

Councilmember Miller introduced the following resolution and moved its adoption:

**CITY OF CHAMPLIN  
HENNEPIN COUNTY, MINNESOTA  
RESOLUTION NO. 2013 - 39**

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

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

**WHEREAS**, any City/County participating in the comprehensive performance measurement program is also exempt from levy limits for taxes, if levy limits are in effect; and

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

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

**BE IT FURTHER RESOLVED** that the Champlin City Council will submit to the Office of the State Auditor the actual results of the performance measures adopted by the City.

The motion for the adoption of the foregoing resolution was duly seconded by Councilmember Kara Terry, and upon vote being taken thereon, the following voted in favor thereof: Acting Mayor Eric Johnson, Councilmembers Ryan Karasek, Bruce Miller and Kara Terry, and the following voted against the same: none, whereupon said resolution was passed this 24th day of June, 2013.

  
\_\_\_\_\_  
ArMand Nelson, Mayor

ATTEST:

  
\_\_\_\_\_  
Roberta Colotti, CMC, City Clerk

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

2012 CITY OF CHAMPLIN  
RESIDENTIAL SURVEY  
FINAL OCTOBER 2012

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

- |   |                           |
|---|---------------------------|
| 1. Approximately how many years have you lived in Champlin?                                   | LESS THAN ONE YEAR.....1% |
|   | ONE OR TWO YEARS.....5%   |
|   | THREE TO FIVE YEARS...10% |
|   | SIX TO TEN YEARS.....19%  |
|   | ELEVEN - TWENTY YRS...36% |
|   | TWENTY - THIRTY YRS...18% |
|   | OVER THIRTY YEARS.....12% |
|   | REFUSED.....0%            |
| 2. How would you rate the quality of life in Champlin -- excellent, good, only fair, or poor? | EXCELLENT.....34%         |
|   | GOOD.....63%              |
|   | ONLY FAIR.....3%          |
|   | POOR.....1%               |
|   | DON'T KNOW/REFUSED.....0% |
| 3. What do you like MOST about living in Champlin?  | DON'T KNOW/REFUSED.....3% |
|   | LOCATION.....16%          |
|   | HOUSING/NEIGHBORHOOD..19% |
|   | FRIENDLY PEOPLE.....18%   |
|   | SHOPPING/RESTAURANTS...3% |
|   | RURAL/OPEN SPACE.....10%  |
|   | SAFE.....7%               |
|   | SMALL TOWN FEEL.....14%   |
|   | GOOD SCHOOLS.....3%       |
|   | PARKS AND TRAILS.....6%   |
|   | SCATTERED.....1%          |

- |   |   |
|---|---|
| 4. What do you think is the most serious issue facing Champlin today? | DON'T KNOW/REFUSED...10%<br>NOTHING.....22%<br>TOO MUCH GROWTH.....10%<br>HIGH TAXES.....10%<br>RISING CRIME.....9%<br>LOWER PROPERTY VALUES..6%<br>LACK OF JOBS/BUSINESS.13%<br>POOR CITY SPENDING.....5%<br>GROWING DIVERSITY.....5%<br>TRAFFIC CONGESTION.....7%<br>SCATTERED.....4% |
|---|---|

Since the Highway 169 corridor expansion to four lanes in 1993, the City of Champlin has experienced significant commercial and industrial growth along Highway 169.

- |   |  |
|---|--|
| 5. What do you like most about this growth? | UNSURE.....5%<br>NOTHING.....8%<br>RESTAURANTS.....6%<br>NEW BUSINESSES.....16%<br>SUPER TARGET.....20%<br>VARIETY.....16%<br>CONVENIENCE.....22%<br>PROPERTY TAX BASE.....4%<br>PROVIDE JOBS.....3%<br>SCATTERED.....1% |
| 6. What do you like least about it?         | UNSURE.....6%<br>NOTHING.....22%<br>TRAFFIC CONGESTION...37%<br>LACK OF RESTAURANTS...6%<br>EMPTY BUILDINGS.....20%<br>ALL CHAINS.....2%<br>TOO MUCH GROWTH.....5%<br>SCATTERED.....3%                                   |

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

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
7. affordable rental units?	26%	7%	49%	19%
8. luxury high amenity rental units?	13%	7%	54%	26%
9. Condominiums and townhouses?	13%	6%	72%	10%

