

The Matanuska-Susitna Borough Community Survey, 2008

A Sourcebook of Community Attitudes

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In Partnership with
Matanuska-Susitna Borough

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Introduction

The *Matanuska-Susitna Borough Community Survey* (Mat-Su Survey) is a cooperative effort on the part of the University of Alaska-Anchorage (UAA) and the Matanuska-Susitna Borough. Distributed to 1,993 residents of the Mat-Su Borough selected in a stratified random sample in the summer of 2008,¹ the *Mat-Su Survey* asks residents to evaluate the quality of Borough services, provide opinions about Borough decision-making, and sum up their perceptions about a range of issues relevant to the present and future of the Mat-Su community.

This sourcebook presents the results of the *Mat-Su Survey* in a tabular format with accompanying graphics. These findings will help the Borough prioritize projects, improve services, and better plan for community growth. Further, they will provide important information to UAA so that it may advance community research. Finally, they will serve as a useful reference for Mat-Su residents curious about how their neighbors view issues of local interest.

Data Collection, Entry, Analysis

In 2006, the Borough worked with the UAA Justice Center to develop the survey questionnaire. It was modified somewhat for the subsequent survey in 2007. That survey instrument was used in its entirety, and two new questions on race and ethnicity were added. In its final form, the new questionnaire comprised 12 pages and 115 questions (see Appendix B). A sample was generated by InfoUSA, a mailing list company. In order to avoid the problem of inadvertent sampling of children that occurred in earlier administrations of the *Mat-Su Survey*, a multi-step sampling protocol was developed. First, half the population of females listed as head of household were sampled, followed by households with male heads. Finally, undetermined gender individuals were sampled.

Guided by the Tailored Design Method (Dillman 2007) the UAA Justice Center mailed pre-notice letters to every individual selected for inclusion in the random sample approximately two weeks before the questionnaire was delivered. Over the next eight weeks, the UAA Justice Center mailed the *Mat-Su Survey*, a follow-up postcard, and a replacement questionnaire to residents in the sample. Surveys could be completed by filling out the paper questionnaires provided. All completed surveys were delivered by mail to the UAA Justice Center.

Survey collection, data entry and database management occurred on-site at the UAA Justice Center. Sharon Chamard, Ph.D.—an Assistant Professor at the UAA Justice Center—supervised the construction of the database. Three research technicians² entered data from completed questionnaires into a statistical software package (SPSS) and transcribed respondent comments into a word processing program. Data entry began on July 21, 2008 and was finished October 17, 2008. A total of 1,045 completed or partially-completed surveys were received and entered into

¹ The original drawn sample included 2,300 subjects, however, 307 addresses proved invalid as means of contacting the individuals in the sample. Additionally, nine questionnaires were received after data collection had been closed and are consequently not included in the reported response rate or the pages that follow.

² Khristy Parker, Thomas Strapko and Zack Kemplen worked on this survey. Their assistance is acknowledged and much appreciated.

the electronic database.³ This represents a 52.4% response rate. Dr. Chamard and UAA Justice Center research staff analyzed the data and documented the results in this sourcebook.

Organization of the Sourcebook

The sourcebook follows the organization of the survey questionnaire itself (see Appendix B), which is made up of five major parts: I) Evaluation of Current Borough Services, II) Use of Borough Facilities, III) Life in Mat-Su Neighborhoods, IV) Local Government: Access, Policies and Practices, V) Respondent Background Information. Each of these parts has a corresponding battery of survey questions (numbered 1-46). The aggregate responses to these questions are presented in tabular format with accompanying graphics and the summary tables are numbered according to the five major categories outlined above.

The data analyses proceeded in a fashion that is reflected in the organization of the sourcebook. The first prong involved extracting and presenting highly detailed information for all 1,045 households that responded to the survey. The front section of the sourcebook provides these detailed Borough-wide results. Most of the survey questions give the respondent a range of options for expressing how strongly they feel about a certain issue. For example, rather than asking simply whether respondents are satisfied with Ambulance Services (Part I; Question 1b), the survey asks them to rate the service on an ascending 4-part scale ranging from “very poor” to “very good,” with a fifth option for reporting no opinion in either direction. The sourcebook summary tables and graphs present the proportions of all respondents who rated the service according to each component of this 5-part scale. Additionally, each response was assigned a numerical score (very poor=1; poor=2; no opinion=2.5; good=3; very good=4) and an average rating (ranging from 1 to 4) was computed for each Borough service. Higher average scores indicate higher overall satisfaction and lower scores indicate lower overall satisfaction.⁴ The summary tables provide proportions only (no average scores) for questions requiring just a “yes” or “no” answer.

The *Mat-Su Survey 2008* provides useful information on how Borough citizens rate and use current Borough services. In addition, the survey will assist UAA as the data are used to advance community research. Two previous *Mat-Su Surveys* conducted in 2006 and 2007 provide a baseline for tracking any changes that might come in future Borough community surveys. The *Mat-Su Survey 2008* continues this longitudinal effort and provides a response rate high enough to reduce the risks of nonresponse bias, while allowing the Borough to better allocate resources to improve efficiency and effectiveness.

³ All surveys are anonymous—none the researchers or staff at the Borough or UAA know the identities of survey respondents because the returned surveys do not include specific identifying information such as name or address and the mailing list is never connected to respondents’ answers.

⁴ This same logic applies to other questions in which potential responses range from “strongly disagree” to “strongly agree.”

MAT-SU COMMUNITY **SURVEY 2008:**

Executive Summary of Results

The findings discussed below are based on analysis of the 1,045 questionnaires that were returned during the fourteen-week data collection period. This survey achieved a 52.4% response rate.⁵

Borough Services (Parts 1 and 2)

Overall, the analyses reveal that Borough residents rate Borough services as good, with most mean scores above 2.5. Those services that are below the 2.5 “average” mark are Code/Zoning Enforcement Services (2.46), and Dissemination of news and information by Borough government (2.49). A sizable minority voice complaints about Road Maintenance Services and Recycling Services.

For every item except Road Maintenance and Sanitation items, a notable portion of respondents indicated they had No Opinion (ranging from 18% to 52%). Comments written on some of the surveys and in the letters and phone calls that accompanied them suggested that residents outside of Palmer and Wasilla believed that the Borough did not provide those services in their communities. Some respondents said that, in fact, none of the Borough services were relevant to their remote communities. In these instances, it may be that “No Opinion” carries a non-neutral weight if respondents are dissatisfied with the Borough’s apparent inattention to their area’s needs.⁶

Eighty percent of these respondents have indicated that they do use the Borough Libraries, and even libraries in areas with few respondents show that they are being used. Similarly, 80 percent of respondents state that they use Borough recreational areas, with the Wasilla Pool and assorted Borough trails being the most popular. Only 9% of respondents indicate that they use MASCOT Public Transportation at all.

Life in the Borough Neighborhoods (Part 3)

Borough residents report being generally happy with their neighborhoods and their feeling of community with neighbors. Most respondents rate their neighborhoods highly and generally report that their neighbors are trustworthy, get along, and are willing to help one another, but only 42% are willing to go so far as to say the neighborhood is close-knit. Respondents mostly see their neighbors as willing to intervene in cases of juvenile delinquency (though truancy seems less likely to produce that intervention than other forms of delinquency) and if their local fire station were threatened. Most visit with their neighbors, know a good number of their neighbors, and report that they have friends and relatives in the neighborhood.

Forms of physical neighborhood disorder (conditions of buildings, cars, lots, etc.) seem to be fairly common in respondents’ neighborhoods. However, forms of social neighborhood disorder (public drinking/drug use, prostitution, graffiti, homeless sleeping in the neighborhood, etc.) are quite uncommon, reported by between 1% and 15% of respondents.

Respondents report little or no fear of crime in their neighborhoods, and fear of crime rarely—if ever—prevents their normal activities in the neighborhood. Fewer than 6% of respondents report being victimized in their neighborhoods. Just about all of the respondents report taking some kind of precaution against crime in

⁵ The response rate given here is the “maximum response rate,” as defined by the American Association for Public Opinion Research. This rate divides the total number of surveys that have been returned with answers on any items by the total number of deliverable addresses. Any addresses that were invalid (i.e., returned as “No such address,” or “Not deliverable as addressed” or “Moved – no forwarding address on file”) are not included in the calculated response rate.

⁶ This sentiment was expressed more than once in the comments respondents provided on the last page of their questionnaire. However, others hoped the Borough would continue to “ignore” their areas, believing that any government service would represent an unwanted government intrusion.

their home; the most common precaution was locking doors at night or when not at home (90.3%). Almost 70% of respondents said they keep a firearm in the home for self-protection.

Local Government: Access, Policies, and Practices (Part 4)

Nearly half of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 31% were dissatisfied. Most respondents had no opinion about the website's ease of use or content, but agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff on the phone.

Despite the positive tenor of so much of the rest of the survey to this point, 53% of respondents do not believe that they are getting their money's worth for their tax dollars generally, and another 53% believe that current road maintenance is not as good as it should be for the tax dollars invested. Fifty-two percent report that they would like to see Borough funds spent to preserve open spaces.

It comes as no surprise that taxation issues are particularly contentious. The strongest reactions were against the local gasoline tax (94% opposed) and the increased property tax (91% opposed). The sales tax—seasonal or year-round—had the next largest opposition (62% and 68% respectively), with everything else being acceptable to just about as many people as it was unacceptable to.

Sixty-nine percent of respondents labeled traffic congestion a serious problem, while 47 percent are concerned about water quality in the Borough. Seventy-five percent believe the Borough needs to improve its growth management.

Respondent Background Information (Part 5)

Significantly more women than men returned questionnaires (58% female, 40% male, with 29 declining to answer the gender question). The majority of respondents are white (85%), with Alaska Natives and American Indians comprising 5 percent of the sample. Only 4 percent self-identified as being of Hispanic or Latino/a background or origin. The average age of respondents is 46 years of age.

Most respondents are married (70%), and the typical household includes between two and three people, but less than one child. Most respondents have a high school diploma or some college credits as their highest level of education (20% and 35% respectively), with a household income of \$50,000 or more. Most are employed full time (43%) or retired (16%), and of those who answered the question, 72 percent commute within the Mat-Su Borough.

Eighty-seven percent own their own home, which is valued at \$200,000 or more, and only 12% have a second home outside the Borough. The average respondent has lived in the Borough for 16 years and in their current home for 9 years. Seventy percent state that their address is posted for emergency responders. The overwhelming majority of respondents see themselves staying in the Borough for the long term (82%).

MAT-SU COMMUNITY
SURVEY 2008:

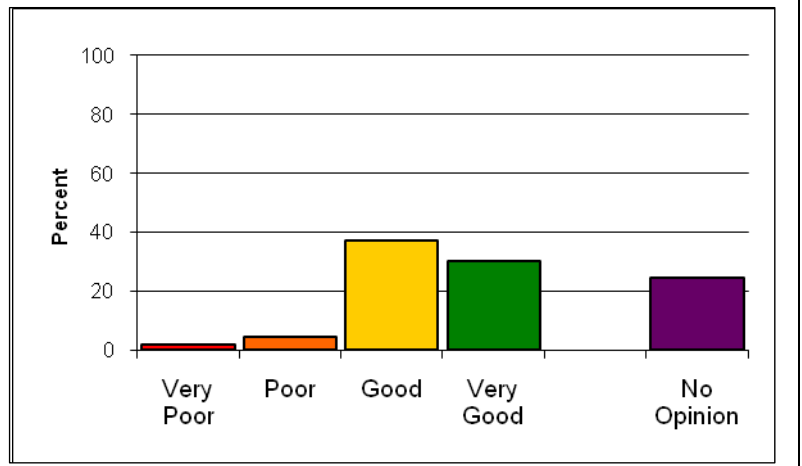
Detailed Borough-wide
Results

Part I: Evaluation of Current Borough Services

Fire Department Services

Average: 3.10

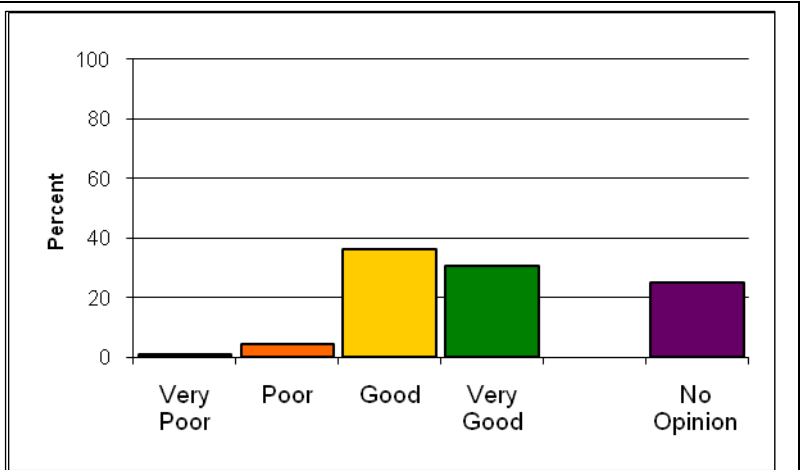
Response	Freq	%
Very Poor	20	1.9
Poor	49	4.7
Good	387	37.0
Very Good	318	30.4
No Opinion	256	24.5
Total Valid	1030	98.6
Missing	15	1.4
Total	1045	100.0



Ambulance Services

Average: 3.13

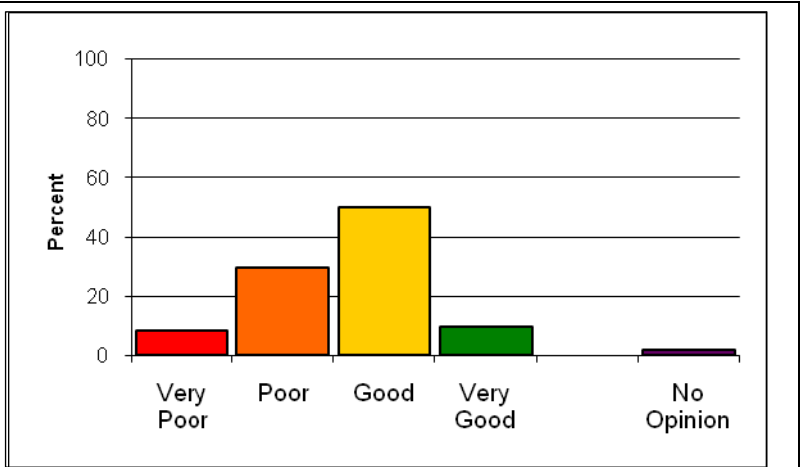
Response	Freq	%
Very Poor	8	0.8
Poor	44	4.2
Good	379	36.3
Very Good	319	30.5
No Opinion	263	25.2
Total Valid	1013	97.0
Missing	32	3.0
Total	1045	100.0



Roadway Maintenance Services

Average: 2.62

Response	Freq	%
Very Poor	86	8.2
Poor	310	29.7
Good	521	49.9
Very Good	98	9.4
No Opinion	17	1.6
Total Valid	1032	98.8
Missing	13	1.2
Total	1045	100.0

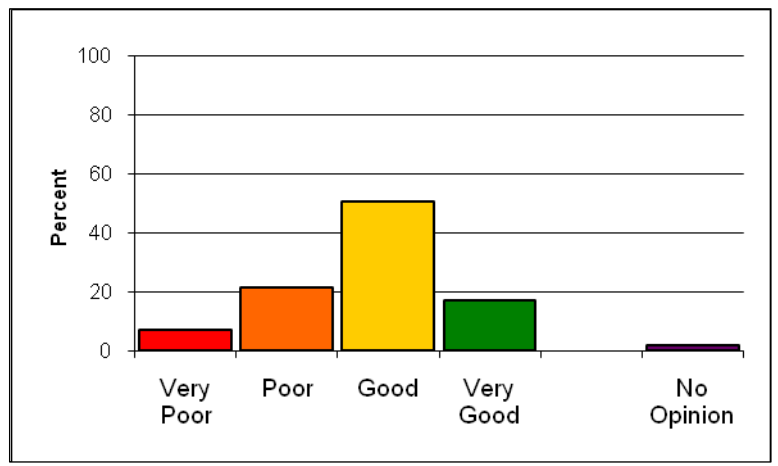


Part I: Evaluation of Current Borough Services

Snowplow Services

Average: 2.80

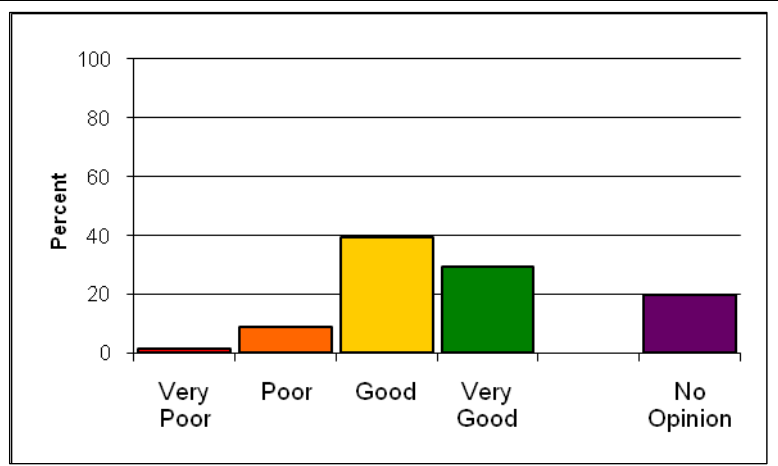
Response	Freq	%
Very Poor	74	7.1
Poor	225	21.5
Good	527	50.4
Very Good	179	17.1
No Opinion	18	1.7
Total Valid	1023	97.9
Missing	22	2.1
Total	1045	100.0



Library Services

Average: 3.07

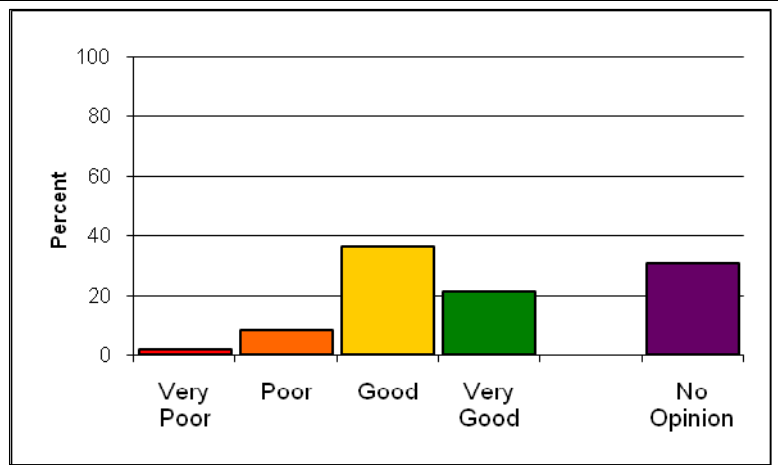
Response	Freq	%
Very Poor	18	1.7
Poor	92	8.8
Good	411	39.3
Very Good	307	29.4
No Opinion	206	19.7
Total Valid	1034	98.9
Missing	11	1.1
Total	1045	100.0



Elementary Schools

Average: 2.94

Response	Freq	%
Very Poor	20	1.9
Poor	86	8.2
Good	379	36.3
Very Good	223	21.3
No Opinion	320	30.6
Total Valid	1028	98.4
Missing	17	1.6
Total	1045	100.0

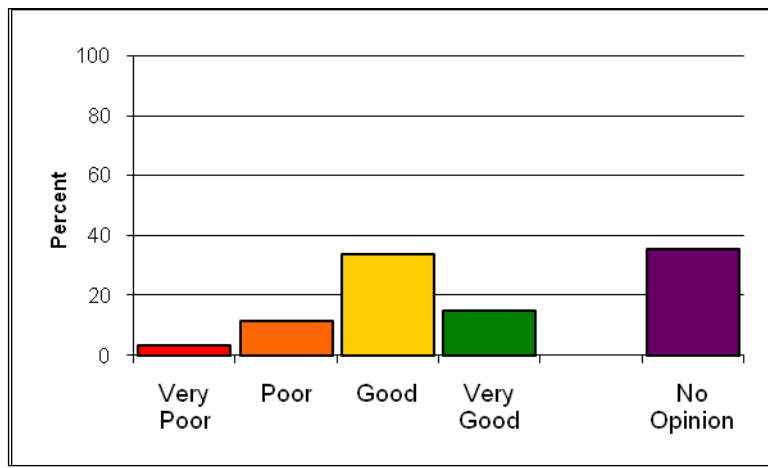


Part I: Evaluation of Current Borough Services

Middle Schools

Average: 2.79

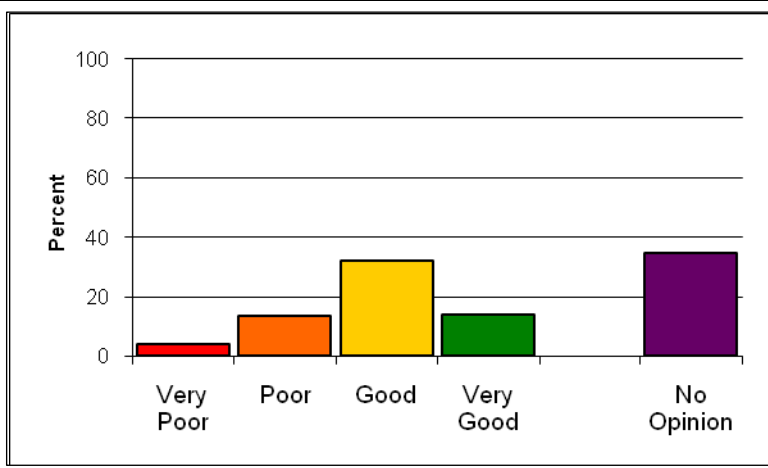
Response	Freq	%
Very Poor	32	3.1
Poor	118	11.3
Good	351	33.6
Very Good	154	14.7
No Opinion	370	35.4
Total Valid	1025	98.1
Missing	20	1.9
Total	1045	100.0



High Schools

Average: 2.74

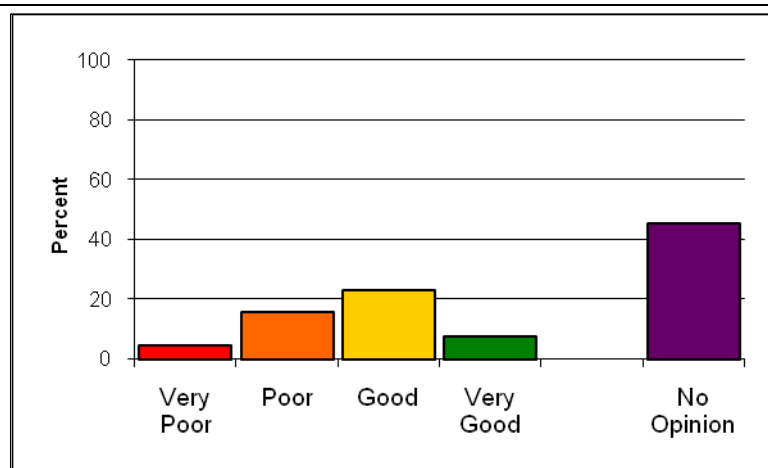
Response	Freq	%
Very Poor	42	4.0
Poor	142	13.6
Good	335	32.1
Very Good	144	13.8
No Opinion	361	34.5
Total Valid	1024	98.0
Missing	21	2.0
Total	1045	100.0



