

(2007 City Survey responses in red)

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

LESS THAN TWO YEARS....	7%	(5%)
TWO TO FIVE YEARS.....	13%	(22%)
FIVE TO TEN YEARS.....	24%	(19%)
TEN TO TWENTY YEARS...	23%	(22%)
20 TO 30 YEARS.....	17%	(17%)
OVER THIRTY YEARS.....	17%	(15%)
DON'T KNOW/REFUSED.....	0%	(0%)

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

SMALL TOWN FEEL,	39%	(38%)
CONVENIENT LOCATION,	21%	(19%)
HOUSING/NEIGHBORHOOD,	14%	(5%)
FRIENDLY PEOPLE,	5%	
CLOSE TO JOB,	5%	
SCHOOLS,	4%	
SAFE,	4%	
CLOSE TO FAMILY AND FRIENDS,	2%	
PARKS AND RECREATIONS,	2%	
SCATTERED,	2%	
NOTHING,	2%	
UNSURE,	1%	

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

NOTHING,	33%	(7%)
RISING CRIME,	17%	(19%)
UNSURE,	14%	(25%)
LACK OF JOBS,	8%	
HIGH TAXES,	7%	(6%)
TOO MUCH GROWTH,	5%	(9%)
GROWING DIVERSITY,	3%	(6%)
LACK OF BUSINESSES,	3%	(3%)
STREET MAINTENANCE,	2%	
SCHOOL DISTRICT FUNDING,	2%	(8%)
TOO MANY APARTMENTS,	2%	(5%)
SCATTERED,	5%	

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

Percent Excellent & Good: 97% (2007 - 95%)

EXCELLENT.....	73%	(33%)
GOOD.....	24%	(62%)
ONLY FAIR.....	3%	(4%)
POOR.....	0%	(0%)
DON'T KNOW/REFUSED.....	1%	(2%)

IF "GOOD," "ONLY FAIR," OR "POOR," ASK: (N=105*)

* Number of respondents answering this question.

5. If you could advise the City Council, what actions would you recommend to significantly improve the quality of life in the City of Hopkins?

UNSURE,	29%
MORE JOBS,	14%
LESS CRIME,	14%
MORE BUSINESSES,	12%
LESS LOW INCOME HOUSING,	8%
LESS APARTMENTS,	8
MORE PARKS AND REC OPPORTUNITIES,	5%
LOWER TAXES,	5%
IMPROVE ROADS,	3%
FASTER REDEVELOPMENT,	3%

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

Percent Excellent & Good: 88% (88%)

EXCELLENT.....	22%	(23%)
GOOD.....	66%	(65%)
ONLY FAIR.....	9%	(10%)
POOR.....	1%	(0%)
DON'T KNOW/REFUSED.....	3%	(2%)

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

A) The City of Hopkins as a whole,	33%	(43%)
B) Your neighborhood,	57%	(48%)

or

C)Your school district?	7%	(7%)
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DON'T KNOW/REFUSED.....3%

8. 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.....86% (84%)
 WRONG TRACK.....6% (10%)
 DON'T KNOW/REFUSED.....9% (7%)

Thinking about the Hopkins School District for a moment....
 (Question was not asked in 2007)

9. Was the quality of the Hopkins School District a major factor in your decision to move to Hopkins, a minor factor or was it not a factor at all?

MAJOR FACTOR.....	21%
MINOR FACTOR.....	14%
NOT A FACTOR.....	65%
DON'T KNOW/REFUSED.....	0%

10. Does the Hopkins School District have positive or negative effect on property values in the City of Hopkins? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY POSITIVE.....	9%
POSITIVE.....	66%
NEGATIVE.....	3%
STRONGLY NEGATIVE.....	1%
NEUTRAL (VOL.).....	9%
DON'T KNOW/REFUSED.....	13%

