



North Mankato, MN

Technical Appendices

2017



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Appendix A: Complete Survey Responses

Responses excluding “don’t know”

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

Table 1: Question 1

Please rate each of the following aspects of quality of life in North Mankato:	Excellent		Good		Fair		Poor		Total	
North Mankato as a place to live	51%	N=269	44%	N=234	5%	N=27	0%	N=1	100%	N=532
Your neighborhood as a place to live	50%	N=261	41%	N=214	8%	N=42	2%	N=10	100%	N=528
North Mankato as a place to raise children	53%	N=262	39%	N=195	6%	N=31	1%	N=5	100%	N=493
North Mankato as a place to work	23%	N=98	44%	N=189	27%	N=116	6%	N=26	100%	N=429
North Mankato as a place to visit	17%	N=88	38%	N=197	37%	N=191	7%	N=38	100%	N=514
North Mankato as a place to retire	31%	N=145	47%	N=218	17%	N=80	5%	N=22	100%	N=464
The overall quality of life in North Mankato	36%	N=189	55%	N=294	8%	N=43	1%	N=5	100%	N=531

Table 2: Question 2

Please rate each of the following characteristics as they relate to North Mankato as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in North Mankato	40%	N=215	51%	N=270	8%	N=41	1%	N=7	100%	N=533
Overall ease of getting to the places you usually have to visit	46%	N=246	43%	N=230	8%	N=43	2%	N=10	100%	N=528
Quality of overall natural environment in North Mankato	39%	N=203	47%	N=245	14%	N=73	0%	N=2	100%	N=523
Overall “built environment” of North Mankato (including overall design, buildings, parks and transportation systems)	19%	N=102	51%	N=266	25%	N=133	5%	N=24	100%	N=525
Health and wellness opportunities in North Mankato	20%	N=103	48%	N=247	27%	N=139	5%	N=28	100%	N=518
Overall opportunities for education and enrichment	28%	N=143	43%	N=217	25%	N=128	3%	N=16	100%	N=504
Overall economic health of North Mankato	21%	N=104	52%	N=258	26%	N=128	2%	N=8	100%	N=497
Sense of community	22%	N=112	47%	N=243	28%	N=144	4%	N=18	100%	N=518
Overall image or reputation of North Mankato	28%	N=145	56%	N=292	15%	N=80	2%	N=8	100%	N=525

Table 3: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Total	
Recommend living in North Mankato to someone who asks	68%	N=357	28%	N=149	2%	N=13	2%	N=9	100%	N=528
Remain in North Mankato for the next five years	65%	N=334	29%	N=149	4%	N=21	2%	N=10	100%	N=513

Table 4: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Total	
In your neighborhood during the day	79%	N=414	19%	N=98	2%	N=11	1%	N=3	0%	N=1	100%	N=527
In North Mankato's downtown/commercial areas during the day	69%	N=350	27%	N=135	2%	N=12	2%	N=12	0%	N=1	100%	N=509

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Table 5: Question 5

Please rate each of the following characteristics as they relate to North Mankato as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	22%	N=118	60%	N=315	15%	N=82	3%	N=14	100%	N=529
Ease of public parking	18%	N=93	51%	N=267	25%	N=131	6%	N=29	100%	N=520
Ease of travel by car in North Mankato	38%	N=202	51%	N=270	9%	N=49	1%	N=5	100%	N=526
Ease of travel by public transportation in North Mankato	7%	N=20	31%	N=84	28%	N=77	34%	N=91	100%	N=272
Ease of travel by bicycle in North Mankato	17%	N=67	53%	N=207	24%	N=94	6%	N=23	100%	N=393
Ease of walking in North Mankato	33%	N=169	52%	N=267	13%	N=65	2%	N=10	100%	N=510
Availability of paths and walking trails	31%	N=152	49%	N=241	17%	N=83	3%	N=17	100%	N=493
Air quality	36%	N=186	54%	N=278	9%	N=47	1%	N=7	100%	N=518
Cleanliness of North Mankato	35%	N=186	53%	N=280	12%	N=63	0%	N=1	100%	N=530
Overall appearance of North Mankato	33%	N=176	54%	N=288	12%	N=63	1%	N=4	100%	N=531
Public places where people want to spend time	22%	N=114	51%	N=263	23%	N=118	5%	N=24	100%	N=519
Variety of housing options	16%	N=78	52%	N=244	24%	N=114	8%	N=37	100%	N=473
Availability of affordable quality housing	13%	N=57	38%	N=162	31%	N=131	18%	N=76	100%	N=426
Fitness opportunities (including paths or trails, etc.)	22%	N=110	48%	N=244	22%	N=114	8%	N=39	100%	N=507
Recreational opportunities	15%	N=74	44%	N=225	31%	N=157	10%	N=50	100%	N=506
Availability of affordable quality food	10%	N=52	30%	N=153	31%	N=160	29%	N=153	100%	N=518
Availability of affordable quality health care	17%	N=85	46%	N=225	30%	N=148	6%	N=32	100%	N=490
Availability of preventive health services	16%	N=78	46%	N=218	30%	N=142	7%	N=34	100%	N=472
Availability of affordable quality mental health care	12%	N=35	33%	N=100	34%	N=102	21%	N=63	100%	N=300

Table 6: Question 6

Please rate each of the following characteristics as they relate to North Mankato as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	17%	N=48	47%	N=136	30%	N=88	6%	N=18	100%	N=290
K-12 education	40%	N=155	45%	N=177	12%	N=49	2%	N=10	100%	N=390
Adult educational opportunities	12%	N=43	45%	N=161	32%	N=113	11%	N=40	100%	N=357
Opportunities to attend cultural/arts/music activities	13%	N=58	41%	N=182	33%	N=148	13%	N=61	100%	N=448
Opportunities to participate in religious or spiritual events and activities	26%	N=112	54%	N=229	18%	N=76	2%	N=10	100%	N=428
Employment opportunities	12%	N=49	38%	N=156	37%	N=153	12%	N=50	100%	N=407
Shopping opportunities	4%	N=19	14%	N=70	39%	N=201	44%	N=224	100%	N=514
Cost of living in North Mankato	7%	N=38	42%	N=219	41%	N=210	10%	N=51	100%	N=518
Overall quality of business and service establishments in North Mankato	10%	N=49	45%	N=228	38%	N=197	7%	N=38	100%	N=512
Vibrant downtown/commercial area	8%	N=39	30%	N=152	46%	N=234	17%	N=88	100%	N=513
Overall quality of new development in North Mankato	9%	N=43	45%	N=214	38%	N=180	8%	N=39	100%	N=476
Opportunities to participate in social events and activities	12%	N=59	45%	N=222	37%	N=180	6%	N=27	100%	N=488
Opportunities to volunteer	13%	N=49	52%	N=192	30%	N=113	5%	N=19	100%	N=373
Opportunities to participate in community matters	13%	N=53	43%	N=174	38%	N=153	6%	N=23	100%	N=404
Openness and acceptance of the community toward people of diverse backgrounds	11%	N=46	47%	N=198	35%	N=147	7%	N=31	100%	N=422
Neighborliness of residents in North Mankato	19%	N=96	48%	N=245	26%	N=135	7%	N=36	100%	N=512

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Table 7: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	26%	N=139	74%	N=391	100%	N=529
Made efforts to make your home more energy efficient	23%	N=120	77%	N=406	100%	N=526
Observed a code violation or other hazard in North Mankato (weeds, abandoned buildings, etc.)	67%	N=354	33%	N=172	100%	N=526
Household member was a victim of a crime in North Mankato	95%	N=504	5%	N=27	100%	N=531
Reported a crime to the police in North Mankato	88%	N=469	12%	N=63	100%	N=532
Stocked supplies in preparation for an emergency	77%	N=410	23%	N=122	100%	N=532
Campaigned or advocated for an issue, cause or candidate	78%	N=410	22%	N=116	100%	N=526
Contacted the City of North Mankato (in-person, phone, email or web) for help or information	56%	N=297	44%	N=232	100%	N=529
Contacted North Mankato elected officials (in-person, phone, email or web) to express your opinion	82%	N=432	18%	N=97	100%	N=529

Table 8: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in North Mankato?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	21%	N=111	34%	N=180	37%	N=195	8%	N=44	100%	N=530
Used North Mankato public library or its services	7%	N=40	21%	N=109	32%	N=169	40%	N=211	100%	N=529
Participated in religious or spiritual activities in North Mankato	8%	N=40	17%	N=90	16%	N=86	59%	N=313	100%	N=529
Attended a City-sponsored event	2%	N=11	7%	N=34	50%	N=266	41%	N=217	100%	N=528
Used bus, rail, subway or other public transportation instead of driving	2%	N=10	1%	N=4	5%	N=24	93%	N=493	100%	N=531
Carpooled with other adults or children instead of driving alone	10%	N=54	12%	N=65	18%	N=97	59%	N=313	100%	N=529
Walked or biked instead of driving	10%	N=55	18%	N=95	30%	N=158	42%	N=224	100%	N=531
Volunteered your time to some group/activity in North Mankato	6%	N=29	13%	N=69	24%	N=130	57%	N=302	100%	N=530
Participated in a club	4%	N=21	8%	N=43	12%	N=65	76%	N=401	100%	N=529
Talked to or visited with your immediate neighbors	31%	N=165	43%	N=226	18%	N=97	8%	N=41	100%	N=529
Done a favor for a neighbor	15%	N=81	25%	N=132	42%	N=220	18%	N=96	100%	N=529

Table 9: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=9	12%	N=61	86%	N=451	100%	N=524
Watched (online or on television) a local public meeting	1%	N=5	3%	N=17	24%	N=125	72%	N=378	100%	N=526

Table 10: Question 10

Please rate the quality of each of the following services in North Mankato:	Excellent		Good		Fair		Poor		Total	
Police services	41%	N=183	49%	N=218	8%	N=36	2%	N=10	100%	N=446
Fire services	49%	N=199	47%	N=190	4%	N=14	0%	N=2	100%	N=404
Ambulance or emergency medical services	39%	N=137	52%	N=184	7%	N=25	2%	N=6	100%	N=352
Crime prevention	26%	N=106	56%	N=225	14%	N=55	4%	N=14	100%	N=400
Fire prevention and education	34%	N=126	54%	N=201	10%	N=37	1%	N=5	100%	N=369
Traffic enforcement	20%	N=90	54%	N=245	19%	N=86	6%	N=29	100%	N=450
Street repair	11%	N=54	42%	N=211	37%	N=187	11%	N=55	100%	N=507