Community Enhancement Programs

Average: 2.58

Response	Freq	%
Very Poor	49	4.7
Poor	165	15.8
Good	241	23.1
Very Good	79	7.6
No Opinion	475	45.5
Total Valid	1009	96.6
Missing	36	3.4
Total	1045	100.0

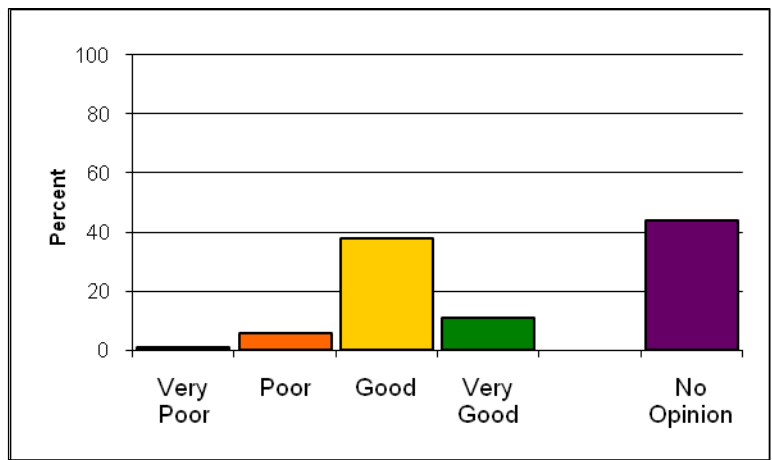


Part I: Evaluation of Current Borough Services

Wasilla Swimming Pool

Average: 2.81

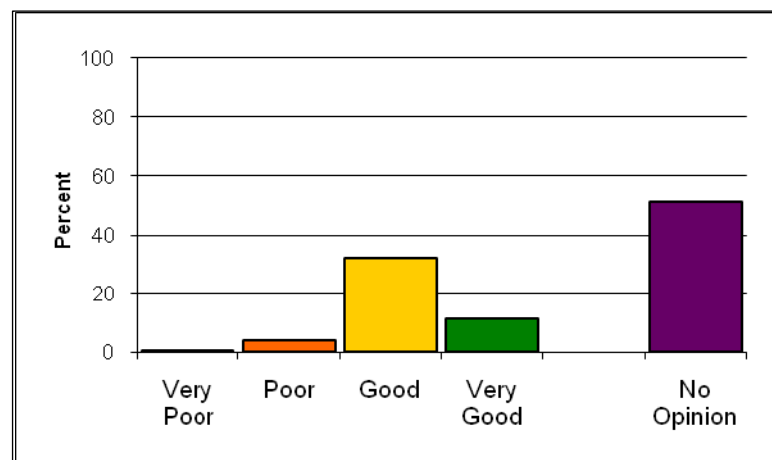
Response	Freq	%
Very Poor	8	0.8
Poor	60	5.7
Good	393	37.6
Very Good	114	10.9
No Opinion	459	43.9
Total Valid	1034	98.9
Missing	11	1.1
Total	1045	100.0



Palmer Swimming Pool

Average: 2.80

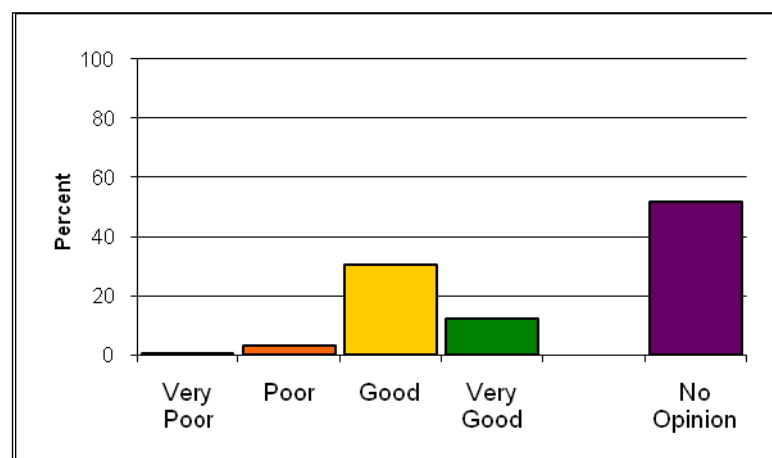
Response	Freq	%
Very Poor	7	0.7
Poor	41	3.9
Good	335	32.1
Very Good	117	11.2
No Opinion	536	51.3
Total Valid	1036	99.1
Missing	9	0.9
Total	1045	100.0



Brett Memorial Ice Arena

Average: 2.82

Response	Freq	%
Very Poor	6	0.6
Poor	33	3.2
Good	319	30.5
Very Good	129	12.3
No Opinion	541	51.8
Total Valid	1028	98.4
Missing	17	1.6
Total	1045	100.0

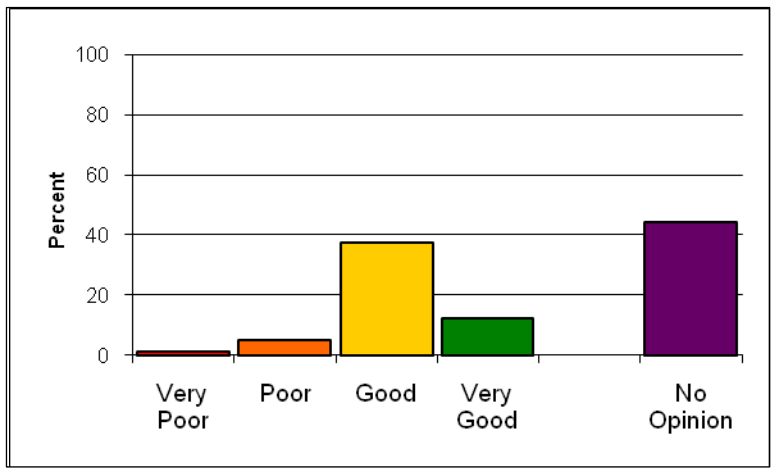


Part I: Evaluation of Current Borough Services

Athletic Fields

Average: 2.82

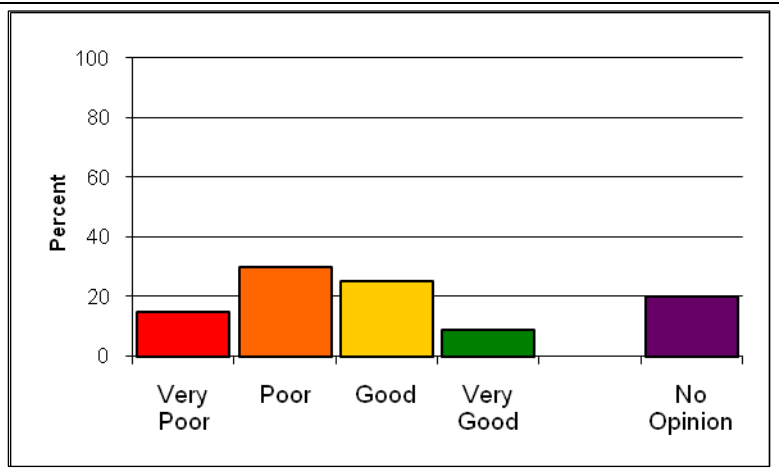
Response	Freq	%
Very Poor	13	1.3
Poor	51	5.0
Good	385	37.4
Very Good	124	12.1
No Opinion	456	44.3
Total Valid	1029	98.5
Missing	16	1.5
Total	1045	100.0



Recycling Services

Average: 2.38

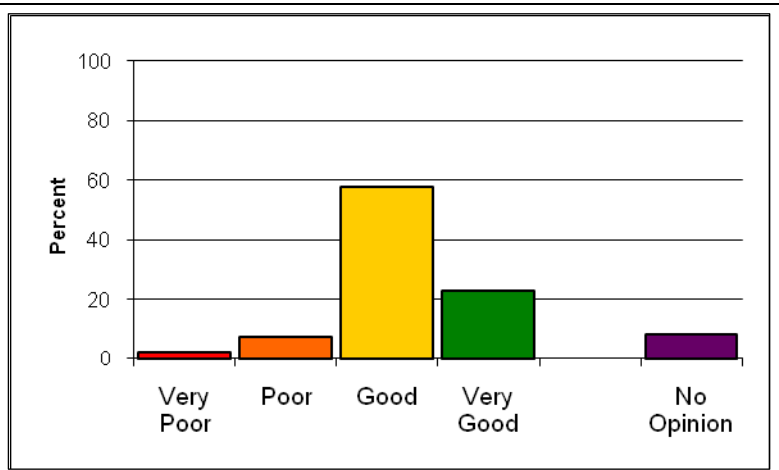
Response	Freq	%
Very Poor	157	15.0
Poor	314	30.0
Good	261	25.0
Very Good	91	8.7
No Opinion	211	20.2
Total Valid	1034	98.9
Missing	11	1.1
Total	1045	100.0



Central Landfill Services

Average: 3.06

Response	Freq	%
Very Poor	25	2.4
Poor	78	7.5
Good	606	58.0
Very Good	239	22.9
No Opinion	89	8.5
Total Valid	1037	99.2
Missing	8	0.8
Total	1045	100.0

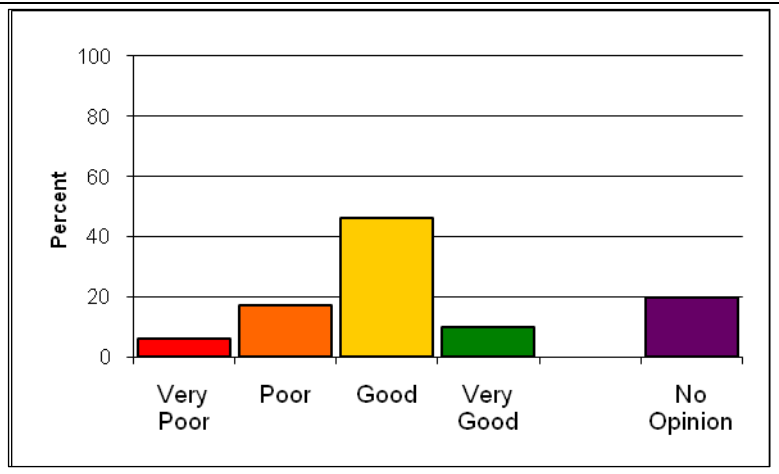


Part I: Evaluation of Current Borough Services

Animal Care and Regulation Services

Average: 2.70

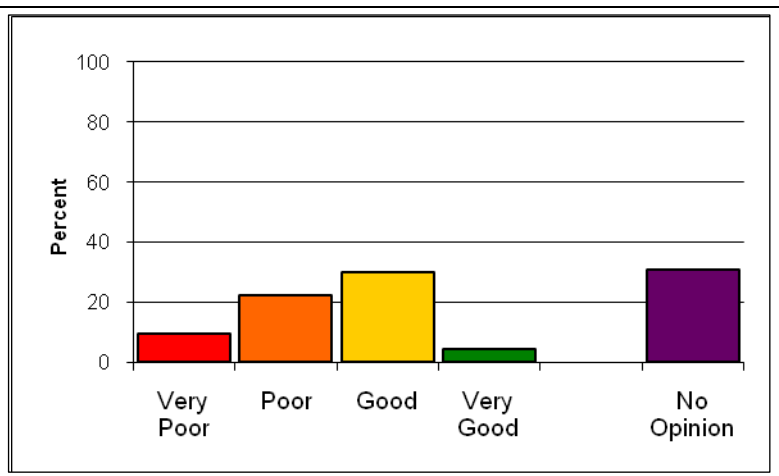
Response	Freq	%
Very Poor	62	5.9
Poor	178	17.0
Good	481	46.0
Very Good	101	9.7
No Opinion	206	19.7
Total Valid	1028	98.4
Missing	17	1.6
Total	1045	100.0



Code/Zoning Enforcement Services

Average: 2.46

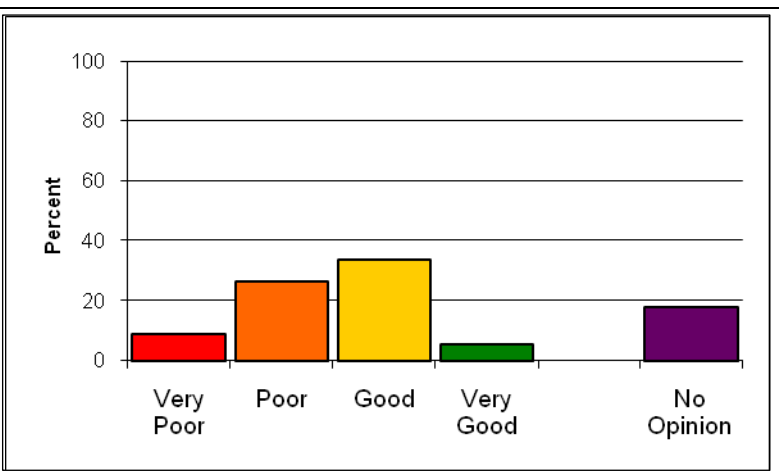
Response	Freq	%
Very Poor	101	9.7
Poor	235	22.5
Good	312	29.9
Very Good	46	4.4
No Opinion	324	31.0
Total Valid	1018	97.4
Missing	27	2.6
Total	1045	100.0



Dissemination of News and Information by the Borough Government

Average: 2.49

Response	Freq	%
Very Poor	91	8.7
Poor	275	26.3
Good	349	33.4
Very Good	57	5.5
No Opinion	186	17.8
Total Valid	958	91.7
Missing	87	8.3
Total	1045	100.0

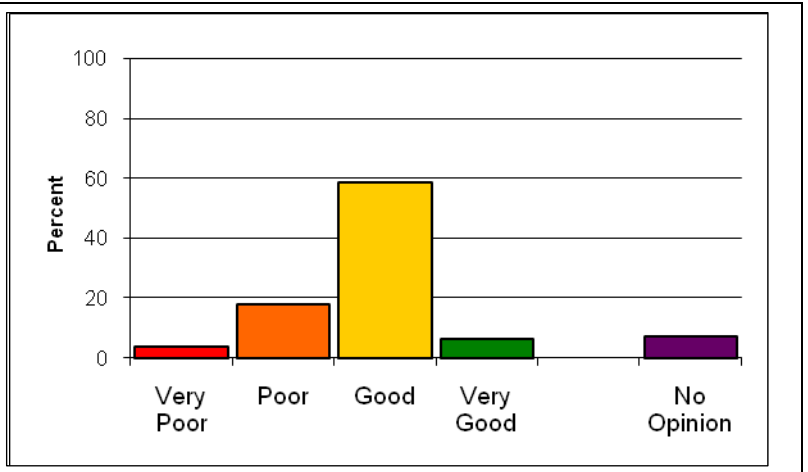


Part I: Evaluation of Current Borough Services

Overall Rating of Borough Services

Average: 2.76

Response	Freq	%
Very Poor	39	3.7
Poor	186	17.8
Good	613	58.7
Very Good	66	6.3
No Opinion	75	7.2
Total Valid	979	93.7
Missing	66	6.3
Total	1045	100.0

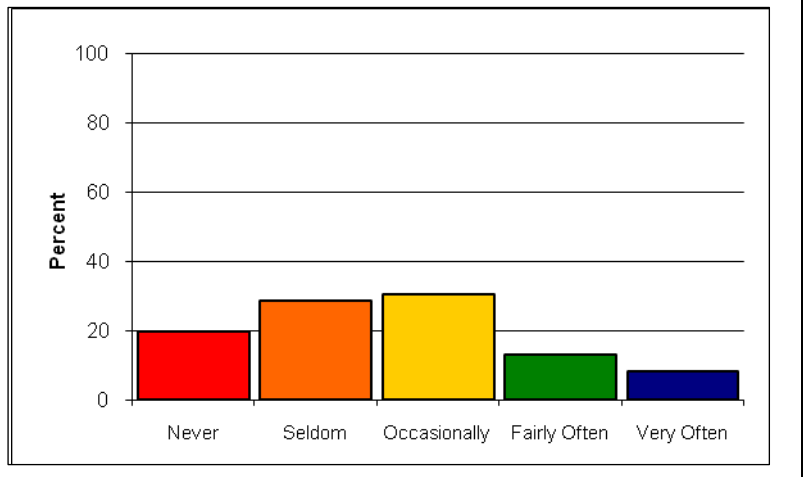


Part II: Use of Borough Facilities

Library Use Frequency

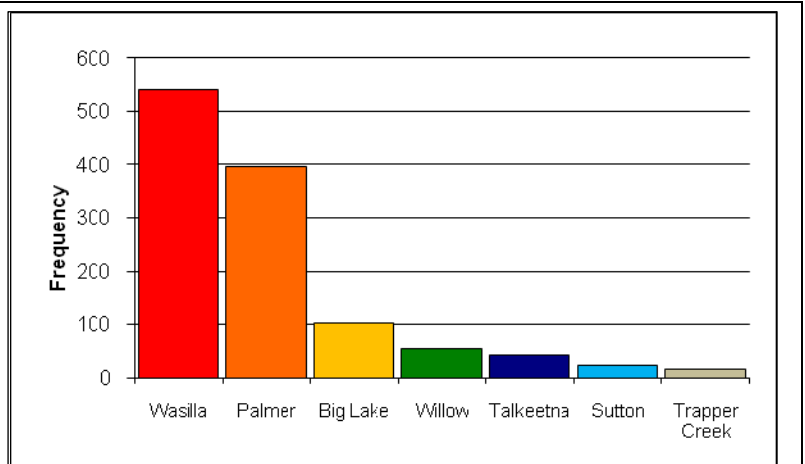
Average: 2.62

Response	Freq	%
Never	205	19.6
Seldom	298	28.5
Occasionally	319	30.5
Fairly Often	138	13.2
Very Often	85	8.1
Total Valid	1045	100.0
Missing	0	0.0
Total	1045	100.0



Public Library Use Locations*

Response	Freq	% [†]
Wasilla	541	51.7
Palmer	396	37.9
Big Lake	103	1.0
Willow	55	5.3
Talkeetna	43	4.1
Sutton	23	2.2
Trapper Creek	15	4.3
Total Valid	1176	
Missing	N/A	
Total	N/A	

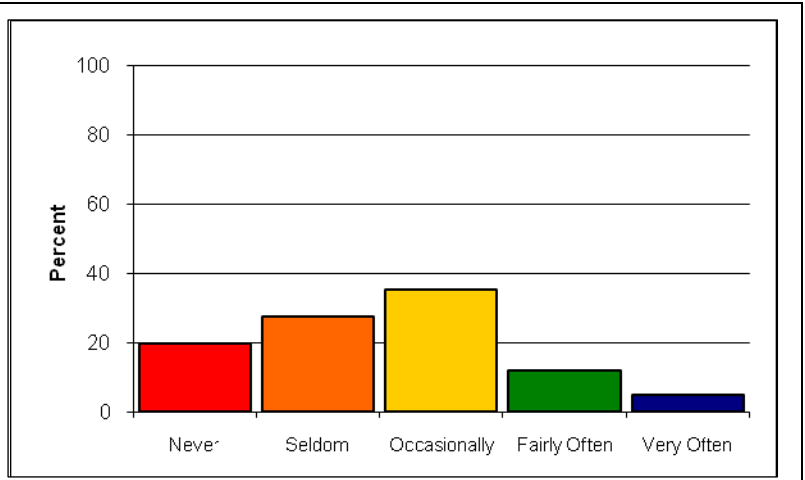


* Responses sum to more than 100% due to possibility of each respondent selecting multiple locations.
[†] Percentage of respondents who indicated they use that particular library.

Borough Recreational Facility Use Frequency

Average: 1.55

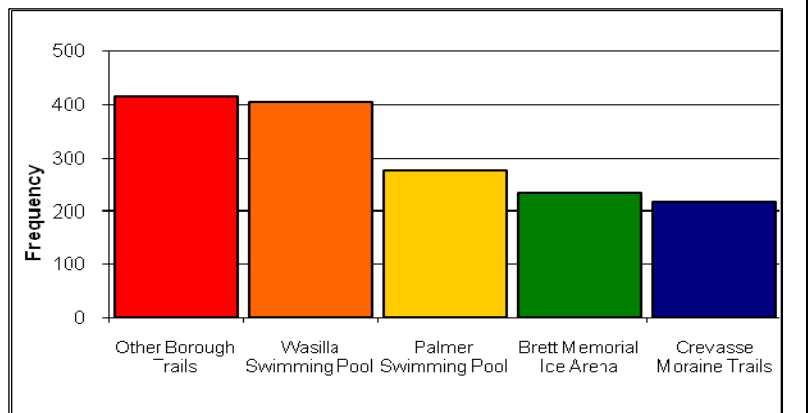
Response	Freq	%
Never	205	19.6
Seldom	289	27.7
Occasionally	370	35.4
Fairly Often	125	12.0
Very Often	51	4.9
Total Valid	1040	99.5
Missing	5	0.5
Total	1045	100.0



Part II: Use of Borough Facilities

Borough Recreational Facility Use Locations*

Response	Freq	% [†]
Other Borough Trails	415	26.9
Wasilla Swimming Pool	404	26.2
Palmer Swimming Pool	275	17.8
Brett Memorial Ice Arena	234	15.2
Crevasse Moraine Trails	217	14.1
Total Valid	1545	
Missing	N/A	
Total	N/A	

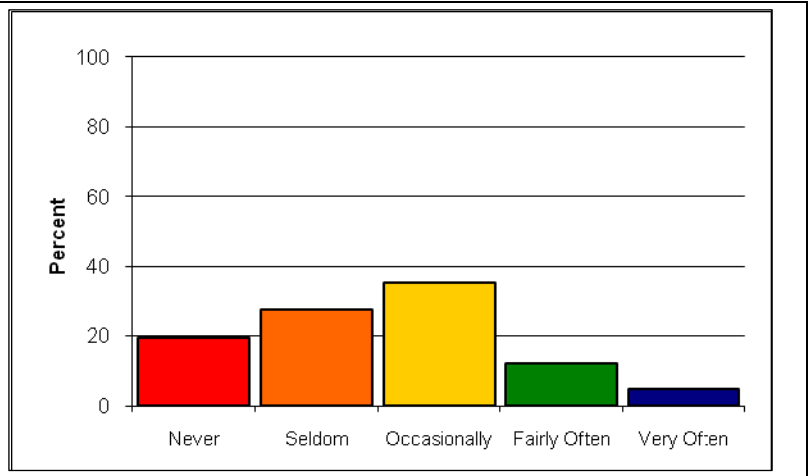


* Responses sum to more than 100% due to possibility of each respondent selecting multiple locations.
[†] Percentage of respondents who indicated they use that particular recreational facility.

