

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55416

2023 CITY OF CHAMPLIN
RESIDENTIAL SURVEY
FINAL SEPTEMBER 2023

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

- | | |
|---|----------------------------|
| 1. Approximately how many years have you lived in Champlin? | TWO YEARS OR LESS.....13% |
| | THREE TO FIVE YEARS....16% |
| | SIX TO TEN YEARS.....19% |
| | ELEVEN - TWENTY YRS....20% |
| | TWENTY - THIRTY YRS....15% |
| | OVER THIRTY YEARS.....17% |
| | REFUSED.....0% |
| 2. How would you rate the quality of life in Champlin -- excellent, good, only fair, or poor? | EXCELLENT.....28% |
| | GOOD.....67% |
| | ONLY FAIR.....5% |
| | POOR.....0% |
| | DON'T KNOW/REFUSED.....0% |
| 3. What do you like MOST about living in Champlin? | DON'T KNOW/REFUSED.....1% |
| | LOCATION.....6% |
| | HOUSING/NEIGHBORHOOD...16% |
| | FRIENDLY PEOPLE.....13% |
| | SHOPPING/RESTAURANTS....7% |
| | RURAL/OPEN SPACE.....6% |
| | SAFE.....8% |
| | SMALL TOWN FEEL.....15% |
| | GOOD SCHOOLS.....11% |
| | PARKS AND TRAILS.....9% |
| | CLOSE TO JOB.....6% |
| | CLOSE TO FAMILY.....2% |
| | SCATTERED.....1% |

- | | | |
|----|--|---|
| 4. | What do you think is the most significant issue facing Champlin today? | DON'T KNOW/REFUSED.....6%
NOTHING.....21%
TOO MUCH GROWTH.....9%
HIGH TAXES.....18%
RISING CRIME.....11%
LOWER PROPERTY VALUES...3%
LACK OF JOBS/BUSINESS...8%
POOR CITY SPENDING.....2%
GROWING DIVERSITY.....2%
TRAFFIC CONGESTION.....13%
SCATTERED.....7% |
| 5. | Would you recommend living in Champlin to others? | YES.....91%
NO.....4%
DON'T KNOW/REFUSED.....5% |
| 6. | How would you rate the general sense of community among Champlin residents -- excellent, good, only fair, or poor? | EXCELLENT.....32%
GOOD.....59%
ONLY FAIR.....8%
POOR.....1%
DON'T KNOW/REFUSED.....1% |
| 7. | Do you feel accepted, valued and welcomed in the City of Champlin? | YES.....96%
NO.....2%
DON'T KNOW/REFUSED.....3% |

IF "NO," ASK: (N=7)

8. Why do you feel that way?

DON'T VALUE RENTERS, 29%; POLITICALLY DIVIDED, 43%; DON'T VALUE YOUTH/TEENS, 29%.

9. What, if anything, needs improving or is currently missing from Champlin which, if present, would greatly improve the quality of life for residents?

UNSURE, 7%; NOTHING, 35%; MORE POLICE, 4%; ROAD REPAIR, 2%; MORE TRAILS, 3%; MORE RESTAURANTS, 6%; BETTER LEADERSHIP, 2%; MORE RETAIL, 4%; MORE COMMUNITY EVENTS, 2%; MORE HOUSING VARIETY, 2%; MORE JOBS, 3%; BETTER TRAFFIC FLOW, 2%; MORE ENTERTAINMENT OPTIONS, 3%; LESS GROWTH, 2%; MORE RECREATIONAL AMENITIES, 5%; MORE CODE ENFORCEMENT, 2%; MORE STREET LIGHTS, 2%; MORE PUBLIC TRANSIT, 3%; BETTER PEDESTRIAN SAFETY, 2%; SCATTERED, 9%.

Moving on...

In the last ten years, the City has taken a more active role in enforcing housing and property maintenance codes. While the City does not patrol neighborhoods, the City does respond and investigate citizen complaints.

