



The Matanuska-Susitna Borough Community Survey 2010 and Trends 2006-2010

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 research effort between the Justice Center at the University of Alaska Anchorage (UAA) and the Matanuska-Susitna Borough and has been conducted annually since 2006. During the late summer and fall of 2010, the survey was distributed to 2,008 adult heads-of-household in the Mat-Su Borough who were selected in a simple random sample: 922 completed surveys were returned and are included in the analysis described in this report.¹ The *Mat-Su Survey* asks residents questions concerning satisfaction with Borough services, use of Borough facilities, feelings of community, perceptions about crime, and opinions about revenue and taxation.

This sourcebook presents both the results from the *2010 Mat-Su Survey* and trends from 2006-2010. These findings provide useful information on how Borough citizens rate and use current Borough services, and will help the Borough prioritize projects, improve services, and better plan for community growth. Further, they provide important information to UAA so that it may advance community research. Finally, they serve as a useful reference for Mat-Su residents curious about how their neighbors view issues of local interest.

Organization of the Sourcebook

The sourcebook follows the organization of the survey questionnaire itself (see the Appendix), 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, and V) Sample Characteristics. Part VI presents findings from a derived importance-performance analysis of the survey data. Part VII is a comprehensive compilation of selected comments that respondents wrote in their surveys. Some of these comments are also included with the presentations of numerical data in Parts I through IV.

Responses to each of the 116 questions (or “variables”) posed in the survey are displayed using a summary table and bar graph to display aggregate answers; another table and line graph directly below show trends in responses to these questions during the 2006-2010 period. Most of the survey questions used a four-point Likert scale, which gives respondents a range of options for expressing how

¹ The original drawn sample included 2,302 subjects; however, 294 addresses proved invalid as means of contacting the individuals in the sample.

strongly they feel about a certain issue. For example, rather than asking simply whether respondents are satisfied with Fire Department Services (Part I; Question 1a), the survey asks them to rate the service on an ascending four-point scale ranging from “very poor” to “very good,” with a fifth “don’t know” option. The sourcebook summary tables and graphs present the proportions of all respondents who rated the service according to each component of this four-point scale. Additionally, each response was assigned a numerical score (very poor=0; poor=1; good=2; very good=3) and an average rating (ranging from 0 to 3) was computed for each Borough service. Other questions used a five-point scale; numerical values assigned to responses ranged from 0 for “strongly disagree” to 3 for “strongly agree.” “Neither agree nor disagree,” the neutral response, was assigned a value of 1.5. Higher average scores indicate higher overall satisfaction and lower scores indicate lower overall satisfaction. “Don’t know” responses were counted as missing and were not included in calculations of averages. The summary tables provide proportions only (no average scores) for questions requiring just a “yes” or “no” answer.

In addition to the summary table and bar graph, for each variable there is also a table and line graph presenting the trend in the variable over five years. In the table, the first column gives the year. This is followed by the number of surveys received each year wherein there was a rated response given. For example, in 2008, 792 respondents to the question about Fire Department Services answered either “very poor,” “poor,” “good,” or “very good.” Percentages within each response category are next. Last are the average ratings for each year; these are also shown on the graph on the right. In the case of Fire Department Services, the average across all four years is consistently above 2, which indicates that the “typical” respondent rated these services between “good” and “very good.” Lower averages indicate lower levels of satisfaction; higher averages indicate higher levels of satisfaction.

It is important to note that for many of the variables that used a Likert scale, although the questions posed to respondents did not change over the years, answer choices did. In 2006, for example, possible responses to questions asking about level of agreement with a given statement included “strongly disagree,” “disagree,” “no opinion,” “agree,” and “strongly disagree.” Because of its placement in the middle of the scale, respondents may have interpreted the “no opinion” option as a neutral choice. In 2007 and 2008, the same answer choices were offered, however “no opinion” was placed at the end of the five options rather than in the middle. In 2009 and 2010, to more clearly distinguish those who had a neutral opinion on a statement from those who didn’t know enough about

the issue to have an opinion, the possible responses were modified: “strongly disagree,” “disagree,” “neither agree nor disagree,” “agree,” “strongly disagree,” and “don’t know.”

These changes in the response categories make direct comparisons of percentages and averages across the years inadvisable. Comparing percentages in a given response category across the four years has the potential to convey an inaccurate impression about true changes in attitudes held by Mat-Su Borough residents. This problem was remedied by excluding responses other than those reflecting the four main levels of agreement (“strongly disagree,” “disagree,” “agree,” and “strongly disagree”) and then calculating percentages and averages assuming those four responses were the only possible responses. Readers who compare figures in the trend tables and graphs with those in the Sourcebooks for the past four surveys will notice discrepancies—this is due to the approach described here.

The community survey questionnaires were almost identical for the years 2007-2010. The 2006 survey was considerably broader than those in subsequent years, but did not include questions about fear of crime or victimization. Accordingly, for some of the questions summarized in this report there are no data from 2006.

Methods

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. In 2008, two new questions on race and ethnicity were added. That version was used in the 2009 survey. The current 2010 survey is identical except for the addition of a new question asking about support for a local tax on gasoline to raise money to pay for transportation improvements; the survey comprises 12 pages and 116 questions (see the Appendix).

A list with the names and addresses of over 28,000 adults was generated by InfoUSA, a commercial mailing list company, and a simple random sample of 2,302 was drawn from all adults in the Borough. This sampling strategy is different from what was used in 2009, which employed a stratified random sample of adults from the 43 different census tracts in the Mat-Su Borough, and consequently, the characteristics of the 2010 sampled group vary from last year’s study. Specifically, sampling from each of the census tracts results in a sample that is considerably more rural, while a borough-wide sample results in many more respondents from the more densely-populated areas of Wasilla and

Palmer. While the stratified random sample approach ensures more representation from all parts of the Borough, it can also lead to “respondent fatigue;” some census tracts have so few residents that it is likely that someone in such a tract would be selected year after year to participate in the survey. To minimize this problem, sampling from each census tract, as opposed to borough-wide, is done every second year. Accordingly, the results from the 2010 *Mat-Su Survey* are more comparable to the 2008 survey findings (the most recent year when a simple random sampling method was used).

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. To encourage participation, an incentive in the form of a \$2 bill was included in the first mailing of the questionnaire. Surveys could be completed by filling out the paper questionnaires provided, or by logging onto to a secure website and accessing the survey using a unique personal identification number (PIN). All completed surveys were delivered by mail to the UAA Justice Center, or downloaded from the Justice Center’s secure server.

Survey collection, data entry, and database management occurred on-site at the UAA Justice Center. Sharon Chamard, Ph.D., an Associate Professor at the UAA Justice Center, supervised the project. 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 September 22, 2010 and was finished on November 16, 2010. In addition to surveys received by mail, 116 surveys were completed over the Internet. A total of 922 completed or partially-completed surveys were received and entered into the electronic database. During the data entry process neither the researchers nor staff members at the Borough or UAA know the identities of survey respondents because the returned surveys do not include identifying information such as name or address, and the mailing list is never connected to respondents’ answers.

There were 294 surveys returned by the United States Postal Service as undeliverable for various reasons. Twenty-seven surveys were returned blank, indicating that the respondents declined to

² Mary Lou Barry, Ezekiel Kaufman, and Dianna Steiner worked on this survey. Their assistance is acknowledged and much appreciated.

participate. Four recipients of the survey were deceased. Overall, this represents a 45.9% response rate,³ which is lower than the response rates for previous administrations of the *Mat-Su Survey*, but is within generally-accepted guidelines for reliability. After cleaning the data, a process that involves checking for errors, such as numbers entered outside of an acceptable range, analyses were conducted using the statistical software SPSS.

³ 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.

Executive Summary of Survey Results

Part I. Evaluation of Current Borough Services

Based on a four-point scale, where “very poor” was equal to 0 and “very good” equal to 3, survey respondents tended to rate Borough services as “good,” with most mean scores above 2. Some services were rated between “poor” and “good,” including “Roadway Maintenance Services” (1.88), “Community Enhancement Programs” (1.66), “Snowplow Services” (1.98), “Recycling Services” (1.60), “Animal Care and Regulation Services” (1.91), “Code/Zoning Enforcement Services” (1.45), and “Dissemination of News and Information” (1.50). Residents were more satisfied with emergency services, schools and recreational services.

For all Borough services measured here, there were noticeable increases in levels of satisfaction from 2006 to 2007, but little change from 2008-2010.

For every item except “Roadway Maintenance Services”, “Snowplow Services,” and “Central Landfill Service,” a notable portion of respondents indicated they “Don’t Know” (ranging from 18% to 54%). Comments written on some of the surveys 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 “Don’t Know” carries a non-neutral weight if respondents are dissatisfied with the Borough’s apparent inattention to their area’s needs.⁴

Part II. Use of Borough Facilities

Seventy-three percent of respondents to the *2010 Mat-Su Survey* indicated that they use the Borough’s libraries, though since 2007, usage has declined by seven percent. With respect to individual facility use, while the libraries in Palmer and Wasilla are the most popular, libraries in the smaller communities are also used by nearby residents. The trends on library use should be interpreted with caution due to changes after 2007 in how this question was coded for purposes of data analysis. Using the past three years of data (2008-2010) shows some decline in use of libraries in Wasilla, Palmer, and Big Lake, and an increase or negligible change in use of the Willow, Talkeetna, Sutton, and Trapper Creek libraries.

⁴ 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.

Seventy-seven percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Like the questions about library use, there were changes in coding of the data after 2007, which makes comparison of 2010 to 2006 or 2007 unwise. Since 2008, however, there have been decreases in use of all Borough recreational facilities asked about on this survey.

Only seven percent of respondents indicate that they use MASCOT Public Transportation at all. Of those, the majority ride seldom or occasionally. Fewer than one percent of respondents say they ride MASCOT “fairly often” or “very often.” Trends since 2006 are not consistent, although reported ridership on MASCOT has remained very low over the past five years (ranging from 12.5% to 6.7%).

Part III. Life in the Matanuska-Susitna Borough Neighborhoods

Borough residents report being generally happy with their neighborhoods and their feeling of community with neighbors, although from 2009-2010 there were noticeable declines in the average ratings for many variables in this section. Still, 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 32% 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 with budget cuts. On measures of social interaction with neighbors, there has been little change over five years. A large majority of respondents continue to report they visit with their neighbors at least occasionally, know a good number of their neighbors, and have friends and relatives in the neighborhood.

Forms of physical neighborhood disorder (poor lighting, overgrown vegetation, rundown or neglected buildings and cars, empty lots, etc.) seem to be fairly common (between 13% and 56%) 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 11% of respondents. Compared to previous years, there were generally large decreases in the percentages of respondents reporting both physical and social disorder. An increase was noted in “transients or homeless sleeping on the streets,” but the percentage of respondents who said this problem exists in their neighborhood is still very small, at 3.4%.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime have declined, though these changes are not meaningful given the very low

incidence of fearful people among those who have participated in the survey over the years. Likewise, fear of crime rarely—if ever—prevents respondents from varying out their normal activities in the neighborhood. Fewer than six percent of respondents report being victimized in their neighborhoods. This was unchanged from 2009. Just about all of the respondents report taking some kind of precaution against crime in their home; the most common precaution was locking doors at night or when not at home (90.3%). Over 70 percent of respondents said they keep a firearm in the home for self-protection. In the three years since the *Mat-Su Survey* began asking about self-protection measures, there has been little change, although somewhat more people report using a home security system and taking self-defense lessons.

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

Nearly a third of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 23 percent were dissatisfied. This is unchanged since 2007. Close to 35 percent of respondents answered “Don’t Know” about the Borough website’s ease of use or content. Most people agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff. On these measures concerning the Borough’s website and communication with employees, after holding steady from 2008-2009, there were small decreases in the average rating.

Despite the positive tenor of so much of the rest of the survey to this point, 38 percent of respondents do not believe that they are getting their money’s worth for their tax dollars generally (despite this apparent low level of agreement, the average rating has increased 29 percent since 2006), and another 36 percent believe that current road maintenance is not as good as it should be for the tax dollars invested, but much like satisfaction with how tax dollars are spent, the average rating on this measure has increased gradually since 2007. Forty percent report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006.

Several questions about support for different taxes have been asked since 2006: with the exception of gasoline tax or property taxes (which very few people support to any degree) there were consistent drops in level of support, although from 2009-2010 there were small increases in support for both year-round and seasonal sales taxes, but not enough to reach the level of support seen in 2006. It comes as no surprise that taxation issues are particularly contentious. The strongest reactions were against a local gasoline tax (75% opposed, though only 69% of respondents opposed such a tax if the revenues were directed towards transportation improvements rather than services in general) and an

increased property tax (73% opposed). A sales tax—seasonal or year-round—had the next largest opposition (49% and 53% respectively). Support for other taxes was mixed, though there was a slight preference given to “sin” taxes on tobacco and alcohol, with about 45 percent of respondents stating they “agree” or “strongly agree” with such taxes.

Fifty-four percent of respondents labeled traffic congestion a serious problem; this is a steady decline from 2006. Also declining since 2006 is the percentage of people concerned about water quality in the Borough (currently 36%), and those who think the Borough needs to do a better job managing growth and development (currently 57%).

Part V. Sample Characteristics

Significantly more women than men returned questionnaires (55% female, 43% male, with 22 people declining to answer the gender question). The majority of respondents are white (85%), with Alaska Natives and American Indians comprising slightly more than four percent of the sample. Fewer than three percent self-identified as being of Hispanic or Latino/a background or origin. The average age of respondents is 50 years old.

Most respondents are married (73%), and the typical household includes between two and three people, but not quite one child. The most typical level of education reported by respondents was “some college, no degree” (29%), while roughly equal numbers of respondents (20-21%) said they had a high school degree or equivalent or a bachelor’s degree. Sixty-one percent of respondents reported a household income of \$50,000 or more. Most are employed full time (44%) or retired (16%), and of those who answered the question, 67 percent commute within the Mat-Su Borough.

Eighty-six percent own their own home, which is likely valued at \$200,000 or more, and only 13 percent have a second home outside the Borough. The average respondent has lived in the Borough for 17 years and in their current home for eleven years. Seventy-six percent stated that their address is posted for emergency responders. The overwhelming majority of respondents see themselves staying in the Borough for the long term (82%).

Part VI. Derived Importance- Performance Analysis

Derived importance-performance analysis determines which services (called “key drivers”) are most important to residents in order to guide policymakers when setting priorities and allocating

resources. It goes beyond a basic analysis of what qualities or services are rated highly, as is presented in Parts I through IV of this report.

“Dissemination of News,” “Roadway Maintenance,” and “Code/Zoning Enforcement” are the key drivers of satisfaction in 2010. Respondents who rated these three services highly also tended to say they were satisfied overall with Borough services. Other services, such as libraries, ambulances, and high schools, were not positively associated with overall satisfaction with Borough services. Generally, respondents who said they were very satisfied with the latter three services were less satisfied with Borough services as a whole.

With respect to performance (measured by the average rating for each variable), emergency services—fire and ambulance—scored consistently high from 2006 through 2010. “Code/Zoning Enforcement” and “Dissemination of News” were rated consistently low over the five years of the trend analysis.

Combining the derived importance and performance measures shows that some services (for example, libraries, athletic fields, the Brett Memorial Ice Arena, and high schools) were seen as relatively unimportant during most years. Other services were consistently rated highly with respect to satisfaction, including ambulance and fire, elementary schools, central landfill, libraries, and the Wasilla and Palmer pools.

Other Borough services could benefit from increased attention. Residents consider these services to be important, but rate them low. Relative to other services, increasing resident satisfaction in these areas should result in greater overall satisfaction with Borough services. Consistently included in this category are code and zoning enforcement, and dissemination of news and information by the Borough government.

Part VII. Respondents’ Comments

This section of the report includes many of the comments offered by respondents, organized into several broad areas: policing and emergency services; traffics, roads, and snow removal; education; recreational and public facilities; quality of life; taxes, government, and services; development and growth; planning and zoning; and comments about the survey itself.

Part I.

Evaluation of Current Borough Services

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Evaluation of Current Borough Services – Summary

Based on a four-point scale, where “very poor” was equal to 0 and “very good” equal to 3, survey respondents tended to rate Borough services as “good,” with most mean scores above 2. Some services were rated between “poor” and “good,” including “Roadway Maintenance Services” (1.88), “Community Enhancement Programs” (1.66), “Snowplow Services” (1.98), “Recycling Services” (1.60), “Animal Care and Regulation Services” (1.91), “Code/Zoning Enforcement Services” (1.45), and “Dissemination of News and Information” (1.50). Residents were more satisfied with emergency services, schools, and recreational services.

For all Borough services measured here, there were noticeable increases in levels of satisfaction from 2006 to 2007, but little change from 2008-2010.

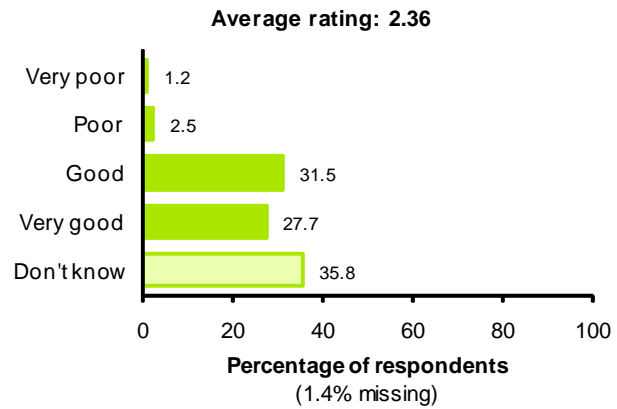
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¹ This sentiment was expressed more than once in the comments respondents provided on the last page of their questionnaire. However, others hoped the Borough would continue to “ignore” their areas, believing that any government service would represent an unwanted government intrusion.

Table 1.1a. Evaluation of Fire Department Services, 2010

Question 1.1. How would you rate these Emergency Services? **Fire Department Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	11	1.2 %	0.00	1.9 %
Poor	23	2.5	1.00	4.0
Good	290	31.5	2.00	50.1
Very good	255	27.7	3.00	44.0
Don't know	330	35.8		
Total valid	909	98.6 %		
Missing	13	1.4		
Total	922	100.0 %		



“I would like to see at least one full-time fire fighter on duty during evenings/nights in order to improve response time. I would be willing to pay increased property tax for that type of protection.”

Table 1.1b. Evaluation of Fire Department Services: Trends 2006–2010

Question 1.1. How would you rate these Emergency Services? **Fire Department Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,672	2.5 %	6.0 %	67.9 %	23.6 %	2.13
2007	1,035	3.5	5.8	51.1	39.6	2.27
2008	792	2.5	6.3	50.1	41.0	2.30
2009	916	2.9	5.1	49.0	42.9	2.32
2010	579	1.9	4.0	50.1	44.0	2.36

Percent change in average rating from 2006–2010: 10.8 %

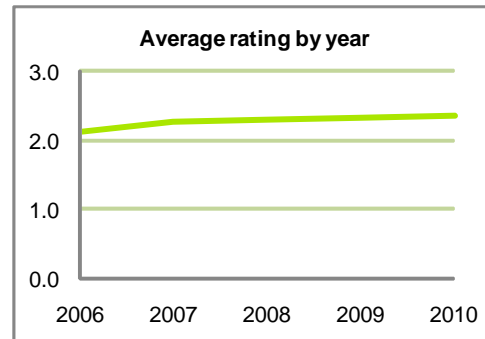
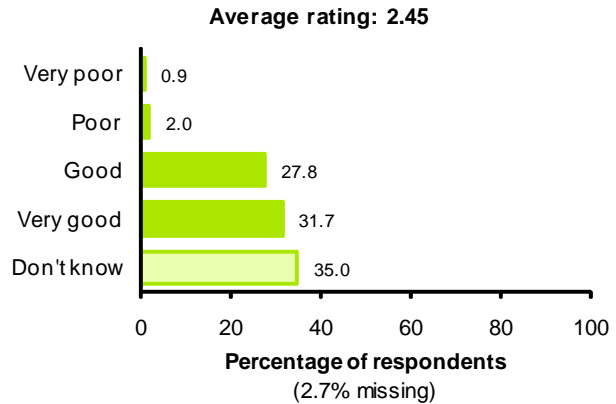


Table 1.2a. Evaluation of Ambulance Services, 2010

Question 1.2. How would you rate these Emergency Services? **Ambulance Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	8	0.9 %	0.00	1.4 %
Poor	18	2.0	1.00	3.1
Good	256	27.8	2.00	44.6
Very good	292	31.7	3.00	50.9
Don't know	323	35.0		
Total valid	897	97.3 %		
Missing	25	2.7		
Total	922	100.0 %		



“The borough needs to realize there needs to be funding for EMS and they need to pay them comparable wages to Outside states.”

Table 1.2b. Evaluation of Ambulance Services: Trends 2006–2010

Question 1.2. How would you rate these Emergency Services? **Ambulance Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,617	1.5 %	5.8 %	66.0 %	26.7 %	2.18
2007	1,023	1.7	4.9	47.4	46.0	2.39
2008	766	1.0	5.7	50.9	42.3	2.35
2009	928	1.5	5.4	46.6	46.6	2.38
2010	574	1.4	3.1	44.6	50.9	2.45

Percent change in average rating from 2006–2010: 12.4 %

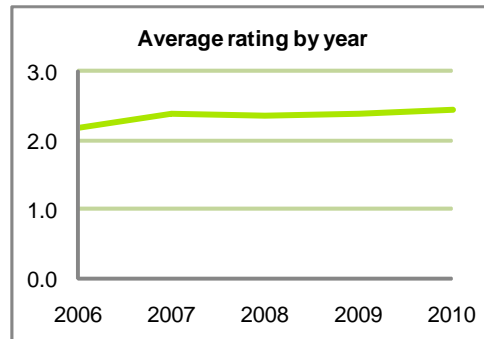
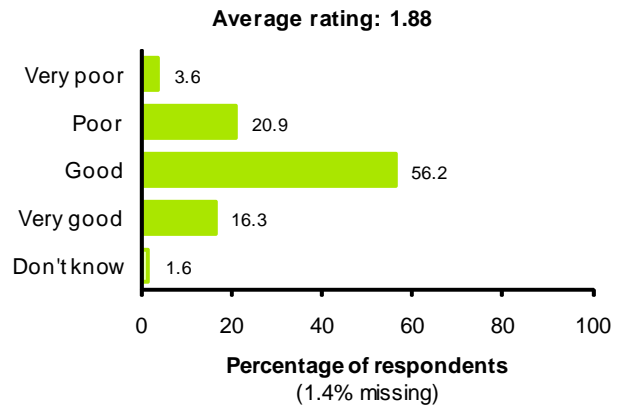


Table 2.1a. Evaluation of Roadway Maintenance Services, 2010

Question 2.1. How would you rate these Road Maintenance Services? **Roadway Maintenance Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	33	3.6 %	0.00	3.7 %
Poor	193	20.9	1.00	21.6
Good	518	56.2	2.00	57.9
Very good	150	16.3	3.00	16.8
Don't know	15	1.6		
Total valid	909	98.6 %		
Missing	13	1.4		
Total	922	100.0 %		



“The borough road paving and maintenance program needs total reform, funding, and better planning for subdivision access.”

Table 2.1b. Evaluation of Roadway Maintenance Services: Trends 2006–2010

Question 2.1. How would you rate these Road Maintenance Services? **Roadway Maintenance Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	2,363	12.5 %	40.2 %	42.6 %	4.7 %	1.39
2007	1,338	9.6	33.0	45.4	12.0	1.60
2008	1,038	8.5	30.2	51.3	10.1	1.63
2009	1,372	5.0	26.6	54.2	14.2	1.78
2010	894	3.7	21.6	57.9	16.8	1.88

Percent change in average rating from 2006–2010: 35.3 %

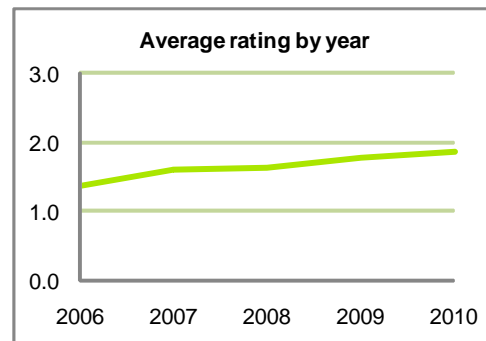
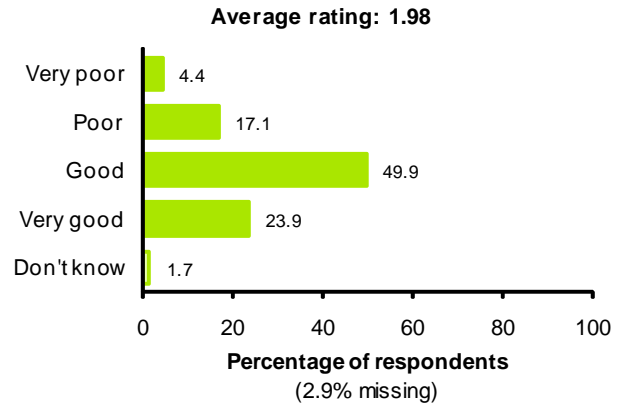


Table 2.2a. Evaluation of Snowplow Services, 2010

Question 2.2. How would you rate these Road Maintenance Services? **Snowplow Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	41	4.4 %	0.00	4.7 %
Poor	158	17.1	1.00	18.0
Good	460	49.9	2.00	52.3
Very good	220	23.9	3.00	25.0
Don't know	16	1.7		
Total valid	895	97.1 %		
Missing	27	2.9		
Total	922	100.0 %		



“The quality of snowplow service depends on who has the contract at the time, and the operator. Last winter was very good.”

Table 2.2b. Evaluation of Snowplow Services: Trends 2006–2010

Question 2.2. How would you rate these Road Maintenance Services? **Snowplow Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,386	12.3 %	26.6 %	50.5 %	10.6 %	1.59
2007	1,336	9.7	25.6	44.8	18.7	1.82
2008	1,028	7.3	22.1	52.4	18.2	1.82
2009	1,363	5.9	20.4	51.1	22.5	1.90
2010	879	4.7	18.0	52.3	25.0	1.98

Percent change in average rating from 2006–2010: 24.5 %

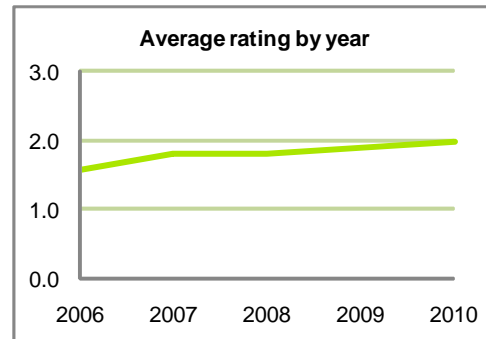
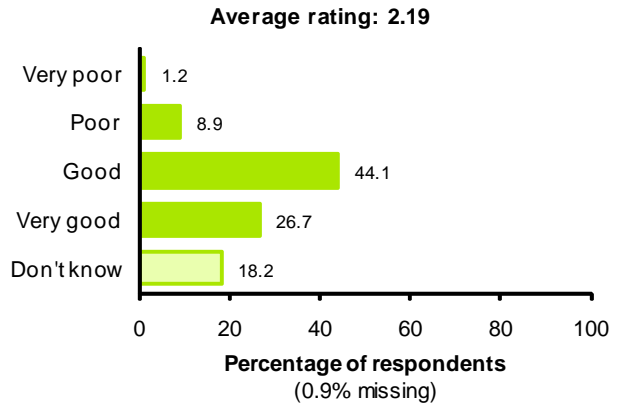


Table 3.1a. Evaluation of Library Services, 2010

Question 3.1. How would you rate these Educational Services/Resources? **Library Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	11	1.2 %	0.00	1.5 %
Poor	82	8.9	1.00	11.0
Good	407	44.1	2.00	54.6
Very good	246	26.7	3.00	33.0
Don't know	168	18.2		
Total valid	914	99.1 %		
Missing	8	0.9		
Total	922	100.0 %		



“It would be better to have a new and bigger library in Wasilla.”

Table 3.1b. Evaluation of Library Services: Trends 2006–2010

Question 3.1. How would you rate these Educational Services/Resources? **Library Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,808	3.5 %	14.2 %	62.4 %	19.9 %	1.99
2007	1,138	1.8	10.9	49.6	37.7	2.23
2008	848	2.1	11.0	49.4	37.5	2.22
2009	1,111	1.4	10.3	52.3	36.0	2.23
2010	746	1.5	11.0	54.6	33.0	2.19

Percent change in average rating from 2006–2010: 10.1 %

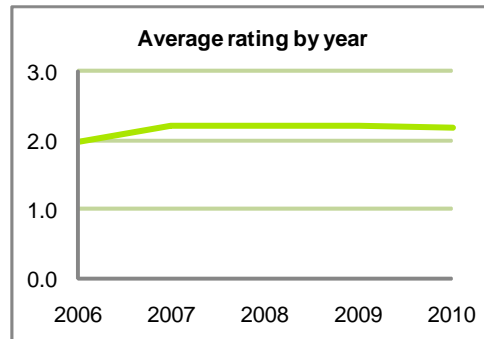
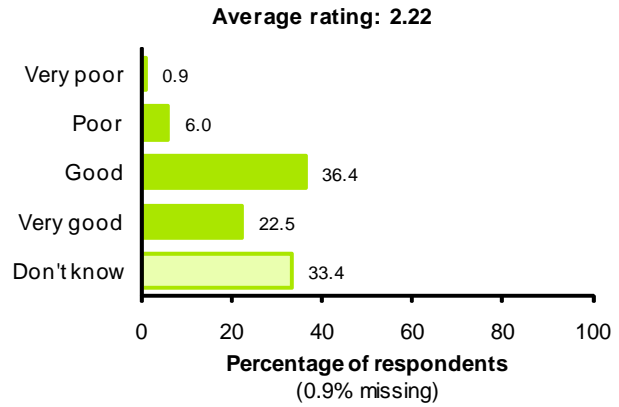


Table 3.2a. Evaluation of Elementary Schools, 2010

Question 3.2. How would you rate these Educational Services/Resources? **Elementary Schools**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	8	0.9 %	0.00	1.3 %
Poor	55	6.0	1.00	9.1
Good	336	36.4	2.00	55.4
Very good	207	22.5	3.00	34.2
Don't know	308	33.4		
Total valid	914	99.1 %		
Missing	8	0.9		
Total	922	100.0 %		



*“I would like to see more invested in our schools.
More teachers’ aides in large classrooms.”*

Table 3.2b. Evaluation of Elementary Schools: Trends 2006–2010

Question 3.2. How would you rate these Educational Services/Resources? **Elementary Schools**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,539	4.7 %	19.1 %	59.9 %	16.3 %	1.88
2007	1,014	2.7	10.2	52.4	34.8	2.19
2008	728	2.7	12.1	53.3	31.9	2.14
2009	932	1.4	9.1	56.7	33.8	2.22
2010	606	1.3	9.1	55.4	34.2	2.22
Percent change in average rating from 2006–2010:						18.1 %

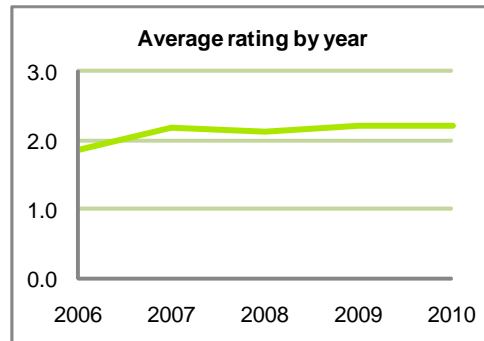
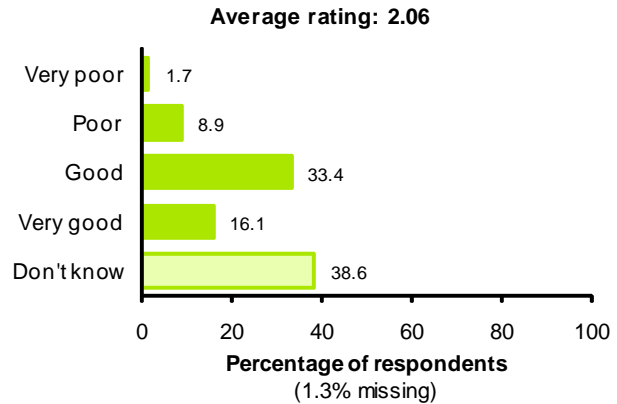


Table 3.3a. Evaluation of Middle Schools, 2010

Question 3.3. How would you rate these Educational Services/Resources? **Middle Schools**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	16	1.7 %	0.00	2.9 %
Poor	82	8.9	1.00	14.8
Good	308	33.4	2.00	55.6
Very good	148	16.1	3.00	26.7
Don't know	356	38.6		
Total valid	910	98.7 %		
Missing	12	1.3		
Total	922	100.0 %		



“I want to see more teachers in the classrooms and fewer administrators.”

