

City of Hopkins Residential Survey

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

City of Hopkins
Residential Survey
MAY 2007

1. Approximately how many years have you lived in Hopkins?

LESS THAN TWO YEARS....5%
TWO TO FIVE YEARS.....22%
FIVE TO TEN YEARS.....19%
TEN TO TWENTY YEARS...22%
20 TO 30 YEARS.....17%
OVER THIRTY YEARS.....15%

2. What do you like most, if anything, about living in Hopkins?

SMALL TOWN FEEL, 38%;
LOCATION, 19%;
QUIET, 10%;
CLOSE TO FAMILY AND FRIENDS, 8%;
DOWNTOWN, 6%;
CLOSE TO RETAIL AND SERVICES, 5%;
NEIGHBORHOOD/HOUSING, 5%;
SAFE, 3%;
SCHOOLS, 3%;

3. What do you think is the most serious issue facing Hopkins today?

UNSURE,25%;
CRIME,19%;
GROWTH,9%;
SCHOOL FUNDING,8%;
NOTHING,7%;
HIGH TAXES,6%;
TOO MUCH DIVERSITY,6%;
TOO MANY RENTAL PROPERTIES,5%;
NEED MORE BUSINESSES,3%;
TOO MUCH LOW INCOME,2%;
NEED MORE PUBLIC TRANSIT,2%;
SCHOOL CLOSINGS,2%;

4. How would you rate the quality of life in Hopkins -- excellent, good, only fair, or poor?

EXCELLENT.....33%
GOOD.....62%
ONLY FAIR.....4%
POOR.....0%
DON'T KNOW/REFUSED.....2%

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5. How would you rate the general sense of community among Hopkins residents -- excellent, good, only fair, or poor?

EXCELLENT.....	23%
GOOD.....	65%
ONLY FAIR.....	10%
POOR.....	0%
DON'T KNOW/REFUSED.....	2%

6. To which of the following do you feel a closer connection to:

A) The City of Hopkins as a whole,	43%
B) Your neighborhood, or	48%
C) Your school district?	7%
DON'T KNOW/REFUSED	2%

7. All in all, do you think things in Hopkins are generally headed in the right direction, or do you feel things are off on the wrong track?

RIGHT DIRECTION.....	84%
WRONG TRACK.....	10%
DON'T KNOW/REFUSED.....	7%

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

	MANY MUCH	FEW/ LITT	ABOUT RIGHT	D.K./ REF.
9. Affordable housing, defined by the Metropolitan Council as a single family home costing less than \$205,000?	7%	27%	51%	15%
10. Affordable rental units?	21%	12%	51%	17%
11. Luxury rental units?	12%	13%	52%	24%
12. Condominiums?	16%	9%	56%	20%
13. Townhouses?	15%	9%	58%	18%
14. Starter homes for young families?	3%	33%	52%	12%
15. "move up" housing?	2%	25%	55%	18%
16. Higher cost housing?	8%	14%	62%	16%
17. Senior housing?	2%	21%	49%	28%
18. Parks and open spaces?	2%	10%	86%	3%
19. Trails and bikeways?	2%	5%	89%	5%
20. Service establishments?	2%	9%	87%	3%
21. Retail shopping opportunities?	1%	29%	70%	0%
22. Entertainment establishments?	1%	18%	79%	2%
23. Dining establishments?	1%	32%	64%	3%
24. Day care opportunities?	1%	6%	35%	59%

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25. How would you rate general redevelopment in the City of Hopkins excellent, good, only fair, or poor?

EXCELLENT.....15%
GOOD.....61%
ONLY FAIR.....14%
POOR.....3%
DON'T KNOW/REFUSED.....8%

IF A RATING IS GIVEN:

26. Why do you feel that way?

GOOD IMPROVEMENTS BEING MADE, 34%
LOOKS BETTER, 25%
NICE DOWNTOWN AREA, 14%
GOOD FOR TAX BASE, 4%

NEED MORE RETAIL, 5%
TOO MUCH HIGH DENSITY HOUSING, 4%
TOO MUCH DEVELOPMENT, 3%
COULD IMPROVE, 3%

27. **Specifically, how would you rate the redevelopment of Downtown Hopkins -- excellent, good, only fair, or poor?**