MASCOT Use Frequency

Average: 0.15

Response	Freq	%
Never	951	91.0
Seldom	40	3.8
Occasionally	34	3.3
Fairly Often	11	1.1
Very Often	3	0.3
Total Valid	1045	99.5
Missing	5	0.5
Total	1045	100.0

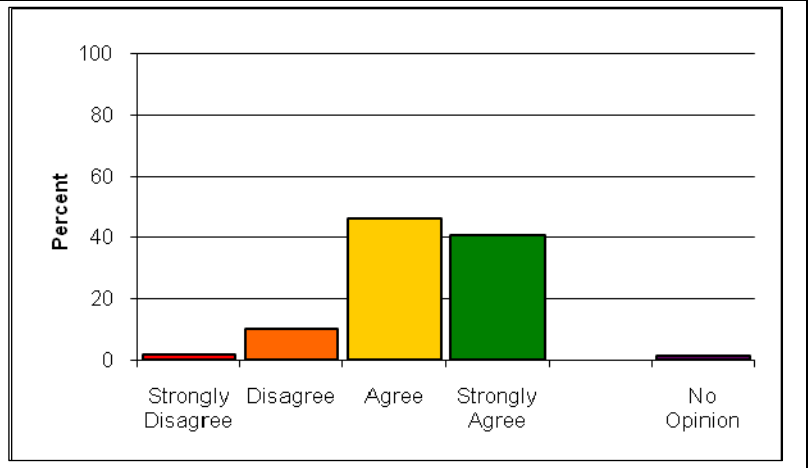


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

Personally, I would rate my neighborhood as an excellent place to live.

Average: 3.27

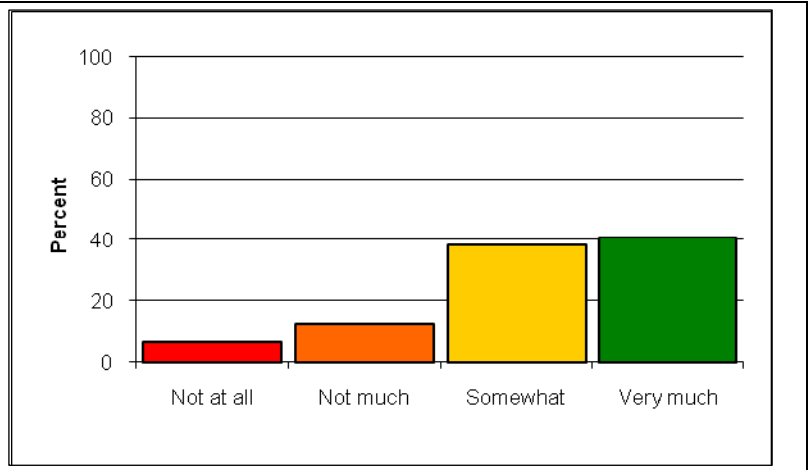
Response	Freq	%
Strongly Disagree	18	1.7
Disagree	104	10.0
Agree	480	45.9
Strongly Agree	426	40.8
No Opinion	13	1.2
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0



If you had to move away, would you miss the neighborhood very much, somewhat, not much or not at all?

Average: 3.15

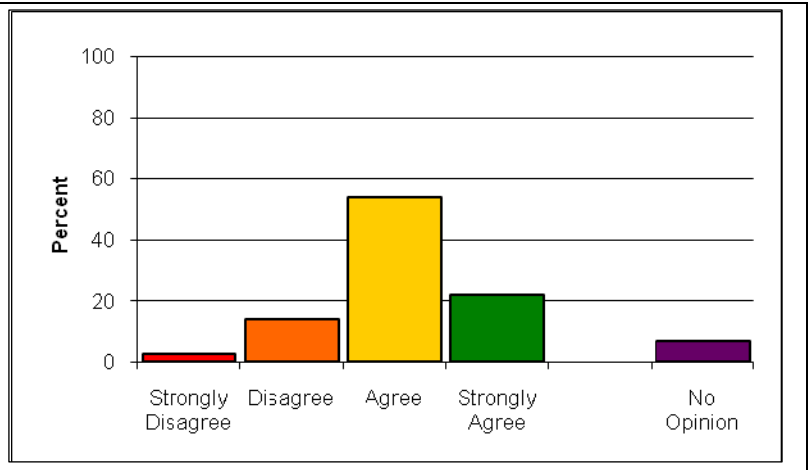
Response	Freq	%
Not at all	70	6.7
Not much	131	12.5
Somewhat	402	38.5
Very much	429	41.1
Total Valid	1032	98.8
Missing	13	1.2
Total	1045	100.0



People in my neighborhood can be trusted.

Average: 2.99

Response	Freq	%
Strongly Disagree	29	2.8
Disagree	147	14.1
Agree	564	54.0
Strongly Agree	228	21.8
No Opinion	73	7.0
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0

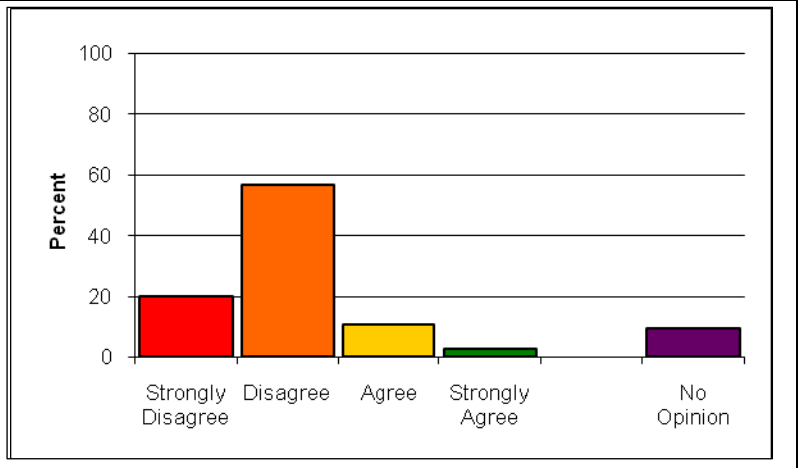


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

People in my neighborhood generally do not get along with each other.

Average: 2.01

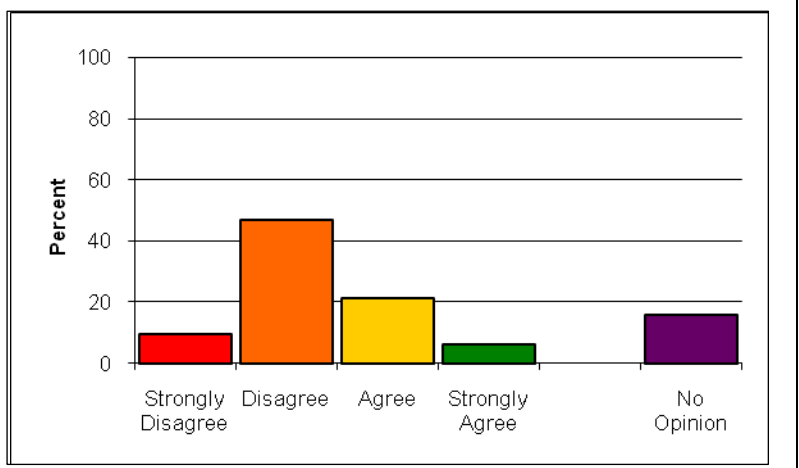
Response	Freq	%
Strongly Disagree	210	20.1
Disagree	594	56.8
Agree	112	10.7
Strongly Agree	28	2.7
No Opinion	97	9.3
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0



People in my neighborhood do not share the same values.

Average: 2.32

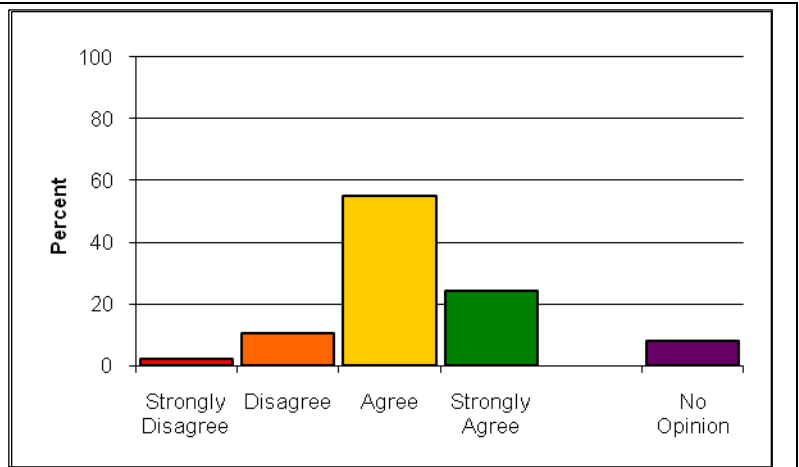
Response	Freq	%
Strongly Disagree	100	9.6
Disagree	490	46.9
Agree	222	21.2
Strongly Agree	63	6.0
No Opinion	165	15.8
Total Valid	1040	99.5
Missing	5	0.5
Total	1045	100.0



People in my neighborhood are willing to help their neighbors.

Average: 3.06

Response	Freq	%
Strongly Disagree	22	2.1
Disagree	108	10.3
Agree	573	54.8
Strongly Agree	253	24.2
No Opinion	85	8.1
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0

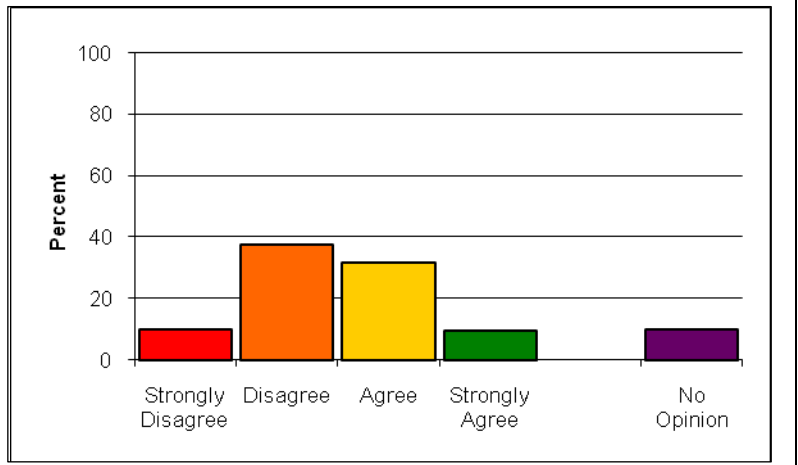


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

Mine is a close-knit neighborhood.

Average: 2.46

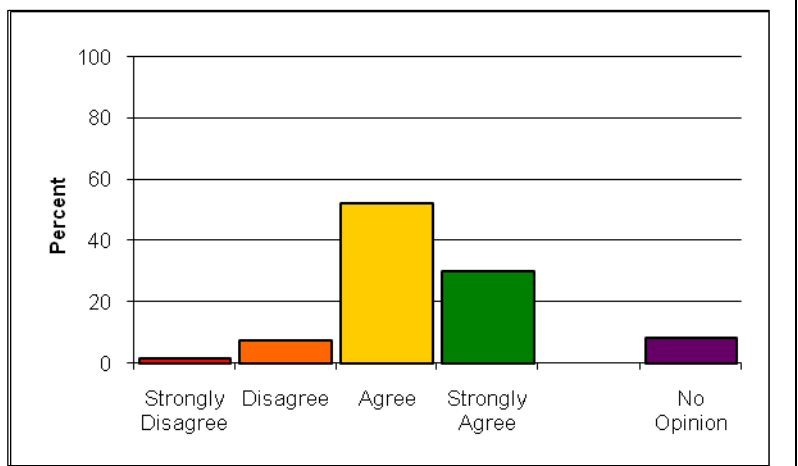
Response	Freq	%
Strongly Disagree	107	10.2
Disagree	392	37.5
Agree	332	31.8
Strongly Agree	101	9.7
No Opinion	107	10.2
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0



One or more of my neighbors could be counted on to intervene if children were spray-painting graffiti on a local building.

Average: 3.15

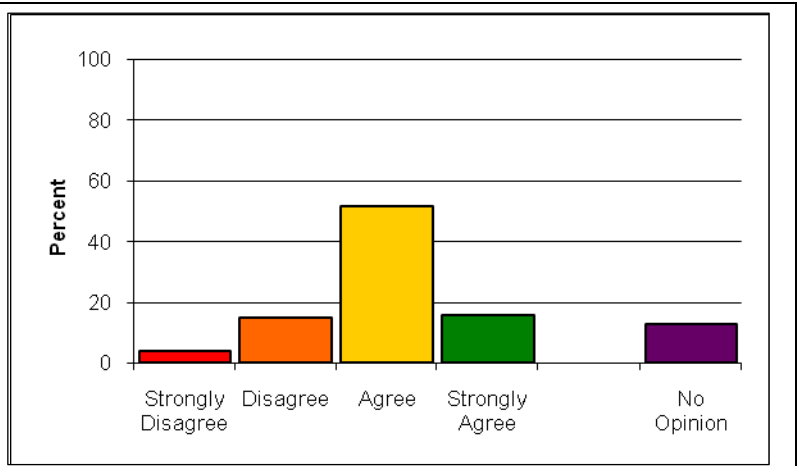
Response	Freq	%
Strongly Disagree	18	1.7
Disagree	78	7.5
Agree	545	52.2
Strongly Agree	312	29.9
No Opinion	89	8.5
Total Valid	1042	99.7
Missing	3	0.3
Total	1045	100.0



At least one of my neighbors would intervene if children were showing disrespect toward an adult.

Average: 2.86

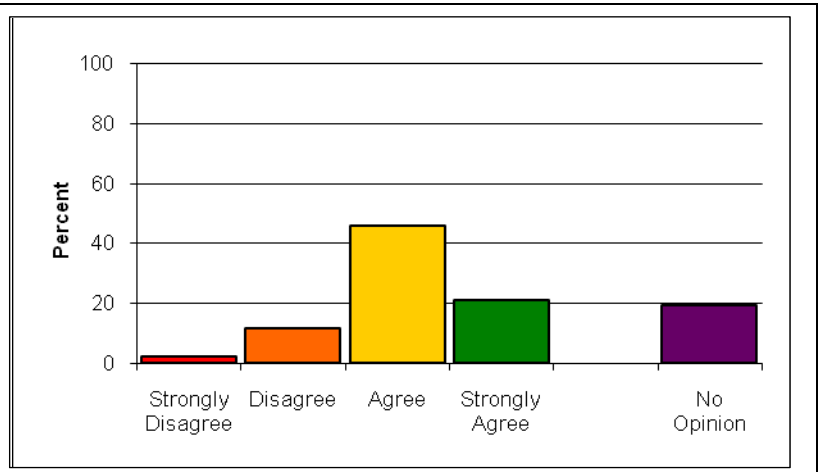
Response	Freq	%
Strongly Disagree	43	4.1
Disagree	156	14.9
Agree	541	51.8
Strongly Agree	167	16.0
No Opinion	134	12.8
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0



Part III: Life in the Matanuska-Susitna Borough Neighborhoods

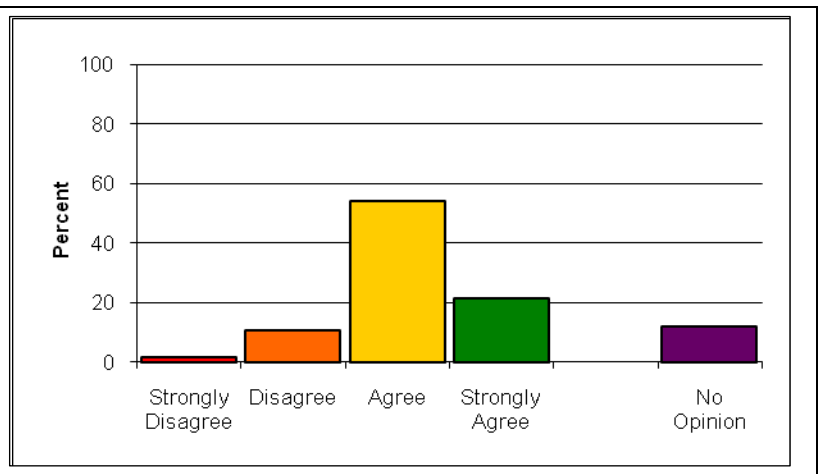
At least one of my neighbors would intervene if the fire station closest to their home was threatened with budget cuts. Average: 2.96

Response	Freq	%
Strongly Disagree	22	2.1
Disagree	119	11.4
Agree	476	45.6
Strongly Agree	218	20.9
No Opinion	203	19.4
Total Valid	1038	99.4
Missing	7	0.7
Total	1045	100.1



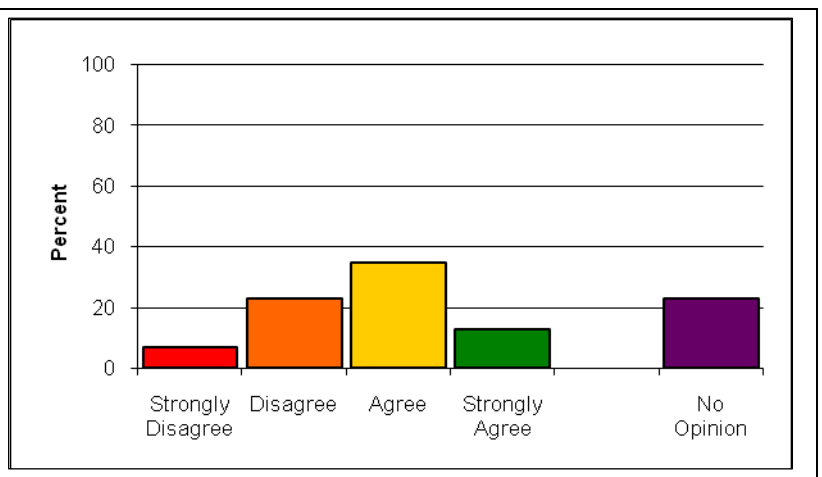
At least one of my neighbors would intervene if a fight broke out in front of their home. Average: 3.01

Response	Freq	%
Strongly Disagree	19	1.8
Disagree	111	10.6
Agree	563	53.9
Strongly Agree	224	21.4
No Opinion	123	11.8
Total Valid	1040	99.5
Missing	5	0.5
Total	1045	100.0



At least one of my neighbors would intervene if children were showing skipping school and hanging out on a neighborhood street corner. Average: 2.65

Response	Freq	%
Strongly Disagree	70	6.7
Disagree	237	22.7
Agree	362	34.6
Strongly Agree	132	12.6
No Opinion	238	22.8
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0

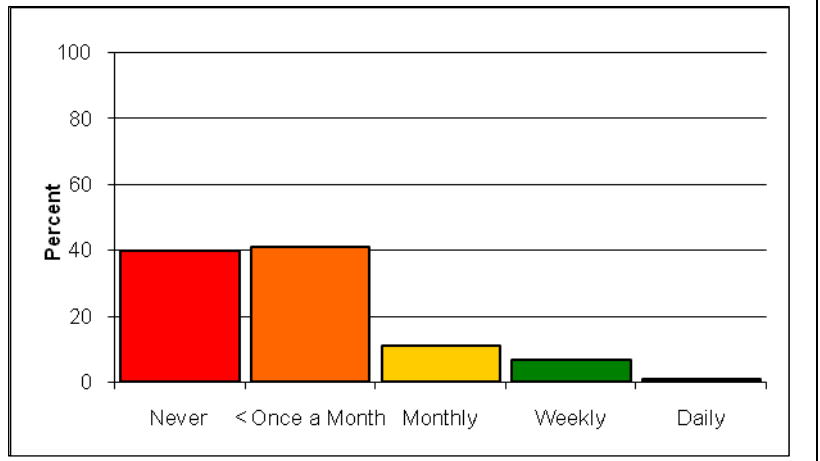


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

How often do you borrow something from or loan something to a neighbor?

Average: 0.88

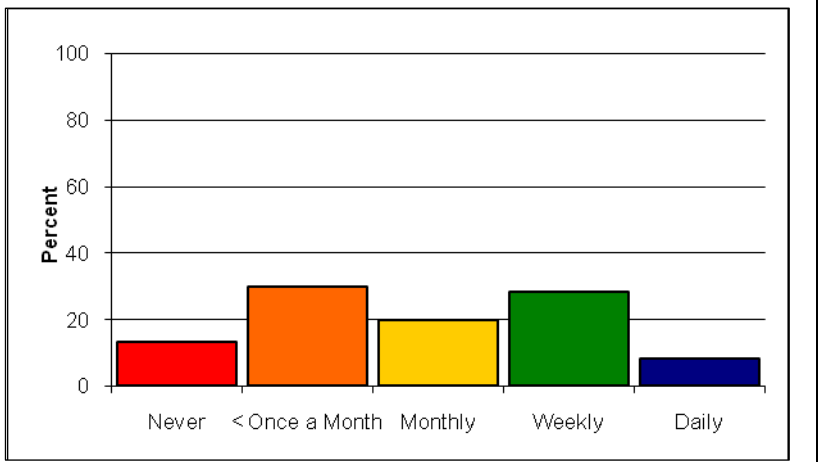
Response	Freq	%
Never	417	39.9
< Once a Month	427	40.9
Monthly	115	11.0
Weekly	70	6.7
Daily	11	1.1
Total Valid	1040	99.5
Missing	5	0.5
Total	1045	100.0



How often do you visit with a neighbor, out in the neighborhood or in one of your homes?

Average: 1.88

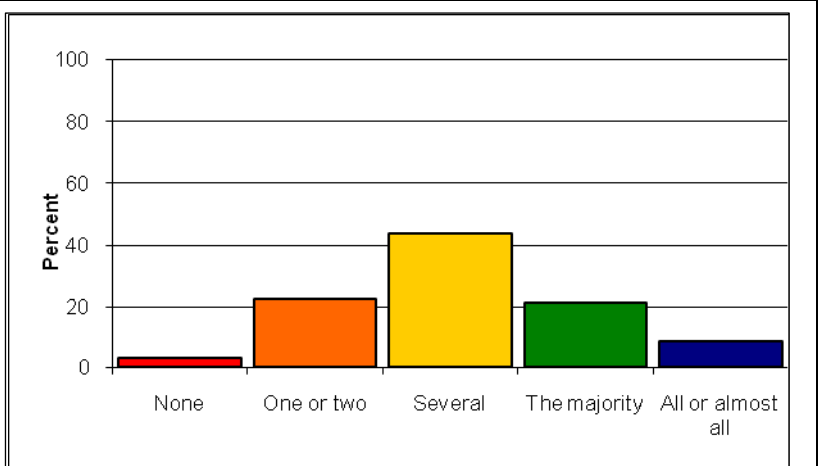
Response	Freq	%
Never	139	13.3
< Once a Month	313	30.0
Monthly	206	19.7
Weekly	298	28.5
Daily	86	8.2
Total Valid	1042	99.7
Missing	3	0.3
Total	1045	100.0



How many of your neighbors would you say that you know by sight or by name?