Table 3.3b. Evaluation of Middle Schools: Trends 2006–2010

Question 3.3. How would you rate these Educational Services/Resources? **Middle Schools**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,447	7.0 %	27.1 %	53.7 %	12.2 %	1.71
2007	933	4.3	16.8	53.7	25.2	2.00
2008	673	4.8	18.3	53.3	23.6	1.96
2009	849	2.5	15.8	56.5	26.3	2.06
2010	554	2.9	14.8	55.6	26.7	2.06

Percent change in average rating from 2006–2010: 20.5 %

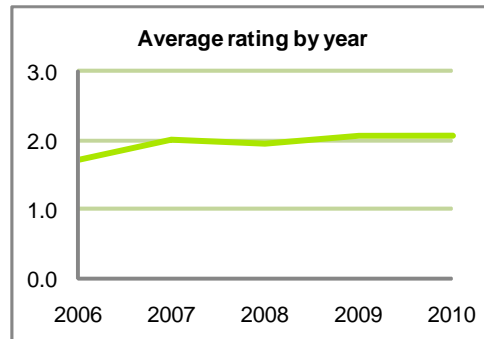
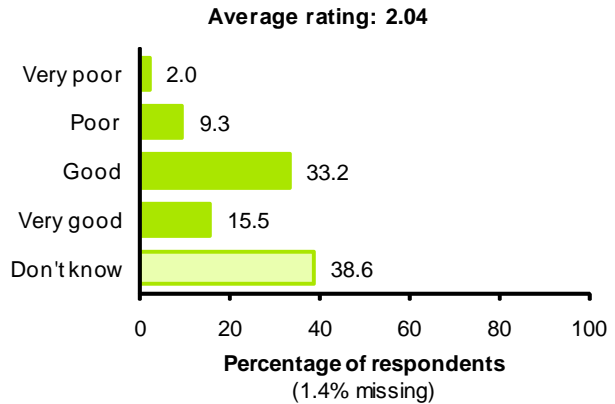


Table 3.4a. Evaluation of High Schools, 2010

Question 3.4. How would you rate these Educational Services/Resources? **High Schools**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	18	2.0 %	0.00	3.3 %
Poor	86	9.3	1.00	15.6
Good	306	33.2	2.00	55.3
Very good	143	15.5	3.00	25.9
Don't know	356	38.6		
Total valid	909	98.6 %		
Missing	13	1.4		
Total	922	100.0 %		



“Mat-Su Career and Tech High School is the best school ever in the Valley. Please consider adding more schools like it in the Valley.”

Table 3.4b. Evaluation of High Schools: Trends 2006–2010

Question 3.4. How would you rate these Educational Services/Resources? **High Schools**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,456	8.0 %	28.4 %	51.9 %	11.7 %	1.67
2007	919	6.1	19.4	50.7	23.8	1.92
2008	681	6.2	21.3	50.7	21.9	1.88
2009	842	3.0	16.3	56.5	25.3	2.03
2010	553	3.3	15.6	55.3	25.9	2.04
Percent change in average rating from 2006–2010:						22.2 %

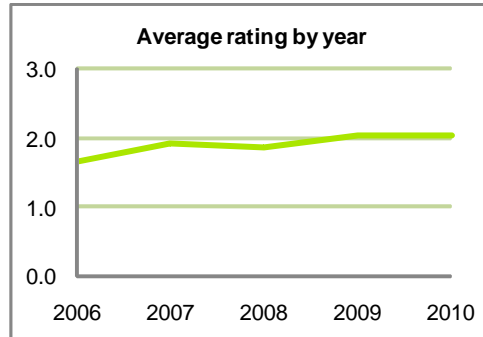
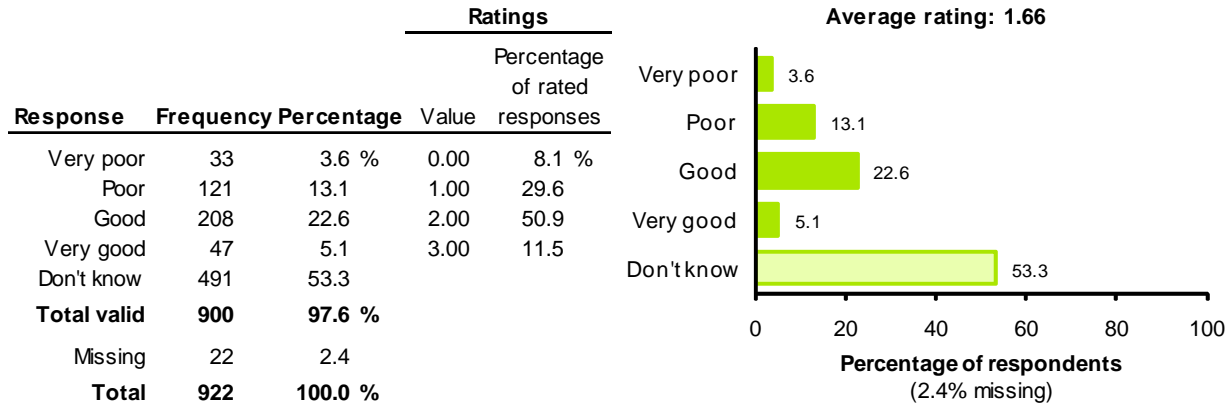


Table 3.5a. Evaluation of Community Enhancement Programs, 2010

Question 3.5. How would you rate these Educational Services/Resources? **Community Enhancement Programs**



“Community schools programming should be a priority for our winter city status. We should have a vast offering of courses and activities—it provides health and education to the community.”

Table 3.5b. Evaluation of Community Enhancement Programs: Trends 2006–2010

Question 3.5. How would you rate these Educational Services/Resources?

Community Enhancement Programs

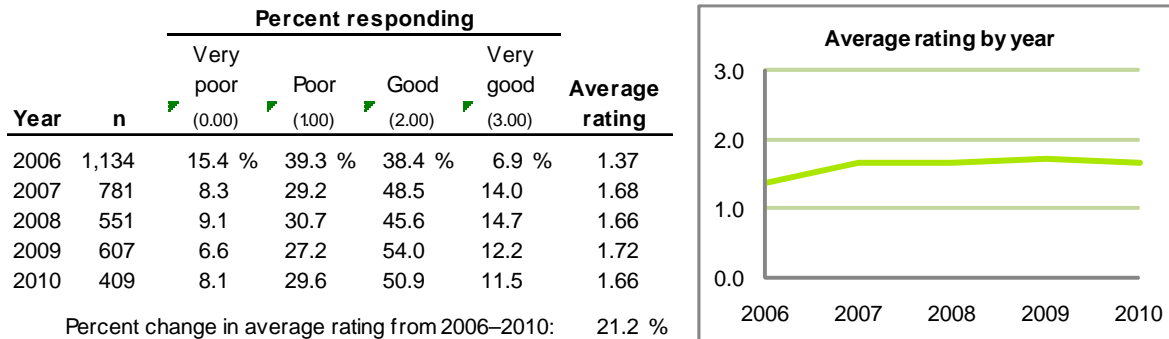
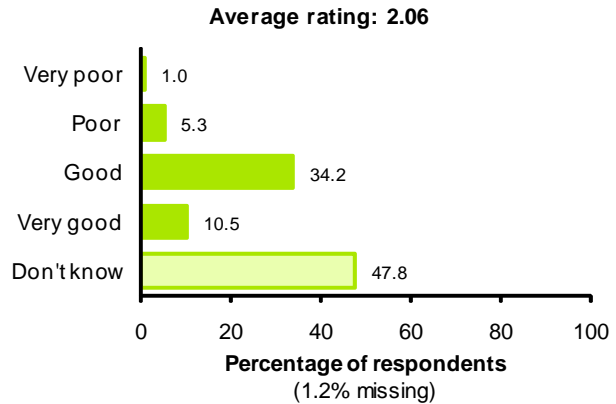


Table 4.1a. Evaluation of Wasilla Swimming Pool, 2010

Question 4.1. How would you rate these Recreational Services? **Wasilla Swimming Pool**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	9	1.0 %	0.00	1.9 %
Poor	49	5.3	1.00	10.4
Good	315	34.2	2.00	67.0
Very good	97	10.5	3.00	20.6
Don't know	441	47.8		
Total valid	911	98.8 %		
Missing	11	1.2		
Total	922	100.0 %		



“It would be nice to have a swimming pool in the Wasilla sports complex. The availability of open swim at the high school is quite minimal, especially when school is in session.”

Table 4.1b. Evaluation of Wasilla Swimming Pool: Trends 2006–2010

Question 4.1. How would you rate these Recreational Services? **Wasilla Swimming Pool**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,172	3.1 %	15.3 %	71.0 %	10.7 %	1.89
2007	823	2.3	11.1	62.6	24.1	2.10
2008	588	1.4	10.2	68.2	20.2	2.07
2009	706	3.0	10.8	62.6	23.7	2.07
2010	470	1.9	10.4	67.0	20.6	2.06

Percent change in average rating from 2006–2010: 9.0 %

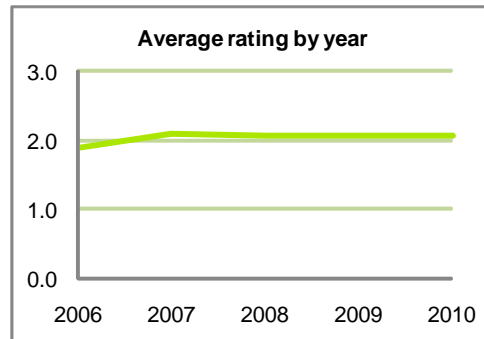
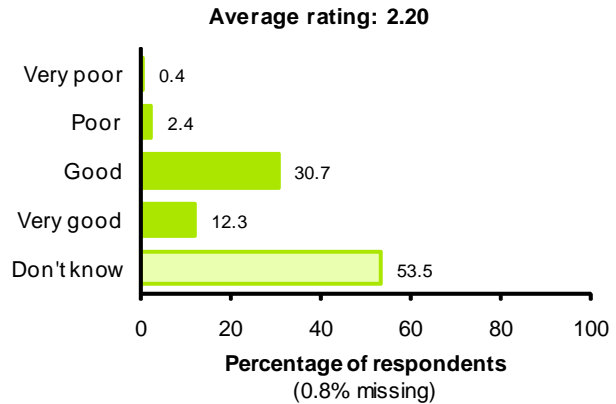


Table 4.2a. Evaluation of Palmer Swimming Pool, 2010

Question 4.2. How would you rate these Recreational Services? **Palmer Swimming Pool**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	4	0.4 %	0.00	0.9 %
Poor	22	2.4	1.00	5.2
Good	283	30.7	2.00	67.1
Very good	113	12.3	3.00	26.8
Don't know	493	53.5		
Total valid	915	99.2 %		
Missing	7	0.8		
Total	922	100.0 %		



“We need a swimming pool at Colony High.”

Table 4.2b. Evaluation of Palmer Swimming Pool: Trends 2006–2010

Question 4.2. How would you rate these Recreational Services? **Palmer Swimming Pool**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,359	2.1 %	8.6 %	72.6 %	16.6 %	2.04
2007	745	1.6	7.8	61.2	29.4	2.18
2008	514	1.4	8.0	67.1	23.5	2.13
2009	631	1.9	7.4	62.0	28.7	2.17
2010	422	0.9	5.2	67.1	26.8	2.20

Percent change in average rating from 2006–2010: 7.8 %

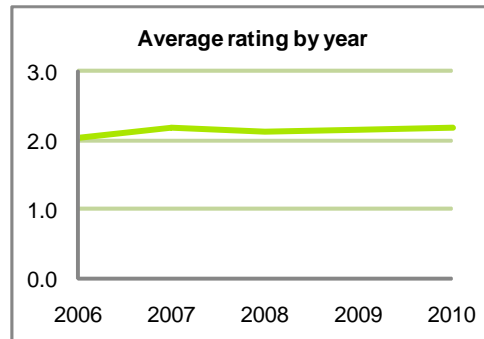
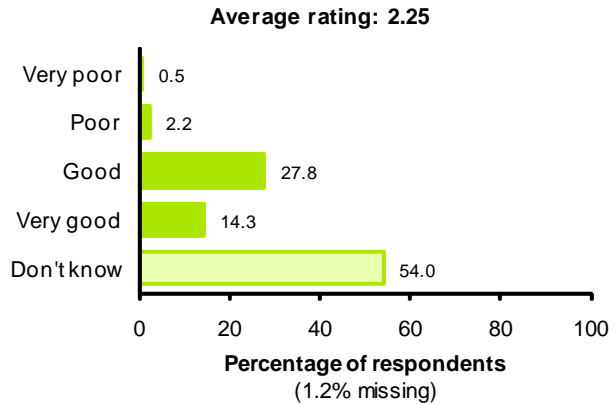


Table 4.3a. Evaluation of Brett Memorial Ice Arena, 2010

Question 4.3. How would you rate these Recreational Services? **Brett Memorial Ice Arena**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	5	0.5 %	0.00	1.2 %
Poor	20	2.2	1.00	4.8
Good	256	27.8	2.00	62.0
Very good	132	14.3	3.00	32.0
Don't know	498	54.0		
Total valid	911	98.8 %		
Missing	11	1.2		
Total	922	100.0 %		



“I would like to see more activities for youth—more lighted and maintained Nordic ski trails/cross country.”

Table 4.3b. Evaluation of Brett Memorial Ice Arena: Trends 2006–2010

Question 4.3. How would you rate these Recreational Services? **Brett Memorial Ice Arena**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,017	1.9 %	10.9 %	72.6 %	14.7 %	2.00
2007	718	1.5	7.2	62.4	28.8	2.19
2008	499	1.2	6.6	65.1	27.1	2.18
2009	589	0.8	5.6	61.8	31.7	2.24
2010	413	1.2	4.8	62.0	32.0	2.25

Percent change in average rating from 2006–2010: 12.5 %

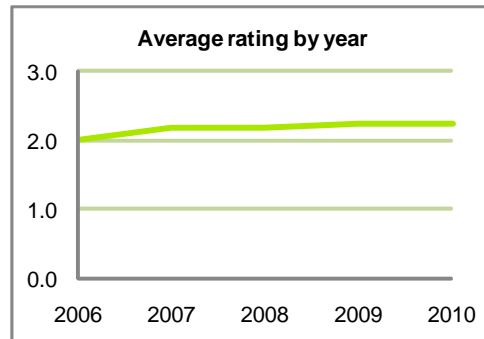
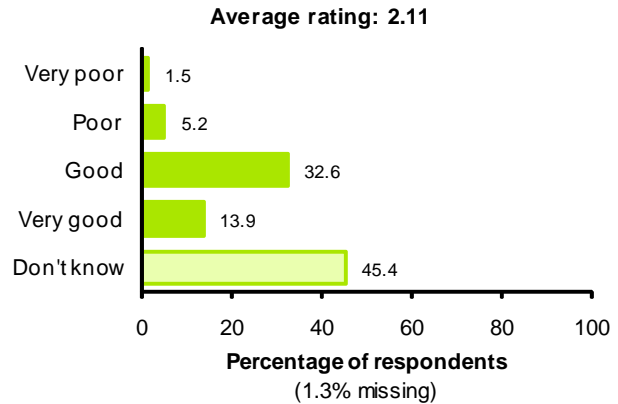


Table 4.4a. Evaluation of Athletic Fields, 2010

Question 4.4. How would you rate these Recreational Services? **Athletic Fields**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	14	1.5 %	0.00	2.9 %
Poor	48	5.2	1.00	9.8
Good	301	32.6	2.00	61.3
Very good	128	13.9	3.00	26.1
Don't know	419	45.4		
Total valid	910	98.7 %		
Missing	12	1.3		
Total	922	100.0 %		



“I would like to see football fields for youth. There are too many soccer fields.”

Table 4.4b. Evaluation of Athletic Fields: Trends 2006–2010

Question 4.4. How would you rate these Recreational Services? **Athletic Fields**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,209	2.6 %	17.0 %	70.1 %	10.3 %	1.88
2007	800	2.9	12.5	59.1	25.5	2.07
2008	589	2.2	9.0	66.7	22.1	2.09
2009	686	1.6	10.6	64.6	23.2	2.09
2010	491	2.9	9.8	61.3	26.1	2.11

Percent change in average rating from 2006–2010: 12.2 %

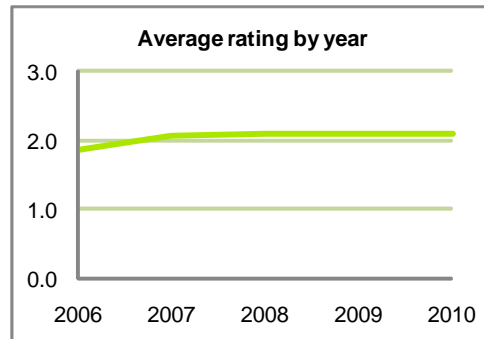
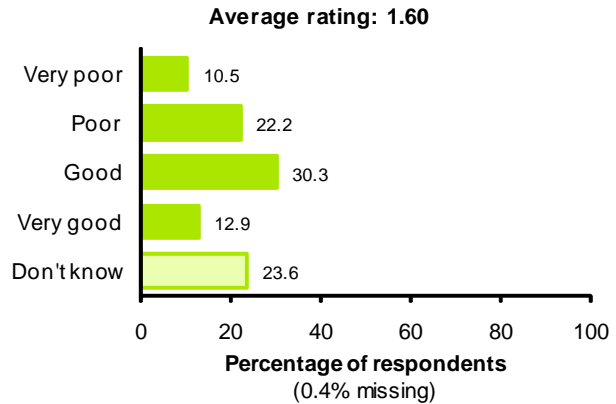


Table 5.1a. Evaluation of Recycling Services, 2010

Question 5.1. How would you rate these Public Sanitation Services? **Recycling Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	97	10.5 %	0.00	13.9 %
Poor	205	22.2	1.00	29.3
Good	279	30.3	2.00	39.9
Very good	119	12.9	3.00	17.0
Don't know	218	23.6		
Total valid	918	99.6 %		
Missing	4	0.4		
Total	922	100.0 %		



“We should have a recycling program borough-wide, including small communities like Trapper Creek and Talkeetna.”

Table 5.1b. Evaluation of Recycling Services: Trends 2006–2010

Question 5.1. How would you rate these Public Sanitation Services? **Recycling Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,924	13.5 %	31.9 %	44.0 %	10.7 %	1.52
2007	1,084	15.4	29.5	39.1	16.0	1.56
2008	842	19.1	37.9	31.6	11.4	1.35
2009	1,063	13.7	29.3	39.2	17.8	1.61
2010	700	13.9	29.3	39.9	17.0	1.60

Percent change in average rating from 2006–2010: 5.3 %

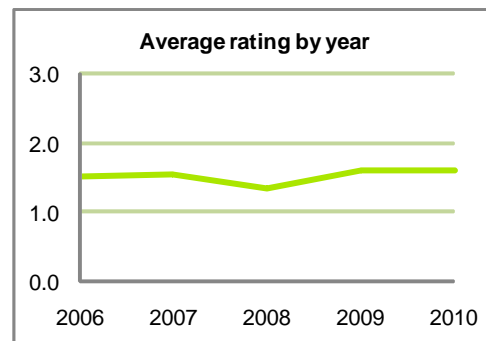
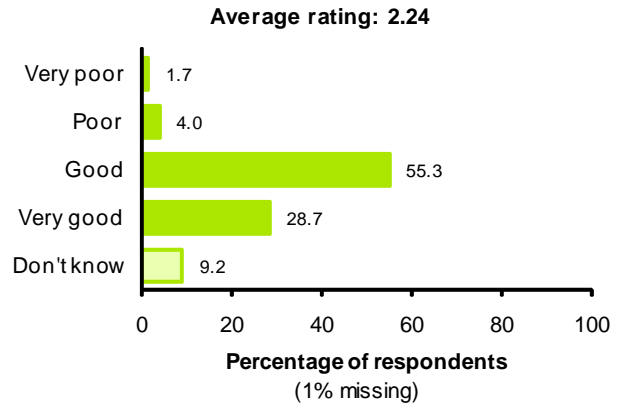


Table 5.2a. Evaluation of Central Landfill Services, 2010

Question 5.2. How would you rate these Public Sanitation Services? **Central Landfill Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	16	1.7 %	0.00	1.9 %
Poor	37	4.0	1.00	4.5
Good	510	55.3	2.00	61.6
Very good	265	28.7	3.00	32.0
Don't know	85	9.2		
Total valid	913	99.0 %		
Missing	9	1.0		
Total	922	100.0 %		



“An adjunct landfill needs to be arranged farther from the populated areas.”

Table 5.2b. Evaluation of Central Landfill Services: Trends 2006–2010

Question 5.2. How would you rate these Public Sanitation Services? **Central Landfill Services**

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	2,201	5.3 %	10.0 %	69.1 %	15.6 %	1.95
2007	1,220	2.7	8.4	59.2	29.8	2.16
2008	969	2.7	8.0	64.1	25.2	2.12
2009	1,267	1.6	7.3	58.2	33.0	2.23
2010	828	1.9	4.5	61.6	32.0	2.24

Percent change in average rating from 2006–2010: 14.9 %

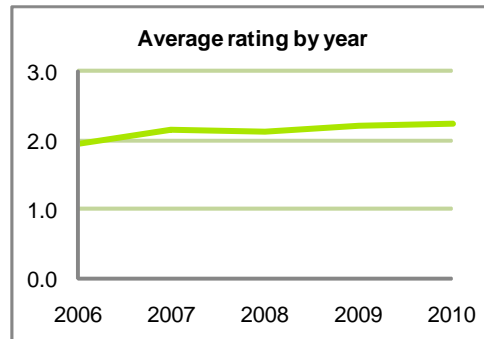
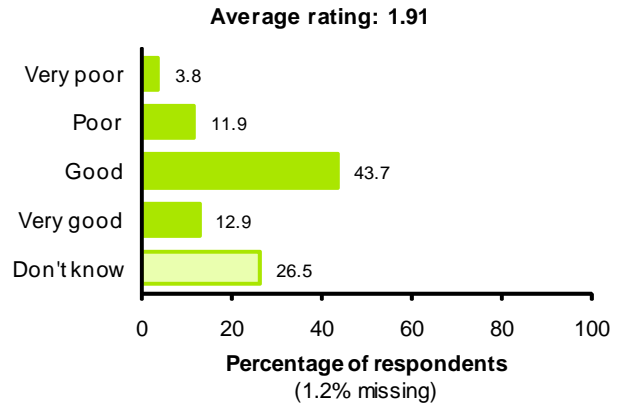


Table 6.1a. Evaluation of Animal Care & Regulation Services, 2010

Question 6.1. How would you rate these General/Miscellaneous Services? **Animal Care & Regulation Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	35	3.8 %	0.00	5.2 %
Poor	110	11.9	1.00	16.5
Good	403	43.7	2.00	60.4
Very good	119	12.9	3.00	17.8
Don't know	244	26.5		
Total valid	911	98.8 %		
Missing	11	1.2		
Total	922	100.0 %		



“Treatment of some of the animals in the borough is cruel and disgraceful. Ordinances with teeth need to be written and enforced to prevent needless suffering.”

Table 6.1b. Evaluation of Animal Care & Regulation Services: Trends 2006–2010

Question 6.1. How would you rate these General/Miscellaneous Services?

Animal Care & Regulation Services

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,725	15.5 %	33.4 %	45.1 %	6.0 %	1.42
2007	1,081	8.8	23.6	52.6	15.0	1.74
2008	840	7.6	21.7	58.5	12.3	1.75
2009	1,039	4.8	17.2	59.3	18.7	1.92
2010	667	5.2	16.5	60.4	17.8	1.91

Percent change in average rating from 2006–2010: 34.5 %

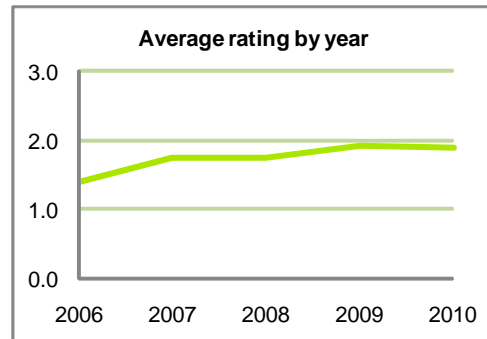
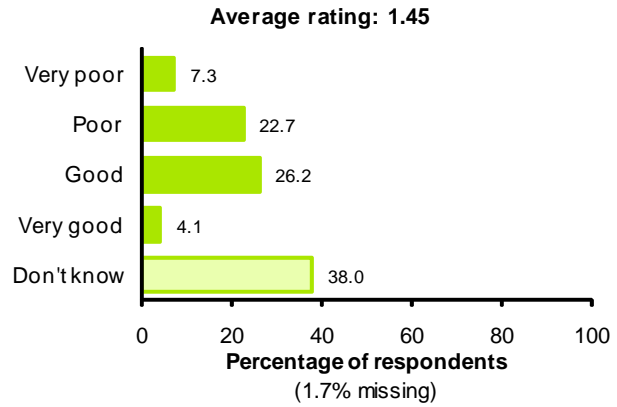


Table 6.2a. Evaluation of Code/Zoning Enforcement Services, 2010

Question 6.2. How would you rate these General/Miscellaneous Services? **Code/Zoning Enforcement Services**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	67	7.3 %	0.00	12.1 %
Poor	209	22.7	1.00	37.6
Good	242	26.2	2.00	43.5
Very good	38	4.1	3.00	6.8
Don't know	350	38.0		
Total valid	906	98.3 %		
Missing	16	1.7		
Total	922	100.0 %		



“The new codes and regulations were developed for the core areas with no consideration for how different the remote areas are.”

Table 6.2b. Evaluation of Code/Zoning Enforcement Services: Trends 2006–2010

Question 6.2. How would you rate these General/Miscellaneous Services?

Code/Zoning Enforcement Services

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2006	1,530	27.0 %	46.2 %	22.6 %	4.2 %	1.04
2007	943	18.2	34.5	39.7	7.6	1.37
2008	712	14.5	33.7	45.4	6.5	1.44
2009	846	13.7	33.3	45.2	7.8	1.47
2010	556	12.1	37.5	43.5	6.8	1.45

Percent change in average rating from 2006–2010: 39.4 %

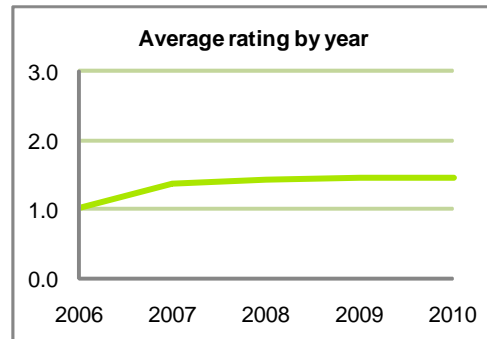
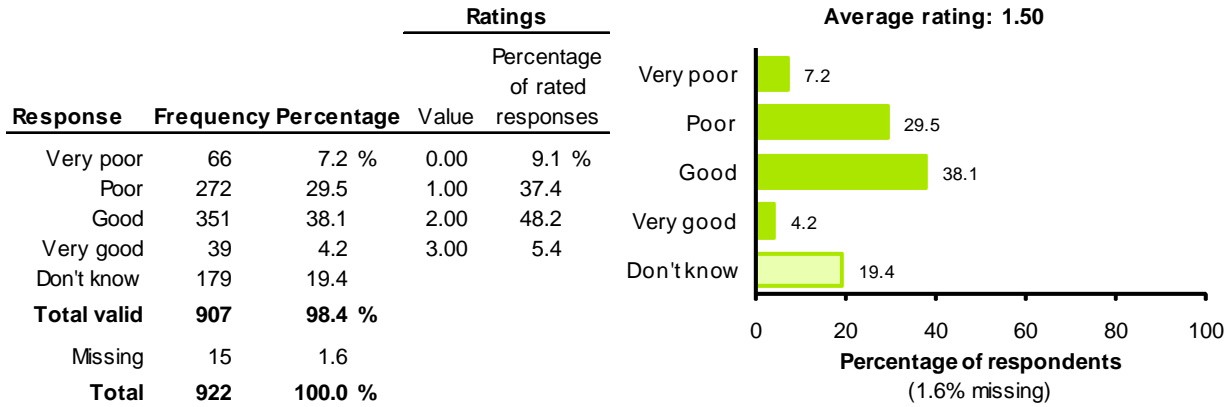


Table 6.3a. Evaluation of Borough News and Information Dissemination, 2010

Question 6.3. How would you rate these General/Miscellaneous Services?
Dissemination of news and information by the Borough Government



“For the sake of tourism—more identifying markers for beautiful places to visit, maybe an additional guide book on where to go to enjoy oneself.”