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.
parks and open spaces?	1%	10%	89%	0%
Parks and open spaces?	2%	10%	86%	3%
service establishments?	5%	11%	84%	1%
Service establishments?	2%	9%	87%	3%
trails and sidewalks?	2%	17%	81%	1%
Trails and bikeways?	2%	5%	89%	5%
entertainment establishments?	3%	24%	73%	1%
Entertainment establishments?	1%	18%	79%	2%
retail shopping opportunities?	3%	37%	60%	0%
Retail shopping opportunities?	1%	29%	70%	0%
dining establishments?	1%	34%	62%	4%
Dining establishments?	1%	32%	64%	3%
on-street bicycle lanes?	3%	33%	53%	11%
recreation and services for adults over thef 55?	0%	21%	53%	26%
day care opportunities?	1%	5%	52%	42%
Day care opportunities?	1%	6%	35%	59%

When you consider the variety of housing options available in the city....

20. Are there are any types of housing the City needs to attract?

NO, 53%

(IF "YES," ASK:) What would that be?

SINGLE FAMILY HOMES, 16%
AFFORDABLE HOUSING, 9%
TOWNHOMES, 7%
ASSISTED LIVING, 5%
HIGHER END HOUSING, 2%
APARTMENTS, 2%
SCATTERED, 1%

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

Percent Excellent & Good: 67% (76%)

EXCELLENT.....15% (15%)
GOOD.....52% (61%)
ONLY FAIR.....20% (14%)
POOR.....4% (3%)
DON'T KNOW/REFUSED....10% (8%)

IF A RATING IS GIVEN, ASK: (N=362)

22. Why do you feel that way?

LOOKS MODERN/UP-TO-DATE, 30%
LIKE NEW BUSINESSES, 20%
WELL-PLANNED, 14%
TOO MANY APARTMENTS, 7%
STILL NEED MORE BUSINESSES, 6%
TAKES TOO LONG, 4%
BRINGS IN JOBS, 4%
TOO MUCH DEVELOPMENT, 4%
TOO MUCH LOW INCOME HOUSING, 2%
SCATTERED, 5%
UNSURE, 3%

GOOD IMPROVEMENTS BEING MADE, 34%
LOOKS BETTER, 25%
GOOD FOR TAX BASE, 4%
TOO MUCH HIGH DENSITY HOUSING, 4%
NICE DOWNTOWN AREA, 14%
TOO MUCH DEVELOPMENT, 3%
COULD IMPROVE, 3%
NEED MORE RETAIL, 5%
SCATTERED, 4%
UNSURE, 5%

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

Percent Excellent & Good: 77% (83%)

EXCELLENT.....	11%	(22%)
GOOD.....	66%	(61%)
ONLY FAIR.....	15%	(11%)
POOR.....	3%	(4%)
DON'T KNOW/REFUSED.....	6%	(3%)

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

Percent support: 92% (87%)

STRONGLY SUPPORT.....	10%	(35%)
SUPPORT.....	82%	(52%)
OPPOSE.....	4%	(3%)
STRONGLY OPPOSE.....	0%	(3%)
DON'T KNOW/REFUSED.....	5%	(8%)

25. Are there any types of development you would like to see in the city?

NO, 48%

(IF "YES," ASK:) What are they?

RESTAURANTS,	15%	(12%)
ANY RETAIL,	12%	(15%)
GROCERY STORE,	4%	(3%)
SMALL BUSINESSES,	3%	
SINGLE FAMILY HOMES,	2%	(3%)
COMMUNITY CENTER,	2%	
ENTERTAINMENT,	2%	(4%)
SENIOR HOUSING,	2%	(3%)
WAL-MART,	2%	
SCATTERED,	3%	
UNSURE,	6%	

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

NO,	58%
APARTMENTS,	7%
AUTO DEALERSHIPS,	6%
LOW INCOME HOUSING,	6%
FAST FOOD,	4%
BARS,	3%

ADULT ENTERTAINMENT, 3%
 ANTIQUE SHOPS, 2%
 BIG BOX RETAIL, 2%
 SCATTERED, 5%
 UNSURE, 3%

As the City of Hopkins continues redevelopment....

27. Do you support or oppose the City providing financial incentives to attract specific types of development?

Percent support: 76% (70%)

STRONGLY SUPPORT.....5% (23%)
 SUPPORT.....71% (47%)
 OPPOSE.....11% (9%)
 STRONGLY OPPOSE.....1% (9%)
 DON'T KNOW/REFUSED....12% (14%)

Moving on.....