	MANY /MCH	FEW/ LITT	ABT RGHT	DK/ REFD
10. Starter homes for young families?	2%	17%	73%	8%
11. "Move up" housing for families looking for a larger home?	2%	8%	82%	8%
12. Executive high-end housing?	7%	10%	58%	25%
13. assisted living for seniors?	1%	19%	57%	23%
14. one level housing for seniors maintained by an association?	1%	21%	53%	25%
15. affordable housing, defined as a single family home costing less than \$160,250?	3%	16%	73%	9%
16. Parks and open spaces?	1%	4%	94%	1%
17. Trails and bikeways?	1%	7%	90%	2%
18. Light manufacturing businesses and jobs?	1%	42%	50%	8%
19. Service and retail establishments?	1%	32%	66%	1%
20. Entertainment establishments, such as movie theaters and night clubs?	1%	29%	69%	1%
21. Restaurants?	2%	49%	49%	1%
22. Are there any types of development or redevelopment you would like to see in the city? (IF "YES," ASK:) What are they?				DON'T KNOW/REFUSED.....3% NOTHING.....31% FINE DINING.....10% ENTERTAINMENT.....10% FAMILY SITDOWN RESTAUR..28% BOUTIQUES.....3% HOME IMPROVEMENT.....3% WAL-MART.....6% SENIOR HOUSING.....2% JOBS.....2% SCATTERED.....3%

The City is considering a project to improve the water quality in the mill pond at the Intersection of Highway 169 and West River Road. The project would cost approximately \$2 million over 15 years. It would cost the owner of a median valued home of \$166,000 about \$17 per year.

23. Do you support or oppose the use of property tax dollars to improve the water quality in the mill pond? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....16% SUPPORT.....44% OPPOSE.....21% STRONGLY OPPOSE.....9% DON'T KNOW/REFUSED.....10%
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Changing topics....

24. Do you think ethnic diversity has increased, decreased, or remained about the same in the City of Champlin during the past ten years?

	INCREASED.....	73%
	DECREASED.....	1%
	REMAINED ABOUT SAME...	20%
	DON'T KNOW/REFUSED.....	7%

For your information, the city's minority population has increased since 1990 from 2.5% to 12.5%.

25. Do you think ethnic diversity is a very positive community aspect, somewhat positive, somewhat negative, or very negative community aspect?

	VERY POSITIVE.....	16%
	SOMEWHAT POSITIVE.....	27%
	NEUTRAL/MIXED.....	32%
	SOMEWHAT NEGATIVE.....	18%
	VERY NEGATIVE.....	4%
	DON'T KNOW/REFUSED.....	3%

IF A RESPONSE IS GIVEN, ASK: (n=259)

26. Why do you feel that way?

	DON'T KNOW/REFUSED.....	2%
	WAY OF THE WORLD.....	34%
	LEARN OTHER CULTURES..	22%
	LEARN TOLERANCE.....	8%
	CRIME.....	26%
	PROPERTY VALUES.....	4%
	SCATTERED.....	4%

27. Do you think the City of Champlin is doing too much, too little, or about the right amount for ethnic families in the city?

	TOO MUCH.....	4%
	TOO LITTLE.....	1%
	ABOUT RIGHT.....	71%
	DON'T KNOW/REFUSED....	24%

IF "TOO LITTLE" OR "TOO MUCH," ASK: (n=21)

28. Why do you feel that way?

UNSURE, 5%; TOO MUCH LOW INCOME HOUSING, 52%; TOO MUCH CATERING, 24%; TOO MANY WEFARE PROGRAMS, 5%; DON'T DOING ANYTHING FOR ETHNIC FAMILIES, 15%.

Moving on...

In response to resident concerns about property maintenance code enforcement and its impact on property values, in 2006 the City of Champlin hired a code enforcement officer to enforce property maintenance codes in a more proactive manner, instead of a reactive way when a resident calls City Hall to report a potential violation.

29. Do you support or oppose the City taking a proactive approach to property maintenance and code enforcement? (WAIT FOR RESPONSE) Do you feel strongly that way?
- STRONGLY SUPPORT.....18%  
SUPPORT.....65%  
OPPOSE.....10%  
STRONGLY OPPOSE.....2%  
DON'T KNOW/REFUSED.....6%
30. How would you rate the general condition and appearance of properties in your neighborhood -- excellent, good, only fair, or poor?
- EXCELLENT.....13%  
GOOD.....78%  
ONLY FAIR.....8%  
POOR.....0%  
DON'T KNOW/REFUSED.....1%

For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on the nuisances.

	TOO TOU	ABO RIG	NOT TOU	DK/ REF
31. Animal control?	3%	75%	18%	4%
32. Storage of cars, trucks and recreation vehicles on unapproved surfaces?	8%	76%	15%	1%
33. Messy yards?	5%	72%	22%	1%
34. Exterior home maintenance?	3%	83%	14%	1%
35. Storage of garbage cans?	4%	91%	5%	1%

Currently, the City of Champlin requires a single family home owners to purchase a license to rent their home.