EXCELLENT.....	22%
GOOD.....	61%
ONLY FAIR.....	11%
POOR.....	4%
DON'T KNOW/REFUSED.....	3%

28. Do you support or oppose the continued redevelopment in the City of Hopkins?

STRONGLY SUPPORT.....35%
SUPPORT.....52%
OPPOSE.....3%
STRONGLY OPPOSE.....3%
DON'T KNOW/REFUSED.....8%

29. Are there any types of development you would like to see in the city? What are they?

RETAIL, 15%;
RESTAURANTS, 12%;
UNSURE, 9%;
ENTERTAINMENT ESTABLISHMENTS, 4%;
PARKS, 3%;
SINGLE FAMILY HOMES, 3%;
SENIOR HOUSING, 3%;

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GROCERY STORE, 3%;
 SERVICE BUSINESSES, 2%;
 REDEVELOP BLIGHTED AREAS, 2%;

30. Are there any types of development you would strongly oppose?

LOW INCOME HOUSING,12%;
 UNSURE, 9%;
 ADULT STORES, 8%;
 RENTAL PROPERTIES, 6%;
 BARS, 6%;
 BIG BOX RETAIL, 4%;
 CONDOMINIUMS, 3%;
 SCATTERED (GUN SHOPS, LIQUOR
 STORES, STRIP MALLS, CAR
 DEALERSHIPS, FAST FOOD,
 INDUSTRIAL),10%.

As the City of Hopkins continues redevelopment....

31. Do you support or oppose the City providing financial incentives to attract specific types of development? Do you feel strongly that way?

STRONGLY SUPPORT.....	23%
SUPPORT.....	47%
OPPOSE.....	9%
STRONGLY OPPOSE.....	9%
DON'T KNOW/REFUSED....	14%

Property tax revenues are divided among the City of Hopkins, Hennepin County, and your local public school district.

32. For each dollar of the property taxes you pay, about what percentage do you think goes to city government?

TEN PERCENT OR LESS...	11%
11 TO 20 PERCENT.....	24%
21 TO 30 PERCENT.....	19%
31 TO 40 PERCENT.....	4%
41 TO 50 PERCENT.....	2%
OVER 50 PERCENT.....	2%
DON'T KNOW/REFUSED....	40%

(The actual percentage is about 35%)

33. Do you consider the city portion of your property taxes to be very high, somewhat high, about average, somewhat low, or very low in comparison with neighboring cities?

VERY HIGH.....7%
 SOMEWHAT HIGH.....18%
 ABOUT AVERAGE.....32%
 SOMEWHAT LOW.....4%

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VERY LOW.....0%
 DON'T KNOW/REFUSED....39%

34. 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.....39%
 OPPOSE.....34%
 DON'T KNOW/REFUSED....28%

IF "OPPOSE,": (N=134)

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

NO/BETTER SPENDING,46%;
 UNSURE,32%
 PARK MAINTENANCE, 7%
 ADMINISTRATION, 5%
 ACROSS THE BOARD, 4%;
 POLICE, 2%
 RECYCLING, 2%
 SCHOOLS, 3%.

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?

		Excellent	Good	Fair	Poor	Don't Know/Refused
36	Police protection?	38%	56%	4%	1%	1%
37	Fire protection?	40%	54%	2%	0%	5%
38	City planning and development?	9%	61%	17%	3%	10%
39	Recycling and brush pick-up?	24%	53%	6%	1%	17%
40	Storm drainage & flood control	12%	66%	8%	1%	14%
41	Park maintenance?	17%	73%	5%	1%	4%
42	City-sponsored recreation programs?	15%	58%	6%	1%	19%
43	Animal control?	8%	64%	10%	3%	15%

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Now, for the next three city services, please consider only their job on city-maintained streets and roads. That means excluding interstate highways, state and county roads that are taken care of by other levels of government. Hence, Highway 169, Highway 7, Minnetonka Boulevard, Excelsior Boulevard and Hopkins Crossroad, should not be considered. How would you rate

	EXCL	GOOD	FAIR	POOR	DK/R
44. City street repair and maintenance?	13%	67%	19%	2%	0%
45. Snow plowing?	17%	62%	14%	6%	1%
46. Street lighting?	10%	69%	18%	2%	1%

47. When you consider the property taxes you pay and the quality of city services you receive, how would you rate the general value of city services

EXCELLENT.....	12%
GOOD.....	55%
ONLY FAIR.....	11%
POOR.....	2%
DON'T KNOW/REFUSED....	20%

As you may know, the City of Hopkins provides fee-based yard waste and brush curbside pickup service for its garbage customers. In addition, for a period during the spring and fall, garbage customers receive free curbside yard waste and brush pick-up services.

