

THE MORRIS LEATHERMAN COMPANY
3128 Dean Court
Minneapolis, Minnesota 55414

ANDOVER RESIDENTIAL
SURVEY
FINAL MARCH 2017

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

1. Approximately how many years have you lived in the City of Andover?

LESS THAN ONE YEAR.....	2%
ONE OR TWO YEARS.....	8%
THREE TO FIVE YEARS....	15%
SIX TO TEN YEARS.....	25%
ELEVEN - TWENTY YRS....	33%
OVER TWENTY YEARS.....	18%
DON'T KNOW/REFUSED.....	0%

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

EXCELLENT.....	55%
GOOD.....	41%
ONLY FAIR.....	5%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

3. What do you like most about living in Andover?

DON'T KNOW/REFUSED.....	1%
SMALL TOWN FEEL.....	16%
FRIENDLY PEOPLE.....	15%
OPEN SPACES/RURAL.....	13%
HOUSING/NEIGHBORHOOD...	18%
SCHOOLS.....	8%
CONVENIENT LOCATION.....	5%
CLOSE TO FAMILY/FRIEND..	7%
CLOSE TO JOB.....	4%
CLOSE TO SHOPPING.....	2%
QUIET AND PEACEFUL.....	11%
SCATTERED.....	1%

4. What do you like least about living in the city?	DON'T KNOW/REFUSED.....3%
	NOTHING.....26%
	HIGH TAXES.....14%
	TOO MUCH GROWTH.....18%
	TRAFFIC CONGESTION.....14%
	ROAD MAINTENANCE.....8%
	LACK OF JOBS.....5%
	RISING CRIME.....4%
	LACK OF SHOPPING.....2%
	INCONVENIENT LOCATION...2%
	SCATTERED.....5%
5. How would you rate the sense of community pride among Andover residents -- excellent, good, only fair, or poor?	EXCELLENT.....42%
	GOOD.....50%
	ONLY FAIR.....7%
	POOR.....0%
	DON'T KNOW/REFUSED.....1%

For each of the following city attributes, please tell me if you feel the city has enough, too many, or too little....

	ENO	MAN	LIT	DKR
6. Apartments?	52%	20%	24%	4%
7. Townhomes?	55%	19%	24%	3%
8. One-level housing for adults 18 to 64 years old?	48%	12%	32%	8%
9. Starter homes for young families?	50%	17%	30%	4%
10. Mid-range cost housing?	62%	18%	15%	5%
11. Executive housing?	56%	22%	12%	11%
12. Assisted living for seniors?	40%	13%	37%	10%
13. One level housing for seniors maintained by an association?	47%	14%	29%	11%
14. Parks and open spaces?	65%	22%	12%	1%
15. Trails and bikeways?	63%	21%	16%	1%
17. Retail shopping opportunities?	45%	13%	41%	0%
18. Entertainment establishments?	50%	12%	38%	0%
19. Dining establishments?	54%	19%	27%	0%
20. Light manufacturing businesses?	43%	8%	39%	10%

Turning to city services....

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

	EXCL	GOOD	FAIR	POOR	DK/R
21. Police protection?	50%	47%	2%	1%	0%
22. Fire protection?	66%	33%	0%	0%	1%
23. Storm drainage and flood control?	34%	59%	4%	0%	3%
24. Park maintenance?	53%	44%	2%	1%	1%
25. Trail maintenance?	54%	44%	1%	0%	2%
26. Animal control?	38%	49%	5%	2%	7%

IF "ONLY FAIR" OR "POOR," ASK: (N=59)

27. Why do you feel that way?	DON'T KNOW/REFUSED.....0%
	LACK OF PATROLLING.....3%
	FLOODING.....20%
	LOOSE ANIMALS.....32%
	WILDLIFE ISSUES.....7%
	POOR UPKEEP.....12%
	SLOW POLICE RESPONSE...10%
	NEED OWN POLICE DPT.....5%
	BETTER PLAYGROUNDS.....8%
	SCATTERED.....2%

For the next three city services, please consider only city-maintained streets and roads in neighborhoods. That means you should exclude state and county roads, such as Round Lake Boulevard, Hanson Boulevard, Crosstown Boulevard and Bunker Lake Boulevard, taken care of by other levels of government. Keeping that in mind, would you rate each of the following as excellent, good, only fair or poor.....

