



# Victoria, MN

Technical Appendices

2018



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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 Victoria:	Excellent		Good		Fair		Poor		Total	
Victoria as a place to live	49%	N=295	45%	N=274	6%	N=36	0%	N=2	100%	N=607
Your neighborhood as a place to live	58%	N=352	37%	N=225	5%	N=29	0%	N=2	100%	N=608
Victoria as a place to raise children	60%	N=324	34%	N=181	5%	N=28	0%	N=2	100%	N=536
Victoria as a place to work	16%	N=52	19%	N=61	31%	N=101	33%	N=108	100%	N=322
Victoria as a place to visit	24%	N=135	45%	N=255	25%	N=143	6%	N=36	100%	N=569
Victoria as a place to retire	25%	N=110	35%	N=157	27%	N=122	13%	N=56	100%	N=445
The overall quality of life in Victoria	39%	N=233	54%	N=327	7%	N=41	1%	N=4	100%	N=605

Table 2: Question 2

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Total	
Overall feeling of safety in Victoria	64%	N=386	33%	N=200	3%	N=20	0%	N=1	100%	N=607
Overall ease of getting to the places you usually have to visit	37%	N=225	41%	N=250	16%	N=98	5%	N=33	100%	N=606
Quality of overall natural environment in Victoria	52%	N=313	42%	N=254	5%	N=32	1%	N=5	100%	N=604
Overall “built environment” of Victoria (including overall design, buildings, parks and transportation systems)	19%	N=112	43%	N=258	29%	N=176	10%	N=59	100%	N=606
Health and wellness opportunities in Victoria	24%	N=131	37%	N=207	30%	N=167	9%	N=48	100%	N=553
Overall opportunities for education and enrichment	21%	N=108	43%	N=224	27%	N=143	9%	N=45	100%	N=520
Overall economic health of Victoria	22%	N=113	48%	N=246	23%	N=120	7%	N=34	100%	N=513
Sense of community	20%	N=121	44%	N=259	28%	N=164	8%	N=47	100%	N=591
Overall image or reputation of Victoria	29%	N=175	46%	N=275	17%	N=101	8%	N=48	100%	N=599

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 Victoria to someone who asks	57%	N=346	36%	N=219	5%	N=29	2%	N=14	100%	N=607
Remain in Victoria for the next five years	65%	N=385	25%	N=149	6%	N=39	4%	N=24	100%	N=596

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	90%	N=548	9%	N=52	0%	N=2	0%	N=2	0%	N=2	100%	N=606
In Victoria’s downtown/commercial area during the day	89%	N=536	10%	N=60	1%	N=3	0%	N=1	0%	N=1	100%	N=601

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Table 5: Question 5

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Total	
Traffic flow on major streets	16%	N=98	45%	N=274	25%	N=153	13%	N=82	100%	N=607
Ease of public parking	7%	N=40	24%	N=144	37%	N=221	33%	N=199	100%	N=603
Ease of travel by car in Victoria	22%	N=135	49%	N=295	22%	N=132	6%	N=37	100%	N=600
Ease of travel by public transportation in Victoria	5%	N=14	9%	N=26	20%	N=60	66%	N=196	100%	N=296
Ease of travel by bicycle in Victoria	27%	N=143	49%	N=257	19%	N=100	5%	N=24	100%	N=523
Ease of walking in Victoria	31%	N=187	47%	N=283	18%	N=106	4%	N=25	100%	N=601
Availability of paths and walking trails	43%	N=257	41%	N=246	12%	N=74	3%	N=20	100%	N=596
Air quality	58%	N=342	39%	N=229	3%	N=18	1%	N=3	100%	N=593
Cleanliness of Victoria	54%	N=331	41%	N=252	4%	N=25	0%	N=2	100%	N=609
Overall appearance of Victoria	43%	N=263	48%	N=290	8%	N=49	1%	N=7	100%	N=609
Public places where people want to spend time	27%	N=160	50%	N=299	20%	N=119	3%	N=18	100%	N=597
Variety of housing options	20%	N=110	42%	N=232	28%	N=157	9%	N=52	100%	N=552
Availability of affordable quality housing	14%	N=67	34%	N=164	34%	N=165	18%	N=88	100%	N=483
Fitness opportunities (including exercise classes and paths or trails, etc.)	31%	N=180	47%	N=278	18%	N=105	4%	N=23	100%	N=587
Recreational opportunities	26%	N=150	47%	N=271	23%	N=130	4%	N=24	100%	N=574
Availability of affordable quality food	14%	N=86	25%	N=152	31%	N=183	29%	N=176	100%	N=597
Availability of affordable quality health care	11%	N=48	21%	N=90	28%	N=121	40%	N=172	100%	N=431
Availability of preventive health services	9%	N=39	19%	N=81	34%	N=143	37%	N=157	100%	N=421
Availability of affordable quality mental health care	9%	N=26	18%	N=50	29%	N=84	44%	N=125	100%	N=285

Table 6: Question 6

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Total	
Availability of affordable quality child care/preschool	18%	N=49	44%	N=118	31%	N=82	7%	N=18	100%	N=267
K-12 education	43%	N=189	46%	N=202	10%	N=46	1%	N=6	100%	N=443
Adult educational opportunities	12%	N=46	42%	N=166	35%	N=138	12%	N=48	100%	N=398
Opportunities to attend cultural/arts/music activities	10%	N=51	42%	N=224	32%	N=172	16%	N=85	100%	N=533
Opportunities to participate in religious or spiritual events and activities	27%	N=134	50%	N=250	19%	N=94	4%	N=20	100%	N=498
Employment opportunities	3%	N=11	10%	N=34	34%	N=111	52%	N=168	100%	N=323
Shopping opportunities	2%	N=14	17%	N=99	43%	N=250	38%	N=225	100%	N=587
Cost of living in Victoria	4%	N=21	30%	N=180	53%	N=316	13%	N=78	100%	N=595
Overall quality of business and service establishments in Victoria	12%	N=70	46%	N=277	36%	N=215	6%	N=37	100%	N=600
Vibrant downtown/commercial area	11%	N=66	37%	N=221	40%	N=242	12%	N=71	100%	N=600
Overall quality of new development in Victoria	16%	N=92	44%	N=254	27%	N=157	12%	N=69	100%	N=571
Opportunities to participate in social events and activities	14%	N=80	53%	N=295	29%	N=164	3%	N=20	100%	N=559
Opportunities to volunteer	15%	N=55	47%	N=177	31%	N=115	8%	N=29	100%	N=376
Opportunities to participate in community matters	13%	N=58	49%	N=228	30%	N=139	8%	N=37	100%	N=462
Openness and acceptance of the community toward people of diverse backgrounds	17%	N=73	45%	N=190	27%	N=117	11%	N=46	100%	N=427
Neighborliness of residents in Victoria	27%	N=159	53%	N=312	17%	N=99	4%	N=22	100%	N=592

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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	18%	N=110	82%	N=497	100%	N=608
Made efforts to make your home more energy efficient	23%	N=139	77%	N=469	100%	N=609
Observed a code violation or other hazard in Victoria (weeds, abandoned buildings, etc.)	73%	N=443	27%	N=161	100%	N=604
Household member was a victim of a crime in Victoria	95%	N=578	5%	N=31	100%	N=609
Reported a crime to the police in Victoria	90%	N=546	10%	N=60	100%	N=607
Stocked supplies in preparation for an emergency	84%	N=509	16%	N=98	100%	N=607
Campaigned or advocated for an issue, cause or candidate	81%	N=493	19%	N=114	100%	N=607
Contacted the City of Victoria (in-person, phone, email or web) for help or information	58%	N=354	42%	N=255	100%	N=609
Contacted Victoria elected officials (in-person, phone, email or web) to express your opinion	80%	N=487	20%	N=122	100%	N=609

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 Victoria?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Victoria recreation centers or their services	18%	N=110	13%	N=80	30%	N=183	38%	N=232	100%	N=605
Visited a neighborhood park or City park	17%	N=103	30%	N=179	39%	N=233	15%	N=88	100%	N=602
Used Victoria public libraries or their services	5%	N=31	23%	N=137	30%	N=184	42%	N=256	100%	N=607
Participated in religious or spiritual activities in Victoria	8%	N=48	19%	N=116	13%	N=76	60%	N=363	100%	N=604
Attended a City-sponsored event	2%	N=11	9%	N=52	56%	N=342	33%	N=201	100%	N=606
Used bus, rail, subway or other public transportation instead of driving	2%	N=12	0%	N=2	4%	N=21	94%	N=571	100%	N=607
Carpooled with other adults or children instead of driving alone	6%	N=36	8%	N=51	18%	N=107	68%	N=412	100%	N=606
Walked or biked instead of driving	10%	N=63	20%	N=121	36%	N=216	34%	N=205	100%	N=605
Volunteered your time to some group/activity in Victoria	5%	N=29	6%	N=39	15%	N=91	74%	N=449	100%	N=607
Participated in a club	2%	N=15	7%	N=45	7%	N=45	83%	N=502	100%	N=606
Talked to or visited with your immediate neighbors	54%	N=326	30%	N=184	13%	N=78	3%	N=20	100%	N=607
Done a favor for a neighbor	25%	N=153	30%	N=179	38%	N=232	7%	N=41	100%	N=605
Used the City of Victoria trail system	23%	N=141	27%	N=165	30%	N=182	20%	N=120	100%	N=609

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=5	2%	N=12	29%	N=172	69%	N=416	100%	N=605
Watched (online or on television) a local public meeting	1%	N=5	5%	N=32	17%	N=103	77%	N=465	100%	N=606

Table 10: Question 10

Please rate the quality of each of the following services in Victoria:	Excellent		Good		Fair		Poor		Total	
Police/Sheriff services	44%	N=208	46%	N=217	8%	N=39	1%	N=7	100%	N=471
Fire services	59%	N=252	39%	N=165	2%	N=8	0%	N=0	100%	N=425
Ambulance or emergency medical services	53%	N=191	44%	N=157	3%	N=11	0%	N=1	100%	N=360
Crime prevention	43%	N=179	47%	N=194	9%	N=36	2%	N=7	100%	N=416
Fire prevention and education	39%	N=141	51%	N=186	8%	N=31	1%	N=4	100%	N=361

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Please rate the quality of each of the following services in Victoria:	Excellent		Good		Fair		Poor		Total	
Traffic enforcement	25%	N=117	52%	N=243	16%	N=75	7%	N=33	100%	N=468
Street repair	16%	N=86	47%	N=258	29%	N=158	9%	N=49	100%	N=552
Street cleaning	21%	N=117	52%	N=293	21%	N=118	7%	N=38	100%	N=567
Street lighting	21%	N=123	47%	N=271	28%	N=163	4%	N=25	100%	N=583
Snow removal	27%	N=161	50%	N=296	17%	N=100	6%	N=37	100%	N=593
Sidewalk maintenance	19%	N=97	51%	N=258	23%	N=116	6%	N=31	100%	N=502
Traffic signal timing	15%	N=86	53%	N=302	25%	N=142	7%	N=40	100%	N=570
Bus or transit services	8%	N=15	18%	N=37	19%	N=38	56%	N=113	100%	N=204
Garbage collection	25%	N=146	51%	N=295	19%	N=108	6%	N=33	100%	N=582
Recycling	24%	N=142	52%	N=302	19%	N=111	4%	N=26	100%	N=581
Yard waste pick-up	21%	N=82	47%	N=186	19%	N=73	13%	N=52	100%	N=393
Storm drainage	19%	N=100	60%	N=307	16%	N=83	5%	N=25	100%	N=515
Drinking water	25%	N=141	56%	N=313	14%	N=77	5%	N=29	100%	N=559
Sewer services	26%	N=140	63%	N=343	11%	N=60	1%	N=3	100%	N=547
Power (electric and/or gas) utility	22%	N=131	63%	N=369	13%	N=77	2%	N=9	100%	N=586
Utility billing	24%	N=137	56%	N=327	18%	N=103	2%	N=14	100%	N=580
City parks	38%	N=219	51%	N=292	10%	N=57	0%	N=2	100%	N=571
Recreation programs or classes	20%	N=83	54%	N=222	23%	N=93	4%	N=16	100%	N=414
Recreation centers or facilities	25%	N=119	51%	N=245	21%	N=102	3%	N=15	100%	N=481
Land use, planning and zoning	9%	N=42	36%	N=163	36%	N=161	19%	N=85	100%	N=451
Code enforcement (weeds, abandoned buildings, etc.)	12%	N=47	46%	N=179	29%	N=113	13%	N=53	100%	N=391
Animal control	16%	N=54	53%	N=177	23%	N=77	8%	N=27	100%	N=335
Economic development	9%	N=44	40%	N=189	34%	N=159	16%	N=77	100%	N=469
Health services	13%	N=47	31%	N=112	29%	N=103	26%	N=94	100%	N=356
Public library services	37%	N=165	52%	N=232	9%	N=39	2%	N=8	100%	N=444
Public information services	19%	N=75	48%	N=193	26%	N=103	8%	N=32	100%	N=404
Cable television	8%	N=34	25%	N=104	26%	N=108	40%	N=165	100%	N=411
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	18%	N=47	45%	N=116	25%	N=65	11%	N=29	100%	N=257
Preservation of natural areas such as open space, farmlands and greenbelts	20%	N=105	49%	N=251	21%	N=110	10%	N=51	100%	N=517
Victoria open space	20%	N=107	51%	N=267	21%	N=111	8%	N=43	100%	N=528
City-sponsored special events	19%	N=99	59%	N=302	20%	N=101	2%	N=12	100%	N=514
Overall customer service by Victoria employees (police, office staff, public works, etc.)	32%	N=165	53%	N=270	13%	N=66	2%	N=10	100%	N=511