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

28. 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.....25%
	21 TO 30 PERCENT.....15%
	31 TO 40 PERCENT.....8%
	41 TO 50 PERCENT.....1%
	OVER 50 PERCENT.....2%
	DON'T KNOW/REFUSED....38%

(Percentages were very similar in 2007)

29. 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..... .6% (7%)
	SOMEWHAT HIGH. 22% (18%)
	ABOUT AVERAGE. 44% (32%)
	SOMEWHAT LOW....1% (4%)
	VERY LOW.....0% (0%)
	DON'T KNOW/REF.27% (39%)

30. 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.....49% (39%)
	OPPOSE.....28% (34%)
	DON'T KNOW/REF.23% (28%)

IF "OPPOSE," ASK: (N=113)

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

NONE/CUT WASTE,	45% (46%)
ADMINISTRATION,	28% (5%)
PARKS AND RECREATION,	6% (7%)
RENTAL INSPECTIONS,	2%
SCATTERED,	3% (11%)
UNSURE,	16% (32%)

Questions 32-38:

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?

	EXCL	GOOD	FAIR	POOR	DK/R	EX&GOOD
Fire protection?	54%	42%	1%	0%	3%	96%
Fire protection?	40%	54%	2%	0%	5%	94%
Police protection?	53%	42%	3%	1%	1%	95%
Police protection?	38%	56%	4%	1%	1%	94%
Recycling and brush pick-up?	28%	52%	5%	1%	15%	80%
Recycling and brush pick-up?	24%	53%	6%	1%	17%	77%
Park maintenance?	24%	63%	10%	0%	3%	87%
Park maintenance?	17%	73%	5%	1%	4%	90%
City-sponsored recreation programs?	22%	58%	9%	1%	11%	80%
Recreation programs?	15%	58%	6%	1%	19%	73%
City planning and development?	19%	53%	18%	3%	8%	72%
City planning and development?	9%	61%	17%	3%	10%	70%
Animal control?	12%	68%	8%	2%	11%	80%
Animal control?	8%	64%	10%	3%	15%	72%

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. How would you rate them?

	EXCL	GOOD	FAIR	POOR	DK/R	EXCL&GOOD
39. Street repair/maintenance?	11%	55%	27%	7%	0%	66%
Street repair/maintenance?	13%	67%	19%	2%	0%	80%
40. Snow plowing?	25%	64%	8%	3%	0%	89%
Snow plowing?	17%	62%	14%	6%	1%	79%
41. Street lighting?	16%	74%	9%	2%	0%	90%
Street lighting?	10%	69%	18%	2%	1%	79%

42. When you consider the property taxes you pay and the quality of city services you receive, would you rate the general value of city services as excellent, good, only fair, or poor?

Percent Excellent & Good: 75% (67%)

EXCELLENT.....6% (12%)
 GOOD.....69% (55%)
 ONLY FAIR.....7% (11%)
 POOR.....1% (2%)
 DON'T KNOW/REFUSED....17% (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.

(Question was not asked in 2007)

43. Does your household currently pay for any curbside pickup of yard waste or brush? YES.....27%
 NO.....70%
 DON'T KNOW/REFUSED.....3%

44. Would you support or oppose the city offering year-round brush and yard waste curbside pickup service for \$5.00 monthly fee on your utility bill? Do you feel strongly that way? STRONGLY SUPPORT.....0%
 SUPPORT.....33%
 OPPOSE.....44%
 STRONGLY OPPOSE.....7%
 DON'T KNOW/REFUSED....15%

45. Does your household currently use the City's free brush and yard waste drop-off program near the intersection of Hopkins Crossroads and Minnetonka Boulevard? YES.....49%
 NO.....45%
 DON'T KNOW/REFUSED.....6%

IF "YES," ASK: (N=197)