Table 6.3b. Evaluation of Borough News and Information Dissemination: Trends 2006–2010

Question 6.3. How would you rate these General/Miscellaneous Services?
Dissemination of news and information by the Borough Government

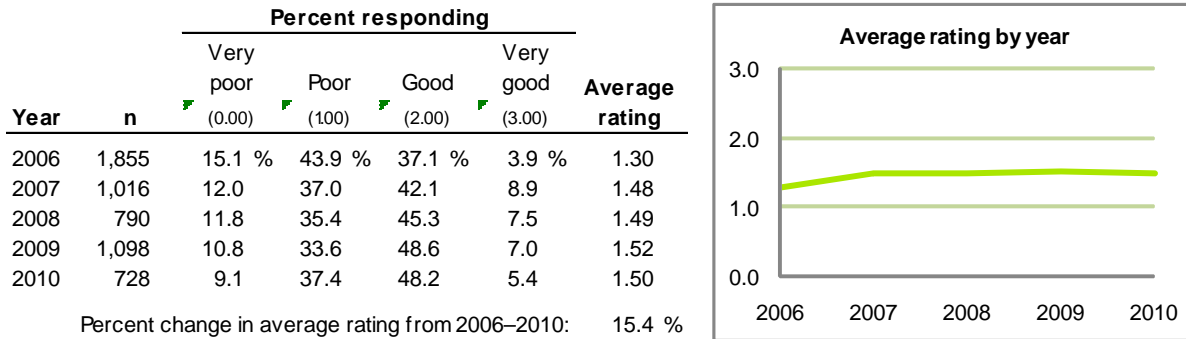
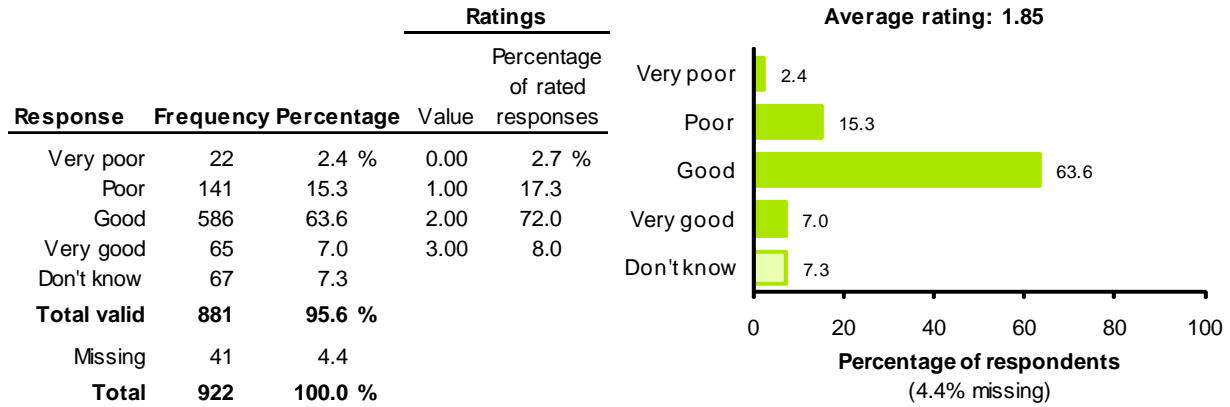


Table 6.4a. Overall Evaluation of Borough Services, 2010

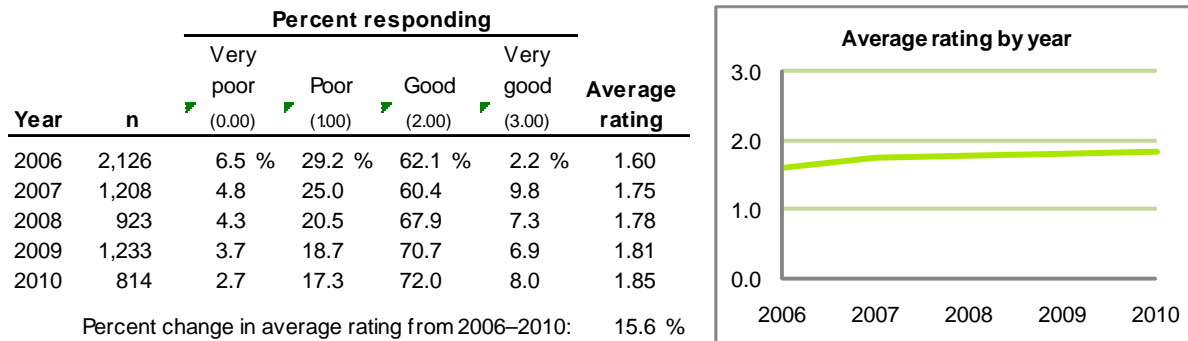
Question 6.4. Your Overall Rating of Borough Services



“I think borough services are fine in the Palmer/Wasilla area, but sadly lacking elsewhere. Since the upper Susitna Valley provides more than half of the current bed tax, this disparity needs to be addressed.”

Table 6.4b. Overall Evaluation of Borough Services: Trends 2006–2010

Question 6.4. Your Overall Rating of Borough Services



Part II.

Use of Borough Facilities



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Use of Borough Facilities – Summary

Seventy-three percent of respondents to the *2010 Mat-Su Survey* indicated that they use the Borough's libraries; however, since 2007 usage has declined by seven percent. With respect to individual facility use, while the libraries in Palmer and Wasilla are the most popular, libraries in the smaller communities are also used by nearby residents. The trends on library use should be interpreted with caution due to changes after 2007 in how this question was coded for purposes of data analysis. The past three years of data (2008-2010) show some decline in use of libraries in Wasilla, Palmer, and Big Lake, and an increase or negligible change in use of the Willow, Talkeetna, Sutton, and Trapper Creek libraries.

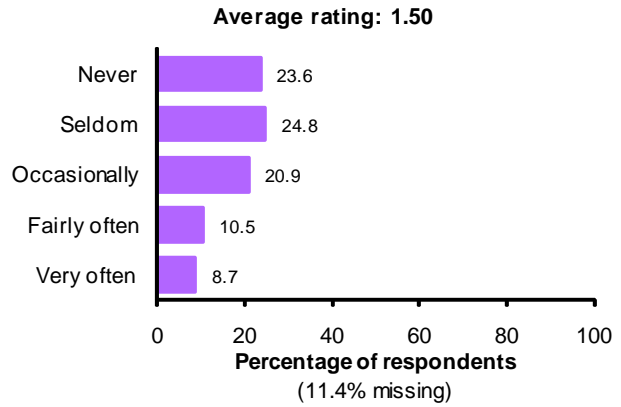
Seventy-seven percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Like the questions about library use, there were changes in coding of the data after 2007, which makes comparison of 2010 to 2006 or 2007 unwise. Since 2008, however, there have been decreases in use of all Borough recreational facilities asked about on this survey.

Only seven percent of respondents indicate that they use MASCOT Public Transportation at all. Of those, the majority ride seldom or occasionally. Fewer than one percent of respondents say they ride MASCOT "fairly often" or "very often." Trends since 2006 are not consistent, although reported ridership on MASCOT has remained very low over the past five years (ranging from 12.5% to 6.7%).

Table 7a. Frequency of Public Library Use, 2010

Question 7. How often do you use Borough Public Libraries?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Never	218	23.6 %	0.00	26.7 %
Seldom	229	24.8	1.00	28.0
Occasionally	193	20.9	2.00	23.6
Fairly often	97	10.5	3.00	11.9
Very often	80	8.7	4.00	9.8
Total valid	817	88.6 %		
Missing	105	11.4		
Total	922	100.0 %		



“Inter-library loan service is terrific. Volunteers are desperately needed to help out due to understaffing.”

Table 7b. Frequency of Public Library Use: Trends 2007–2010

Question 7. How often do you use Borough Public Libraries?

Year	n	Percent responding					Average rating
		Never (0.00)	Seldom (1.00)	Occasion-ally (2.00)	Fairly often (3.00)	Very often (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,375	19.4 %	27.7 %	31.9 %	12.9 %	8.1 %	1.63
2008	1,068	19.8	28.5	30.4	13.3	8.1	1.61
2009	1,402	25.0	26.7	30.1	10.1	8.0	1.49
2010	817	26.7	28.0	23.6	11.9	9.8	1.50

Percent change in average rating from 2007–2010: -8.0 %

* This question was not asked in 2006.

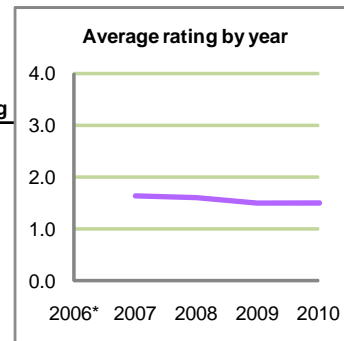
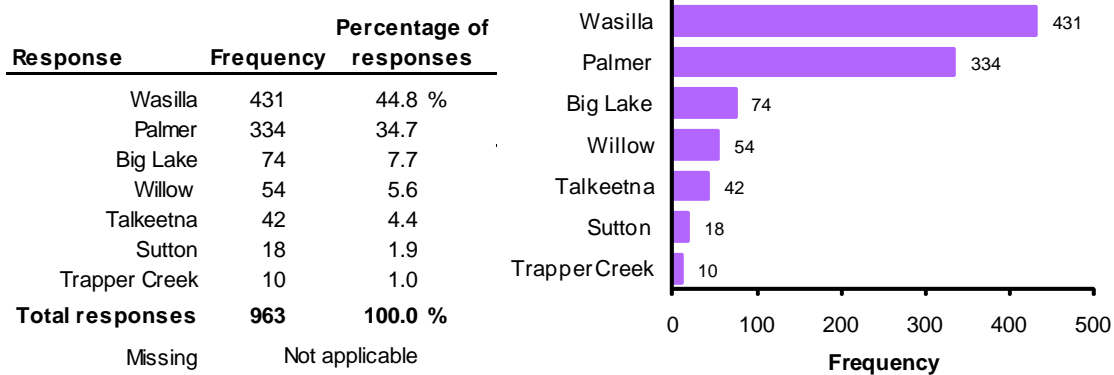


Table 8a. Public Libraries Used, 2010

Question 8. Which (if any) of these Borough libraries do you use? (Please check all that apply.)



“I am concerned about cutbacks in funding for libraries and other community services, especially those for young families.”

Table 8b. Public Libraries Used: Trends 2006–2010

Question 8. Which (if any) of these Borough libraries do you use? (Please check all that apply.)

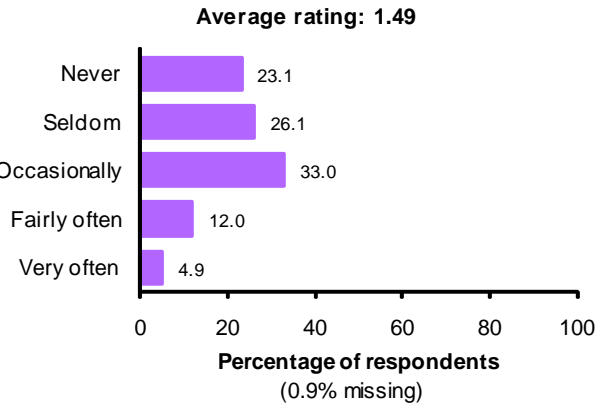
Library	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
Wasilla	59.6 %	47.1 %	51.9 %	46.4 %	44.8 %	-24.8 %
Palmer	59.3	34.2	37.8	37.5	34.7	-41.5
Big Lake	12.1	5.3	9.8	7.6	7.7	-36.4
Willow	7.5	4.3	5.3	3.6	5.6	-25.3
Talkeetna	5.5	4.1	4.1	4.3	4.4	-20.0
Sutton	7.0	2.6	2.2	2.2	1.9	-72.9
Trapper Creek	4.7	2.3	1.4	2.1	1.0	-78.7

Note: In 2006, respondents were asked about use of each library in separate questions. In 2007, 2008, 2009 and 2010, respondents selected libraries they use from a list of the seven libraries. However, in 2007 only one possible response was coded and included in the data summarized here. Caution should be used when comparing 2006 and 2007 data to subsequent years.

Table 9a. Frequency of Recreational Facility Use, 2010

Question 9. How often do you use Borough Recreational Facilities?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Never	213	23.1 %	0.00	23.3 %
Seldom	241	26.1	1.00	26.4
Occasionally	304	33.0	2.00	33.3
Fairly often	111	12.0	3.00	12.1
Very often	45	4.9	4.00	4.9
Total valid	914	99.1 %		
Missing	8	0.9		
Total	922	100.0 %		



“I love our bike trails – keep them coming.”

Table 9b. Frequency of Recreational Facility Use: Trends 2007–2010

Question 9. How often do you use Borough Recreational Facilities?

Year	n	Percent responding					Average rating
		Never (0.00)	Seldom (1.00)	Occasion- ally (2.00)	Fairly often (3.00)	Very often (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,371	16.6 %	25.6 %	37.9 %	15.1 %	4.8 %	1.66
2008	1,063	19.3	27.7	35.6	12.3	5.2	1.56
2009	1,403	25.4	26.1	31.6	12.3	4.6	1.44
2010	914	23.3	26.4	33.3	12.1	4.9	1.49

Percent change in average rating from 2007–2010: -10.2 %

* This question was not asked in 2006.

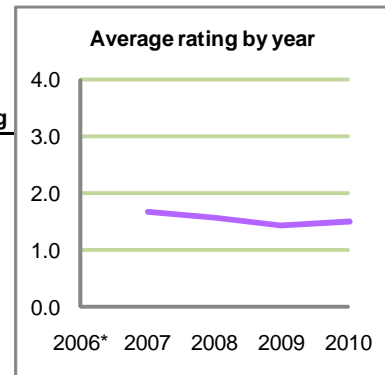
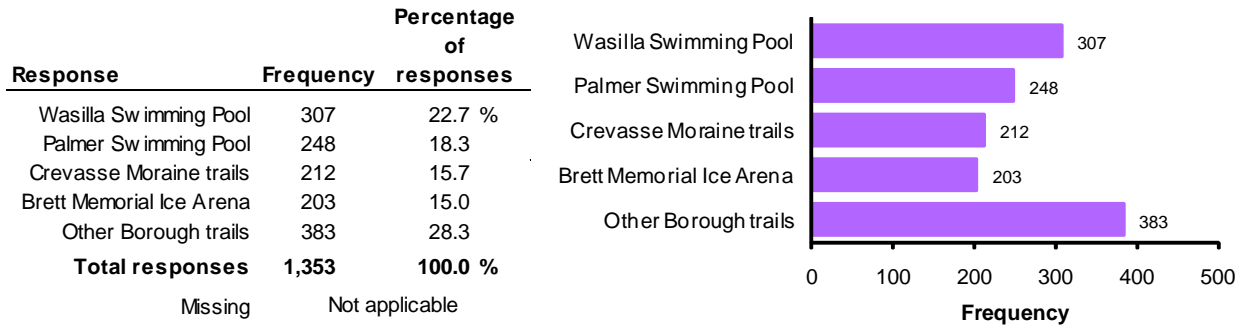


Table 10a. Recreational Facilities Used, 2010

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



“I have noticed the public use trails available to equestrians have been disappearing. Many trails are blocked by land owners in the area or have been sold to private individuals. I would like to see a priority to keep trails for multi-use or non-motorized use for years to come. An “access and trails” map made available would help to not inadvertently step on the private owners’ toes.”

Table 10b. Recreational Facilities Used: Trends 2006–2010

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

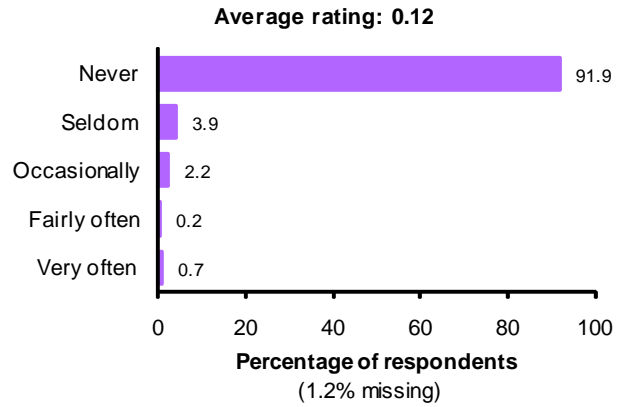
Recreational facility	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
Wasilla Swimming Pool	46.0 %	31.9 %	38.8 %	32.4 %	22.7 %	-50.7 %
Palmer Swimming Pool	44.2	19.5	26.7	27.9	18.3	-58.6
Crevasse Moraine trails	40.9	2.8	20.7	19.9	15.7	-61.6
Brett Memorial Ice Arena	33.7	7.7	22.5	19.6	15.0	-55.5
Other Borough trails	59.7	38.1	39.8	40.4	28.3	-52.6

Note: In 2006, respondents were asked about use of each recreational facility in separate questions. In 2007, 2008, 2009 and 2010, respondents selected facilities they use from a list of five recreational facilities. However, in 2007 only one possible response was coded and included in the data summarized here. Caution should be used when comparing 2006 and 2007 data to subsequent years.

Table 11a. Frequency of MASCOT Public Transportation Use, 2010

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Never	847	91.9 %	0.00	93.0 %
Seldom	36	3.9	1.00	4.0
Occasionally	20	2.2	2.00	2.2
Fairly often	2	0.2	3.00	0.2
Very often	6	0.7	4.00	0.7
Total valid	911	98.8 %		
Missing	11	1.2		
Total	922	100.0 %		



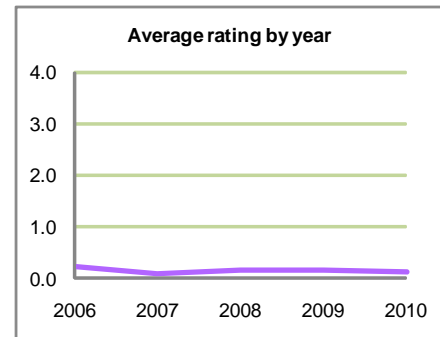
“Public transportation should be simple, convenient, and effortless. Our public transport is, as of yet, none of the above!”

Table 11b. Frequency of MASCOT Public Transportation Use: Trends 2006–2010

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

Year	n	% responding					Average rating
		Never (0.00)	Seldom (1.00)	Occasion-ally (2.00)	Fairly often (3.00)	Very often (4.00)	
2006	2,519	87.5 %	5.6 %	4.1 %	1.3 %	1.5 %	0.24
2007	1,366	93.3	4.2	1.8	0.3	0.4	0.11
2008	1,062	89.7	5.6	3.2	1.2	0.3	0.17
2009	1,389	90.8	4.6	3.3	0.8	0.5	0.16
2010	911	93.0	4.0	2.2	0.2	0.7	0.12

Percent change in average rating from 2006–2010: -50.0 %



Part III.

Life in Matanuska-Susitna Borough Neighborhoods



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Life in the Matanuska-Susitna Borough Neighborhoods – Summary

Borough residents report being generally happy with their neighborhoods and their feeling of community with neighbors, although from 2009-2010 there were noticeable declines in the average ratings for many variables in this section. Still, 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 32% 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 with budget cuts. On measures of social interaction with neighbors, there has been little change over five years. A large majority of respondents continue to report they visit with their neighbors at least occasionally, know a good number of their neighbors, and have friends and relatives in the neighborhood.

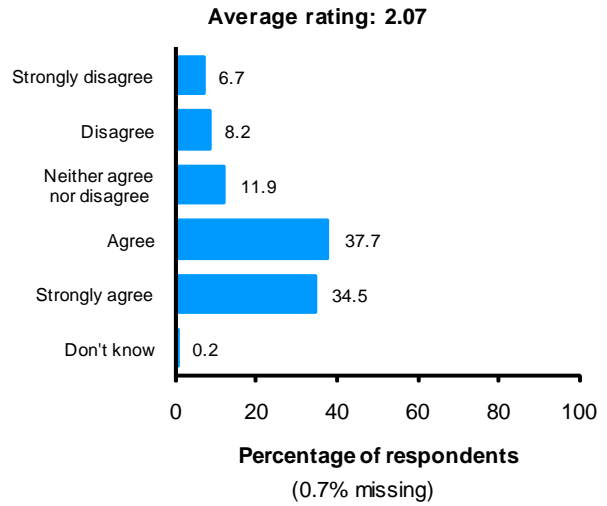
Forms of physical neighborhood disorder (poor lighting, overgrown vegetation, rundown or neglected buildings and cars, empty lots, etc.) seem to be fairly common (between 13% and 56%) in respondents' neighborhoods. However, forms of social neighborhood disorder (public drinking/drug use, prostitution, graffiti, homeless sleeping in the neighborhood, etc.) are quite uncommon, reported by between 1% and 11% of respondents. Compared to previous years, there were generally large decreases in the percentages of respondents reporting both physical and social disorder. An increase was noted in "transients or homeless sleeping on the streets," but the percentage of respondents who said this problem exists in their neighborhood is still very small, at 3.4%.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime have declined, though these changes are not meaningful given the very low incidence of people reporting fear of crime among those who have participated in the survey over the years. Likewise, fear of crime rarely—if ever—prevents respondents from carrying out their normal activities in the neighborhood. Fewer than six percent of respondents report being victimized in their neighborhoods. This was unchanged from 2009. Nearly all of the respondents report taking some kind of precaution against crime in their home; the most common precaution was locking doors at night or when not at home (90.3%). Over 70 percent of respondents said they keep a firearm in the home for self-protection. In the three years since the *Mat-Su Survey* began asking about self-protection measures, there has been little change, although somewhat more people reported in 2010 using a home security system and taking self-defense lessons.

Table 12.1a. Evaluation of Neighborhood as a Place to Live, 2010

Question 12.1. Personally, I would rate my neighborhood as an excellent place to live.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	62	6.7 %	0.00	6.8 %
Disagree	76	8.2	1.00	8.3
Neither agree nor disagree	110	11.9	1.50	12.0
Agree	348	37.7	2.00	38.1
Strongly agree	318	34.5	3.00	34.8
Don't know	2	0.2		
Total valid	916	99.3 %		
Missing	6	0.7		
Total	922	100.0 %		



“Mat-Su is a great place to raise a family.”

Table 12.1b. Evaluation of Neighborhood as a Place to Live: Trends 2006–2010

Question 12.1. Personally, I would rate my neighborhood as an excellent place to live.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,374	2.3 %	11.2 %	58.2 %	28.3 %	2.12
2007	1,316	2.2	10.3	42.7	44.8	2.30
2008	1,051	1.7	9.9	46.3	42.1	2.29
2009	1,249	2.0	4.6	46.4	47.0	2.38
2010	804	7.7	9.5	43.3	39.6	2.07
Percent change in average rating from 2006–2010:						-2.4 %

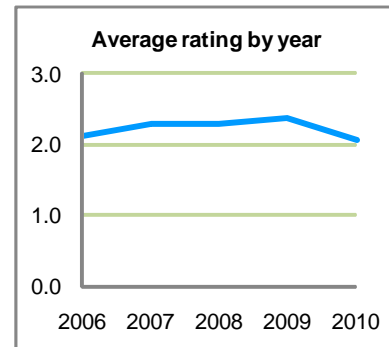
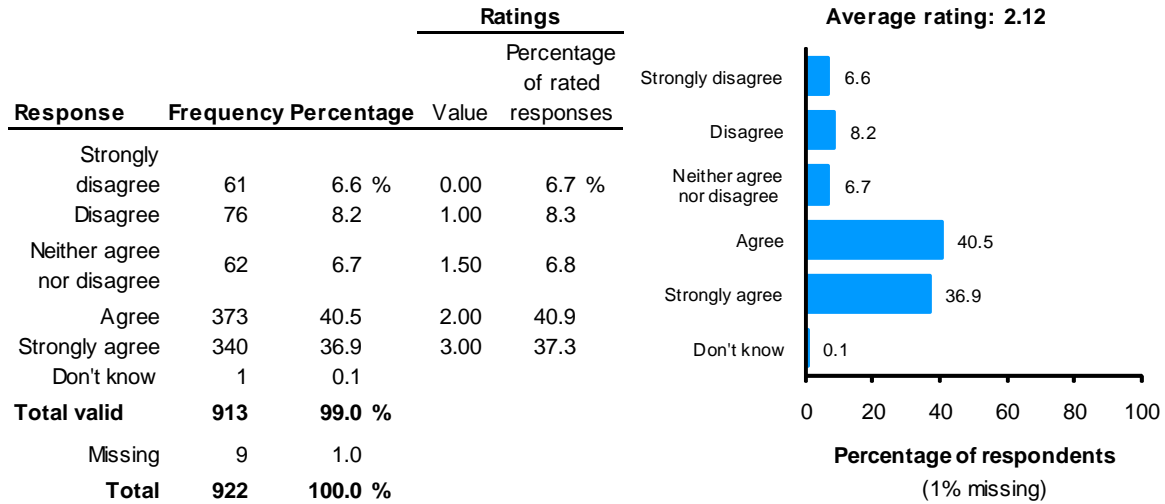


Table 12.2a. Evaluation of Neighborhood as a Place to Live, 2010

Question 12.2. On the whole, I like this neighborhood as a place to live.

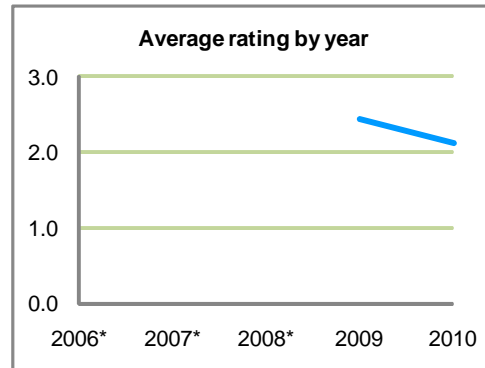


“In this neighborhood, things have vastly improved in the time I have lived here. It used to be really horrible but now it is a good place to live.”

Table 12.2b. Evaluation of Neighborhood as a Place to Live: Trends 2006–2010

Question 12.2. On the whole, I like this neighborhood as a place to live.

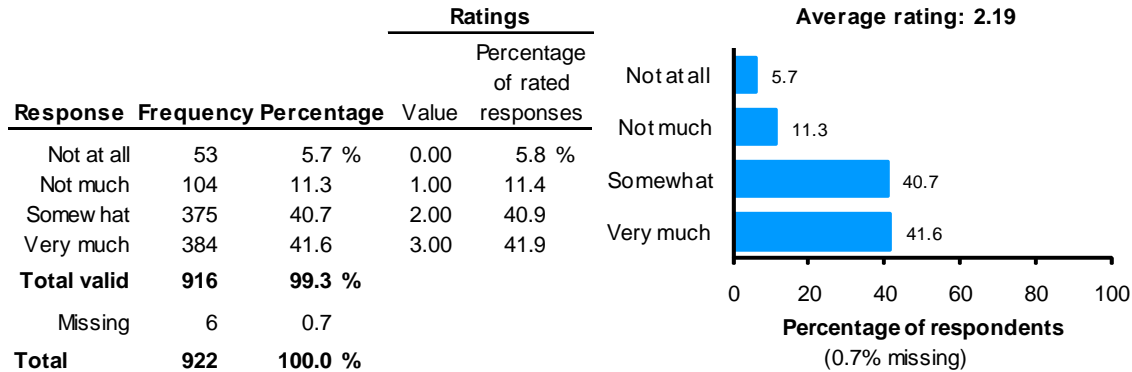
Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006*	—	—	—	—	—	—
2007*	—	—	—	—	—	—
2008*	—	—	—	—	—	—
2009	1,298	1.3 %	3.0 %	46.4 %	50.7 %	2.44
2010	850	7.2	8.9	43.9	40.0	2.12
Percent change in average rating from 2009–2010:						-13.1 %



* This question was not asked prior to 2009.

Table 12.3a. Moving Away and Missing the Neighborhood, 2010

Question 12.3. 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?



“I love living in Palmer. I cannot imagine being anywhere else.”

Table 12.3b. Moving Away and Missing the Neighborhood: Trends 2007-2010

Question 12.3. 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?

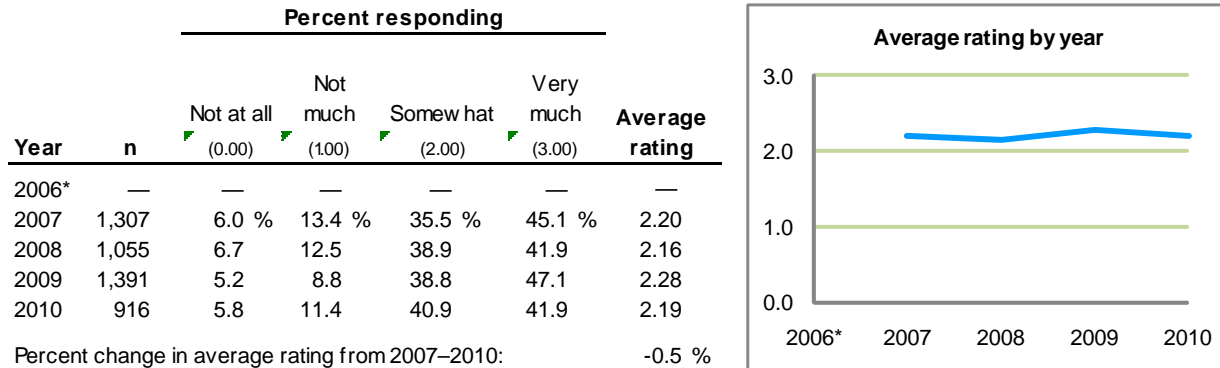
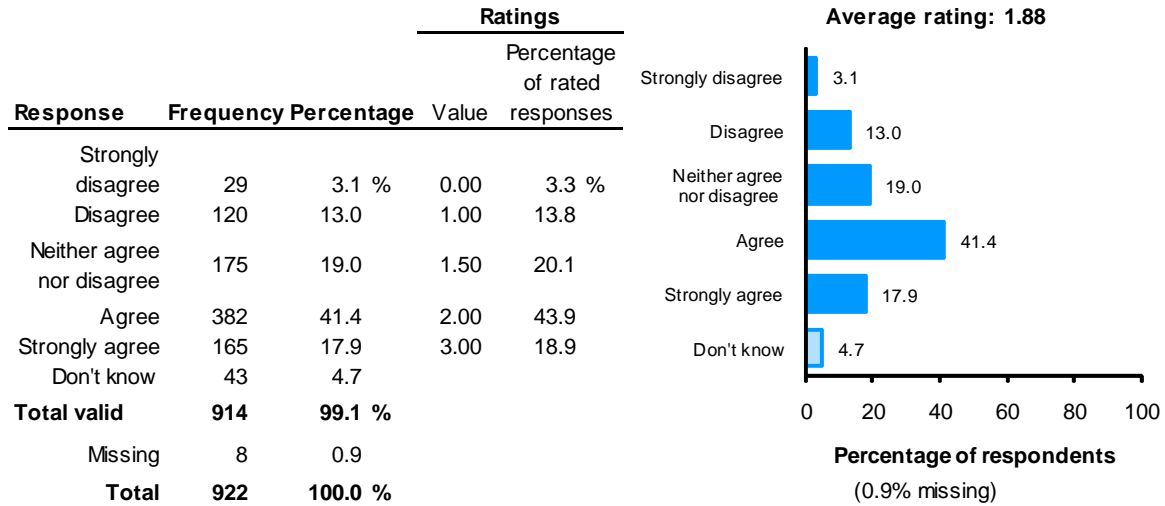


Table 13.1a. People in Neighborhood are Trustworthy, 2010

Question 13.1. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood can be trusted.**



“I love the place I live. Since I’m a senior citizen, I live with a landlord and landlady who care a lot about their tenants... I could not live any place else that has everything I need. I love Wasilla, AK.”

Table 13.1b. People in Neighborhood are Trustworthy: Trends 2006-2010

Question 13.1. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood can be trusted.**

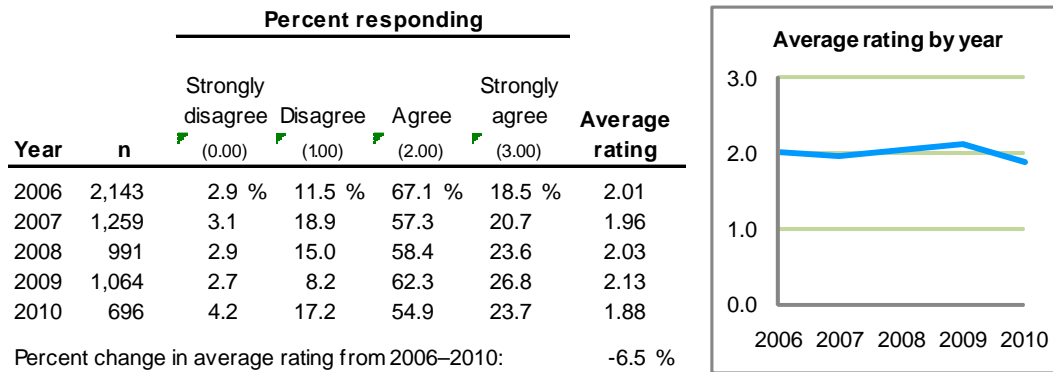
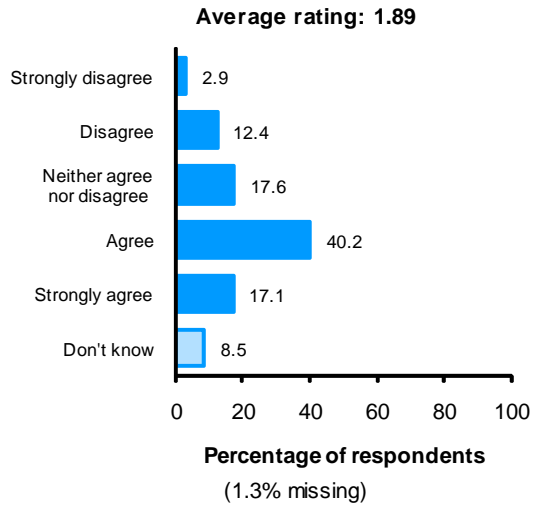


Table 13.2a. People in Neighborhood Get Along with Each Other, 2010

Question 13.2. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood generally get along with each other.**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	27	2.9 %	0.00	3.2 %
Disagree	114	12.4	1.00	13.7
Neither agree nor disagree	162	17.6	1.50	19.5
Agree	371	40.2	2.00	44.6
Strongly agree	158	17.1	3.00	19.0
Don't know	78	8.5		
Total valid	910	98.7 %		
Missing	12	1.3		
Total	922	100.0 %		



* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get along with each other." Results can be interpreted in the same manner as other variables in this section.