48. Does your household use the free fall leaf pick-up service?	YES.....	49%
	NO.....	47%
	DON'T KNOW/REFUSED....	4%

IF "YES," : (N=196)

49. Do you pile your leaves in the street OR bag them for the city pick-up?	PILE.....	24%
	BAG.....	76%
	DON'T KNOW/REFUSED....	0%

IF "NO," : (N=188)

50. Why don't you use the free fall leaf pick-up service?

UNSURE,	3%
NO NEED/LIVE IN HIGH DENSITY,	76%
USE OTHER FACILITY,	5%
USE IN GARDEN OR COMPOST,	6%
NOT AWARE,	2%

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NO TIME, 2%
NO TREES, 5%

51. **Would you support or oppose the City offering year-round brush and yard waste curbside pick-up service for a \$5.00 monthly fee on your utility bill? Do you feel strongly that way?**
STRONGLY SUPPORT.....12%
SUPPORT.....19%
OPPOSE.....17%
STRONGLY OPPOSE.....25%
DON'T KNOW/REFUSED....28%

52. **Are there areas in Hopkins where you would not feel safe walking alone at night?**
YES.....60%
NO36%
DON'T KNOW/REFUSED.....4%

53. **Do you feel safe in your immediate neighborhood walking alone at night?**
YES.....83%
NO16%
DON'T KNOW/REFUSED.....1%

54. **How would you rate the amount of traffic enforcement by the police in your neighborhood -- too much, about right amount or not enough?**
TOO MUCH.....3%
ABOUT RIGHT AMOUNT....85%
NOT ENOUGH.....11%
DON'T KNOW/REFUSED.....2%

55. **Would you support or oppose a property tax increase to hire more police officers in the city? Do you feel strongly that way?**
STRONGLY SUPPORT.....17%
SUPPORT.....26%
OPPOSE.....21%
STRONGLY OPPOSE.....17%
DON'T KNOW/REFUSED....19%

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56. Please tell me which one you consider to be the greatest concern in Hopkins? If you feel that none of these problems are serious in Hopkins, just say so.

57. Which do you consider to be the second major concern in the city?

	FIRST	SECOND
Youth crimes and vandalism.....	26%	18%
Residential crimes, such as burglary, and theft.....	19%	13%
Drugs.....	13%	16%
Traffic speeding.....	11%	12%
Violent crime.....	5%	3%
Business crimes, such as shop- lifting and check fraud.....	2%	4%
Identity theft.....	1%	2%
ALL EQUALLY.....	4%	3%
NONE OF THE ABOVE.....	15%	20%
DON'T KNOW/REFUSED.....	5%	10%

58. Over the past two years, has the general condition and appearance of properties in your neighborhood gotten worse, gotten better, or remained about the same?

WORSE.....	4%
BETTER.....	35%
ABOUT THE SAME.....	60%
DON'T KNOW/REFUSED.....	1%

IF "WORSE,"

59. Why do you feel that way?

RUNDOWN PROPERTIES,	56%;
MESSY YARDS,	19%;
JUNK CARS,	13%.
GRAFFITI/VANDALISM,	6%;
VACANT HOMES,	6%;

The Hopkins parks system is composed of larger community parks and smaller neighborhood parks, trails, and community athletic and ballfields, and other recreation and leisure activity facilities. For each facility, 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?