46. How could the City improve this drop-off program?

GOOD THE WAY IT IS, 49%
 OPEN MORE HOURS, 34%
 OPEN MORE OFTEN, 5%
 IMPROVE ENTRANCE, 2%
 SCATTERED, 3%
 UNSURE, 8%

IF "NO," ASK:

47. Why don't you use the free drop-off program?

NO NEED/RENT,	61%
USE CURBSIDE PICK-UP,	8%
ASSOCIATION TAKES CARE OF IT,	8%
USE LAWN SERVICE,	5%
NOT ENOUGH YARD WASTE,	5%
NOT AWARE,	3%
USE OTHER FACILITY,	2%
COMPOST,	2%
SCATTERED,	2%
UNSURE,	1%

Thinking about another topic....

48. Are there areas in Hopkins where you would not feel safe walking alone at night?	YES.....36% (60%)
	NO63% (36%)
	DON'T KNOW/REF..2% (4%)

49. Do you feel safe in your immediate neighborhood walking alone at night?	YES.....85% (83%)
	NO15% (16%)
	DON'T KNOW/REF..1% (1%)

50. 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....86%
	NOT ENOUGH.....12%
	DON'T KNOW/REFUSED.....0%

(2007 numbers are almost identical)

The police and fire departments have community outreach programs such as neighborhood meetings, Safety Camp, the Joint Community Police Partnership and free fire inspections.

(Question was not asked in 2007)

51. Prior to this survey, were you aware of these programs? (IF "YES," ASK:) Have you have contact with the police or fire department through these programs?	NO.....40%
	YES/YES.....31%
	YES/NO.....30%
	DON'T KNOW/REFUSED.....0%

52. 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.....5% (4%)
 BETTER.....26% (35%)
 ABOUT THE SAME.....66% (60%)
 DON'T KNOW/REFUSED.....4% (1%)

IF "WORSE," ASK: (N=19)

53. Why do you feel that way?

RUNDOWN HOUSES, 32% (56%)
 MESSY YARDS, 21% (19%)
 VACANT HOUSES, 21% (6%)
 RUNDOWN APARTMENTS, 20%
 LOW INCOME HOUSING, 5%
 JUNK CARS (13%)
 GRAFFITI/VANDALISM (6%)

Questions 54-62:

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?

	NOT USE	USE	USE	USE	DK/	
	USE	EXC	GOO	FAI	POO	REF
Trails?	26%	29%	44%	1%	0%	0%
Trails?	32%	28%	39%	1%	1%	1%
Larger community parks?	36%	20%	43%	1%	0%	0%
Larger community parks?	38%	22%	38%	1%	0%	1%
Smaller neighborhood parks?	38%	20%	38%	5%	0%	0%
Smaller neighborhood parks?	39%	19%	38%	3%	1%	1%
Athletic and ballfields?	66%	12%	21%	1%	0%	1%
Athletic and ballfields?	63%	14%	22%	1%	0%	1%
The Hopkins Activity Center?	63%	15%	21%	1%	0%	1%
The Activity Center?	68%	10%	22%	0%	0%	1%
Depot Coffee House?	56%	13%	30%	1%	0%	1%
Depot Coffee House?	62%	16%	21%	1%	0%	1%
Pavilion?	71%	10%	18%	1%	0%	1%
Pavilion?	66%	11%	22%	1%	0%	1%

The Hopkins Center for the Arts?	60%	24%	16%	1%	0%	0%
The Hopkins Center for the Arts?	42%	35%	23%	0%	0%	1%
Shady Oak Beach?	53%	17%	27%	2%	0%	0%
Shady Oak Beach?	48%	23%	29%	0%	0%	0%

IF "ONLY FAIR" OR "POOR," ASK: (N=46)

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

UPGRADE PLAYGROUND EQUIPMENT,	44%
LOITERING TEENS,	17%
POOR MAINTENANCE,	13%
IMPROVE TRAILS,	11%
COST TOO HIGH,	7%
SCATTERED,	4%
UNSURE,	4%

64. In general, do you feel that existing recreational facilities offered by the City meet the needs of you and members of your household?