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Please rate the quality of each of the following services in North Mankato:	Excellent		Good		Fair		Poor		Total	
Street cleaning	21%	N=109	50%	N=257	23%	N=116	6%	N=30	100%	N=513
Street lighting	18%	N=90	52%	N=266	22%	N=115	8%	N=43	100%	N=514
Snow removal	29%	N=152	50%	N=259	15%	N=78	6%	N=31	100%	N=520
Sidewalk maintenance	15%	N=72	46%	N=219	26%	N=126	12%	N=59	100%	N=476
Traffic signal timing	19%	N=91	50%	N=242	26%	N=126	6%	N=29	100%	N=487
Bus or transit services	9%	N=19	37%	N=80	24%	N=51	31%	N=66	100%	N=216
Garbage collection	38%	N=192	48%	N=245	12%	N=61	2%	N=11	100%	N=509
Recycling	40%	N=205	44%	N=227	12%	N=59	4%	N=21	100%	N=511
Yard waste pick-up	33%	N=144	45%	N=195	15%	N=65	7%	N=30	100%	N=435
Storm drainage	22%	N=102	53%	N=244	21%	N=95	4%	N=18	100%	N=459
Drinking water	24%	N=119	49%	N=244	17%	N=87	10%	N=49	100%	N=499
Sewer services	27%	N=125	57%	N=267	16%	N=76	1%	N=2	100%	N=471
Power (electric and/or gas) utility	25%	N=124	54%	N=265	18%	N=91	3%	N=16	100%	N=495
Utility billing	22%	N=107	49%	N=237	24%	N=118	5%	N=22	100%	N=483
City parks	31%	N=152	53%	N=259	15%	N=76	1%	N=5	100%	N=492
Recreation programs or classes (YMCA, VINE or other private facilities)	22%	N=74	46%	N=153	21%	N=71	11%	N=35	100%	N=334
Recreation centers or facilities (YMCA, VINE or other private facilities)	23%	N=79	46%	N=156	19%	N=64	12%	N=42	100%	N=340
Land use, planning and zoning	12%	N=43	47%	N=170	29%	N=105	13%	N=47	100%	N=365
Code enforcement (weeds, abandoned buildings, etc.)	16%	N=55	44%	N=154	28%	N=97	13%	N=46	100%	N=352
Animal control	20%	N=70	47%	N=166	24%	N=86	9%	N=30	100%	N=353
Economic development	11%	N=46	51%	N=206	29%	N=117	9%	N=36	100%	N=405
Health services	17%	N=69	51%	N=215	27%	N=113	5%	N=22	100%	N=419
Public library services	40%	N=176	45%	N=197	13%	N=57	1%	N=6	100%	N=436
Public information services	16%	N=64	55%	N=214	24%	N=95	4%	N=16	100%	N=389
Cable television	14%	N=62	42%	N=182	25%	N=110	19%	N=81	100%	N=436
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=62	57%	N=193	21%	N=70	4%	N=15	100%	N=340
Preservation of natural areas such as open space, farmlands and greenbelts	16%	N=61	48%	N=186	27%	N=103	10%	N=39	100%	N=389
North Mankato open space	16%	N=70	51%	N=218	28%	N=120	5%	N=23	100%	N=430
City-sponsored special events	23%	N=100	49%	N=210	24%	N=101	4%	N=18	100%	N=429
Overall customer service by North Mankato employees (police, receptionists, planners, etc.)	32%	N=147	53%	N=245	14%	N=63	2%	N=8	100%	N=463

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of North Mankato	30%	N=153	56%	N=279	12%	N=61	2%	N=8	0%	N=0	100%	N=501
The Federal Government	11%	N=47	36%	N=158	36%	N=159	18%	N=78	0%	N=0	100%	N=440
The State of Minnesota	12%	N=62	41%	N=211	28%	N=147	6%	N=33	13%	N=65	100%	N=517
Nicollet County	18%	N=91	49%	N=255	19%	N=97	3%	N=14	12%	N=63	100%	N=519

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Table 12: Question 12

Please rate the following categories of North Mankato government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to North Mankato	12%	N=56	45%	N=211	38%	N=180	6%	N=26	100%	N=474
The overall direction that North Mankato is taking	13%	N=65	56%	N=275	26%	N=128	4%	N=20	100%	N=488
The job North Mankato government does at welcoming citizen involvement	11%	N=46	47%	N=193	34%	N=140	9%	N=36	100%	N=415
Overall confidence in North Mankato government	13%	N=60	53%	N=246	26%	N=123	8%	N=36	100%	N=465
Generally acting in the best interest of the community	14%	N=69	51%	N=244	27%	N=128	7%	N=34	100%	N=475
Being honest	16%	N=68	53%	N=234	24%	N=104	7%	N=31	100%	N=437
Treating all residents fairly	16%	N=70	51%	N=224	24%	N=108	9%	N=40	100%	N=442

Table 13: Question 13

Please rate how important, if at all, you think it is for the North Mankato community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in North Mankato	51%	N=270	37%	N=194	11%	N=58	1%	N=5	100%	N=527
Overall ease of getting to the places you usually have to visit	27%	N=142	45%	N=236	26%	N=136	2%	N=13	100%	N=526
Quality of overall natural environment in North Mankato	28%	N=146	49%	N=254	22%	N=112	2%	N=10	100%	N=522
Overall "built environment" of North Mankato (including overall design, buildings, parks and transportation systems)	26%	N=138	49%	N=255	23%	N=120	2%	N=10	100%	N=523
Health and wellness opportunities in North Mankato	26%	N=134	46%	N=242	27%	N=143	1%	N=7	100%	N=526
Overall opportunities for education and enrichment	28%	N=146	45%	N=236	25%	N=131	2%	N=10	100%	N=523
Overall economic health of North Mankato	36%	N=191	52%	N=272	11%	N=57	1%	N=4	100%	N=524
Sense of community	32%	N=169	46%	N=239	21%	N=108	2%	N=9	100%	N=525

Table 14: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City website (www.northmankato.com)	52%	N=268	32%	N=163	17%	N=86	100%	N=517
Local media outlets (newspapers, radio, local television stations)	55%	N=288	34%	N=179	11%	N=55	100%	N=521
The local government cable Channel KTV	15%	N=78	30%	N=157	55%	N=283	100%	N=518
City update in the utility bill	49%	N=251	39%	N=199	13%	N=67	100%	N=517
City Council meetings and other public meetings	23%	N=119	39%	N=204	37%	N=194	100%	N=517
Talking with City officials	18%	N=95	37%	N=192	44%	N=227	100%	N=514
City communications via social media (i.e. Facebook)	23%	N=119	35%	N=181	42%	N=218	100%	N=519
Word-of-mouth	25%	N=128	53%	N=276	22%	N=112	100%	N=516
Weekly eNewsletter	25%	N=132	35%	N=184	39%	N=202	100%	N=518
Spring City Newsletter	50%	N=258	38%	N=198	12%	N=63	100%	N=518

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Table 15: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=13	2%	N=10	5%	N=25	17%	N=87	74%	N=378	100%	N=513
Purchase goods or services from a business located in North Mankato	1%	N=8	9%	N=48	53%	N=274	28%	N=146	8%	N=41	100%	N=516
Eat at least 5 portions of fruits and vegetables a day	4%	N=19	21%	N=107	36%	N=186	28%	N=142	11%	N=56	100%	N=511
Participate in moderate or vigorous physical activity	2%	N=11	14%	N=73	35%	N=179	31%	N=158	17%	N=85	100%	N=507
Read or watch local news (via television, paper, computer, etc.)	3%	N=14	15%	N=77	20%	N=105	31%	N=161	31%	N=159	100%	N=515
Vote in local elections	7%	N=36	6%	N=30	7%	N=36	16%	N=81	64%	N=328	100%	N=511

Table 16: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=94
Very good	43%	N=222
Good	31%	N=157
Fair	7%	N=35
Poor	1%	N=4
Total	100%	N=512

Table 17: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=30
Somewhat positive	28%	N=140
Neutral	54%	N=272
Somewhat negative	11%	N=56
Very negative	1%	N=6
Total	100%	N=504

Table 18: Question D4

What is your employment status?	Percent	Number
Working full time for pay	69%	N=355
Working part time for pay	10%	N=50
Unemployed, looking for paid work	1%	N=4
Unemployed, not looking for paid work	3%	N=13
Fully retired	18%	N=95
Total	100%	N=518

Table 19: Question D5

Do you work inside the boundaries of North Mankato?	Percent	Number
Yes, outside the home	27%	N=134
Yes, from home	4%	N=22
No	69%	N=346
Total	100%	N=502

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Table 20: Question D6

How many years have you lived in North Mankato?	Percent	Number
Less than 2 years	16%	N=85
2 to 5 years	21%	N=107
6 to 10 years	14%	N=73
11 to 20 years	18%	N=92
More than 20 years	31%	N=162
Total	100%	N=519

Table 21: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=338
Building with two or more homes (duplex, townhome, apartment or condominium)	29%	N=148
Mobile home	4%	N=23
Other	1%	N=7
Total	100%	N=516

Table 22: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=145
Owned	72%	N=372
Total	100%	N=517

Table 23: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	7%	N=34
\$300 to \$599 per month	11%	N=54
\$600 to \$999 per month	34%	N=173
\$1,000 to \$1,499 per month	32%	N=162
\$1,500 to \$2,499 per month	14%	N=73
\$2,500 or more per month	2%	N=10
Total	100%	N=506

Table 24: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=315
Yes	39%	N=203
Total	100%	N=519

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Table 25: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=407
Yes	21%	N=110
Total	100%	N=517

Table 26: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	11%	N=57
\$25,000 to \$49,999	24%	N=117
\$50,000 to \$99,999	38%	N=188
\$100,000 to \$149,999	18%	N=89
\$150,000 or more	9%	N=45
Total	100%	N=496

Table 27: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=506
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=7
Total	100%	N=512

Table 28: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=0
Asian, Asian Indian or Pacific Islander	2%	N=10
Black or African American	1%	N=4
White	98%	N=502
Other	1%	N=3

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

Table 29: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=18
25 to 34 years	30%	N=153
35 to 44 years	18%	N=93
45 to 54 years	17%	N=86
55 to 64 years	12%	N=61
65 to 74 years	9%	N=47
75 years or older	11%	N=56
Total	100%	N=514

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Table 30: Question D16

What is your sex?	Percent	Number
Female	52%	N=267
Male	48%	N=243
Total	100%	N=510

Table 31: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	72%	N=372
Land line	14%	N=73
Both	13%	N=69
Total	100%	N=514

Responses including “don’t know”

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

Table 32: Question 1

Please rate each of the following aspects of quality of life in North Mankato:	Excellent		Good		Fair		Poor		Don't know		Total	
North Mankato as a place to live	51%	N=269	44%	N=234	5%	N=27	0%	N=1	0%	N=0	100%	N=532
Your neighborhood as a place to live	49%	N=261	40%	N=214	8%	N=42	2%	N=10	0%	N=1	100%	N=529
North Mankato as a place to raise children	50%	N=262	37%	N=195	6%	N=31	1%	N=5	6%	N=32	100%	N=525
North Mankato as a place to work	19%	N=98	36%	N=189	22%	N=116	5%	N=26	18%	N=91	100%	N=520
North Mankato as a place to visit	17%	N=88	37%	N=197	36%	N=191	7%	N=38	3%	N=15	100%	N=529
North Mankato as a place to retire	27%	N=145	41%	N=218	15%	N=80	4%	N=22	12%	N=63	100%	N=528
The overall quality of life in North Mankato	36%	N=189	55%	N=294	8%	N=43	1%	N=5	0%	N=0	100%	N=531