Table 11: Question 11

Overall, how would you rate the quality of the services provided by each of the following?	Excellent		Good		Fair		Poor		Total	
The City of Victoria	19%	N=106	54%	N=307	21%	N=120	6%	N=33	100%	N=565
The Federal Government	5%	N=28	41%	N=210	41%	N=211	12%	N=64	100%	N=513

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Table 12: Question 12

Please rate the following categories of Victoria government performance:	Excellent		Good		Fair		Poor		Total	
The value of services for the taxes paid to Victoria	6%	N=34	40%	N=223	41%	N=227	13%	N=72	100%	N=556
The overall direction that Victoria is taking	8%	N=43	36%	N=198	30%	N=166	26%	N=145	100%	N=553
The job Victoria government does at welcoming citizen involvement	8%	N=37	35%	N=172	33%	N=159	25%	N=120	100%	N=488
Overall confidence in Victoria government	4%	N=19	22%	N=122	31%	N=171	43%	N=234	100%	N=546
Generally acting in the best interest of the community	5%	N=26	26%	N=139	32%	N=171	38%	N=205	100%	N=541
Being honest	6%	N=28	22%	N=111	34%	N=170	38%	N=188	100%	N=498
Treating all residents fairly	8%	N=40	32%	N=153	31%	N=147	30%	N=142	100%	N=482

Table 13: Question 13

Please rate how important, if at all, you think it is for the Victoria 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 Victoria	52%	N=314	31%	N=188	16%	N=95	2%	N=10	100%	N=608
Overall ease of getting to the places you usually have to visit	30%	N=179	41%	N=249	26%	N=158	3%	N=18	100%	N=604
Quality of overall natural environment in Victoria	41%	N=250	44%	N=265	14%	N=83	1%	N=6	100%	N=604
Overall "built environment" of Victoria (including overall design, buildings, parks and transportation systems)	38%	N=232	45%	N=273	15%	N=89	2%	N=10	100%	N=604
Health and wellness opportunities in Victoria	18%	N=108	34%	N=206	42%	N=252	6%	N=39	100%	N=605
Overall opportunities for education and enrichment	18%	N=107	35%	N=214	39%	N=237	8%	N=45	100%	N=603
Overall economic health of Victoria	44%	N=265	44%	N=268	11%	N=66	1%	N=3	100%	N=602
Sense of community	32%	N=195	47%	N=286	19%	N=113	2%	N=13	100%	N=608

Table 14: Question 14

Please rate how important, if at all, you think each of the following amenities are for the City to pursue in order to improve the quality of life in Victoria:	Essential		Very important		Somewhat important		Not at all important		Total	
New park amenities in downtown Bayfront Park	11%	N=60	24%	N=134	45%	N=254	21%	N=120	100%	N=568
Outdoor community pool that would have long-term potential to become an indoor pool	19%	N=111	22%	N=129	26%	N=156	33%	N=196	100%	N=593
Splash pad	15%	N=83	18%	N=103	28%	N=160	39%	N=221	100%	N=567
Senior housing	11%	N=60	27%	N=155	40%	N=229	22%	N=127	100%	N=571
Trail construction and maintenance	30%	N=180	44%	N=262	23%	N=135	4%	N=24	100%	N=601
Future Waterfront Park on Pierson Lake	10%	N=52	23%	N=124	37%	N=197	30%	N=156	100%	N=529
Development of Waterfront Park at Wassermann Lake	11%	N=62	26%	N=142	36%	N=193	27%	N=144	100%	N=540
Downtown Expansion to City-owned 13.5 acres near Dairy Queen	26%	N=151	35%	N=206	24%	N=139	15%	N=89	100%	N=585
Grocery store	65%	N=393	17%	N=105	11%	N=69	6%	N=37	100%	N=604

Table 15: Question 15

The addition of downtown parking has been identified as a high priority for the City for several years. As the City Council explores opportunities to add parking, please indicate your level of support for the following concepts:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Acquire additional property within the core of downtown to expand the surface parking lot behind Vic's Bar and The Victoria House	33%	N=189	42%	N=241	13%	N=76	11%	N=62	100%	N=568
Build a low-profile, two-level parking deck on the site of the municipal ramp south of Vic's Bar and The Victoria House	32%	N=182	37%	N=212	15%	N=85	17%	N=96	100%	N=576

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The addition of downtown parking has been identified as a high priority for the City for several years. As the City Council explores opportunities to add parking, please indicate your level of support for the following concepts:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Total	
Purchase or lease the grass lot on the corner of Hwy 5 and Rose Street and develop into a surface parking lot	25%	N=136	48%	N=254	18%	N=96	9%	N=48	100%	N=534
Consider financing options for parking solutions including the issuance of debt and sharing of costs with downtown property owners	14%	N=73	40%	N=203	26%	N=135	20%	N=102	100%	N=513
Obtain special legislation to allow a 1% food and beverage tax with revenue dedicated to parking projects	11%	N=60	28%	N=159	26%	N=146	35%	N=195	100%	N=559

Table 16: Question 16

Where do you wish to travel from your home via the trails? (Mark all that apply.)	Percent	Number
Downtown	77%	N=461
Local parks	67%	N=402
Recreation Center	39%	N=230
Restaurants/retail	70%	N=415
School	19%	N=111
Other neighborhoods	39%	N=230
Other	12%	N=70
I don't use the Victoria trail system	11%	N=66

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

Table 17: Question 17

What can be done to improve the trails? (Mark all that apply.)	Percent	Number
Connect trail gaps to enhance safety/walkability	77%	N=417
Add cross country ski trails	12%	N=65
Add signage	26%	N=141
Add lighting	32%	N=173
Add trash cans	33%	N=180
Resurfacing	24%	N=130
Other	6%	N=32
Nothing/trails don't need improvement	9%	N=48

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

Table 18: 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	0%	N=2	1%	N=8	3%	N=16	13%	N=79	83%	N=500	100%	N=605
Purchase goods or services from a business located in Victoria	1%	N=8	14%	N=84	53%	N=316	25%	N=148	8%	N=46	100%	N=601
Eat at least 5 portions of fruits and vegetables a day	2%	N=9	11%	N=68	27%	N=160	40%	N=240	20%	N=120	100%	N=597
Participate in moderate or vigorous physical activity	0%	N=3	6%	N=33	30%	N=175	37%	N=222	27%	N=161	100%	N=594
Read or watch local news (via television, paper, computer, etc.)	4%	N=23	8%	N=50	17%	N=102	32%	N=192	39%	N=234	100%	N=602
Vote in local elections	3%	N=15	5%	N=27	7%	N=41	22%	N=133	64%	N=385	100%	N=601



# The National Citizen Survey™

Table 19: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	33%	N=197
Very good	45%	N=275
Good	21%	N=126
Fair	1%	N=7
Poor	0%	N=1
Total	100%	N=606

Table 20: 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	10%	N=60
Somewhat positive	37%	N=225
Neutral	47%	N=283
Somewhat negative	5%	N=33
Very negative	0%	N=0
Total	100%	N=601

Table 21: Question D4

What is your employment status?	Percent	Number
Working full time for pay	71%	N=432
Working part time for pay	10%	N=58
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	4%	N=22
Fully retired	14%	N=82
Total	100%	N=605

Table 22: Question D5

Do you work inside the boundaries of Victoria?	Percent	Number
Yes, outside the home	13%	N=75
Yes, from home	13%	N=80
No	74%	N=441
Total	100%	N=596

Table 23: Question D6

How many years have you lived in Victoria?	Percent	Number
Less than 2 years	16%	N=99
2 to 5 years	27%	N=164
6 to 10 years	16%	N=95
11 to 20 years	26%	N=155
More than 20 years	16%	N=96
Total	100%	N=609

# The National Citizen Survey™

Table 24: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	83%	N=506
Building with two or more homes (duplex, townhome, apartment or condominium)	16%	N=95
Mobile home	0%	N=0
Other	1%	N=5
Total	100%	N=607

Table 25: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=43
Owned	93%	N=557
Total	100%	N=600

Table 26: 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	2%	N=9
\$300 to \$599 per month	4%	N=22
\$600 to \$999 per month	9%	N=51
\$1,000 to \$1,499 per month	11%	N=67
\$1,500 to \$2,499 per month	45%	N=263
\$2,500 or more per month	30%	N=173
Total	100%	N=585

Table 27: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	46%	N=277
Yes	54%	N=327
Total	100%	N=605

Table 28: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	81%	N=493
Yes	19%	N=112
Total	100%	N=605

## The National Citizen Survey™

Table 29: 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	2%	N=11
\$25,000 to \$49,999	7%	N=41
\$50,000 to \$99,999	17%	N=95
\$100,000 to \$149,999	21%	N=118
\$150,000 or more	54%	N=308
Total	100%	N=573

Table 30: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=589
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=12
Total	100%	N=600

Table 31: 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=3
Asian, Asian Indian or Pacific Islander	2%	N=9
Black or African American	1%	N=5
White	97%	N=580
Other	2%	N=11

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

Table 32: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	15%	N=91
35 to 44 years	25%	N=149
45 to 54 years	31%	N=184
55 to 64 years	14%	N=83
65 to 74 years	10%	N=58
75 years or older	5%	N=33
Total	100%	N=602

Table 33: Question D16

What is your sex?	Percent	Number
Female	50%	N=299
Male	50%	N=293
Total	100%	N=592

The National Citizen Survey™

Table 34: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=459
Land line	11%	N=65
Both	13%	N=79
Total	100%	N=603

## 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 35: Question 1

Please rate each of the following aspects of quality of life in Victoria:	Excellent		Good		Fair		Poor		Don't know		Total	
Victoria as a place to live	49%	N=295	45%	N=274	6%	N=36	0%	N=2	0%	N=0	100%	N=607
Your neighborhood as a place to live	58%	N=352	37%	N=225	5%	N=29	0%	N=2	0%	N=0	100%	N=608
Victoria as a place to raise children	53%	N=324	30%	N=181	5%	N=28	0%	N=2	12%	N=70	100%	N=606
Victoria as a place to work	9%	N=52	10%	N=61	17%	N=101	18%	N=108	47%	N=281	100%	N=603
Victoria as a place to visit	22%	N=135	42%	N=255	24%	N=143	6%	N=36	6%	N=36	100%	N=605
Victoria as a place to retire	18%	N=110	26%	N=157	20%	N=122	9%	N=56	26%	N=159	100%	N=605
The overall quality of life in Victoria	39%	N=233	54%	N=327	7%	N=41	1%	N=4	0%	N=0	100%	N=605