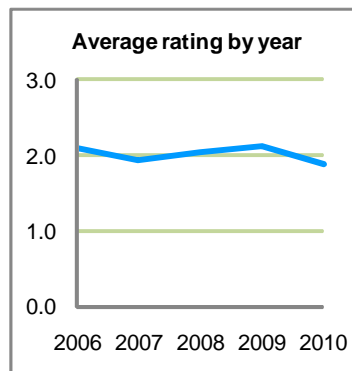
"When the wind blows, I get all kinds of garbage in my yard. Drug dealing going on. Dogs that bite. Neighbors that are just 'nasty'! I've had flowers stolen out of my yard."

Table 13.2b. People in Neighborhood Get Along with Each Other: Trends 2006-2010

Question 13.2. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood generally get along with each other.**

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	1,994	1.8 %	10.6 %	64.3 %	23.3 %	2.09
2007	1,268	3.1	18.9	57.3	20.7	1.93
2008	965	2.9	11.6	63.2	22.3	2.05
2009	1,026	2.2	8.4	64.9	24.5	2.12
2010	670	4.0	17.0	55.4	23.6	1.89

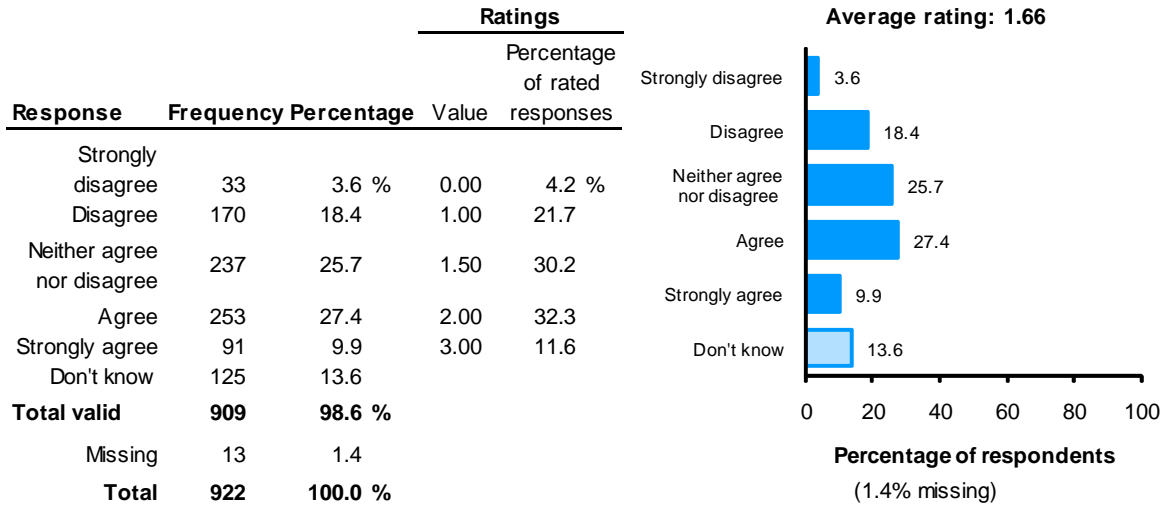
Percent change in average rating from 2006–2010: -9.6 %



* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get along with each other." Results can be interpreted in the same manner as other variables in this section.

Table 13.3a. People in Neighborhood Share Same Values, 2010

Question 13.3. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood share the same values.**

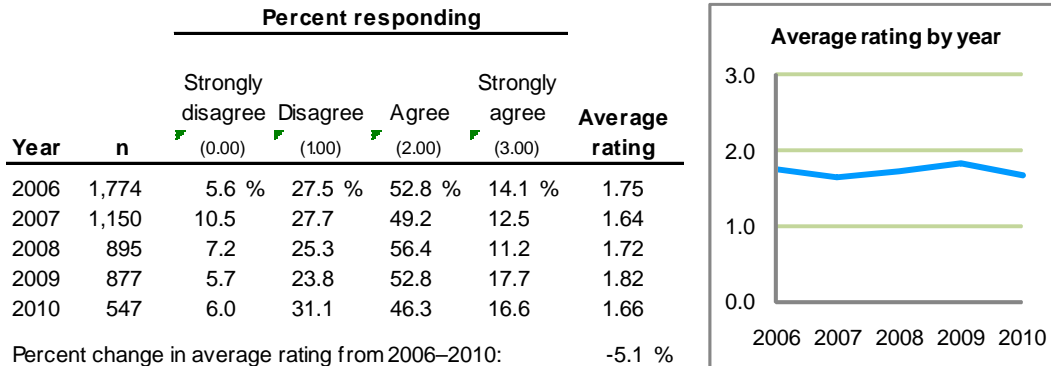


* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get share the same values." Results can be interpreted in the same manner as other variables in this section.

"The borough needs to stay small and quaint. That is its basic charm."

Table 13.3b. People in Neighborhood Share Same Values: Trends 2006-2010

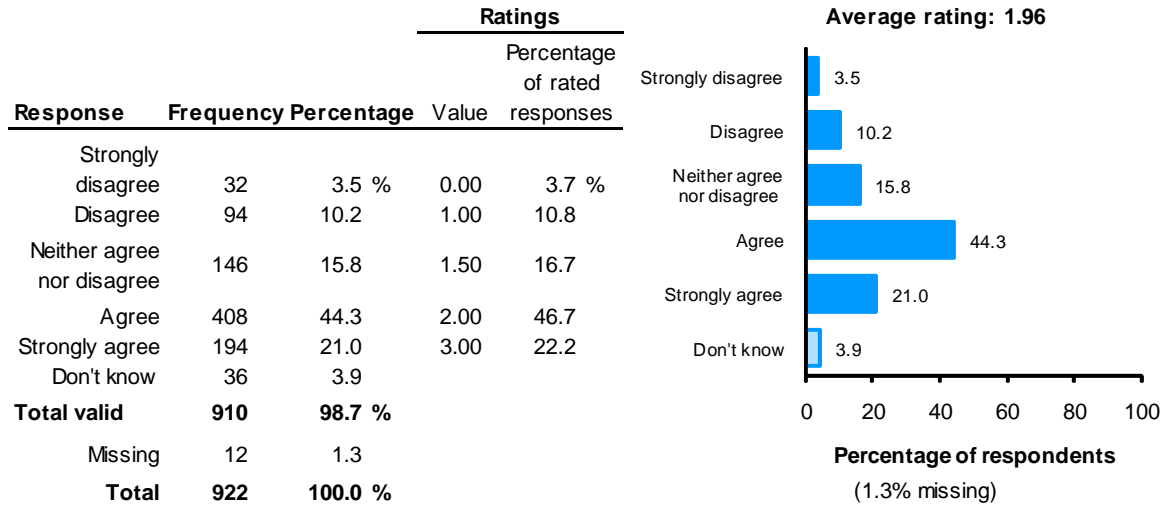
Question 13.3. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood share the same values.**



* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get share the same values." Results can be interpreted in the same manner as other variables in this section.

Table 13.4a. People in Neighborhood are Willing to Help Their Neighbors, 2010

Question 13.4. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood are willing to help their neighbors.**



“I would like to see an organized network of volunteer opportunities.”

Table 13.4b. People in Neighborhood are Willing to Help Their Neighbors: Trends 2006-2010

Question 13.4. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood are willing to help their neighbors.**

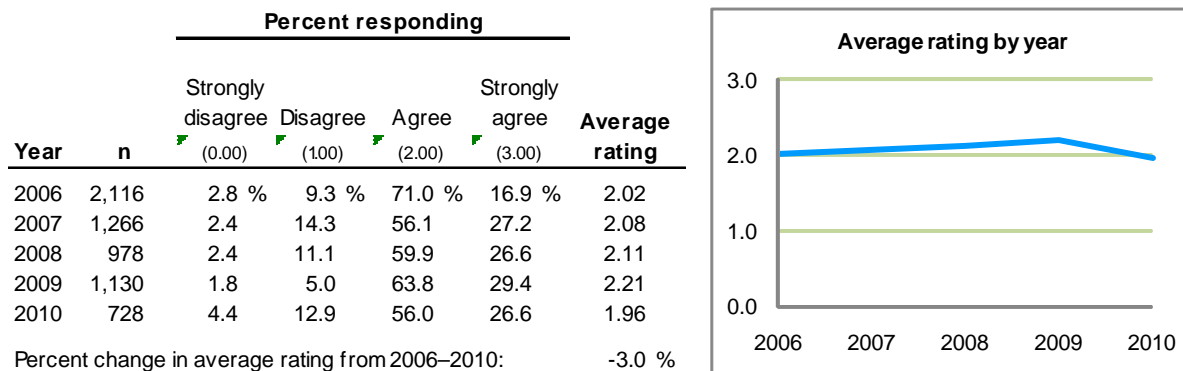
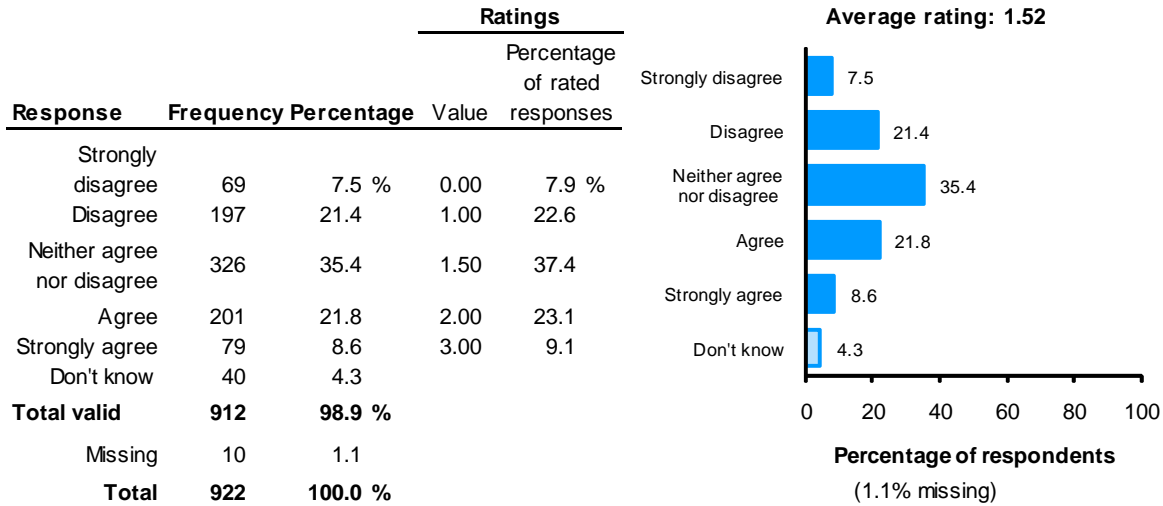


Table 13.5a. Neighborhood is Close-Knit, 2010

Question 13.5. Please indicate the extent to which you agree or disagree with each of the following statements: *Mine is a close-knit neighborhood.*



“Neighborhoods are poorly planned for knowing your neighbors. If all subdivisions had a small gathering place with a local quick-stop market for bread and milk and a small park-like area along it, we would see a lot more of the people we live near. Mat-Su was developed for driving everywhere which does not promote a feeling of safety with your neighbors.”

Table 13.5b. Neighborhood is Close-Knit: Trends 2006-2010

Question 13.5. Please indicate the extent to which you agree or disagree with each of the following statements: *Mine is a close-knit neighborhood.*

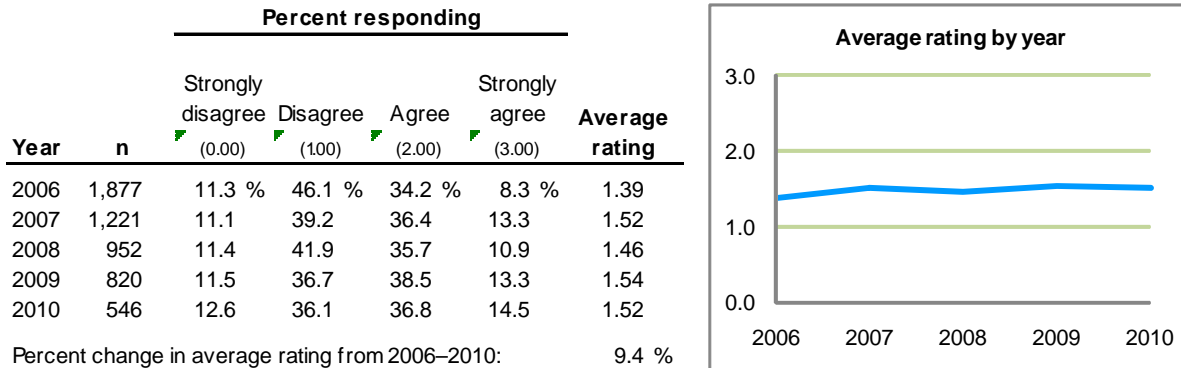


Table 14.1a. Intervention by Neighbors Against Children Spray-Painting Graffiti, 2010

Question 14.1. Please indicate the extent to which you agree or disagree with each of the following statements: **One or more of my neighbors could be counted on to intervene if children were spray-painting graffiti on a local building.**

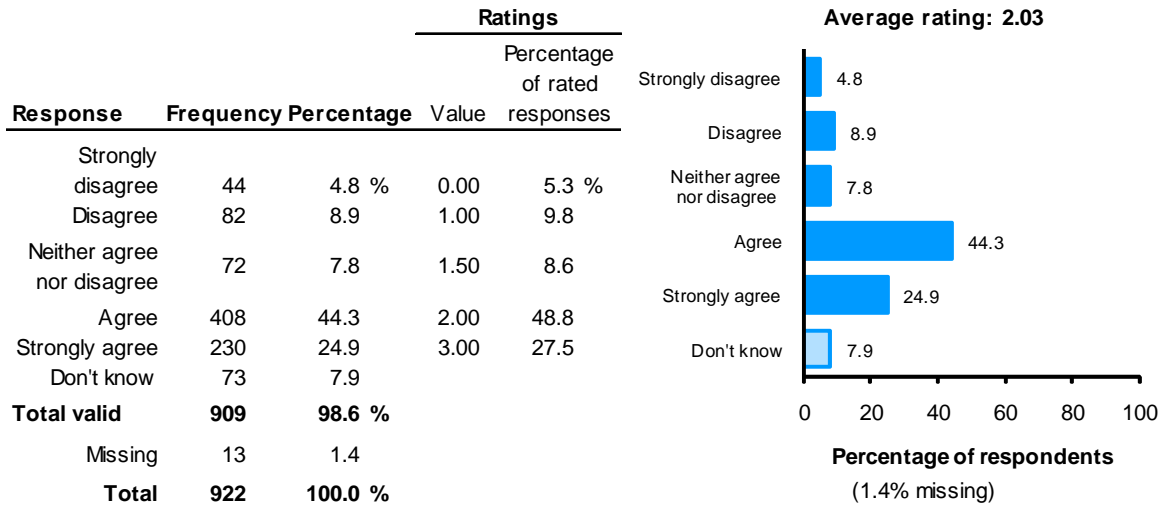


Table 14.1b. Intervention by Neighbors Against Children Spray-Painting Graffiti: Trends 2006-2010

Question 14.1. Please indicate the extent to which you agree or disagree with each of the following statements: **One or more of my neighbors could be counted on to intervene if children were spray-painting graffiti on a local building.**

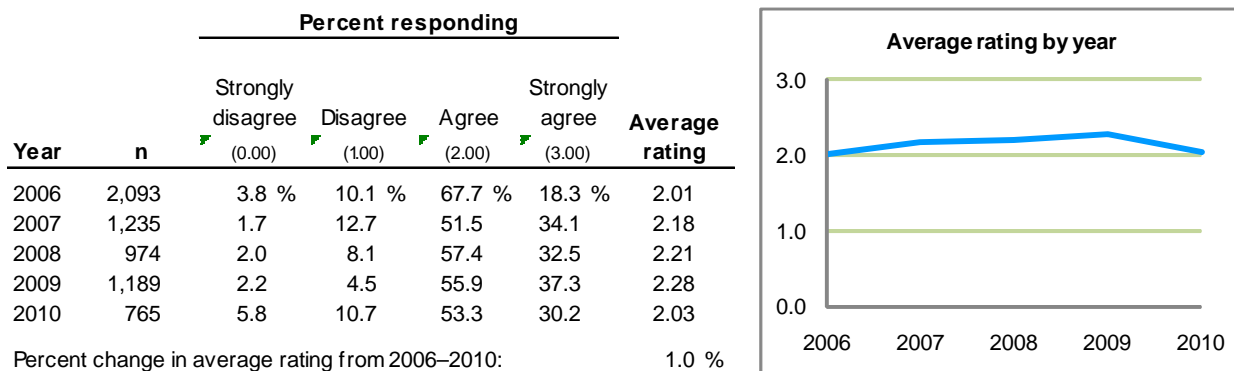


Table 14.2a. Intervention by Neighbors Against Disrespectful Children, 2010

Question 14.2. Please indicate the extent to which you agree or disagree with each of the following statements: **One or more of my neighbors could be counted on to intervene if children were showing disrespect toward an adult.**

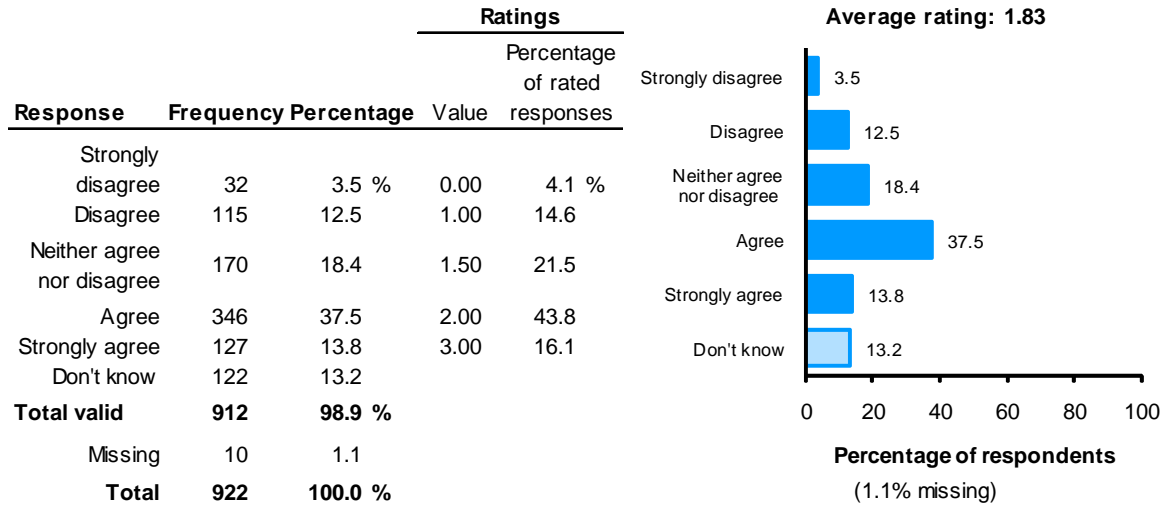


Table 14.2b. Intervention by Neighbors Against Disrespectful Children: Trends 2006-2010

Question 14.2. Please indicate the extent to which you agree or disagree with each of the following statements: **One or more of my neighbors could be counted on to intervene if children were showing disrespect toward an adult.**

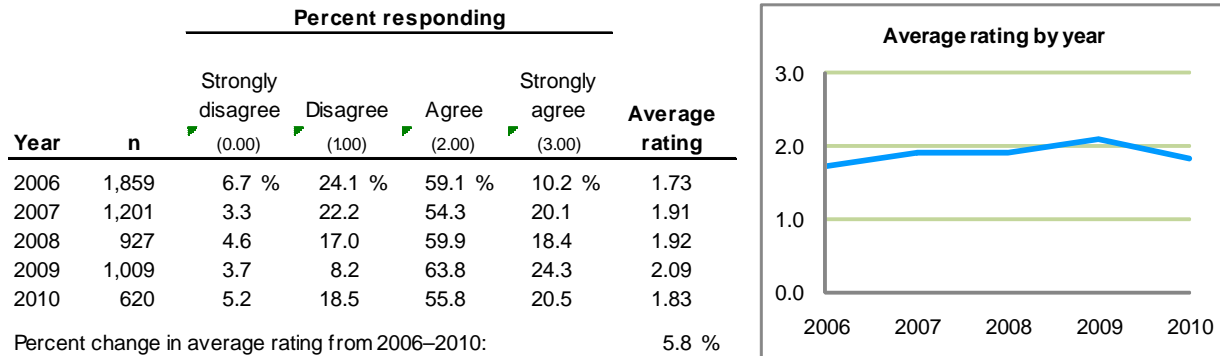


Table 14.3a. Intervention by Neighbors Against Budget Cuts to Fire Station, 2010

Question 14.3. Please indicate the extent to which you agree or disagree with each of the following statements: **One of more of my neighbors would intervene if the fire station closest to their home were threatened with budget cuts.**

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	23	2.5 %	0.00	3.1 %
Disagree	90	9.8	1.00	12.0
Neither agree nor disagree	170	18.4	1.50	22.8
Agree	315	34.2	2.00	42.2
Strongly agree	149	16.2	3.00	19.9
Don't know	165	17.9		
Total valid	912	98.9 %		
Missing	10	1.1		
Total	922	100.0 %		

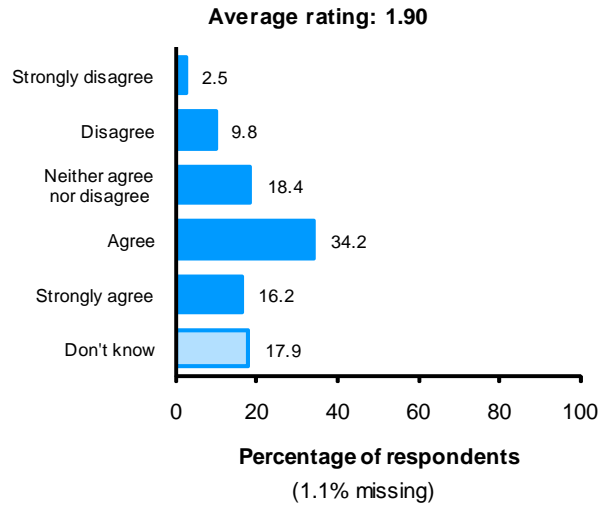


Table 14.3b. Intervention by Neighbors Against Budget Cuts to Fire Station: Trends 2006–2010

Question 14.3. Please indicate the extent to which you agree or disagree with each of the following statements: **One of more of my neighbors would intervene if the fire station closest to their home were threatened with budget cuts.**

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	1,697	5.1 %	15.7 %	64.5 %	14.6 %	1.89
2007	1,124	1.9	15.3	55.4	27.4	2.08
2008	851	2.6	14.5	57.0	26.0	2.06
2009	876	2.2	6.1	63.5	28.3	2.18
2010	577	4.0	15.6	54.6	25.8	1.90

Percent change in average rating from 2006–2010: 0.5 %

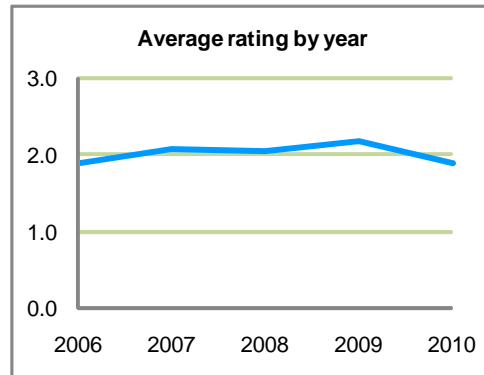


Table 14.4a. Intervention by Neighbors Against Fight Near Home, 2010

Question 14.4. Please indicate the extent to which you agree or disagree with each of the following statements:
One of my neighbors could be counted on to intervene if a fight broke out in front of their home.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	34	3.7 %	0.00	4.2 %
Disagree	102	11.1	1.00	12.7
Neither agree nor disagree	94	10.2	1.50	11.7
Agree	397	43.1	2.00	49.3
Strongly agree	179	19.4	3.00	22.2
Don't know	106	11.5		
Total valid	912	98.9 %		
Missing	10	1.1		
Total	922	100.0 %		

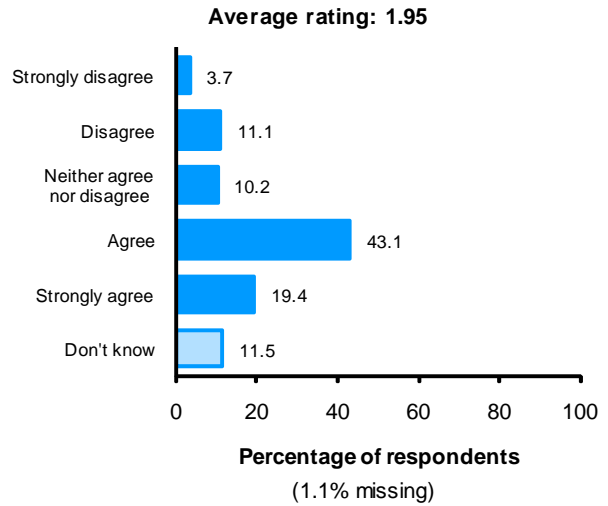


Table 14.4b. Intervention by Neighbors Against Fight Near Home: Trends 2006–2010

Question 14.4. Please indicate the extent to which you agree or disagree with each of the following statements:
One of my neighbors could be counted on to intervene if a fight broke out in front of their home.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,028	4.4 %	10.9 %	64.8 %	19.8 %	2.00
2007	1,194	2.3	17.3	53.6	26.7	2.05
2008	940	2.1	11.8	61.5	24.6	2.09
2009	1,109	2.1	4.7	61.9	31.4	2.23
2010	712	4.8	14.3	55.8	25.1	1.95

Percent change in average rating from 2006–2010: -2.5 %

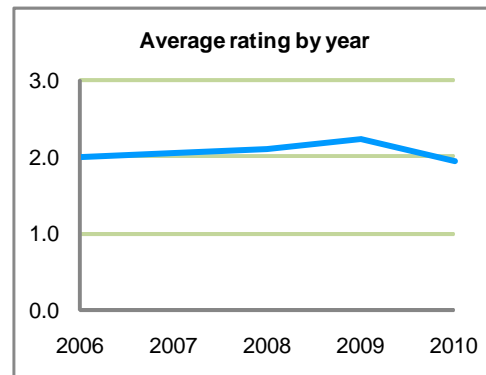
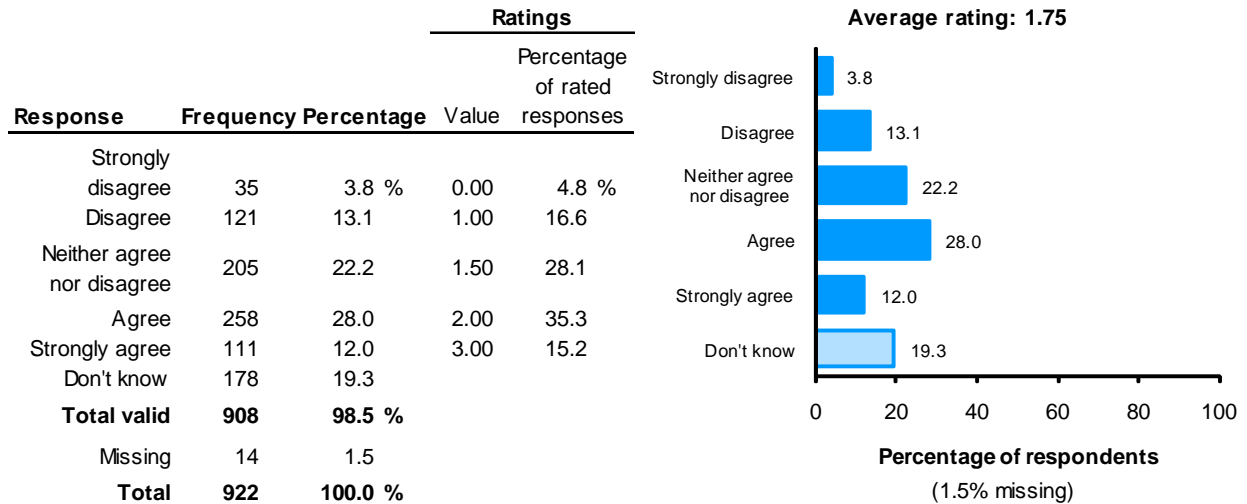


Table 14.5a. Intervention by Neighbors Against Truant and Loitering Children, 2010

Question 14.5. Please indicate the extent to which you agree or disagree with each of the following statements:
At least one of my neighbors would intervene if children were skipping school and hanging out on a neighborhood street corner.



“Need more things for teens to do, like free expanded 4-H clubs for all. Need more ‘community’-involved parents and fewer members who complain but don’t do anything to combat the higher crime rates.”

Table 14.5b. Intervention by Neighbors Against Truant and Loitering Children: Trends 2006–2010

Question 14.5. Please indicate the extent to which you agree or disagree with each of the following statements:
At least one of my neighbors would intervene if children were skipping school and hanging out on a neighborhood street corner.

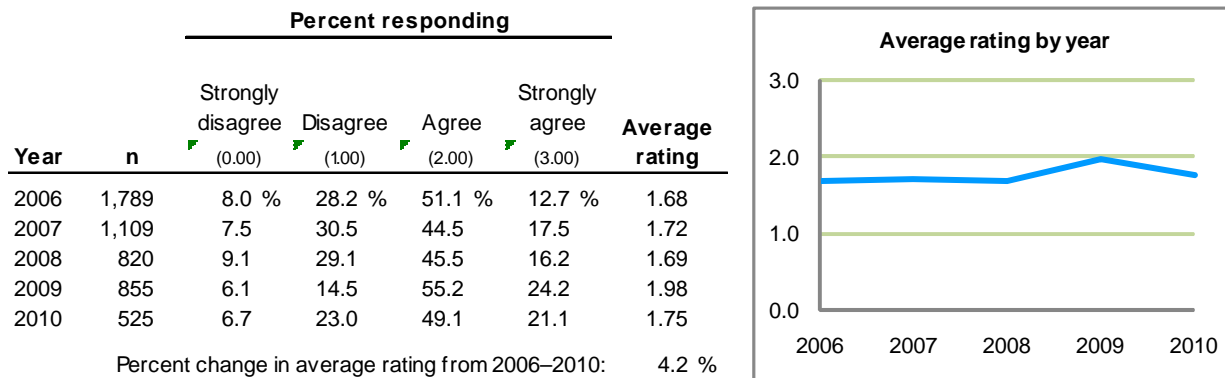


Table 15.1a. Borrowing Items from Neighbors, 2010

Question 15.1. How often do you borrow something from or loan something to a neighbor?