Table 33: Question 2

Please rate each of the following characteristics as they relate to North Mankato as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in North Mankato	40%	N=215	51%	N=270	8%	N=41	1%	N=7	0%	N=0	100%	N=533
Overall ease of getting to the places you usually have to visit	46%	N=246	43%	N=230	8%	N=43	2%	N=10	0%	N=2	100%	N=530
Quality of overall natural environment in North Mankato	39%	N=203	47%	N=245	14%	N=73	0%	N=2	1%	N=3	100%	N=526
Overall “built environment” of North Mankato (including overall design, buildings, parks and transportation systems)	19%	N=102	51%	N=266	25%	N=133	5%	N=24	0%	N=2	100%	N=527
Health and wellness opportunities in North Mankato	20%	N=103	47%	N=247	26%	N=139	5%	N=28	2%	N=11	100%	N=529
Overall opportunities for education and enrichment	27%	N=143	41%	N=217	24%	N=128	3%	N=16	4%	N=23	100%	N=527
Overall economic health of North Mankato	20%	N=104	49%	N=258	24%	N=128	1%	N=8	6%	N=30	100%	N=527
Sense of community	21%	N=112	46%	N=243	27%	N=144	3%	N=18	2%	N=8	100%	N=526
Overall image or reputation of North Mankato	28%	N=145	55%	N=292	15%	N=80	2%	N=8	0%	N=2	100%	N=527

Table 34: Question 3

Please indicate how likely or unlikely you are to do each of the following:	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		Don't know		Total	
Recommend living in North Mankato to someone who asks	67%	N=357	28%	N=149	2%	N=13	2%	N=9	0%	N=2	100%	N=530
Remain in North Mankato for the next five years	63%	N=334	28%	N=149	4%	N=21	2%	N=10	3%	N=14	100%	N=527

Table 35: Question 4

Please rate how safe or unsafe you feel:	Very safe		Somewhat safe		Neither safe nor unsafe		Somewhat unsafe		Very unsafe		Don't know		Total	
In your neighborhood during the day	78%	N=414	18%	N=98	2%	N=11	1%	N=3	0%	N=1	1%	N=3	100%	N=530
In North Mankato's downtown/commercial areas during the day	66%	N=350	26%	N=135	2%	N=12	2%	N=12	0%	N=1	3%	N=18	100%	N=527

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Table 36: Question 5

Please rate each of the following characteristics as they relate to North Mankato as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	22%	N=118	59%	N=315	15%	N=82	3%	N=14	0%	N=1	100%	N=530
Ease of public parking	18%	N=93	50%	N=267	25%	N=131	5%	N=29	2%	N=10	100%	N=530
Ease of travel by car in North Mankato	38%	N=202	51%	N=270	9%	N=49	1%	N=5	0%	N=3	100%	N=528
Ease of travel by public transportation in North Mankato	4%	N=20	16%	N=84	15%	N=77	17%	N=91	48%	N=253	100%	N=525
Ease of travel by bicycle in North Mankato	13%	N=67	39%	N=207	18%	N=94	4%	N=23	25%	N=133	100%	N=526
Ease of walking in North Mankato	32%	N=169	51%	N=267	12%	N=65	2%	N=10	3%	N=18	100%	N=528
Availability of paths and walking trails	29%	N=152	46%	N=241	16%	N=83	3%	N=17	7%	N=35	100%	N=528
Air quality	35%	N=186	53%	N=278	9%	N=47	1%	N=7	2%	N=13	100%	N=530
Cleanliness of North Mankato	35%	N=186	53%	N=280	12%	N=63	0%	N=1	0%	N=0	100%	N=531
Overall appearance of North Mankato	33%	N=176	54%	N=288	12%	N=63	1%	N=4	0%	N=0	100%	N=531
Public places where people want to spend time	22%	N=114	49%	N=263	22%	N=118	4%	N=24	2%	N=13	100%	N=531
Variety of housing options	15%	N=78	46%	N=244	22%	N=114	7%	N=37	10%	N=55	100%	N=528
Availability of affordable quality housing	11%	N=57	31%	N=162	25%	N=131	15%	N=76	19%	N=97	100%	N=523
Fitness opportunities (including paths or trails, etc.)	21%	N=110	46%	N=244	22%	N=114	7%	N=39	4%	N=21	100%	N=528
Recreational opportunities	14%	N=74	43%	N=225	30%	N=157	9%	N=50	4%	N=20	100%	N=526
Availability of affordable quality food	10%	N=52	29%	N=153	30%	N=160	29%	N=153	2%	N=11	100%	N=530
Availability of affordable quality health care	16%	N=85	42%	N=225	28%	N=148	6%	N=32	8%	N=40	100%	N=530
Availability of preventive health services	15%	N=78	41%	N=218	27%	N=142	6%	N=34	10%	N=55	100%	N=527
Availability of affordable quality mental health care	7%	N=35	19%	N=100	19%	N=102	12%	N=63	43%	N=229	100%	N=529

Table 37: Question 6

Please rate each of the following characteristics as they relate to North Mankato as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	9%	N=48	26%	N=136	17%	N=88	3%	N=18	45%	N=237	100%	N=527
K-12 education	29%	N=155	34%	N=177	9%	N=49	2%	N=10	26%	N=135	100%	N=525
Adult educational opportunities	8%	N=43	31%	N=161	21%	N=113	8%	N=40	32%	N=169	100%	N=526
Opportunities to attend cultural/arts/music activities	11%	N=58	35%	N=182	28%	N=148	12%	N=61	14%	N=73	100%	N=521
Opportunities to participate in religious or spiritual events and activities	21%	N=112	44%	N=229	15%	N=76	2%	N=10	18%	N=96	100%	N=524
Employment opportunities	9%	N=49	30%	N=156	29%	N=153	10%	N=50	22%	N=112	100%	N=520
Shopping opportunities	4%	N=19	13%	N=70	38%	N=201	43%	N=224	2%	N=12	100%	N=527
Cost of living in North Mankato	7%	N=38	42%	N=219	40%	N=210	10%	N=51	1%	N=8	100%	N=526
Overall quality of business and service establishments in North Mankato	9%	N=49	43%	N=228	37%	N=197	7%	N=38	3%	N=15	100%	N=528
Vibrant downtown/commercial area	7%	N=39	29%	N=152	44%	N=234	17%	N=88	2%	N=13	100%	N=526
Overall quality of new development in North Mankato	8%	N=43	41%	N=214	34%	N=180	7%	N=39	10%	N=52	100%	N=527
Opportunities to participate in social events and activities	11%	N=59	42%	N=222	34%	N=180	5%	N=27	8%	N=40	100%	N=528
Opportunities to volunteer	9%	N=49	37%	N=192	22%	N=113	4%	N=19	29%	N=153	100%	N=525
Opportunities to participate in community matters	10%	N=53	34%	N=174	30%	N=153	4%	N=23	22%	N=115	100%	N=518
Openness and acceptance of the community toward people of diverse backgrounds	9%	N=46	38%	N=198	28%	N=147	6%	N=31	20%	N=104	100%	N=526
Neighborliness of residents in North Mankato	18%	N=96	47%	N=245	26%	N=135	7%	N=36	3%	N=14	100%	N=526

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Table 38: Question 7

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Made efforts to conserve water	26%	N=139	74%	N=391	100%	N=529
Made efforts to make your home more energy efficient	23%	N=120	77%	N=406	100%	N=526
Observed a code violation or other hazard in North Mankato (weeds, abandoned buildings, etc.)	67%	N=354	33%	N=172	100%	N=526
Household member was a victim of a crime in North Mankato	95%	N=504	5%	N=27	100%	N=531
Reported a crime to the police in North Mankato	88%	N=469	12%	N=63	100%	N=532
Stocked supplies in preparation for an emergency	77%	N=410	23%	N=122	100%	N=532
Campaigned or advocated for an issue, cause or candidate	78%	N=410	22%	N=116	100%	N=526
Contacted the City of North Mankato (in-person, phone, email or web) for help or information	56%	N=297	44%	N=232	100%	N=529
Contacted North Mankato elected officials (in-person, phone, email or web) to express your opinion	82%	N=432	18%	N=97	100%	N=529

Table 39: Question 8

In the last 12 months, about how many times, if at all, have you or other household members done each of the following in North Mankato?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Visited a neighborhood park or City park	21%	N=111	34%	N=180	37%	N=195	8%	N=44	100%	N=530
Used North Mankato public library or its services	7%	N=40	21%	N=109	32%	N=169	40%	N=211	100%	N=529
Participated in religious or spiritual activities in North Mankato	8%	N=40	17%	N=90	16%	N=86	59%	N=313	100%	N=529
Attended a City-sponsored event	2%	N=11	7%	N=34	50%	N=266	41%	N=217	100%	N=528
Used bus, rail, subway or other public transportation instead of driving	2%	N=10	1%	N=4	5%	N=24	93%	N=493	100%	N=531
Carpooled with other adults or children instead of driving alone	10%	N=54	12%	N=65	18%	N=97	59%	N=313	100%	N=529
Walked or biked instead of driving	10%	N=55	18%	N=95	30%	N=158	42%	N=224	100%	N=531
Volunteered your time to some group/activity in North Mankato	6%	N=29	13%	N=69	24%	N=130	57%	N=302	100%	N=530
Participated in a club	4%	N=21	8%	N=43	12%	N=65	76%	N=401	100%	N=529
Talked to or visited with your immediate neighbors	31%	N=165	43%	N=226	18%	N=97	8%	N=41	100%	N=529
Done a favor for a neighbor	15%	N=81	25%	N=132	42%	N=220	18%	N=96	100%	N=529

Table 40: Question 9

Thinking about local public meetings (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.), in the last 12 months, about how many times, if at all, have you or other household members attended or watched a local public meeting?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Attended a local public meeting	1%	N=3	2%	N=9	12%	N=61	86%	N=451	100%	N=524
Watched (online or on television) a local public meeting	1%	N=5	3%	N=17	24%	N=125	72%	N=378	100%	N=526

Table 41: Question 10

Please rate the quality of each of the following services in North Mankato:	Excellent		Good		Fair		Poor		Don't know		Total	
Police services	35%	N=183	42%	N=218	7%	N=36	2%	N=10	14%	N=75	100%	N=522
Fire services	38%	N=199	36%	N=190	3%	N=14	0%	N=2	23%	N=119	100%	N=523
Ambulance or emergency medical services	26%	N=137	35%	N=184	5%	N=25	1%	N=6	32%	N=169	100%	N=521
Crime prevention	21%	N=106	44%	N=225	11%	N=55	3%	N=14	23%	N=117	100%	N=516
Fire prevention and education	25%	N=126	39%	N=201	7%	N=37	1%	N=5	28%	N=146	100%	N=515
Traffic enforcement	17%	N=90	47%	N=245	17%	N=86	6%	N=29	13%	N=67	100%	N=517
Street repair	10%	N=54	41%	N=211	36%	N=187	11%	N=55	2%	N=11	100%	N=518