36. How effective do you feel the rental licensing program of single family home has been in maintaining the condition of rental housing in the city -- very effective, somewhat effective, not too effective, or not at all effective?
- VERY EFFECTIVE.....4%  
SOMEWHAT EFFECTIVE....35%  
NOT TOO EFFECTIVE.....15%  
NOT AT ALL EFFECTIVE...9%  
DON'T KNOW/REFUSED....37%

Currently, the City of Champlin's policy on business signage across the community allows the use of temporary signs or banners with a permit.

37. Do you favor or oppose this policy? (WAIT FOR RESPONSE) Do you feel strongly that way?
- STRONGLY FAVOR.....11%  
FAVOR.....42%  
OPPOSE.....15%  
STRONGLY OPPOSE.....4%  
DON'T KNOW/REFUSED...29%

IF A RESPONSE IS GIVEN, ASK: (n=286)

38. Why do you feel that way?

DON'T KNOW/REFUSED, 11%; KEEPS THE CITY LOOKING NICE, 49%; TOO RESTRICTIVE, 21%; PROVIDES REVENUE TO CITY, 2%; GOOD CITY POLICY, 5%; NO PROBLEMS, 2%; DOESN'T ALLOW BUSINESS TO PROPERLY ADVERTISE, 4%; LOOKS TACKY, 3%; SCATTERED, 3%.

Moving on....

During the past fifteen to twenty years, the population of Champlin has increased significantly.

39. Do you feel the quality of city services has been able to keep pace with the population growth?	YES.....88%
	NO.....11%
	DON'T KNOW/REFUSED.....1%

IF "NO," ASK: (n=44)

40. What services have not been able to keep pace?	DON'T KNOW/REFUSED.....2%
	SNOW PLOWING.....9%
	POLICE.....36%
	STREET MAINTENANCE....23%
	PARK MAINTENANCE.....5%
	CODE ENFORCEMENT.....25%

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?

	EXC	GOO	FAI	POO	DKR
41. Police protection?	42%	49%	9%	0%	0%
42. Fire protection?	51%	45%	1%	0%	3%
43. Quality and taste of drinking water?	19%	54%	22%	4%	2%
44. Sidewalk and trail maintenance?	19%	72%	8%	0%	2%
45. Park maintenance?	30%	68%	2%	0%	1%
46. City-sponsored recreational programs?	14%	69%	6%	1%	11%
47. Garbage and recycling services?	46%	52%	2%	0%	1%
48. Neighborhood property maintenance code enforcement?	9%	71%	14%	4%	2%

Now, for the next four city services, please consider only city-maintained streets and roads. Do not consider state and county roads, which are taken care of by other levels of government. Hence, Highway 169, Winnetka Avenue, Douglas Drive, West River Road or Dayton Road should not be considered. How would you rate....

	EXC	GOO	FAI	POO	DKR
49. City street repair and maintenance?	9%	68%	21%	2%	0%
50. Snow plowing?	15%	65%	19%	2%	0%
51. Street lighting?	8%	81%	11%	1%	0%
52. City sanding and salting of streets?	10%	78%	10%	1%	0%

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	VIM	SIM	NAA	DKR
53. Police protection?	74%	25%	1%	0%	0%
54. Fire protection?	78%	22%	0%	0%	0%
55. Quality and taste of drinking water?	56%	34%	10%	0%	0%
56. Sidewalk and trail maintenance?	29%	45%	25%	2%	0%
57. Park maintenance?	21%	49%	28%	2%	0%
58. City-sponsored recreational programs?	24%	48%	22%	6%	0%
59. Garbage and recycling services?	54%	35%	10%	1%	0%
60. Neighborhood property maintenance code enforcement?	32%	54%	13%	1%	0%
61. City street repair and maintenance?	64%	35%	1%	0%	0%
62. Snow plowing?	67%	33%	1%	0%	0%
63. Street lighting?	38%	50%	12%	0%	0%
64. City sanding and salting of streets?	52%	46%	2%	0%	0%

Now, for the final time I am going to read the list of city services. Given the current economic and financial environment, the city may have to make some additional tough choices in the next couple of years with respect to scaling back or eliminating certain city services. For each of the following please tell me if you would support an increase in funding for the service, keep the funding for



the service at its current level, make cuts in the funding for the service, or eliminate funding for the service. (ROTATE)