Table 36: Question 2

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Overall feeling of safety in Victoria	63%	N=386	33%	N=200	3%	N=20	0%	N=1	0%	N=2	100%	N=610
Overall ease of getting to the places you usually have to visit	37%	N=225	41%	N=250	16%	N=98	5%	N=33	0%	N=1	100%	N=607
Quality of overall natural environment in Victoria	52%	N=313	42%	N=254	5%	N=32	1%	N=5	0%	N=3	100%	N=607
Overall "built environment" of Victoria (including overall design, buildings, parks and transportation systems)	18%	N=112	43%	N=258	29%	N=176	10%	N=59	0%	N=2	100%	N=608
Health and wellness opportunities in Victoria	22%	N=131	34%	N=207	28%	N=167	8%	N=48	9%	N=52	100%	N=606
Overall opportunities for education and enrichment	18%	N=108	37%	N=224	24%	N=143	7%	N=45	14%	N=85	100%	N=606
Overall economic health of Victoria	19%	N=113	41%	N=246	20%	N=120	6%	N=34	15%	N=93	100%	N=606
Sense of community	20%	N=121	43%	N=259	27%	N=164	8%	N=47	2%	N=13	100%	N=604
Overall image or reputation of Victoria	29%	N=175	45%	N=275	17%	N=101	8%	N=48	1%	N=7	100%	N=607

Table 37: 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 Victoria to someone who asks	57%	N=346	36%	N=219	5%	N=29	2%	N=14	0%	N=2	100%	N=610
Remain in Victoria for the next five years	63%	N=385	24%	N=149	6%	N=39	4%	N=24	2%	N=12	100%	N=608

Table 38: 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	90%	N=548	9%	N=52	0%	N=2	0%	N=2	0%	N=2	1%	N=4	100%	N=610
In Victoria's downtown/commercial area during the day	88%	N=536	10%	N=60	1%	N=3	0%	N=1	0%	N=1	1%	N=6	100%	N=608

Table 39: Question 5

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Traffic flow on major streets	16%	N=98	45%	N=274	25%	N=153	13%	N=82	0%	N=1	100%	N=607
Ease of public parking	7%	N=40	24%	N=144	36%	N=221	33%	N=199	1%	N=7	100%	N=610
Ease of travel by car in Victoria	22%	N=135	49%	N=295	22%	N=132	6%	N=37	1%	N=3	100%	N=603

# The National Citizen Survey™

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Ease of travel by public transportation in Victoria	2%	N=14	4%	N=26	10%	N=60	32%	N=196	51%	N=310	100%	N=606
Ease of travel by bicycle in Victoria	24%	N=143	42%	N=257	17%	N=100	4%	N=24	14%	N=82	100%	N=605
Ease of walking in Victoria	31%	N=187	47%	N=283	17%	N=106	4%	N=25	1%	N=6	100%	N=607
Availability of paths and walking trails	42%	N=257	41%	N=246	12%	N=74	3%	N=20	2%	N=11	100%	N=607
Air quality	56%	N=342	38%	N=229	3%	N=18	1%	N=3	3%	N=17	100%	N=609
Cleanliness of Victoria	54%	N=331	41%	N=252	4%	N=25	0%	N=2	0%	N=0	100%	N=609
Overall appearance of Victoria	43%	N=263	48%	N=290	8%	N=49	1%	N=7	0%	N=0	100%	N=609
Public places where people want to spend time	26%	N=160	49%	N=299	20%	N=119	3%	N=18	2%	N=11	100%	N=608
Variety of housing options	18%	N=110	38%	N=232	26%	N=157	9%	N=52	9%	N=57	100%	N=609
Availability of affordable quality housing	11%	N=67	27%	N=164	27%	N=165	14%	N=88	20%	N=124	100%	N=607
Fitness opportunities (including exercise classes and paths or trails, etc.)	30%	N=180	46%	N=278	17%	N=105	4%	N=23	3%	N=21	100%	N=608
Recreational opportunities	25%	N=150	45%	N=271	22%	N=130	4%	N=24	5%	N=31	100%	N=605
Availability of affordable quality food	14%	N=86	25%	N=152	30%	N=183	29%	N=176	2%	N=11	100%	N=608
Availability of affordable quality health care	8%	N=48	15%	N=90	20%	N=121	28%	N=172	29%	N=175	100%	N=606
Availability of preventive health services	7%	N=39	13%	N=81	24%	N=143	26%	N=157	31%	N=187	100%	N=607
Availability of affordable quality mental health care	4%	N=26	8%	N=50	14%	N=84	21%	N=125	53%	N=323	100%	N=608

Table 40: Question 6

Please rate each of the following characteristics as they relate to Victoria as a whole:	Excellent		Good		Fair		Poor		Don't know		Total	
Availability of affordable quality child care/preschool	8%	N=49	20%	N=118	14%	N=82	3%	N=18	56%	N=337	100%	N=604
K-12 education	31%	N=189	33%	N=202	8%	N=46	1%	N=6	27%	N=162	100%	N=605
Adult educational opportunities	8%	N=46	28%	N=166	23%	N=138	8%	N=48	34%	N=204	100%	N=602
Opportunities to attend cultural/arts/music activities	9%	N=51	37%	N=224	29%	N=172	14%	N=85	11%	N=66	100%	N=599
Opportunities to participate in religious or spiritual events and activities	22%	N=134	42%	N=250	16%	N=94	3%	N=20	17%	N=104	100%	N=603
Employment opportunities	2%	N=11	6%	N=34	18%	N=111	28%	N=168	46%	N=280	100%	N=603
Shopping opportunities	2%	N=14	16%	N=99	42%	N=250	38%	N=225	2%	N=11	100%	N=598
Cost of living in Victoria	4%	N=21	30%	N=180	52%	N=316	13%	N=78	1%	N=8	100%	N=603
Overall quality of business and service establishments in Victoria	12%	N=70	46%	N=277	36%	N=215	6%	N=37	1%	N=6	100%	N=606
Vibrant downtown/commercial area	11%	N=66	37%	N=221	40%	N=242	12%	N=71	0%	N=3	100%	N=603
Overall quality of new development in Victoria	15%	N=92	42%	N=254	26%	N=157	11%	N=69	6%	N=34	100%	N=605
Opportunities to participate in social events and activities	13%	N=80	49%	N=295	27%	N=164	3%	N=20	8%	N=46	100%	N=605
Opportunities to volunteer	9%	N=55	29%	N=177	19%	N=115	5%	N=29	38%	N=228	100%	N=604
Opportunities to participate in community matters	10%	N=58	38%	N=228	23%	N=139	6%	N=37	23%	N=138	100%	N=600
Openness and acceptance of the community toward people of diverse backgrounds	12%	N=73	32%	N=190	19%	N=117	8%	N=46	29%	N=177	100%	N=604
Neighborliness of residents in Victoria	26%	N=159	51%	N=312	16%	N=99	4%	N=22	2%	N=15	100%	N=606

Table 41: 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	18%	N=110	82%	N=497	100%	N=608
Made efforts to make your home more energy efficient	23%	N=139	77%	N=469	100%	N=609
Observed a code violation or other hazard in Victoria (weeds, abandoned buildings, etc.)	73%	N=443	27%	N=161	100%	N=604

# The National Citizen Survey™

Please indicate whether or not you have done each of the following in the last 12 months.	No		Yes		Total	
Household member was a victim of a crime in Victoria	95%	N=578	5%	N=31	100%	N=609
Reported a crime to the police in Victoria	90%	N=546	10%	N=60	100%	N=607
Stocked supplies in preparation for an emergency	84%	N=509	16%	N=98	100%	N=607
Campaigned or advocated for an issue, cause or candidate	81%	N=493	19%	N=114	100%	N=607
Contacted the City of Victoria (in-person, phone, email or web) for help or information	58%	N=354	42%	N=255	100%	N=609
Contacted Victoria elected officials (in-person, phone, email or web) to express your opinion	80%	N=487	20%	N=122	100%	N=609

Table 42: 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 Victoria?	2 times a week or more		2-4 times a month		Once a month or less		Not at all		Total	
Used Victoria recreation centers or their services	18%	N=110	13%	N=80	30%	N=183	38%	N=232	100%	N=605
Visited a neighborhood park or City park	17%	N=103	30%	N=179	39%	N=233	15%	N=88	100%	N=602
Used Victoria public libraries or their services	5%	N=31	23%	N=137	30%	N=184	42%	N=256	100%	N=607
Participated in religious or spiritual activities in Victoria	8%	N=48	19%	N=116	13%	N=76	60%	N=363	100%	N=604
Attended a City-sponsored event	2%	N=11	9%	N=52	56%	N=342	33%	N=201	100%	N=606
Used bus, rail, subway or other public transportation instead of driving	2%	N=12	0%	N=2	4%	N=21	94%	N=571	100%	N=607
Carpooled with other adults or children instead of driving alone	6%	N=36	8%	N=51	18%	N=107	68%	N=412	100%	N=606
Walked or biked instead of driving	10%	N=63	20%	N=121	36%	N=216	34%	N=205	100%	N=605
Volunteered your time to some group/activity in Victoria	5%	N=29	6%	N=39	15%	N=91	74%	N=449	100%	N=607
Participated in a club	2%	N=15	7%	N=45	7%	N=45	83%	N=502	100%	N=606
Talked to or visited with your immediate neighbors	54%	N=326	30%	N=184	13%	N=78	3%	N=20	100%	N=607
Done a favor for a neighbor	25%	N=153	30%	N=179	38%	N=232	7%	N=41	100%	N=605
Used the City of Victoria trail system	23%	N=141	27%	N=165	30%	N=182	20%	N=120	100%	N=609

Table 43: 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=5	2%	N=12	29%	N=172	69%	N=416	100%	N=605
Watched (online or on television) a local public meeting	1%	N=5	5%	N=32	17%	N=103	77%	N=465	100%	N=606

Table 44: Question 10

Please rate the quality of each of the following services in Victoria:	Excellent		Good		Fair		Poor		Don't know		Total	
Police/Sheriff services	35%	N=208	36%	N=217	7%	N=39	1%	N=7	22%	N=129	100%	N=600
Fire services	42%	N=252	27%	N=165	1%	N=8	0%	N=0	29%	N=176	100%	N=600
Ambulance or emergency medical services	32%	N=191	26%	N=157	2%	N=11	0%	N=1	40%	N=241	100%	N=600
Crime prevention	30%	N=179	32%	N=194	6%	N=36	1%	N=7	31%	N=184	100%	N=599
Fire prevention and education	24%	N=141	31%	N=186	5%	N=31	1%	N=4	40%	N=237	100%	N=598
Traffic enforcement	20%	N=117	41%	N=243	13%	N=75	6%	N=33	21%	N=125	100%	N=593
Street repair	14%	N=86	43%	N=258	27%	N=158	8%	N=49	7%	N=44	100%	N=596
Street cleaning	20%	N=117	49%	N=293	20%	N=118	6%	N=38	5%	N=30	100%	N=597
Street lighting	21%	N=123	45%	N=271	27%	N=163	4%	N=25	2%	N=14	100%	N=597

# The National Citizen Survey™

Please rate the quality of each of the following services in Victoria:	Excellent		Good		Fair		Poor		Don't know		Total	
Snow removal	27%	N=161	49%	N=296	17%	N=100	6%	N=37	1%	N=4	100%	N=598
Sidewalk maintenance	16%	N=97	43%	N=258	19%	N=116	5%	N=31	16%	N=94	100%	N=597
Traffic signal timing	14%	N=86	51%	N=302	24%	N=142	7%	N=40	5%	N=27	100%	N=597
Bus or transit services	3%	N=15	6%	N=37	6%	N=38	19%	N=113	66%	N=389	100%	N=593
Garbage collection	25%	N=146	50%	N=295	18%	N=108	6%	N=33	2%	N=13	100%	N=595
Recycling	24%	N=142	51%	N=302	19%	N=111	4%	N=26	2%	N=14	100%	N=595
Yard waste pick-up	14%	N=82	31%	N=186	12%	N=73	9%	N=52	34%	N=198	100%	N=592
Storm drainage	17%	N=100	51%	N=307	14%	N=83	4%	N=25	14%	N=81	100%	N=597
Drinking water	24%	N=141	53%	N=313	13%	N=77	5%	N=29	6%	N=35	100%	N=594
Sewer services	23%	N=140	57%	N=343	10%	N=60	1%	N=3	9%	N=51	100%	N=598
Power (electric and/or gas) utility	22%	N=131	62%	N=369	13%	N=77	2%	N=9	1%	N=8	100%	N=594
Utility billing	23%	N=137	55%	N=327	17%	N=103	2%	N=14	3%	N=16	100%	N=596
City parks	37%	N=219	49%	N=292	10%	N=57	0%	N=2	5%	N=27	100%	N=598
Recreation programs or classes	14%	N=83	37%	N=222	16%	N=93	3%	N=16	31%	N=183	100%	N=597
Recreation centers or facilities	20%	N=119	41%	N=245	17%	N=102	2%	N=15	19%	N=110	100%	N=591
Land use, planning and zoning	7%	N=42	28%	N=163	27%	N=161	14%	N=85	24%	N=142	100%	N=593
Code enforcement (weeds, abandoned buildings, etc.)	8%	N=47	30%	N=179	19%	N=113	9%	N=53	34%	N=205	100%	N=596
Animal control	9%	N=54	30%	N=177	13%	N=77	4%	N=27	44%	N=261	100%	N=596
Economic development	7%	N=44	32%	N=189	27%	N=159	13%	N=77	21%	N=122	100%	N=591
Health services	8%	N=47	19%	N=112	17%	N=103	16%	N=94	40%	N=240	100%	N=597
Public library services	28%	N=165	39%	N=232	7%	N=39	1%	N=8	25%	N=149	100%	N=594
Public information services	13%	N=75	33%	N=193	17%	N=103	5%	N=32	32%	N=189	100%	N=593
Cable television	6%	N=34	18%	N=104	18%	N=108	28%	N=165	30%	N=179	100%	N=589
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	8%	N=47	20%	N=116	11%	N=65	5%	N=29	57%	N=336	100%	N=593
Preservation of natural areas such as open space, farmlands and greenbelts	18%	N=105	42%	N=251	19%	N=110	9%	N=51	13%	N=76	100%	N=593
Victoria open space	18%	N=107	45%	N=267	19%	N=111	7%	N=43	11%	N=65	100%	N=593
City-sponsored special events	17%	N=99	52%	N=302	17%	N=101	2%	N=12	12%	N=71	100%	N=585
Overall customer service by Victoria employees (police, office staff, public works, etc.)	28%	N=165	46%	N=270	11%	N=66	2%	N=10	14%	N=80	100%	N=592