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Please rate the quality of each of the following services in North Mankato:	Excellent		Good		Fair		Poor		Don't know		Total	
Street cleaning	21%	N=109	49%	N=257	22%	N=116	6%	N=30	2%	N=9	100%	N=522
Street lighting	17%	N=90	51%	N=266	22%	N=115	8%	N=43	1%	N=3	100%	N=517
Snow removal	29%	N=152	50%	N=259	15%	N=78	6%	N=31	0%	N=1	100%	N=521
Sidewalk maintenance	14%	N=72	42%	N=219	24%	N=126	11%	N=59	8%	N=42	100%	N=518
Traffic signal timing	18%	N=91	47%	N=242	24%	N=126	6%	N=29	6%	N=28	100%	N=516
Bus or transit services	4%	N=19	16%	N=80	10%	N=51	13%	N=66	58%	N=298	100%	N=514
Garbage collection	37%	N=192	47%	N=245	12%	N=61	2%	N=11	2%	N=12	100%	N=520
Recycling	39%	N=205	43%	N=227	11%	N=59	4%	N=21	2%	N=12	100%	N=523
Yard waste pick-up	28%	N=144	38%	N=195	13%	N=65	6%	N=30	16%	N=83	100%	N=518
Storm drainage	20%	N=102	48%	N=244	19%	N=95	4%	N=18	10%	N=53	100%	N=512
Drinking water	23%	N=119	47%	N=244	17%	N=87	9%	N=49	3%	N=17	100%	N=515
Sewer services	24%	N=125	52%	N=267	15%	N=76	0%	N=2	9%	N=46	100%	N=517
Power (electric and/or gas) utility	24%	N=124	51%	N=265	18%	N=91	3%	N=16	4%	N=22	100%	N=518
Utility billing	21%	N=107	46%	N=237	23%	N=118	4%	N=22	6%	N=31	100%	N=514
City parks	29%	N=152	50%	N=259	15%	N=76	1%	N=5	5%	N=24	100%	N=517
Recreation programs or classes (YMCA, VINE or other private facilities)	14%	N=74	30%	N=153	14%	N=71	7%	N=35	35%	N=182	100%	N=516
Recreation centers or facilities (YMCA, VINE or other private facilities)	15%	N=79	30%	N=156	12%	N=64	8%	N=42	34%	N=172	100%	N=512
Land use, planning and zoning	8%	N=43	33%	N=170	21%	N=105	9%	N=47	28%	N=146	100%	N=511
Code enforcement (weeds, abandoned buildings, etc.)	11%	N=55	30%	N=154	19%	N=97	9%	N=46	31%	N=158	100%	N=510
Animal control	14%	N=70	32%	N=166	17%	N=86	6%	N=30	31%	N=160	100%	N=513
Economic development	9%	N=46	40%	N=206	23%	N=117	7%	N=36	21%	N=105	100%	N=510
Health services	14%	N=69	42%	N=215	22%	N=113	4%	N=22	18%	N=94	100%	N=513
Public library services	34%	N=176	38%	N=197	11%	N=57	1%	N=6	16%	N=81	100%	N=517
Public information services	13%	N=64	42%	N=214	19%	N=95	3%	N=16	24%	N=123	100%	N=512
Cable television	12%	N=62	36%	N=182	22%	N=110	16%	N=81	15%	N=77	100%	N=513
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	12%	N=62	38%	N=193	14%	N=70	3%	N=15	33%	N=168	100%	N=508
Preservation of natural areas such as open space, farmlands and greenbelts	12%	N=61	37%	N=186	20%	N=103	8%	N=39	24%	N=121	100%	N=510
North Mankato open space	14%	N=70	43%	N=218	24%	N=120	4%	N=23	15%	N=79	100%	N=509
City-sponsored special events	20%	N=100	41%	N=210	20%	N=101	4%	N=18	16%	N=81	100%	N=510
Overall customer service by North Mankato employees (police, receptionists, planners, etc.)	29%	N=147	48%	N=245	12%	N=63	2%	N=8	9%	N=45	100%	N=507

Table 42: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Don't know		Total	
The City of North Mankato	29%	N=153	53%	N=279	12%	N=61	2%	N=8	4%	N=21	100%	N=523
The Federal Government	9%	N=47	30%	N=158	31%	N=159	15%	N=78	15%	N=77	100%	N=517
The State of Minnesota	12%	N=62	41%	N=211	28%	N=147	6%	N=33	13%	N=65	100%	N=517
Nicollet County	18%	N=91	49%	N=255	19%	N=97	3%	N=14	12%	N=63	100%	N=519

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Table 43: Question 12

Please rate the following categories of North Mankato government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to North Mankato	11%	N=56	41%	N=211	35%	N=180	5%	N=26	9%	N=45	100%	N=519
The overall direction that North Mankato is taking	12%	N=65	53%	N=275	25%	N=128	4%	N=20	6%	N=32	100%	N=520
The job North Mankato government does at welcoming citizen involvement	9%	N=46	37%	N=193	27%	N=140	7%	N=36	20%	N=103	100%	N=518
Overall confidence in North Mankato government	12%	N=60	47%	N=246	24%	N=123	7%	N=36	11%	N=56	100%	N=521
Generally acting in the best interest of the community	13%	N=69	47%	N=244	25%	N=128	7%	N=34	8%	N=42	100%	N=517
Being honest	13%	N=68	45%	N=234	20%	N=104	6%	N=31	16%	N=82	100%	N=519
Treating all residents fairly	14%	N=70	43%	N=224	21%	N=108	8%	N=40	15%	N=77	100%	N=519

Table 44: Question 13

Please rate how important, if at all, you think it is for the North Mankato community to focus on each of the following in the coming two years:	Essential		Very important		Somewhat important		Not at all important		Total	
Overall feeling of safety in North Mankato	51%	N=270	37%	N=194	11%	N=58	1%	N=5	100%	N=527
Overall ease of getting to the places you usually have to visit	27%	N=142	45%	N=236	26%	N=136	2%	N=13	100%	N=526
Quality of overall natural environment in North Mankato	28%	N=146	49%	N=254	22%	N=112	2%	N=10	100%	N=522
Overall "built environment" of North Mankato (including overall design, buildings, parks and transportation systems)	26%	N=138	49%	N=255	23%	N=120	2%	N=10	100%	N=523
Health and wellness opportunities in North Mankato	26%	N=134	46%	N=242	27%	N=143	1%	N=7	100%	N=526
Overall opportunities for education and enrichment	28%	N=146	45%	N=236	25%	N=131	2%	N=10	100%	N=523
Overall economic health of North Mankato	36%	N=191	52%	N=272	11%	N=57	1%	N=4	100%	N=524
Sense of community	32%	N=169	46%	N=239	21%	N=108	2%	N=9	100%	N=525

Table 45: Question 14

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:	Major source		Minor source		Not a source		Total	
City website (www.northmankato.com)	52%	N=268	32%	N=163	17%	N=86	100%	N=517
Local media outlets (newspapers, radio, local television stations)	55%	N=288	34%	N=179	11%	N=55	100%	N=521
The local government cable Channel KTV	15%	N=78	30%	N=157	55%	N=283	100%	N=518
City update in the utility bill	49%	N=251	39%	N=199	13%	N=67	100%	N=517
City Council meetings and other public meetings	23%	N=119	39%	N=204	37%	N=194	100%	N=517
Talking with City officials	18%	N=95	37%	N=192	44%	N=227	100%	N=514
City communications via social media (i.e. Facebook)	23%	N=119	35%	N=181	42%	N=218	100%	N=519
Word-of-mouth	25%	N=128	53%	N=276	22%	N=112	100%	N=516
Weekly eNewsletter	25%	N=132	35%	N=184	39%	N=202	100%	N=518
Spring City Newsletter	50%	N=258	38%	N=198	12%	N=63	100%	N=518

Table 46: Question D1

How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Recycle at home	3%	N=13	2%	N=10	5%	N=25	17%	N=87	74%	N=378	100%	N=513
Purchase goods or services from a business located in North Mankato	1%	N=8	9%	N=48	53%	N=274	28%	N=146	8%	N=41	100%	N=516
Eat at least 5 portions of fruits and vegetables a day	4%	N=19	21%	N=107	36%	N=186	28%	N=142	11%	N=56	100%	N=511

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How often, if at all, do you do each of the following, considering all of the times you could?	Never		Rarely		Sometimes		Usually		Always		Total	
Participate in moderate or vigorous physical activity	2%	N=11	14%	N=73	35%	N=179	31%	N=158	17%	N=85	100%	N=507
Read or watch local news (via television, paper, computer, etc.)	3%	N=14	15%	N=77	20%	N=105	31%	N=161	31%	N=159	100%	N=515
Vote in local elections	7%	N=36	6%	N=30	7%	N=36	16%	N=81	64%	N=328	100%	N=511

Table 47: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	18%	N=94
Very good	43%	N=222
Good	31%	N=157
Fair	7%	N=35
Poor	1%	N=4
Total	100%	N=512

Table 48: Question D3

What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Percent	Number
Very positive	6%	N=30
Somewhat positive	28%	N=140
Neutral	54%	N=272
Somewhat negative	11%	N=56
Very negative	1%	N=6
Total	100%	N=504

Table 49: Question D4

What is your employment status?	Percent	Number
Working full time for pay	69%	N=355
Working part time for pay	10%	N=50
Unemployed, looking for paid work	1%	N=4
Unemployed, not looking for paid work	3%	N=13
Fully retired	18%	N=95
Total	100%	N=518

Table 50: Question D5

Do you work inside the boundaries of North Mankato?	Percent	Number
Yes, outside the home	27%	N=134
Yes, from home	4%	N=22
No	69%	N=346
Total	100%	N=502

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Table 51: Question D6

How many years have you lived in North Mankato?	Percent	Number
Less than 2 years	16%	N=85
2 to 5 years	21%	N=107
6 to 10 years	14%	N=73
11 to 20 years	18%	N=92
More than 20 years	31%	N=162
Total	100%	N=519

Table 52: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	65%	N=338
Building with two or more homes (duplex, townhome, apartment or condominium)	29%	N=148
Mobile home	4%	N=23
Other	1%	N=7
Total	100%	N=516

Table 53: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	28%	N=145
Owned	72%	N=372
Total	100%	N=517

Table 54: Question D9

About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Percent	Number
Less than \$300 per month	7%	N=34
\$300 to \$599 per month	11%	N=54
\$600 to \$999 per month	34%	N=173
\$1,000 to \$1,499 per month	32%	N=162
\$1,500 to \$2,499 per month	14%	N=73
\$2,500 or more per month	2%	N=10
Total	100%	N=506

Table 55: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	61%	N=315
Yes	39%	N=203
Total	100%	N=519

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Table 56: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	79%	N=407
Yes	21%	N=110
Total	100%	N=517

Table 57: Question D12

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Percent	Number
Less than \$25,000	11%	N=57
\$25,000 to \$49,999	24%	N=117
\$50,000 to \$99,999	38%	N=188
\$100,000 to \$149,999	18%	N=89
\$150,000 or more	9%	N=45
Total	100%	N=496

Table 58: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	99%	N=506
Yes, I consider myself to be Spanish, Hispanic or Latino	1%	N=7
Total	100%	N=512

Table 59: Question D14

What is your race? (Mark one or more races to indicate what race(s) you consider yourself to be.)	Percent	Number
American Indian or Alaskan Native	0%	N=0
Asian, Asian Indian or Pacific Islander	2%	N=10
Black or African American	1%	N=4
White	98%	N=502
Other	1%	N=3

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

Table 60: Question D15

In which category is your age?	Percent	Number
18 to 24 years	3%	N=18
25 to 34 years	30%	N=153
35 to 44 years	18%	N=93
45 to 54 years	17%	N=86
55 to 64 years	12%	N=61
65 to 74 years	9%	N=47
75 years or older	11%	N=56
Total	100%	N=514

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Table 61: Question D16

What is your sex?	Percent	Number
Female	52%	N=267
Male	48%	N=243
Total	100%	N=510

Table 62: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	72%	N=372
Land line	14%	N=73
Both	13%	N=69
Total	100%	N=514