Response	Frequency Percentage		Ratings	
	Value	Percentage of rated responses	Value	Percentage of rated responses
Never	299	32.4 %	0.00	32.9 %
Less than once a month	413	44.8	1.00	45.4
Monthly	133	14.4	2.00	14.6
Weekly	56	6.1	3.00	6.2
Daily	9	1.0	4.00	1.0
Total valid	910	98.7 %		
Missing	12	1.3		
Total	922	100.0 %		

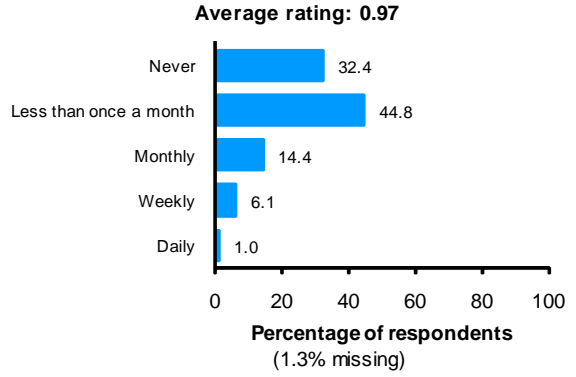


Table 15.1b. Borrowing Items from Neighbors: Trends 2007–2010

Question 15.1. How often do you borrow something from or loan something to a neighbor?

Year	n	Percent responding					Average rating
		Never (0.00)	Less than once a month (1.00)	Monthly (2.00)	Weekly (3.00)	Daily (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,368	35.8 %	44.3 %	13.8 %	5.3 %	0.7 %	0.91
2008	1,063	39.8	41.3	11.2	6.7	1.0	0.88
2009	1,399	33.8	45.7	14.7	5.2	0.6	0.93
2010	910	32.9	45.4	14.6	6.2	1.0	0.97

Percent change in average rating from 2007–2010: 6.6 %

* This question was not asked in 2006.

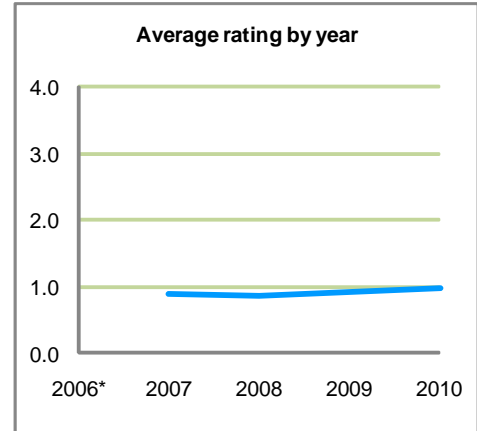


Table 15.2a. Visiting with Neighbors, 2010

Question 15.2. How often do you visit with a neighbor, out in the neighborhood or in one of your homes?

Response	Frequency Percentage		Ratings	
	Value	Percentage of rated responses	Value	Percentage of rated responses
Never	113	12.3 %	0.00	12.5 %
Less than once a month	256	27.8	1.00	28.3
Monthly	183	19.8	2.00	20.2
Weekly	272	29.5	3.00	30.1
Daily	81	8.8	4.00	9.0
Total valid	905	98.2 %		
Missing	17	1.8		
Total	922	100.0 %		

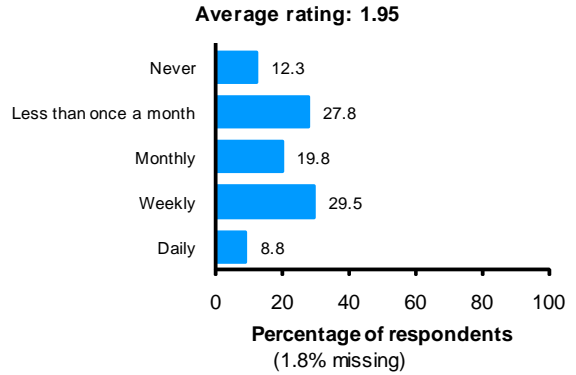


Table 15.2b. Visiting with Neighbors: Trends 2007–2010

Question 15.2. How often do you visit with a neighbor, out in the neighborhood or in one of your homes?

Year	n	Percent responding					Average rating
		Never (0.00)	Less than once a month (1.00)	Monthly (2.00)	Weekly (3.00)	Daily (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,370	11.8 %	31.8 %	19.9 %	28.5 %	8.1 %	1.89
2008	1,065	13.3	30.0	19.9	28.5	8.3	1.88
2009	1,392	11.5	30.4	22.8	28.0	7.3	1.89
2010	905	12.5	28.3	20.2	30.1	9.0	1.95

Percent change in average rating from 2007–2010: 3.2 %

* This question was not asked in 2006.

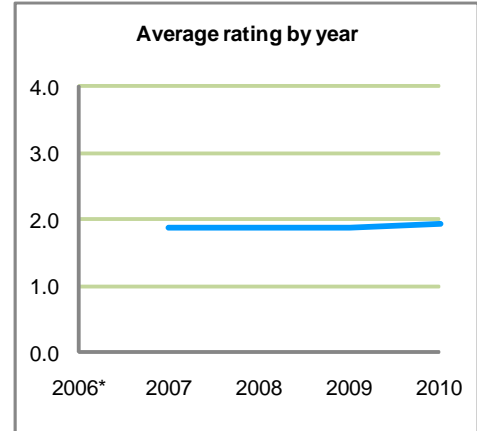
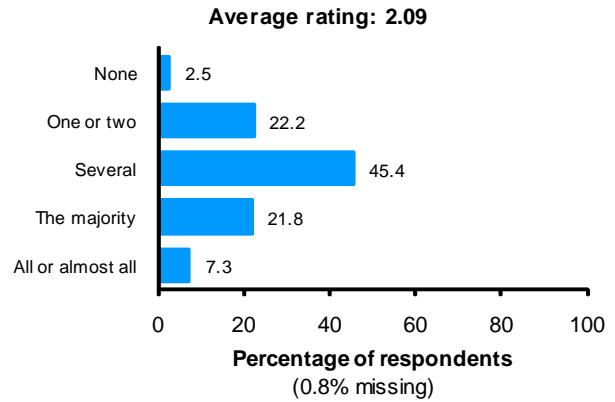


Table 15.3a. Knowing Neighbors by Sight or Name, 2010

Question 15.3. How many of your neighbors would you say that you know by sight or by name?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
None	23	2.5 %	0.00	2.5 %
One or two	205	22.2	1.00	22.4
Several	419	45.4	2.00	45.8
The majority	201	21.8	3.00	22.0
All or almost all	67	7.3	4.00	7.3
Total valid	915	99.2 %		
Missing	7	0.8		
Total	922	100.0 %		



“There are getting to be too many rentals. Rentals bring a in a whole different class of people. More crime.”

Table 15.3b. Knowing Neighbors by Sight or Name: Trends 2007–2010

Question 15.3. How many of your neighbors would you say that you know by sight or by name?

Year	n	Percent responding					Average rating
		None (0.00)	One or two (1.00)	Several (2.00)	The majority (3.00)	All or almost all (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,371	2.1 %	19.0 %	44.9 %	22.6 %	11.4 %	2.22
2008	1,066	3.0	22.8	44.1	21.2	8.9	2.10
2009	1,403	2.2	18.3	46.3	22.5	10.7	2.21
2010	915	2.5	22.4	45.8	22.0	7.3	2.09

Percent change in average rating from 2007–2010: -5.9 %

* This question was not asked in 2006.

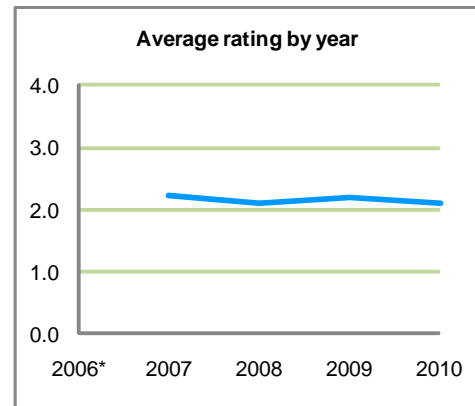
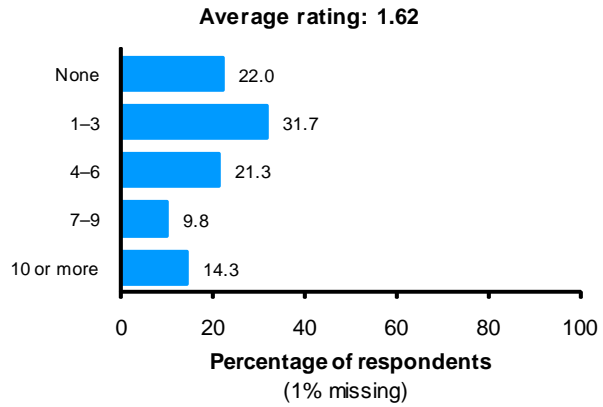


Table 15.4a. Friends and Relatives in Neighborhood, 2010

Question 15.4. Not counting those who live with you, how many friends and relatives do you have in your neighborhood?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
None	203	22.0 %	0.00	22.2 %
1-3	292	31.7	1.00	32.0
4-6	196	21.3	2.00	21.5
7-9	90	9.8	3.00	9.9
10 or more	132	14.3	4.00	14.5
Total valid	913	99.0 %		
Missing	9	1.0		
Total	922	100.0 %		



“I live here because most of my family is here.”

Table 15.4b. Friends and Relatives in Neighborhood: Trends 2007–2010

Question 15.4. Not counting those who live with you, how many friends and relatives do you have in your neighborhood?

Year	n	Percent responding					Average rating
		None (0.00)	1-3 (1.00)	4-6 (2.00)	7-9 (3.00)	10 or more (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,371	18.5 %	30.7 %	22.1 %	11.1 %	17.7 %	1.79
2008	1,067	23.6	29.0	21.4	11.5	14.5	1.64
2009	1,401	19.1	30.2	22.3	11.5	16.8	1.77
2010	913	22.2	32.0	21.5	9.9	14.5	1.62

Percent change in average rating from 2007–2010: -9.5 %

* This question was not asked in 2006.

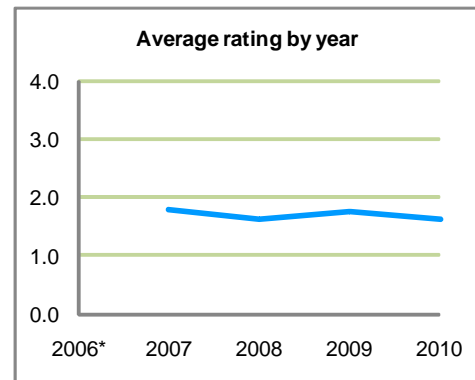


Table 16a. Neighborhood Conditions, 2010

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

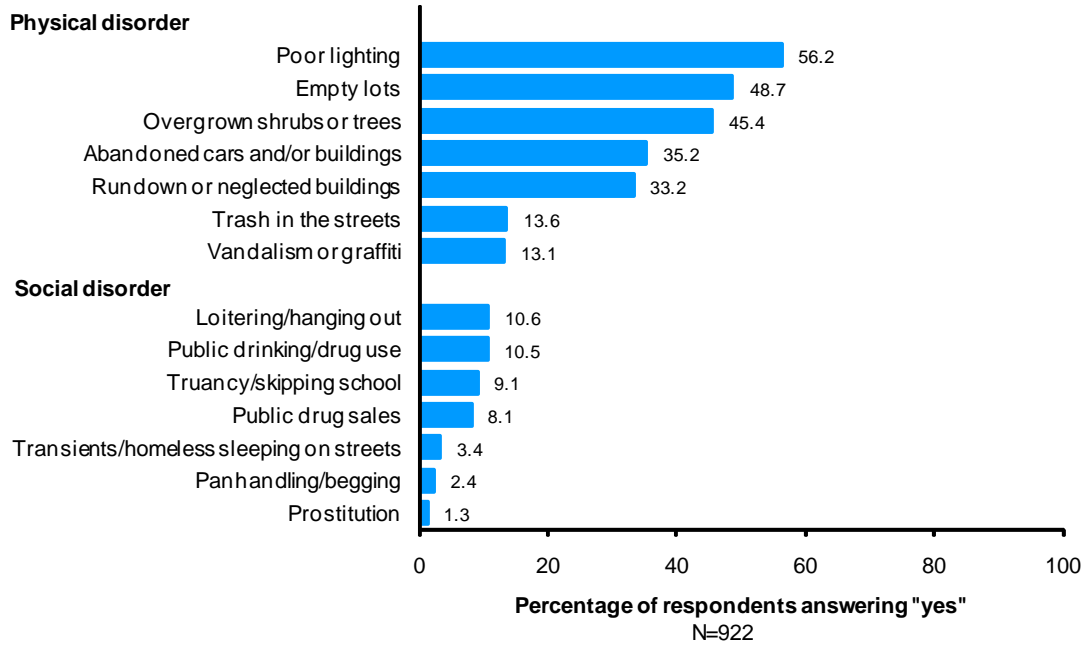


Table 16b. Neighborhood Conditions: Trends 2007–2010*

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

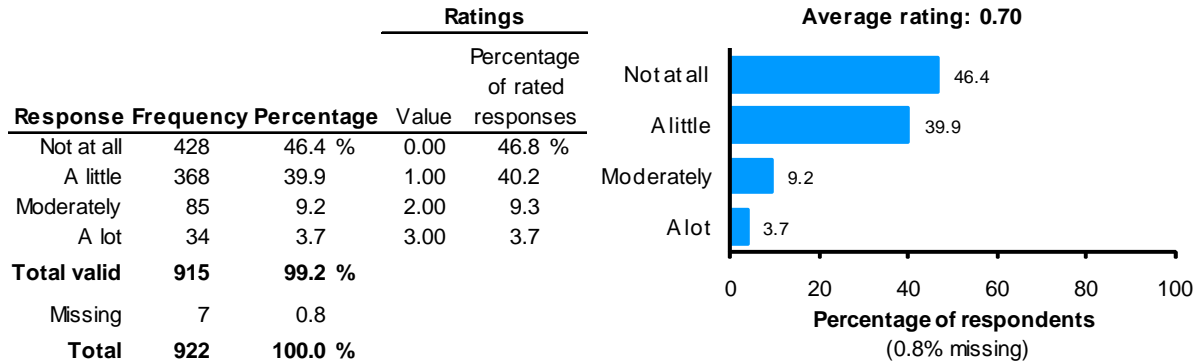
Response	2007	2008	2009	2010	Percent change from 2007–2010:
Physical disorder					
Poor lighting	55.5 %	57.6 %	62.1 %	56.2 %	1.3 %
Empty lots	50.9	52.2	53.5	48.7	-4.3
Overgrown shrubs or trees	40.3	49.1	43.5	45.4	12.7
Abandoned cars and/or buildings	42.2	36.0	38.7	35.2	-16.6
Rundown or neglected buildings	39.7	35.5	36.6	33.2	-16.4
Trash in the streets	26.9	17.6	17.0	13.6	-49.6
Vandalism or graffiti	16.9	15.5	14.5	13.1	-22.3
Social disorder					
Loitering/hanging out	11.3 %	12.5 %	10.3 %	10.6 %	-5.9 %
Public drinking/drug use	13.5	11.5	11.6	10.5	-22.1
Truancy/skipping school	12.4	11.5	9.0	9.1	-26.5
Public drug sales	9.1	7.7	7.6	8.1	-10.6
Transients/homeless sleeping on streets	1.7	2.7	3.1	3.4	97.8 †
Panhandling/begging	2.1	2.7	2.7	2.4	13.6
Prostitution	1.3	1.2	1.5	1.3	0.1

* This question was not asked in 2006.

† Large increases from 2007 to 2010 should be interpreted with caution because the base percentages are very small.

Table 17.1a. Fear of Victimization--Burglary, 2010

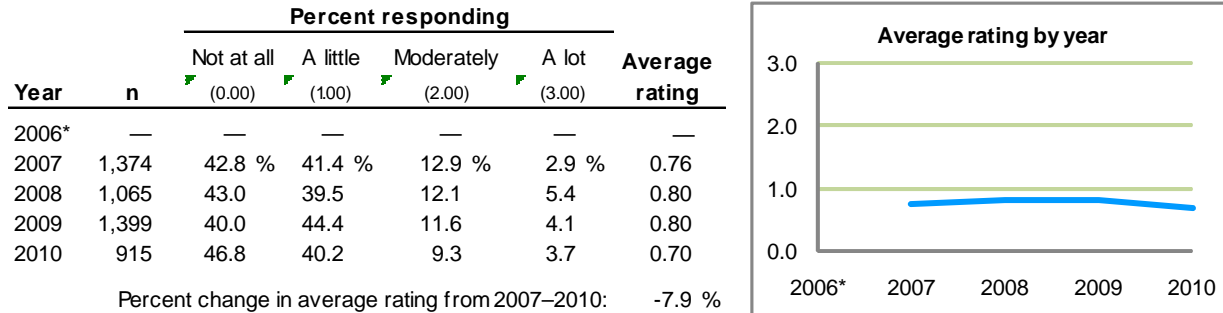
Question 17.1. To what extent are you fearful that you or members of your household will be the victim of burglary (while you or your loved ones are at home)?



“When thefts have occurred in my neighborhood, the local police (Houston) have neglected to investigate them.”

Table 17.1b. Fear of Victimization--Burglary: Trends 2007–2010

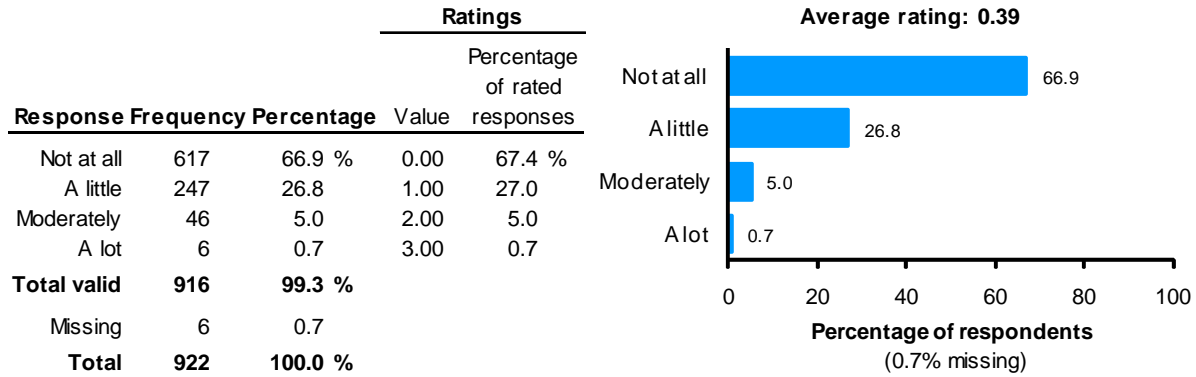
Question 17.1. To what extent are you fearful that you or members of your household will be the victim of burglary (while you or your loved ones are at home)?



* This question was not asked in 2006.

Table 17.2a. Fear of Victimization–Sexual Assault, 2010

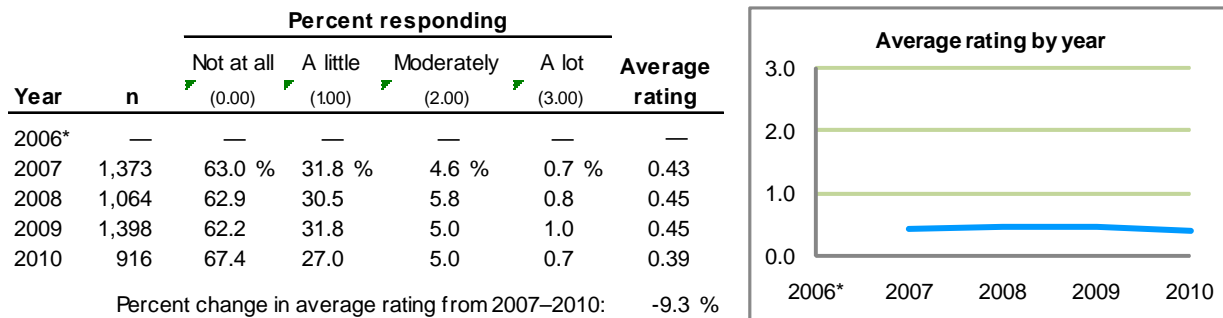
Question 17.2. To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?



“Attitudes towards sexual violence need to change. Most people tend to be afraid of a stranger entering their home and sexually assaulting them. The reality is that most victims know their assailants, usually a family member or a friend of a family member.”

Table 17.2b. Fear of Victimization–Sexual Assault: Trends 2007–2010

Question 17.2. To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?



* This question was not asked in 2006.

Table 17.3a. Fear of Victimization—Murder, 2010

Question 17.3. To what extent are you fearful that you or a member of your household will be the victim of a murder?

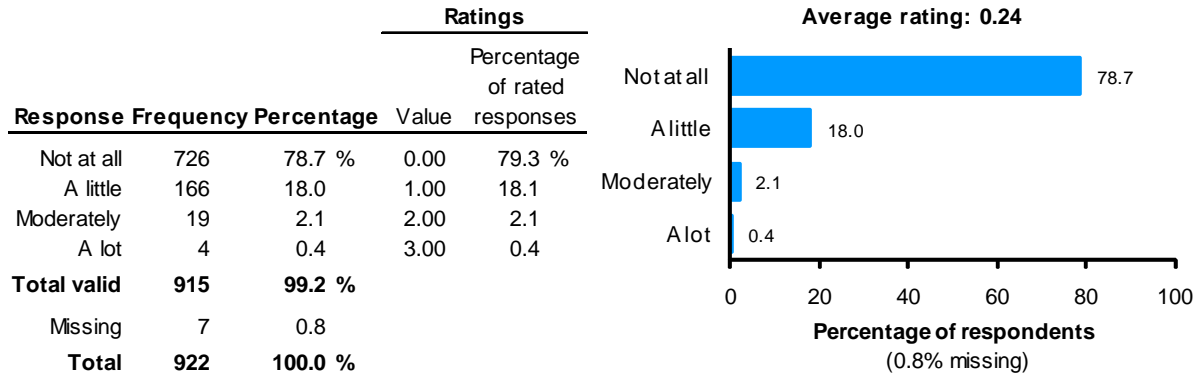
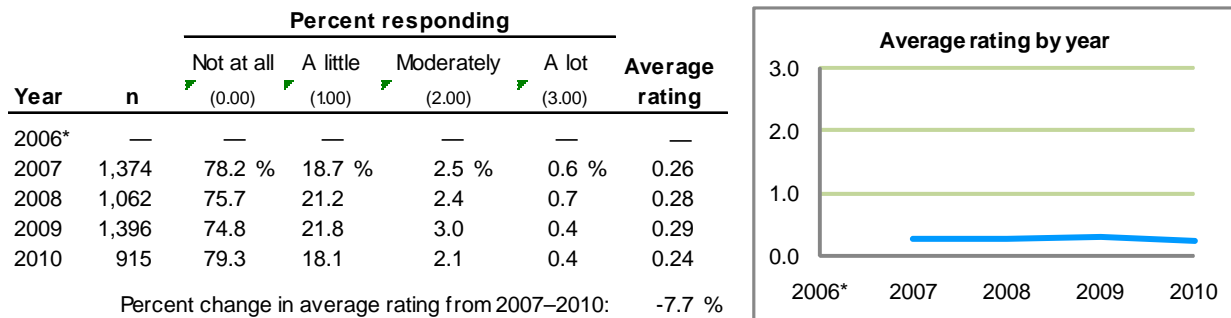


Table 17.3b. Fear of Victimization—Murder: Trends 2007–2010

Question 17.3. To what extent are you fearful that you or a member of your household will be the victim of a murder?



* This question was not asked in 2006.

Table 17.4a. Fear of Victimization--Kidnapping, 2010

Question 17.4. To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Not at all	767	83.2 %	0.00	83.9 %
A little	130	14.1	1.00	14.2
Moderately	15	1.6	2.00	1.6
A lot	2	0.2	3.00	0.2
Total valid	914	99.1 %		
Missing	8	0.9		
Total	922	100.0 %		

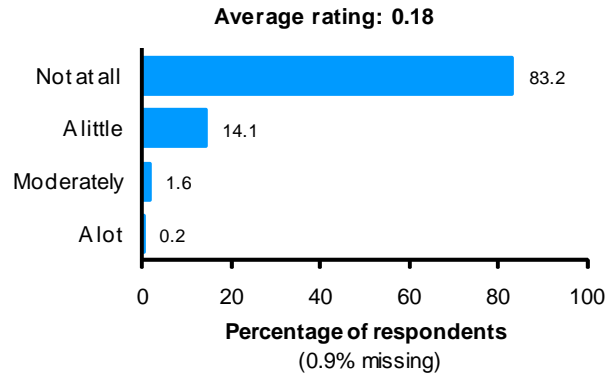
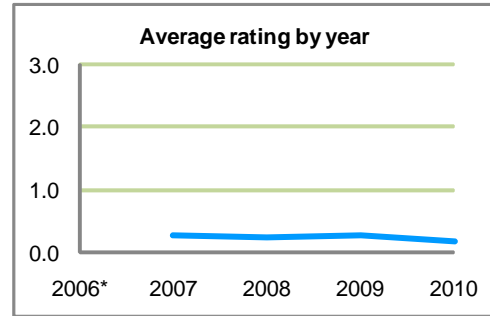


Table 17.4b. Fear of Victimization--Kidnapping: Trends 2007–2010

Question 17.4. To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?

Year	n	Percent responding				Average rating
		Not at all (0.00)	A little (1.00)	Moderately (2.00)	A lot (3.00)	
2006*	—	—	—	—	—	—
2007	1,370	77.4 %	19.3 %	2.7 %	0.7 %	0.27
2008	1,063	80.7	16.7	1.8	0.9	0.23
2009	1,398	78.7	17.6	2.9	0.8	0.26
2010	914	83.9	14.2	1.6	0.2	0.18
Percent change in average rating from 2007–2010:						-33.3 %



* This question was not asked in 2006.

Table 17.5a. Fear of Victimization--Attack with Weapon, 2010

Question 17.5. To what extent are you fearful that you or a member of your household will be attacked with a weapon?

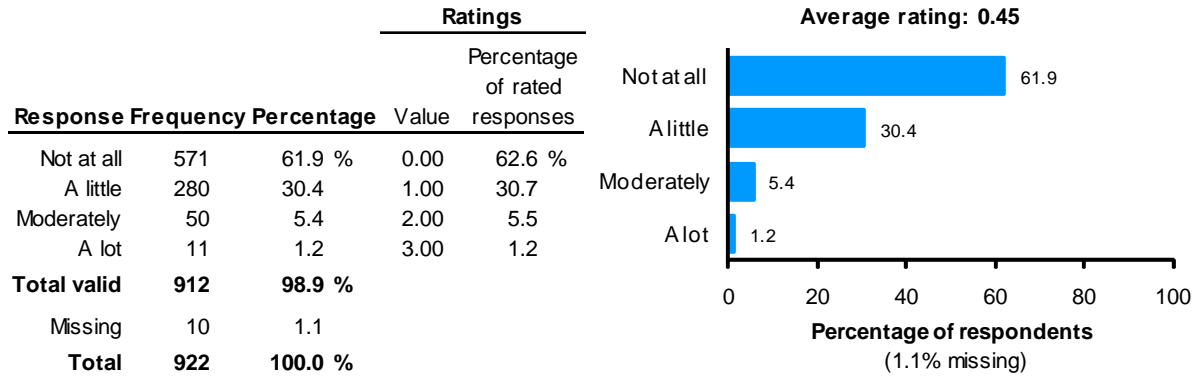
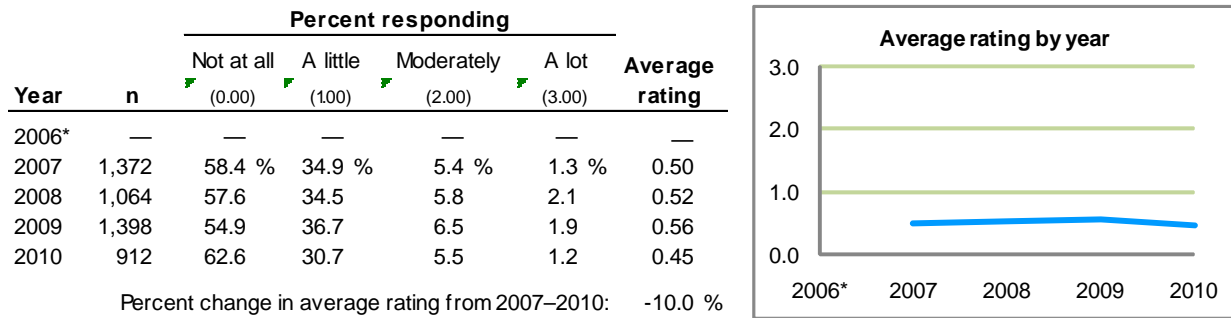


Table 17.5b. Fear of Victimization--Attack with Weapon: Trends 2007–2010

Question 17.5. To what extent are you fearful that you or a member of your household will be attacked with a weapon?



* This question was not asked in 2006.

Table 17.6a. Activities in Neighborhood Prevented by Fear of Crime , 2010

Question 17.6. How often does worry about crime prevent you from doing things you would like to do in your neighborhood?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Never	679	73.6 %	0.00	74.3 %
Rarely	180	19.5 %	1.00	19.7 %
Sometimes	44	4.8 %	2.00	4.8 %
Often	11	1.2 %	3.00	1.2 %
Total valid	914	99.1 %		
Missing	8	0.9 %		
Total	922	100.0 %		

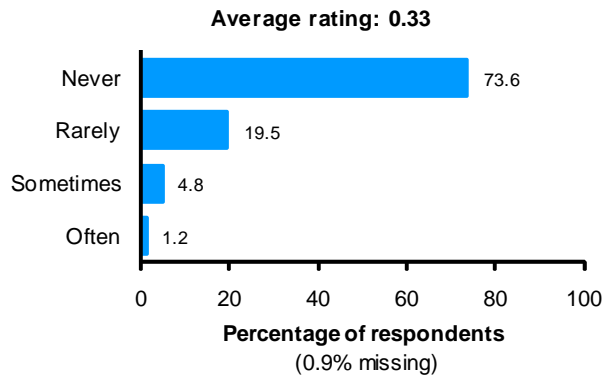
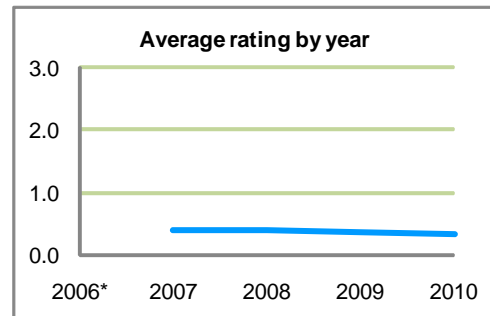


Table 17.6b. Activities in Neighborhood Prevented by Fear of Crime: Trends 2007–2010

Question 17.6. How often does worry about crime prevent you from doing things you would like to do in your neighborhood?

Year	n	Percent responding				Average rating
		Never (0.00)	Rarely (1.00)	Sometimes (2.00)	Often (3.00)	
2006*	—	—	—	—	—	—
2007	1,373	72.1 %	19.7 %	6.5 %	1.7 %	0.40
2008	1,065	70.5	20.4	7.4	1.7	0.40
2009	1,398	71.7	19.7	7.1	1.5	0.38
2010	914	74.3	19.7	4.8	1.2	0.33

Percent change in average rating from 2007–2010: -17.5 %



* This question was not asked in 2006.