YES.....	97%	(93%)
NO	2%	(3%)
DON'T KNOW/REF..	1%	(5%)

IF "NO," ASK: (N=9)

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

COMMUNITY CENTER,	30%
DISABLED ACCESS,	20%
INDOOR POOL,	20%
FOR SENIORS,	10%
TENNIS COURTS,	10%
TRAILS,	10%

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

YES.....	21%	(26%)
NO.....	79%	(73%)
DON'T KNOW/REF..	1%	(1%)

IF "YES," ASK: (N=83)

67. Which ones?

YOUTH SPORTS,	34%
SWIMMING LESSONS,	17%
ADULT SPORTS,	15%
SUMMER PROGRAMS,	11%
FITNESS,	8%
SPECIAL EVENTS,	7%
SENIOR PROGRAMS,	5%
ADULT EDUCATION,	2%
SCATTERED,	1%

68. Were you satisfied or dissatisfied with your experience?	SATISFIED.....98% (93%)
	DISSATISFIED.....1% (3%)
	DON'T KNOW/REF...1% (4%)
69. Does the current mix of City park and recreation programming meet the needs of your household?	YES.....97% (93%)
	NO.....3% (1%)
	DON'T KNOW/REF...1% (6%)

IF "NO," ASK: (N=11)

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

SENIORS,	27%
PRE-SCHOOLERS,	18%
YOUTH SPORTS,	18%
DISABLED,	18%
LACROSSE,	9%
UNSURE,	9%

71. Do you or members of your household currently leave the city for park and recreation facilities or activities?

NO, 76%

(IF "YES," ASK:) What would that be?

TRAILS,	8%
LAKES/BOATING,	5%
COMMUNITY CENTER,	4%
YOUTH SPORTS LEAGUES,	2%
SPECIAL EVENTS,	2%
SCATTERED,	3%

The city has nine neighborhood parks and four community parks. Many of these parks are in need of upgrades to play equipment, picnic shelters, warming houses and lighting. In 1989, Hopkins voters approved a \$3.5 million park improvement referendum. The funding was used for updates to play equipment in parks and to build the Hopkins Ice Pavilion. Today, many parks have play equipment that is almost 25 years old and warming houses and picnic shelters built in the 1950's and 1960s.

The City is considering funding park system upgrades through a small increase in the natural gas and electric franchise fees starting in 2014. One advantage of this funding method is it would require a contribution from all property owners, such as schools and churches, not just property tax payers.

72. Would you favor or oppose the City increasing both your gas and electric utility bills by 50 cents a month and dedicating the money for future park system improvements?	STRONGLY FAVOR.....	17%
	FAVOR.....	56%
	OPPOSE.....	17%
	STRONGLY OPPOSE.....	3%
	DON'T KNOW/REFUSED.....	7%

Percent Favor: 73%

Moving on....

73. How would you rate the ease of getting from place to place within the City of Hopkins by walking or biking - excellent, good, only fair or poor?	EXCELLENT.....	17%
	GOOD.....	75%
	ONLY FAIR.....	7%
	POOR.....	0%
	DON'T KNOW/REFUSED.....	1%

Percent Excellent & Good: 92% (94%)

The City of Hopkins provides free short term parking in the downtown area.

(Question was not asked in 2007)

74. Have you or any members of your household had a problem parking in Downtown Hopkins?	YES.....	15%
	NO.....	85%
	DON'T KNOW/REFUSED.....	0%

IF "YES," ASK: (N=60)

75. What was the problem?

NO SPACES,	65%
HARD TO FIND,	15%
SMALL LOTS,	5%
HARD TO FIND DURING WINTER,	5%
DAMAGE FROM OTHER CARS,	5%
RAMP WAS FULL,	3%
LIMITED PARKING TIME,	2%

76. Have you used public transportation during the past two years?	YES.....32%
	NO.....68%
	DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=128)

77. How would you rate your experience -- excellent, good, only fair or poor?	EXCELLENT.....27%
	GOOD.....66%
	ONLY FAIR.....6%
	POOR.....2%
	DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (N=272)

78. Why haven't you used public transportation?

PREFER TO DRIVE,	81%
INCONVENIENT BUS TIMES,	4%
AGE/HEALTH,	4%
ROUTES DON'T GO WHERE NEEDED,	4%
WALK/BIKE,	3%
NEED CAR,	2%
CAR POOL,	2%
SCATTERED,	1%

As you may know, the proposed Southwest Light Rail Transit project is scheduled to be completed within the next five years.