Appendix B: Benchmark Comparisons

Comparison Data

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

Interpreting the Results

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

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

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

National Benchmark Comparisons

Table 63: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in North Mankato	91%	127	456	Similar
Overall image or reputation of North Mankato	83%	114	340	Similar
North Mankato as a place to live	95%	88	390	Similar
Your neighborhood as a place to live	90%	59	305	Similar
North Mankato as a place to raise children	93%	68	376	Higher
North Mankato as a place to retire	78%	70	350	Similar
Overall appearance of North Mankato	87%	71	352	Higher

Table 64: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in North Mankato	91%	93	303	Similar
	In your neighborhood during the day	97%	87	351	Similar
	In North Mankato's downtown/commercial area during the day	95%	98	303	Similar
Mobility	Overall ease of getting to the places you usually have to visit	90%	16	210	Higher
	Availability of paths and walking trails	80%	69	305	Higher
	Ease of walking in North Mankato	85%	42	288	Higher
	Ease of travel by bicycle in North Mankato	70%	59	290	Higher
	Ease of travel by public transportation in North Mankato	38%	111	179	Similar
	Ease of travel by car in North Mankato	90%	5	293	Higher
	Ease of public parking	69%	36	175	Similar
	Traffic flow on major streets	82%	4	345	Much higher
Natural Environment	Quality of overall natural environment in North Mankato	86%	67	267	Similar
	Cleanliness of North Mankato	88%	66	275	Higher
	Air quality	90%	50	240	Similar
Built Environment	Overall "built environment" of North Mankato (including overall design, buildings, parks and transportation systems)	70%	59	200	Similar
	Overall quality of new development in North Mankato	54%	156	279	Similar
	Availability of affordable quality housing	51%	107	299	Similar
	Variety of housing options	68%	67	270	Similar
	Public places where people want to spend time	73%	77	193	Similar
	Overall economic health of North Mankato	73%	71	206	Similar
	Vibrant downtown/commercial area	37%	118	188	Similar
	Overall quality of business and service establishments in North Mankato	54%	184	265	Similar
Economy	Cost of living in North Mankato	50%	78	204	Similar
	Shopping opportunities	17%	271	287	Much lower
	Employment opportunities	50%	66	307	Similar
	North Mankato as a place to visit	55%	143	220	Similar
	North Mankato as a place to work	67%	133	351	Similar
Recreation and Wellness	Health and wellness opportunities in North Mankato	68%	117	202	Similar
	Availability of affordable quality mental health care	45%	95	176	Similar
	Availability of preventive health services	63%	116	228	Similar
	Availability of affordable quality health care	63%	111	253	Similar
	Availability of affordable quality food	40%	219	227	Lower

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Recreational opportunities	59%	205	297	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	70%	107	194	Similar
Education and Enrichment	Overall opportunities for education and enrichment	72%	83	202	Similar
	Opportunities to participate in religious or spiritual events and activities	80%	101	195	Similar
	Opportunities to attend cultural/arts/music activities	53%	165	288	Similar
	Adult educational opportunities	57%	112	182	Similar
	K-12 education	85%	66	261	Higher
	Availability of affordable quality child care/preschool	63%	58	247	Similar
	Opportunities to participate in social events and activities	58%	140	251	Similar
Community Engagement	Neighborliness of North Mankato	66%	75	196	Similar
	Openness and acceptance of the community toward people of diverse backgrounds	58%	180	285	Similar
	Opportunities to participate in community matters	56%	167	265	Similar
	Opportunities to volunteer	65%	188	258	Similar

Table 65: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of North Mankato	86%	57	428	Similar
Overall customer service by North Mankato employees (police, receptionists, planners, etc.)	85%	75	367	Similar
Value of services for the taxes paid to North Mankato	56%	121	392	Similar
Overall direction that North Mankato is taking	70%	70	312	Similar
Job North Mankato government does at welcoming citizen involvement	58%	106	311	Similar
Overall confidence in North Mankato government	66%	47	204	Similar
Generally acting in the best interest of the community	66%	50	204	Similar
Being honest	69%	49	197	Similar
Treating all residents fairly	67%	54	202	Similar
Services provided by the Federal Government	46%	39	242	Similar

Table 66: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	90%	80	455	Similar
	Fire services	96%	107	378	Similar
	Ambulance or emergency medical services	91%	180	346	Similar
	Crime prevention	83%	90	350	Similar
	Fire prevention and education	89%	62	277	Similar
	Animal control	67%	126	336	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	75%	74	273	Similar
	Traffic enforcement	74%	86	368	Similar
	Street repair	52%	154	408	Similar
	Street cleaning	71%	91	314	Similar
Mobility	Street lighting	69%	79	315	Similar
	Snow removal	79%	40	294	Higher
	Sidewalk maintenance	61%	117	321	Similar
	Traffic signal timing	68%	9	250	Higher
	Bus or transit services	46%	159	212	Similar

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Natural Environment	Garbage collection	86%	122	352	Similar
	Recycling	84%	94	355	Similar
	Yard waste pick-up	78%	113	268	Similar
	Drinking water	73%	161	320	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	64%	114	251	Similar
	North Mankato open space	67%	71	187	Similar
Built Environment	Storm drainage	75%	62	351	Similar
	Sewer services	83%	93	318	Similar
	Power (electric and/or gas) utility	78%	90	164	Similar
	Utility billing	71%	75	178	Similar
	Land use, planning and zoning	58%	85	297	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	59%	114	375	Similar
Economy	Cable television	56%	87	193	Similar
Recreation and Wellness	Economic development	62%	97	280	Similar
	City parks	84%	143	325	Similar
	Recreation programs or classes	68%	195	327	Similar
	Recreation centers or facilities	69%	161	275	Similar
	Health services	68%	104	203	Similar
	City-sponsored special events	72%	75	220	Similar
Education and Enrichment	Public library services	86%	130	339	Similar
Community Engagement	Public information services	72%	119	278	Similar

Table 67: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	69%	95	305	Similar
Recommend living in North Mankato to someone who asks	96%	27	275	Higher
Remain in North Mankato for the next five years	94%	10	269	Higher
Contacted North Mankato (in-person, phone, email or web) for help or information	44%	173	306	Similar

Table 68: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	23%	155	176	Lower
	Did NOT report a crime to the police	88%	14	199	Higher
	Household member was NOT a victim of a crime	95%	15	267	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	7%	139	164	Much lower
	Carpooled with other adults or children instead of driving alone	41%	109	189	Similar
	Walked or biked instead of driving	58%	83	195	Similar
Natural Environment	Made efforts to conserve water	74%	166	183	Similar
	Made efforts to make your home more energy efficient	77%	73	183	Similar
	Recycle at home	95%	61	249	Similar
Built Environment	Did NOT observe a code violation or other hazard in North Mankato	67%	28	189	Higher
	NOT experiencing housing costs stress	80%	25	246	Higher

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		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Economy	Purchase goods or services from a business located in North Mankato	89%	182	192	Similar
	Economy will have positive impact on income	34%	49	246	Similar
	Work inside boundaries of North Mankato	31%	129	191	Lower
Recreation and Wellness	Visited a neighborhood park or City park	92%	39	263	Similar
	Eat at least 5 portions of fruits and vegetables a day	75%	177	184	Similar
	Participate in moderate or vigorous physical activity	83%	124	188	Similar
	In very good to excellent health	62%	110	188	Similar
Education and Enrichment	Used North Mankato public libraries or their services	60%	154	233	Similar
	Participated in religious or spiritual activities in North Mankato	41%	133	194	Similar
	Attended City-sponsored event	59%	69	194	Similar
Community Engagement	Campaigned or advocated for an issue, cause or candidate	22%	90	175	Similar
	Contacted North Mankato elected officials (in-person, phone, email or web) to express your opinion	18%	74	191	Similar
	Volunteered your time to some group/activity in North Mankato	43%	102	255	Similar
	Participated in a club	24%	143	233	Similar
	Talked to or visited with your immediate neighbors	92%	78	190	Similar
	Done a favor for a neighbor	82%	96	185	Similar
	Attended a local public meeting	14%	225	256	Similar
	Watched (online or on television) a local public meeting	28%	82	219	Similar
	Read or watch local news (via television, paper, computer, etc.)	82%	153	193	Similar
	Vote in local elections	87%	56	248	Similar

Communities included in national comparisons

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

Adams County, CO 441,603
 Airway Heights city, WA 6,114
 Albany city, OR 50,158
 Albemarle County, VA 98,970
 Albert Lea city, MN 18,016
 Alexandria city, VA 139,966
 Algonquin village, IL 30,046
 Aliso Viejo city, CA 47,823
 Altoona city, IA 14,541
 American Canyon city, CA 19,454
 Ames city, IA 58,965
 Andover CDP, MA 8,762
 Ankeny city, IA 45,582
 Ann Arbor city, MI 113,934
 Annapolis city, MD 38,394
 Apache Junction city, AZ 35,840
 Apple Valley town, CA 69,135
 Arapahoe County, CO 572,003
 Arkansas City city, AR 366
 Arlington County, VA 207,627

Arvada city, CO 106,433
 Asheville city, NC 83,393
 Ashland city, OR 20,078
 Ashland town, MA 16,593
 Ashland town, VA 7,225
 Aspen city, CO 6,658
 Athens-Clarke County, GA 115,452
 Auburn city, AL 53,380
 Auburn city, WA 70,180
 Augusta CCD, GA 134,777
 Aurora city, CO 325,078
 Austin city, TX 790,390
 Avon town, CO 6,447
 Avondale city, AZ 76,238
 Azusa city, CA 46,361
 Bainbridge Island city, WA 23,025
 Baltimore city, MD 620,961
 Bartonville town, TX 1,469
 Battle Creek city, MI 52,347
 Bay City city, MI 34,932