Average: 2.10

Response	Freq	%
None	32	3.1
One or two	237	22.7
Several	457	43.7
The majority	224	21.4
All or almost all	93	8.9
Total Valid	1043	99.8
Missing	2	0.2
Total	1045	100.0

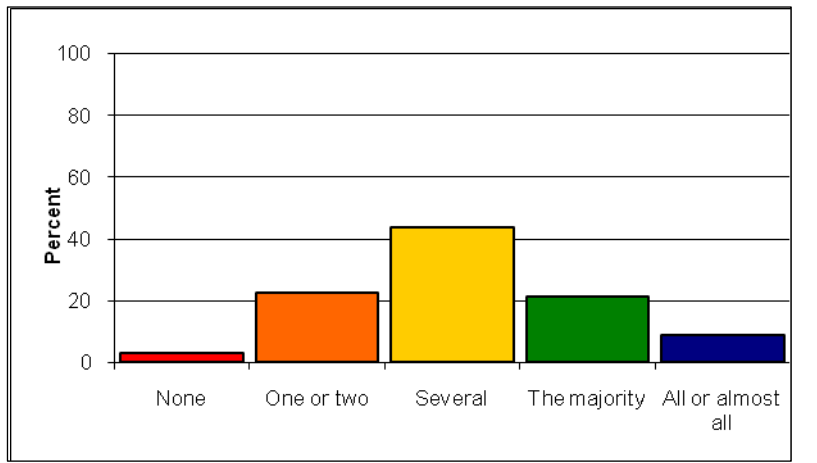


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

How many of your neighbors would you say that you know by sight or by name?

Average: 2.10

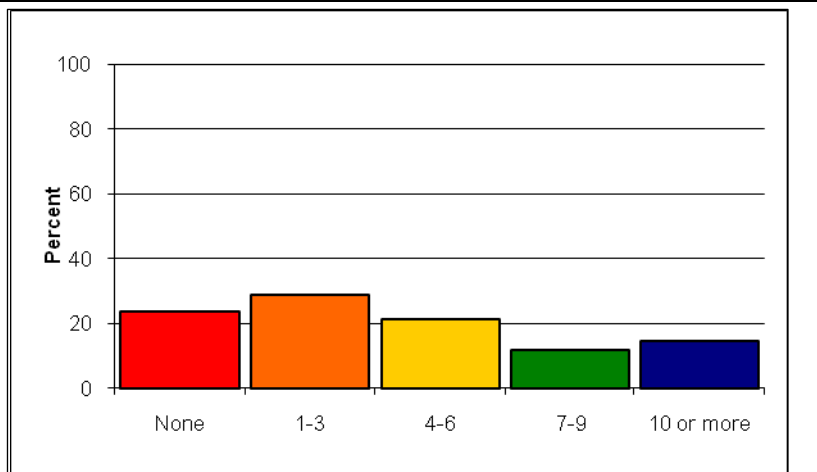
Response	Freq	%
None	32	3.1
One or two	237	22.7
Several	457	43.7
The majority	224	21.4
All or almost all	93	8.9
Total Valid	1043	99.8
Missing	2	0.2
Total	1045	100.0



Not counting those who live with you, how many friends and relatives do you have in your neighborhood?

Average: 1.64

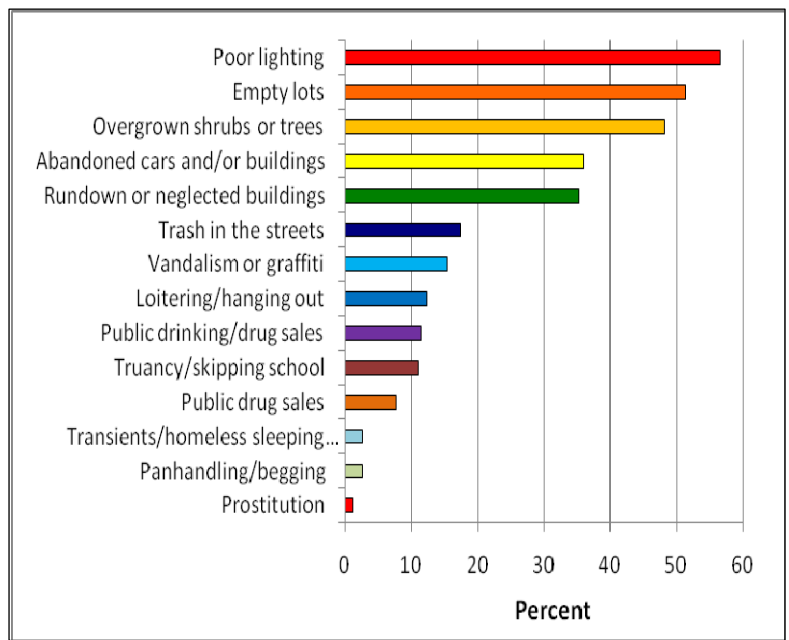
Response	Freq	%
None	247	23.6
1-3	301	28.8
4-6	224	21.4
7-9	121	11.6
10 or more	151	14.4
Total Valid	1044	99.9
Missing	1	0.1
Total	1045	100.0



Part III: Life in the Matanuska-Susitna Borough Neighborhoods

Neighborhood Conditions*

Response	Freq	%[†]
Poor lighting	591	56.6
Empty lots	537	51.4
Overgrown shrubs or trees	505	48.3
Abandoned cars and/or buildings	375	35.9
Rundown or neglected buildings	369	35.3
Trash in the streets	182	17.4
Vandalism or graffiti	161	15.4
Loitering/hanging out	129	12.3
Public drinking/drug sales	121	11.6
Truancy/skipping school	116	11.1
Public drug sales	80	7.7
Panhandling/begging	28	2.7
Transients/homeless sleeping on streets	28	2.7
Prostitution	13	1.2
Total Valid	3235	
Missing	N/A	
Total	N/A	

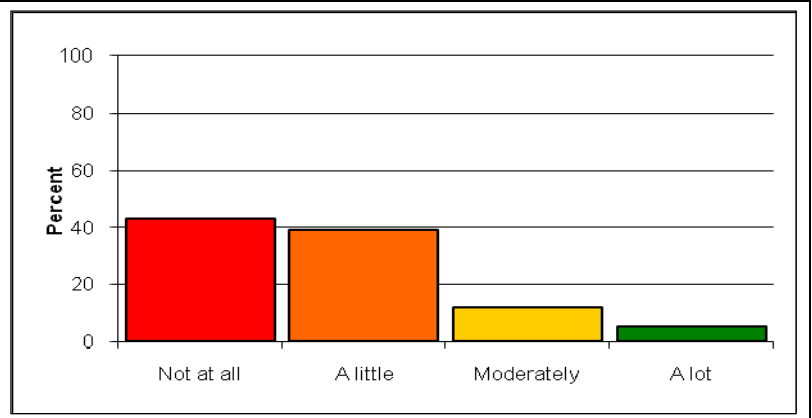


* Responses sum to more than 100% due to possibility of each respondent selecting multiple neighborhood conditions.

[†] Percentage of respondents who indicated that particular condition exists in their neighborhood.

To what extent are you fearful that you or members of your household will be the victim of burglary (while you or your loved ones are at home)? Average: 0.80

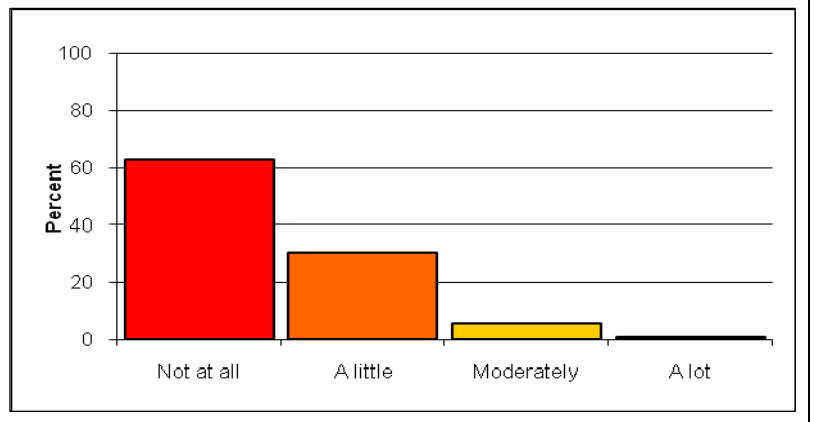
Response	Freq	%
Not at all	450	43.1
A little	410	39.2
Moderately	126	12.1
A lot	56	5.4
Total Valid	1042	99.7
Missing	3	0.3
Total	1045	100.0



Part III: Life in the Matanuska-Susitna Borough Neighborhoods

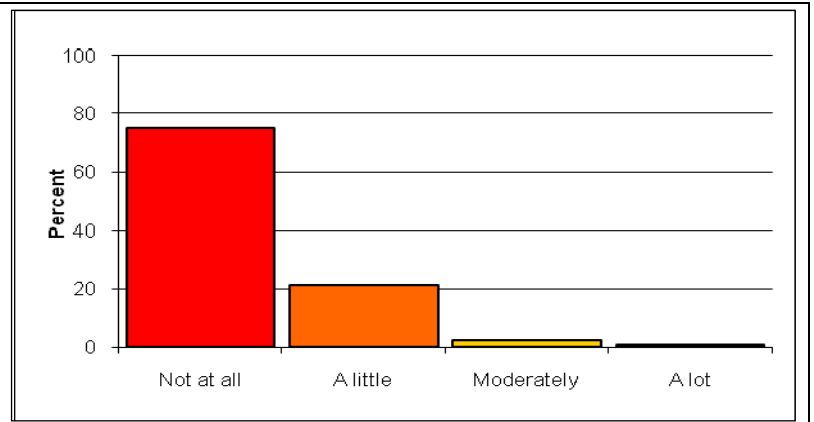
To what extent are you fearful that you or members of your household will be the victim of a sexual assault?
Average: 0.45

Response	Freq	%
Not at all	654	62.6
A little	317	30.3
Moderately	61	5.8
A lot	9	0.9
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0



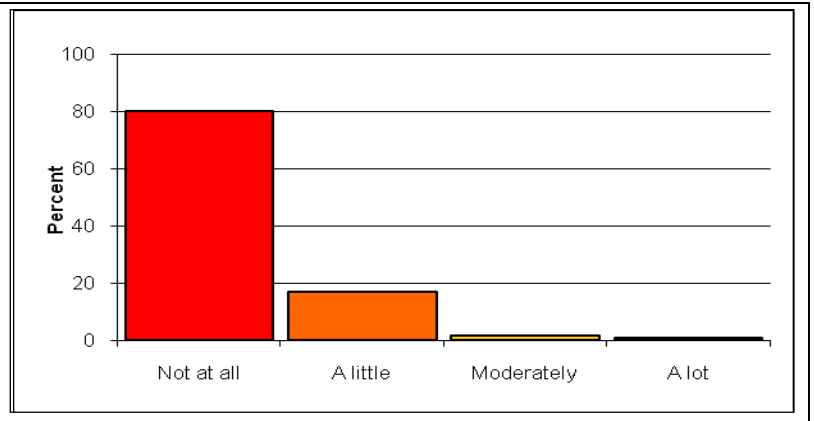
To what extent are you fearful that you or members of your household will be the victim of a murder?
Average: 0.28

Response	Freq	%
Not at all	786	75.2
A little	220	21.1
Moderately	26	2.5
A lot	7	0.7
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0



To what extent are you fearful that you or members of your household will be the victim of a kidnapping?
Average: 0.23

Response	Freq	%
Not at all	837	80.1
A little	175	16.7
Moderately	19	1.8
A lot	9	0.9
Total Valid	1040	99.5
Missing	5	0.5
Total	1045	100.0

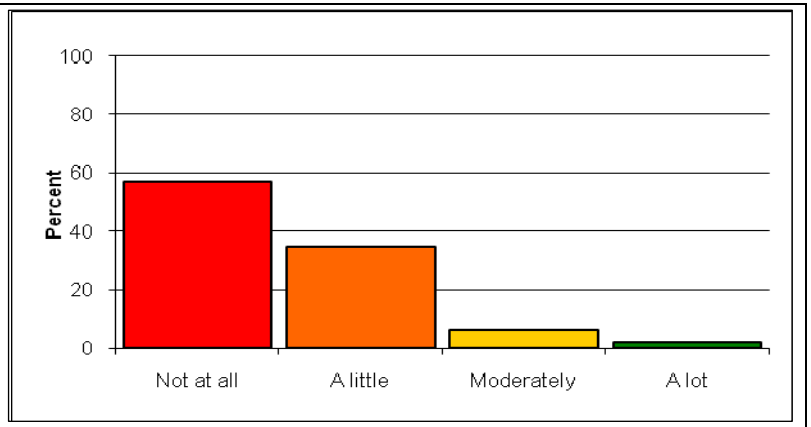


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

To what extent are you fearful that you or members of your household will be attacked with a weapon?

Average: 0.53

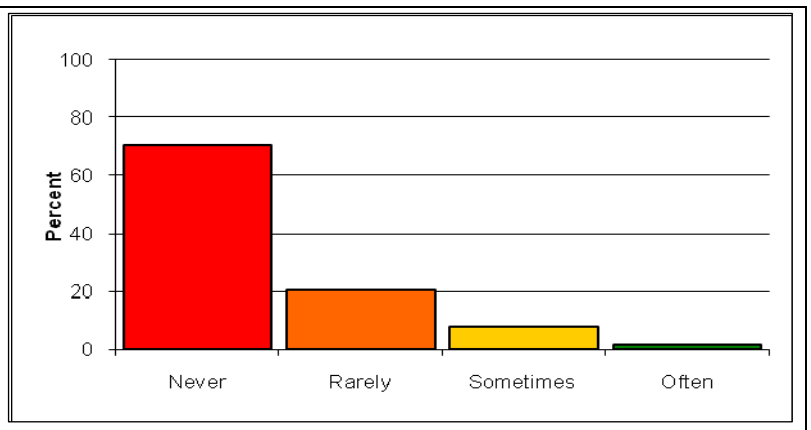
Response	Freq	%
Not at all	596	57.0
A little	361	34.5
Moderately	62	5.9
A lot	22	2.1
Total Valid	1041	99.6
Missing	4	0.4
Total	1045	100.0



How often does worry about crime prevent you from doing things you would like to do in your neighborhood?

Average: 0.41

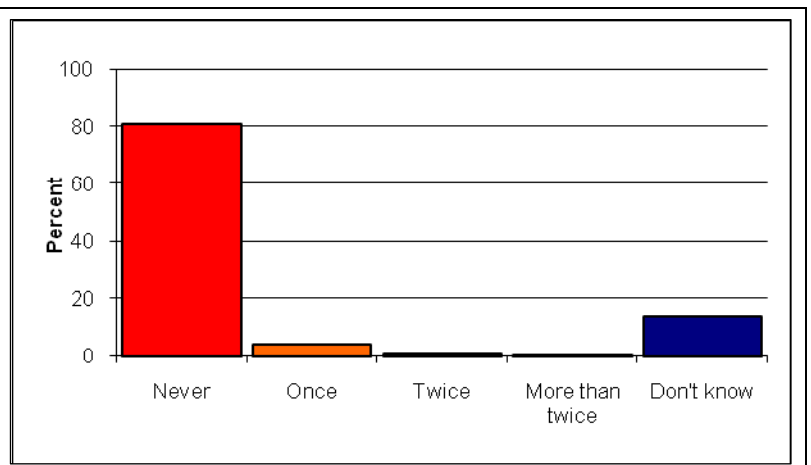
Response	Freq	%
Never	732	70.2
Rarely	214	20.5
Sometimes	78	7.5
Often	18	1.7
Total Valid	1042	99.7
Missing	3	0.3
Total	1045	100.0



In the past six months in your neighborhood, how often has there been a fight in which a weapon was used?

Average: 0.07

Response	Freq	%
Never	847	81.0
Once	40	3.8
Twice	9	0.9
More than twice	4	0.4
Don't know	145	13.9
Total Valid	1045	100.0
Missing	0	0.0
Total	1045	100.0

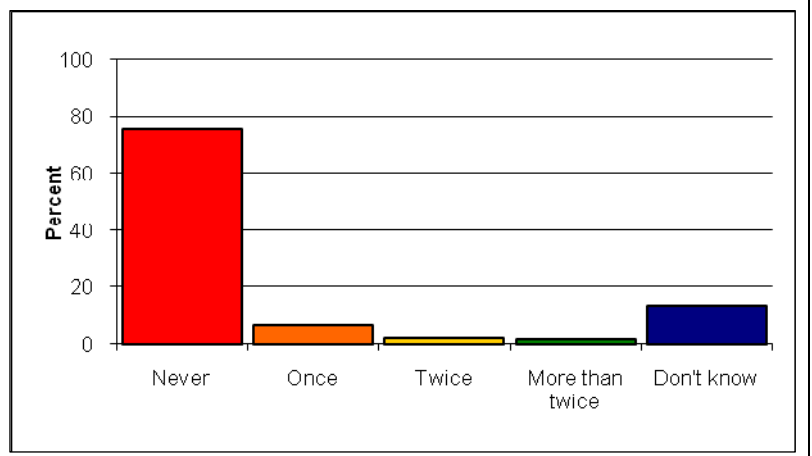


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

In the past six months in your neighborhood, how often has there been a violent argument between neighbors?

Average: 0.16

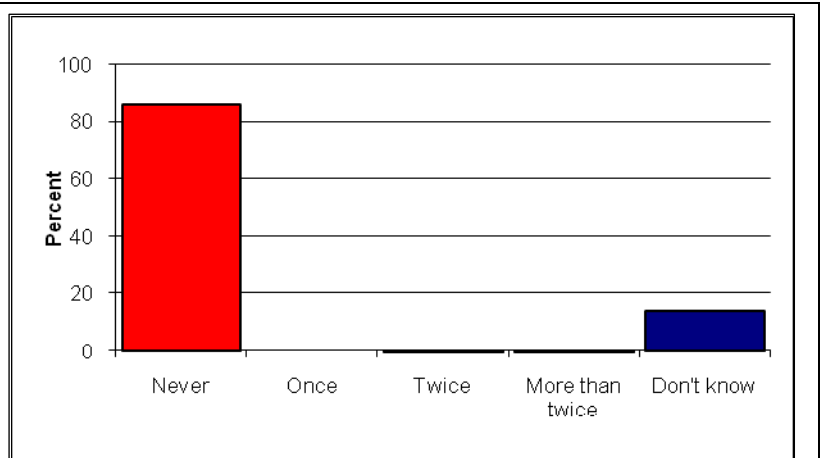
Response	Freq	%
Never	793	75.9
Once	69	6.6
Twice	22	2.1
More than twice	19	1.8
Don't know	142	13.6
Total Valid	1045	100.0
Missing	0	0.0
Total	1045	100.0



In the past six months in your neighborhood, how often has there been a gang fight?

Average: 0.00

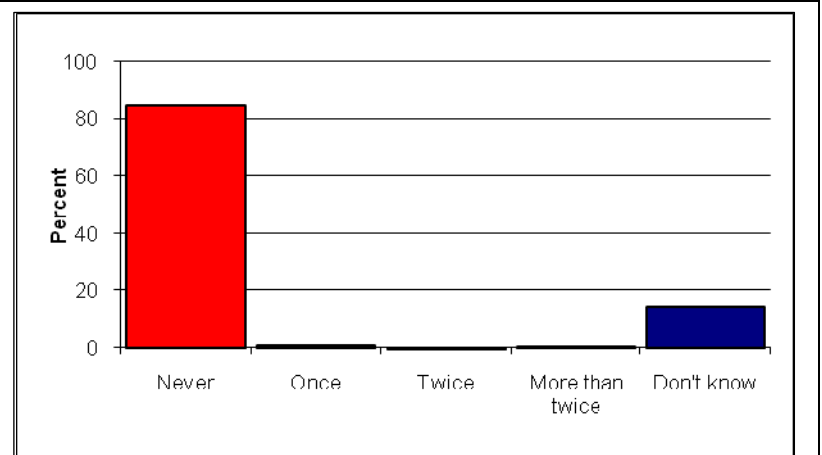
Response	Freq	%
Never	899	86.0
Once	0	0.0
Twice	1	0.1
More than twice	1	0.1
Don't know	144	13.8
Total Valid	1045	100.0
Missing	0	0.0
Total	1045	100.0



In the past six months in your neighborhood, how often has there been a sexual assault or rape?

Average: 0.01

Response	Freq	%
Never	884	84.6
Once	6	0.6
Twice	1	0.1
More than twice	2	0.2
Don't know	152	14.5
Total Valid	1045	100.0
Missing	0	0.0
Total	1045	100.0

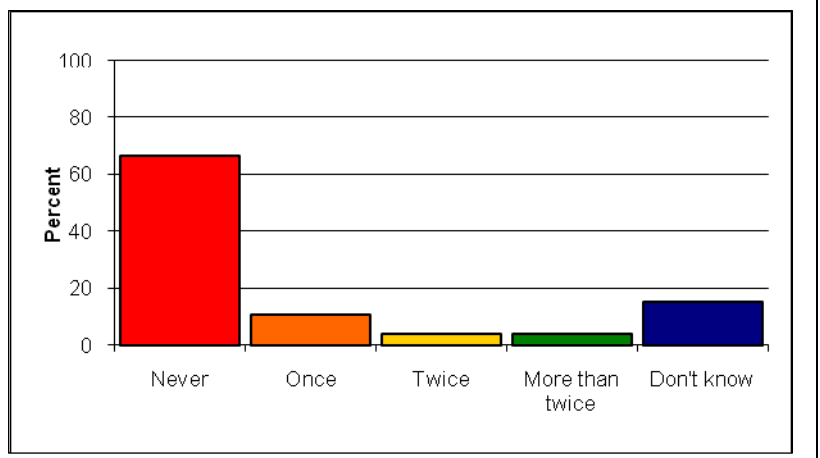


Part III: Life in the Matanuska-Susitna Borough Neighborhoods

In the past six months in your neighborhood, how often has there been a robbery, burglary, or mugging?