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	NOT USE	USE EXC	USE GOO	USE FAI	USE POO	DK/REF
60. Larger community parks?	38%	22%	38%	1%	0%	1%
61. Smaller neighborhood parks?	39%	19%	38%	3%	1%	1%
62. Trails?	32%	28%	39%	1%	1%	1%
63. Athletic and ballfields?	63%	14%	22%	1%	0%	1%
64. The Activity Center?	68%	10%	22%	0%	0%	1%
65. Depot Coffee House?	62%	16%	21%	1%	0%	1%
66. Pavilion?	66%	11%	22%	1%	0%	1%
67. The Hopkins Center for the Arts?	42%	35%	23%	0%	0%	1%
68. Shady Oak Beach?	48%	23%	29%	0%	0%	0%

IF "ONLY FAIR" OR "POOR," (N=27)

69. Why did you rate the _____ as only fair/poor?

- NEED BETTER MAINTENANCE, 41%
- NEED MORE AMENITIES, 22%
- BETTER PLAYGROUND EQUIPMENT, . 7%
- PAVED TRAILS, 7%
- IMPROVE QUALITY OF BALLFIELDS, 4%
- UNSURE, 4%

70. In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?	YES.....	93%
	NO	3%
	DON'T KNOW/REFUSED.....	5%

IF "NO,": (N=10)

71. What additional recreational facilities would you like to see the City offer its residents?

- POOL, 30%
- MORE BALLFIELDS, 30%.
- NEED MORE PARKS, 20%
- NEED MORE TRAILS, 10%
- UNSURE, 10%

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72. Have you or members of your household participated in any City park and recreation programs?

YES.....26%
NO.....73%
DON'T KNOW/REFUSED.....1%

IF "YES," : (N=105)

73. Which ones?

BASEBALL/SOFTBALL,37%
CHILDREN ACTIVITIES,18%
SWIMMING,12%
SOCCER,9%
ARTS/MUSIC,8%;
ADULT SPORTS,6%;
OTHER CHILDREN'S SPORTS,4%
ADULT EDUCATION,2%

74. Were you satisfied or dissatisfied with your experience?

SATISFIED.....93%
DISSATISFIED.....3%
DON'T KNOW/REFUSED.....4%

75. Does the current mix of City park and recreation programming meet the needs of your household? YES.....93%
NO.....1%
DON'T KNOW/REFUSED.....6%

IF "NO," : (N=5)

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

MORE FOR SENIORS, 40%
MORE FOR CHILDREN, 40%
ECFE, 20%.

77. Do you or members of your household currently leave the city for park and recreation facilities or activities? If Yes, What would that be?

NO,65%
TRAILS,9%;
FISHING/BOATING,8%
PARKS,5%
HEALTH CLUB,2%

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CHILDREN'S SPORTS, 2%
 ADULT SPORTS, 2%
 GOLF, 2%
 WATER PARK/POOL, 2%;
 UNSURE, 1%

78. **Do you leave the City of Hopkins on a regular or daily basis to go to work?**
 YES.....48%
 NO.....36%
 NOT EMPLOYED/RETIRED..16%
 DON'T KNOW/REFUSED.....0%

IF "YES,": (N=191)

79. **In what city is your job located?**

MINNEAPOLIS,28%;
 MINNETONKA,12%
 SAINT LOUIS PARK,12%
 BLOOMINGTON,11%
 EDEN PRAIRIE, 9%
 SAINT PAUL, 6%
 VARIES, 6%
 EDINA, 5%
 PLYMOUTH, 4%
 BROOKLYN PARK, 4%
 EAGAN, 2%
 REST OF METRO, 3%.

80. **How many minutes does it take you to get to work?**
 FIVE MINUTES OR LESS...3%
 SIX TO TEN MINUTES....15%
 11 TO 15 MINUTES.....27%
 16 TO 20 MINUTES.....18%
 21 TO 25 MINUTES.....10%
 26 TO 30 MINUTES.....7%
 OVER 30 MINUTES.....18%
 DON'T KNOW/REFUSED.....2%

81. **How would you rate the ease of getting to and from work -- excellent, good, only fair or poor?**
 EXCELLENT.....34%
 GOOD.....46%
 ONLY FAIR.....15%
 POOR.....4%
 DON'T KNOW/REFUSED.....1%

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82. How would you rate the ease of getting from place to place within the City of Hopkins -- excellent, good, only fair, or poor?