Table 18.1a. Incidence of Fights Involving Weapons in Neighborhood, 2010

Question 18.1. How often has each of the following things happened in your neighborhood in the past 6 months?
A fight in which a weapon was used

Response	Frequency Percentage		Ratings	
	Frequency	Percentage	Value	Percentage of rated responses
Never	811	88.0 %	0.00	93.4 %
Once	47	5.1	1.00	5.4
Tw ice	7	0.8	2.00	0.8
Three times	3	0.3	3.00	0.3
Four or more times	0	0.0	4.00	0.0
Don't know	27	2.9		
Total valid	895	97.1 %		
Missing	27	2.9		
Total	922	100.0 %		

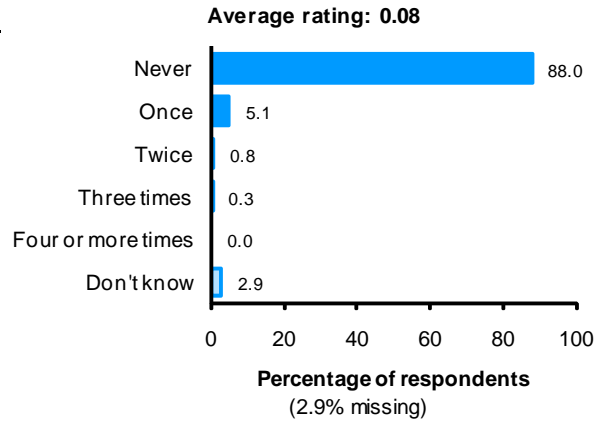


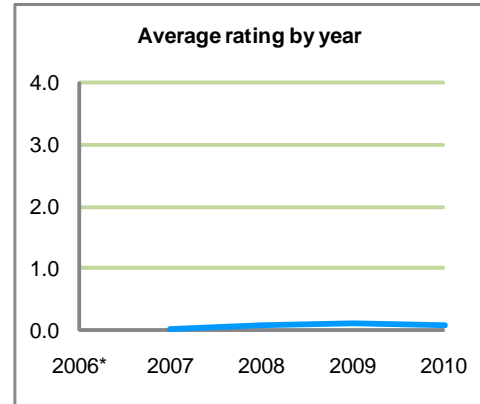
Table 18.1b. Incidence of Fights Involving Weapons in Neighborhood: Trends 2007–2010

Question 18.1. How often has each of the following things happened in your neighborhood in the past 6 months?
A fight in which a weapon was used

Year	n	Percent responding					Average rating
		Never (0.00)	Once (1.00)	Tw ice (2.00)	Three times (3.00)	Four or more times (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,377	96.9 %	2.7 %	0.4 %	0.0 %	0.0 %	0.03
2008	918	94.1	4.5	1.0	0.0	0.4	0.08
2009	1,336	92.1	5.9	1.1	0.4	0.5	0.11
2010	895	93.4	5.4	0.8	0.3	0.0	0.08

Percent change in average rating from 2007–2010: 166.7 % †

* This question was not asked in 2006.



† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 18.2a. Incidence of Violent Arguments Between Neighbors, 2010

Question 18.2. How often has each of the following things happened in your neighborhood in the past 6 months?
A violent argument between neighbors

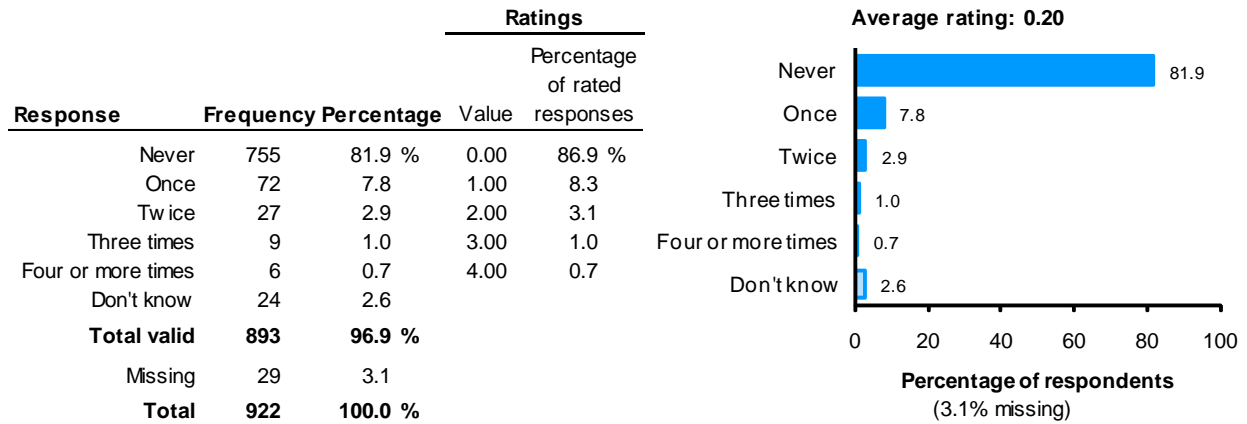
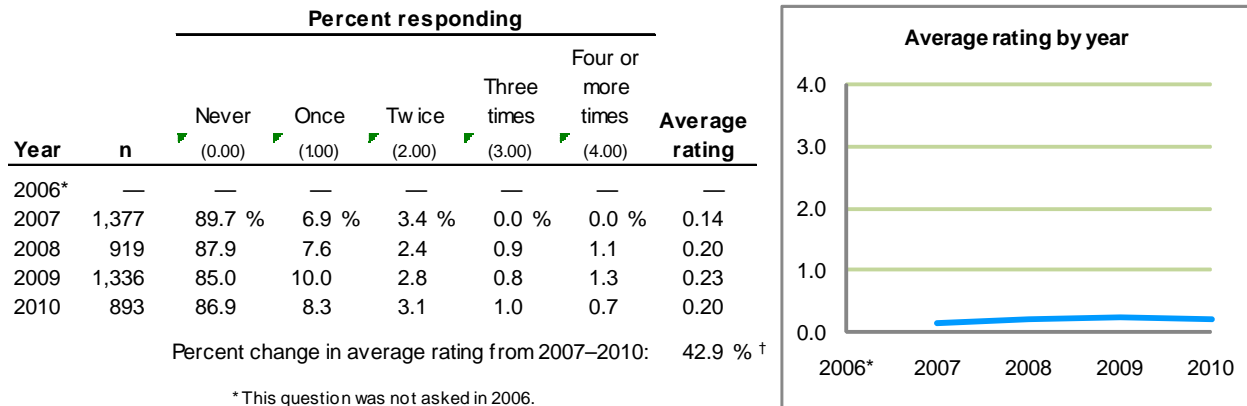


Table 18.2b. Incidence of Violent Arguments Between Neighbors: Trends 2007–2010

Question 18.2. How often has each of the following things happened in your neighborhood in the past 6 months?
A violent argument between neighbors

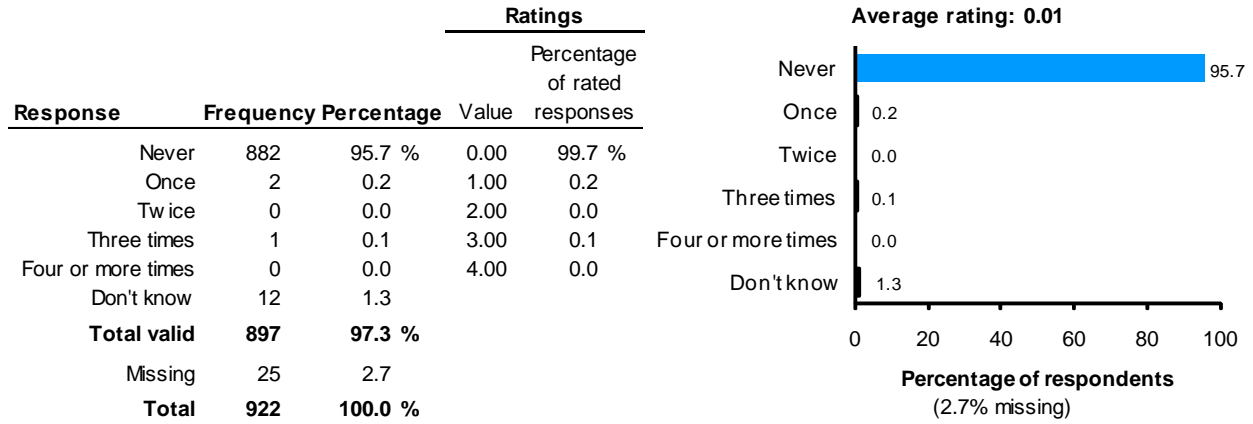


* This question was not asked in 2006.

† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 18.3a. Incidence of Gang Violence in Neighborhood, 2010

Question 18.3. How often has each of the following things happened in your neighborhood in the past 6 months?
A gang fight



*“Keep ‘gangs’ out of the Valley,
 or if that’s not possible, keep
 tabs on them.”*

Table 18.3b. Incidence of Gang Violence in Neighborhood: Trends 2007–2010

Question 18.3. How often has each of the following things happened in your neighborhood in the past 6 months?
A gang fight

Year	n	Percent responding					Average rating
		Never (0.00)	Once (1.00)	Twice (2.00)	Three times (3.00)	Four or more times (4.00)	
2006*	—	—	—	—	—	—	—
2007	1,377	99.6 %	0.2 %	0.1 %	0.0 %	0.0 %	0.01
2008	919	99.8	0.0	0.1	0.0	0.1	0.01
2009	1,360	99.3	0.2	0.3	0.1	0.1	0.01
2010	897	99.7	0.2	0.0	0.1	0.0	0.01

Percent change in average rating from 2007–2010: 0.0 %

* This question was not asked in 2006.

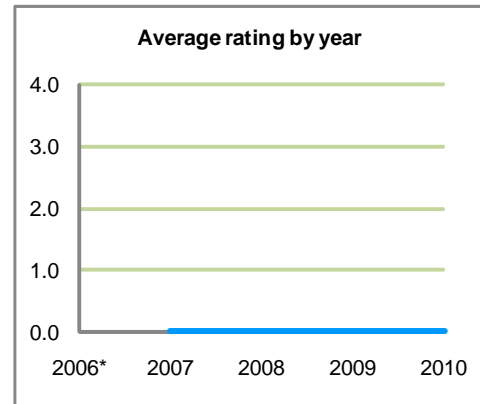


Table 18.4a. Incidence of Sexual Assaults or Rapes in Neighborhood, 2010

Question 18.4. How often has each of the following things happened in your neighborhood in the past 6 months?
A sexual assault or rape

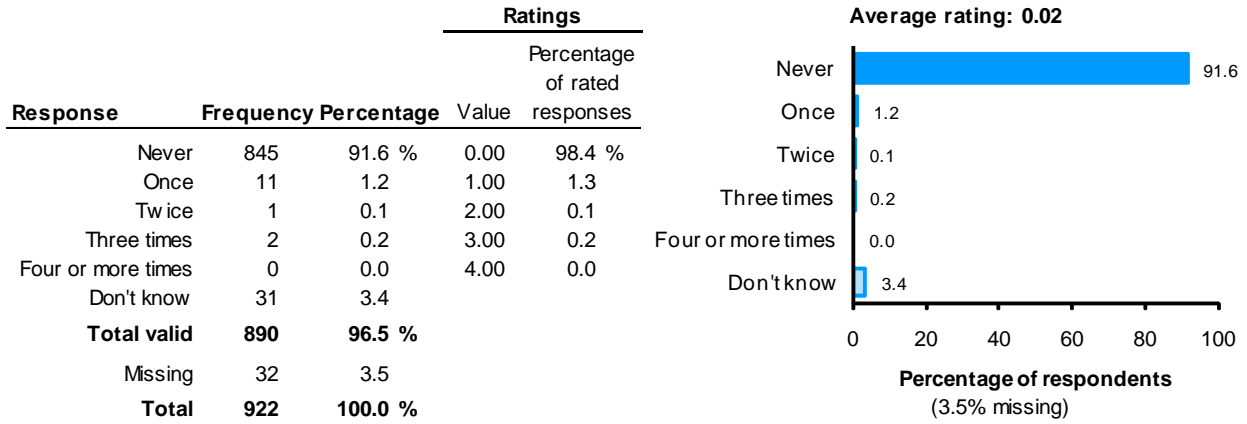
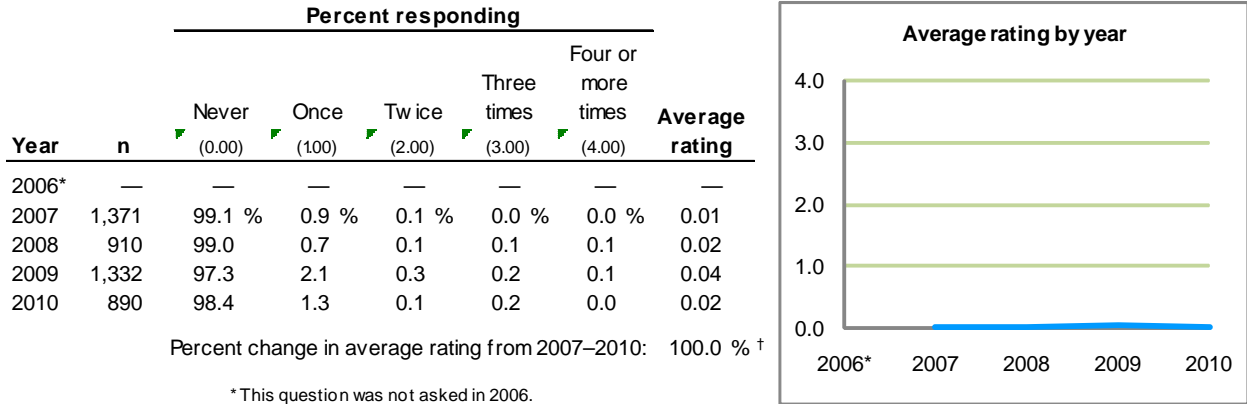


Table 18.4b. Incidence of Sexual Assaults or Rapes in Neighborhood: Trends 2007–2010

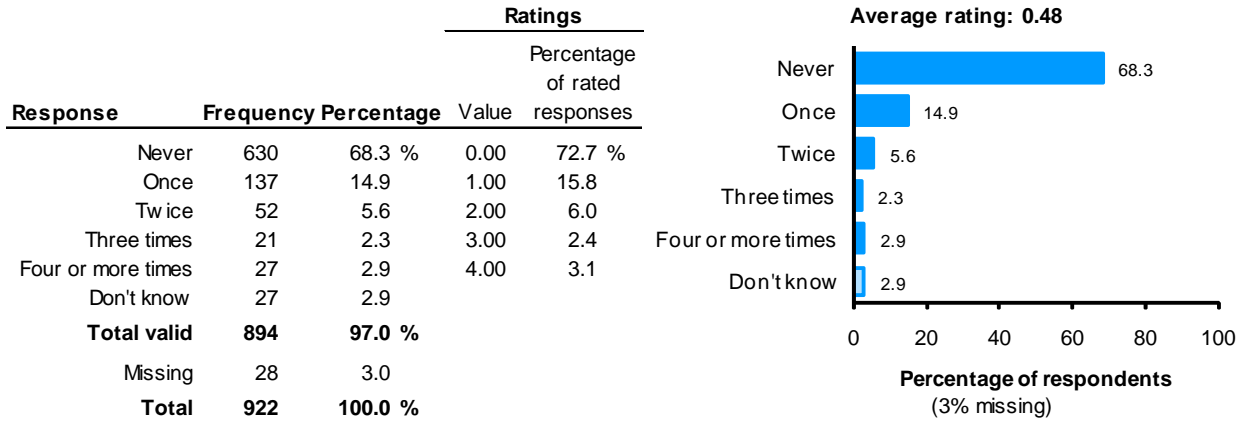
Question 18.4. How often has each of the following things happened in your neighborhood in the past 6 months?
A sexual assault or rape



† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 18.5a. Incidence of Robberies, Burglaries, or Muggings in Neighborhood, 2010

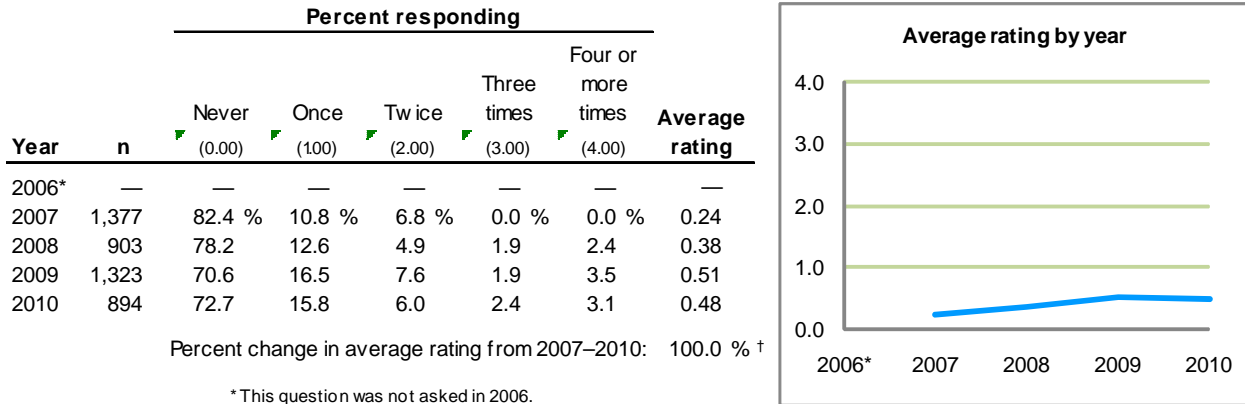
Question 18.5. How often has each of the following things happened in your neighborhood in the past 6 months?
A robbery, burglary, or mugging



“Lots of nuisance-type crimes in the area—mailbox theft, non-violent burglary, trespassing, etc.”

Table 18.5b. Incidence of Robberies, Burglaries, or Muggings in Neighborhood: Trends 2007–2010

Question 18.5. How often has each of the following things happened in your neighborhood in the past 6 months?
A robbery, burglary, or mugging



* This question was not asked in 2006.

† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 19a. Victimization by Violence While Living in Neighborhood, 2010

Question 19. While you have lived in this neighborhood, has anyone every used violence, such as in a mugging, fight, or sexual assault, against you, or any member of your household anywhere in your neighborhood?

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	860	93.3 %	0.00	94.6 %
Yes	49	5.3	1.00	5.4
Total valid	909	98.6 %		
Missing	13	1.4		
Total	922	100.0 %		

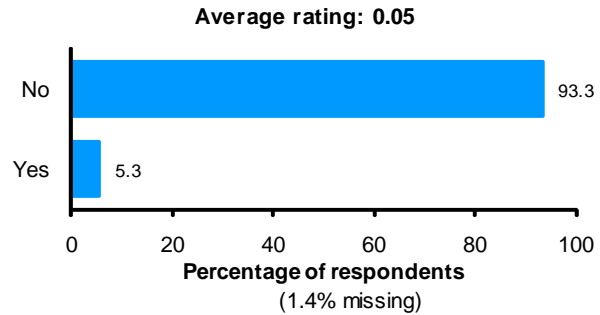
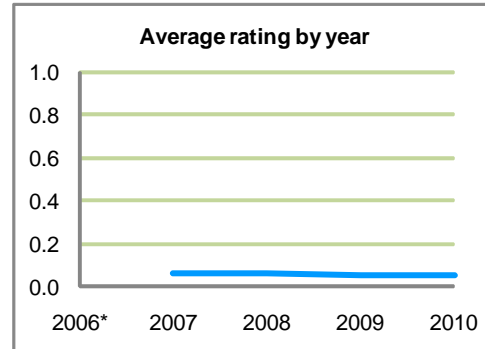


Table 19b. Victimization by Violence While Living in Neighborhood: Trends 2007-2010

Question 19. While you have lived in this neighborhood, has anyone every used violence, such as in a mugging, fight, or sexual assault, against you, or any member of your household anywhere in your neighborhood?

Year	n	Percent responding		Average rating
		No (0.00)	Yes (1.00)	
2006*	—	—	—	—
2007	1,362	93.6 %	6.4 %	0.06
2008	1,046	94.2	5.8	0.06
2009	1,385	94.6	5.4	0.05
2010	909	94.6	5.4	0.05
Percent change in average rating from 2007–2010:				-16.7 % †

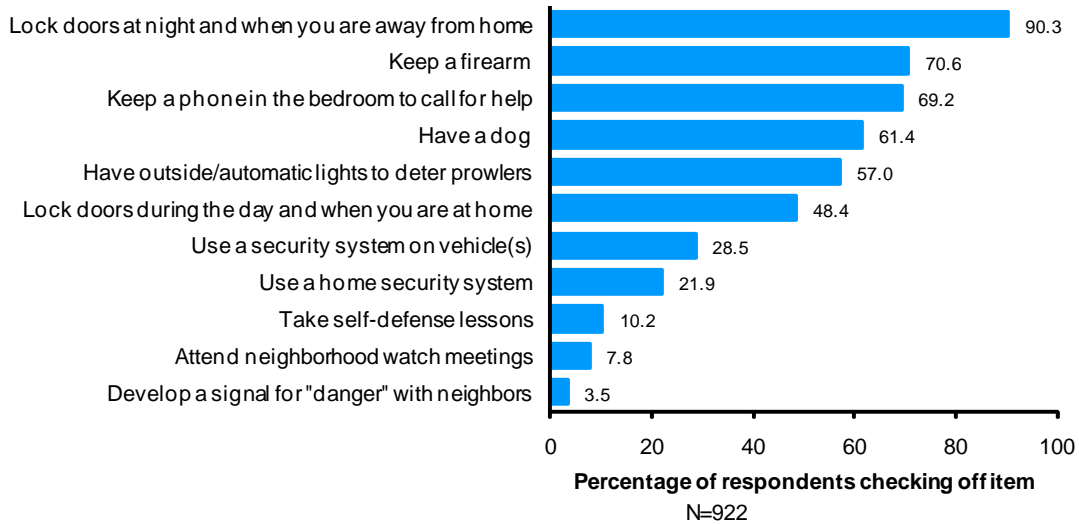


* This question was not asked in 2006.

† This change should be interpreted with extreme caution because the base numbers are very small.

Table 20a. Strategies for Self-Protection, 2010

Question 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.



"I have weapons and know how to use them."

Table 20b. Strategies for Self-Protection: Trends 2008–2010

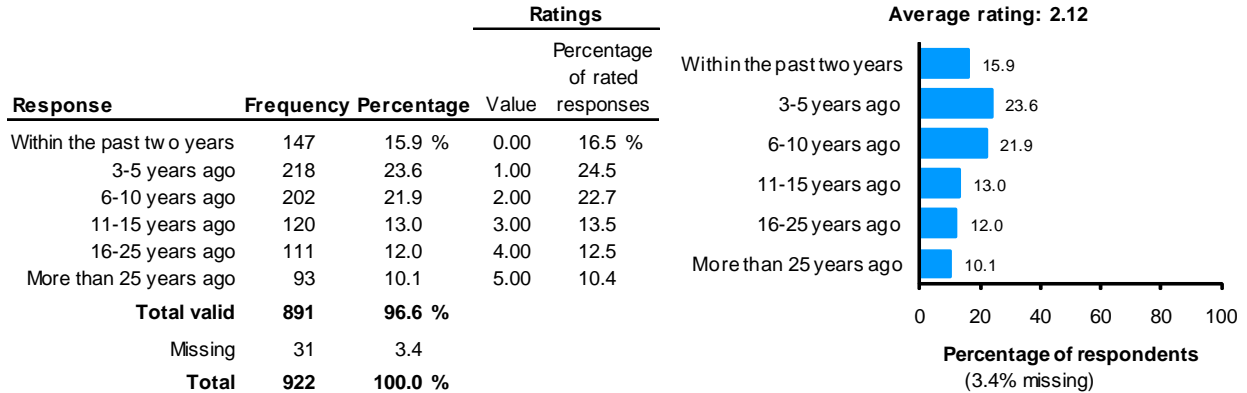
Question 20. Below is a list of things people may do for self-protection or to feel more secure in their homes and neighborhoods. Which of these things do you do? Please check all that apply.

Response	Percent responding					Percent change from 2008–2010:
	2006*	2007*	2008	2009	2010	
Lock doors at night and when you are away from home	—	—	90.3 %	90.8 %	90.8 %	0.5 %
Keep a firearm	—	—	69.6	71.1	70.6	1.4
Keep a phone in the bedroom to call for help	—	—	68.2	70.5	69.2	1.5
Have a dog	—	—	62.6	63.1	61.4	-1.9
Have outside/automatic lights to deter prowlers	—	—	61.4	65.6	57.0	-7.2
Lock doors during the day and when you are at home	—	—	50.0	52.3	48.4	-3.2
Use a security system on vehicle(s)	—	—	27.1	28.9	28.5	5.3
Use a home security system	—	—	14.4	16.8	21.9	52.1
Take self-defense lessons	—	—	7.4	7.7	10.2	37.8
Attend neighborhood watch meetings	—	—	7.1	7.0	7.8	10.0
Develop a signal for "danger" with neighbors	----	—	3.7	4.9	3.5	-6.2

* This question was not asked in 2006. In 2007, regardless of how many items a respondent checked, only one response was coded, with priority given to "keep a firearm." Comparing 2007 to subsequent years is not advisable, so results from that year are not shown here.

Table 21a. Length of Residence in Current Home, 2010

Question 21. When did you move to your current home? (Please provide year and month, if known)



Note: Categories presented here are collapsed from raw numbers provided by respondents.

Table 21b. Length of Residence in Current Home: Trends 2006–2010

Question 21. When did you move to your current home?
(Please provide year and month, if known)

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
<i>Average year</i>	1995	1996	1998	1998	1999	
Within the past two years	18.0 %	22.0 %	20.1 %	15.9 %	16.5 %	-8.3 %
3-5 years ago	22.3	18.7	27.3	25.9	24.5	9.7
6-10 years ago	21.4	22.2	21.2	22.3	22.7	5.9
11-15 years ago	13.0	13.4	10.3	13.4	13.5	3.6
16-25 years ago	15.8	16.8	14.7	11.8	12.5	-21.2
More than 25 years ago	9.4	6.8	6.5	10.8	10.4	11.0



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Part IV.

Local Government: Access, Policies, and Practices



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Local Government: Access, Policies, and Practices - Summary

Nearly a third of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 23 percent were dissatisfied. This is unchanged since 2007. Close to 35 percent of respondents answered “Don’t Know” about the Borough website’s ease of use or content. Most people agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff. The measures concerning the Borough’s website and communication with employees held steady from 2008-2009, but there were small decreases in the average rating in 2010.

Despite the positive tenor of so much of the rest of the survey to this point, 38 percent of respondents do not believe that they are getting their money’s worth for their tax dollars generally. (Despite this apparent low level of agreement, the average rating has increased 29 percent since 2006.) Another 36 percent believe that current road maintenance is not as good as it should be for the tax dollars invested, but similar to the satisfaction rating on how tax dollars are spent, the average rating on current road maintenance has increased gradually since 2007. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006.

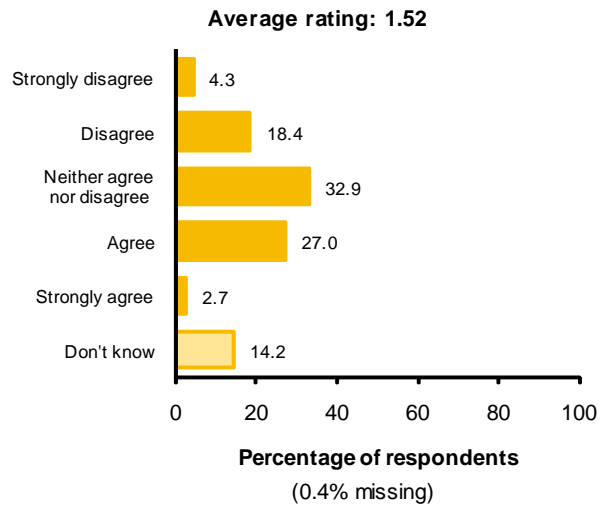
Several questions about support for different taxes have been asked since 2006: with the exception of gasoline tax or property taxes (which very few people support to any degree) there were consistent drops in level of support, although from 2009-2010 there were small increases in support for both year-round and seasonal sales taxes, but not enough to reach the level of support seen in 2006. It comes as no surprise that taxation issues are particularly contentious. The strongest reactions were against a local gasoline tax (75% opposed, though only 69% of respondents opposed such a tax if the revenues were directed towards transportation improvements rather than services in general) and an increased property tax (73% opposed). A sales tax—seasonal or year-round—had the next largest opposition (49% and 53% respectively). Support for other taxes was mixed, though there was a slight preference given to “sin” taxes on tobacco and alcohol, with about 45 percent of respondents stating they “agree” or “strongly agree” with such taxes.

Fifty-four percent of respondents labeled traffic congestion a serious problem; this is a steady decline from 2006. Also declining since 2006 is the percentage of people concerned about water quality in the Borough (currently 36%), and those who think the Borough needs to do a better job managing growth and development (currently 57%).

Table 22.1a. Satisfaction with Opportunities for Input on Borough Decisions

Question 22.1. Please indicate the extent to which you agree or disagree with each of the following statements:
Overall, I am satisfied with the opportunities the Borough provides to give input on decisions.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	40	4.3 %	0.00	5.1 %
Disagree	170	18.4	1.00	21.6
Neither agree nor disagree	303	32.9	1.50	38.5
Agree	249	27.0	2.00	31.6
Strongly agree	25	2.7	3.00	3.2
Don't know	131	14.2		
Total valid	918	99.6 %		
Missing	4	0.4		
Total	922	100.0 %		



“Many people work in Anchorage, and some Assembly meetings and similar ‘town’ meetings in the Valley are held when we cannot attend. In some cases, we get notice AFTER the fact.”

Table 22.1b. Satisfaction with Opportunities for Input on Borough Decisions: Trends 2006-2010

Question 22.1. Please indicate the extent to which you agree or disagree with each of the following statements:
Overall, I am satisfied with the opportunities the Borough provides to give input on decisions.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	1,689	18.5 %	34.8 %	43.3 %	3.5 %	1.32
2007	1,106	9.0	32.1	53.1	5.9	1.56
2008	819	9.4	30.6	54.7	5.3	1.56
2009	752	11.8	30.5	53.5	4.3	1.50
2010	484	8.3	35.1	51.4	5.2	1.52

Percent change in average rating from 2006–2010: 15.2 %

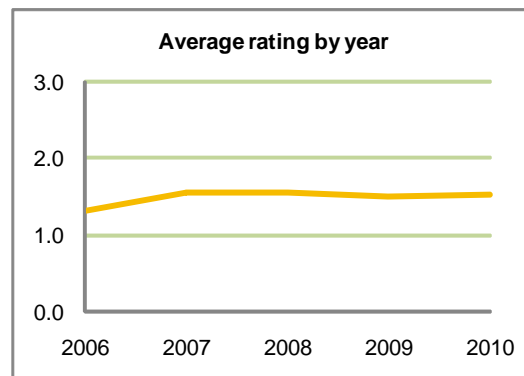
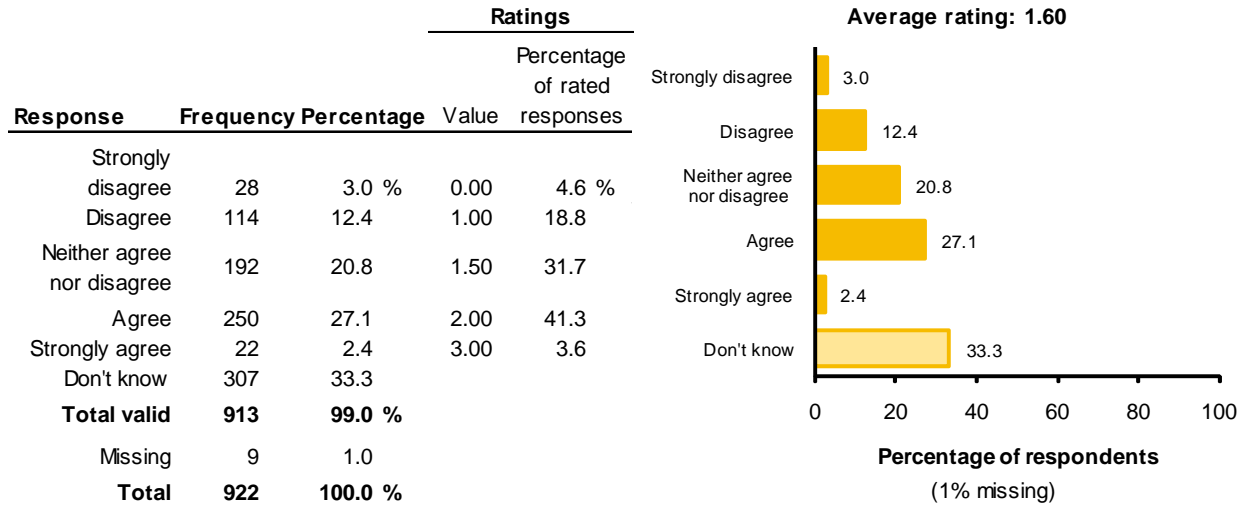


Table 22.2a. Ease of Use of Borough Website, 2010

Question 22.2. Please indicate the extent to which you agree or disagree with each of the following statements:
I find the Borough's website easy to use.