Table 45: 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 Victoria	18%	N=106	51%	N=307	20%	N=120	5%	N=33	5%	N=33	100%	N=598
The Federal Government	5%	N=28	35%	N=210	35%	N=211	11%	N=64	14%	N=83	100%	N=596

Table 46: Question 12

Please rate the following categories of Victoria government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
The value of services for the taxes paid to Victoria	6%	N=34	37%	N=223	38%	N=227	12%	N=72	7%	N=41	100%	N=598
The overall direction that Victoria is taking	7%	N=43	33%	N=198	28%	N=166	24%	N=145	7%	N=45	100%	N=598
The job Victoria government does at welcoming citizen involvement	6%	N=37	29%	N=172	26%	N=159	20%	N=120	19%	N=113	100%	N=601
Overall confidence in Victoria government	3%	N=19	20%	N=122	29%	N=171	39%	N=234	9%	N=53	100%	N=598



## The National Citizen Survey™

Please rate the following categories of Victoria government performance:	Excellent		Good		Fair		Poor		Don't know		Total	
Generally acting in the best interest of the community	4%	N=26	23%	N=139	29%	N=171	34%	N=205	10%	N=57	100%	N=598
Being honest	5%	N=28	19%	N=111	28%	N=170	31%	N=188	17%	N=101	100%	N=599
Treating all residents fairly	7%	N=40	25%	N=153	24%	N=147	24%	N=142	20%	N=119	100%	N=601

Table 47: Question 13

Please rate how important, if at all, you think it is for the Victoria 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 Victoria	52%	N=314	31%	N=188	16%	N=95	2%	N=10	100%	N=608
Overall ease of getting to the places you usually have to visit	30%	N=179	41%	N=249	26%	N=158	3%	N=18	100%	N=604
Quality of overall natural environment in Victoria	41%	N=250	44%	N=265	14%	N=83	1%	N=6	100%	N=604
Overall "built environment" of Victoria (including overall design, buildings, parks and transportation systems)	38%	N=232	45%	N=273	15%	N=89	2%	N=10	100%	N=604
Health and wellness opportunities in Victoria	18%	N=108	34%	N=206	42%	N=252	6%	N=39	100%	N=605
Overall opportunities for education and enrichment	18%	N=107	35%	N=214	39%	N=237	8%	N=45	100%	N=603
Overall economic health of Victoria	44%	N=265	44%	N=268	11%	N=66	1%	N=3	100%	N=602
Sense of community	32%	N=195	47%	N=286	19%	N=113	2%	N=13	100%	N=608

Table 48: Question 14

Please rate how important, if at all, you think each of the following amenities are for the City to pursue in order to improve the quality of life in Victoria:	Essential		Very important		Somewhat important		Not at all important		Dont know		Total	
New park amenities in downtown Bayfront Park	10%	N=60	22%	N=134	42%	N=254	20%	N=120	5%	N=33	100%	N=600
Outdoor community pool that would have long-term potential to become an indoor pool	18%	N=111	21%	N=129	26%	N=156	32%	N=196	3%	N=16	100%	N=609
Splash pad	14%	N=83	17%	N=103	26%	N=160	37%	N=221	6%	N=38	100%	N=606
Senior housing	10%	N=60	26%	N=155	38%	N=229	21%	N=127	6%	N=34	100%	N=605
Trail construction and maintenance	30%	N=180	43%	N=262	22%	N=135	4%	N=24	1%	N=7	100%	N=609
Future Waterfront Park on Pierson Lake	9%	N=52	20%	N=124	32%	N=197	26%	N=156	13%	N=76	100%	N=605
Development of Waterfront Park at Wassermann Lake	10%	N=62	24%	N=142	32%	N=193	24%	N=144	10%	N=62	100%	N=602
Downtown Expansion to City-owned 13.5 acres near Dairy Queen	25%	N=151	34%	N=206	23%	N=139	15%	N=89	3%	N=19	100%	N=604
Grocery store	65%	N=393	17%	N=105	11%	N=69	6%	N=37	1%	N=5	100%	N=608

Table 49: Question 15

The addition of downtown parking has been identified as a high priority for the City for several years. As the City Council explores opportunities to add parking, please indicate your level of support for the following concepts:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Dont know		Total	
Acquire additional property within the core of downtown to expand the surface parking lot behind Vic's Bar and The Victoria House	32%	N=189	40%	N=241	13%	N=76	10%	N=62	5%	N=30	100%	N=598
Build a low-profile, two-level parking deck on the site of the municipal ramp south of Vic's Bar and The Victoria House	30%	N=182	35%	N=212	14%	N=85	16%	N=96	4%	N=23	100%	N=599
Purchase or lease the grass lot on the corner of Hwy 5 and Rose Street and develop into a surface parking lot	23%	N=136	43%	N=254	16%	N=96	8%	N=48	10%	N=62	100%	N=596
Consider financing options for parking solutions including the issuance of debt and sharing of costs with downtown property owners	12%	N=73	34%	N=203	23%	N=135	17%	N=102	14%	N=84	100%	N=598

## The National Citizen Survey™

The addition of downtown parking has been identified as a high priority for the City for several years. As the City Council explores opportunities to add parking, please indicate your level of support for the following concepts:	Strongly support		Somewhat support		Somewhat oppose		Strongly oppose		Dont know		Total	
Obtain special legislation to allow a 1% food and beverage tax with revenue dedicated to parking projects	10%	N=60	26%	N=159	24%	N=146	32%	N=195	7%	N=41	100%	N=600

**Table 50: Question 16**

Where do you wish to travel from your home via the trails? (Mark all that apply.)	Percent	Number
Downtown	77%	N=461
Local parks	67%	N=402
Recreation Center	39%	N=230
Restaurants/retail	70%	N=415
School	19%	N=111
Other neighborhoods	39%	N=230
Other	12%	N=70
I don't use the Victoria trail system	11%	N=66

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

**Table 51: Question 17**

What can be done to improve the trails? (Mark all that apply.)	Percent	Number
Connect trail gaps to enhance safety/walkability	70%	N=417
Add cross country ski trails	11%	N=65
Add signage	24%	N=141
Add lighting	29%	N=173
Add trash cans	30%	N=180
Resurfacing	22%	N=130
Other	5%	N=32
Don't know	10%	N=57
Nothing/trails don't need improvement	8%	N=48

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

**Table 52: 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	0%	N=2	1%	N=8	3%	N=16	13%	N=79	83%	N=500	100%	N=605
Purchase goods or services from a business located in Victoria	1%	N=8	14%	N=84	53%	N=316	25%	N=148	8%	N=46	100%	N=601
Eat at least 5 portions of fruits and vegetables a day	2%	N=9	11%	N=68	27%	N=160	40%	N=240	20%	N=120	100%	N=597
Participate in moderate or vigorous physical activity	0%	N=3	6%	N=33	30%	N=175	37%	N=222	27%	N=161	100%	N=594
Read or watch local news (via television, paper, computer, etc.)	4%	N=23	8%	N=50	17%	N=102	32%	N=192	39%	N=234	100%	N=602
Vote in local elections	3%	N=15	5%	N=27	7%	N=41	22%	N=133	64%	N=385	100%	N=601

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Table 53: Question D2

Would you say that in general your health is:	Percent	Number
Excellent	33%	N=197
Very good	45%	N=275
Good	21%	N=126
Fair	1%	N=7
Poor	0%	N=1
Total	100%	N=606

Table 54: 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	10%	N=60
Somewhat positive	37%	N=225
Neutral	47%	N=283
Somewhat negative	5%	N=33
Very negative	0%	N=0
Total	100%	N=601

Table 55: Question D4

What is your employment status?	Percent	Number
Working full time for pay	71%	N=432
Working part time for pay	10%	N=58
Unemployed, looking for paid work	2%	N=10
Unemployed, not looking for paid work	4%	N=22
Fully retired	14%	N=82
Total	100%	N=605

Table 56: Question D5

Do you work inside the boundaries of Victoria?	Percent	Number
Yes, outside the home	13%	N=75
Yes, from home	13%	N=80
No	74%	N=441
Total	100%	N=596

Table 57: Question D6

How many years have you lived in Victoria?	Percent	Number
Less than 2 years	16%	N=99
2 to 5 years	27%	N=164
6 to 10 years	16%	N=95
11 to 20 years	26%	N=155
More than 20 years	16%	N=96
Total	100%	N=609

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Table 58: Question D7

Which best describes the building you live in?	Percent	Number
One family house detached from any other houses	83%	N=506
Building with two or more homes (duplex, townhome, apartment or condominium)	16%	N=95
Mobile home	0%	N=0
Other	1%	N=5
Total	100%	N=607

Table 59: Question D8

Is this house, apartment or mobile home...	Percent	Number
Rented	7%	N=43
Owned	93%	N=557
Total	100%	N=600

Table 60: 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	2%	N=9
\$300 to \$599 per month	4%	N=22
\$600 to \$999 per month	9%	N=51
\$1,000 to \$1,499 per month	11%	N=67
\$1,500 to \$2,499 per month	45%	N=263
\$2,500 or more per month	30%	N=173
Total	100%	N=585

Table 61: Question D10

Do any children 17 or under live in your household?	Percent	Number
No	46%	N=277
Yes	54%	N=327
Total	100%	N=605

Table 62: Question D11

Are you or any other members of your household aged 65 or older?	Percent	Number
No	81%	N=493
Yes	19%	N=112
Total	100%	N=605

# The National Citizen Survey™

Table 63: 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	2%	N=11
\$25,000 to \$49,999	7%	N=41
\$50,000 to \$99,999	17%	N=95
\$100,000 to \$149,999	21%	N=118
\$150,000 or more	54%	N=308
Total	100%	N=573

Table 64: Question D13

Are you Spanish, Hispanic or Latino?	Percent	Number
No, not Spanish, Hispanic or Latino	98%	N=589
Yes, I consider myself to be Spanish, Hispanic or Latino	2%	N=12
Total	100%	N=600

Table 65: 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=3
Asian, Asian Indian or Pacific Islander	2%	N=9
Black or African American	1%	N=5
White	97%	N=580
Other	2%	N=11

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

Table 66: Question D15

In which category is your age?	Percent	Number
18 to 24 years	1%	N=5
25 to 34 years	15%	N=91
35 to 44 years	25%	N=149
45 to 54 years	31%	N=184
55 to 64 years	14%	N=83
65 to 74 years	10%	N=58
75 years or older	5%	N=33
Total	100%	N=602

Table 67: Question D16

What is your sex?	Percent	Number
Female	50%	N=299
Male	50%	N=293
Total	100%	N=592

The National Citizen Survey™

Table 68: Question D17

Do you consider a cell phone or landline your primary telephone number?	Percent	Number
Cell	76%	N=459
Land line	11%	N=65
Both	13%	N=79
Total	100%	N=603

## 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 Victoria 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 Victoria'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," 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 Victoria'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 Victoria's rating to the benchmark.