- | | | |
|-----|--|---|
| 10. | Do you support or oppose the City taking a more active approach to property maintenance and code enforcement? (WAIT FOR RESPONSE) Do you feel strongly that way? | STRONGLY SUPPORT.....15%
SUPPORT.....71%
OPPOSE.....6%
STRONGLY OPPOSE.....4%
DON'T KNOW/REFUSED.....5% |
| 11. | How would you rate the general condition and appearance of properties in your neighborhood -- excellent, good, only fair, or poor? | EXCELLENT.....22%
GOOD.....74%
ONLY FAIR.....5%
POOR.....0%
DON'T KNOW/REFUSED.....0% |

IF "ONLY FAIR" OR "POOR," ASK: (N=19)

12. Why did you rate it as (only fair/poor)?

RUNDOWN RESIDENTIAL PROPERTIES, 53%; TALL WEEDS/GRASS, 26%; RUNDOWN RENTAL PROPERTIES, 5%; JUNK YARDS, 11%; JUNK CARS, 5%.

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

- | | TOO
TOU | ABO
RIG | NOT
TOU | DK/
REF |
|--|------------|------------|------------|------------|
| 13. Animal control? | 1% | 81% | 16% | 2% |
| 14. Storage and parking of vehicles, boats and trailers outside? | 6% | 83% | 12% | 0% |
| 15. Yard maintenance? | 7% | 83% | 10% | 0% |
| 16. Exterior home maintenance? | 2% | 87% | 11% | 1% |
| 17. Storage of garbage, recycling and composting cans? | 6% | 82% | 11% | 1% |

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

18. How effective do you feel the rental licensing program of single family homes has been in maintaining the condition of rental housing in the city -- very effective, somewhat effective, not too effective, or not at all effective?

VERY EFFECTIVE.....	26%
SOMEWHAT EFFECTIVE.....	50%
NOT TOO EFFECTIVE.....	7%
NOT AT ALL EFFECTIVE.....	1%
DON'T KNOW/REFUSED.....	17%

If the City offered a program with funding available to homeowners for remodeling or home improvements....

19. Would you favor or oppose the City offering this type of program?
(WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY FAVOR.....	20%
FAVOR.....	61%
OPPOSE.....	8%
STRONGLY OPPOSE.....	4%
DON'T KNOW/REFUSED.....	8%

The City recently enacted a rental density cap limiting the number of rentals in an area of the city.

20. Do you support or oppose limiting the number of rental homes in your neighborhood?

SUPPORT.....	58%
OPPOSE.....	35%
DON'T KNOW/REFUSED.....	8%

21. Have you contacted the City with a complaint regarding a rental home in your neighborhood?

YES.....	7%
NO.....	93%
DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=29)

22. Were you satisfied with the City's response to your complaint?

YES.....	41%
NO.....	59%
DON'T KNOW/REFUSED.....	0%

For each animal, please tell me if City should allow it in single family neighborhoods.

	YES	NO	DKR
23. Chickens?	54%	46%	1%
24. Bees?	49%	47%	5%

The City recently amended an ordinance to allow golf carts on certain city streets with a permit through October this year.

25. Do you support or oppose allowing golf carts on local streets?

SUPPORT.....	51%
OPPOSE.....	45%
DON'T KNOW/REFUSED.....	4%

Continuing....

With the City of Champlin being almost fully developed....

26.	Do you feel the quality of city services has been able to keep pace with the growth?	YES.....	80%
		NO.....	12%
		DON'T KNOW/REFUSED.....	8%

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

	EXC	GOO	FAI	POO	DKR
27. Police protection?	47%	47%	6%	1%	0%
28. Fire protection?	52%	44%	0%	0%	3%
29. Sidewalk and trail maintenance?	27%	63%	9%	0%	1%
30. Park maintenance?	32%	66%	2%	0%	0%
31. City-sponsored recreational programs?	32%	53%	8%	0%	8%
32. Garbage and recycling services?	34%	62%	3%	0%	2%
33. Property maintenance and code enforcement?	29%	56%	9%	2%	5%
34. Building inspection?	23%	55%	6%	1%	16%
35. The City cemetery?	30%	54%	1%	0%	15%
36. Quality and taste of drinking water?	15%	72%	10%	2%	1%

IF DRINKING WATER IS RATED "ONLY FAIR" OR "POOR," ASK: (N=49)

37. Why did you rate drinking water as (only fair/poor)?

CLOUDY, 10%; POOR TASTE, 47%; BAD ODOR, 29%;
SEDIMENT, 10%; CONTAMINANTS, 2%; HARD, 2%.