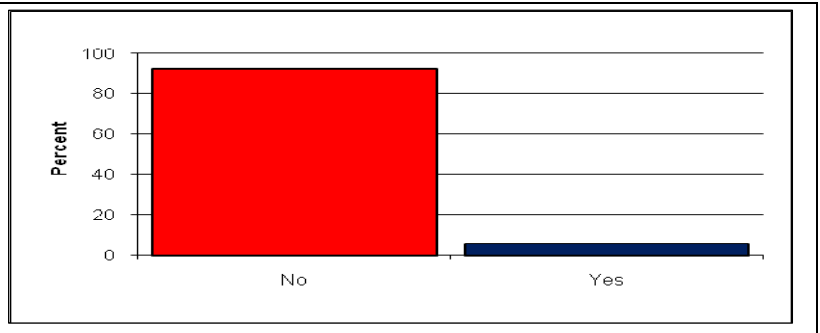
Average: 0.30

Response	Freq	%
Never	692	66.2
Once	111	10.6
Twice	43	4.1
More than twice	39	3.8
Don't know	160	15.3
Total Valid	1045	100.0
Missing	0	0.0
Total	1045	100.0



While you have lived in this neighborhood, has anyone ever used violence, such as a mugging, fight, or sexual assault, against you or any member of your household anywhere in your neighborhood?

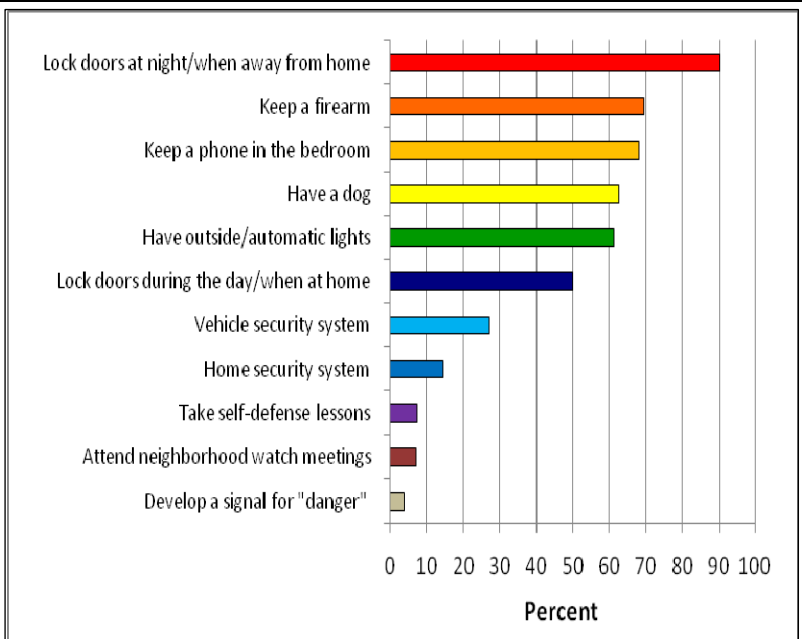
Response	Freq	%
No	965	92.3
Yes	60	5.9
Total Valid	1025	98.1
Missing	20	1.9
Total	1045	100.0



Part III: Life in the Matanuska-Susitna Borough Neighborhoods

Self-protection Activities*

Response	Freq	%[†]
Lock doors at night/ when away from home	944	90.3
Keep a firearm	727	69.6
Keep a phone in the bedroom	713	68.2
Have a dog	654	62.6
Have outside/automatic lights	624	61.4
Lock doors during the day/ when at home	523	50.0
Vehicle security system	283	27.1
Home security system	151	14.4
Take self-defense lessons	77	7.4
Attend neighborhood watch meetings	74	7.1
Develop a signal for "danger"	39	3.7
Total Valid	4809	
Missing	N/A	
Total	N/A	



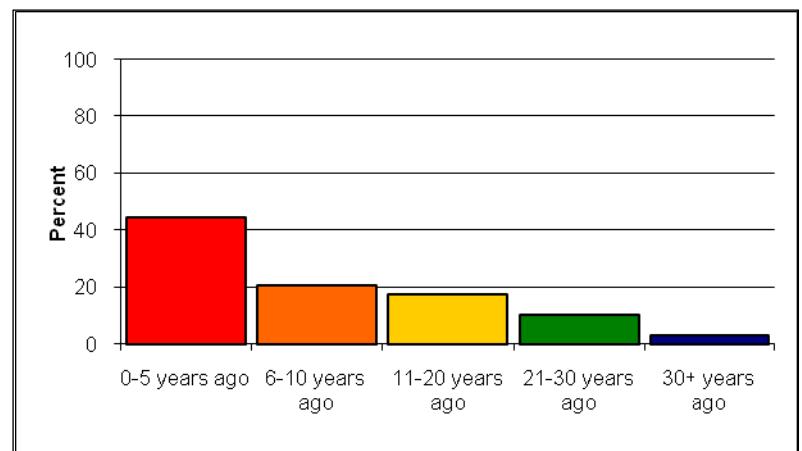
* Responses sum to more than 100% due to possibility of each respondent selecting multiple self-protection activities.

† Percentage of respondents who indicated they engage in the particular self-protection activity.

When did you move to your current home?

Average: 9 Years Ago

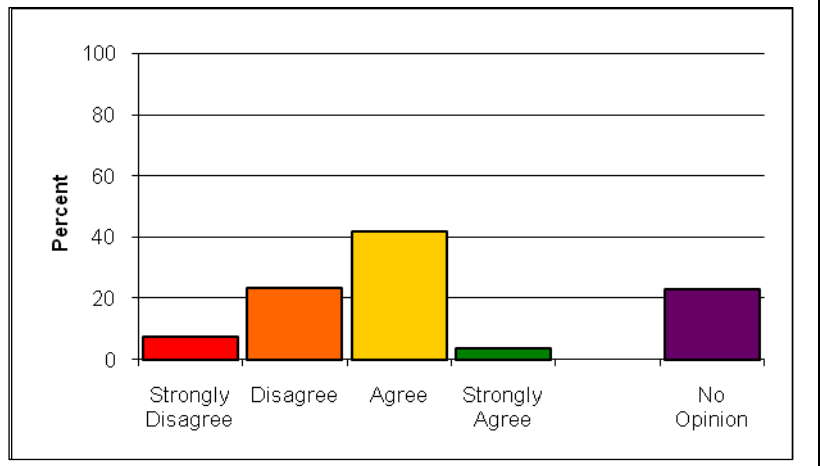
Response	Freq	%
0-5 years ago	466	44.6
6-10 years ago	215	20.3
11-20 years ago	183	17.5
21-30 years ago	105	10.0
30+ years ago	31	3.0
Total Valid	1000	95.7
Missing	45	4.3
Total	1045	100.0



Part IV: Local Government: Access, Policies, and Practices

Overall, I am satisfied with the opportunities the Borough provides to give input on decisions. Average: 2.54

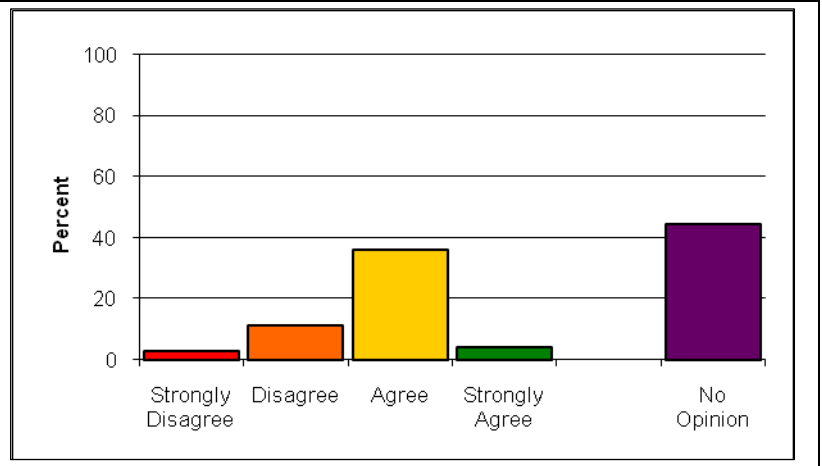
Response	Freq	%
Strongly Disagree	76	7.3
Disagree	245	23.4
Agree	436	41.7
Strongly Agree	41	3.9
No Opinion	240	23.0
Total Valid	1038	99.3
Missing	7	0.7
Total	1045	100.0



I find the Borough's website easy to use.

Average: 2.65

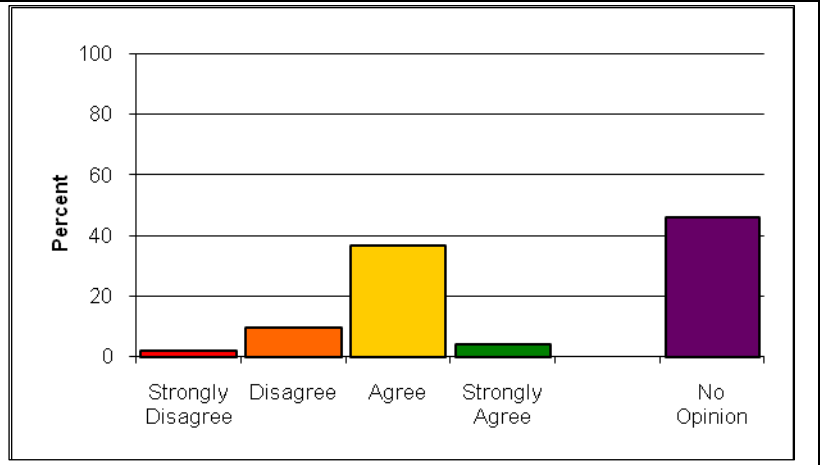
Response	Freq	%
Strongly Disagree	31	3.0
Disagree	116	11.1
Agree	375	35.9
Strongly Agree	45	4.3
No Opinion	467	44.7
Total Valid	1034	98.9
Missing	11	1.1
Total	1045	100.0



I would describe the Borough's website as "informative."

Average: 2.67

Response	Freq	%
Strongly Disagree	22	2.1
Disagree	99	9.5
Agree	383	36.7
Strongly Agree	43	4.1
No Opinion	481	46.0
Total Valid	1028	98.4
Missing	17	1.6
Total	1045	100.0

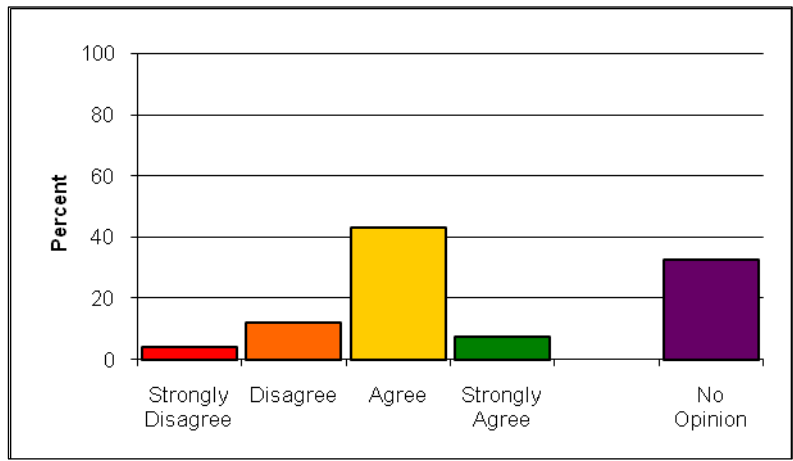


Part IV: Local Government: Access, Policies, and Practices

When I call the Borough, I usually get the information I need in a timely manner.

Average: 2.71

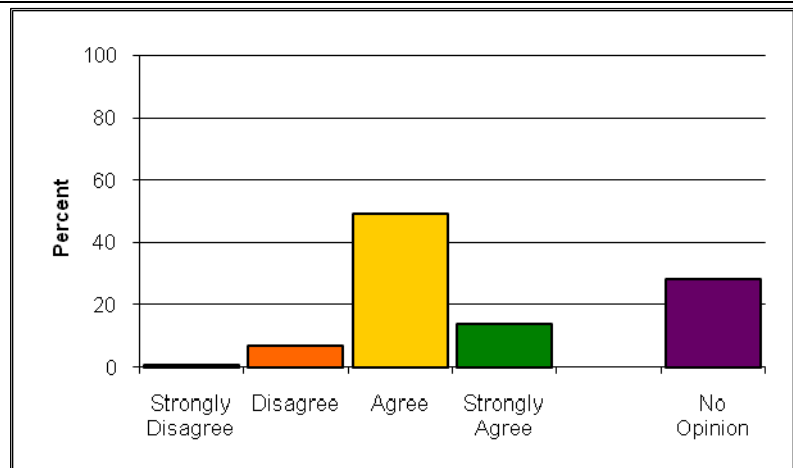
Response	Freq	%
Strongly Disagree	44	4.2
Disagree	124	11.9
Agree	451	43.2
Strongly Agree	78	7.5
No Opinion	342	32.7
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0



When I call the Borough, the person I speak with is usually polite and professional.

Average: 2.91

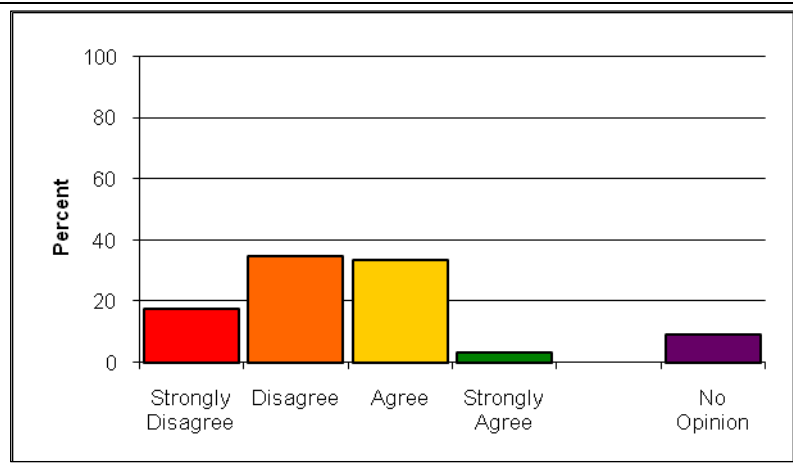
Response	Freq	%
Strongly Disagree	9	0.9
Disagree	73	7.0
Agree	515	49.3
Strongly Agree	144	13.8
No Opinion	298	28.5
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0



I feel I am getting my money's worth for the taxes I pay to the Mat-Su Borough.

Average: 2.27

Response	Freq	%
Strongly Disagree	184	17.6
Disagree	365	34.9
Agree	349	33.4
Strongly Agree	34	3.3
No Opinion	97	9.3
Total Valid	1029	98.5
Missing	16	1.5
Total	1045	100.0

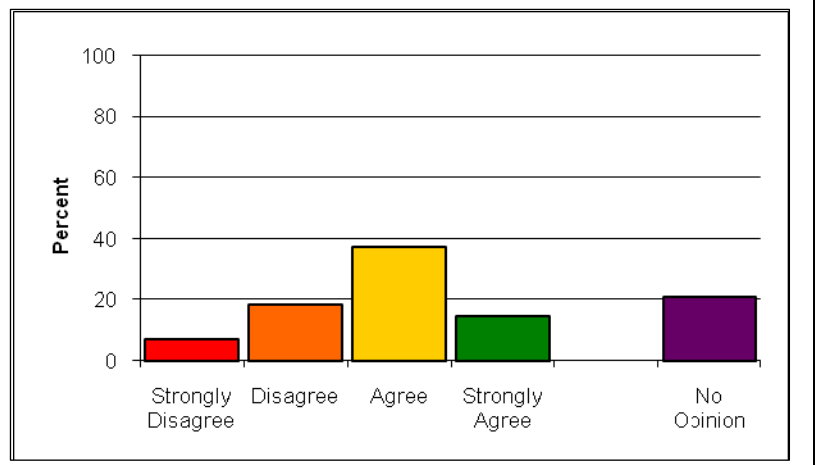


Part IV: Local Government: Access, Policies, and Practices

Funds should be spent to preserve open spaces in the Borough.

Average: 2.72

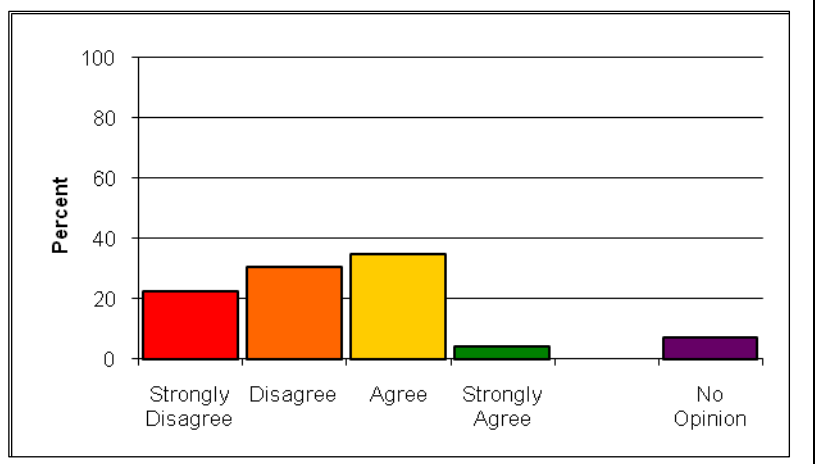
Response	Freq	%
Strongly Disagree	72	6.9
Disagree	191	18.3
Agree	391	37.4
Strongly Agree	155	14.8
No Opinion	217	20.8
Total Valid	1026	98.2
Missing	19	1.8
Total	1045	100.0



The current level of road maintenance in my area is worth what I pay in road service area taxes.

Average: 2.25

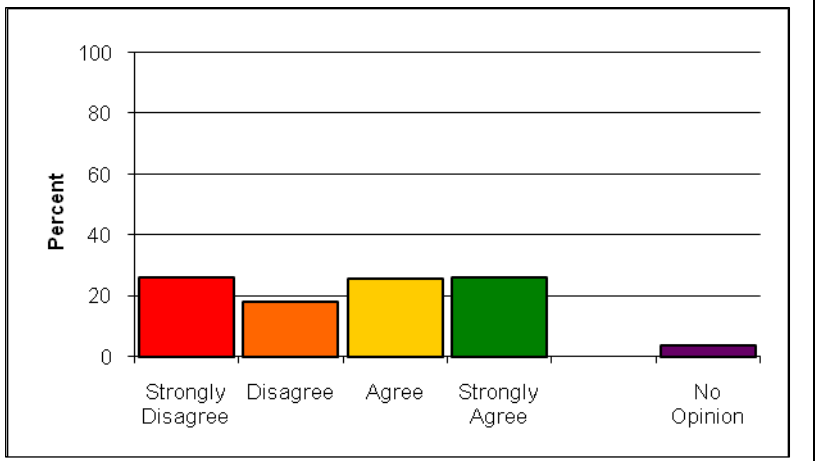
Response	Freq	%
Strongly Disagree	234	22.4
Disagree	321	30.7
Agree	363	34.7
Strongly Agree	45	4.3
No Opinion	76	7.3
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0



I would support an increase in the tobacco tax to raise money to pay for services.

Average: 2.54

Response	Freq	%
Strongly Disagree	273	26.1
Disagree	187	17.9
Agree	269	25.7
Strongly Agree	272	26.0
No Opinion	41	3.9
Total Valid	1042	99.6
Missing	3	0.3
Total	1045	99.9

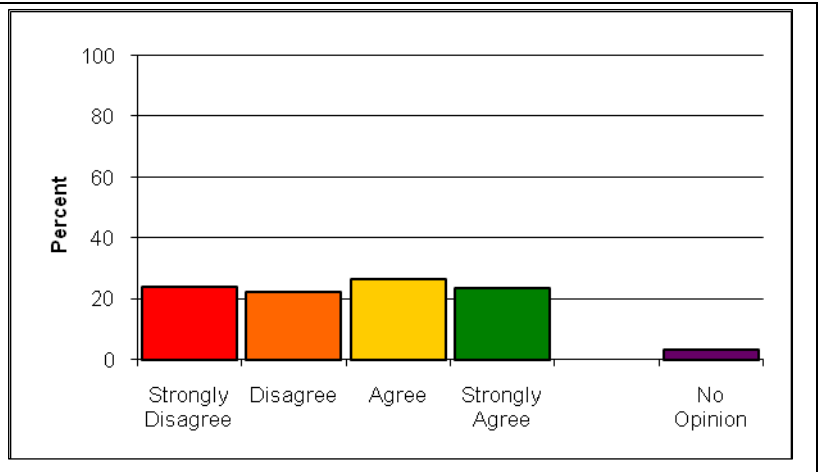


Part IV: Local Government: Access, Policies, and Practices

I would support a local tax on alcoholic beverages to raise money to pay for services.

Average: 2.52

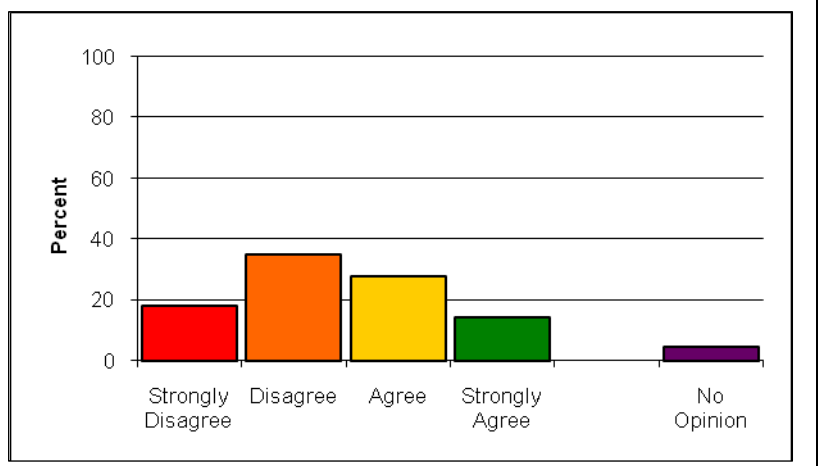
Response	Freq	%
Strongly Disagree	250	23.9
Disagree	233	22.3
Agree	276	26.4
Strongly Agree	248	23.7
No Opinion	35	3.3
Total Valid	1042	99.6
Missing	3	0.3
Total	1045	99.9



I would support an increase in the bed tax (charged at hotels) to raise money to pay for services.

