhat safe because of the major speed and distracted driver problems we have in the city-- speed in our city residential areas, not just Hwy 169 drivers. we live here. let's fine -- not ignore or give warnings. drivers catch on to this real fast.
Very safe	The police are present driving around. I have heard they respond quickly. I live close to HWY 169 and hear sirens often.
Somewhat safe	The rate of speed on side street could be better monitored
Somewhat safe	To many rentals and with that comes lower class of people
Very safe	We feel extremely safe in Champlin
Somewhat safe	what's with the police in the city always targeting people going over 35mph by SA? Who wants to go to a city that is so highly patrolled. Makes you not want to come to a city that just wants to generate fines for people driving thru it.
Somewhat unsafe	When looking at the care of the homes there are signs that things could be turning for worse.
Very safe	your doing a great job of keeping us safe.

How would you rate the overall quality of fire protection services in the city?	
Good	Comments: do not really know
Don't know	Fortunately haven't had to use this service yet.
Don't know	Have not had a reason to use fire protection services so really do not know first hand.
Good	Have not needed them yet.
Don't know	I do not know how far the closest fire station is from my residence or what their average response time is.
Good	I had one fire call -- a chimney fire -- around 1997 (admittedly a while ago). The police arrived within two minutes (the fire was already out ... but smoke backed up into the house). The FD arrived about 10 minutes later. That's pretty fast for a volunteer department, yet had there been an actual fire, the house probably would have been engulfed. Still, the firefighters were very thorough and professional once they arrived, checkout everything (the attic, felt the fall for heat), and I was confident that the "everything looks OK" they told me was accurate.
Excellent	I have not needed them, thank god. They responded quickly to a house in our development early this year or late last year.
Poor	I know a few residents of Champlin whose garages and houses burned down because of a slow response from the fire dept.
Excellent	I'm happy that the Tilden bridge was built. Fire Station is about 2.5 minutes closer.
Fair	It's not perfect based on volunteer service. The first manned truck is coming from Anoka.
Excellent	I've experienced it. red hydrant flag markers are not aesthetically pleasing.
Excellent	More emphasizes by the city on snow removal around fire hydrants. When I was able I cleared our local hydrant.
Don't know	Na
Don't know	Never had to call upon them, but I know in other cities fire departments respond to medical emergencies, which I have not heard of Champlin doing.
Good	Never really had to use their services
Excellent	No comment
Don't know	Sorry we have not ever had to call the Fire Department so I would not know.
Good	Too far away from station
Good	We're thankful to have a station in the city. It would be good to frequently remind people to NOT grill inside a garage.

How would you rate the overall condition of city streets?	Comments:
Good	169 north bound seems to be an area that could use a bit of work, but overall they are good.
Fair	A lot of potholes and rough surfaces; and the manholes which extend out further than they should are really hard on our cars when we can't avoid hitting them.
Fair	Alot of side/back streets have potholes that never seem to be fixed
Good	Because we live in MN, there will always be streets needing repair.
Fair	But getting better
Fair	Could be better
Good	Could do a bit more with thepot holes in the spring.
Good	Dean Ave is terrible. Dupue has drainage problems and pot holes (gravel portion)
Fair	Dean Ave/ 169 curve/
Fair	Depending on eth enighborhoods, some streets are better than others. for thiose neighborhoods closer to Maple Grove, the streets are maintained well and look great - on the east side of 169 maintenance is terrible. This must be viewed as the lower-class part of the city.
Good	It seems like they have a plan for redoing neighborhoods. Money is tight and that makes it hard to give an excellent rating. Its nice they keep the residents informed with what streets are next.
Poor	It should not have taken all summer to fix Douglas Ln
Good	it's a costly issue and it takes time.
Fair	Many streets, including Jefferson Hiway need some major repair. Patchwork done does not seem to be doing the trick.
Good	My block has some potholes that eed to be fixed
Excellent	Roundabouts are bad idea they do not eliminate stopping and merging is not as safe.
Fair	Roundabouts only work if people know how to use them....
Fair	Some side streets are very poor like near the closed Champlin Elementary.
Good	Streets are fine.
Good	The improvement project on Douglas Drive will hopefully make it safer for residents in our neighborhood to access that road.
Fair	The snow plow rips up our street every winter
Good	There are several sstreets theat could use some work
Good	took forever to finish the road by the High School. Crazy.
Good	would like to see more lights in the round-a-bouts on 109th
Fair	You are trying to kill us with those round a bouts. They are sooooo unsafe!