	INC	MAI	CUT	ELM	DKR
65. Police protection?	6%	90%	4%	0%	0%
66. Fire protection?	4%	96%	1%	0%	0%
67. Quality and taste of drinking water?	14%	84%	2%	0%	1%
68. Sidewalk and trail maintenance?	2%	87%	12%	0%	0%
69. Park maintenance?	1%	83%	16%	0%	0%
70. City-sponsored recreational programs?	4%	79%	17%	0%	1%
71. Garbage and recycling services?	2%	94%	5%	0%	0%
72. Neighborhood property maintenance code enforcement?	8%	83%	7%	2%	1%
73. City street repair and maintenance?	15%	85%	0%	0%	0%
74. Snow plowing?	11%	88%	1%	0%	0%
75. Street lighting?	6%	91%	3%	0%	0%
76. City sanding and salting of streets?	12%	87%	1%	0%	0%
77. Would you favor or oppose a reduction in city services if your city property taxes could be reduced?	FAVOR.....26%				
	OPPOSE.....66%				
	DON'T KNOW/REFUSED.....8%				

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

78. What services would you be willing to see cut to reduce your property taxes?	DON'T KNOW/REFUSED.....7%
	ADMINISTRATION.....39%
	NO NEED/CUT WASTE.....18%
	POLICE.....13%
	PARKS.....21%
	STREET MAINTENANCE.....2%

In the past three years, the city has made cuts to services offered to residents.

79. Have you noticed any differences in the city services offered in the community?	YES.....6%
	NO.....91%
	DON'T KNOW/REFUSED.....3%

IF "YES," ASK: (n=24)

80. What differences have you noticed?

UNSURE, 4%; SNOW PLOWING, 33%; STREET REPAIR, 8%; CODE ENFORCEMENT, 21%; CITY CLEAN UP DAY, 13%; LESS POLICE PATROLLING, 13%; SCATTERED, 8%.

As you may know, property taxes are divided between the City of Champlin, Hennepin County, and your school district.

- |   |                           |
|---|---------------------------|
| 81. In comparison with neighboring cities, do you consider the City portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low?                            | VERY HIGH.....7%          |
|   | SOMEWHAT HIGH.....34%     |
|   | ABOUT AVERAGE.....45%     |
|   | SOMEWHAT LOW.....3%       |
|   | VERY LOW.....1%           |
|   | DON'T KNOW/REFUSED....11% |
| 82. When you consider the city portion of 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.....7%          |
|   | GOOD.....77%              |
|   | ONLY FAIR.....12%         |
|   | POOR.....0%               |
|   | DON'T KNOW/REFUSED.....5% |

As you may know, the City of Champlin receives no state aid, and relies on property taxes to fund basic services. Eighty-three percent of the property tax levy pays for basic city services, including Police, Fire, Street Maintenance and Snowplowing, and Parks and Recreation.

- |  |                           |
|--|---------------------------|
| 83. If you could decrease the budget by 1%, which ONE of these major areas would you prioritize for the decrease -- Police, Fire, Street Maintenance and Snowplowing, or Parks and Recreation? | POLICE.....6%             |
|  | FIRE.....1%               |
|  | STREET MAINT/SNOW.....3%  |
|  | PARKS AND RECREATION..28% |
|  | NONE (VOL.).....56%       |
|  | DON'T KNOW/REFUSED.....7% |

The City of Champlin switched to a single-sort curbside recycling program in 2011.

- |   |                           |
|---|---------------------------|
| 84. Since this change, is your household recycling more, about the same amount or less? | MORE.....35%              |
|   | ABOUT THE SAME.....60%    |
|   | LESS.....3%               |
|   | DON'T KNOW/REFUSED.....3% |

85. Have you reduced the size of your garbage can since the change in 2011? YES.....21%  
NO.....77%  
DON'T KNOW/REFUSED.....2%
86. Do you like or dislike the single-sort curbside recycling program? (WAIT FOR RESPONSE) Do you feel strongly that way? STRONGLY LIKE.....38%  
LIKE.....52%  
DISLIKE.....3%  
STRONGLY DISLIKE.....1%  
DON'T KNOW/REFUSED.....6%

Moving on....

87. In one or two words, what is your perception of the Champlin Police Department? DON'T KNOW/REFUSED.....4%  
NOTHING.....2%  
EXCELLENT.....18%  
GOOD.....46%  
STRICT.....13%  
LAZY.....3%  
KIND/NICE.....3%  
HELPFUL.....6%  
AGGRESSIVE.....2%  
UNCARING.....2%  
SCATTERED.....2%
88. In the past two years, have you had any personal contact with the Champlin Police Department? YES.....26%  
NO.....74%  
DON'T KNOW/REFUSED.....0%