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Baytown city, TX.....	71,802	Clearwater city, FL.....	107,685
Bedford city, TX.....	46,979	Cleveland Heights city, OH.....	46,121
Bedford town, MA.....	13,320	Clinton city, SC.....	8,490
Bellevue city, WA.....	122,363	Clive city, IA.....	15,447
Bellingham city, WA.....	80,885	Clovis city, CA.....	95,631
Beltrami County, MN.....	44,442	College Park city, MD.....	30,413
Benbrook city, TX.....	21,234	College Station city, TX.....	93,857
Bend city, OR.....	76,639	Colleyville city, TX.....	22,807
Bettendorf city, IA.....	33,217	Collinsville city, IL.....	25,579
Billings city, MT.....	104,170	Columbia city, SC.....	129,272
Blaine city, MN.....	57,186	Columbia Falls city, MT.....	4,688
Bloomfield Hills city, MI.....	3,869	Columbus city, WI.....	4,991
Bloomington city, IN.....	80,405	Commerce City city, CO.....	45,913
Bloomington city, MN.....	82,893	Concord city, CA.....	122,067
Blue Springs city, MO.....	52,575	Concord town, MA.....	17,668
Boise City city, ID.....	205,671	Coon Rapids city, MN.....	61,476
Boone County, KY.....	118,811	Copperas Cove city, TX.....	32,032
Boulder city, CO.....	97,385	Coral Springs city, FL.....	121,096
Bowling Green city, KY.....	58,067	Coronado city, CA.....	18,912
Bozeman city, MT.....	37,280	Corvallis city, OR.....	54,462
Brentwood city, MO.....	8,055	Cottonwood Heights city, UT.....	33,433
Brentwood city, TN.....	37,060	Creve Coeur city, MO.....	17,833
Brighton city, CO.....	33,352	Cross Roads town, TX.....	1,563
Brighton city, MI.....	7,444	Dacono city, CO.....	4,152
Bristol city, TN.....	26,702	Dade City city, FL.....	6,437
Broken Arrow city, OK.....	98,850	Dakota County, MN.....	398,552
Brookfield city, WI.....	37,920	Dallas city, OR.....	14,583
Brookline CDP, MA.....	58,732	Dallas city, TX.....	1,197,816
Brooklyn Center city, MN.....	30,104	Danville city, KY.....	16,218
Broomfield city, CO.....	55,889	Dardenne Prairie city, MO.....	11,494
Brownsburg town, IN.....	21,285	Darien city, IL.....	22,086
Burien city, WA.....	33,313	Davenport city, FL.....	2,888
Burleson city, TX.....	36,690	Davenport city, IA.....	99,685
Burlingame city, CA.....	28,806	Davidson town, NC.....	10,944
Cabarrus County, NC.....	178,011	Dayton city, OH.....	141,527
Cambridge city, MA.....	105,162	Dayton town, WY.....	757
Cannon Beach city, OR.....	1,690	Decatur city, GA.....	19,335
Cañon City city, CO.....	16,400	Del Mar city, CA.....	4,161
Canton city, SD.....	3,057	DeLand city, FL.....	27,031
Cape Coral city, FL.....	154,305	Delaware city, OH.....	34,753
Cape Girardeau city, MO.....	37,941	Delray Beach city, FL.....	60,522
Carlisle borough, PA.....	18,682	Denison city, TX.....	22,682
Carlsbad city, CA.....	105,328	Denton city, TX.....	113,383
Carroll city, IA.....	10,103	Denver city, CO.....	600,158
Cartersville city, GA.....	19,731	Derby city, KS.....	22,158
Cary town, NC.....	135,234	Des Moines city, IA.....	203,433
Casper city, WY.....	55,316	Des Peres city, MO.....	8,373
Castine town, ME.....	1,366	Destin city, FL.....	12,305
Castle Pines North city, CO.....	10,360	Dothan city, AL.....	65,496
Castle Rock town, CO.....	48,231	Douglas County, CO.....	285,465
Cedar Hill city, TX.....	45,028	Dover city, NH.....	29,987
Cedar Rapids city, IA.....	126,326	Dublin city, CA.....	46,036
Celina city, TX.....	6,028	Dublin city, OH.....	41,751
Centennial city, CO.....	100,377	Duluth city, MN.....	86,265
Chambersburg borough, PA.....	20,268	Duncanville city, TX.....	38,524
Chandler city, AZ.....	236,123	Durham city, NC.....	228,330
Chandler city, TX.....	2,734	Durham County, NC.....	267,587
Chanhassen city, MN.....	22,952	Eagan city, MN.....	64,206
Chapel Hill town, NC.....	57,233	Eagle Mountain city, UT.....	21,415
Charles County, MD.....	146,551	Eagle town, CO.....	6,508
Charlotte city, NC.....	731,424	East Baton Rouge Parish, LA.....	440,171
Charlotte County, FL.....	159,978	East Grand Forks city, MN.....	8,601
Charlottesville city, VA.....	43,475	East Lansing city, MI.....	48,579
Chattanooga city, TN.....	167,674	Eau Claire city, WI.....	65,883
Chesterfield County, VA.....	316,236	Eden Prairie city, MN.....	60,797
Chippewa Falls city, WI.....	13,661	Edgerton city, KS.....	1,671
Citrus Heights city, CA.....	83,301	Edgewater city, CO.....	5,170
Clackamas County, OR.....	375,992	Edina city, MN.....	47,941
Clarendon Hills village, IL.....	8,427	Edmond city, OK.....	81,405
Clayton city, MO.....	15,939	Edmonds city, WA.....	39,709

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El Cerrito city, CA.....	23,549	Highlands Ranch CDP, CO	96,713
El Dorado County, CA.....	181,058	Holland city, MI.....	33,051
El Paso city, TX.....	649,121	Honolulu County, HI.....	953,207
Elk Grove city, CA.....	153,015	Hooksett town, NH.....	13,451
Elk River city, MN.....	22,974	Hopkins city, MN.....	17,591
Elko New Market city, MN.....	4,110	Hopkinton town, MA.....	14,925
Elmhurst city, IL.....	44,121	Hoquiam city, WA.....	8,726
Encinitas city, CA.....	59,518	Horry County, SC.....	269,291
Englewood city, CO.....	30,255	Howard village, WI.....	17,399
Erie town, CO.....	18,135	Hudson city, OH.....	22,262
Escambia County, FL.....	297,619	Hudson town, CO.....	2,356
Estes Park town, CO.....	5,858	Hudsonville city, MI.....	7,116
Euclid city, OH.....	48,920	Huntersville town, NC.....	46,773
Fairview town, TX.....	7,248	Huntley village, IL.....	24,291
Farmersville city, TX.....	3,301	Hurst city, TX.....	37,337
Farmington Hills city, MI.....	79,740	Hutchinson city, MN.....	14,178
Fayetteville city, NC.....	200,564	Hutto city, TX.....	14,698
Fishers town, IN.....	76,794	Hyattsville city, MD.....	17,557
Flower Mound town, TX.....	64,669	Independence city, MO.....	116,830
Forest Grove city, OR.....	21,083	Indian Trail town, NC.....	33,518
Fort Collins city, CO.....	143,986	Indianola city, IA.....	14,782
Fort Lauderdale city, FL.....	165,521	Indio city, CA.....	76,036
Fort Smith city, AR.....	86,209	Iowa City city, IA.....	67,862
Fort Worth city, TX.....	741,206	Irving city, TX.....	216,290
Fountain Hills town, AZ.....	22,489	Issaquah city, WA.....	30,434
Franklin city, TN.....	62,487	Jackson County, MI.....	160,248
Fredericksburg city, VA.....	24,286	James City County, VA.....	67,009
Fremont city, CA.....	214,089	Jefferson County, CO.....	534,543
Friendswood city, TX.....	35,805	Jefferson County, NY.....	116,229
Fruita city, CO.....	12,646	Jefferson Parish, LA.....	432,552
Gahanna city, OH.....	33,248	Johnson City city, TN.....	63,152
Gaithersburg city, MD.....	59,933	Johnston city, IA.....	17,278
Galveston city, TX.....	47,743	Jupiter town, FL.....	55,156
Gardner city, KS.....	19,123	Kansas City city, KS.....	145,786
Geneva city, NY.....	13,261	Kansas City city, MO.....	459,787
Georgetown city, TX.....	47,400	Keizer city, OR.....	36,478
Germantown city, TN.....	38,844	Kenmore city, WA.....	20,460
Gilbert town, AZ.....	208,453	Kennedale city, TX.....	6,763
Gillette city, WY.....	29,087	Kennett Square borough, PA.....	6,072
Glendora city, CA.....	50,073	Kent city, WA.....	92,411
Glenview village, IL.....	44,692	Kerrville city, TX.....	22,347
Globe city, AZ.....	7,532	Kettering city, OH.....	56,163
Golden city, CO.....	18,867	Key West city, FL.....	24,649
Golden Valley city, MN.....	20,371	King City city, CA.....	12,874
Goodyear city, AZ.....	65,275	King County, WA.....	1,931,249
Grafton village, WI.....	11,459	Kirkland city, WA.....	48,787
Grand Blanc city, MI.....	8,276	Kirkwood city, MO.....	27,540
Grand Island city, NE.....	48,520	Knoxville city, IA.....	7,313
Grants Pass city, OR.....	34,533	La Mesa city, CA.....	57,065
Grass Valley city, CA.....	12,860	La Plata town, MD.....	8,753
Greenville city, NC.....	84,554	La Porte city, TX.....	33,800
Greenwich town, CT.....	61,171	La Vista city, NE.....	15,758
Greenwood Village city, CO.....	13,925	Lafayette city, CO.....	24,453
Greer city, SC.....	25,515	Laguna Beach city, CA.....	22,723
Guilford County, NC.....	488,406	Laguna Hills city, CA.....	30,344
Gunnison County, CO.....	15,324	Laguna Niguel city, CA.....	62,979
Hailey city, ID.....	7,960	Lake Forest city, IL.....	19,375
Haines Borough, AK.....	2,508	Lake Oswego city, OR.....	36,619
Hallandale Beach city, FL.....	37,113	Lake Stevens city, WA.....	28,069
Hamilton city, OH.....	62,477	Lake Worth city, FL.....	34,910
Hamilton town, MA.....	7,764	Lake Zurich village, IL.....	19,631
Hanover County, VA.....	99,863	Lakeville city, MN.....	55,954
Harrisburg city, SD.....	4,089	Lakewood city, CO.....	142,980
Harrisonburg city, VA.....	48,914	Lakewood city, WA.....	58,163
Harrisonville city, MO.....	10,019	Lane County, OR.....	351,715
Hayward city, CA.....	144,186	Lansing city, MI.....	114,297
Henderson city, NV.....	257,729	Laramie city, WY.....	30,816
Herndon town, VA.....	23,292	Larimer County, CO.....	299,630
High Point city, NC.....	104,371	Las Cruces city, NM.....	97,618
Highland Park city, IL.....	29,763	Las Vegas city, NV.....	583,756