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

	EXC	GOO	FAI	POO	DKR
38. City street repair and maintenance?	16%	60%	22%	2%	0%
39. Snow plowing?	23%	53%	23%	1%	0%
40. Street lighting?	26%	62%	11%	2%	0%

41. Would you favor or oppose an increase in YOUR city property tax if it were needed to maintain city services at their current level?
- | | |
|-------------------------|-----|
| FAVOR..... | 74% |
| OPPOSE..... | 17% |
| DON'T KNOW/REFUSED..... | 10% |

IF "OPPOSE," ASK: (N=67)

42. What services would you be willing to see cut?

UNSURE, 16%; NONE, 49%; PARKS AND TRAILS, 9%;
RECREATION PROGRAMS, 6%; WASTE COLLECTION, 8%; CITY
EVENTS, 5%; SCATTERED, 8%.

43. And, would you favor or oppose an increase in YOUR city property tax if it were used to improve and enhance current city services?
- | | |
|-------------------------|-----|
| FAVOR..... | 19% |
| OPPOSE..... | 69% |
| DON'T KNOW/REFUSED..... | 13% |

IF "FAVOR," ASK: (N=74)

44. What services would you like to see improved or enhanced?

UNSURE, 2%; PARKS AND TRAILS, 7%; ROAD REPAIR, 15%;
POLICE, 7%; SNOW PLOWING, 28%; STREET LIGHTS, 11%;
SEWER/WATER, 7%; WASTE COLLECTION, 3%; CODE
ENFORCEMENT, 3%; RECREATION AMENITIES, 3%; SIDEWALKS,
7%; SCATTERED, 7%.

As you may know, property taxes are divided between the City of Champlin, Hennepin County, and the Anoka-Hennepin School District. For each one, please consider the portion of property taxes you pay and the quality of services you receive, would you rate the general value of services as excellent, good, only fair, or poor.

	EXC	GOO	FAI	POO	DKR
45. City of Champlin?	21%	61%	16%	1%	1%
46. Hennepin County?	11%	56%	23%	5%	5%
47. Anoka-Hennepin School District?	15%	58%	17%	2%	9%

Changing topics....

The City has a contract for organized garbage and recycling services for single family homes in the city.

48. How satisfied are you with these services you receive from your hauler - very satisfied, somewhat satisfied, not too satisfied or not at all satisfied?	VERY SATISFIED.....46% SOMEWHAT SATISFIED.....50% NOT TOO SATISFIED.....3% NOT AT ALL SATISFIED.....0% DON'T KNOW/REFUSED.....2%
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IF "NOT TOO SATISFIED" OR "NOT AT ALL SATISFIED," ASK: (N=11)

49. Why are you not satisfied with these services?

WANT TO CHOOSE OWN HAULER, 18%; MESSY, 27%; HIGH COST, 46%; RUDE DRIVERS, 9%.

Hennepin County is going to mandate Champlin to provide curbside organics collection for a fee. Knowing you will be required to pay whether you participate or not....

50. How likely is your household to participate in curbside organics collection - very likely, somewhat likely, not too likely or not at all likely?	VERY LIKELY.....15% SOMEWHAT LIKELY.....33% NOT TOO LIKELY.....18% NOT AT ALL LIKELY.....33% DON'T KNOW/REFUSED.....1%
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As you may know, the City of Champlin pays \$119,000 per year for residents to have access to the yard waste disposal site in Maple Grove without a fee.

51. Prior to this survey, were you aware NO.....40% Champlin residents could use this YES/YES.....32% site? (IF "YES," ASK:) Have you or YES/NO.....28% members of your household used this DON'T KNOW/REFUSED.....0% site during the past couple of years?
--

IF "YES/YES," ASK: (N=129)

52. During a normal year, do you use this site more than once a month, once a month, once every three months, once every six months or once a year?	MORE THAN ONCE A MONTH...6% ONCE A MONTH.....27% ONCE EVERY THREE MONTHS.25% ONCE EVERY SIX MONTHS...15% ONCE A YEAR.....27% DON'T KNOW/REFUSED.....0%
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53. Prior to this survey, were you aware NO.....41% you could have your yard waste YES/YES.....15% picked up weekly by your garbage YES/NO.....44% hauler for a fee? (IF "YES," ASK:) DON'T KNOW/REFUSED.....0%
--

Have you used this service?