	EXCL	GOOD	FAIR	POOR	DK/R
28. City street repair and maintenance?	17%	63%	16%	4%	0%
29. Snow plowing?	42%	53%	6%	0%	0%
30. Street lighting?	26%	55%	14%	5%	1%

IF "ONLY FAIR" OR "POOR," ASK: (N=148)

31. Why do you feel that way?	DON'T KNOW/REFUSED.....0%
	SLOW SERVICE.....26%
	POOR CONDITION.....21%
	POOR JOB.....8%
	NOT ENOUGH LIGHTS.....42%
	TOO MANY LIGHTS.....3%

32. Are there current city services you would like to see enhanced or new city services you would like to see offered? (IF "YES," ASK:) What would those be?

DON'T KNOW/REFUSED.....	3%
NO.....	62%
ROAD MAINTENANCE.....	18%
STREET LIGHTS.....	13%
SCATTERED.....	4%

33. Compared to nearby cities, do you think the property taxes in Andover are very high, somewhat high, about average, somewhat low, or very low?

VERY HIGH.....	17%
SOMEWHAT HIGH.....	36%
ABOUT AVERAGE.....	42%
SOMEWHAT LOW.....	2%
VERY LOW.....	0%
DON'T KNOW/REFUSED.....	3%

34. Do you feel the quality of city services has been able to keep pace with growth in the city?

YES.....	91%
NO.....	6%
DON'T KNOW/REFUSED.....	3%

IF "NO," ASK: (N=22)

35. What services, in particular, have not been able to keep pace?

ROAD MAINTENANCE, 68%; POLICE PATROLLING, 32%.

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

EXCELLENT.....	19%
GOOD.....	68%
ONLY FAIR.....	10%
POOR.....	1%
DON'T KNOW/REFUSED.....	3%

Moving on....

37. What do you consider to be the greatest public safety concern in Andover? (DO NOT READ LIST)

38. Do you have a second public safety concern in the city? (DO NOT READ LIST)

	FIRST	SECOND
Violent crime.....	3%	3%
Traffic speeding.....	30%	19%
Drugs.....	15%	7%
Youth crimes and vandalism.....	19%	17%
Identity theft.....	2%	2%
Break-ins and theft from automobiles....	11%	11%
Business crimes, such as shop- lifting and check fraud.....	4%	6%
Residential crimes, such as burglary, and theft.....	6%	7%
Distracted driving.....	2%	3%
Stop sign violations.....	3%	2%
NONE.....	4%	19%
DON'T KNOW/REFUSED.....	2%	4%

39. How would you rate the amount of patrolling the Anoka County Sheriff's Department does in your neighborhood -- would you say they do too much, about the right amount, or not enough?	<table border="0"> <tr> <td>TOO MUCH.....</td> <td style="text-align: right;">2%</td> </tr> <tr> <td>ABOUT RIGHT AMOUNT.....</td> <td style="text-align: right;">76%</td> </tr> <tr> <td>NOT ENOUGH.....</td> <td style="text-align: right;">22%</td> </tr> <tr> <td>DON'T KNOW/REFUSED.....</td> <td style="text-align: right;">1%</td> </tr> </table>	TOO MUCH.....	2%	ABOUT RIGHT AMOUNT.....	76%	NOT ENOUGH.....	22%	DON'T KNOW/REFUSED.....	1%
TOO MUCH.....	2%								
ABOUT RIGHT AMOUNT.....	76%								
NOT ENOUGH.....	22%								
DON'T KNOW/REFUSED.....	1%								

Moving on....