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Lawrence city, KS.....	87,643	Mountlake Terrace city, WA.....	19,909
Lawrenceville city, GA.....	28,546	Murphy city, TX.....	17,708
Lee's Summit city, MO.....	91,364	Naperville city, IL.....	141,853
Lehi city, UT.....	47,407	Napoleon city, OH.....	8,749
Lenexa city, KS.....	48,190	Needham CDP, MA.....	28,886
Lewis County, NY.....	27,087	Nevada City city, CA.....	3,068
Lewiston city, ID.....	31,894	New Braunfels city, TX.....	57,740
Lewisville city, TX.....	95,290	New Brighton city, MN.....	21,456
Lewisville town, NC.....	12,639	New Hanover County, NC.....	202,667
Libertyville village, IL.....	20,315	New Orleans city, LA.....	343,829
Lincoln city, NE.....	258,379	New Port Richey city, FL.....	14,911
Lindsborg city, KS.....	3,458	New Smyrna Beach city, FL.....	22,464
Little Chute village, WI.....	10,449	New Ulm city, MN.....	13,522
Littleton city, CO.....	41,737	Newberg city, OR.....	22,068
Livermore city, CA.....	80,968	Newport city, RI.....	24,672
Lombard village, IL.....	43,165	Newport News city, VA.....	180,719
Lone Tree city, CO.....	10,218	Newton city, IA.....	15,254
Long Grove village, IL.....	8,043	Noblesville city, IN.....	51,969
Longmont city, CO.....	86,270	Nogales city, AZ.....	20,837
Longview city, TX.....	80,455	Norcross city, GA.....	9,116
Lonsdale city, MN.....	3,674	Norfolk city, VA.....	242,803
Los Alamos County, NM.....	17,950	North Mankato city, MN.....	13,394
Los Altos Hills town, CA.....	7,922	North Port city, FL.....	57,357
Louisville city, CO.....	18,376	North Richland Hills city, TX.....	63,343
Lower Merion township, PA.....	57,825	Northglenn city, CO.....	35,789
Lynchburg city, VA.....	75,568	Novato city, CA.....	51,904
Lynnwood city, WA.....	35,836	Novi city, MI.....	55,224
Macomb County, MI.....	840,978	O'Fallon city, IL.....	28,281
Manassas city, VA.....	37,821	O'Fallon city, MO.....	79,329
Manhattan Beach city, CA.....	35,135	Oak Park village, IL.....	51,878
Manhattan city, KS.....	52,281	Oakland city, CA.....	390,724
Mankato city, MN.....	39,309	Oakley city, CA.....	35,432
Maple Grove city, MN.....	61,567	Ogdensburg city, NY.....	11,128
Maricopa County, AZ.....	3,817,117	Oklahoma City city, OK.....	579,999
Marshfield city, WI.....	19,118	Olathe city, KS.....	125,872
Martinez city, CA.....	35,824	Old Town city, ME.....	7,840
Marysville city, WA.....	60,020	Olmsted County, MN.....	144,248
Matthews town, NC.....	27,198	Olympia city, WA.....	46,478
McAllen city, TX.....	129,877	Orland Park village, IL.....	56,767
McDonough city, GA.....	22,084	Oshkosh city, WI.....	66,083
McKinney city, TX.....	131,117	Oshkosh city, WI.....	66,083
McMinnville city, OR.....	32,187	Oshkosh city, WI.....	66,083
Menlo Park city, CA.....	32,026	Oshkosh city, WI.....	66,083
Mercer Island city, WA.....	22,699	Oshkosh city, WI.....	66,083
Meridian charter township, MI.....	39,688	Oshkosh city, WI.....	66,083
Meridian city, ID.....	75,092	Oshkosh city, WI.....	66,083
Merriam city, KS.....	11,003	Oshkosh city, WI.....	66,083
Mesa city, AZ.....	439,041	Oshkosh city, WI.....	66,083
Mesa County, CO.....	146,723	Oshkosh city, WI.....	66,083
Miami Beach city, FL.....	87,779	Oshkosh city, WI.....	66,083
Miami city, FL.....	399,457	Oshkosh city, WI.....	66,083
Middleton city, WI.....	17,442	Oshkosh city, WI.....	66,083
Midland city, MI.....	41,863	Oshkosh city, WI.....	66,083
Milford city, DE.....	9,559	Oshkosh city, WI.....	66,083
Milton city, GA.....	32,661	Oshkosh city, WI.....	66,083
Minneapolis city, MN.....	382,578	Oshkosh city, WI.....	66,083
Mission Viejo city, CA.....	93,305	Oshkosh city, WI.....	66,083
Missouri City city, TX.....	67,358	Oshkosh city, WI.....	66,083
Modesto city, CA.....	201,165	Oshkosh city, WI.....	66,083
Monterey city, CA.....	27,810	Oshkosh city, WI.....	66,083
Montgomery County, VA.....	94,392	Oshkosh city, WI.....	66,083
Monticello city, UT.....	1,972	Oshkosh city, WI.....	66,083
Montrose city, CO.....	19,132	Oshkosh city, WI.....	66,083
Monument town, CO.....	5,530	Oshkosh city, WI.....	66,083
Mooresville town, NC.....	32,711	Oshkosh city, WI.....	66,083
Moraga town, CA.....	16,016	Oshkosh city, WI.....	66,083
Morristown city, TN.....	29,137	Oshkosh city, WI.....	66,083
Morrisville town, NC.....	18,576	Oshkosh city, WI.....	66,083
Morro Bay city, CA.....	10,234	Oshkosh city, WI.....	66,083
Mountain Village town, CO.....	1,320	Oshkosh city, WI.....	66,083

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Pleasanton city, CA	70,285	Sevierville city, TN.....	14,807
Plymouth city, MN.....	70,576	Shakopee city, MN.....	37,076
Pocatello city, ID.....	54,255	Sharonville city, OH.....	13,560
Polk County, IA.....	430,640	Shawnee city, KS.....	62,209
Pompano Beach city, FL.....	99,845	Shawnee city, OK.....	29,857
Port Orange city, FL.....	56,048	Sheboygan city, WI.....	49,288
Portland city, OR.....	583,776	Sherborn town, MA.....	4,119
Post Falls city, ID.....	27,574	Shoreview city, MN.....	25,043
Powell city, OH.....	11,500	Shorewood city, MN.....	7,307
Prince William County, VA.....	402,002	Shorewood village, IL.....	15,615
Prior Lake city, MN.....	22,796	Shorewood village, WI.....	13,162
Pueblo city, CO.....	106,595	Sierra Vista city, AZ.....	43,888
Purcellville town, VA.....	7,727	Sioux Center city, IA.....	7,048
Queen Creek town, AZ.....	26,361	Sioux Falls city, SD.....	153,888
Radnor township, PA.....	31,531	Skokie village, IL.....	64,784
Ramsey city, MN.....	23,668	Snellville city, GA.....	18,242
Raymond town, ME.....	4,436	South Lake Tahoe city, CA.....	21,403
Raymore city, MO.....	19,206	Southborough town, MA.....	9,767
Redmond city, OR.....	26,215	Southlake city, TX.....	26,575
Redmond city, WA.....	54,144	Spokane Valley city, WA.....	89,755
Rehoboth Beach city, DE.....	1,327	Spring Hill city, KS.....	5,437
Reno city, NV.....	225,221	Springboro city, OH.....	17,409
Reston CDP, VA.....	58,404	Springfield city, MO.....	159,498
Richmond city, CA.....	103,701	Springville city, UT.....	29,466
Richmond Heights city, MO.....	8,603	St. Augustine city, FL.....	12,975
Rifle city, CO.....	9,172	St. Charles city, IL.....	32,974
Rio Rancho city, NM.....	87,521	St. Cloud city, FL.....	35,183
River Falls city, WI.....	15,000	St. Cloud city, MN.....	65,842
Riverside city, CA.....	303,871	St. Joseph city, MO.....	76,780
Riverside city, MO.....	2,937	St. Louis County, MN.....	200,226
Roanoke County, VA.....	92,376	St. Louis Park city, MN.....	45,250
Rochester Hills city, MI.....	70,995	Stallings town, NC.....	13,831
Rock Hill city, SC.....	66,154	State College borough, PA.....	42,034
Rockville city, MD.....	61,209	Steamboat Springs city, CO.....	12,088
Roeland Park city, KS.....	6,731	Sterling Heights city, MI.....	129,699
Rogers city, MN.....	8,597	Sugar Grove village, IL.....	8,997
Rohnert Park city, CA.....	40,971	Sugar Land city, TX.....	78,817
Rolla city, MO.....	19,559	Suisun City city, CA.....	28,111
Roselle village, IL.....	22,763	Summit city, NJ.....	21,457
Rosemount city, MN.....	21,874	Summit County, UT.....	36,324
Rosenberg city, TX.....	30,618	Summit village, IL.....	11,054
Roseville city, MN.....	33,660	Sunnyvale city, CA.....	140,081
Round Rock city, TX.....	99,887	Surprise city, AZ.....	117,517
Royal Oak city, MI.....	57,236	Suwanee city, GA.....	15,355
Saco city, ME.....	18,482	Tacoma city, WA.....	198,397
Sahuarita town, AZ.....	25,259	Takoma Park city, MD.....	16,715
Salida city, CO.....	5,236	Tamarac city, FL.....	60,427
Sammamish city, WA.....	45,780	Temecula city, CA.....	100,097
San Anselmo town, CA.....	12,336	Tempe city, AZ.....	161,719
San Antonio city, TX.....	1,327,407	Texarkana city, TX.....	36,411
San Carlos city, CA.....	28,406	The Woodlands CDP, TX.....	93,847
San Diego city, CA.....	1,307,402	Thornton city, CO.....	118,772
San Francisco city, CA.....	805,235	Thousand Oaks city, CA.....	126,683
San Jose city, CA.....	945,942	Tigard city, OR.....	48,035
San Juan County, NM.....	130,044	Tracy city, CA.....	82,922
San Marcos city, CA.....	83,781	Trinidad CCD, CO.....	12,017
San Marcos city, TX.....	44,894	Tualatin city, OR.....	26,054
San Rafael city, CA.....	57,713	Tulsa city, OK.....	391,906
Sanford city, FL.....	53,570	Twin Falls city, ID.....	44,125
Sangamon County, IL.....	197,465	Tyler city, TX.....	96,900
Santa Clarita city, CA.....	176,320	Umatilla city, OR.....	6,906
Santa Fe city, NM.....	67,947	University Heights city, OH.....	13,539
Santa Fe County, NM.....	144,170	University Park city, TX.....	23,068
Santa Monica city, CA.....	89,736	Upper Arlington city, OH.....	33,771
Sarasota County, FL.....	379,448	Urbandale city, IA.....	39,463
Savage city, MN.....	26,911	Vail town, CO.....	5,305
Schaumburg village, IL.....	74,227	Vancouver city, WA.....	161,791
Scott County, MN.....	129,928	Ventura CCD, CA.....	111,889
Scottsdale city, AZ.....	217,385	Vernon Hills village, IL.....	25,113
Seaside city, CA.....	33,025	Vestavia Hills city, AL.....	34,033

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Victoria city, MN.....	7,345	Wheat Ridge city, CO	30,166
Vienna town, VA	15,687	White House city, TN.....	10,255
Virginia Beach city, VA.....	437,994	Wichita city, KS.....	382,368
Wake Forest town, NC.....	30,117	Williamsburg city, VA.....	14,068
Walnut Creek city, CA.....	64,173	Willowbrook village, IL	8,540
Washington County, MN	238,136	Wilmington city, NC.....	106,476
Washington town, NH	1,123	Wilsonville city, OR.....	19,509
Washougal city, WA	14,095	Winchester city, VA.....	26,203
Watauga city, TX	23,497	Windsor town, CO.....	18,644
Wauwatosa city, WI	46,396	Windsor town, CT	29,044
Waverly city, IA	9,874	Winnetka village, IL	12,187
Weddington town, NC	9,459	Winston-Salem city, NC	229,617
Wentzville city, MO.....	29,070	Winter Garden city, FL.....	34,568
West Carrollton city, OH.....	13,143	Woodbury city, MN.....	61,961
West Chester borough, PA.....	18,461	Woodland city, CA.....	55,468
West Des Moines city, IA.....	56,609	Wrentham town, MA	10,955
Western Springs village, IL	12,975	Wyandotte County, KS	157,505
Westerville city, OH.....	36,120	Yakima city, WA.....	91,067
Westlake town, TX.....	992	York County, VA.....	65,464
Westminster city, CO.....	106,114	Yorktown town, IN.....	9,405
Weston town, MA.....	11,261	Yountville city, CA	2,933

