

# 2018 COMMUNITY SURVEY RESULTS

THE NATIONAL CITIZEN SURVEY



# COMMUNITY CHARACTERISTICS

General – % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Overall quality of life	57%	56%	61%	Similar
Overall image	37%	38%	46%	Higher
Place to live	64%	63%	65%	Similar
Neighborhood	74%	69%	67%	Similar
Place to raise children	68%	66%	63%	Similar
Place to retire	59%	61%	64%	Similar
Overall appearance	58%	58%	67%	Higher

# COMMUNITY CHARACTERISTICS

Safety – % rating positively (excellent/good, very/somewhat safe)

	2012	2015	2018	2015/2018 comparison
Overall feeling of safety	NA	66%	69%	Similar
Safe in neighborhood	96%	88%	89%	Similar
Safe downtown/commercial area	89%	86%	92%	Similar

# COMMUNITY CHARACTERISTICS

## Mobility - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Overall ease of travel	NA	79%	80%	Similar
Paths and walking trails	80%	81%	81%	Similar
Ease of walking	76%	81%	77%	Similar
Travel by bicycle	67%	62%	71%	Higher
Travel by car	69%	76%	79%	Similar

# COMMUNITY CHARACTERISTICS

Natural Environment - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Overall natural environment	66%	69%	77%	Higher
Cleanliness	59%	59%	68%	Higher
Air quality	75%	81%	81%	Similar

# COMMUNITY CHARACTERISTICS

## Built Environment - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Overall built environment	NA	53%	60%	Higher
New development in Albert Lea	26%	28%	29%	Similar
Affordable quality housing	40%	36%	30%	Lower
Housing options	38%	40%	34%	Similar
Public places	NA	58%	64%	Higher

# COMMUNITY CHARACTERISTICS

## Economy - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Overall economic health	NA	28%	30%	Similar
Vibrant downtown/commercial area	NA	26%	40%	Higher
Business and services	37%	38%	39%	Similar
Cost of living	NA	37%	41%	Similar
Shopping opportunities	20%	20%	18%	Similar
Employment opportunities	12%	19%	31%	Higher
Place to visit	NA	44%	48%	Similar
Place to work	36%	34%	42%	Higher

# COMMUNITY CHARACTERISTICS

## Recreation and Wellness - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Health and wellness	NA	61%	57%	Similar
Mental health care	NA	38%	30%	Lower
Preventative health services	60%	52%	37%	Lower
Health Care	52%	55%	32%	Lower
Food	60%	54%	56%	Similar
Recreational opportunities	46%	56%	65%	Higher
Fitness Opportunities	NA	67%	79%	Higher



# COMMUNITY CHARACTERISTICS

## Education and Enrichment - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Education and enrichment opportunities	NA	47%	52%	Similar
Religious or spiritual events and activities	76%	80%	73%	Lower
Cultural/arts/music activities	31%	48%	52%	Similar
Adult education	NA	53%	52%	Similar
K-12 education	NA	65%	64%	Similar
Child care/preschool	52%	61%	42%	Lower

# COMMUNITY CHARACTERISTICS

## Community Engagement - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Social events and activities	48%	40%	47%	Higher
Neighborliness	NA	50%	50%	Similar
Openness and acceptance	44%	37%	41%	Similar
Opportunities to participate in community matters	51%	48%	56%	Higher
Opportunities to volunteer	74%	62%	62%	Similar

# GOVERNANCE

## General - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Services provided by Albert Lea	55%	61%	67%	Similar
Customer service	76%	65%	74%	Higher
Value of services for taxes paid	34%	36%	44%	Higher
Overall direction	19%	26%	35%	Higher
Welcoming citizen involvement	31%	31%	40%	Higher
Confidence in city government	NA	29%	34%	Similar
Acting in the best interest of Albert Lea	NA	32%	38%	Higher
Being honest	NA	33%	42%	Higher
Treating all residents fairly	35%	34%	40%	Higher

# GOVERNANCE

## Safety - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Police	74%	74%	80%	Similar
Fire	87%	87%	93%	Similar
Ambulance/EMS	89%	85%	79%	Lower
Crime prevention	63%	59%	61%	Similar
Fire prevention	83%	76%	79%	Similar
Animal control	46%	44%	47%	Similar
Emergency preparedness	66%	59%	58%	Similar

# GOVERNANCE

## Mobility - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Traffic enforcement	65%	58%	59%	Similar
Street Repair	25%	21%	29%	Higher
Street cleaning	59%	48%	52%	Similar
Street lighting	55%	57%	61%	Similar
Snow removal	52%	56%	58%	Similar
Sidewalk maintenance	43%	42%	55%	Higher

# GOVERNANCE

## Natural Environment - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Garbage collection	NA	86%	86%	Similar
Recycling	NA	86%	87%	Similar
Drinking water	72%	70%	71%	Similar
Natural areas preservation	61%	55%	57%	Similar
Open space	NA	52%	55%	Similar

# GOVERNANCE

## Built Environment - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Storm drainage	53%	57%	55%	Similar
Sewer services	73%	70%	74%	Similar
Power utility	NA	73%	83%	Higher
Utility billing	NA	59%	70%	Higher
Land use, planning and zoning	32%	36%	38%	Similar
Code enforcement	30%	28%	30%	Similar
Cable television	NA	41%	41%	Similar