In that final column, Victoria'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 Victoria 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 69: Community Characteristics General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
The overall quality of life in Victoria	93%	96	471	Similar
Overall image or reputation of Victoria	75%	167	358	Similar
Victoria as a place to live	94%	110	403	Similar
Your neighborhood as a place to live	95%	21	319	Higher
Victoria as a place to raise children	94%	39	393	Higher
Victoria as a place to retire	60%	217	366	Similar
Overall appearance of Victoria	91%	42	368	Higher

Table 70: Community Characteristics by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Overall feeling of safety in Victoria	96%	17	342	Higher
	In your neighborhood during the day	99%	11	365	Similar
	In Victoria's downtown/commercial area during the day	99%	9	319	Higher
Mobility	Overall ease of getting to the places you usually have to visit	78%	73	245	Similar
	Availability of paths and walking trails	84%	37	319	Higher
	Ease of walking in Victoria	78%	71	307	Higher
	Ease of travel by bicycle in Victoria	76%	31	309	Higher
	Ease of travel by public transportation in Victoria	14%	203	208	Much lower
	Ease of travel by car in Victoria	72%	100	308	Similar
	Ease of public parking	30%	180	204	Lower
	Traffic flow on major streets	61%	88	352	Similar
Natural Environment	Quality of overall natural environment in Victoria	94%	26	280	Higher
	Cleanliness of Victoria	96%	15	287	Higher
	Air quality	96%	9	247	Higher
Built Environment	Overall "built environment" of Victoria (including overall design, buildings, parks and transportation systems)	61%	120	234	Similar
	Overall quality of new development in Victoria	61%	113	292	Similar
	Availability of affordable quality housing	48%	111	306	Similar
	Variety of housing options	62%	84	283	Similar
	Public places where people want to spend time	77%	64	227	Similar
	Overall economic health of Victoria	70%	103	240	Similar
	Vibrant downtown/commercial area	48%	109	218	Similar
	Overall quality of business and service establishments in Victoria	58%	170	274	Similar
	Cost of living in Victoria	34%	159	237	Similar
	Shopping opportunities	19%	275	298	Much lower
Economy	Employment opportunities	14%	300	315	Lower
	Victoria as a place to visit	69%	115	257	Similar
	Victoria as a place to work	35%	338	369	Lower
	Health and wellness opportunities in Victoria	61%	157	235	Similar
	Availability of affordable quality mental health care	27%	188	206	Lower
	Availability of preventive health services	29%	227	235	Much lower
Recreation and Wellness	Availability of affordable quality health care	32%	253	262	Much lower
	Availability of affordable quality food	40%	229	240	Lower
	Recreational opportunities	73%	103	303	Similar
	Fitness opportunities (including exercise classes and paths or trails, etc.)	78%	67	225	Similar



# The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Education and Enrichment	Overall opportunities for education and enrichment	64%	150	237	Similar
	Opportunities to participate in religious or spiritual events and activities	77%	122	204	Similar
	Opportunities to attend cultural/arts/music activities	52%	200	301	Similar
	Adult educational opportunities	53%	141	213	Similar
	K-12 education	88%	57	275	Higher
	Availability of affordable quality child care/preschool	63%	58	254	Similar
Community Engagement	Opportunities to participate in social events and activities	67%	108	264	Similar
	Neighborhoodness of Victoria	80%	10	229	Higher
	Openness and acceptance of the community toward people of diverse backgrounds	62%	164	296	Similar
	Opportunities to participate in community matters	62%	169	275	Similar
	Opportunities to volunteer	62%	211	267	Similar

Table 71: Governance General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Services provided by the City of Victoria	73%	253	444	Similar
Overall customer service by Victoria employees (police, office staff, public works, etc.)	85%	77	387	Similar
Value of services for the taxes paid to Victoria	46%	266	413	Similar
Overall direction that Victoria is taking	44%	280	324	Lower
Job Victoria government does at welcoming citizen involvement	43%	266	323	Similar
Overall confidence in Victoria government	26%	237	240	Much lower
Generally acting in the best interest of the community	31%	233	240	Lower
Being honest	28%	225	232	Much lower
Treating all residents fairly	40%	207	237	Lower
Services provided by the Federal Government	46%	39	251	Similar

Table 72: Governance by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Police/Sheriff services	90%	73	482	Similar
	Fire services	98%	42	402	Similar
	Ambulance or emergency medical services	97%	68	363	Similar
	Crime prevention	90%	16	370	Higher
	Fire prevention and education	90%	36	292	Similar
	Animal control	69%	141	352	Similar
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	63%	148	280	Similar
Mobility	Traffic enforcement	77%	69	384	Similar
	Street repair	62%	84	408	Higher
	Street cleaning	72%	103	329	Similar
	Street lighting	68%	65	340	Similar
	Snow removal	77%	60	301	Similar
	Sidewalk maintenance	71%	46	331	Higher
	Traffic signal timing	68%	21	268	Higher
Natural Environment	Bus or transit services	26%	219	231	Much lower
	Garbage collection	76%	308	370	Similar
	Recycling	76%	247	371	Similar
	Yard waste pick-up	68%	223	282	Similar

# The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
	Drinking water	81%	108	329	Similar
	Preservation of natural areas such as open space, farmlands and greenbelts	69%	80	259	Similar
	Victoria open space	71%	59	215	Similar
Built Environment	Storm drainage	79%	76	366	Similar
	Sewer services	88%	81	334	Similar
	Power (electric and/or gas) utility	85%	71	178	Similar
	Utility billing	80%	36	211	Similar
	Land use, planning and zoning	46%	171	310	Similar
	Code enforcement (weeds, abandoned buildings, etc.)	58%	148	399	Similar
	Cable television	34%	199	205	Lower
	Economic development	50%	177	291	Similar
	City parks	90%	89	336	Similar
Recreation and Wellness	Recreation programs or classes	74%	156	335	Similar
	Recreation centers or facilities	76%	96	279	Similar
	Health services	45%	207	218	Lower
Education and Enrichment	City-sponsored special events	78%	76	259	Similar
	Public library services	89%	147	353	Similar
Community Engagement	Public information services	66%	161	289	Similar

Table 73: Participation General

	Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Sense of community	64%	155	316	Similar
Recommend living in Victoria to someone who asks	93%	82	288	Similar
Remain in Victoria for the next five years	90%	46	279	Similar
Contacted Victoria (in-person, phone, email or web) for help or information	42%	206	326	Similar

Table 74: Participation by Facet

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Safety	Stocked supplies in preparation for an emergency	16%	202	206	Much lower
	Did NOT report a crime to the police	90%	3	231	Higher
	Household member was NOT a victim of a crime	95%	11	276	Similar
Mobility	Used bus, rail, subway or other public transportation instead of driving	6%	161	188	Much lower
	Carpooled with other adults or children instead of driving alone	32%	206	219	Lower
	Walked or biked instead of driving	66%	60	227	Similar
Natural Environment	Made efforts to conserve water	82%	99	214	Similar
	Made efforts to make your home more energy efficient	77%	79	215	Similar
	Recycle at home	98%	10	261	Higher
Built Environment	Did NOT observe a code violation or other hazard in Victoria	73%	15	221	Higher
	NOT experiencing housing costs stress	82%	15	257	Higher
Economy	Purchase goods or services from a business located in Victoria	85%	220	225	Lower
	Economy will have positive impact on income	47%	11	258	Higher

# The National Citizen Survey™

		Percent positive	Rank	Number of communities in comparison	Comparison to benchmark
Recreation and Wellness	Work inside boundaries of Victoria	26%	188	226	Lower
	Used Victoria recreation centers or their services	62%	76	237	Similar
	Visited a neighborhood park or City park	85%	132	271	Similar
	Eat at least 5 portions of fruits and vegetables a day	87%	47	217	Similar
	Participate in moderate or vigorous physical activity	94%	4	221	Similar
	In very good to excellent health	78%	8	221	Similar
Education and Enrichment	Used Victoria public libraries or their services	58%	178	244	Similar
	Participated in religious or spiritual activities in Victoria	40%	132	201	Similar
	Attended City-sponsored event	67%	40	227	Higher
Community Engagement	Campaigned or advocated for an issue, cause or candidate	19%	157	209	Similar
	Contacted Victoria elected officials (in-person, phone, email or web) to express your opinion	20%	70	224	Similar
	Volunteered your time to some group/activity in Victoria	26%	229	266	Lower
	Participated in a club	17%	213	241	Lower
	Talked to or visited with your immediate neighbors	97%	13	222	Similar
	Done a favor for a neighbor	93%	2	218	Higher
	Attended a local public meeting	31%	36	265	Similar
	Watched (online or on television) a local public meeting	23%	110	228	Similar
	Read or watch local news (via television, paper, computer, etc.)	88%	64	226	Similar
	Vote in local elections	93%	7	259	Higher

## Communities included in national comparisons

The communities included in Victoria'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  
 Arapahoe County, CO ..... 572,003  
 Arkansas City city, AR ..... 366  
 Arlington city, TX ..... 365,438  
 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  
 Augusta CCD, GA ..... 134,777  
 Aurora city, CO ..... 325,078  
 Austin city, TX ..... 790,390  
 Avon town, CO ..... 6,447  
 Avon town, IN ..... 12,446  
 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  
 Bay Village city, OH ..... 15,651  
 Baytown city, TX ..... 71,802  
 Bedford city, TX ..... 46,979  
 Bedford town, MA ..... 13,320  
 Bellevue city, WA ..... 122,363  
 Bellingham city, WA ..... 80,885  
 Benbrook city, TX ..... 21,234  
 Bend city, OR ..... 76,639  
 Bethlehem township, PA ..... 23,730