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

89. Was the situation one involving traffic violations, investigation of a crime, providing emergency services, public service information or something else? TRAFFIC VIOLATION.....26%  
INVESTIGATION.....9%  
EMERGENCY SERVICES....36%  
PUBLIC SERVICE INFO...12%  
SOMETHING ELSE.....15%  
DON'T KNOW/REFUSED.....2%
90. Would you say the way the Police Department handled the situation was excellent, good, only fair, or poor? EXCELLENT.....31%  
GOOD.....45%  
ONLY FAIR.....15%  
POOR.....10%  
DON'T KNOW/REFUSED.....0%
91. Would you say the time it took the Police Department to respond was prompt? YES.....92%  
NO.....4%  
DON'T KNOW/REFUSED.....4%

92. Would you say the Police Department personnel were courteous and acted in a professional manner? YES.....84%  
 NO.....15%  
 DON'T KNOW/REFUSED.....2%
93. Are there areas in Champlin where you do not feel safe? YES.....7%  
 NO.....94%  
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (n=26)

94. In which areas do you not feel safe? APARTMENTS.....31%  
 RETAIL AREAS.....12%  
 TRAILS.....15%  
 PARKS.....15%  
 ALONG THE RIVER.....12%  
 EVERYWHERE.....8%  
 SCATTERED HOMES.....8%
95. What makes you feel unsafe? NO LIGHTS.....35%  
 NO POLICE PATROLS.....35%  
 DIVERSITY.....15%  
 LOITERING TEENS.....12%  
 SCATTERED.....4%
96. How would you rate the amount of traffic enforcement, such as speeding and stop sign violations, by the police - too much, about right or not enough? TOO MUCH.....22%  
 ABOUT RIGHT AMOUNT....73%  
 NOT ENOUGH.....5%  
 DON'T KNOW/REFUSED.....1%
97. How would you rate the amount of police patrolling in your residential neighborhood -- too much, about right, or not enough? TOO MUCH.....3%  
 ABOUT RIGHT AMOUNT....85%  
 NOT ENOUGH.....11%  
 DON'T KNOW/REFUSED.....1%

I would like to read you a short list of public safety problems.

98. Please tell me which one you consider to be the greatest problem in Champlin? If you feel that none of these problems are serious in Champlin, just say so. (READ LIST)
99. Which do you consider to be the second major concern in the city? Again, if you feel that none of the remaining problems are serious in the city, just say so. (DELETE FIRST CHOICE AND RE-READ LIST)

	FIRST	SECOND
Juvenile crime, such as vandalism.....	28%	18%
Domestic abuse.....	1%	4%
Violent crime.....	2%	1%
Traffic safety.....	21%	12%
Drugs.....	4%	9%
Business crimes, such as shop- lifting and check fraud.....	6%	5%
Residential crimes, such as burglary, theft and disorderly houses.....	10%	15%
ALL EQUALLY.....	5%	6%
NONE OF THE ABOVE.....	20%	26%
DON'T KNOW/REFUSED.....	3%	5%

The City of Champlin's Police Department enforces traffic laws in a proactive manner to help reduce accidents and personal injuries.

100. Do you support or oppose the City using proactive enforcement as a means to achieve traffic safety? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....	19%
	SUPPORT.....	57%
	OPPOSE.....	13%
	STRONGLY OPPOSE.....	6%
	DON'T KNOW/REFUSED.....	6%

Moving on...

The City of Champlin has lawn sprinkling regulations. The regulations currently state that odd-numbered addresses may water only on odd-numbered days and even-numbered addresses may water only on even-numbered days. The regulations also prohibit lawn sprinkling between the hours of 10 am and 7 pm. The policy attempts to address water conservation and allow watering only during the most efficient times of the day. These regulations will also minimize the chance of shortfalls during times of peak water use.

101. Prior to this survey, were you aware of the lawn-sprinkling regulations?	YES.....	93%
	NO.....	5%
	DON'T KNOW/REFUSED.....	2%
102. Do you favor or oppose the lawn sprinkling regulations? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....	14%
	FAVOR.....	68%
	OPPOSE.....	9%
	STRONGLY OPPOSE.....	3%
	DON'T KNOW/REFUSED.....	7%

103. Do the lawn sprinkling regulations allow you to care for your yard adequately? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY YES.....11% YES.....66% NO.....9% STRONGLY NO.....3% NO YARD (VOL.).....7% DON'T KNOW/REFUSED.....4%
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Continuing....

104. Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Champlin runs things?	YES.....63% NO.....30% DON'T KNOW/REFUSED.....7%
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105. How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little?	GREAT DEAL.....6% FAIR AMOUNT.....50% VERY LITTLE.....40% DON'T KNOW/REFUSED.....4%
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106. 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.....15% SOMEWHAT APPROVE.....69% SOMEWHAT DISAPPROVE...10% STRONGLY DISAPPROVE...1% DON'T KNOW/REFUSED.....6%
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IF "SOMEWHAT DISAPPROVE" OR "STRONGLY DISAPPROVE," ASK: (n=40)

107. Why did you rate them (some-what/strongly disapprove?	DON'T LISTEN.....25% POOR JOB.....10% IN-FIGHTING.....5% POOR DEVELOPMENT DECISIONS.....53% COPS ARE TOO STRICT....5% SCATTERED.....3%
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108. How much first-hand contact have you had with the Champlin City staff -- quite a lot, some, very little, or none at all?	QUITE A LOT.....3% SOME.....44% VERY LITTLE.....39% NONE AT ALL.....14% DON'T KNOW/REFUSED.....1%
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109. From what you have seen or heard, how would you rate the job performance of the Champlin City staff -- excellent, good, only fair, or poor?	EXCELLENT.....10% GOOD.....73% ONLY FAIR.....7% POOR.....0% DON'T KNOW/REFUSED....10%
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IF A JUDGMENT IS GIVEN, ASK: (n=360)

110. Could you tell me why you feel that way?	DON'T KNOW/REFUSED.....1%
	GOOD JOB.....55%
	HELPFUL.....22%
	KIND/NICE.....11%
	LISTEN.....6%
	DON'T LISTEN.....3%
	SCATTERED.....2%
111. During the past year, have you visited or contacted Champlin City Hall in person, or on the telephone?	YES.....35%
	NO.....65%
	DON'T KNOW/REFUSED.....1%

IF "YES," ASK: (n=138)

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

	EXC	GOO	FAI	POO	DKR
112. Ease of reaching a City Staff member who could help you?	33%	55%	9%	2%	0%
113. Courtesy of the City Staff?	41%	53%	4%	2%	0%
114. Efficiency of the City Staff?	28%	62%	7%	3%	0%

Moving on....

115. How would you rate the maintenance and condition of City parks and trails -- excellent, good, only fair, or poor?	EXCELLENT.....25%
	GOOD.....70%
	ONLY FAIR.....5%
	POOR.....0%
	DON'T KNOW/REFUSED.....0%

Since its construction in 1996....

116. Other than for voting, have you or members of your household used the Champlin Ice Forum? (IF "YES," ASK:) How would you rate your experience -- excellent, good, only fair, or poor?	NO.....66%
	YES/EXCELLENT.....10%
	YES/GOOD.....22%
	YES/ONLY FAIR.....2%
	YES/POOR.....0%
	DON'T KNOW/REFUSED.....0%

117. How often do you or members of your household use the pedestrian bridge over Highway 169 -- frequently, occasionally, rarely, or never?

FREQUENTLY.....	2%
OCCASIONALLY.....	20%
RARELY.....	24%
NEVER.....	53%
DON'T KNOW/REFUSED.....	1%

IF "FREQUENTLY," "OCCASIONALLY," OR "RARELY," ASK: (n=183)

118. When you use the pedestrian bridge, is it primarily for recreation or to go to a specific destination?

RECREATION.....	50%
SPECIFIC DESTINATION..	16%
BOTH (VOL.).....	32%
DON'T KNOW.....	0%
REFUSED.....	1%

I would like to read you a short list of community facilities, which could be developed in the City of Champlin in the future. For each one, please tell me if you would strongly support the use of city funding for the facility, somewhat support, somewhat oppose or strongly oppose the use of city funding for the facility. (ROTATE)

	STS	SMS	SMO	STO	DKR
119. Outdoor performance area?	10%	38%	28%	20%	4%
120. Gymnasium space?	9%	24%	33%	29%	6%
121. Large meeting and/or banquet rooms with kitchen facilities for uses such as weddings and community events?	17%	36%	21%	22%	5%
122. Expansion of the skate park Facilities at Northland Park?	3%	26%	29%	35%	8%
123. Skate park in the northwest area of the city?	3%	23%	33%	35%	7%

124. Are there any other community facilities you feel are needed in Champlin? (IF "YES," ASK:) What would those be?

UNSURE, 2%; NO, 91%; TEEN CENTER, 2%; COMMUNITY CENTER, 2%; INDOOR POOL, 2%; SCATTERED, 2%.

125. Does the current mix of City park and recreation programming meet the needs of your household?

YES.....	94%
NO.....	5%
DON'T KNOW/REFUSED.....	2%



IF "NO," ASK: (n=18)

126. What program(s) do you feel are lacking?

SENIOR PROGRAMS, 28%; PROGRAMS FOR DISABLED, 33%;  
ADULT FITNESS, 11%; TEEN PROGRAMS, 17%; SWIMMING, 11%.

127. During the past five years, have you or members of your household attended the Father Hennepin Festival? (IF YES, ASK:) How would you rate your experience -- excellent, good, only fair, or poor?