(Question was not asked in 2007)

79. How familiar are you with this project - are you very familiar, somewhat familiar, not too familiar or not at all familiar?	VERY FAMILIAR.....20%
	SOMEWHAT FAMILIAR.....55%
	NOT TOO FAMILIAR.....17%
	NOT AT ALL FAMILIAR.....8%
	DON'T KNOW/REFUSED.....0%

Percent Familiar: 75%

80. How likely would you or members of your household be to use the light rail transit if it went through Hopkins - very likely, somewhat likely, not too likely or not at all likely? VERY LIKELY.....25%
SOMEWHAT LIKELY.....34%
NOT TOO LIKELY.....16%
NOT AT ALL LIKELY.....24%
DON'T KNOW/REFUSED.....2%

Changing topics....

81. 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..... .66% (63%)
NO28% (31%)
DON'T KNOW/REF...7% (7%)

82. 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... .4% (7%)
A FAIR AMOUNT...39% (31%)
VERY LITTLE.....40% (40%)
NONE AT ALL.....17% (21%)
DON'T KNOW/REF...0% (2%)

83. From what you know, do you approve or disapprove of the job the Mayor and City Council are doing?

Percent Approve: 86% (72%)

STRONGLY APPROVE.....5% (21%)
APPROVE.....81% (51%)
DISAPPROVE.....2% (4%)
STRONGLY DISAPPROVE....1% (1%)
DON'T KNOW/REFUSED....12% (24%)

IF A JUDGMENT IS GIVEN, ASK: (N=353)

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

GOOD JOB, 50% (27%)
NO PROBLEMS, 37% (25%)
LISTEN, 5% (5%)
HELPFUL, 4%
POOR JOB, 2%
SCATTERED, 2%

85. How much first hand contact have you had with the Hopkins City staff -- quite a lot, some, very little or none? QUITE A LOT.....4% (7%)
SOME.....32% (21%)
VERY LITTLE.....35% (31%)
NONE.....29% (38%)
DON'T KNOW/REF...1% (3%)

86. From what you have heard or seen, EXCELLENT.....10% (14%)
 how would you rate the job per- GOOD.....75% (44%)
 formance of the Hopkins City staff ONLY FAIR.....4% (9%)
 -- excellent, good, only fair, or POOR.....1% (1%)
 poor? DON'T KNOW/REF..11% (33%)

Percent Excellent & Good: 85% (58%)

IF A JUDGMENT IS GIVEN, ASK: (N=357)

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

GOOD JOB, 46% (17%)
 NO PROBLEMS, 39% (9%)
 HELPFUL, 9% (31%)
 DON'T LISTEN, 2% (2%)
 SCATTERED, 4%

88. During the past year, have you YES.....37%
 contacted the City of Hopkins? NO.....63%
 DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=148)

89. On your last telephone call or visit, which Department did you contact -- the Police Department, Fire Department, Public Works, Ice Center, Hopkins Activity Center, Hopkins Center for the Arts, the Depot Coffee House, Park and Recreation, Building Inspections, Engineering, Planning, Assessing, the Finance Department, or the General Information Desk receptionist?

PUBLIC WORKS.....32%
 POLICE DEPARTMENT.....22%
 GENERAL INFORMATION...16%
 PARKS AND RECREATION..11%
 BUILDING INSPECT.....7%
 FIRE DEPARTMENT.....4%
 PLANNING.....3%
 HOPKINS ACTIVITY CENT..2%
 ICE CENTER.....1%
 FINANCE DEPT.....1%
 ENGINEERING.....1%
 DEPOT COFFEE HOUSE....1%
 CENTER FOR ARTS.....0%
 ASSESSING.....0%
 DON'T KNOW/REFUSED....0%

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
90. Waiting time for the reception-ist to help you?	43%	51%	4%	1%	1%
Waiting time	48%	46%	4%	1%	1%
91. Courtesy of city staff?	47%	49%	3%	1%	0%
Courtesy of city staff?	47%	47%	6%	1%	0%
92. Ease of obtaining the service you needed?	43%	51%	3%	3%	0%
Ease of obtaining	38%	45%	9%	6%	1%

Moving on.....