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Bettendorf city, IA.....	33,217	College Station city, TX .....	93,857
Billings city, MT.....	104,170	Colleyville city, TX .....	22,807
Blaine city, MN.....	57,186	Columbia city, MO.....	108,500
Bloomfield Hills city, MI .....	3,869	Columbia city, SC.....	129,272
Bloomington city, IN .....	80,405	Columbia Falls city, MT.....	4,688
Bloomington city, MN .....	82,893	Commerce City city, CO.....	45,913
Blue Springs city, MO .....	52,575	Concord city, CA .....	122,067
Boise City city, ID .....	205,671	Concord town, MA.....	17,668
Bonner Springs city, KS .....	7,314	Conshohocken borough, PA .....	7,833
Boone County, KY .....	118,811	Coolidge city, AZ .....	11,825
Boulder city, CO.....	97,385	Coon Rapids city, MN .....	61,476
Bowling Green city, KY .....	58,067	Copperas Cove city, TX.....	32,032
Bozeman city, MT .....	37,280	Coral Springs city, FL.....	121,096
Brentwood city, MO.....	8,055	Coronado city, CA .....	18,912
Brentwood city, TN .....	37,060	Corvallis city, OR.....	54,462
Brighton city, CO.....	33,352	Cottonwood Heights city, UT .....	33,433
Brighton city, MI .....	7,444	Creve Coeur city, MO .....	17,833
Bristol city, TN .....	26,702	Cross Roads town, TX .....	1,563
Broken Arrow city, OK .....	98,850	Cupertino city, CA .....	58,302
Brookfield city, WI .....	37,920	Dacono city, CO.....	4,152
Brookline CDP, MA .....	58,732	Dade City city, FL.....	6,437
Brooklyn Center city, MN .....	30,104	Dakota County, MN.....	398,552
Brooklyn city, OH .....	11,169	Dallas city, OR .....	14,583
Broomfield city, CO .....	55,889	Dallas city, TX.....	1,197,816
Brownsburg town, IN .....	21,285	Danville city, KY.....	16,218
Buffalo Grove village, IL .....	41,496	Dardenne Prairie city, MO .....	11,494
Burien city, WA.....	33,313	Darien city, IL .....	22,086
Burleson city, TX.....	36,690	Davenport city, FL.....	2,888
Burlingame city, CA.....	28,806	Davenport city, IA.....	99,685
Cabarrus County, NC.....	178,011	Davidson town, NC.....	10,944
Cambridge city, MA.....	105,162	Dayton city, OH .....	141,527
Cannon Beach city, OR.....	1,690	Dayton town, WY.....	757
Cañon City city, CO .....	16,400	Dearborn city, MI .....	98,153
Canton city, SD.....	3,057	Decatur city, GA.....	19,335
Cape Coral city, FL .....	154,305	Del Mar city, CA .....	4,161
Cape Girardeau city, MO.....	37,941	DeLand city, FL.....	27,031
Carlisle borough, PA .....	18,682	Delaware city, OH .....	34,753
Carlsbad city, CA .....	105,328	Delray Beach city, FL.....	60,522
Carroll city, IA.....	10,103	Denison city, TX.....	22,682
Cartersville city, GA.....	19,731	Denton city, TX.....	113,383
Cary town, NC .....	135,234	Denver city, CO.....	600,158
Castine town, ME.....	1,366	Derby city, KS.....	22,158
Castle Pines North city, CO .....	10,360	Des Moines city, IA .....	203,433
Castle Rock town, CO.....	48,231	Des Peres city, MO.....	8,373
Cedar Hill city, TX .....	45,028	Destin city, FL.....	12,305
Cedar Rapids city, IA.....	126,326	Dothan city, AL .....	65,496
Celina city, TX.....	6,028	Douglas County, CO .....	285,465
Centennial city, CO.....	100,377	Dover city, NH .....	29,987
Chandler city, AZ .....	236,123	Dublin city, CA .....	46,036
Chandler city, TX .....	2,734	Dublin city, OH .....	41,751
Chanhassen city, MN .....	22,952	Duluth city, MN .....	86,265
Chapel Hill town, NC .....	57,233	Durham city, NC .....	228,330
Chardon city, OH .....	5,148	Durham County, NC .....	267,587
Charles County, MD .....	146,551	Dyer town, IN.....	16,390
Charlotte city, NC.....	731,424	Eagan city, MN .....	64,206
Charlotte County, FL .....	159,978	Eagle Mountain city, UT.....	21,415
Charlottesville city, VA.....	43,475	Eagle town, CO.....	6,508
Chattanooga city, TN.....	167,674	East Grand Forks city, MN .....	8,601
Chautauqua town, NY .....	4,464	East Lansing city, MI .....	48,579
Chesterfield County, VA.....	316,236	Eau Claire city, WI .....	65,883
Citrus Heights city, CA.....	83,301	Eden Prairie city, MN .....	60,797
Clackamas County, OR .....	375,992	Eden town, VT .....	1,323
Clarendon Hills village, IL .....	8,427	Edgerton city, KS .....	1,671
Clayton city, MO .....	15,939	Edgewater city, CO .....	5,170
Clearwater city, FL .....	107,685	Edina city, MN .....	47,941
Cleveland Heights city, OH .....	46,121	Edmond city, OK .....	81,405
Clinton city, SC .....	8,490	Edmonds city, WA.....	39,709
Clive city, IA .....	15,447	El Cerrito city, CA .....	23,549
Clovis city, CA.....	95,631	El Dorado County, CA.....	181,058
College Park city, MD .....	30,413	El Paso de Robles (Paso Robles) city, CA .....	29,793

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Elk Grove city, CA .....	153,015	Homer Glen village, IL .....	24,220
Elko New Market city, MN .....	4,110	Honolulu County, HI .....	953,207
Elmhurst city, IL .....	44,121	Hooksett town, NH .....	13,451
Encinitas city, CA .....	59,518	Hopkins city, MN .....	17,591
Englewood city, CO .....	30,255	Hopkinton town, MA .....	14,925
Erie town, CO .....	18,135	Hoquiam city, WA .....	8,726
Escambia County, FL .....	297,619	Horry County, SC .....	269,291
Estes Park town, CO .....	5,858	Howard village, WI .....	17,399
Euclid city, OH .....	48,920	Hudson city, OH .....	22,262
Fairview town, TX .....	7,248	Hudson town, CO .....	2,356
Farmers Branch city, TX .....	28,616	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
Farmington town, CT .....	25,340	Hutto city, TX .....	14,698
Fayetteville city, NC .....	200,564	Independence city, MO .....	116,830
Fernandina Beach city, FL .....	11,487	Indianola city, IA .....	14,782
Fishers town, IN .....	76,794	Indio city, CA .....	76,036
Flagstaff city, AZ .....	65,870	Iowa City city, IA .....	67,862
Flower Mound town, TX .....	64,669	Irving city, TX .....	216,290
Forest Grove city, OR .....	21,083	Issaquah city, WA .....	30,434
Fort Collins city, CO .....	143,986	Jackson city, MO .....	13,758
Fort Lauderdale city, FL .....	165,521	Jackson County, MI .....	160,248
Fort Smith city, AR .....	86,209	James City County, VA .....	67,009
Franklin city, TN .....	62,487	Jefferson County, NY .....	116,229
Fremont city, CA .....	214,089	Jefferson Parish, LA .....	432,552
Friendswood city, TX .....	35,805	Johnson City city, TN .....	63,152
Fruita city, CO .....	12,646	Johnston city, IA .....	17,278
Gahanna city, OH .....	33,248	Jupiter town, FL .....	55,156
Gaithersburg city, MD .....	59,933	Kalamazoo city, MI .....	74,262
Galveston city, TX .....	47,743	Kansas City city, KS .....	145,786
Gardner city, KS .....	19,123	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
Glen Ellyn village, IL .....	27,450	Kent city, WA .....	92,411
Glendora city, CA .....	50,073	Kerrville city, TX .....	22,347
Glenview village, IL .....	44,692	Kettering city, OH .....	56,163
Globe city, AZ .....	7,532	Key West city, FL .....	24,649
Golden city, CO .....	18,867	King City city, CA .....	12,874
Golden Valley city, MN .....	20,371	King County, WA .....	1,931,249
Goodyear city, AZ .....	65,275	Kirkland city, WA .....	48,787
Grafton village, WI .....	11,459	Kirkwood city, MO .....	27,540
Grand Blanc city, MI .....	8,276	Knoxville city, IA .....	7,313
Grants Pass city, OR .....	34,533	La Plata town, MD .....	8,753
Grass Valley city, CA .....	12,860	La Porte city, TX .....	33,800
Greeley city, CO .....	92,889	La Vista city, NE .....	15,758
Greenville city, NC .....	84,554	Lafayette city, CO .....	24,453
Greenwich town, CT .....	61,171	Laguna Beach city, CA .....	22,723
Greenwood Village city, CO .....	13,925	Laguna Niguel city, CA .....	62,979
Greer city, SC .....	25,515	Lake Forest city, IL .....	19,375
Gunnison County, CO .....	15,324	Lake in the Hills village, IL .....	28,965
Hailey city, ID .....	7,960	Lake Stevens city, WA .....	28,069
Haines Borough, AK .....	2,508	Lake Worth city, FL .....	34,910
Haltom City city, TX .....	42,409	Lake Zurich village, IL .....	19,631
Hamilton city, OH .....	62,477	Lakeville city, MN .....	55,954
Hamilton town, MA .....	7,764	Lakewood city, CO .....	142,980
Hampton city, VA .....	137,436	Lakewood city, WA .....	58,163
Hanover County, VA .....	99,863	Lane County, OR .....	351,715
Harrisburg city, SD .....	4,089	Lansing city, MI .....	114,297
Harrisonburg city, VA .....	48,914	Laramie city, WY .....	30,816
Harrisonville city, MO .....	10,019	Larimer County, CO .....	299,630
Hastings city, MN .....	22,172	Las Cruces city, NM .....	97,618
Hayward city, CA .....	144,186	Las Vegas city, NM .....	13,753
Henderson city, NV .....	257,729	Las Vegas city, NV .....	583,756
Herndon town, VA .....	23,292	Lawrence city, KS .....	87,643
High Point city, NC .....	104,371	Lawrenceville city, GA .....	28,546
Highland Park city, IL .....	29,763	Lee's Summit city, MO .....	91,364
Highlands Ranch CDP, CO .....	96,713	Lehi city, UT .....	47,407
Holland city, MI .....	33,051	Lenexa city, KS .....	48,190

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Lewis County, NY .....	27,087	Murphy city, TX .....	17,708
Lewiston city, ID .....	31,894	Naperville city, IL .....	141,853
Lewisville city, TX .....	95,290	Napoleon city, OH .....	8,749
Lewisville town, NC .....	12,639	Nederland city, TX .....	17,547
Libertyville village, IL .....	20,315	Needham CDP, MA .....	28,886
Lincoln city, NE .....	258,379	Nevada City city, CA .....	3,068
Lincolnwood village, IL .....	12,590	Nevada County, CA .....	98,764
Lindsborg city, KS .....	3,458	New Braunfels city, TX .....	57,740
Little Chute village, WI .....	10,449	New Brighton city, MN .....	21,456
Littleton city, CO .....	41,737	New Hanover County, NC .....	202,667
Livermore city, CA .....	80,968	New Hope city, MN .....	20,339
Lombard village, IL .....	43,165	New Orleans city, LA .....	343,829
Lone Tree city, CO .....	10,218	New Port Richey city, FL .....	14,911
Long Grove village, IL .....	8,043	New Smyrna Beach city, FL .....	22,464
Longmont city, CO .....	86,270	New Ulm city, MN .....	13,522
Longview city, TX .....	80,455	Newberg city, OR .....	22,068
Lonsdale city, MN .....	3,674	Newport city, RI .....	24,672
Los Alamos County, NM .....	17,950	Newport News city, VA .....	180,719
Los Altos Hills town, CA .....	7,922	Newton city, IA .....	15,254
Louisville city, CO .....	18,376	Noblesville city, IN .....	51,969
Lower Merion township, PA .....	57,825	Nogales city, AZ .....	20,837
Lynchburg city, VA .....	75,568	Norcross city, GA .....	9,116
Lynnwood city, WA .....	35,836	Norfolk city, VA .....	242,803
Macomb County, MI .....	840,978	North Mankato city, MN .....	13,394
Manassas city, VA .....	37,821	North Port city, FL .....	57,357
Manhattan Beach city, CA .....	35,135	North Richland Hills city, TX .....	63,343
Manhattan city, KS .....	52,281	North Yarmouth town, ME .....	3,565
Mankato city, MN .....	39,309	Novato city, CA .....	51,904
Maple Grove city, MN .....	61,567	Novi city, MI .....	55,224
Maplewood city, MN .....	38,018	O'Fallon city, IL .....	28,281
Maricopa County, AZ .....	3,817,117	O'Fallon city, MO .....	79,329
Marion city, IA .....	34,768	Oak Park village, IL .....	51,878
Marshfield city, WI .....	19,118	Oakland city, CA .....	390,724
Martinez city, CA .....	35,824	Oakley city, CA .....	35,432
Marysville city, WA .....	60,020	Oklahoma City city, OK .....	579,999
Matthews town, NC .....	27,198	Olathe city, KS .....	125,872
McAllen city, TX .....	129,877	Old Town city, ME .....	7,840
McKinney city, TX .....	131,117	Olmsted County, MN .....	144,248
McMinnville city, OR .....	32,187	Olympia city, WA .....	46,478
Menlo Park city, CA .....	32,026	Orange village, OH .....	3,323
Menomonee Falls village, WI .....	35,626	Orland Park village, IL .....	56,767
Mercer Island city, WA .....	22,699	Orleans Parish, LA .....	343,829
Meridian charter township, MI .....	39,688	Oshkosh city, WI .....	66,083
Meridian city, ID .....	75,092	Oshtemo charter township, MI .....	21,705
Merriam city, KS .....	11,003	Oswego village, IL .....	30,355
Mesa city, AZ .....	439,041	Otsego County, MI .....	24,164
Mesa County, CO .....	146,723	Ottawa County, MI .....	263,801
Miami Beach city, FL .....	87,779	Overland Park city, KS .....	173,372
Miami city, FL .....	399,457	Paducah city, KY .....	25,024
Middleton city, WI .....	17,442	Palm Beach Gardens city, FL .....	48,452
Midland city, MI .....	41,863	Palm Coast city, FL .....	75,180
Milford city, DE .....	9,559	Palo Alto city, CA .....	64,403
Milton city, GA .....	32,661	Palos Verdes Estates city, CA .....	13,438
Minneapolis city, MN .....	382,578	Papillion city, NE .....	18,894
Minnetrista city, MN .....	6,384	Paradise Valley town, AZ .....	12,820
Missouri City city, TX .....	67,358	Park City city, UT .....	7,558
Modesto city, CA .....	201,165	Parker town, CO .....	45,297
Monterey city, CA .....	27,810	Parkland city, FL .....	23,962
Montgomery city, MN .....	2,956	Pasco city, WA .....	59,781
Montgomery County, MD .....	971,777	Pasco County, FL .....	464,697
Monticello city, UT .....	1,972	Payette city, ID .....	7,433
Montrose city, CO .....	19,132	Pearland city, TX .....	91,252
Monument town, CO .....	5,530	Peoria city, AZ .....	154,065
Mooreville town, NC .....	32,711	Peoria city, IL .....	115,007
Moraga town, CA .....	16,016	Pflugerville city, TX .....	46,936
Morristown city, TN .....	29,137	Phoenix city, AZ .....	1,445,632
Morrisville town, NC .....	18,576	Pinehurst village, NC .....	13,124
Morro Bay city, CA .....	10,234	Piqua city, OH .....	20,522
Mountain Village town, CO .....	1,320	Pitkin County, CO .....	17,148
Mountlake Terrace city, WA .....	19,909	Plano city, TX .....	259,841