NO.....	26%
YES/EXCELLENT.....	14%
YES/GOOD.....	55%
YES/ONLY FAIR.....	5%
YES/POOR.....	1%
DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (n=104)

128. Are there any changes or improvements which would induce you to attend the Father Hennepin Festival?

UNSURE, 2%; NO, 93%; BETTER ENTERTAINMENT, 2%; LOWER COST, 3%.

Changing topics....

If you work outside of the home, please answer the next questions about your own job; if you do not work outside of the home, please answer the next question in terms of the job of your spouse or partner, if applicable.

129. What is your average commute time to your job location?

DON'T KNOW/REFUSED.....	0%
10 MINUTES OR LESS.....	15%
11 TO 20 MINUTES.....	23%
21 TO 30 MINUTES.....	19%
OVER 30 MINUTES.....	13%
NOT APPLICABLE.....	30%

130. In what city is your job located?

NOT APPLICABLE.....	30%
CHAMPLIN.....	14%
MINNEAPOLIS.....	9%
SAINT PAUL.....	3%
MAPLE GROVE.....	6%
BROOKLYN PARK.....	7%
REST OF ANOKA COUNTY...	9%
REST OF HENNEPIN CO...	12%
REST OF RAMSEY CO.....	4%
REST OF METRO.....	6%

131. How do you normally commute to work -- drive alone, ride in a van or car pool, take the bus from near home, use a park and ride lot, use Northstar Commuter Rail, walk or bike, or something else?	DRIVE ALONE.....65% VAN OR CAR POOL.....2% TAKE BUS.....2% PARK AND RIDE LOT.....1% NORTHSTAR COMMUTER.....0% WALK OR BIKE.....1% SOMETHING ELSE.....0% DON'T KNOW/REFUSED.....0% NOT APPLICABLE.....30%
---	--

The city has completed the construction of a five roundabouts in Champlin to help improve traffic flow and safety.

132. Have you used a roundabout? (IF "YES," ASK:) How often do you use it -- daily, weekly, or less often?	NO.....7% YES/DAILY.....45% YES/WEEKLY.....35% YES/LESS OFTEN.....13% DON'T KNOW/REFUSED.....1%
--	---

IF USED, ASK: (n=373)

133. Do you think the round about is easy or difficult to navigate?	EASY.....84% DIFFICULT.....15% DON'T KNOW/REFUSED.....1%
---	--

In comparison to traditional traffic lights....

134. Has this roundabout improved the flow of traffic?	YES.....70% NO.....26% DON'T KNOW/REFUSED.....4%
--	--

135. Has this roundabout improved the safety?	YES.....69% NO.....25% DON'T KNOW/REFUSED.....7%
---	--

Moving on....

136. What is your principal source of information about Champlin City Government and its activities?	UNSURE.....0% CHAMPLIN CHRONICLE....46% CABLE TV.....8% LOCAL NEWSPAPER.....19% MAILINGS.....9% WORD OF MOUTH.....13% WEBSITE.....4% SCATTERED.....2%
--	--

137. How would you prefer to receive information about Champlin City Government and its activities?

UNSURE.....	1%
CHAMPLIN CHRONICLE....	50%
CABLE TV.....	6%
LOCAL NEWSPAPER.....	16%
MAILINGS.....	12%
WORD OF MOUTH.....	7%
WEBSITE.....	6%
E-MAIL.....	2%

138. During the past year, did you or members of your household regularly read the "Champlin Chronicle," the City's newsletter?

YES.....	87%
NO.....	13%
DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (n=348)

139. How would you rate the quality of the newsletter -- excellent, good, only fair, or poor?

EXCELLENT.....	14%
GOOD.....	77%
ONLY FAIR.....	8%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

As you may know, the City of Champlin publishes the "Champlin Chronicle" fives times per year.

140. Do you think this is about the right amount, or should the "Champlin Chronicle" be published more often or less often?

ABOUT THE RIGHT AMT....	75%
MORE OFTEN.....	17%
LESS OFTEN.....	4%
DON'T KNOW/REFUSED.....	4%

Moving on....

141. Do you recall receiving the quarterly City Park and Recreation Brochure during the past year?

YES.....	72%
NO.....	25%
DON'T KNOW/REFUSED.....	3%

The official city newspaper publication is the "Champlin-Dayton Press."