“The Borough’s website is hard to use.”

Table 22.2b. Ease of Use of Borough Website: Trends 2006–2010

Question 22.2. Please indicate the extent to which you agree or disagree with each of the following statements:
I find the Borough's website easy to use.

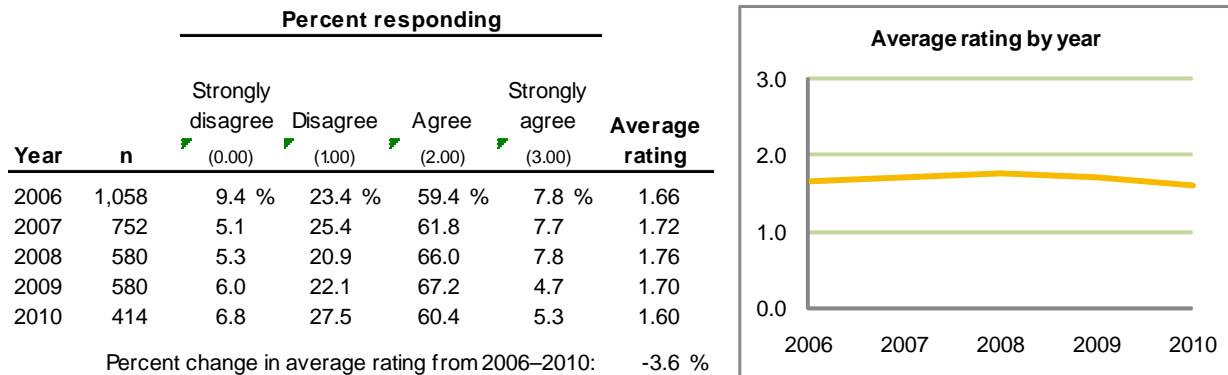
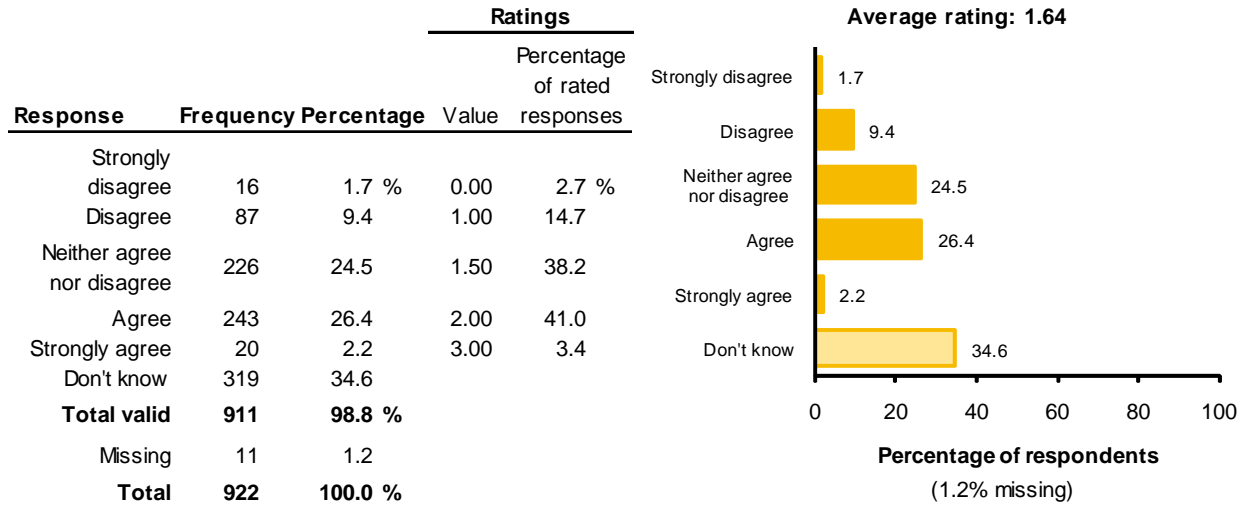


Table 22.3a. Informativeness of Borough Website, 2010

Question 22.3. Please indicate the extent to which you agree or disagree with each of the following statements:
I would describe the Borough's website as "informative."



"I didn't know the Borough had a website. They should publicize it."

Table 22.3b. Informativeness of Borough Website: Trends 2006–2010

Question 22.3. Please indicate the extent to which you agree or disagree with each of the following statements:
I would describe the Borough's website as "informative."

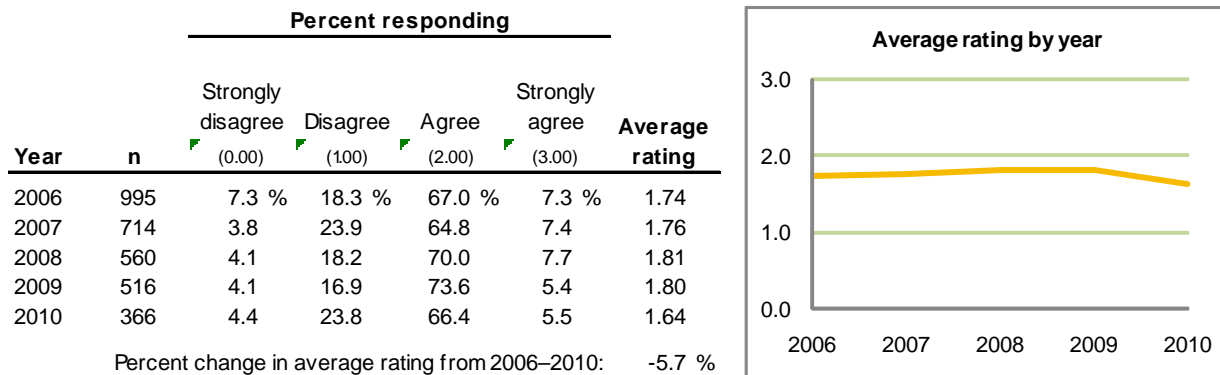
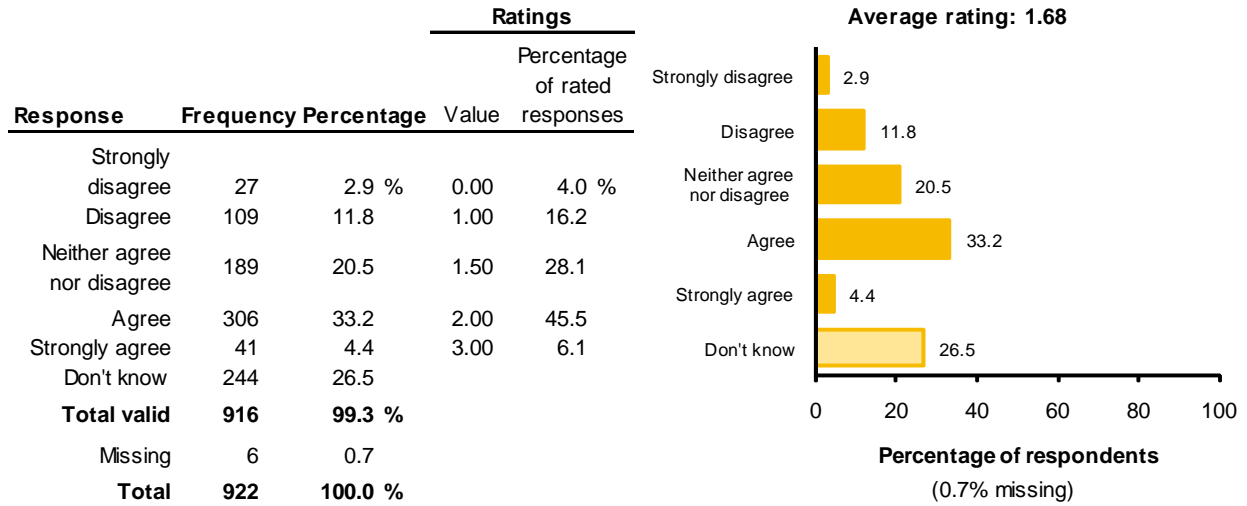


Table 22.4a. Timeliness of Borough Information, 2010

Question 22.4. Please indicate the extent to which you agree or disagree with each of the following statements:
When I call the Borough, I usually get the information I need in a timely manner.



“The new permit center is awesome. I like having a place I can go and get answers in a friendly environment.”

Table 22.4b. Timeliness of Borough Information: Trends 2006-2010

Question 22.4. Please indicate the extent to which you agree or disagree with each of the following statements:
When I call the Borough, I usually get the information I need in a timely manner.

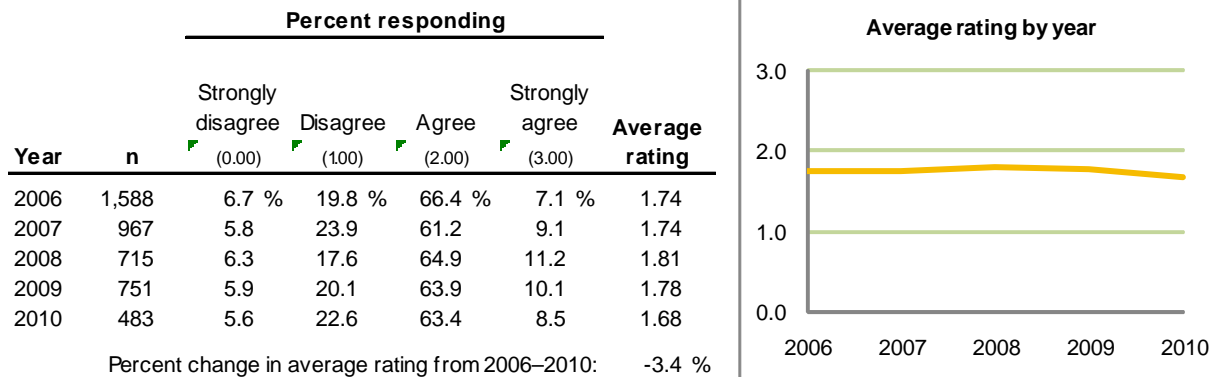
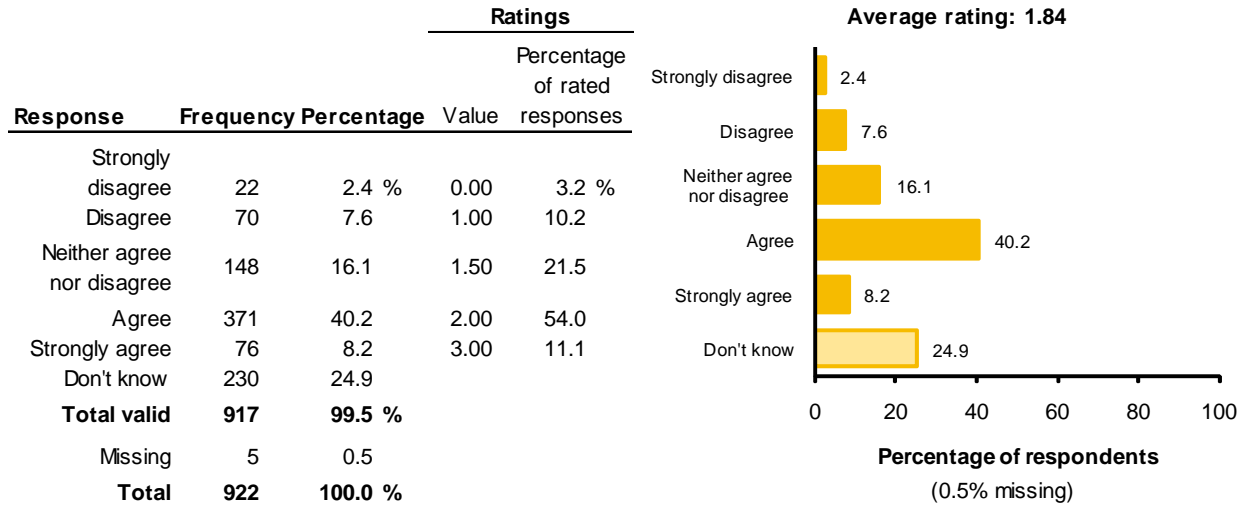


Table 22.5a. Politeness of Borough Employees, 2010

Question 22.5. Please indicate the extent to which you agree or disagree with each of the following statements:
When I call the Borough, the person I speak with is usually polite and professional.



“The assessment department is the best service in the Valley. The employees are well-trained and friendly.”

Table 22.5b. Politeness of Borough Employees: Trends 2006-2010

Question 22.5. Please indicate the extent to which you agree or disagree with each of the following statements:
When I call the Borough, the person I speak with is usually polite and professional.

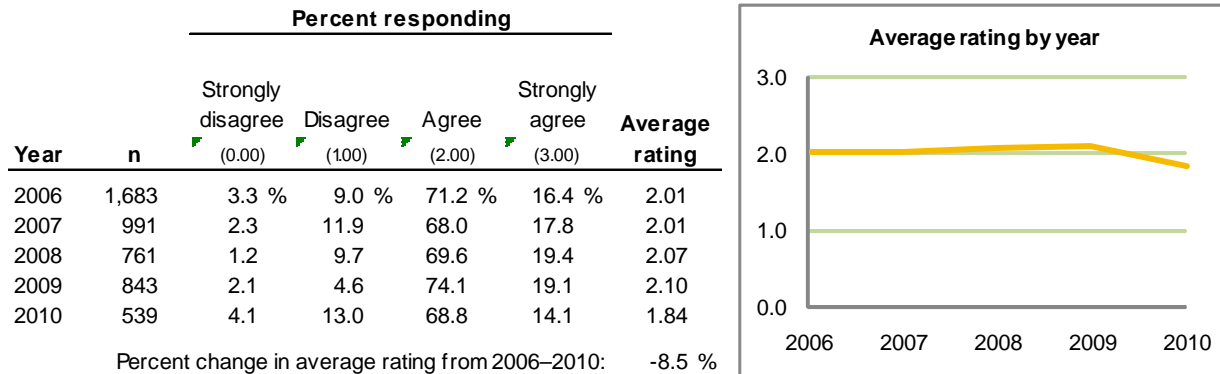
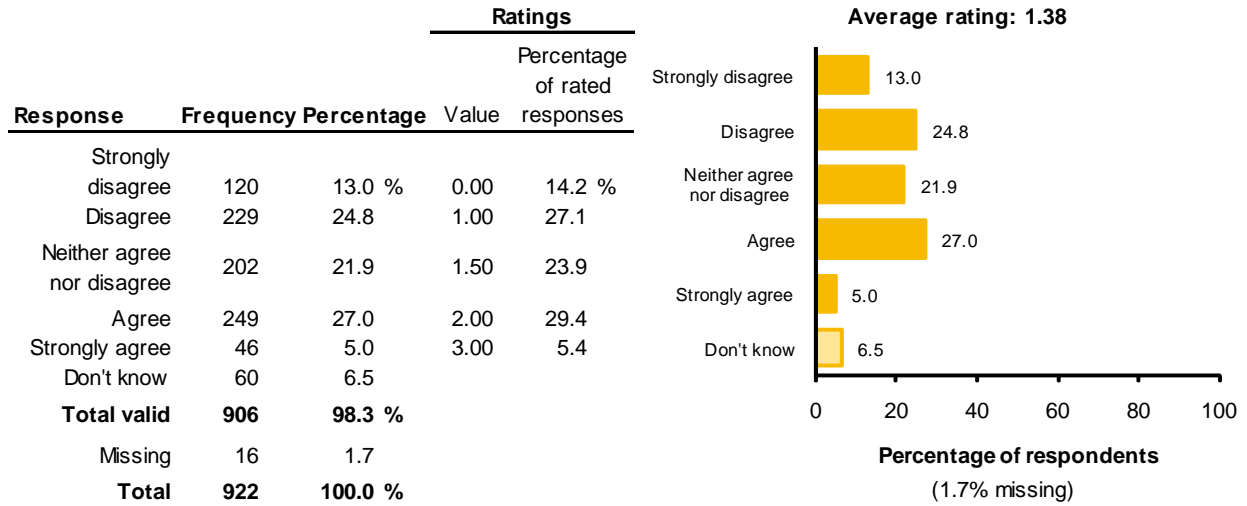


Table 23.1a. Money's Worth for Taxes Paid to Borough, 2010

Question 23.1. Please indicate how much you agree or disagree with each of the following statements:
I feel I am getting my money's worth for the taxes I pay to the Mat-Su Borough.



“The Mat-Su Borough needs to quit wasting time and tax dollars on things like ports and ski reports and focus on vital services like road maintenance, education, and emergency services.”

Table 23.1b. Money's Worth for Taxes Paid to Borough: Trends 2006-2010

Question 23.1. Please indicate how much you agree or disagree with each of the following statements:
I feel I am getting my money's worth for the taxes I pay to the Mat-Su Borough.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,256	28.2 %	39.7 %	28.8 %	3.3 %	1.07
2007	1,219	21.5	10.0	33.9	4.7	1.22
2008	952	19.9	39.0	37.5	3.7	1.25
2009	973	21.0	43.3	31.9	3.9	1.19
2010	644	18.6	35.6	38.7	7.1	1.38

Percent change in average rating from 2006–2010: 29.0 %

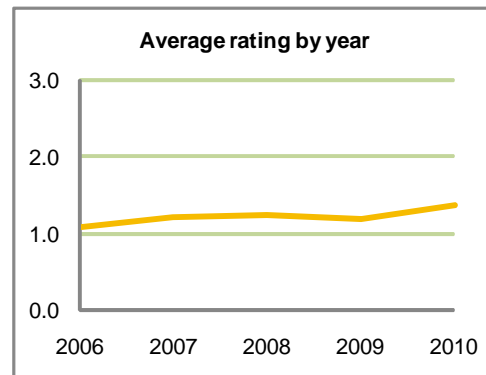
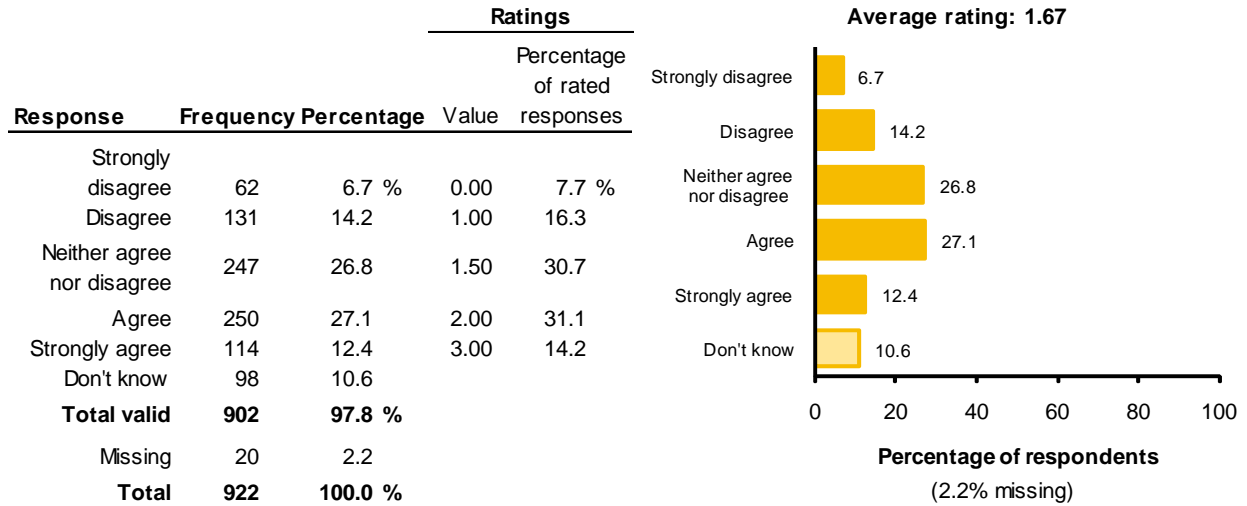


Table 23.2a. Use of Funds to Support Open Spaces in the Borough, 2010

Question 23.2. Please indicate how much you agree or disagree with each of the following statements:
Funds should be spent to preserve open spaces in the Borough.



“Don’t allow developers to develop every acre of land.”

Table 23.2b. Use of Funds to Support Open Spaces in the Borough: Trends 2006-2010

Question 23.2. Please indicate how much you agree or disagree with each of the following statements:
Funds should be spent to preserve open spaces in the Borough.

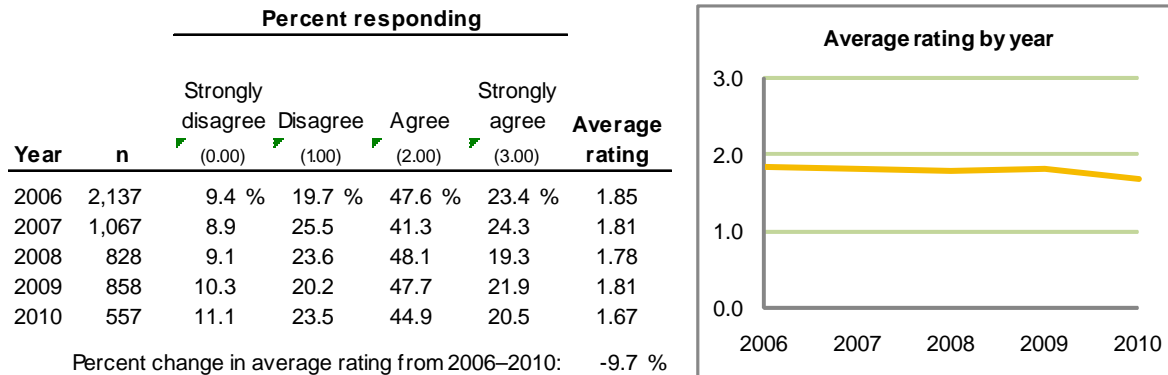
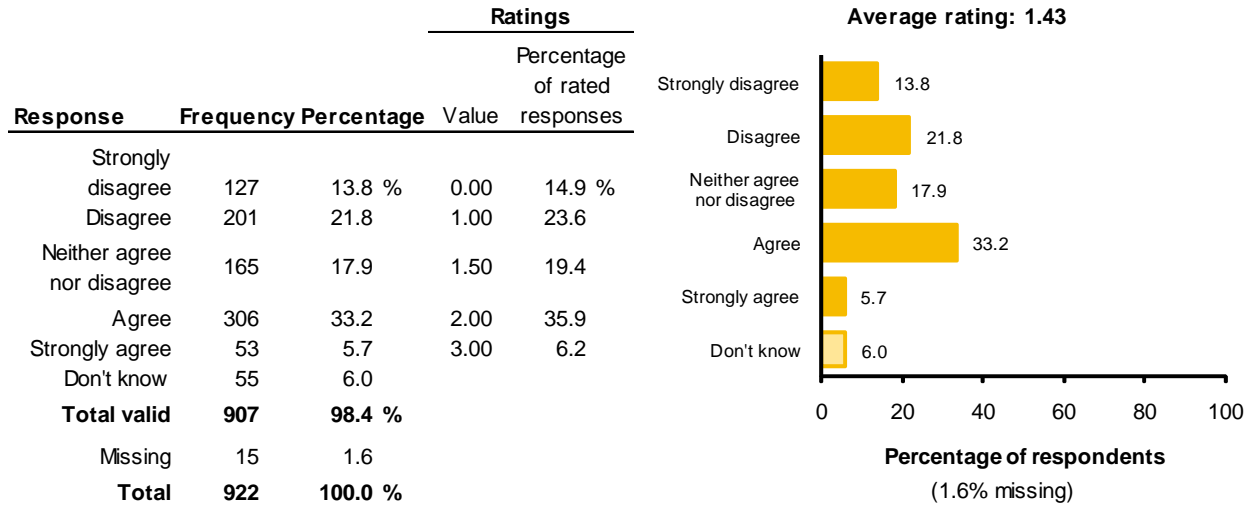


Table 23.3a. Road Maintenance and Road Service Taxes, 2010

Question 23.3. Please indicate how much you agree or disagree with each of the following statements:
The current level of road maintenance in my area is worth what I pay in road service area taxes.



“Having to pass where I am going and circle back because of roads that don’t quite connect drives me crazy. We pay a very high property tax for unsafe, unmaintained roads.”

Table 23.3b. Road Maintenance and Road Service Taxes: Trends 2006-2010

Question 23.3. Please indicate how much you agree or disagree with each of the following statements:
The current level of road maintenance in my area is worth what I pay in road service area taxes.

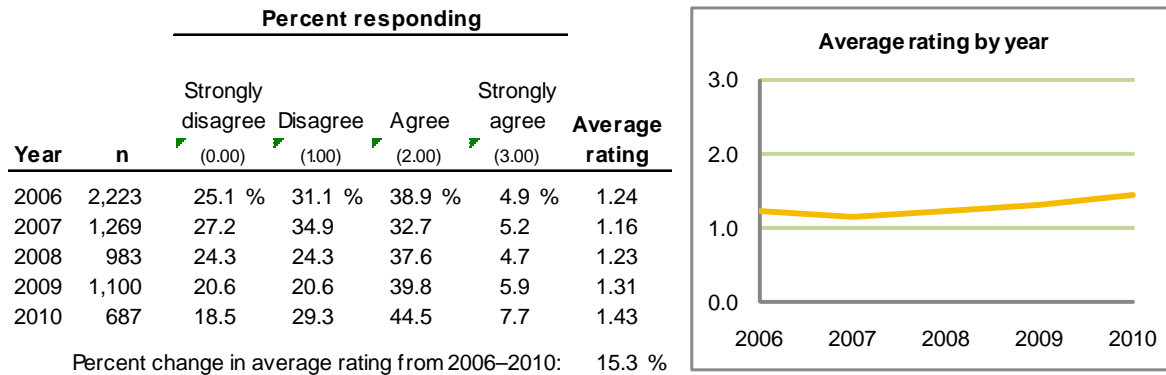
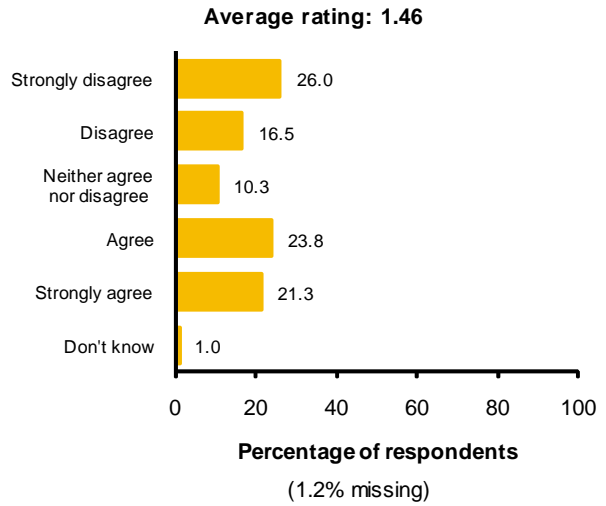


Table 24.1a. Support for Tobacco Tax Increase, 2010

Question 24.1. Please indicate how much you agree or disagree with each of the following statements:
I would support an increase in the tobacco tax to raise money to pay for services.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	240	26.0 %	0.00	26.6 %
Disagree	152	16.5	1.00	16.9
Neither agree nor disagree	95	10.3	1.50	10.5
Agree	219	23.8	2.00	24.3
Strongly agree	196	21.3	3.00	21.7
Don't know	9	1.0		
Total valid	911	98.8 %		
Missing	11	1.2		
Total	922	100.0 %		



“Smokers are paying out the nose as it is and children are probably going hungry because of it. People are addicted to smoking, but taxing them to the hilt is not going to cause them to quit, it’s just going to cause them to pull resources elsewhere.”

Table 24.1b. Support for Tobacco Tax Increase: Trends 2006-2010

Question 24.1. Please indicate how much you agree or disagree with each of the following statements:
I would support an increase in the tobacco tax to raise money to pay for services.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,424	23.9 %	16.3 %	26.5 %	33.3 %	1.69
2007	1,303	24.8	20.0	24.3	30.9	1.61
2008	1,023	27.2	18.7	27.0	27.2	1.54
2009	1,253	24.2	20.2	28.9	26.3	1.57
2010	807	29.7	18.8	27.1	24.3	1.46

Percent change in average rating from 2006–2010: -13.6 %

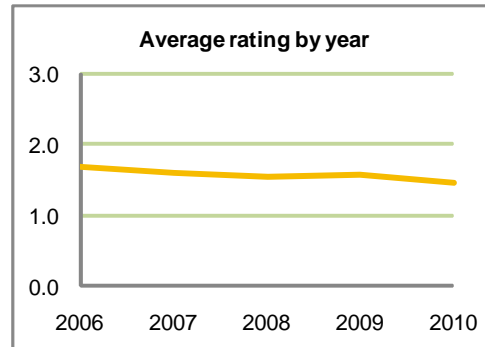
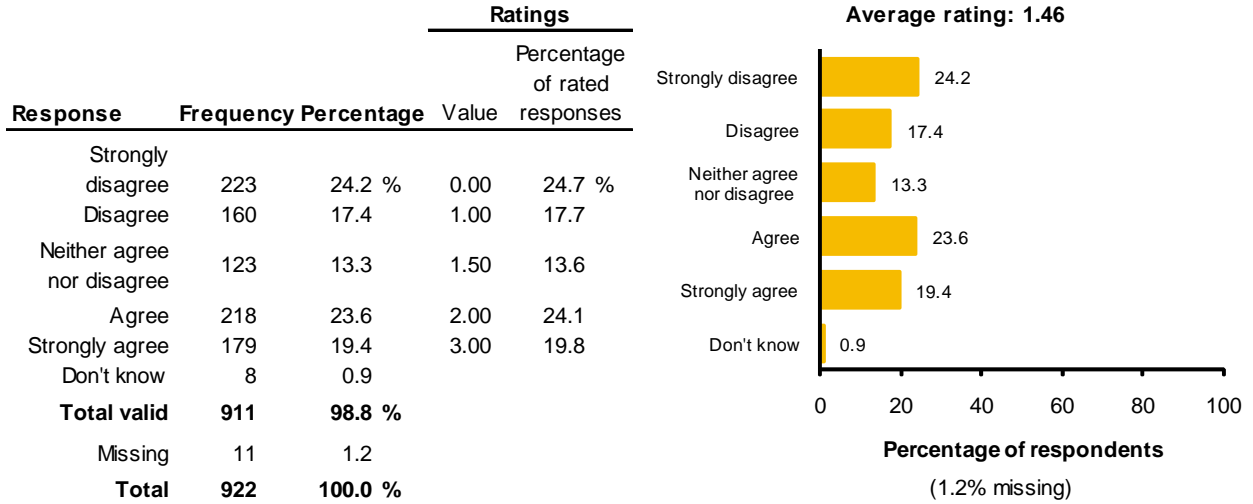


Table 24.2a. Support for Local Alcohol Tax, 2010

Question 24.2. Please indicate how much you agree or disagree with each of the following statements:
I would support local tax on alcoholic beverages to raise money to pay for services.



“An alcohol tax is a tough call. I think drinkers cost the taxpayer more than anyone else.”