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Platte City city, MO.....	4,691	Scott County, MN.....	129,928
Pleasant Hill city, IA.....	8,785	Scottsdale city, AZ.....	217,385
Pleasanton city, CA.....	70,285	Seaside city, CA.....	33,025
Plymouth city, MN.....	70,576	Sedona city, AZ.....	10,031
Polk County, IA.....	430,640	Sevierville city, TN.....	14,807
Pompano Beach city, FL.....	99,845	Shakopee city, MN.....	37,076
Port Orange city, FL.....	56,048	Sharonville city, OH.....	13,560
Port St. Lucie city, FL.....	164,603	Shawnee city, KS.....	62,209
Portland city, OR.....	583,776	Shawnee city, OK.....	29,857
Post Falls city, ID.....	27,574	Sherborn town, MA.....	4,119
Powell city, OH.....	11,500	Shoreline city, WA.....	53,007
Prince William County, VA.....	402,002	Shoreview city, MN.....	25,043
Prior Lake city, MN.....	22,796	Shorewood village, IL.....	15,615
Pueblo city, CO.....	106,595	Shorewood village, WI.....	13,162
Purcellville town, VA.....	7,727	Sierra Vista city, AZ.....	43,888
Queen Creek town, AZ.....	26,361	Silverton city, OR.....	9,222
Raleigh city, NC.....	403,892	Sioux Center city, IA.....	7,048
Ramsey city, MN.....	23,668	Sioux Falls city, SD.....	153,888
Raymond town, ME.....	4,436	Skokie village, IL.....	64,784
Raymore city, MO.....	19,206	Snellville city, GA.....	18,242
Redmond city, OR.....	26,215	Snoqualmie city, WA.....	10,670
Redmond city, WA.....	54,144	Snowmass Village town, CO.....	2,826
Redwood City city, CA.....	76,815	Somerset town, MA.....	18,165
Reno city, NV.....	225,221	South Jordan city, UT.....	50,418
Reston CDP, VA.....	58,404	South Lake Tahoe city, CA.....	21,403
Richland city, WA.....	48,058	Southlake city, TX.....	26,575
Richmond city, CA.....	103,701	Spearfish city, SD.....	10,494
Richmond Heights city, MO.....	8,603	Spring Hill city, KS.....	5,437
Rio Rancho city, NM.....	87,521	Springboro city, OH.....	17,409
River Falls city, WI.....	15,000	Springfield city, MO.....	159,498
Riverside city, CA.....	303,871	Springville city, UT.....	29,466
Riverside city, MO.....	2,937	St. Augustine city, FL.....	12,975
Roanoke city, VA.....	97,032	St. Charles city, IL.....	32,974
Roanoke County, VA.....	92,376	St. Cloud city, FL.....	35,183
Rochester Hills city, MI.....	70,995	St. Cloud city, MN.....	65,842
Rock Hill city, SC.....	66,154	St. Joseph city, MO.....	76,780
Rockville city, MD.....	61,209	St. Joseph town, WI.....	3,842
Roeland Park city, KS.....	6,731	St. Louis County, MN.....	200,226
Rogers city, MN.....	8,597	State College borough, PA.....	42,034
Rohnert Park city, CA.....	40,971	Steamboat Springs city, CO.....	12,088
Rolla city, MO.....	19,559	Sterling Heights city, MI.....	129,699
Roselle village, IL.....	22,763	Sugar Grove village, IL.....	8,997
Rosemount city, MN.....	21,874	Sugar Land city, TX.....	78,817
Rosenberg city, TX.....	30,618	Suisun City city, CA.....	28,111
Roseville city, MN.....	33,660	Summit city, NJ.....	21,457
Round Rock city, TX.....	99,887	Summit County, UT.....	36,324
Royal Oak city, MI.....	57,236	Summit village, IL.....	11,054
Royal Palm Beach village, FL.....	34,140	Sunnyvale city, CA.....	140,081
Saco city, ME.....	18,482	Surprise city, AZ.....	117,517
Sahuarita town, AZ.....	25,259	Suwanee city, GA.....	15,355
Salida city, CO.....	5,236	Tacoma city, WA.....	198,397
Sammamish city, WA.....	45,780	Takoma Park city, MD.....	16,715
San Anselmo town, CA.....	12,336	Tamarac city, FL.....	60,427
San Diego city, CA.....	1,307,402	Temecula city, CA.....	100,097
San Francisco city, CA.....	805,235	Tempe city, AZ.....	161,719
San Jose city, CA.....	945,942	Temple city, TX.....	66,102
San Juan County, NM.....	130,044	Texarkana city, TX.....	36,411
San Marcos city, CA.....	83,781	The Woodlands CDP, TX.....	93,847
San Marcos city, TX.....	44,894	Thousand Oaks city, CA.....	126,683
San Rafael city, CA.....	57,713	Tigard city, OR.....	48,035
Sanford city, FL.....	53,570	Tracy city, CA.....	82,922
Sangamon County, IL.....	197,465	Trinidad CCD, CO.....	12,017
Santa Clarita city, CA.....	176,320	Tualatin city, OR.....	26,054
Santa Fe city, NM.....	67,947	Tulsa city, OK.....	391,906
Santa Fe County, NM.....	144,170	Twin Falls city, ID.....	44,125
Santa Monica city, CA.....	89,736	Tyler city, TX.....	96,900
Sarasota County, FL.....	379,448	Unalaska city, AK.....	4,376
Savage city, MN.....	26,911	University Heights city, OH.....	13,539
Schaumburg village, IL.....	74,227	University Park city, TX.....	23,068
Schertz city, TX.....	31,465	Upper Arlington city, OH.....	33,771

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Urbandale city, IA .....	39,463	Westlake town, TX .....	992
Vail town, CO .....	5,305	Westminster city, CO .....	106,114
Vancouver city, WA .....	161,791	Weston town, MA .....	11,261
Ventura CCD, CA .....	111,889	White House city, TN .....	10,255
Vernon Hills village, IL .....	25,113	Wichita city, KS .....	382,368
Vestavia Hills city, AL .....	34,033	Williamsburg city, VA .....	14,068
Victoria city, MN .....	7,345	Willowbrook village, IL .....	8,540
Vienna town, VA .....	15,687	Wilmington city, NC .....	106,476
Virginia Beach city, VA .....	437,994	Wilsonville city, OR .....	19,509
Walnut Creek city, CA .....	64,173	Windsor town, CO .....	18,644
Warrensburg city, MO .....	18,838	Windsor town, CT .....	29,044
Washington County, MN .....	238,136	Winnetka village, IL .....	12,187
Washington town, NH .....	1,123	Winter Garden city, FL .....	34,568
Washoe County, NV .....	421,407	Woodbury city, MN .....	61,961
Washougal city, WA .....	14,095	Woodinville city, WA .....	10,938
Wauwatosa city, WI .....	46,396	Woodland city, CA .....	55,468
Waverly city, IA .....	9,874	Wrentham town, MA .....	10,955
Weddington town, NC .....	9,459	Wyandotte County, KS .....	157,505
Wentzville city, MO .....	29,070	Yakima city, WA .....	91,067
West Carrollton city, OH .....	13,143	York County, VA .....	65,464
West Chester borough, PA .....	18,461	Yorktown town, IN .....	9,405
West Des Moines city, IA .....	56,609	Yorkville city, IL .....	16,921
Western Springs village, IL .....	12,975	Yountville city, CA .....	2,933
Westerville city, OH .....	36,120		



## 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 Victoria funded this research. Please contact Cindy Patnode of the City of Victoria at [cpatnode@ci.victoria.mn.us](mailto:cpatnode@ci.victoria.mn.us) 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."

### Selecting Survey Recipients

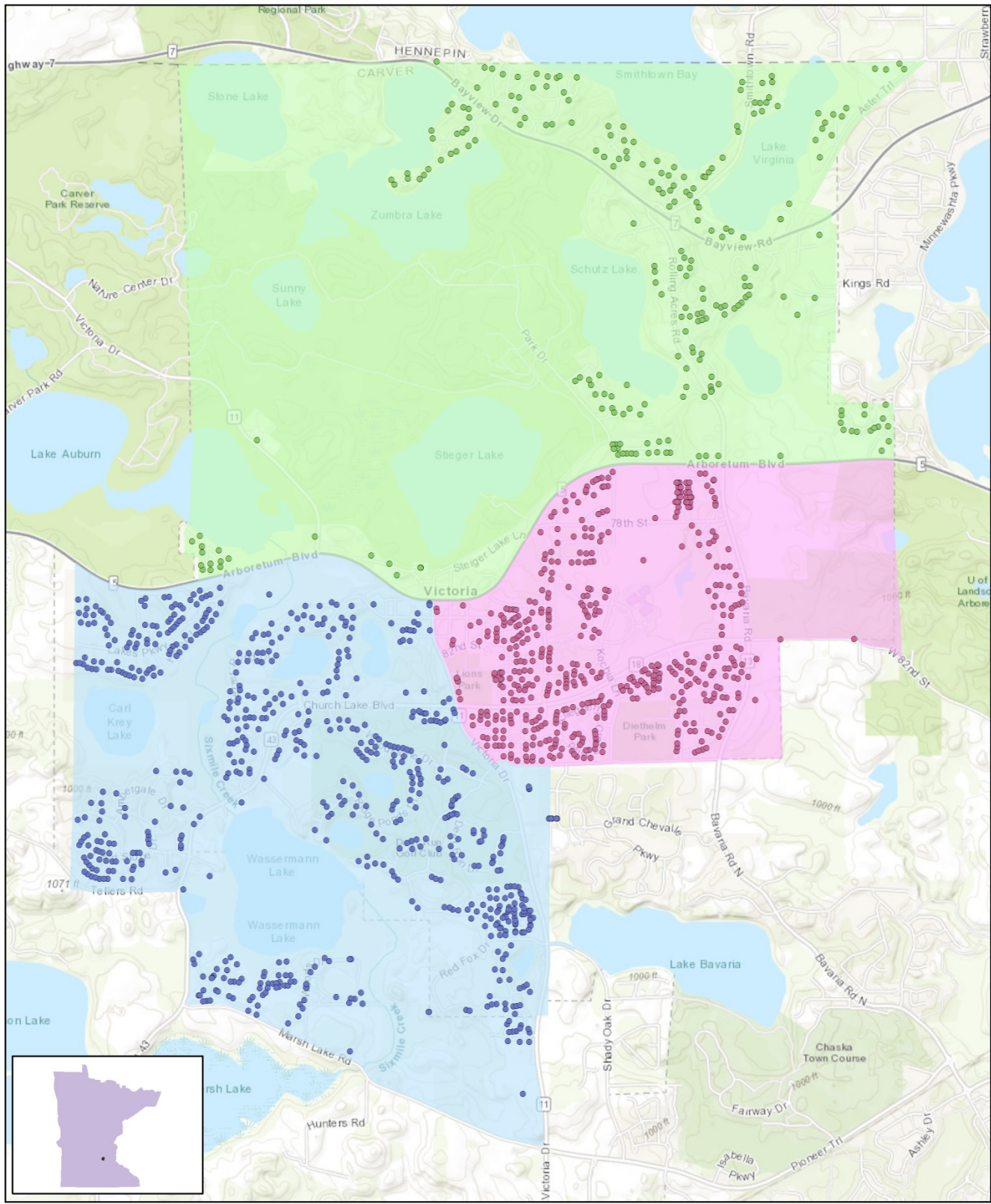
"Sampling" refers to the method by which households were chosen to receive the survey. All households within the City of Victoria were eligible to participate in the survey. A list of all households within the zip codes serving Victoria was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Victoria 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 Victoria boundaries were removed from consideration. Each address identified as being within City boundaries and, with the exception of the few P.O. Boxes selected for sample, each address was further identified as being within one of the three voting precincts.