40. How would you rate your ability to get where you need to go in Andover in a reasonable amount of time -- excellent, satisfactory, marginal, or poor?	<table border="0"> <tr> <td>EXCELLENT.....</td> <td style="text-align: right;">26%</td> </tr> <tr> <td>SATISFACTORY.....</td> <td style="text-align: right;">63%</td> </tr> <tr> <td>MARGINAL.....</td> <td style="text-align: right;">10%</td> </tr> <tr> <td>POOR.....</td> <td style="text-align: right;">2%</td> </tr> <tr> <td>DON'T KNOW/REFUSED.....</td> <td style="text-align: right;">0%</td> </tr> </table>	EXCELLENT.....	26%	SATISFACTORY.....	63%	MARGINAL.....	10%	POOR.....	2%	DON'T KNOW/REFUSED.....	0%
EXCELLENT.....	26%										
SATISFACTORY.....	63%										
MARGINAL.....	10%										
POOR.....	2%										
DON'T KNOW/REFUSED.....	0%										

IF "MARGINAL" OR "POOR," ASK: (N=48)

41. Why do you feel that way?	<table border="0"> <tr> <td>TRAFFIC CONGESTION.....</td> <td style="text-align: right;">42%</td> </tr> <tr> <td>POTHOLE.....</td> <td style="text-align: right;">43%</td> </tr> <tr> <td>TOO MANY STOPLIGHTS....</td> <td style="text-align: right;">11%</td> </tr> <tr> <td>ROAD CONSTRUCTION.....</td> <td style="text-align: right;">4%</td> </tr> </table>	TRAFFIC CONGESTION.....	42%	POTHOLE.....	43%	TOO MANY STOPLIGHTS....	11%	ROAD CONSTRUCTION.....	4%
TRAFFIC CONGESTION.....	42%								
POTHOLE.....	43%								
TOO MANY STOPLIGHTS....	11%								
ROAD CONSTRUCTION.....	4%								

Moving on....

Currently, the City of Andover generally enforces codes concerning residential property when a complaint is made. Some cities take a more active approach and inspect residential neighborhoods for code violations on an on-going basis.

42.	Would you favor or oppose a more active approach by the City in the enforcement of residential property codes? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY FAVOR.....13% FAVOR.....42% OPPOSE.....28% STRONGLY OPPOSE.....12% DON'T KNOW/REFUSED.....5%
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For each of the following, please tell me whether the City is too tough, about right, or not tough enough in enforcing city codes on these nuisances.

	TOO TOU	NOT TOU	ABO RIG	DK/ REF
43. Loose domestic animals, such as dogs and cats?	4%	23%	69%	4%
44. Junk cars on residential property?	3%	35%	58%	4%
45. Establishment and maintenance of lawns on residential property?	5%	15%	79%	1%
46. Storage of boats on residential property?	6%	27%	61%	6%
47. Storage of RVs on residential property?	8%	33%	55%	4%
48. Upkeep of boulevards and public right of ways?	7%	20%	72%	1%
49. Upkeep and maintenance of fences?	6%	28%	64%	2%
50. Upkeep and maintenance of residential properties?	6%	19%	75%	1%
51. Tall grass?	8%	34%	58%	1%
52. Invasive plants and weeds?	6%	34%	55%	5%

Continuing....

The City has four open space areas; they are Martin Meadows, Northwoods Preserve, Dalske Woodlands and Maple View.

Prior to this survey....

53.	Were you aware of these open space areas in the city?	YES.....82% NO.....17% DON'T KNOW/REFUSED.....1%
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54. Have you or members of your household visited any of these open space areas? (IF "YES," ASK:) Which one do you or members of your household visit most often?

NO.....	38%
YES/MARTIN MEADOWS.....	17%
YES/NORTHWOODS.....	19%
YES/DALSKE.....	9%
YES/MAPLE VIEW.....	16%
DON'T KNOW/REFUSED.....	1%

55. How often do you or members of your household use city trails - frequently, occasionally, rarely or never?

FREQUENTLY.....	25%
OCCASIONALLY.....	39%
RARELY.....	20%
NEVER.....	16%
DON'T KNOW/REFUSED.....	1%

IF "NEVER," ASK: (N=63)

56. Why don't you or members of your household use city trails?

TOO BUSY, 21%; NO INTEREST, 27%; USE OTHER FACILITIES, 3%; AGE/HEALTH, 35%; DON'T FEEL SAFE, 3%; INCONVENIENT, 8%; NOT AWARE, 2%; SCATTERED, 2%.