142. Do you or any members of your household receive and read the "Champlin-Dayton Press?"

YES.....	60%
NO.....	39%
DON'T KNOW/REFUSED.....	2%

143. Does your household currently subscribe to cable television, satellite television or neither?

CABLE.....	59%
SATELLITE.....	32%
NEITHER.....	9%
DON'T KNOW/REFUSED.....	0%

IF "NEITHER," ASK: (n=36)

144. Do you have access to local government access QCTV, Channel 16? (IF "NO," ASK:)	YES.....	25%
Were you aware you could receive local government access channel free of charge?	NO/YES.....	3%
	NO/NO.....	72%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=237)

145. How often during the past year have you watched Champlin City Council, an Advisory Commission, such as Planning or Parks, meeting telecasts, or the City Manager Updates on QCTV, Channel 16 - frequently, occasionally, rarely, or never?	FREQUENTLY.....	7%
	OCCASIONALLY.....	33%
	RARELY.....	25%
	NEVER.....	35%
	DON'T KNOW/REFUSED.....	0%

146. How would you rate the quality of the telecasts -- excellent, good, only fair, or poor?	EXCELLENT.....	4%
	GOOD.....	57%
	ONLY FAIR.....	8%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	30%

147. Do you have access to the Internet at home? (WAIT FOR RESPONSE) Do you have access to the Internet at work?	HOME ONLY.....	47%
	WORK ONLY.....	1%
	BOTH.....	44%
	NEITHER.....	8%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=366)

In 2011, the City of Champlin redesigned its website.....

148. Have you accessed the City's new website?	YES.....	51%
	NO.....	49%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (n=185)

149. How would you evaluate the content of the city's website -- excellent, good, only fair, or poor?

EXCELLENT.....	4%
GOOD.....	91%
ONLY FAIR.....	4%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

150. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair, or poor?

EXCELLENT.....	3%
GOOD.....	91%
ONLY FAIR.....	5%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

151. What information would you like to see on the City of Champlin's website?

UNSURE, 6%; NONE/FINE AS IS, 71%; CITY COUNCIL DECISIONS, 3%; COMMUNITY EVENTS, 5%; SCHOOL INFORMATION, 2%; RECREATION ACTIVITIES, 2%; DEVELOPMENT, 5%; CODES AND ORDINANCES, 2%; SCATTERED, 3%.

The City could discontinue the printed version of the "Champlin Chronicle" to be more environmentally friendly, save costs and provide more timely information.

152. How interested would you be in receiving the city's newsletter in an electronic-only format -- very interested, somewhat interested, not too interested or not at all interested?

VERY INTERESTED.....	19%
SOMEWHAT INTERESTED...	34%
NOT TOO INTERESTED....	22%
NOT AT ALL INTERESTED..	25%
DON'T KNOW/REFUSED.....	0%

153. How interested would you be in subscribing to receive e-mails containing city information and news - very interested, somewhat interested, not too interested or not at all interested?

VERY INTERESTED.....	16%
SOMEWHAT INTERESTED....	35%
NOT TOO INTERESTED....	24%
NOT AT ALL INTERESTED..	24%
DON'T KNOW/REFUSED.....	1%

154. Are you aware residents can watch past city meetings on QCTV's website? (IF "YES," ASK:) Have you viewed a city meeting on the QCTV website?

NO.....	64%
YES/YES.....	8%
YES/NO.....	28%
DON'T KNOW/REFUSED.....	1%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information; then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Champlin.

	NOT USE	USE LIK	USE NLK	DK/ REF
155. Facebook?	48%	22%	31%	0%
156. Twitter?	76%	7%	17%	0%
157. YouTube?	67%	13%	20%	0%
158. Blogs?	81%	11%	8%	0%
159. Podcasts?	85%	7%	7%	0%

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

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

160. First, persons 65 or over?	0.....83%
	1.....9%
	2 OR MORE.....8%
161. Adults under 65?	0.....11%
	1.....13%
	2.....66%
	3 OR MORE.....10%
162. School-aged children or pre-schoolers?	0.....58%
	1.....14%
	2.....22%
	3 OR MORE.....7%
163. Do you own or rent your present residence?	OWN.....85%
	RENT.....14%
	DON'T KNOW/REFUSED.....1%
164. What is your age, please?	18-34.....14%
	35-44.....21%
	45-54.....34%
	55-64.....17%
	65 AND OVER.....13%
	REFUSED.....0%

165. Which of the following categories represents your ethnicity --	WHITE.....	88%
White, African-American, Hispanic-Latino, Asian-Pacific Islander, Native American, or something else? (IF "SOMETHING ELSE," ASK:) What would that be?	AFRICAN-AMERICAN.....	6%
	HISPANIC-LATINO.....	3%
	ASIAN-PACIFIC ISLANDE..	2%
	NATIVE AMERICAN.....	0%
	SOMETHING ELSE.....	1%
	MIXED/BI-RACIAL.....	0%
	DON'T KNOW.....	0%
	REFUSED.....	1%
166. Gender	MALE.....	50%
	FEMALE.....	50%
167. WARD	ONE.....	27%
	TWO.....	27%
	THREE.....	23%
	FOUR.....	24%