93. What is your principal source of information about events, activities and dining in the Twin Cities?

STAR TRIBUNE,	45%
WORD OF MOUTH,	17%
INTERNET,	15%
LOCAL TV NEWS,	10%
RADIO,	2%
MAGAZINES,	2%
LOCAL NEWSPAPER,	2%
SCATTERED,	2%
NOTHING,	6%

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

CITY NEWSLETTER,	55%	(26%)
LOCAL NEWSPAPER,	16%	(43%)
CITY WEBSITE,	14%	(7%)
WORD OF MOUTH,	8%	(9%)
CABLE TELEVISION,	4%	(4%)
SCATTERED,	3%	
NONE,	1%	

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

CITY NEWSLETTER,	53%	(29%)
CITY WEBSITE,	15%	(7%)
LOCAL NEWSPAPER,	14%	(35%)
WORD OF MOUTH,	5%	(5%)
CABLE TELEVISION,	4%	(3%)
FACEBOOK,	4%	
MAILINGS,	2%	(9%)
SCATTERED,	2%	
NONE,	2%	

Questions 96-106:

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
"Hopkins Highlights,"	48%	37%	15%	0%
"Hopkins Highlights,"	52%	28%	17%	3%
"The Sun-Sailor" newspaper?	31%	39%	30%	0%
"The Sun-Sailor" newspaper?	55%	27%	17%	1%
City's website?	23%	26%	51%	1%
City's website?	17%	21%	57%	6%
Co-workers/Neighbors?	21%	50%	29%	0%
Co-workers/Neighbors?	19%	46%	33%	2%
City mailings?	20%	58%	22%	0%
City mailings?	29%	46%	22%	3%
Cable Television?	12%	21%	68%	0%
Cable Television?	13%	29%	55%	4%
"Think Hopkins" website?	8%	20%	71%	1%
Hopkins Activity Center's News and Notes newsletter?	7%	21%	71%	1%
"Connections,"	6%	10%	83%	1%
Patch.com?	3%	9%	85%	4%
City's Facebook page?	2%	8%	89%	1%

107. During the past year, did you receive the "Hopkins Highlights," the City's monthly newsletter?	YES.....	82%	(82%)
	NO	18%	(16%)
	DON'T KNOW/REF..	0%	(2%)

IF "YES," ASK: (N=327)

108. Do you or any members of your household regularly read it?	YES.....	90%	(88%)
	NO	10%	(12%)
	DON'T KNOW/REF..	0%	
109. How would you rate the format and content of the newsletter -- is it excellent, good, only fair, or poor?	EXCELLENT.....	16%	(25%)
	GOOD.....	77%	(66%)
	ONLY FAIR.....	5%	(6%)
	POOR.....	0%	(0%)
	DON'T KNOW/REF..	2%	

Percent Excellent & Good: 93% (91%)

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.

110. Do you recall receiving this brochure?	YES.....	80%
	NO.....	18%
	DON'T KNOW/REFUSED.....	2%

(Same in 2007)

IF "YES," ASK: (N=321)

111. Do you or any members of your household regularly read it?	YES.....	78%
	NO.....	22%
	DON'T KNOW/REFUSED.....	0%

(Same in 2007)

112. How would you rate the brochure's content and clarity -- is it excellent, good, only fair, or poor?	EXCELLENT.....	16%	(31%)
	GOOD.....	67%	(54%)
	ONLY FAIR.....	3%	(5%)
	POOR.....	0%	(0%)
	DON'T KNOW/REF..	13%	(10%)

Percent Excellent & Good: 83% (85%)