IF "FREQUENTLY" "OCCASIONALLY" OR "RARELY," ASK: (N=335)

57. What do you use them for most often?

DON'T KNOW/REFUSED.....	0%
WALKING.....	58%
RUNNING/JOGGING.....	23%
BICYCLING.....	19%

58. What changes or improvements to the city trails would increase your household's use of them?

UNSURE, 5%; NOTHING, 70%; BETTER MAINTENANCE, 3%; LIGHTS, 6%; TRASH CANS, 2%; WIDER, 3%; MORE TRAILS, 4%; PICK UP TRASH, 2%; CONNECT TRAILS, 3%; SCATTERED, 3%.

59. Do you support or oppose the use of city funding for additional trails in the City? (WAIT FOR RESPONSE) Do you feel strongly that way?

STRONGLY SUPPORT.....	12%
SUPPORT.....	47%
OPPOSE.....	22%
STRONGLY OPPOSE.....	16%
DON'T KNOW/REFUSED.....	3%

60.	How much would you be willing to see your property taxes increase in order to fund improvements and additions to city trails? Would you be willing to pay \$___ per year? (CHOOSE RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON ANSWER) How about \$___ per year? (REPEAT PROCESS)	NOTHING.....42% \$10.00.....24% \$20.00.....13% \$30.00.....8% \$40.00.....2% \$50.00.....4% \$60.00.....1% \$70.00.....0% \$80.00.....0% \$90.00.....0% \$100.00.....2% DON'T KNOW/REFUSED.....5%
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Continuing....

61.	Overall, how would you rate the city parks and recreation facilities in Andover - excellent, good, only fair or poor?	EXCELLENT.....36% GOOD.....61% ONLY FAIR.....3% POOR.....0% DON'T KNOW/REFUSED.....1%
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62. Which city park, if any, do you consider to be your neighborhood park?

UNSURE, 9%; NONE, 6%; NAMED PARK, 85%.

IF A PARK IS MENTIONED, ASK: (N=344)

63.	What improvements, if any, would like to see made to the park?	DON'T KNOW/REFUSED.....3% NONE.....51% BETTER MAINTENANCE.....5% UPDATED EQUIPMENT.....10% PICNIC TABLES.....6% MORE LIGHTS.....10% MORE RESTROOMS.....12% SCATTERED.....3%
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64.	How safe do you feel when visiting city parks - very safe, somewhat safe, not too safe or not at all safe?	VERY SAFE.....70% SOMEWHAT SAFE.....28% SOMEWHAT UNSAFE.....2% VERY UNSAFE.....0% DON'T KNOW/REFUSED.....1%
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IF "SOMEWHAT UNSAFE" OR "VERY UNSAFE," ASK: (N=7)

65. Why don't you feel safe in city parks?

NOT ENOUGH LIGHTS, 43%; UNRULY TEENS, 43%; NOT SAFE ANYWHERE, 14%.

66. How often do you or members of your household use city parks and recreation facilities - frequently, occasionally, rarely or never?

FREQUENTLY.....	25%
OCCASIONALLY.....	42%
RARELY.....	22%
NEVER.....	12%
DON'T KNOW/REFUSED.....	0%

IF "FREQUENTLY" "OCCASIONALLY" OR "RARELY," ASK: (N=350)

67. What do you use them for most often?

DON'T KNOW/REFUSED.....	1%
EXERCISE.....	46%
PLAYGROUND EQUIPMENT...	22%
COMMUNITY CENTER.....	2%
BALLFIELDS.....	9%
FAMILY GATHERINGS.....	19%
SCATTERED.....	1%

The Andover YMCA Community Center is a public-private partnership between the City of Andover and the YMCA, where part of the city-owned community center is leased to the YMCA for its space and programming needs. Beyond the YMCA's programs, the City manages the space and programming associated with the ice arena, field house, library "on the go" services, and common areas in the building.

68. Are you or members of your household members of the Andover YMCA?

YES.....	32%
NO.....	67%
DON'T KNOW/REFUSED.....	1%

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

69. What do you like most about being a member of the Andover YMCA?

FAMILY ACTIVITIES, 13%; POOL, 13%; FITNESS CENTER, 28%; HOURS, 3%; CLASSES, 13%; AFTER SCHOOL PROGRAMS, 4%; YOUTH SPORTS, 4%; FRIENDLY STAFF, 6%; DAYCARE, 4%; LOCATION, 4%; REASONABLE COST, 4%; SCATTERED, 5%.