Average: 2.40

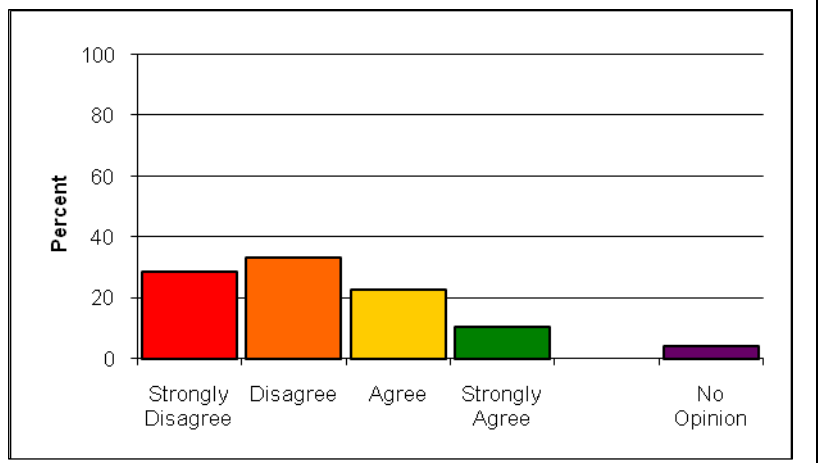
Response	Freq	%
Strongly Disagree	189	18.1
Disagree	367	35.1
Agree	291	27.8
Strongly Agree	147	14.1
No Opinion	48	4.6
Total Valid	1042	99.7
Missing	3	0.3
Total	1045	100.0



I would support a seasonal sales tax to raise money to pay for services.

Average: 2.18

Response	Freq	%
Strongly Disagree	298	28.5
Disagree	347	33.2
Agree	237	22.7
Strongly Agree	112	10.7
No Opinion	44	4.2
Total Valid	1038	99.3
Missing	7	0.7
Total	1045	100.0

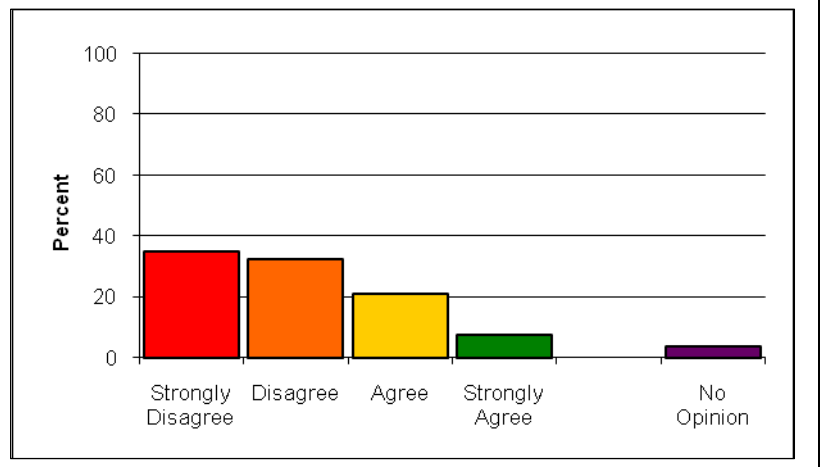


Part IV: Local Government: Access, Policies, and Practices

I would support a year-round sales tax to raise money to pay for services.

Average: 2.02

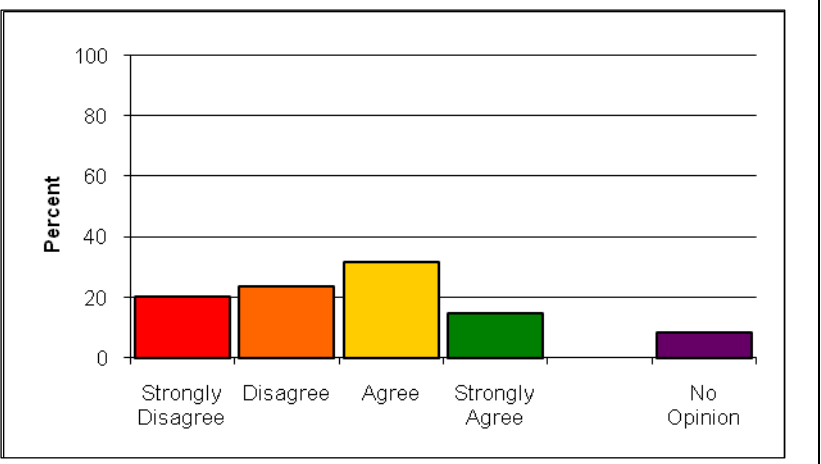
Response	Freq	%
Strongly Disagree	367	35.1
Disagree	339	32.4
Agree	219	21.0
Strongly Agree	77	7.4
No Opinion	38	3.6
Total Valid	1040	99.5
Missing	5	0.5
Total	1045	100.0



I would support imposing an impact fee on developers for residential and commercial properties to raise money to pay for services.

Average: 2.46

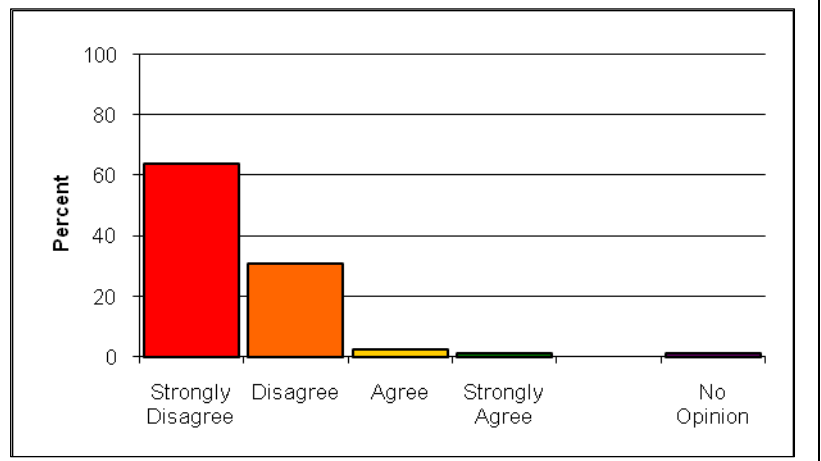
Response	Freq	%
Strongly Disagree	212	20.3
Disagree	247	23.6
Agree	332	31.8
Strongly Agree	157	15.0
No Opinion	87	8.3
Total Valid	1035	99.0
Missing	10	1.0
Total	1045	100.0



I would support a local tax on gasoline to raise money to pay for services.

Average: 1.42

Response	Freq	%
Strongly Disagree	666	63.7
Disagree	322	30.8
Agree	26	2.5
Strongly Agree	15	1.4
No Opinion	13	1.2
Total Valid	1042	99.6
Missing	3	0.3
Total	1045	99.9

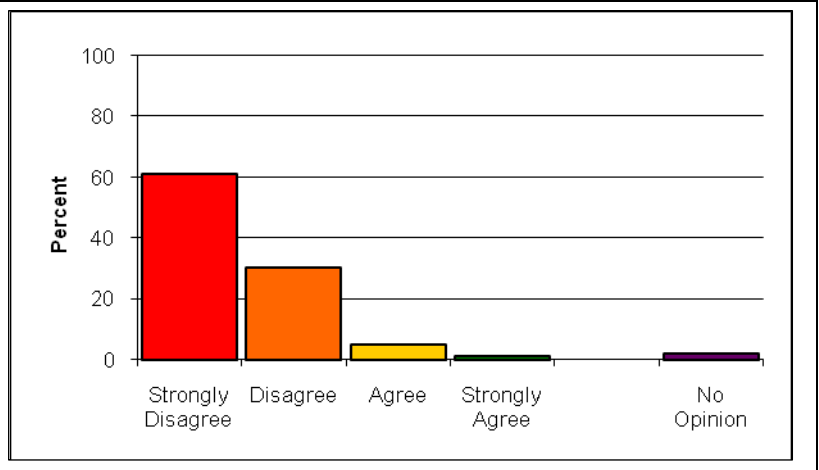


Part IV: Local Government: Access, Policies, and Practices

I would support increased property taxes to raise money to pay for services.

Average: 1.47

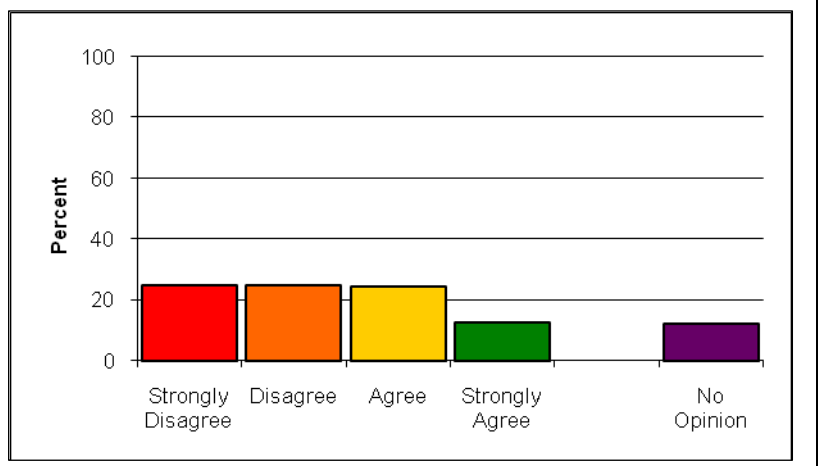
Response	Freq	%
Strongly Disagree	640	61.2
Disagree	316	30.2
Agree	52	5.0
Strongly Agree	13	1.2
No Opinion	21	2.0
Total Valid	1042	99.6
Missing	3	0.3
Total	1045	99.9



I would support a gravel extraction tax to raise money to pay for services.

Average: 2.32

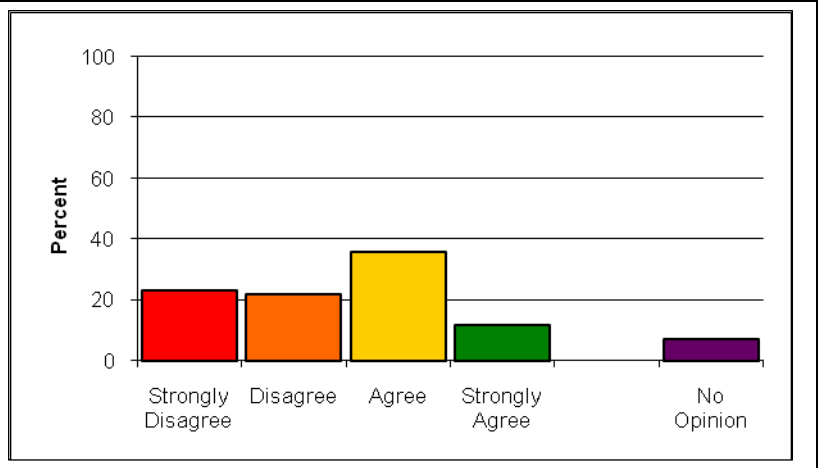
Response	Freq	%
Strongly Disagree	260	24.9
Disagree	258	24.7
Agree	257	24.6
Strongly Agree	133	12.7
No Opinion	128	12.2
Total Valid	1036	99.1
Missing	9	0.9
Total	1045	100.0



I would support a real estate transfer fee of \$25 to raise money to pay for services.

Average: 2.40

Response	Freq	%
Strongly Disagree	240	23.0
Disagree	229	21.9
Agree	373	35.7
Strongly Agree	123	11.8
No Opinion	73	7.0
Total Valid	1038	99.4
Missing	7	0.7
Total	1045	100.1

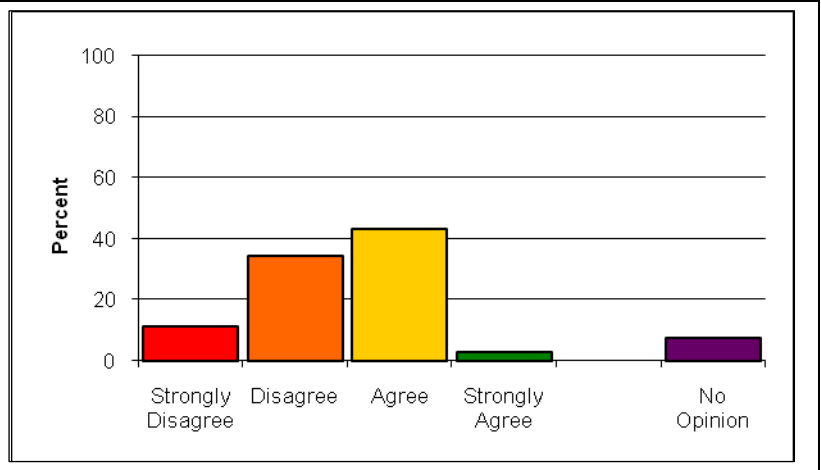


Part IV: Local Government: Access, Policies, and Practices

As of today, I am satisfied with the way the Mat-Su Borough has been developed.

Average: 2.42

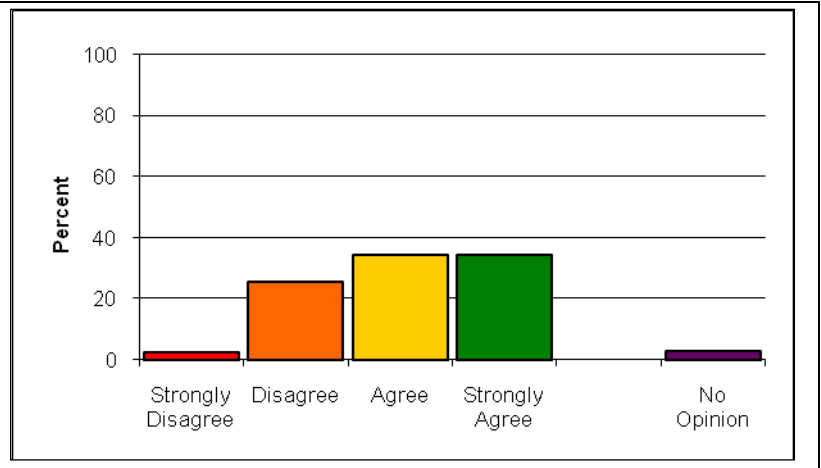
Response	Freq	%
Strongly Disagree	116	11.1
Disagree	358	34.3
Agree	451	43.1
Strongly Agree	32	3.1
No Opinion	77	7.4
Total Valid	1034	99.0
Missing	11	1.1
Total	1045	100.1



Traffic congestion is a serious problem in the Mat-Su Borough.

Average: 3.03

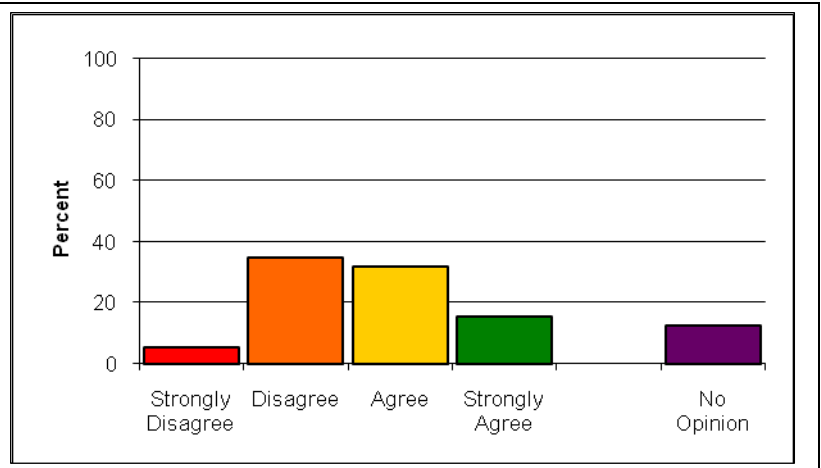
Response	Freq	%
Strongly Disagree	26	2.5
Disagree	265	25.4
Agree	358	34.3
Strongly Agree	362	34.6
No Opinion	28	2.7
Total Valid	1039	99.5
Missing	6	0.6
Total	1045	100.1



I am very concerned about water quality in the Borough.

Average: 2.64

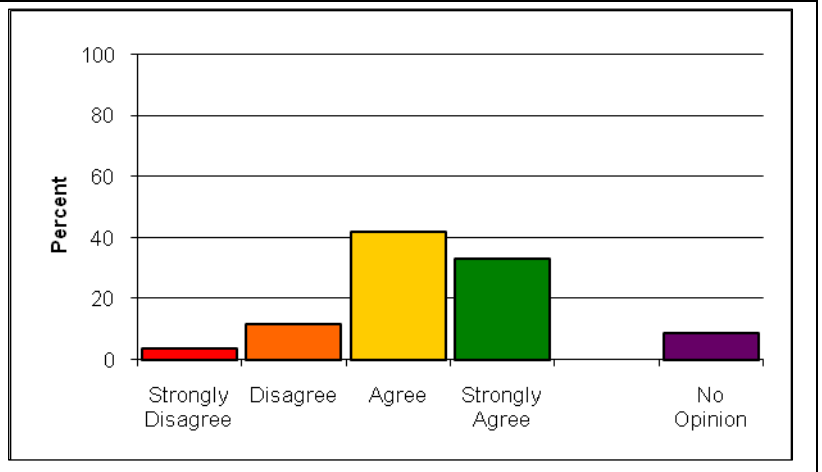
Response	Freq	%
Strongly Disagree	55	5.3
Disagree	364	34.8
Agree	331	31.7
Strongly Agree	162	15.5
No Opinion	131	12.5
Total Valid	1043	99.8
Missing	2	0.2
Total	1045	100.0



Part IV: Local Government: Access, Policies, and Practices

In the future, the Mat-Su Borough must do a better job of managing growth and development. Average: 3.09

Response	Freq	%
Strongly Disagree	40	3.8
Disagree	123	11.8
Agree	440	42.1
Strongly Agree	346	33.1
No Opinion	90	8.6
Total Valid	1039	99.4
Missing	6	0.6
Total	1045	100.0

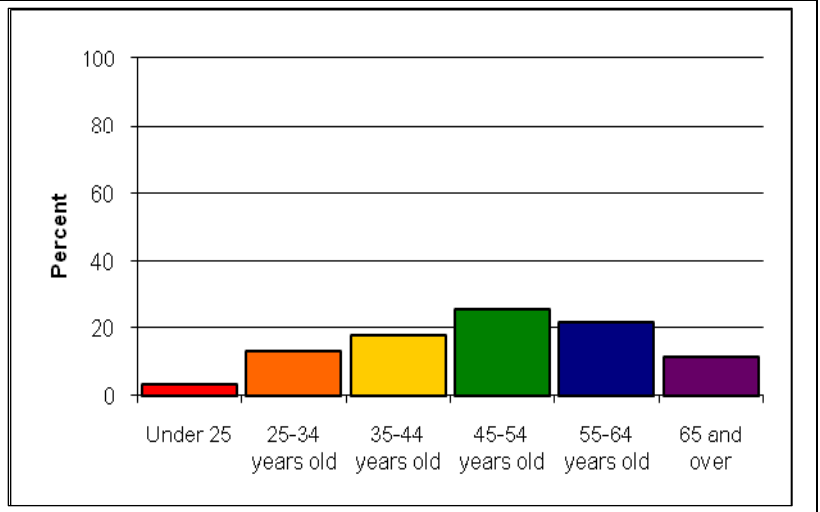


Part V: Respondent Background Information

How old were you on your last birthday?

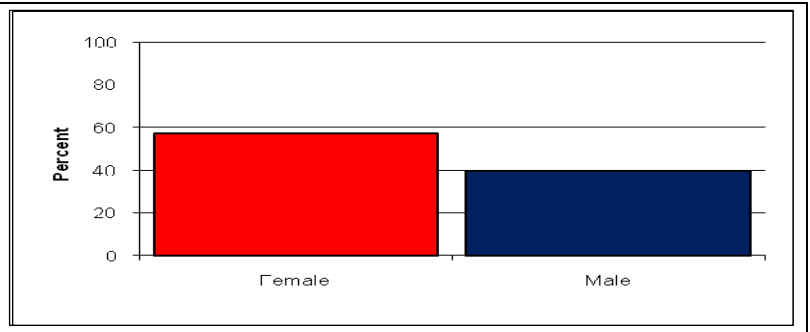
Average: 46.21

Response	Freq	%
Under 25	33	3.2
25-34 years old	142	13.7
35-44 years old	190	18.0
45-54 years old	269	25.8
55-64 years old	229	21.9
65 and over	124	11.9
Total Valid	987	94.5
Missing	58	5.5
Total	1045	100.0



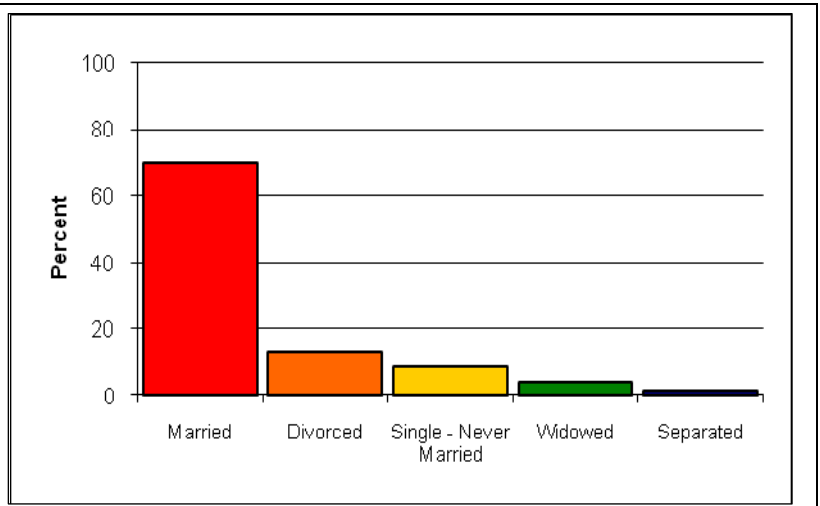
What is your gender?

Response	Freq	%
Female	601	57.5
Male	415	39.7
Total Valid	1016	97.2
Missing	29	2.8
Total	1045	100.0



What is your current marital status?

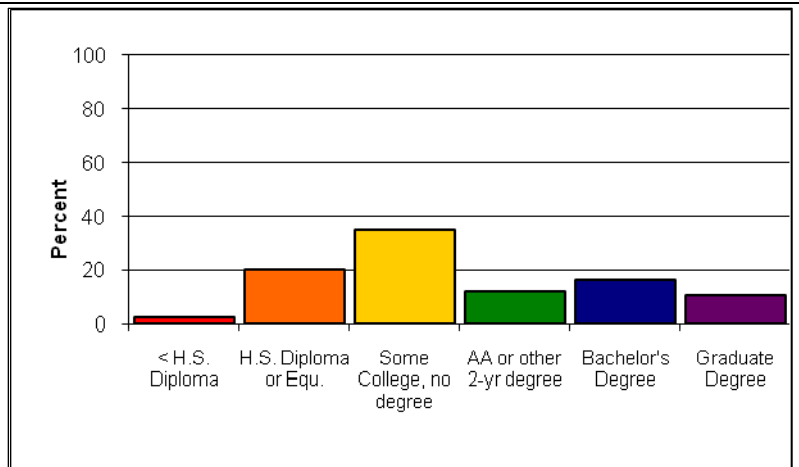
Response	Freq	%
Married	735	70.3
Divorced	134	12.8
Single – Never Married	90	8.6
Widowed	42	4.0
Separated	19	1.8
Total Valid	1020	97.5
Missing	25	2.4
Total	1045	99.9



Part V: Respondent Background Information

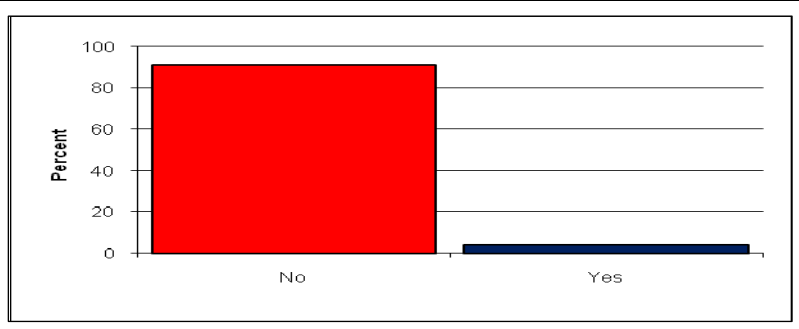
What is your highest level of formal education?