# GOVERNANCE

## Economy - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Economic Development	20%	21%	27%	Higher



# GOVERNANCE

## Recreation and Wellness - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
City parks	87%	85%	86%	Similar
Recreation programs	73%	68%	68%	Similar
Recreation centers	63%	61%	61%	Similar
Health services	NA	60%	36%	Lower

## Education and Enrichment - % rating positively (excellent/good)

	2012	2015	2018	2015/2018 comparison
Special events	NA	51%	63%	Higher
Public libraries	79%	78%	81%	Similar

# COMMUNITY PARTICIPATION

General - % rating positively (always, sometimes, more than once a month, yes)

	2012	2015	2018	2015/2018 comparison
Sense of Community	52%	45%	50%	Similar
Recommend Albert Lea	64%	64%	67%	Similar
Remain in Albert Lea	82%	79%	83%	Similar
Contacted Albert Lea employees	41%	38%	39%	Similar

# COMMUNITY PARTICIPATION

Safety - % rating positively (always, sometimes, more than once a month, yes)

	2012	2015	2018	2015/2018 comparison
Stocked supplies for an emergency	NA	28%	29%	Similar
Did NOT report a crime	NA	78%	74%	Similar
Was NOT the victim of a crime	91%	87%	85%	Similar

Mobility - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Used public transportation instead of driving	NA	11%	11%	Similar
Carpooled instead of driving alone	NA	38%	43%	Similar
Walked or biked instead of driving	NA	56%	58%	Similar

# COMMUNITY PARTICIPATION

Natural Environment - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Conserved water	NA	72%	74%	Similar
Made home more energy efficient	NA	77%	78%	Similar
Recycled at home	82%	92%	97%	Similar

Built Environment - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Did NOT observe a code violation	NA	38%	41%	Similar
NOT under housing cost stress	73%	77%	75%	Similar

# COMMUNITY PARTICIPATION

Economy - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Purchased goods or services in Albert Lea	NA	96%	98%	Similar
Economy will have positive impact on income	20%	19%	22%	Similar
Work in Albert Lea	NA	56%	53%	Similar

# COMMUNITY PARTICIPATION

Recreation and Wellness - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Used Albert Lea recreation centers	51%	54%	58%	Similar
Visited a city park	87%	80%	83%	Similar
Ate 5 portions of fruits and vegetables	NA	72%	75%	Similar
Participated in moderate or vigorous physical activity	NA	78%	73%	Similar
In very good to excellent health	NA	49%	48%	Similar

# COMMUNITY PARTICIPATION

Education and Enrichment - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Used Albert Lea public libraries	70%	61%	58%	Similar
Participated in religious or spiritual activities	71%	68%	60%	Lower
Attended a city-sponsored event	NA	55%	62%	Higher

# COMMUNITY PARTICIPATION

Community Engagement - % rating positively (always, sometimes, once a month, yes)

	2012	2015	2018	2015/2018 comparison
Campaigned for an issue, cause or candidate	NA	21%	26%	Similar
Contacted Albert Lea elected officials	NA	26%	19%	Lower
Volunteered	57%	48%	44%	Similar
Participated in a club	44%	41%	34%	Lower
Did a favor for a neighbor	NA	86%	83%	Similar
Attended a local public meeting	29%	26%	19%	Lower
Watched a local public meeting	NA	38%	33%	Similar
Read or watched local news	NA	83%	89%	Higher
Voted in local elections	78%	84%	81%	Similar



# SPECIAL QUESTIONS

The City could use about one-third of the Blazing Star Landing site to build a new community center. To what extent would you support or oppose building this facility if paying for it required a property tax increase of \$50 per year for a home valued at \$100,000?

2015	2018	2015/2018 comparison
41%	50%	Higher

Note: in 2015, the question asked “To what extent would you support or oppose a \$100 per year property tax increase.”

In 2012, the question asked, “To what extent would you support or oppose the City pursuing the following potential uses of the Blazing Star landing? 74% somewhat or strongly supported developing a Community/Recreation Center on the site. 65% somewhat or strongly supported a property tax increase to fund the development.

# SPECIAL QUESTIONS

To what extent do you support or oppose, each of the following improvement efforts? (% rating as "strongly" or "somewhat support").

	2018
A new property tax increase of \$20 per year on a \$100,000 home to assist with rehabilitation of existing housing stock in the community	45%
A new property tax increase of \$20 per year on a \$100,000 home to build more rental workforce housing apartments in the community	42%
A new property tax increase of \$20 per year on a \$100,000 home to attract more business, industry and jobs to the community	73%

# SPECIAL QUESTIONS

Please indicate how much of a priority, if at all, each of the following should be for City leadership to focus on in the next three years: (%rating as "high" or "medium").

	2018	High Priority	Medium Priority
Economic development/job creation	96%	79%	17%
Infrastructure improvements (e.g. repaving roads, sidewalk repair, flooding/storm water control)	96%	55%	41%
Public safety	91%	53%	38%
Creating programs designed to increase housing options	74%	27%	47%

Note: 66% of respondents said that Economic Development/job creation is the single top priority they think the City should focus on.

# SPECIAL QUESTIONS

Please indicate whether you feel Albert Lea has too many, the right amount, or too few of each of the following: (% rating as "right amount").

	2018
Festivals, public events, etc. (e.g., Big Freeze, 4th of July, Big Island Rendezvous, Wind Down Wednesdays)	79%
Art museums or public art	75%
Recreational opportunities	73%
Bars/taverns	56%
Restaurants	34%
Entertainment venues	39%
Retail/shopping opportunities	20%