70. Are there any additional programs or offerings you would like to see offered? (IF "YES," ASK:) What would that be?

NO, 88%; SENIOR SWIM CLASSES, 2%; FITNESS CLASSES, 3%; OUTDOOR POOL, 2%; HOBBY CLASSES, 3%; SCATTERED, 2%.

IF "NO," ASK:

71. Why are you not members of the Andover YMCA?

UNSURE, 1%; TOO BUSY, 20%; NO INTEREST, 40%; PREFER OTHER ACTIVITIES, 13%; AGE/HEALTH, 10%; HIGH COST, 10%; NOT AWARE, 3%; SCATTERED, 3%.

72. Have you or members of your household used the Andover Community Center during the past year? YES.....47%
NO.....53%
DON'T KNOW/REFUSED.....0%

IF "NO," ASK: (N=212)

73. Were you aware that Andover residents can visit the YMCA four times per year for free? YES.....36%
NO.....64%
DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=188)

74. Overall, how would you rate the Community Center -- excellent, good, only fair, or poor? EXCELLENT.....51%
GOOD.....48%
ONLY FAIR.....1%
POOR.....0%
DON'T KNOW/REFUSED.....0%

IF "ONLY FAIR" OR "POOR," ASK: (N=1)

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

NOT WELL MAINTENED, 100%.

76. How satisfied are you with the current offerings at the Community Center - very satisfied, somewhat satisfied, not too satisfied, or not at all satisfied? VERY SATISFIED.....88%
SOMEWHAT SATISFIED.....8%
NOT TOO SATISFIED.....1%
NOT AT ALL SATISFIED....1%
DON'T KNOW/REFUSED.....2%

IF "SOMEWHAT SATISFIED," "NOT TOO SATISFIED" OR "NOT AT ALL SATISFIED," ASK: (N=19)

77. What offerings would you like to see enhanced or added?

UNSURE/NONE, 16%; SENIORS, 21%; FAMILY, 11%; HOBBY, 21%; YOUNG CHILDREN, 11%; TEENAGERS, 15%; SCATTERED, 5%.

Let's talk about parks and recreation facilities in Andover. For each of the following, please tell me if you feel the city has enough, too many, or too little.... (ROTATE)

	ENO	MAN	LIT	DKR
78. Facilities for children under 12?	58%	15%	19%	9%
79. Facilities for teenagers?	51%	10%	31%	9%
80. Facilities for seniors?	51%	8%	28%	13%
81. Meeting room space?	63%	16%	14%	8%
82. Fieldhouse space for indoor sports?	60%	20%	14%	7%
83. Indoor ice rinks for skating and hockey?	62%	15%	16%	7%
84. Outdoor ballfields for baseball, football, lacrosse and soccer?	70%	17%	12%	2%
85. Would you support or oppose the use of city funding to provide additional recreational facilities in the City? (WAIT FOR RESPONSE) Do you feel strongly that way?	STRONGLY SUPPORT.....	SUPPORT.....	OPPOSE.....	STRONGLY OPPOSE.....
	10%	28%	33%	17%
	DON'T KNOW/REFUSED.....	12%		

IF "STRONGLY SUPPORT" OR "SUPPORT," ASK: (N=151)

86. What improvement or addition to recreational facilities would you most support?

UNSURE, 9%; TEEN CENTER, 23%; PLAYGROUND EQUIPMENT, 7%; BALLFIELD, 9%; SENIOR CENTER, 10%; BALL COURTS, 5%; CHILDREN'S CENTER, 4%; INDOOR ICE RINK, 7%; INDOOR PARK, 2%; INDOOR FIELDHOUSE, 13%; SCATTERED, 11%.

87. How much would you be willing to see your property taxes increase in order to fund improvements and additions to recreational facilities in the City? Would you be willing to pay \$___ per year? (CHOOSE RANDOM STARTING POINT; MOVE UP OR DOWN DEPENDING ON ANSWER) How about \$___ per year? (REPEAT PROCESS)	NOTHING.....50% \$10.00.....13% \$20.00.....9% \$30.00.....4% \$40.00.....6% \$50.00.....5% \$60.00.....2% \$70.00.....1% \$80.00.....1% \$90.00.....0% \$100.00.....2% DON'T KNOW/REFUSED.....8%
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Moving on....