How would you rate the overall quality of snowplowing on city streets?	Comments:
Poor	a little more salt please.
Good	For a few years, the Snow Plows were slow to respond, seemingly just to my street ... Parkside Trail. While all other residential streets seemd to be plowed quickly, sometime it would take up to 12 hours for the plows to clear PT. Yet last year, that changed for some reason, and we were cleared as quickly as the roads in developments across the Elm Creek Boulevard (HighPoint and Parkview North). Hope that continues this year.
Excellent	great job--just a little hard on the curbs--but they can be replaced maybe too much sand/salt during the winter season. people need to drive according to winter conditions and not depend on sand/salt, etc. it's costly and then needs to be cleaned up in the spring. they have a tough job in adverse conditions.
Fair	I call public works to complain about some icy intersections. Noticed a cut back on days it snows less than a few inches.
Don't know	I haven't lived in the community during the winter months.
Fair	I live in a cul-de-sac and often don't get plowed out until late in the day, I'm sure I pay the same amount in taxes as others
Fair	I live on a circle and they don't always plow my road
Excellent	I never worry about not being able to get around after it snows. I would say GOOD JOB and THANKS for working the long hours.
Poor	Last year it seemed the plowing was poor.
Poor	My husband and myself are both professional and drive through the communities that surround the Champlin area. After a snowfall and days afterward Champlin streets are the worst for being salted and or sanded. When off the highways but on main veins, one does not even need to see the city limit signs ton when either entering or leaving the Champlin area
Fair	My street seems to be on the last to be plowed list, Pebble Road, but it is a side street.
Good	None
Fair	Plowing / Salting / Sanding of side streets is poor and often not done for more than two days after a significant snow fall. Most intersections become icy and dangerous in that time.
Fair	Side streets are usually terrible in the winter - not plowed all the way, so results in ice and ruts...
Fair	Side streets are done too often and the lack of sand and salt on all roads is frustrating causing some middles of road that are not on intersections to carry a large snow and ice burden long into the spring.
Fair	side streets are not plowed well
Fair	Side streets need sand at ends even when the snow is minimal. Plows sometimes tear up a lot of lawn, especially on corners
Fair	Side streets with stop signs get & stay icy. Can't get going again after stopping. Need more sand
Good	snow removal is good, main streets are normally done well.
Good	Snowplowing is timely, but our road/intersection is always very slippery
Poor	Snowplowing??? Our street is one of the very last to be plowed and by the time it is, it has already turned to ice...and sand??? How about a little bit more salt? We have ice on our street until mid to late March.
Fair	Streets are not plowed regularly in teh winter and when it happens, its well after a snow storm. Other cities such as Anoka, Ramsey, Maple Grove and Brooklyn Park remove the snow a lot quicker and they do a better job.
Fair	The main roads are plowed pretty well, but not the side roads. Our neighborhood is never done until very late, and then it's poorly done. We live off 109th Avenue, off Tanglewood Lane.
Excellent	They seem to be clear when I need to get out
Poor	They took out my mailbox a couple times and never say anything or attempt to repair it...I have a corner home and they like to bury the end of my driveway
Poor	very poor, sometimes our street doesnt even seem plowed, you can even notice the difference driving from Brooklyn Park once you get to Champlin
Poor	Wait too long to start plowing and sanding.
Excellent	We live on a cul de sac and they do a wonderful job moving and clearing the snow
Fair	When the snow is melting, would be nice to have them scrapped before they freeze with the deep ruts.