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 selected at a higher rate 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 selected 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.

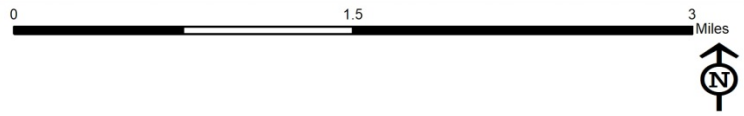
In addition to the scientific, random selection of households, a link to an online "opt-in" survey was publicized and posted to the City of Victoria website. This opt-in survey was identical to the scientific survey and open to all City residents. (The data presented in this report exclude the opt-in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

Figure 1: Location of Survey Recipients



**Survey Recipients in Victoria, MN**

- In Precinct 1   ● In Precinct 3   ■ Precinct 1   ■ Precinct 3
- In Precinct 2   ■ Precinct 2





## Survey Administration and Response

Selected households received three mailings, one week apart, beginning on February 16, 2018. 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. Respondents could also opt to take the survey online if they preferred. Completed surveys were collected over the following seven weeks. The online “opt-in” survey became available to all residents on March 23, 2018 and remained open for two weeks.

About 4% 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 1,441 households that received the survey, 612 completed the survey, providing an overall response rate of 42%. Of the 612 completed surveys, 76 were completed online. Additionally, responses were tracked by area; response rates by voter precinct ranged from 42% to 44%, while the response rate for PO boxholders was 35%. The response rates were calculated using AAPOR’s response rate #2<sup>1</sup> for mailed surveys of unnamed persons. Additionally, 18 opt-in residents completed the online opt-in survey; results of the opt-in survey can be found in the *Supplemental Online Survey Results* report provided under separate cover.

Table 75: Survey Response Rates by Area

	Precinct 1	Precinct 2	Precinct 3	PO boxes	Overall
Total sample used	285	505	663	47	1,500
I=Complete Interviews	117	210	266	15	608
P=Partial Interviews	2	2	0	0	4
R=Refusal and break off	0	2	0	0	2
NC=Non Contact	0	0	0	0	0
O=Other	0	0	0	0	0
UH=Unknown household	0	0	0	0	0
UO=Unknown other	154	275	370	28	827
Response rate: (I+P)/(I+P) + (R+NC+O) + (UH+UO)	44%	43%	42%	35%	42%

## 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.<sup>2</sup>

The margin of error for the City of Victoria survey is no greater than plus or minus four percentage points around any given percent reported for all respondents (612 completed surveys).

For subgroups of responses, the margin of error increases because the number of respondents 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.

<sup>1</sup> 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

<sup>2</sup> 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.

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.

NRC used SurveyGizmo, 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 respondents were compared to those found in the 2010 Census and American Community Survey estimates for adults in the City of Victoria. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. The characteristics used for weighting were housing tenure (rent or own), sex and age. No adjustments were made for design effects. The results of the weighting scheme are presented in the following table.

Table 76: Victoria, MN 2018 Weighting Table

Characteristic	2010 Census	Unweighted Data	Weighted Data
<b>Housing</b>			
Rent home	8%	3%	7%
Own home	92%	97%	93%
Detached unit*	83%	83%	83%
Attached unit*	17%	17%	17%
<b>Race and Ethnicity</b>			
White	97%	96%	96%
Not white	3%	4%	4%
Not Hispanic	98%	99%	98%
Hispanic	2%	2%	2%
<b>Sex and Age</b>			
Female	51%	50%	50%
Male	49%	50%	50%
18-34 years of age	16%	6%	16%
35-54 years of age	56%	47%	55%
55+ years of age	28%	47%	29%
Females 18-34	9%	3%	9%
Females 35-54	28%	26%	28%
Females 55+	14%	21%	14%
Males 18-34	8%	3%	8%
Males 35-54	27%	20%	27%
Males 55+	14%	27%	14%
<b>Area</b>			
Precinct 1	18%	19%	16%
Precinct 2	33%	35%	34%
Precinct 3	45%	43%	45%
PO Boxes	4%	2%	5%

\* American Community Survey 2010 5-year estimates

## 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. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

The data for the opt-in survey are presented separately in the report titled *Supplemental Online Survey Results*.

## Appendix D: Survey Materials

Dear Victoria 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 "Thomas C. Funk". The signature is fluid and cursive, with the first name "Thomas" and last name "Funk" clearly distinguishable.

Thomas C. Funk  
Mayor

Dear Victoria Resident,

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

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Thomas C. Funk  
Mayor





City Hall — Box 36  
1670 Steiger Lake Ln  
Victoria, Minnesota 55386

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



City Hall — Box 36  
1670 Steiger Lake Ln  
Victoria, Minnesota 55386

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO. 94



City Hall — Box 36  
1670 Steiger Lake Ln  
Victoria, Minnesota 55386

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City Hall — Box 36  
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Victoria, Minnesota 55386

Presorted  
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PAID  
Boulder, CO  
Permit NO. 94



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Victoria, Minnesota 55386

Presorted  
First Class Mail  
US Postage  
PAID  
Boulder, CO  
Permit NO.94



## City of Victoria

Ph. 952.443.4210

Fax 952.443.2110

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February 2018

Dear City of Victoria Resident:

Please help us shape the future of Victoria! You have been selected at random to participate in the 2018 Victoria 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 Victoria 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/victoriamn2018>**

If you have any questions about the survey please call 952-443-4210.

Thank you for your time and participation!

Sincerely,

Thomas C. Funk  
Mayor



## City of Victoria

Ph. 952.443.4210

Fax 952.443.2110

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February 2018

Dear City of Victoria Resident:

Here's a second chance if you haven't already responded to the 2018 Victoria 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 Victoria! You have been selected at random to participate in the 2018 Victoria 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 Victoria 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/victoriamn2018>**

If you have any questions about the survey please call 952-443-4210.

Thank you for your time and participation!

Sincerely,

Thomas C. Funk  
Mayor

# The City of Victoria 2018 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 Victoria:

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

## 2. Please rate each of the following characteristics as they relate to Victoria 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 Victoria.....	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 Victoria .....	1	2	3	4	5
Overall "built environment" of Victoria (including overall design, buildings, parks and transportation systems) .....	1	2	3	4	5
Health and wellness opportunities in Victoria .....	1	2	3	4	5
Overall opportunities for education and enrichment.....	1	2	3	4	5
Overall economic health of Victoria.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5
Overall image or reputation of Victoria .....	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 Victoria to someone who asks .....	1	2	3	4	5
Remain in Victoria 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 Victoria's downtown/commercial area during the day .....	1	2	3	4	5	6

## 5. Please rate each of the following characteristics as they relate to Victoria 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 Victoria.....	1	2	3	4	5
Ease of travel by public transportation in Victoria .....	1	2	3	4	5
Ease of travel by bicycle in Victoria.....	1	2	3	4	5
Ease of walking in Victoria .....	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 Victoria .....	1	2	3	4	5
Overall appearance of Victoria.....	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 exercise classes and 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 Victoria 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 Victoria.....	1	2	3	4	5
Overall quality of business and service establishments in Victoria .....	1	2	3	4	5
Vibrant downtown/commercial area .....	1	2	3	4	5
Overall quality of new development in Victoria.....	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 Victoria .....	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 Victoria (weeds, abandoned buildings, etc.) .....	1	2
Household member was a victim of a crime in Victoria.....	1	2
Reported a crime to the police in Victoria .....	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 Victoria (in-person, phone, email or web) for help or information .....	1	2
Contacted Victoria 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 Victoria?**

	<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>
Used Victoria recreation centers or their services.....	1	2	3	4
Visited a neighborhood park or City park .....	1	2	3	4
Used Victoria public libraries or their services .....	1	2	3	4
Participated in religious or spiritual activities in Victoria .....	1	2	3	4
Attended a City-sponsored event.....	1	2	3	4
Used bus, rail, subway 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 in Victoria .....	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
Used the City of Victoria trail system .....	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>
<u>Attended</u> a local public meeting .....	1	2	3	4
<u>Watched</u> (online or on television) a local public meeting.....	1	2	3	4

# The City of Victoria 2018 Citizen Survey

## 10. Please rate the quality of each of the following services in Victoria:

	<i>Excellent</i>	<i>Good</i>	<i>Fair</i>	<i>Poor</i>	<i>Don't know</i>
Police/Sheriff 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.....	1	2	3	4	5
Recreation centers or 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
Victoria open space.....	1	2	3	4	5
City-sponsored special events .....	1	2	3	4	5
Overall customer service by Victoria employees (police, office staff, public works, 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 Victoria.....	1	2	3	4	5
The Federal Government .....	1	2	3	4	5

## 12. Please rate the following categories of Victoria 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 Victoria .....	1	2	3	4	5
The overall direction that Victoria is taking .....	1	2	3	4	5
The job Victoria government does at welcoming citizen involvement .....	1	2	3	4	5
Overall confidence in Victoria 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 Victoria 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 Victoria.....	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 Victoria .....	1	2	3	4
Overall “built environment” of Victoria (including overall design, buildings, parks and transportation systems) .....	1	2	3	4
Health and wellness opportunities in Victoria .....	1	2	3	4
Overall opportunities for education and enrichment.....	1	2	3	4
Overall economic health of Victoria.....	1	2	3	4
Sense of community.....	1	2	3	4

**14. Please rate how important, if at all, you think each of the following amenities are for the City to pursue in order to improve the quality of life in Victoria:**

	<i>Essential</i>	<i>Very important</i>	<i>Somewhat important</i>	<i>Not at all important</i>	<i>Don't know</i>
New park amenities in downtown Bayfront Park .....	1	2	3	4	5
Outdoor community pool that would have long-term potential to become an indoor pool .....	1	2	3	4	5
Splash pad.....	1	2	3	4	5
Senior housing .....	1	2	3	4	5
Trail construction and maintenance.....	1	2	3	4	5
Future Waterfront Park on Pierson Lake.....	1	2	3	4	5
Development of Waterfront Park at Wassermann Lake .....	1	2	3	4	5
Downtown expansion to City-owned 13.5 acres near Dairy Queen .....	1	2	3	4	5
Grocery store .....	1	2	3	4	5

**15. The addition of downtown parking has been identified as a high priority for the City for several years. As the City Council explores opportunities to add parking, please indicate your level of support for the following concepts:**

	<i>Strongly support</i>	<i>Somewhat support</i>	<i>Somewhat oppose</i>	<i>Strongly oppose</i>	<i>Don't know</i>
Acquire additional property within the core of downtown to expand the surface parking lot behind Vic's Bar and The Victoria House .....	1	2	3	4	5
Build a low-profile, two-level parking deck on the site of the municipal ramp south of Vic's Bar and The Victoria House.....	1	2	3	4	5
Purchase or lease the grass lot on the corner of Hwy 5 and Rose Street and develop into a surface parking lot .....	1	2	3	4	5
Consider financing options for parking solutions including the issuance of debt and sharing of costs with downtown property owners .....	1	2	3	4	5
Obtain special legislation to allow a 1% food and beverage tax with revenue dedicated to parking projects.....	1	2	3	4	5

**16. Where do you wish to travel from your home via the trails? (Mark all that apply.)**

- ☐ Downtown      ☐ Recreation Center      ☐ School      ☐ Other  
☐ Local parks      ☐ Restaurants/retail      ☐ Other neighborhoods      ☐ I don't use the Victoria trail system

**17. What can be done to improve the trails? (Mark all that apply.)**

- ☐ Connect trail gaps to enhance safety/walkability      ☐ Add lighting      ☐ Other  
☐ Add cross country ski trails      ☐ Add trash cans      ☐ Don't know  
☐ Add signage      ☐ Resurfacing      ☐ Nothing/trails don't need improvement

**18. How would you address the biggest challenge or issue facing Victoria?**

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# The City of Victoria 2018 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 Victoria .....	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 Victoria?**

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

**D6. How many years have you lived in Victoria?**

- ☐ 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**