88. What is your primary source of information about Andover City Government and its activities?	DON'T KNOW/REFUSED.....2% NONE.....3% CITY NEWSLETTER.....49% LOCAL NEWSPAPER.....1% CABLE TELEVISION.....12% CITY WEBSITE.....19% WORD OF MOUTH.....6% SOCIAL MEDIA.....6% SCATTERED.....2%
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89. How would you prefer to receive information about City Government and its activities?	DON'T KNOW/REFUSED.....1% NONE.....4% CITY NEWSLETTER.....48% LOCAL NEWSPAPER.....1% CABLE TELEVISION.....8% CITY WEBSITE.....23% WORD OF MOUTH.....3% SOCIAL MEDIA.....7% E-MAIL.....2% SCATTERED.....3%
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The City publishes a bi-monthly newsletter, called "Andover Today," which is delivered to each household.

90. Do you read this newsletter?	YES.....80% NO.....20% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (N=320)

91. How would you rate the content of the newsletter -- excellent, good, only fair, or poor?

EXCELLENT.....	78%
GOOD.....	21%
ONLY FAIR.....	1%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

IF "GOOD," "ONLY FAIR," OR "POOR," ASK: (N=72)

92. What additional content would you like to see in the newsletter?

UNSURE, 57%; COUNCIL DECISIONS, 11%; CITY EVENTS, 8%; PARKS AND RECREATION, 3%; CRIME STATS, 4%; CURRENT INFORMATION, 4%; CITY SERVICES, 12%.

93. How would you rate the format and appearance of the newsletter - excellent, good, only fair, or poor?

EXCELLENT.....	43%
GOOD.....	57%
ONLY FAIR.....	1%
POOR.....	0%
DON'T KNOW/REFUSED.....	0%

94. How much of the city newsletter do you read -- all of it, most of it, some of it, or very little?

ALL OF IT.....	48%
MOST OF IT.....	42%
SOME OF IT.....	9%
VERY LITTLE.....	1%
DON'T KNOW/REFUSED.....	0%

95. Does your household currently subscribe to cable television, satellite television or neither?

CABLE.....	61%
SATELLITE.....	29%
NEITHER.....	10%
DON'T KNOW/REFUSED.....	0%

IF "CABLE," ASK: (N=244)

96. How often do you watch Andover City Council Meetings or City Commission meetings, such as Planning and Park and Recreation, on channel 16 -- frequently, occasionally, rarely or not at all?

FREQUENTLY.....	4%
OCCASIONALLY.....	34%
RARELY.....	24%
NOT AT ALL.....	38%
DON'T KNOW/REFUSED.....	0%

If Andover had a local news program on Channel 16....

97.	How likely would you or members of your household be to watch it - very likely, somewhat likely, not too likely or not at all likely?	VERY LIKELY.....7% SOMEWHAT LIKELY.....31% NOT TOO LIKELY.....24% NOT AT ALL LIKELY.....37% DON'T KNOW/REFUSED.....1%
98.	Do you currently use the Internet at home? (IF "YES," ASK:) How do you connect to the internet -- on a dial-up modem, DSL, cable modem, wireless service, fiber or some other way? (IF "OTHER," ASK:) How?	NO.....12% YES/DIAL-UP.....1% YES/DSL.....11% YES/CABLE MODEM.....46% YES/WIRELESS.....29% YES/FIBER.....0% YES/OTHER.....0% DON'T KNOW/REFUSED.....0%

IF "YES," ASK: (N=351)

99.	Have you accessed the city website?	YES.....79% NO.....21% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (N=276)

100.	Did you find the information you were looking for?	YES.....98% NO.....2% DON'T KNOW/REFUSED.....0%
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IF "YES," ASK: (N=269)