How would you rate the dependability and overall quality of city sanitary sewer service?	Comments:
Excellent	Based on that I have not had any issues that I recall needing to work with the city on. Other than sump pump check(s) to ensure not draining into sewer.
Excellent	Have not had an issue. They must be doing a good job then.
Good	Never had any issues
Good	No problems since I have lived here
Good	None

How would you rate the dependability and overall quality of the city water supply?	Comments:
Excellent	Based on not having any issues which means the city operations is doing a great job. Not knowing they are there means the are maintaining / operating the systems without disrupting the service.
Excellent	Before the water treatment plant we did have issues with rusty water. I think the quality is good now.
Good	I am in a cul-de-sac just before a hydrant and my water pressure isn't very good.
Don't know	I would not drink the water
Good	None
Good	seems to be some deposits in the water...If you leave a glass of water out long, there eventually will be "floaties" on the bottom.
Good	Since the second water tower has been built I have had no problems
Good	taste is fine
Poor	taste of tap water is terrible
Fair	Water pressure is not always good at peak times
	We have a well

How would you rate the overall quality of city recreational programs and facilities (e.g. parks, trails, park facilities, etc.)?	Comments:
Good	Citizens do not seem to care about the trails/walking paths....broken glass, dog do, vandalism.
Excellent	Glad to see the tennis court at high point park - a little late for our kids to use but still a nice addition to the west side of the city
Excellent	I have coached programs year round for quite a number of years and used many facilities for that as well as running, biking, etc. Basketball courts have improved but there had been some where the courts were in very poor condition. Elm Creek Park Reserve, the Mississippi River, Mill Pond, Elm Creek - all great assets we have in Champlin that allow Champlin to have the variety of programs/facilities that we have. Let's use the wisely so they will be here for future generations to enjoy.
Good	I love the nearby parks but the Donny Galloway park should be developed more.
Poor	I put poor, because all that this town thinks of rec programs and park improvement. Ca-ching on tax dollars at work. Our kids can't use the big parks any longer. Way too much tax dollars spent on parks our own town can not enjoy. This is one of this families most joked about - parks, LOL sucks!
Good	I strongly disagree with the decision to build tennis courts this year at highpoint park. Tennis is a declining sport among kids and the funds could have been used to turn the ball field into a skating rink with a warming house for all the kids in the area that do not have access to any rinks that are walking distance. I will be interested in seeing what level of play the courts get next year. I am guessing minimal at best.
Good	I think the City spends too much on the parks and some of this money should be used for streets
Excellent	Love all the parks and rec activities for the children! Nicely organized and wide variety of selections.
Excellent	LOVE the Elm Creek trail. It is wonderful.
Poor	Need a community center like Detroit Lakes MN.
Excellent	Need more irrigated parks.
Fair	need more park and rec activities,especially for younger kids. Many moms work and hence the younger kids are forced to go to other cities or private companies since all their activities are during the day
Excellent	park facilities maybe a little overkil.l
Good	Parks on the west side of 169 are better groomed and maintained as opposed to the east side of 169.
Good	patrol brittany park, we had issues with teen kids hanging around the basket ball court using profanity in front of the younger children,
Good	Porta Potties at all parks are needed. Very difficult if you walk a number of blocks with a young child to use them and then the child has to go to the bathroom and there are none there.
Good	Rumor has it that the city removed an outdoor skating rink/hockey rink at the West River Park. This is one of the reasons I moved into the neighborhood and I am disappointed
Excellent	The parks are in good shape. I live by one and city trucks are present alot maintaining them. CDAA was and still is an excellent program. I was glad my kids participated. My husband and son still play softball thru the city.
Excellent	There are excellent programs for all youth, adult and seniors
Excellent	they are more than good they are amazing they just need a hockey rink at jerry ruppelius
Fair	Way too many unused parks.
Good	We appreciate the quality and quantity of the city parks and trails. They are important assets to the city and should be maintained and improved as needed.
Excellent	We use the trails daily in all seasons and are thankful for the clearing of the trails during the winter. We also use various parks in the city weekly and are thankful to see them receive updates and maintenance.
Fair	what's with ignoring the park with the boat landing and surrounding area. Why do all the studies and no action? You have the jewel area of the city and you don't do anything to enhance our reputation and beauty of the falls.
Good	would like to have a dome like Maple Grove just put up.
Good	Would like to see a community center that accomidates more sports...basketball, tennis etc. Too much emphasis on Hockey and the Life Time Gym is too expensive.
Fair	would like to see more offerings from Park and Rec
Good	Would love some crafting/creative arts, dance, gardening etc for adults similar to Brooklyn Park's extensive catalog