Turning to the police....

54.	Recently, have you had any personal contact with the Champlin Police Department?	YES.....	15%
		NO.....	85%
		DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=58)

55.	How would you rate your experience with the Police Department -- excellent, good, only fair, or poor?	EXCELLENT.....	29%
		GOOD.....	50%
		ONLY FAIR.....	17%
		POOR.....	3%
		DON'T KNOW/REFUSED.....	0%

IF "ONLY FAIR" OR "POOR," ASK: (N=12)

56. Why do you feel that way?

POOR ATTITUDE, 41%; NO RESPONSE, 17%; SLOW RESPONSE, 25%; SCATTERED, 17%.

57.	Would you say the time it took the Police Department to respond was prompt?	YES.....	86%
		NO.....	12%
		DON'T KNOW/REFUSED.....	2%
58.	Would you say the Police Department personnel were courteous and acted in a professional manner?	YES.....	86%
		NO.....	14%
		DON'T KNOW/REFUSED.....	0%
59.	Do you generally feel safe living in Champlin?	YES.....	96%
		NO.....	4%
		DON'T KNOW/REFUSED.....	0%

IF "NO," ASK: (N=17)

60.	What makes you feel unsafe?	NO LIGHTS.....	12%
		NO POLICE PATROLS.....	47%
		DIVERSITY.....	18%
		LOITERING TEENS.....	6%
		DRUG USE.....	12%
		LACK PEDESTRIAN SAFETY..	6%

61.	How would you rate the amount of traffic enforcement such as speeding and stop sign violations by the police - too much, about right or not enough?	TOO MUCH.....3% ABOUT RIGHT.....74% NOT ENOUGH.....22% DON'T KNOW/REFUSED.....1%
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62.	How would you rate the amount of police patrolling in your residential neighborhood -- too much, about right, or not enough?	TOO MUCH.....1% ABOUT RIGHT AMOUNT.....77% NOT ENOUGH.....22% DON'T KNOW/REFUSED.....1%
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63. What do you consider to be the greatest public safety problem in Champlin?

UNSURE, 9%; NOTHING, 15%; AUTO THEFT, 3%; BURGLARY, 4%;
SPEEDING/DANGEROUS DRIVING, 28%; VANDALISM, 3%; DRUGS, 6%;
PEDESTRIAN SAFETY, 2%; CAR BREAK-INS, 5%; RETAIL THEFT, 2%;
ROBBERY, 2%; YOUTH CRIMES, 3%; LACK OF POLICE PRESENCE, 3%;
LACK OF TRAFFIC ENFORCEMENT, 2%; GUNS/SHOOTINGS, 2%;
SCATTERED, 11%.

Moving on....

The City of Champlin's lawn sprinkling regulations state that odd-numbered addresses may water only on odd-numbered days and even-numbered addresses may water only on even-numbered days. The regulations also prohibit lawn sprinkling between the hours of 10 am and 7 pm.

64.	Prior to this survey, were you aware of the lawn-sprinkling regulations?	YES.....76% NO.....24% DON'T KNOW/REFUSED.....0%
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Continuing....

65.	Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Champlin runs things?	YES.....67% NO.....16% DON'T KNOW/REFUSED.....17%
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66.	How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, or very little?	GREAT DEAL.....4% FAIR AMOUNT.....57% VERY LITTLE.....40% DON'T KNOW/REFUSED.....0%
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67.	From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? (WAIT FOR RESPONSE) And do you feel strongly that way?	STRONGLY APPROVE.....24% SOMEWHAT APPROVE.....58% SOMEWHAT DISAPPROVE.....9% STRONGLY DISAPPROVE.....1% DON'T KNOW/REFUSED.....9%
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IF "SOMEWHAT DISAPPROVE" OR "STRONGLY DISAPPROVE," ASK:
(N=39)