101.	What information do you look for most often on the city's website?	DON'T KNOW/REFUSED.....0% JUST BROWSING.....18% BUDGET INFORMATION.....3% COUNCIL DECISIONS.....8% PARKS AND RECREATION...18% ECONOMIC DEVELOPMENT...5% CITY CODES.....7% GENERAL INFORMATION...23% COMMUNITY ED.....3% CITY EVENTS.....12% SCATTERED.....4%
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IF "NO" IN QUESTION #100, ASK: (N=7)

102.	What information were you looking for?	ECONOMIC DEVELOPMENT...25% CITY NEWS.....38% CITY SERVICES.....38%
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|---|--|
| 103. How interested would you be in subscribing to receive e-mails containing city information and news - very interested, somewhat interested, not too interested or not at all interested? | VERY INTERESTED.....28%
SOMEWHAT INTERESTED.....33%
NOT TOO INTERESTED.....16%
NOT AT ALL INTERESTED...23%
DON'T KNOW/REFUSED.....1% |
| 104. Are you aware the City of Andover is on Facebook? (IF "YES," ASK:) Have you viewed the city's Facebook page? | NO.....33%
YES/YES.....45%
YES/NO.....22%
DON'T KNOW/REFUSED.....0% |
| 105. How would you rate the City's overall performance in communicating key local issues to residents in its publications, newspaper columns, and on cable television -- excellent, good, only fair, or poor? | EXCELLENT.....28%
GOOD.....64%
ONLY FAIR.....5%
POOR.....2%
DON'T KNOW/REFUSED.....2% |

Changing topics....

The City of Andover is considering taking a role in facilitating and coordinating volunteer opportunities in the city.

- | | |
|---|--|
| 106. Do you think this is a good idea or bad idea? (WAIT FOR RESPONSE) Do you feel strongly that way? | GOOD IDEA/STRONGLY.....34%
GOOD IDEA.....44%
BAD IDEA.....2%
BAD IDEA/STRONGLY.....3%
DON'T KNOW/REFUSED.....17% |
|---|--|

IF A RESPONSE IS GIVEN, ASK: (N=334)

107. Why do you feel that way?

UNSURE, 2%; HELP PEOPLE GIVE BACK TO COMMUNITY, 23%; MORE ACTIVITIES FOR RESIDENTS, 14%; ENHANCE SENSE OF COMMUNITY, 23%; COMMUNITY PRIDE, 8%; ENOUGH OPPORTUNITIES NOW, 2%; WOULD MAKE IT MORE CONVENIENT, 8%; NOT PROPER ROLE FOR CITY, 4%; BUILDS CHARACTER OF RESIDENTS, 10%; GAIN SKILLS/EXPERIENCE FOR RESIDENTS, 3%; SCATTERED, 3%.

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

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

108. First, persons 65 or over?	NONE.....81%
	ONE.....9%
	TWO OR MORE.....10%
109. Adults, 18 to 65?	NONE.....12%
	ONE.....12%
	TWO.....68%
	THREE OR MORE.....9%
110. School-aged or pre-school children?	NONE.....58%
	ONE.....15%
	TWO.....19%
	THREE OF MORE.....8%
111. What is your age, please?	18-24.....5%
	25-34.....17%
	35-44.....28%
	45-54.....25%
	55-64.....13%
	65 AND OVER.....12%
	REFUSED.....0%
112. Do you own or rent your present residence? (IF "OWN," ASK:) Which of the following categories would contain the approximate value of your residential property -- under \$200,000, \$200,000-\$250,000, \$250,001-\$300,000, \$300,001-\$350,000, \$350,001-\$400,000 or over \$400,000?	RENT.....10%
	OWN/UNDER \$200,000.....7%
	OWN/\$200,000-\$250,000..25%
	OWN/\$250,001-\$300,000..23%
	OWN/\$300,001-\$350,000..21%
	OWN/\$350,001-\$400,000...8%
	OWN/OVER \$400,000.....2%
	DON'T KNOW.....3%
	REFUSED.....2%
113. Gender (BY OBSERVATION)	MALE.....49%
	FEMALE.....51%

114. REGION OF CITY

PCT 1.....	11%
PCT 2.....	10%
PCT 3.....	12%
PCT 4.....	9%
PCT 5.....	12%
PCT 6.....	9%
PCT 7.....	8%
PCT 8.....	9%
PCT 9.....	10%
PCT 10.....	11%