Appendix C: Detailed Survey Methods

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

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

Survey Validity

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

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

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

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

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

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

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

Survey Sampling

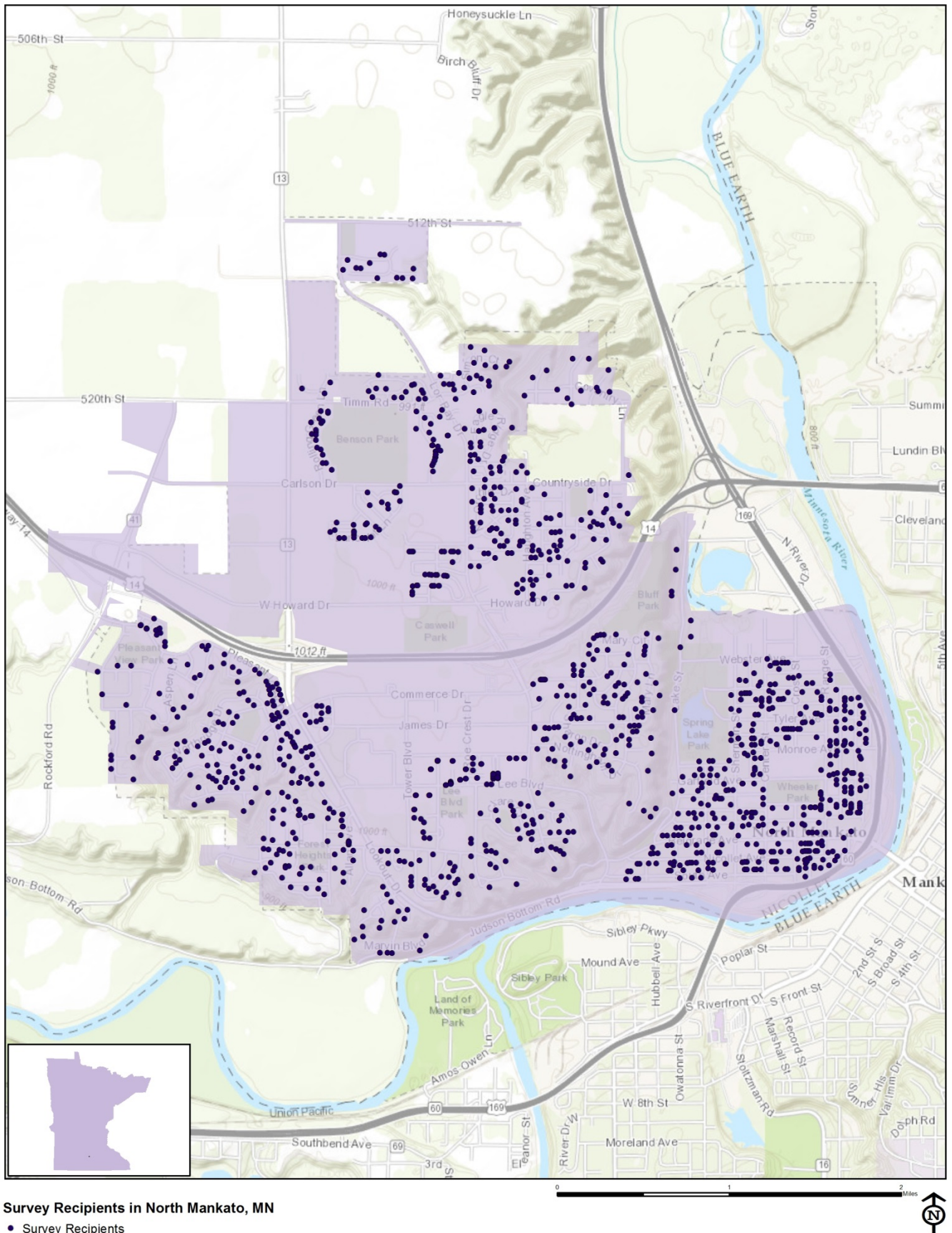
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of North Mankato were eligible to participate in the survey. A list of all households within the zip codes serving North Mankato was purchased from [Go-Dog Direct](#) based on updated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

To choose the 1,500 survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every *Nth* one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. Multi-family housing units were over sampled as residents of this type of housing typically respond at lower rates to surveys than do those in single-family housing units. Figure 1 displays a map of the households selected to receive the survey. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density). While the theory of probability assumes no bias in selection, there may be some minor variations in practice (meaning, an area with only 15% of the housing units might be sampled at an actual rate that is slightly above or below that).

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the "person whose birthday has most recently passed" to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the cover letter accompanying the questionnaire.

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

Figure 1: Location of Survey Recipients



Survey Administration and Response

Selected households received three mailings, one week apart, beginning on February 15th, 2017. The first mailing was a prenotification postcard announcing the upcoming survey. The next mailing contained a letter from the Mayor inviting the household to participate, a questionnaire and a postage-paid return envelope. The final mailing contained a reminder letter, another survey and a postage-paid return envelope. The second cover letter asked those who had not completed the survey to do so and those who had already done so to refrain from turning in another survey. The survey was available in English only. Respondents could opt to take the survey online as well. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on March 22nd, 2017 and remained open for two weeks.

About 3% of the 1,500 surveys mailed were returned because the housing unit was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,460 households that received the survey, 534 completed the survey, providing an overall response rate of 37%. The response rate was calculated using AAPOR’s response rate #2¹ for mailed surveys of unnamed persons. Of the 534 completed surveys, 40 were completed online. Additionally, 174 residents completed the online “opt-in” survey, providing a grand total of 708 completed surveys.

Table 69: Survey Response Rates

	Overall
Total sample used	1500
I=Complete Interviews	530
P=Partial Interviews	4
R=Refusal and break off	2
NC=Non Contact	0
O=Other	0
UH=Unknown household	0
UO=Unknown other	924
Response rate: $(I+P)/(I+P) + (R+NC+O) + (UH+UO)$	37%

Confidence Intervals

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

The margin of error for the City of North Mankato survey is no greater than plus or minus four percentage points around any given percent reported for the entire sample (534 completed surveys).

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

Survey Processing (Data Entry)

Upon receipt, completed surveys were assigned a unique identification number. Additionally, each survey was reviewed and “cleaned” as necessary. For example, a question may have asked a respondent to pick two items out of a list of five, but the respondent checked three; in this case, NRC would use protocols to randomly choose two of the three selected items for inclusion in the dataset.

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

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

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

NRC used Qualtrics, a web-based survey and analytics platform, to collect the online survey data. Use of an online system means all collected data are entered into the dataset when the respondents submit the surveys. Skip patterns are programmed into system so respondents are automatically “skipped” to the appropriate question based on the individual responses being given. Online programming also allows for more rigid control of the data format, making extensive data cleaning unnecessary.

A series of quality control checks were also performed in order to ensure the integrity of the web data. Steps may include and not be limited to reviewing the data for clusters of repeat IP addresses and time stamps (indicating duplicate responses) and removing empty submissions (questionnaires submitted with no questions answered).

Survey Data Weighting

The demographic characteristics of the survey sample were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of North Mankato. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), housing unit type (attached or detached), sex and age. The results of the weighting scheme are presented in the following table.

Table 70: North Mankato, MN 2017 Weighting Table

Characteristic	Population Norm	Unweighted Data	Weighted Data
Housing			
Rent home	29%	18%	28%
Own home	71%	82%	72%
Detached unit	69%	73%	70%
Attached unit	31%	27%	30%
Race and Ethnicity			
White	95%	97%	97%
Not white	5%	3%	3%
Not Hispanic	98%	99%	99%
Hispanic	2%	1%	1%
Sex and Age			
Female	51%	58%	52%
Male	49%	42%	48%
18-34 years of age	34%	14%	33%
35-54 years of age	35%	26%	35%
55+ years of age	32%	60%	32%
Females 18-34	17%	10%	17%
Females 35-54	17%	15%	17%
Females 55+	17%	34%	18%
Males 18-34	17%	4%	16%
Males 35-54	17%	11%	17%
Males 55+	14%	27%	14%

Survey Data Analysis and Reporting

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

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

The data for the opt-in survey are presented separately in the *Supplemental Web Results*.

Appendix D: Survey Materials

Dear North Mankato Resident,

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

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

Thank you for helping create a better city!

Sincerely,

A handwritten signature in black ink, appearing to read 'Mark Dehen', with a long horizontal flourish extending to the right.

Mark Dehen
Mayor

Dear North Mankato Resident,

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Mark Dehen
Mayor



CITY OF NORTH MANKATO

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February 2017

Dear City of North Mankato Resident:

Please help us shape the future of North Mankato! You have been selected at random to participate in the 2017 North Mankato Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help North Mankato make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2kTkASp>

If you have any questions about the survey please call 507-625-4141 or email info@northmankato.com.

Thank you for your time and participation!

Sincerely,

Mark Dehen
Mayor



February 2017

Dear City of North Mankato Resident:

Here's a second chance if you haven't already responded to the 2017 North Mankato Citizen Survey! **(If you completed it and sent it back, we thank you for your time and ask you to recycle this survey. Please do not respond twice.)**

Please help us shape the future of North Mankato! You have been selected at random to participate in the 2017 North Mankato Citizen Survey.

Please take a few minutes to fill out the enclosed survey. Your participation in this survey is very important – especially since your household is one of only a small number of households being surveyed. Your feedback will help North Mankato make decisions that affect our city.

A few things to remember:

- **Your responses are completely anonymous.**
- In order to hear from a diverse group of residents, the adult 18 years or older in your household who most recently had a birthday should complete this survey.
- **You may return the survey by mail in the enclosed postage-paid envelope, or you can complete the survey online at:**

<http://bit.ly/2kTkASp>

If you have any questions about the survey please call 507-625-4141 or email info@northmankato.com.

Thank you for your time and participation!

Sincerely,

Mark Dehen
Mayor

The City of North Mankato 2017 Citizen Survey

Please complete this questionnaire if you are the adult (age 18 or older) in the household who most recently had a birthday. The adult's year of birth does not matter. Please select the response (by circling the number or checking the box) that most closely represents your opinion for each question. Your responses are anonymous and will be reported in group form only.

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

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

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

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

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

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

4. Please rate how safe or unsafe you feel:

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

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

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

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

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

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

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

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

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

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

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

The City of North Mankato 2017 Citizen Survey

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

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

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

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
The City of North Mankato.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5
The State of Minnesota	1	2	3	4	5
Nicollet County	1	2	3	4	5

12. Please rate the following categories of North Mankato government performance:

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

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

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

14. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City government and its activities, events and services:

	<i>Major source</i>	<i>Minor source</i>	<i>Not a source</i>
City website (www.northmankato.com).....	1	2	3
Local media outlets (newspapers, radio, local television stations).....	1	2	3
The local government cable Channel KTV	1	2	3
City update in the utility bill	1	2	3
City Council meetings and other public meetings	1	2	3
Talking with City officials	1	2	3
City communications via social media (i.e. Facebook).....	1	2	3
Word-of-mouth	1	2	3
Weekly eNewsletter	1	2	3
Spring City Newsletter.....	1	2	3

The City of North Mankato 2017 Citizen Survey

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. How often, if at all, do you do each of the following, considering all of the times you could?

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

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

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor

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

- ☐ Very positive ☐ Somewhat positive ☐ Neutral ☐ Somewhat negative ☐ Very negative

D4. What is your employment status?

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

D5. Do you work inside the boundaries of North Mankato?

- ☐ Yes, outside the home
☐ Yes, from home
☐ No

D6. How many years have you lived in North Mankato?

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

D7. Which best describes the building you live in?

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

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

- ☐ Rented
☐ Owned

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

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

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

- ☐ No ☐ Yes

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

- ☐ No ☐ Yes

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

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

Please respond to both questions D13 and D14:

D13. Are you Spanish, Hispanic or Latino?

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

D14. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- ☐ American Indian or Alaskan Native
☐ Asian, Asian Indian or Pacific Islander
☐ Black or African American
☐ White
☐ Other

D15. In which category is your age?

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

D16. What is your sex?

- ☐ Female ☐ Male

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

- ☐ Cell ☐ Land line ☐ Both

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



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