EXCELLENT.....	40%
GOOD.....	54%
ONLY FAIR.....	5%
POOR.....	1%
DON'T KNOW/REFUSED.....	0%

83. Have you used public transportation during the past two years?

YES.....	32%
NO.....	68%
DON'T KNOW/REFUSED.....	0%

IF "YES,": (N=129)

84. How would you rate your experience -- excellent, good, only fair or poor?

EXCELLENT.....	27%
GOOD.....	61%
ONLY FAIR.....	11%
POOR.....	2%
DON'T KNOW/REFUSED.....	0%

IF "NO,": (N=271)

85. Why haven't you used public transportation?

PREFER TO DRIVE,	54%
NO NEED,	21%
NOT CONVENIENT,	8%
NEED CAR FOR WORK,	5%
DOES NOT GO WHERE NEEDED,	5%
NOT SAFE,	2%
WALK/BIKE,	2%

86. Have you used Hopkins "Hop-A-Ride" transit system during the past two years?

YES.....	10%
NO.....	90%
DON'T KNOW/REFUSED.....	0%

IF "YES,": (N=39)

87. Were you satisfied or dissatisfied with your experience?

SATISFIED.....	92%
DISSATISFIED.....	8%
DON'T KNOW/REFUSED.....	0%

IF "DISSATISFIED,": (N=3)

88. Why do you feel that way?

DIDN'T GO WHERE NEEDED,	67%
COULDN'T GET A RIDE WHEN NEEDED,	33%

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89. Other than voting, do you feel that if you wanted to, you could have a say about the way the City of Hopkins runs things?

YES.....63%
NO31%
DON'T KNOW/REFUSED.....7%

90. How much do you feel you know about the work of the Mayor and City Council -- a great deal, a fair amount, very little, or none at all?

A GREAT DEAL.....	7%
A FAIR AMOUNT.....	31%
VERY LITTLE.....	40%
NONE AT ALL.....	21%
DON'T KNOW/REFUSED.....	2%

91. From what you know, do you approve or disapprove of the job the Mayor and City Council are doing? And do you feel strongly that way?

STRONGLY APPROVE.....21%
APPROVE.....51%
DISAPPROVE.....4%
STRONGLY DISAPPROVE....1%
DON'T KNOW/REFUSED....24%

IF A JUDGMENT IS GIVEN, : (N=304)

92. Could you tell me why you feel that way?

GOOD JOB,	27%
NO PROBLEMS,	25%
GOOD REDEVELOPMENT,	10%
LISTEN,	5%
GOOD CITY SERVICES,	4%
MAKING IMPROVEMENTS,	3%
GOOD COMMUNICATIONS,	2%
NICE CITY,	3%
COULD IMPROVE,	5%
DON'T LISTEN,	2%
POOR COMMUNICATION,	2%
UNSURE,	7%

93. How much first hand contact have you had with the Hopkins City staff -- quite a lot, some, very little or none?

QUITE A LOT.....	7%
SOME.....	21%
VERY LITTLE.....	31%
NONE.....	38%
DON'T KNOW/REFUSED.....	3%

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94. **From what you have heard or seen, how would you rate the job performance of the Hopkins City staff -- excellent, good, only fair, or poor?**
- | | |
|------------------------|-----|
| EXCELLENT..... | 14% |
| GOOD..... | 44% |
| ONLY FAIR..... | 9% |
| POOR..... | 1% |
| DON'T KNOW/REFUSED.... | 33% |

IF A JUDGMENT IS GIVEN, : (N=270)

95. **Could you tell me why you feel that way?**

- | | |
|---------------------------|-----|
| HELPFUL, | 31% |
| GOOD JOB, | 17% |
| FRIENDLY, | 12% |
| NO PROBLEMS, | 9% |
| LISTEN, | 4% |
| GOOD COMMUNICATION, | 2% |
| GOOD CITY SERVICES, | 2% |
| COULD IMPROVE, | 6% |
| DON'T LISTEN, | 2% |
| UNSURE, | 10% |

96. **During the past year, have you contacted the City of Hopkins?**
- | | |
|------------------------|-----|
| YES..... | 35% |
| NO..... | 65% |
| DON'T KNOW/REFUSED.... | 0% |

IF "YES," : (N=141)

97. **On your last telephone call or visit, which Department did you contact?**

Police Department	29%
Public Works	23%
General Information	20%
Building Inspection	11%
Housing Office	4%
Park And Recreation	4%
Administration	4%
Engineering	1%
Planning	1%
Assessor's Office	1%
Fire Department	1%
Don't Know/Refused	3%

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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....