68.	Why did you rate them (some-what/strongly disapprove?	DON'T LISTEN.....15% POOR JOB.....21% IN-FIGHTING.....18% POOR DEVELOPMENT DECISIONS.....26% POOR SPENDING.....21%
69.	How much first-hand contact have you had with the Champlin City staff -- quite a lot, some, very little, or none at all?	QUITE A LOT.....6% SOME.....30% VERY LITTLE.....47% NONE AT ALL.....18% DON'T KNOW/REFUSED.....0%
70.	From what you have seen or heard, how would you rate the job performance of the Champlin City staff -- excellent, good, only fair, or poor?	EXCELLENT.....17% GOOD.....64% ONLY FAIR.....10% POOR.....1% DON'T KNOW/REFUSED.....9%

IF A JUDGMENT IS GIVEN, ASK: (N=363)

71.	Could you tell me why you feel that way?	DON'T KNOW/REFUSED.....1% GOOD JOB.....28% HELPFUL.....32% KIND/NICE.....20% LISTEN.....13% DON'T LISTEN.....3% SCATTERED.....3%
72.	During the past year, have you visited or contacted Champlin City Hall in person, or on the telephone?	YES.....34% NO.....66% DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=134)

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

	EXC	GOO	FAI	POO	DKR
73. Ease of reaching a City Staff member who could help you?	26%	65%	8%	1%	0%
74. Courtesy of the City Staff?	25%	73%	2%	0%	0%
75. Efficiency of the City Staff?	25%	69%	5%	2%	0%

Turning to parks and recreation....

76. What is your primary source of information about parks and recreation facilities and activities in the City of Champlin?

NOTHING, 3%; CITY NEWSLETTER, 28%; CITY WEBSITE, 21%;
 SOCIAL MEDIA, 12%; LOCAL NEWSPAPER, 2%; WORD OF MOUTH, 14%;
 PARK AND REC CATALOG, 8%; EMAIL, 3%; MAILINGS, 9%;
 SCATTERED, 1%.

77. How would you rate the maintenance and condition of City parks and trails -- excellent, good, only fair, or poor?
- | | |
|-------------------------|-----|
| EXCELLENT..... | 26% |
| GOOD..... | 72% |
| ONLY FAIR..... | 2% |
| POOR..... | 0% |
| DON'T KNOW/REFUSED..... | 0% |

For each following, please tell me if you or members of your household use that facility. Then for each one you use, please tell me if you would rate that facility as excellent, good, only fair, or poor?

	NOT USE	USE EXC	USE GOO	USE FAI	USE POO	DK/ REF
78. Mississippi Crossings?	35%	28%	37%	1%	0%	0%
79. Large community parks?	32%	29%	39%	0%	0%	0%
80. Smaller neighborhood parks?	30%	34%	35%	1%	0%	0%
81. Trails?	21%	41%	35%	2%	1%	0%
82. The Ice Forum?	75%	11%	13%	0%	1%	0%
83. Andrews Park Splash Pad?	74%	12%	14%	1%	0%	0%
84. Andrews Park Softball complex?	71%	9%	20%	1%	0%	0%
85. Galloway Park Disc Golf Course?	79%	10%	11%	0%	0%	0%
86. Outdoor ice rinks and neighborhood warming houses?	77%	9%	14%	0%	0%	0%

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

		STS	SMS	SMO	STO	DKR
87.	Second sheet of ice at the Ice Forum?	25%	31%	31%	8%	5%
88.	Additional indoor sports facilities, such as a multi-use indoor sports facility or dome?	32%	32%	20%	10%	7%
89.	Expansion of the skate park facilities at Northland Park?	21%	32%	26%	13%	9%
90.	Does the current mix of park and recreation programming meet the needs of your household?	YES.....	96%	NO.....	2%	DON'T KNOW/REFUSED.....3%
91.	Do you or members of your household currently play Pickleball?	YES.....	34%	NO.....	66%	DON'T KNOW/REFUSED.....0%
92.	How likely would you or members of household be to use a pickleball complex if one were built in Champlin - very likely, somewhat likely, not too likely or not at all likely?	VERY LIKELY.....	19%	SOMEWHAT LIKELY.....	20%	NOT TOO LIKELY.....11%
		NOT AT ALL LIKELY.....	44%	DON'T KNOW/REFUSED.....	6%	
93.	Are there any recreational programs you would like to see offered in Champlin that are not currently offered? (IF "YES," ASK:) What programs would you like to see offered? (PROBE FOR SPECIFICS)					

UNSURE, 3%; NO, 84%; SENIOR ACTIVITIES, 2%; PICKLEBALL/TENNIS COURTS, 2%; SCATTERED, 9%.