Response	Freq	%
Less than High School Diploma	25	2.4
High School Diploma or Equivalent	212	20.3
Some College, no Degree	366	35.0
Associate's or Other 2-yr Degree	131	12.5
Bachelor's Degree	172	16.5
Graduate Degree	112	10.7
Total Valid	1018	97.4
Missing	27	2.6
Total	1045	100.0



Are you of Hispanic or Latino/a background or origin?

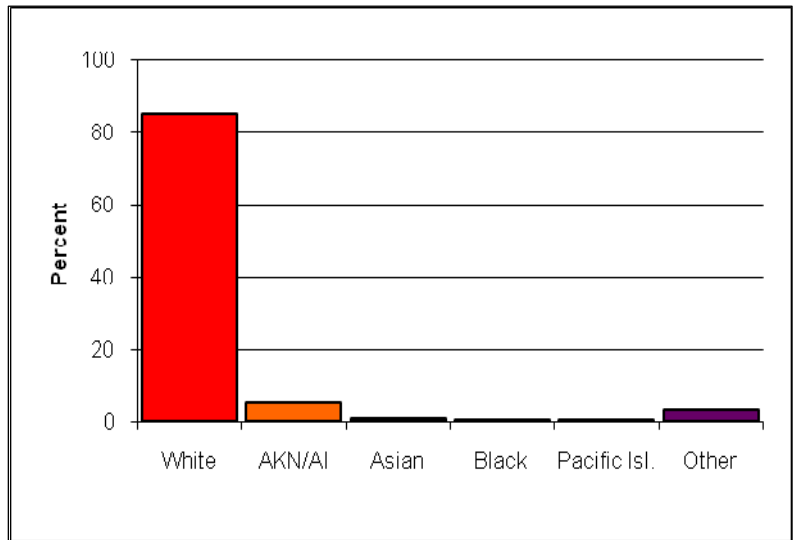
Response	Freq	%
No	951	91.0
Yes	44	4.2
Total Valid	995	95.2
Missing	50	4.8
Total	1045	100.0



Part V: Respondent Background Information

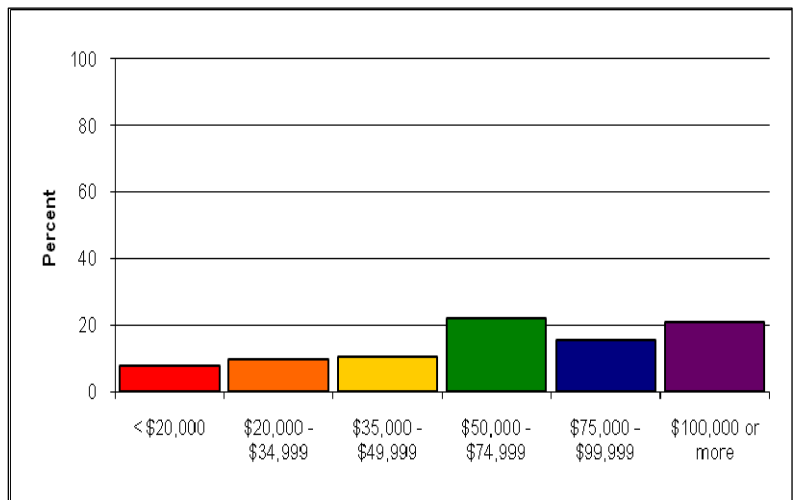
What race or ethnicity would you say best describes you?

Response	Freq	%
White or Caucasian	890	85.2
Alaska Native or American Indian	51	4.9
Asian	9	0.9
Black or African American	5	0.5
Native Hawaiian, Samoan, or Other Pacific Islander	4	0.4
Other	33	3.2
Total Valid	992	94.9
Missing	53	5.1
Total	1045	100.0



What is your best estimate of your total household income from last year?

Response	Freq	%
< \$20,000	82	7.8
\$20,000 - \$34,999	102	9.8
\$35,000 - \$49,999	112	10.7
\$50,000 - \$74,999	231	22.1
\$75,000 - \$99,999	161	15.4
\$100,000 or more	219	21.0
Total Valid	907	86.8
Missing	138	13.2
Total	1045	100.0

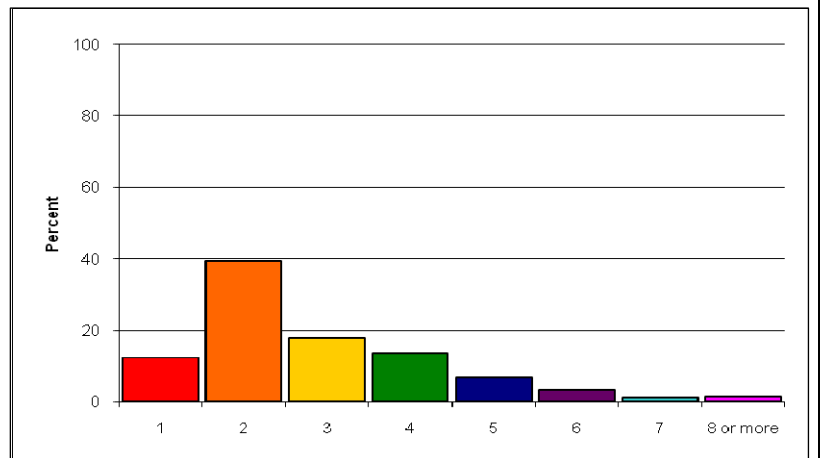


Part V: Respondent Background Information

How many people currently live in your household, including yourself?

Average: 2.84

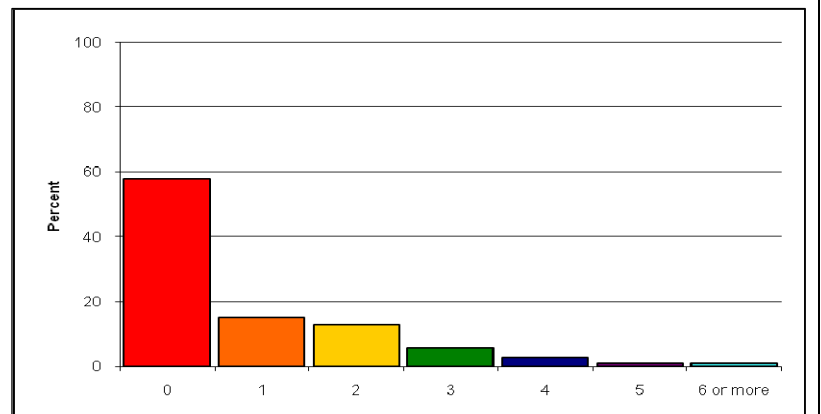
Response	Freq	%
1	131	12.5
2	413	39.5
3	188	18.0
4	144	13.8
5	72	6.9
6	36	3.4
7	11	1.1
8 or more	14	1.4
Total Valid	1009	96.6
Missing	36	3.4
Total	1045	100.0



How many children under the age of 18 currently live in your home?

Average: 0.82

Response	Freq	%
0	604	57.8
1	158	15.1
2	135	12.9
3	58	5.6
4	27	2.6
5	8	0.8
6 or more	12	0.8
Total Valid	1002	95.6
Missing	43	4.4
Total	1045	100.0

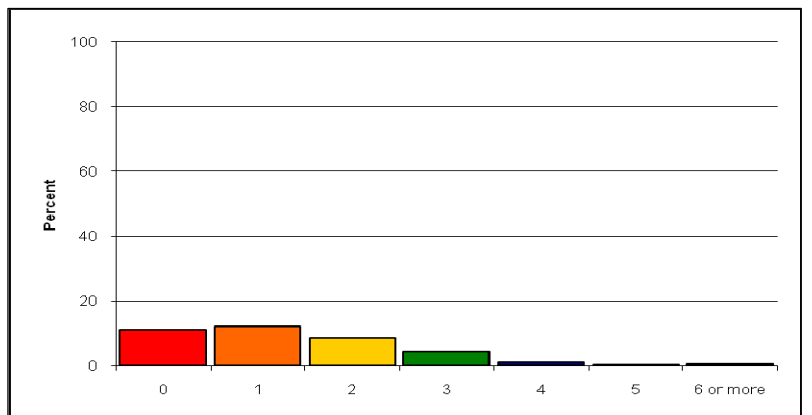


Part V: Respondent Background Information

*How many of your children currently attend Mat-Su Borough School District schools?**

Average: 1.36

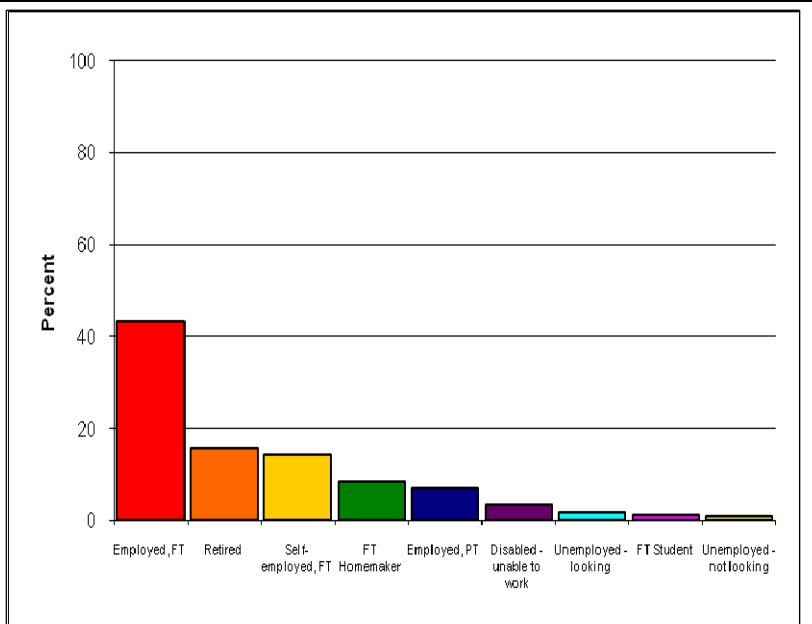
Response	Freq	%
0	116	11.1
1	127	12.2
2	87	8.3
3	45	4.3
4	11	1.1
5	3	0.3
6 or more	7	0.7
Total Valid	396	37.9
Missing	649	62.1
Total	1045	100.0



* This was calculated only for respondents who indicated at least one child lives in the household.

Which of the following best describes your current primary employment status?

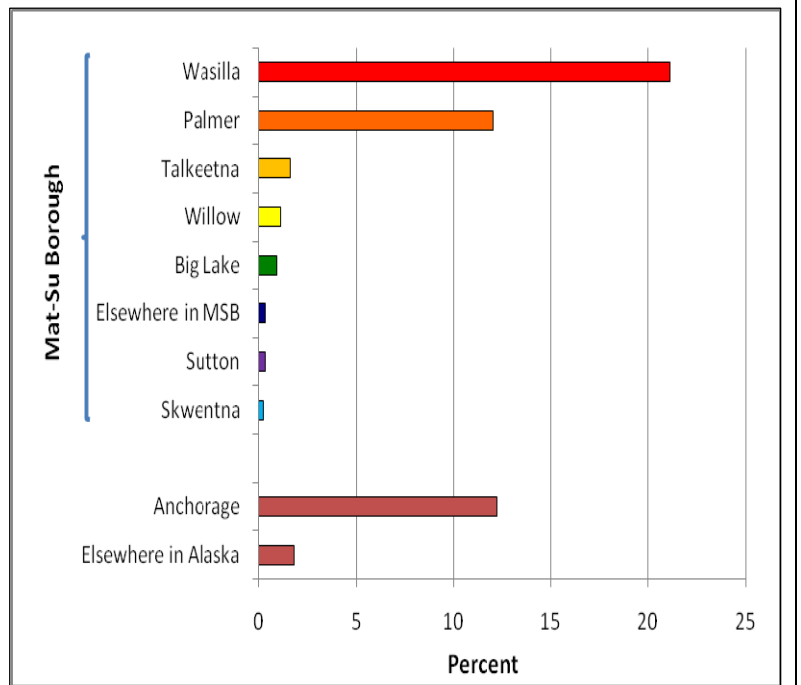
Response	Freq	%
Employed, Full-time	452	43.3
Retired	164	15.7
Self-employed, Full-time	148	14.2
Full-time Homemaker	90	8.6
Employed, Part-time	75	7.2
Disabled - unable to work	38	3.6
Unemployed - looking	19	1.8
Full-time Student	12	1.1
Unemployed - not looking	10	1.0
Total Valid	1008	96.5
Missing	37	3.5
Total	1045	100.0



Part V: Respondent Background Information

What is the zip code where you work?

Response	Freq	%
Mat-Su Borough	391	37.4
<i>Wasilla</i>	221	21.1
<i>Palmer</i>	125	12.0
<i>Talkeetna</i>	17	1.6
<i>Willow</i>	11	1.1
<i>Big Lake</i>	9	0.9
<i>Elsewhere in MSB</i>	3	0.3
<i>Sutton</i>	3	0.3
<i>Skwentna</i>	2	0.2
Anchorage	128	12.2
Elsewhere in Alaska	19	1.8
Total Valid	538	51.5
Missing	507	48.5
Total	1045	100.0



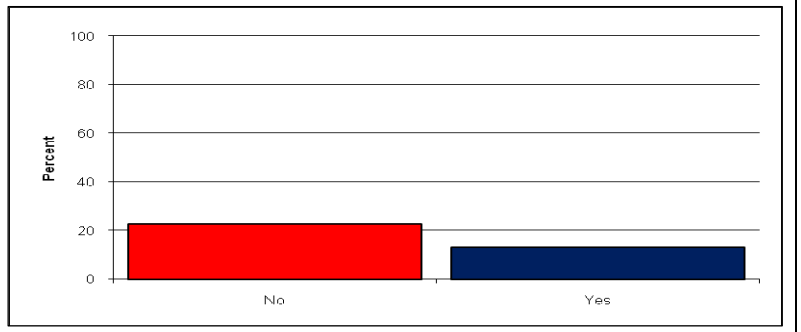
If you are currently employed, what type of work do you do?

Response	Freq	%	Response	Freq	%
Education	60	5.7	Transport	19	1.8
Construction	55	5.3	Real Estate	14	1.3
Healthcare	55	5.3	Automotive	12	1.1
Clerical	48	4.6	Repair	12	1.1
Sales	47	4.5	Aviation	10	1.0
Service	38	3.6	Military	9	0.9
Management	30	2.9	Engineering	8	0.8
Finance	23	2.2	Food Service	8	0.8
Communications	21	2.0	Childcare	7	0.7
Social Services	20	1.9	Law	6	0.6
Civic	19	1.8	Other	43	4.1
Oil and Gas	19	1.8			
Total Valid	583	55.8			
Missing	462	44.2			
Total	1045	100.0			

Part V: Respondent Background Information

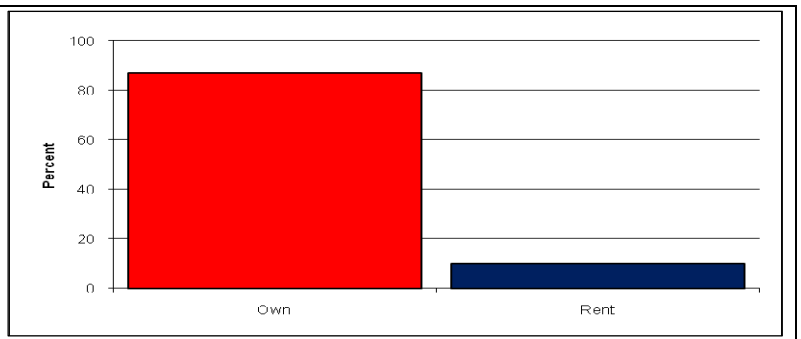
If you are currently self-employed, do you own a business in the Mat-Su Borough?

Response	Freq	%
No	238	22.8
Yes	139	13.3
Total Valid	377	36.1
Missing	668	63.9
Total	1045	100.0



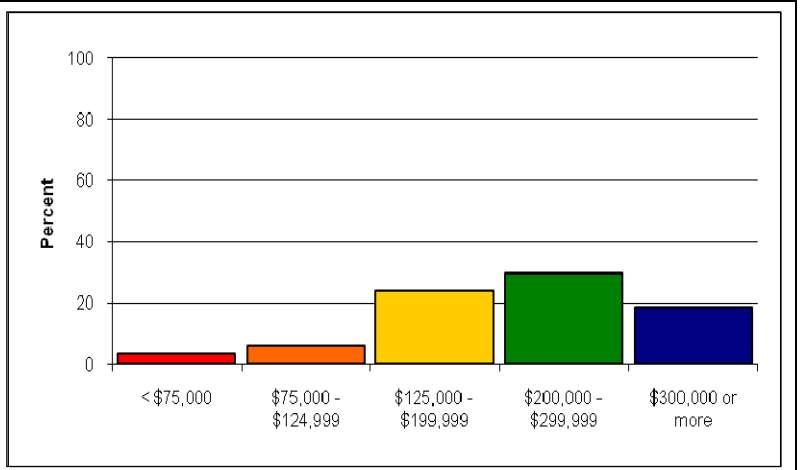
Do you own your home or do you rent?

Response	Freq	%
Own	909	87.0
Rent	105	10.0
Total Valid	1014	97.0
Missing	31	3.0
Total	1045	100.0



If you do own your home, what is your best estimate of its current market value?

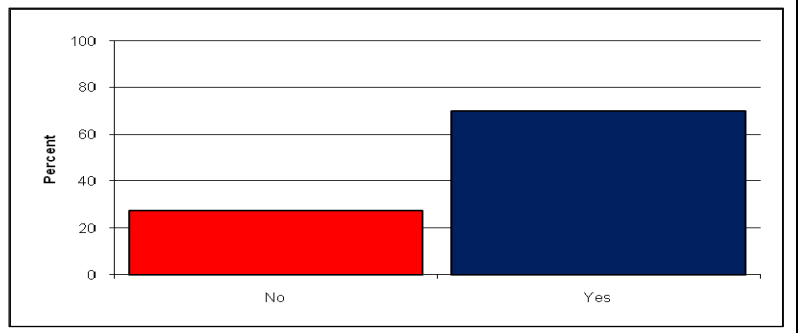
Response	Freq	%
< \$75,000	40	3.8
\$75,000 - \$124,999	66	6.3
\$125,000 - \$199,999	250	23.9
\$200,000 - \$299,999	311	29.8
\$300,000 or more	194	18.6
Total Valid	907	86.8
Missing	138	13.2
Total	1045	100.0



Part V: Respondent Background Information

Whether you own or rent your home, is your address number posted where it can be seen by first responders in case of an emergency?

Response	Freq	%
No	286	27.4
Yes	732	70.0
Total Valid	1018	97.4
Missing	27	2.6
Total	1045	100.0



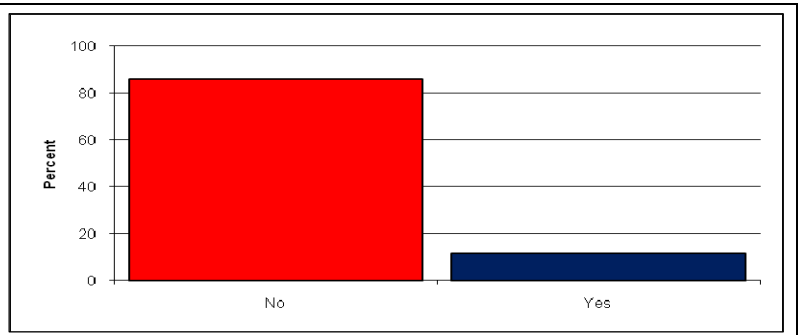
Do you live in a condominium?

Response	Freq	%
No	1013	96.9
Yes	13	1.2
Total Valid	1026	98.1
Missing	19	1.9
Total	1045	100.0



Do you currently have a second home outside the Mat-Su Borough?

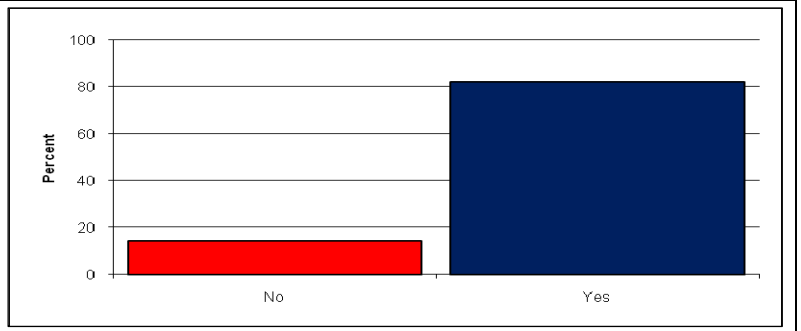
Response	Freq	%
No	899	86.0
Yes	121	11.6
Total Valid	1020	97.6
Missing	25	2.4
Total	1045	100.0



Part V: Respondent Background Information

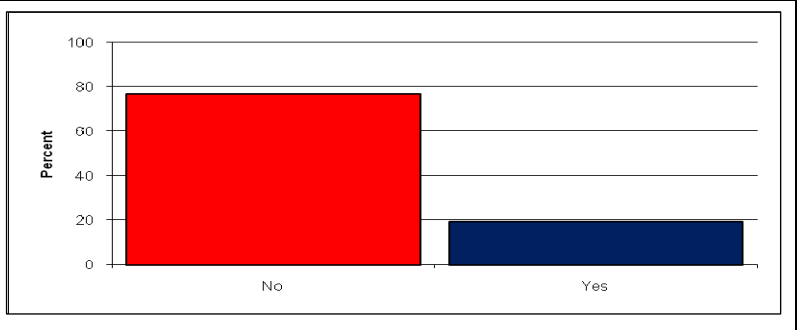
Do you see yourself staying in the Mat-Su Borough for the long term?