		Excellent	Good	Fair	Poor	Don't Know/Refused
98	Waiting time for the receptionist to help you	48%	46%	4%	1%	1%
99	Courtesy of city staff?	47%	47%	6%	1%	0%
100	Ease of obtaining the service you needed?	38%	45%	9%	6%	1%

As you may know, the City is considering changing its local elections to an Instant Run-Off Voting system. This would require a change to the City Charter. Under the current system, the candidate getting the most votes wins. In an election with more than two candidates, the winner may not have a majority. Under Instant Run-Off Voting, residents would rank the candidates. If there are four candidates for an office, voters would rank their first, second, third and fourth preference. If a candidate receives a majority of first preference votes, he or she wins. If no candidate receives a majority, the candidate with the lowest number of first preference votes is eliminated and their votes are redistributed to their second choices. This process continues until one candidate has a majority. Supporters say it is important for elected officials to have the support of at least fifty percent of the voters. Opponents argue the current system works well and Instant Run-Off Voting is too confusing.

101. Do you support or oppose the City changing its City Charter to have all local elections conducted under an Instant Voting Run-off system? Do you feel strongly that way?

STRONGLY SUPPORT.....	8%
SUPPORT.....	21%
OPPOSE.....	25%
STRONGLY OPPOSE.....	33%
DON'T KNOW/REFUSED....	13%

102. What is your principal source of information about Hopkins City Government and its activities?

SUN SAILOR,	43%
CITY NEWSLETTER,	26%
WORD OF MOUTH,	9%
WEBSITE,	7%
MAILINGS,	5%
CABLE TELEVISION,	4%
STAR TRIBUNE,	2%

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103. How would you prefer to receive information about Hopkins City Government and its activities?

SUN SAILOR,	35%
CITY NEWSLETTER,	29%
MAILINGS,	9%
WEBSITE,	7%
WORD OF MOUTH,	5%
CABLE TELEVISION,	3%
E-MAIL,	3%

For each of the following items, please tell me whether it is a major source, minor source or no source at all about Hopkins news, activities, events or city policies?

	MAJ	MIN	NOT	DKR
104. "The Sun-Sailor" newspaper?	55%	27%	17%	1%
105. "The Lakeshore Weekly" newspaper?	8%	26%	58%	8%
106. Cable Television?	13%	29%	55%	4%
107. "Hopkins Highlights," the City's newsletter?	52%	28%	17%	3%
108. City mailings?	29%	46%	22%	3%
109. Co-workers/Neighbors?	19%	46%	33%	2%
110. The Star Tribune West Section?	13%	31%	53%	2%
111. City's website?	17%	21%	57%	6%

112. During the past year, did you receive the "Hopkins Highlights," the City's monthly newsletter?	YES.....	82%
	NO	16%
	DON'T KNOW/REFUSED.....	2%

IF "YES," : (N=329)

113. Do you or any members of your household regularly read it?	YES.....	88%
	NO	12%
	DON'T KNOW/REFUSED.....	0%

114. How would you rate the format and content of the newsletter -- is it excellent, good, only fair, or poor?	EXCELLENT.....	25%
	GOOD.....	66%
	ONLY FAIR.....	6%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	4%

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The City also publishes the "Hopkins and Minnetonka Recreation Brochure" three times a year that discusses the offerings of the City of Hopkins's Recreation Services.

115. Do you recall receiving this brochure? YES.....80%
 NO.....20%
 DON'T KNOW/REFUSED.....0%

IF "YES,": (N=318)

116. Do you or any members of your household regularly read it? YES.....76%
 NO.....24%
 DON'T KNOW/REFUSED.....0%

117. How would you rate the brochure's content and clarity -- is it excellent, good, only fair, or poor? EXCELLENT.....31%
 GOOD.....54%
 ONLY FAIR.....5%
 POOR.....0%
 DON'T KNOW/REFUSED.....10%

118. Does your household currently subscribe to cable television? YES.....72%
 NO28%
 DON'T KNOW/REFUSED.....0%

IF "YES,": (N=286)

119. How often during the past year have you watched City Council meeting telecasts on Channel 16 -- frequently, occasionally, rarely or never? FREQUENTLY.....9%
 OCCASIONALLY.....20%
 RARELY.....26%
 NEVER.....44%
 DON'T KNOW/REFUSED.....1%