113. Does your household currently subscribe to cable television?	YES.....	64%	(72%)
	NO	35%	(28%)
	DON'T KNOW/REF...	1%	

IF "YES," ASK: (N=256)

114. How often during the past year have you watched City Council meeting telecasts on Channel 16 or by webstreaming from the Hopkins website	FREQUENTLY.....	2%	(9%)
	OCCASIONALLY...	21%	(20%)
	RARELY.....	25%	(26%)
	NEVER.....	52%	(44%)
	DON'T KNOW/REF..	0%	(1%)

115. Have you accessed the City's web-	YES.....	45%	(56%)
site, <u>www.hopkinsmn.com</u> in the	NO.....	55%	(44%)
past six months?	DON'T KNOW/REF...	0%	

IF "YES," ASK:

116. How would you rate the City's	EXCELLENT.....	11%	(12%)
website - excellent, good,	GOOD.....	84%	(63%)
only fair, or poor?	ONLY FAIR.....	5%	(22%)
	POOR.....	0%	(1%)
	DON'T KNOW/REF...	0%	(4%)

Percent Excellent & Good: 95% (75%)

117. How often do you visit the	DAILY.....	1%	(2%)
website -- daily, weekly,	WEEKLY.....	11%	(10%)
monthly, less often, or when-	MONTHLY.....	23%	(13%)
ever needed?	LESS OFTEN.....	21%	(12%)
	WHENEVER NEEDED..	43%	(63%)
	DON'T KNOW/REF...	1%	(0%)

118. Were you able to find what	YES.....	98%	
you were looking for?	NO.....	1%	
	DON'T KNOW/REFUSED.....	1%	

(Similar in 2007)

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

FINE AS IS,	33%	(15%)
COMMUNITY EVENTS,	7%	(8%)
DEVELOPMENT/REDEVELOPMENT,	6%	(11%)
PARKS AND RECREATION,	5%	(3%)
CRIME STATISTICS,	4%	
BUDGET INFORMATION,	3%	
ROAD CONSTRUCTION,	2%	(2%)
CITY SERVICE CONTACTS,	2%	(5%)
CITY NEWS,	2%	(3%)
SCATTERED,	4%	(2%)
UNSURE,	23%	(41%)
DON'T USE/DON'T CARE,	9%	

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.

120. Persons 65 or over?	NONE.....	80%	(80%)
	ONE.....	9%	(12%)
	TWO OR MORE...	11%	(8%)
121. Adults under 65?	NONE.....	13%	(17%)
	ONE.....	23%	(31%)
	TWO.....	57%	(48%)
	THREE OR MORE...	7%	(4%)
122. School-aged children and pre-schoolers?	NONE.....	75%	(75%)
	ONE.....	8%	(14%)
	TWO.....	12%	(9%)
	THREE OR MORE...	5%	(3%)
123. Do you own or rent your present residence?	OWN.....	44%	(43%)
	RENT.....	56%	(57%)
	REFUSED.....	0%	
124. What is your age, please? (READ CATEGORIES, IF NEEDED)	18-24.....	3%	(3%)
	25-34.....	17%	(14%)
	35-44.....	23%	(25%)
	45-54.....	23%	(20%)
	55-64.....	21%	(20%)
	65 AND OVER....	14%	(18%)
	REFUSED.....	0%	

And now, for one final question, keeping in mind that your answers are held strictly confidential....

125. Is your pre-tax yearly household income over or under \$75,000? IF "OVER," ASK: Is it over \$100,000? (IF "YES," ASK:) Is it over \$125,000? IF "UNDER," ASK: Is it under \$50,000?	UNDER \$50,000.....	36%	
	\$50,001-\$75,000.....	32%	
	\$75,001-\$100,000.....	17%	
	\$100,000-\$125,000.....	6%	
	OVER \$125,000.....	3%	
	DON'T KNOW/REFUSED.....	7%	
126. Gender (DO NOT ASK)	MALE.....	49%	
	FEMALE.....	51%	
127. REGION OF CITY	PCT 1.....	15%	
	PCT 2.....	20%	

PCT 3.....15%
PCT 4.....14%
PCT 5.....16%
PCT 6.....20%