Response	Freq	%
No	152	14.5
Yes	858	82.1
Total Valid	1010	96.6
Missing	35	3.3
Total	1045	100.0



Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

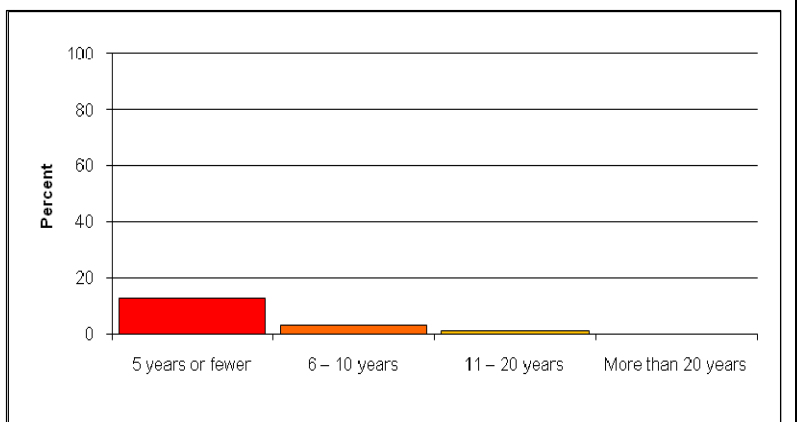
Response	Freq	%
No	802	76.7
Yes	201	19.2
Total Valid	1003	95.9
Missing	42	4.1
Total	1045	100.0



*If you do see yourself leaving, how many more years do you expect to live in the Mat-Su Borough before you leave?**

Average: 4.91 years

Response	Freq	%
5 years or fewer	134	12.8
6 – 10 years	33	3.2
11 – 20 years	12	1.1
More than 20 years	0	0.0
Total Valid	179	17.1
Missing	866	82.9
Total	1045	100.0



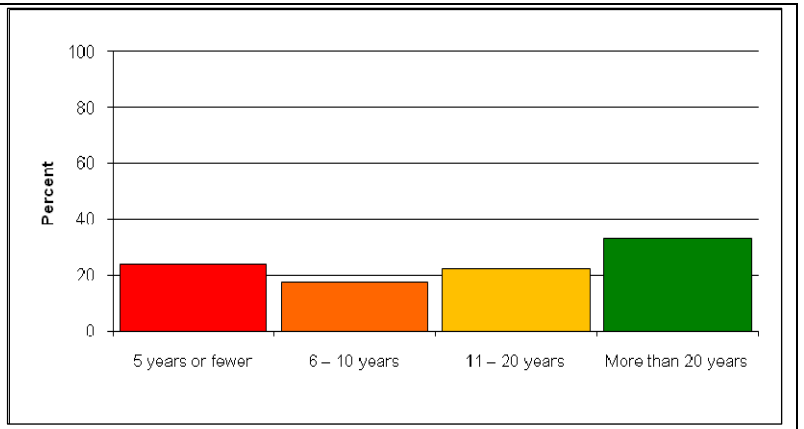
* Only the answers from respondents who said they planned to leave the Mat-Su Borough in the foreseeable future were counted here.

Part V: Respondent Background Information

How many years have you lived in the Mat-Su Borough?

Average: 15.97 years

Response	Freq	%
5 years or fewer	248	23.7
6 – 10 years	182	17.4
11 – 20 years	233	22.3
More than 20 years	346	33.1
Total Valid	1009	96.6
Missing	36	3.4
Total	1045	100.0



Appendix A: How Averages Were Calculated and How to Interpret Them

Part I: Evaluation of Current Borough Services

- All the questions in this part had five possible responses: *very poor*, *poor*, *good*, *very good*, and *no opinion*. The values given to these responses for calculating the average are as follows:

Very Poor	1.0
Poor	2.0
Good	3.0
Very Good	4.0
No Opinion	2.5

The higher the average, the more positive opinion respondents had, in the aggregate, on the borough service.

Part II: Use of Borough Services

- Questions in this part with the responses *never*, *seldom*, *occasionally*, *fairly often*, and *very often*, used these values for calculating the average:

Never	0.0
Seldom	1.0
Occasionally	2.0
Fairly Often	3.0
Very Often	4.0

The higher the average, the more often respondents, in the aggregate, had used the borough facility.

Part III: Life in the Matanuska-Susitna Borough Neighborhoods

- Questions in this part with the responses *strongly disagree*, *disagree*, *agree*, *strongly agree*, and *no opinion*, used these values for calculating the average:

Strongly Disagree	1.0
Disagree	2.0
Agree	3.0
Strongly Agree	4.0
No Opinion	2.5

The higher the average, the more likely respondents, in the aggregate, were to agree with the statement.

- The question asking how much people would miss their neighborhood used these responses:

Not at All	0.0
Not Much	1.0
Somewhat	2.0
Very Much	3.0

The higher the average, the more respondents, in the aggregate, were to miss their neighborhood if they had to move away.

- The questions concerning fear of crime used these values for calculating the average:

Not at All	0.0
A Little	1.0
Moderately	2.0
A Lot	3.0

The higher the average, the more fearful respondents, in the aggregate, were of the crime mentioned in the question.

Never	0.0
Rarely	1.0
Sometimes	2.0
Often	3.0

The higher the average, the more respondents, in the aggregate, were prevented from doing things they like to do because of fear of crime.

Appendix A: How Averages Were Calculated and How to Interpret Them

- Averages for the questions asking respondents how often certain crimes had happened in their neighborhood in the past 6 months were calculated using these values:

Never	0.0
Once	1.0
Twice	2.0
More than Twice	3.0

The higher the average, the more crimes of that type were reported by respondents.

- Questions about social ties used scales assessing *how often* something is done.

Never	0.0
Less than Once a Month	1.0
Monthly	2.0
Weekly	3.0
Daily	4.0

The higher the average, the more often respondents, in the aggregate, interacted with their neighbors in the manner described.

- How interconnected people are with their neighbors was measured with these scales:

None	0.0
One or Two	1.0
Several	2.0
The Majority	3.0
All or Almost All	4.0

The higher the average, the more respondents, in the aggregate, were familiar with their neighbors.

None	0.0
1-3	1.0
4-6	2.0
7-9	3.0
10 or more	4.0

The higher the average, the greater the friends or relative respondents, in the aggregate, knew in the neighborhood. Readers are cautioned not to interpret the average as the *actual* number of friends or relatives in the neighborhood.

Part IV: Local Government: Access, Policies, and Practices

- All the questions in this part used the responses *strongly disagree*, *disagree*, *agree*, *strongly agree*, and *no opinion*. Below are the values used for calculating the average:

Strongly Disagree	1.0
Disagree	2.0
Agree	3.0
Strongly Agree	4.0
No Opinion	2.5

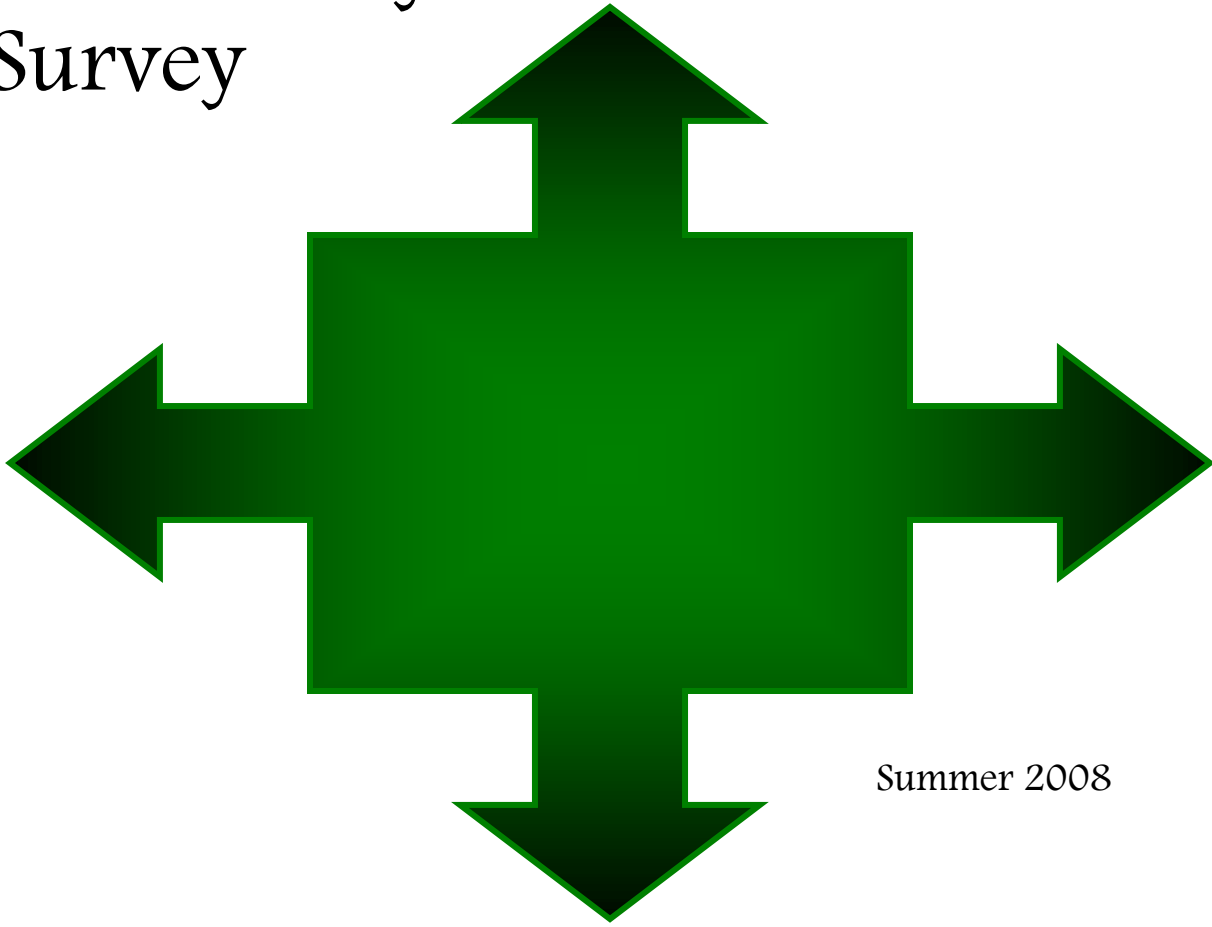
The higher the average, the more likely respondents, in the aggregate, were to agree with the statement.

Part V: Respondent Background Information

- Averages were calculated using actual numerical responses to the questions concerning age, the numbers of adults and children in the household, the number of children attending Mat-Su Borough School District schools, how long the respondent planned to live in the Borough, and how long he or she had already lived there.

Appendix B: **Questionnaire**

Matanuska~Susitna Community Survey



Summer 2008

Please return your completed questionnaire
in the enclosed pre-stamped envelope to:

The Justice Center, University of Alaska Anchorage

3211 Providence Drive

~

Anchorage, AK 99508

Your answers are completely confidential. When you submit your completed questionnaire, your name will be deleted from the mailing list and never connected to your answers in any way. When the data is made public, no names, addresses, or pin numbers will be connected to your answers, and no answers to essay questions will be included in the public data file. This survey is voluntary. However, you can help us very much by taking a few minutes to share your experiences and opinions about the Borough. Returning your completed questionnaire grants your consent for the information you provide to be used for this research.

Thank you very much for helping with this important study.

Part I: Evaluation of Current Borough Services

- | | | | | | | |
|----|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. | How would you rate these Emergency Services? (please fill in one bubble for each service) | | | | | |
| | | Very Poor | Poor | Good | Very Good | No Opinion |
| | Fire Department Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Ambulance Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. | How would you rate these Road Maintenance Services? | | | | | |
| | | Very Poor | Poor | Good | Very Good | No Opinion |
| | Roadway Maintenance Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Snowplow Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. | How would you rate these Educational Services/Resources? | | | | | |
| | | Very Poor | Poor | Good | Very Good | No Opinion |
| | Library Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Elementary Schools | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Middle Schools | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | High Schools | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Community Enhancement Programs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. | How would you rate these Recreational services? | | | | | |
| | | Very Poor | Poor | Good | Very Good | No Opinion |
| | Wasilla Swimming Pool | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Palmer Swimming Pool | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Brett Memorial Ice Arena | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | Athletic Fields | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

5. How would you rate these Public Sanitation services?
- | | Very Poor | Poor | Good | Very Good | No Opinion |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Recycling Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Central Landfill Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
6. How would you rate these General/Miscellaneous services?
- | | Very Poor | Poor | Good | Very Good | No Opinion |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Animal Care & Regulation Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Code/Zoning Enforcement Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Dissemination of news and information by the Borough government | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Your Overall rating of Borough Services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Part II: Use of Borough Facilities

7. How often do you use Borough Public Libraries?
- Never
 - Seldom
 - Occasionally
 - Fairly Often
 - Very Often
8. Which (if any) of these Borough libraries do you use? (Please check all that apply.)
- Big Lake Public Library
 - Palmer Public Library
 - Sutton Public Library
 - Talkeetna Public Library
 - Trapper Creek Public Library
 - Wasilla Public Library
 - Willow Public Library
9. How often do you use any of the Borough's Recreational Facilities?
- Never
 - Seldom
 - Occasionally
 - Fairly Often
 - Very Often

10. Which (if any) of these Borough Recreational Facilities do you use? (Please check all that apply.)

- Palmer Swimming Pool
- Wasilla Swimming Pool
- Brett Memorial Ice Arena
- Crevasse Moraine Trails
- Other Borough Trails

11. How often do you use the Borough's MASCOT Public Transportation?

- Never
- Seldom
- Occasionally
- Fairly Often
- Very Often

Part III: Life in the Matanuska-Susitna Borough Neighborhoods

12. The Mat-Su Borough as a Place to Live

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
Personally, I would rate <u>my neighborhood</u> as an excellent place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the whole, do you like or dislike this neighborhood as a place to live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Not at all	Not much	Somewhat	Very much	
Suppose that for some reason you HAD to move away from this neighborhood. Would you miss the neighborhood very much, somewhat, not much, or not at all?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Feelings of Community

13. Please indicate the extent to which you agree or disagree with each of the following statements.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
People in my neighborhood can be trusted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my neighborhood generally do not get along with each other.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my neighborhood do not share the same values.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my neighborhood are willing to help their neighbors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mine is a close-knit neighborhood.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Neighborhood Informal Social Control

14. Please indicate the extent to which you agree or disagree with each of the following statements.

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
One or more of my neighbors could be counted on to intervene if children were spray-painting graffiti on a local building.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At least one of my neighbors would intervene if children were showing disrespect toward an adult.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One or more of my neighbors would intervene if the fire station closest to their home was threatened with budget cuts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One or more of my neighbors could be counted on to intervene if a fight broke out in front of their home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
At least one of my neighbors would intervene if children were skipping school and hanging out on a neighborhood street corner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Social Ties

	Never	Less than once a month	Monthly	Weekly	Daily
How often do you borrow something from or loan something to a neighbor?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How often do you visit with a neighbor, out in the neighborhood or in one of your homes?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	None	One or two	Several	The majority	All or almost all
How many of your neighbors would you say that you know by sight or by name?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	None	1-3	4-6	7-9	10 or more
Not counting those who live with you, how many friends and relatives do you have in your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Neighborhood Conditions

16. Do any of the following conditions exist in your neighborhood?

	No	Yes
Abandoned cars and/or buildings	<input type="radio"/>	<input type="radio"/>
Rundown or neglected buildings	<input type="radio"/>	<input type="radio"/>
Poor lighting	<input type="radio"/>	<input type="radio"/>
Overgrown shrubs or trees	<input type="radio"/>	<input type="radio"/>
Trash in the streets	<input type="radio"/>	<input type="radio"/>
Empty lots	<input type="radio"/>	<input type="radio"/>
Public drinking/public drug use	<input type="radio"/>	<input type="radio"/>
Public drug sales	<input type="radio"/>	<input type="radio"/>
Vandalism or graffiti	<input type="radio"/>	<input type="radio"/>
Prostitution	<input type="radio"/>	<input type="radio"/>
Panhandling/begging	<input type="radio"/>	<input type="radio"/>
Loitering/hanging out	<input type="radio"/>	<input type="radio"/>
Truancy/youth skipping school	<input type="radio"/>	<input type="radio"/>
Transients/homeless sleeping on streets	<input type="radio"/>	<input type="radio"/>

17. Crime in the Community

	Not at all	A little	Moderately	A lot
To what extent are you fearful that you or members of your household will be the victim of burglary (while you or your loved ones are at home)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent are you fearful that you or a member of your household will be the victim of a murder?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To what extent are you fearful that you or a member of your household will be attacked with a weapon?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Never	Rarely	Sometimes	Often
How often does worry about crime prevent you from doing things you would like to do in your neighborhood?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

18. How often has each of the following things happened in your neighborhood during the past 6 months?
- a fight in which a weapon was used _____
- a violent argument between neighbors _____
- a gang fight _____
- a sexual assault or rape _____
- a robbery, burglary, or mugging _____
19. While you have lived in this neighborhood, has anyone ever used violence, such as in a mugging, fight, or sexual assault, against you or any member of your household anywhere in your neighborhood? No Yes
20. Below is a list of things people may do for self-protection or to feel more secure in their homes and neighborhoods. Which of these things do you do? Please check all that apply.
- Lock doors at night and when you are away from home
- Lock doors during the day and when you are at home
- Use a home security system
- Use a security system on vehicle(s)
- Have a dog
- Take self-defense lessons
- Keep a firearm
- Develop a signal for "danger" with neighbors
- Keep a phone in the bedroom to call for help
- Have outside/automatic lights to deter prowlers
- Attend neighborhood watch meetings
- Other (please specify): _____
21. When did you move to your current home? (Please provide year and month, if known) _____

Part IV: Local Government: Access, Policies, and Practices

Public Access to Borough Government

22. Please indicate how much you agree or disagree with each of the following statements:
- | | Strongly
Disagree | Disagree | Agree | Strongly
Agree | No
Opinion |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Overall, I am satisfied with the opportunities the Borough provides to give input on decisions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I find the Borough's website easy to use. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I would describe the Borough's website as "informative." | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| When I call the Borough, I usually get the information I need in a timely manner. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
When I call the Borough, the person I speak with is usually polite and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Borough Spending Efficiency and Priorities

23. Please indicate how much you agree or disagree with each of the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
I feel I am getting my money's worth for the taxes I pay to the Mat-Su Borough.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Funds should be spent to preserve open spaces in the Borough.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The current level of road maintenance in my area is worth what I pay in road service area taxes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Revenue and Taxation

24. Please indicate how much you agree or disagree with each of the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
I would support an increase in the tobacco tax to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a local tax on alcoholic beverages to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support an increase in the bed tax (charged at hotels) to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a <i>seasonal</i> sales tax to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a <i>year-round</i> sales tax to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support imposing an impact fee on developers for residential and commercial properties to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a local tax on gasoline to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support increased property taxes to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a gravel extraction tax to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would support a real estate transfer fee of \$25 to raise money to pay for services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Zoning and Land Use Issues

25. Please indicate how much you agree or disagree with each of the following statements:

	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
As of today, I am satisfied with the way the Mat-Su Borough has been developed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic congestion is a <i>serious</i> problem in the Mat-Su Borough.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am very concerned about water quality in the Borough.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the future, the Mat-Su Borough must do a better job of managing growth and development.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Part V: Respondent Background Information

This demographic information helps researchers at the university to better understand features of community and civic attitudes as they relate to individual characteristics. These responses will be kept confidential, and your answers to these and all of the questions in this survey will not be traceable to you.

Nonetheless, if there are any questions that you do not wish to answer, please simply skip those items and move onto the next question in the survey. Your answers remain valuable whether you choose to answer every question or not.

26. How old were you on your last birthday? _____
27. What is your gender? Female Male
28. What is your current marital status?
- Single, Never Married
 - Married
 - Separated
 - Divorced
 - Widowed
29. What is your highest level of formal education?
- Less than a High School Diploma
 - High School Diploma or Equivalent
 - Some College, No Degree
 - Associates or Other 2-year Degree
 - Bachelor's Degree
 - Graduate Degree

30. Are you of Hispanic or Latino/a background or origin? No Yes
31. What race or ethnicity would you say best describes you?
- Alaska Native or American Indian
 - Asian
 - Black or African American
 - Native Hawaiian, Samoan, or Other Pacific Islander
 - White or Caucasian
 - Other (specify) _____
32. What is your best estimate of your total household income from last year?
- Less than \$20,000
 - \$20,000 to \$34,999
 - \$35,000 to \$49,999
 - \$50,000 to \$74,999
 - \$75,000 to \$99,999
 - \$100,000 or more
33. How many people currently live in your household, including yourself? _____
34. How many children under the age of 18 currently live in your home?
(Please enter "0" if no children live with you, and **skip to question 36.**) _____
35. How many of your children currently attend Mat-Su Borough School District Schools? _____
36. Which of the following best describes your current **primary** employment status?
(Please select one.)
- Self-employed, Full-time
 - Employed, Full-time
 - Full-time Homemaker ⇒ Please fill bubble then **skip to question 39.**
 - Full-time Student ⇒ Please fill bubble then **skip to question 39.**
 - Employed, Part-time
 - Disabled, Unable to Work ⇒ Please fill bubble then **skip to question 39.**
 - Unemployed, Looking for Work ⇒ Please fill bubble then **skip to question 39.**
 - Unemployed, Not Looking for Work ⇒ Please fill bubble then **skip to question 39.**
 - Retired ⇒ Please fill bubble then **skip to question 39.**

37. If you are currently Employed:
What type of work do you do? _____
What is the zip code where you work? _____
38. If you are currently Self-employed, do you own a business in the Mat-Su Borough? No Yes
39. Do you own your home or do you rent? (If you rent, please fill the "rent" bubble, then **skip to question 39.**) Own Rent
40. If you do own your home, what is your best estimate of its current market value?
- Less than \$75,000
 - \$75,000 to \$124,999
 - \$125,000 to \$199,999
 - \$200,000 to \$299,999
 - \$300,000 or more
41. Whether you own or rent your home, is your address number posted where it can be seen by first responders in case of an emergency? No Yes
42. Do you live in a condominium? No Yes
43. Do you currently have a second home outside the Mat-Su Borough? No Yes
44. Do you see yourself staying in the Mat-Su Borough for the long term? No Yes
45. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future? No Yes
46. If you do see yourself leaving, how many more years do you expect to live in the Mat-Su Borough before you leave? _____
47. How many years have you lived in the Mat-Su Borough? _____

48. Is there anything else that you would like to tell us about life in the Mat-Su Borough, your preferences for future growth and planning, or your opinions about Borough services? Please write your comments below.