How would you rate the overall quality of services provided by the city?	Comments:
Good	. first and foremost -- desperate need of direct senior transportation
Excellent	Annual Garage Sale should go back to Thr-Sat.
Excellent	Champlin does a good job of maintaining the city services while keeping the cost of these services at a reasonable level. We citizens appreciate that, especially in these economic times.
Fair	Compared to other cities, Champlin does not offer many community and or family events
Poor	Have had some issues with the city, problems with regulations and alike. When questioned no one can seem to give a good answer, and always seem to have the people to give home owners a hard time but no people to help. Seems like the city is trying to force people (I suppose some need it) into living a certain way to give the looks or a neat little city instead of making it a neat little city to live. Guess I am just tired of being bullied by the city and the city not helping the people that live here.
Poor	I am not very confident in our police department. In speaking to neighbors and other residents of Champlin, we feel the Champlin police are a bit hard-nosed and aggressive.
Fair	I believe if the city were to enforce codes and ordinances as well as maintain all of the city equally, it would be a better place to live. Right now, I can't say it is this way.
Good	I enjoy Champlin.
Excellent	I would like to reiterate the great work I see going into keeping the image of the city up. I really hope this continues. The city has never looked better. The one issue I have is the weeds, which continue to grow between JRAC and Oakwood on the north side of 109th between the sidewalk and gutter. When the mat of grass seed was rolled out years ago it was never watered, so the grass never grew. Now it's a 1/4 mile of weeds and looks like hell. I would really like to see this fixed. It is such an eye sore on 109th. Thanks.
Excellent	Keep up the good work!
Good	None
Good	One thing I do NOT like is that we have a lot of people that speed down our road. The few times I have called the police department to complain I have been told that there is not enough man power to put a squad out to slow traffic or to put a speed monitor on our street occasionally to make people slow down. VERY FRUSTRATING!
Excellent	Parks and Rec does a terrific job
Excellent	Repairing and cleaning up after those who like to destroy park equipment has been very responsive. The city inspectors have been helpful and responsive. The city police officers have been friendly, helpful, and responsive. The staff at city hall have been knowledgeable and helpful.
Excellent	The city does an excellent job for the residents. If I have to go to city hall for something or call, I know I will be treated right and get my issue resolved.
Good	This survey is more like a city report card
Good	Too much enforcement on private property issues.
Poor	too much government control. Bad mayor! too many roundabouts, ect. Safety on the streets is getting more dangerous each yr. The new Douglas drive is a joke. roundabouts and stop lights should have been reversed.
Excellent	We've always had courteous, prompt responses to any questions we've had from the staff.
Fair	Why is there no playground by the boat launch and falls? Who is in charge...who does not see the potential. Why is nothing done year after year. You have potential to be a huge draw to our city and we sit back and think all is ok? Do something for our city and put it on the map....you have falls and a boat launch, this should be a hub of our city. Let's do another study of it...yeah right. Just do something.
Good	Would like city Wi-Fi. previously lived in Osseo and it was a great benefit. the city made it affordable (14.99 / month) ..especially helped for the less fortunate who could not afford Comcast.
Good	Would like to see the ability to select a trash service among those that service the city.