The City's new riverfront development, Mississippi Crossings, includes an event center, park amenities, playground, plaza and outdoor performance area. Some events that have been hosted at Mississippi Crossings, include music performances, comedy acts, magic shows, outdoor movies, talent competitions and the Champlin Farmers Market.

94. Have you or members of your household visited Mississippi Crossings? (IF "YES," ASK:) How would you rate your experience - excellent, good, only fair or poor?

NO.....	34%
YES/EXCELLENT.....	27%
YES/GOOD.....	38%
YES/ONLY FAIR.....	1%
YES/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

95. What other types of events would you like to see held at Mississippi Crossings?

UNSURE, 24%; NOTHING, 56%; SMALL BUSINESS VENDOR EVENTS, 3%;
ARTS AND CRAFT FAIR, 2%; LIVE MUSIC, 2%; PRIVATE PARTIES/EVENTS, 2%; SCATTERED, 11%.

96. Have you or members of your household attended the Father Hennepin Festival? (IF "YES," ASK:) How would you rate your experience -- excellent, good, only fair, or poor?

NO.....	40%
YES/EXCELLENT.....	14%
YES/GOOD.....	44%
YES/ONLY FAIR.....	2%
YES/POOR.....	0%
DON'T KNOW/REFUSED.....	1%

97. Are there any changes or improvements you would like to see at the Father Hennepin Festival?

UNSURE, 10%; NO, 79%; MORE FOOD VENDORS, 3%; MORE PERFORMANCES, 3%; BETTER VARIETY OF VENDORS, 2%; SCATTERED, 3%.

98. Have you or members of your household attended the Shed Fest rock concert in the Public Works Yard? (IF "YES," ASK:) How would you rate your experience - excellent, good, only fair, or poor?

NO.....	71%
YES/EXCELLENT.....	10%
YES/GOOD.....	19%
YES/ONLY FAIR.....	1%
YES/POOR.....	0%
DON'T KNOW/REFUSED.....	0%

Moving on....

99. What is your principal source of information about Champlin City Government and its activities?

UNSURE.....	0%
CHAMPLIN CHRONICLE.....	39%
LOCAL NEWSPAPER.....	5%
MAILINGS.....	7%
WORD OF MOUTH.....	13%
WEBSITE.....	20%
SOCIAL MEDIA.....	15%

	SCATTERED.....	1%
100. How would you prefer to receive information about Champlin City Government and its activities?	UNSURE.....	1%
	CHAMPLIN CHRONICLE.....	43%
	LOCAL NEWSPAPER.....	5%
	MAILINGS.....	8%
	WORD OF MOUTH.....	7%
	WEBSITE.....	19%
	E-MAIL.....	5%
	SOCIAL MEDIA.....	13%

101. During the past year, did you or members of your household regularly read the "Champlin Chronicle," the City's quarterly newsletter?	YES.....	71%
	NO.....	29%
	DON'T KNOW/REFUSED.....	1%

IF "YES," ASK: (N=282)

102. How would you rate the quality of the newsletter -- excellent, good, only fair, or poor?	EXCELLENT.....	31%
	GOOD.....	64%
	ONLY FAIR.....	4%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	0%
103. How likely would you be to access the City's newsletter in an electronic format - very likely, somewhat likely, not too likely or not at all likely?	VERY LIKELY.....	23%
	SOMEWHAT LIKELY.....	28%
	NOT TOO LIKELY.....	23%
	NOT AT ALL LIKELY.....	25%
	DON'T KNOW/REFUSED.....	1%

Moving on....