120. Do you currently use the Internet at home, work, both places or neither place? HOME ONLY.....33%
 WORK ONLY.....5%
 BOTH.....35%
 NEITHER.....27%
 DON'T KNOW/REFUSED.....0%

IF "HOME" OR "BOTH,": (N=272)

121. How do you connect to the Internet at home -- on a dial-up modem at 28K, on a dial-up modem at 56K, DSL, T-1 line, Comcast High Speed Internet, or some other way? YES/DIAL-UP AT 28K.....7%
 YES/DIAL-UP AT 56K.....7%
 YES/DSL.....32%
 YES/T-1.....0%
 YES/COMCAST HI SPEED..47%
 YES/CELLULAR WIRELESS..3%
 DON'T KNOW/REFUSED.....3%

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122. **Have you accessed the City's website?** YES.....56%
 NO.....44%
 DON'T KNOW/REFUSED.....1%

IF "YES," : (N=163)

123. **How would you rate the city's website -- excellent, good, only fair, or poor?** EXCELLENT.....12%
 GOOD.....63%
 ONLY FAIR.....22%
 POOR.....1%
 DON'T KNOW/REFUSED.....4%

124. **How often do you visit the website -- daily, weekly, monthly, less often, or whenever needed?** DAILY.....2%
 WEEKLY.....10%
 MONTHLY.....13%
 LESS OFTEN.....12%
 WHENEVER NEEDED.....63%
 DON'T KNOW/REFUSED.....0%

125. **Were you able to find what you were looking for?** YES.....94%
 NO.....4%
 DON'T KNOW/REFUSED.....2%

126. **If City Council meetings were telecast on the City's website, how likely would you be to log-on to find out about a particular agenda item or items -- very likely, somewhat likely, not too likely, or not at all likely?** VERY LIKELY.....7%
 SOMEWHAT LIKELY.....28%
 NOT TOO LIKELY.....24%
 NOT AT ALL LIKELY.....35%
 DON'T KNOW/REFUSED.....6%

127. **What information would you like to see on the City of Hopkins' website?**

Nothing/Good As Is,15%
 Planning And Development,11%
 Community Events, 8%
 Council Minutes, 6%
 General Information, 5%
 City Service Information, 5%
 Parks And Recreation, 3%
 City News, 3%
 Road Construction, 2%

City of Hopkins Residential Survey

As you may know, some cities are starting to offer for-profit services, such as high-speed wireless Internet, to their residents. The high-speed wireless Internet service is somewhat faster than dial-up, but somewhat slower than cable or DSL. It is cheaper than cable or DSL, but more expensive than dial-up.

128. Would you support or oppose Hopkins offering high-speed Internet access? Do you feel strongly way?	STRONGLY SUPPORT.....20%
	SUPPORT.....34%
	OPPOSE.....8%
	STRONGLY OPPOSE.....13%
	DON'T KNOW/REFUSED....26%

Could you please tell me how many people in each of the following age groups live in your household.

129. Persons 65 or over?	NONE.....80%
	ONE.....12%
	TWO OR MORE.....8%

130. Adults under 65?	NONE.....17%
	ONE.....31%
	TWO.....48%
	THREE OR MORE.....4%

131. School-aged children and pre-schoolers?	NONE.....75%
	ONE.....14%
	TWO.....9%
	THREE OR MORE.....3%

132. Do you own or rent your present residence?	OWN.....43%
	RENT.....57%
	REFUSED.....0%

133. What is your age, please?	18-24.....3%
	25-34.....14%
	35-44.....25%
	45-54.....20%
	55-64.....20%
	65 AND OVER.....18%

City of Hopkins Residential Survey

134. What is your pre-tax yearly household income?	UNDER \$50,000.....43%
	\$50,001-\$75,000.....22%
	\$75,001-\$100,000.....11%
	\$100,000-\$125,000.....8%
	OVER \$125,000.....11%
	DON'T KNOW/REFUSED.....6%
135. Gender	MALE.....50%
	FEMALE.....50%
136. REGION OF CITY	PRECINCT 1.....19%
	PRECINCT 2.....15%
	PRECINCT 3.....17%
	PRECINCT 4.....17%
	PRECINCT 5.....16%
	PRECINCT 6.....10%
	PRECINCT 7.....8%