104. Do you recall receiving the quarterly City Park and Recreation Brochure during the past year?	YES.....	67%
	NO.....	31%
	DON'T KNOW/REFUSED.....	2%

As you may know, you can watch local government meetings and programs on local Comcast Channels SD 16 or HD 799 or on the QCTV website....

105. How often during the past year, have you watched Champlin City Council meetings, Advisory Commission meetings, such as Planning or Parks, or city programs - frequently, occasionally, rarely, or	FREQUENTLY.....	2%
	OCCASIONALLY.....	14%
	RARELY.....	22%
	NEVER.....	61%
	DON'T KNOW/REFUSED.....	0%

never?

106. Have you accessed the City's web-site?	YES.....	48%
	NO.....	52%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=193)

107. Were you able to find what you were looking for?	YES.....	99%
	NO.....	1%
	DON'T KNOW/REFUSED.....	0%

108. How would you rate the ease of navigating the site and finding the information you sought -- excellent, good, only fair or poor?	EXCELLENT.....	22%
	GOOD.....	74%
	ONLY FAIR.....	4%
	POOR.....	1%
	DON'T KNOW/REFUSED.....	0%

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

UNSURE, 15%; NO, 51%; GENERAL INFORMATION, 2%; CITY EVENTS, 7%; RECREATION PROGRAMS, 7%; PLANNING/DEVELOPMENT, 5%; CRIME REPORT, 2%; CODES/ORDINANCES, 2%; CITY NEWS, 3%; ROAD CONSTRUCTION DETAILS, 2%; SCATTERED, 4%.

The City currently provides monthly electronic updates to residents who sign up for this service through the new website.

110. Were you aware of this service? (IF "YES," ASK:) Have you signed up for this service?	NO.....	39%
	YES/YES.....	34%
	YES/NO.....	24%
	DON'T KNOW/REFUSED.....	3%

IF "NO" OR "YES/NO," ASK: (N=122)

111. How likely are you to sign up for this service -- very likely, somewhat likely or not too likely?	VERY LIKELY.....	23%
	SOMEWHAT LIKELY.....	38%
	NOT TOO LIKELY.....	35%
	DON'T KNOW/REFUSED.....	4%

I would like to ask you about social media sources. For each one, tell me if you currently use that source of information;

then, for each you currently use, tell me if you would be likely or unlikely to use it to obtain information about the City of Champlin.

	NOT USE	USE LIK	USE NLK	DK/ REF
112. Facebook?	44%	49%	8%	0%
113. Twitter?	74%	24%	3%	0%
114. YouTube?	64%	23%	13%	1%
115. Instagram	77%	17%	6%	0%
116. Podcasts?	82%	13%	5%	0%

117. Is there any other social media you use on a regular basis?

UNSURE, 1%; NO, 93%; SNAP CHAT, 2%; NEXTDOOR, 2%;
SCATTERED, 2%.

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

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

118. First, persons 65 or over?	0.....75%
	1.....8%
	2 OR MORE.....17%
119. Adults under 65?	0.....19%
	1.....17%
	2.....58%
	3 OR MORE.....7%
120. School-aged children or pre-schoolers?	0.....64%
	1.....15%
	2.....17%
	3 OR MORE.....4%
121. Do you own or rent your present residence?	OWN.....86%
	RENT.....13%
	DON'T KNOW/REFUSED.....1%
122. What is your age, please?	18-34.....23%
	35-44.....23%
	45-54.....15%
	55-64.....17%
	65 AND OVER.....22%

	REFUSED.....0%
123. Which of the following categories represents your ethnicity --	WHITE.....74%
White, African-American, Hispanic-	AFRICAN-AMERICAN.....12%
Latino, Asian-Pacific Islander,	HISPANIC-LATINO.....4%
Native American, or something	ASIAN-PACIFIC ISLANDE...4%
else? (IF "SOMETHING ELSE," ASK:)	NATIVE AMERICAN.....1%
What would that be?	SOMETHING ELSE.....0%
	MIXED/BI-RACIAL.....4%
	DON'T KNOW.....0%
	REFUSED.....0%
124. Gender	MALE.....48%
	FEMALE.....52%
125. WARD	ONE.....24%
	TWO.....27%
	THREE.....25%
	FOUR.....25%