Table 24.2b. Support for Local Alcohol Tax: Trends 2006–2010

Question 24.2. Please indicate how much you agree or disagree with each of the following statements:
I would support local tax on alcoholic beverages to raise money to pay for services.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,420	20.7 %	16.4 %	31.2 %	31.7 %	1.74
2007	1,300	21.7	21.5	27.6	29.2	1.64
2008	1,029	24.8	23.1	27.5	24.6	1.52
2009	1,233	22.8	21.9	31.8	23.5	1.56
2010	780	28.6	20.5	27.9	22.9	1.46

Percent change in average rating from 2006–2010: -16.1 %

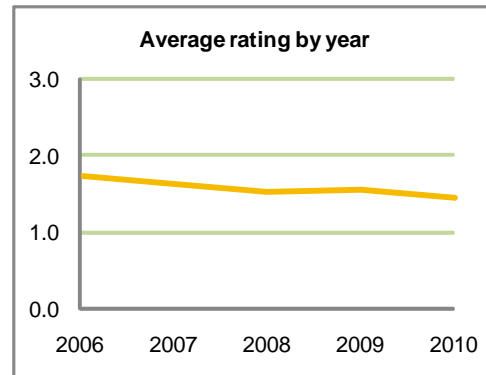
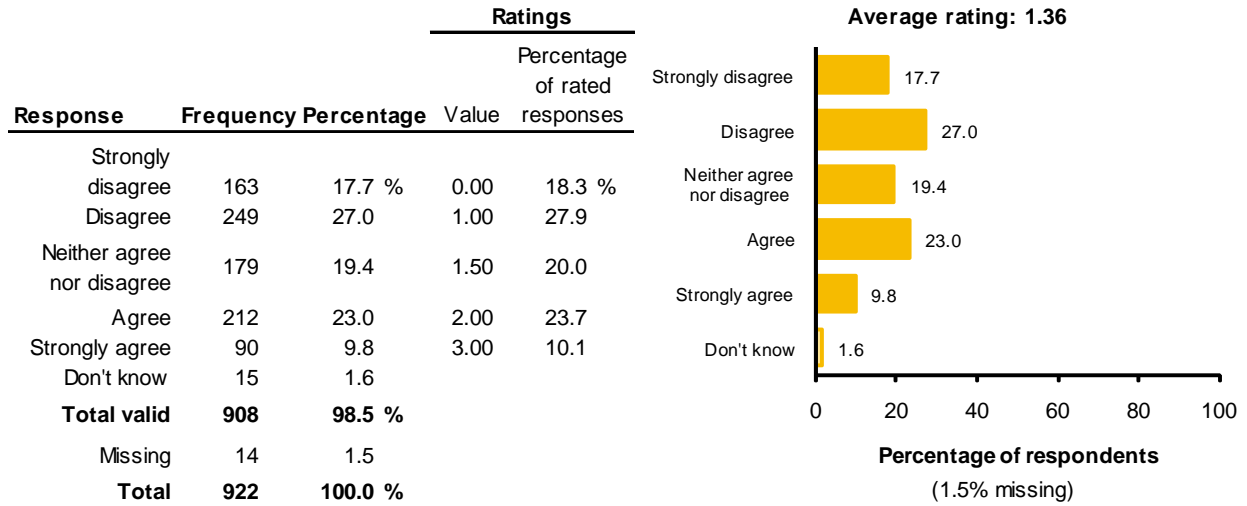


Table 24.3a. Support for Hotel Bed Tax Increase, 2010

Question 24.3. Please indicate how much you agree or disagree with each of the following statements:
I would support an increase in the bed tax (charged at hotels) to pay for services.



“I would support an increase to pay for tourism-related services.”

Table 24.3b. Support for Hotel Bed Tax Increase: Trends 2006–2010

Question 24.3. Please indicate how much you agree or disagree with each of the following statements:
I would support an increase in the bed tax (charged at hotels) to pay for services.

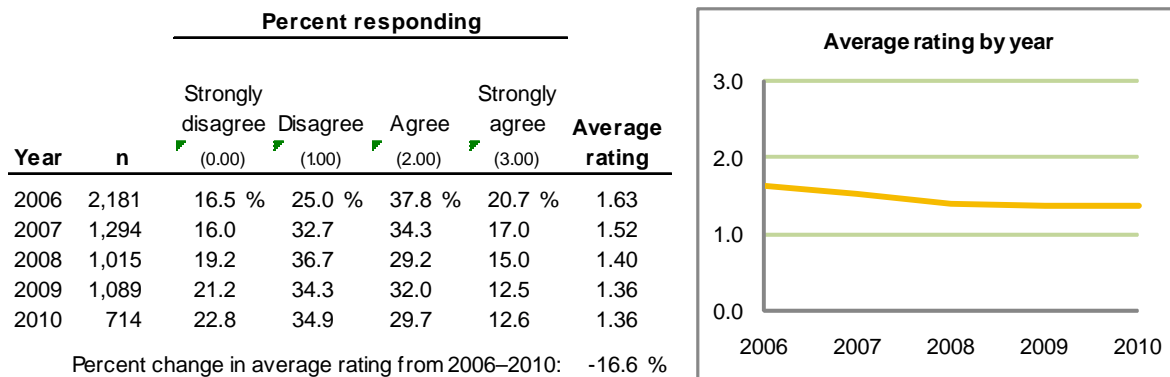
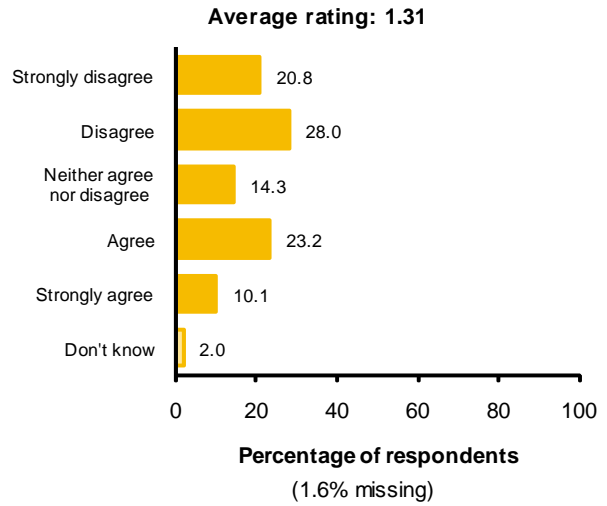


Table 24.4a. Support for Seasonal Sales Tax, 2010

Question 24.4. Please indicate how much you agree or disagree with each of the following statements:
I would support a seasonal sales tax to raise money to pay for services.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	192	20.8 %	0.00	21.6 %
Disagree	258	28.0	1.00	29.0
Neither agree nor disagree	132	14.3	1.50	14.8
Agree	214	23.2	2.00	24.1
Strongly agree	93	10.1	3.00	10.5
Don't know	18	2.0		
Total valid	907	98.4 %		
Missing	15	1.6		
Total	922	100.0 %		



“I agree with this only if property taxes are reduced by the same amount.”

Table 24.4b. Support for Seasonal Sales Tax: Trends 2006–2010

Question 24.4. Please indicate how much you agree or disagree with each of the following statements:
I would support a seasonal sales tax to raise money to pay for services.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,315	21.1 %	31.3 %	31.6 %	16.0 %	1.42
2007	1,278	26.7	34.4	26.0	13.0	1.25
2008	1,015	30.1	35.0	23.5	11.3	1.16
2009	1,143	29.4	35.0	25.0	10.6	1.17
2010	757	25.4	34.1	28.3	12.3	1.31

Percent change in average rating from 2006–2010: -7.7 %

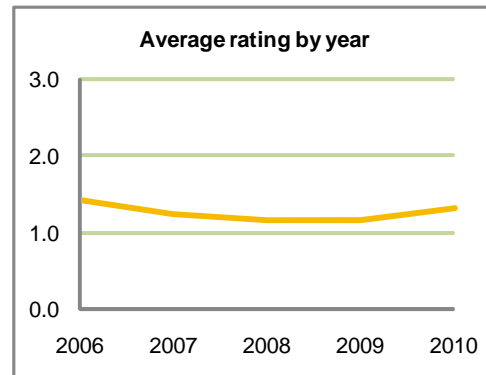
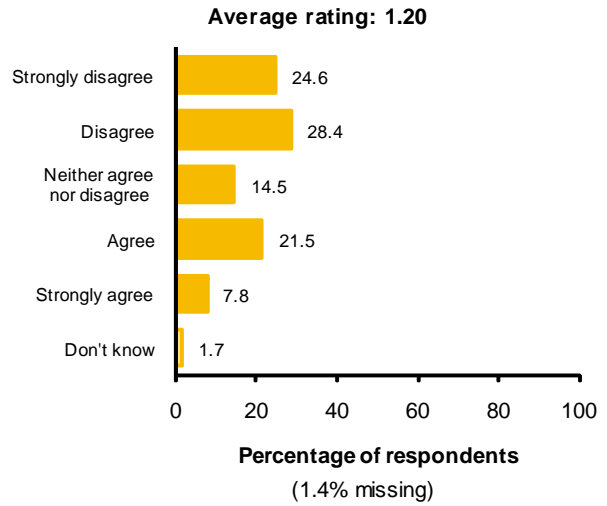


Table 24.5a. Support for Year-Round Sales Tax, 2010

Question 24.5. Please indicate how much you agree or disagree with each of the following statements:
I would support a year-round sales tax to raise money to pay for services.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	227	24.6 %	0.00	25.4 %
Disagree	262	28.4	1.00	29.3
Neither agree nor disagree	134	14.5	1.50	15.0
Agree	198	21.5	2.00	22.2
Strongly agree	72	7.8	3.00	8.1
Don't know	16	1.7		
Total valid	909	98.6 %		
Missing	13	1.4		
Total	922	100.0 %		



“I think implementing a sales tax to lower property taxes needs to be looked at again.”

Table 24.5b. Support for Year-Round Sales Tax: Trends 2006–2010

Question 24.5. Please indicate how much you agree or disagree with each of the following statements:
I would support a year-round sales tax to raise money to pay for services.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,370	25.7 %	28.7 %	31.6 %	14.0 %	1.34
2007	1,303	31.7	34.0	23.0	11.3	1.14
2008	1,024	36.6	33.9	21.9	7.6	1.01
2009	1,178	37.2	37.3	18.9	6.6	0.95
2010	759	29.9	34.5	26.1	9.5	1.20

Percent change in average rating from 2006–2010: -10.4 %

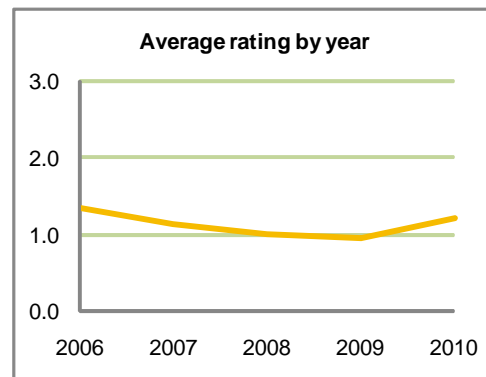
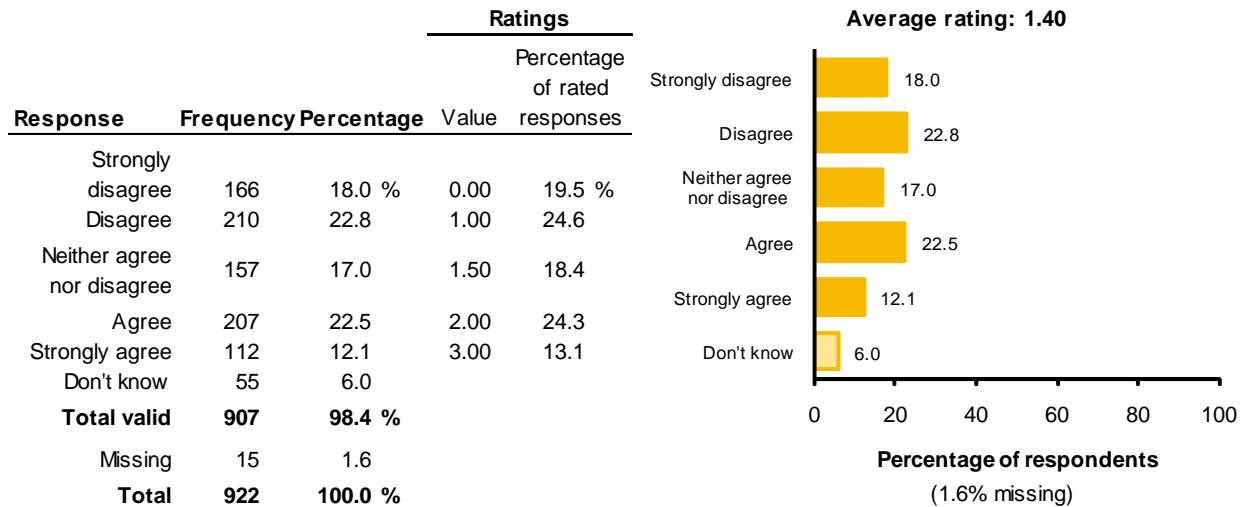


Table 24.6a. Support for Residential and Commercial Property Impact Fee, 2010

Question 24.6. Please indicate how much you agree or disagree with each of the following statements:
I would support imposing an impact fee on developers for residential and commercial properties to raise money to pay for services.



“I think developers should be responsible for the additional pressure on services—schools, roads, fire, etc.—they create.”

Table 24.6b. Support for Residential and Commercial Property Impact Fee: Trends 2006–2010

Question 24.6. Please indicate how much you agree or disagree with each of the following statements:
I would support imposing an impact fee on developers for residential and commercial properties to raise money to pay for services.

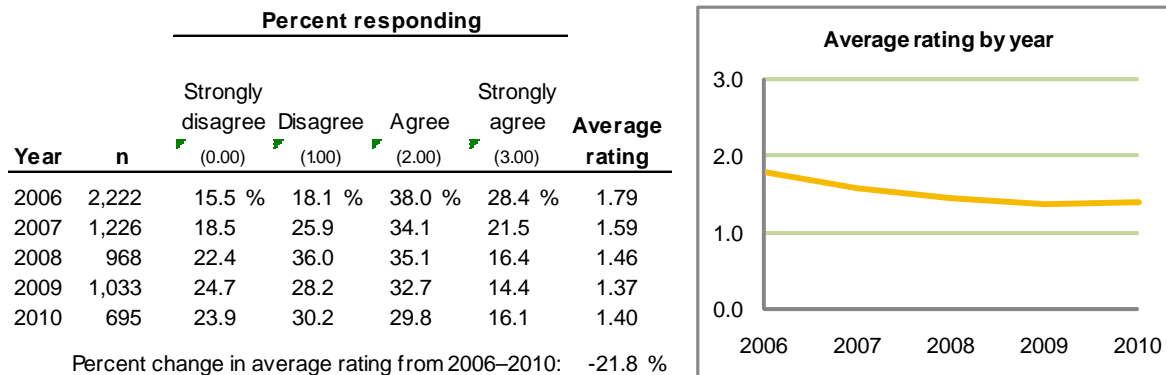
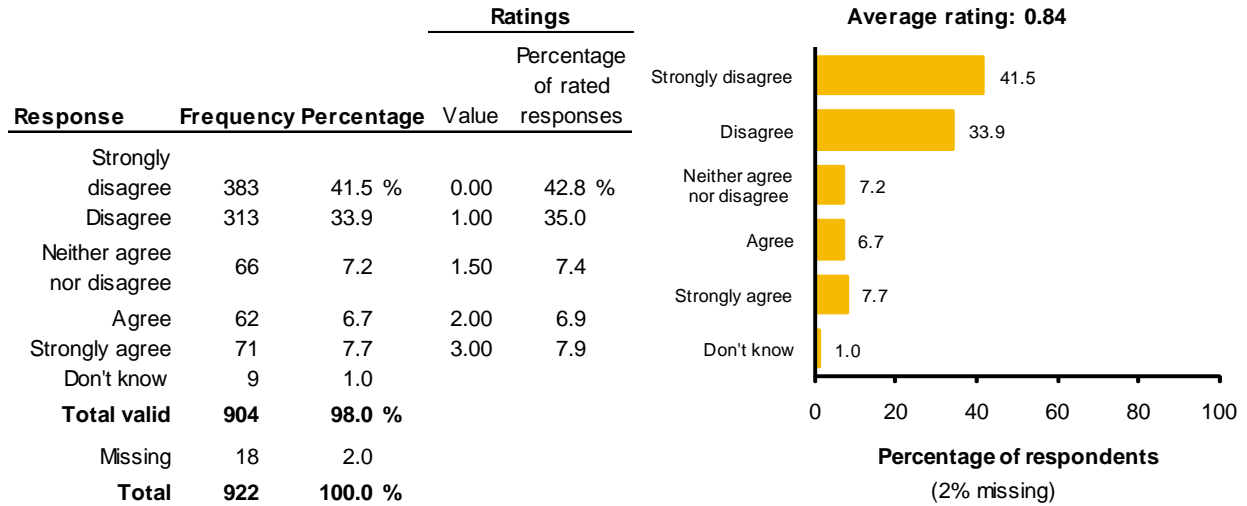


Table 24.7a. Support for Local Gasoline Tax to Support Services, 2010

Question 24.7. Please indicate how much you agree or disagree with each of the following statements:
I would support a local tax on gasoline to raise money to pay for services.



“People who are driving to Anchorage every day pay too much for gas already.”

Table 24.7b. Support for Local Gasoline Tax to Support Services: Trends 2006–2010

Question 24.7. Please indicate how much you agree or disagree with each of the following statements:
I would support a local tax on gasoline to raise money to pay for services.

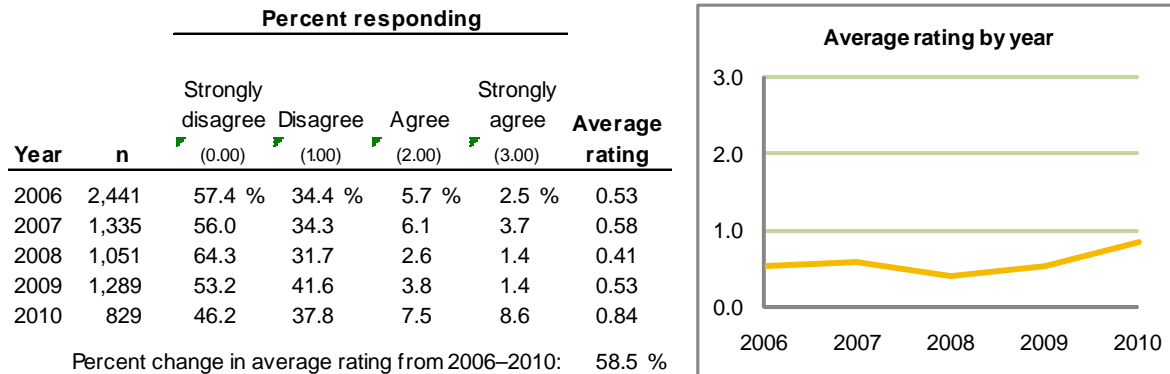
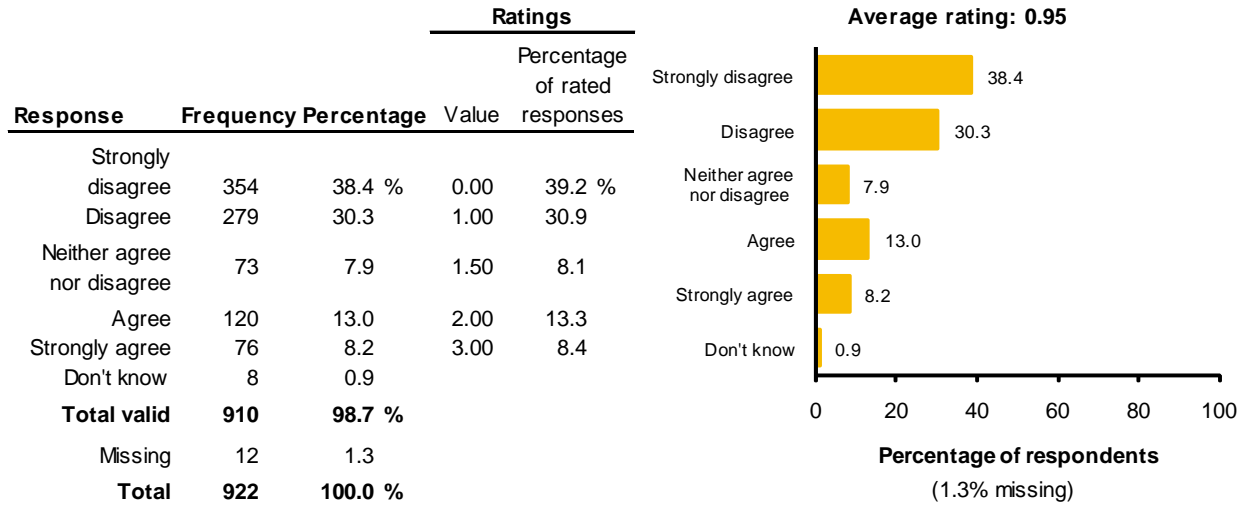


Table 24.8. Support for Local Gasoline Tax to Support Transportation Improvements, 2010

Question 24.8. Please indicate how much you agree or disagree with each of the following statements:
I would support a local tax on gasoline to raise money to pay for transportation improvements

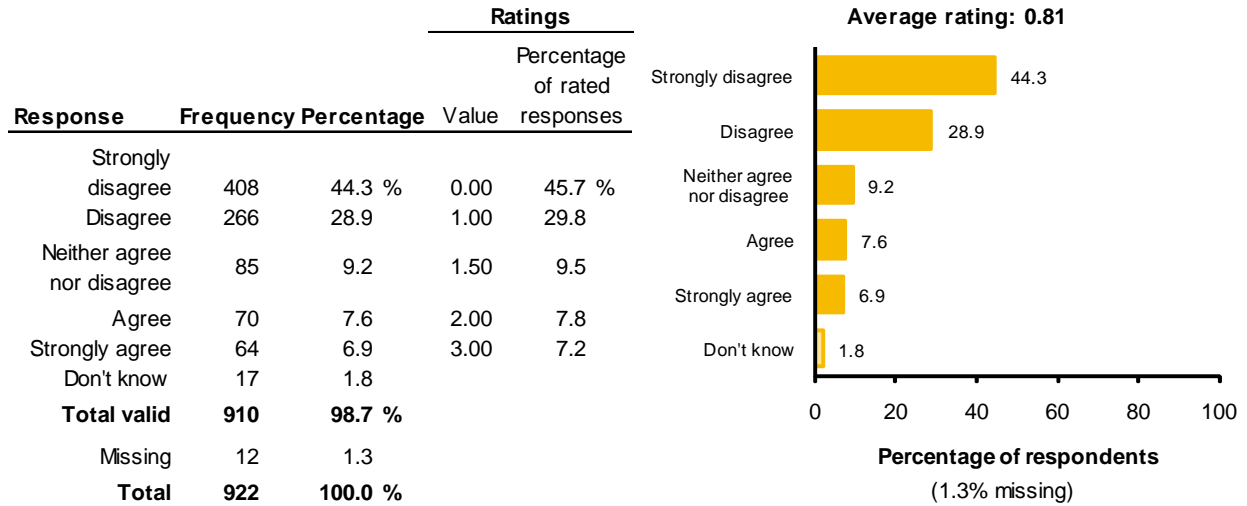


“The longer you wait to develop roads, the more it costs. Plan now. Secure rights-of-way now. Don’t just let it happen without thinking things through.”

Note: This question did not appear in surveys prior to 2010. Thus, there is no table to show trends.

Table 24.9a. Support for Property Tax Increase, 2010

Question 24.9. Please indicate how much you agree or disagree with each of the following statements:
I would support increased property taxes to raise money to pay for services.



“I am a lifelong Palmer resident, and planned to live here for life until our property taxes became so high we can’t afford to build on our family homestead. We may have to sell land that has been in our family for 80 years. People should not be taxed into moving or selling. How about cutting the MSB budget to pay for services?”

Table 24.9b. Support for Property Tax Increase: Trends 2006–2010

Question 24.9. Please indicate how much you agree or disagree with each of the following statements:
I would support increased property taxes to raise money to pay for services.

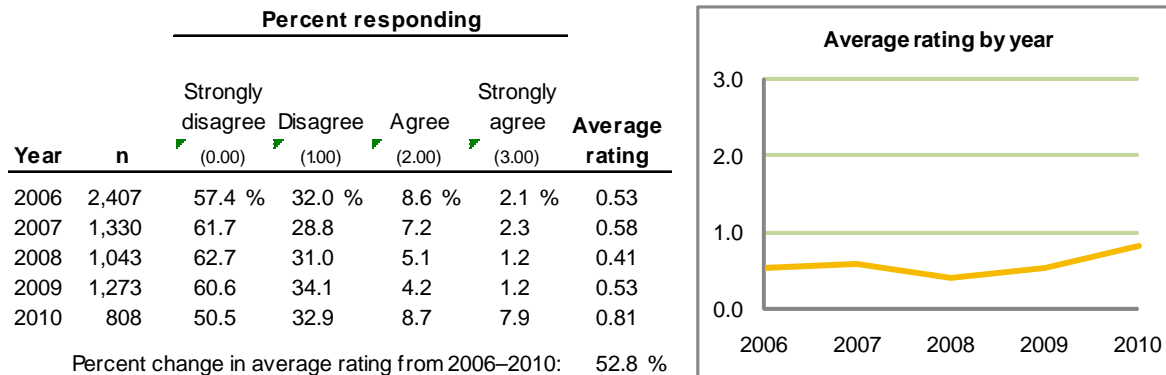
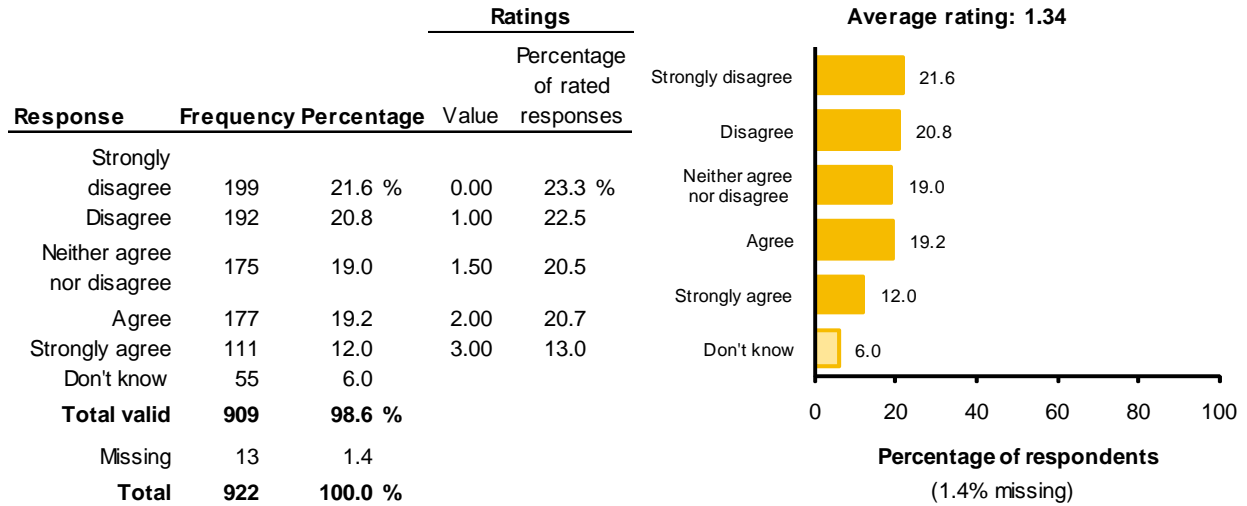


Table 24.10a. Support for Gravel Extracting Tax, 2010

Question 24.10. Please indicate how much you agree or disagree with each of the following statements:
I would support a gravel extracting tax to raise money to pay for services.



“I like the wilderness of Alaska, so I hope it won’t be ruined. I don’t support many tax hikes, but I do support taxing the people who want to destroy the land for their own profit.”

Table 24.10b. Support for Gravel Extracting Tax: Trends 2006–2010

Question 24.10. Please indicate how much you agree or disagree with each of the following statements:
I would support a gravel extracting tax to raise money to pay for services.

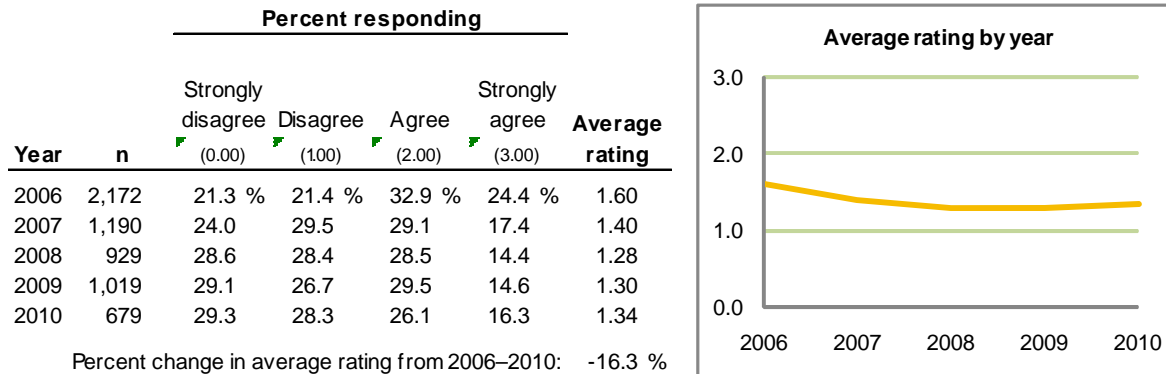
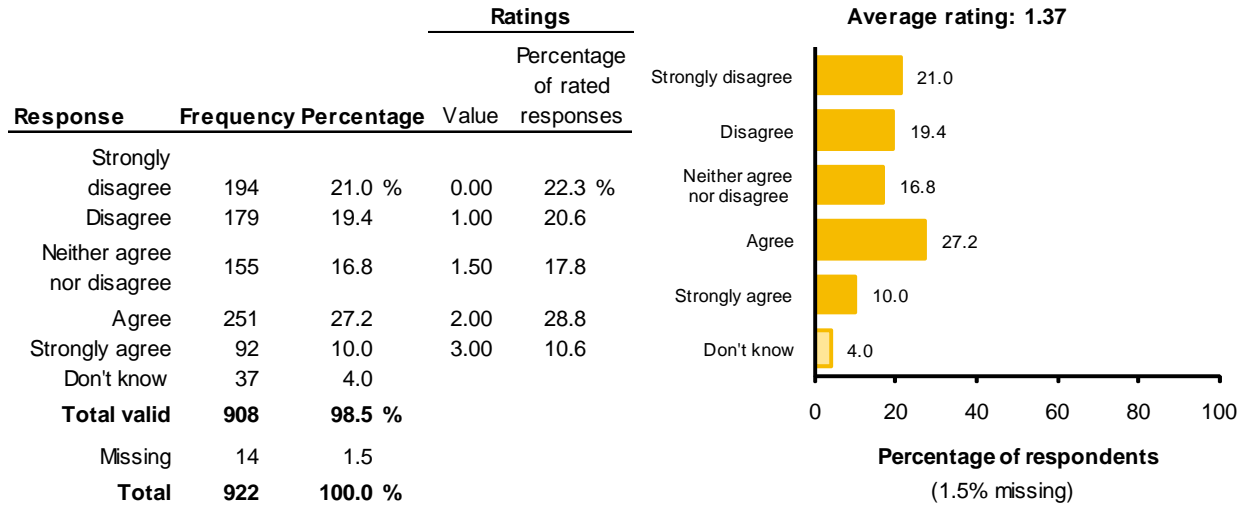


Table 24.11a. Support for Real Estate Transfer Fee, 2010

Question 24.11. Please indicate how much you agree or disagree with each of the following statements:
I would support a real estate transfer fee of \$25 to raise money to pay for services.



“I would support this if it’s \$25 in total, not \$25 per \$100 evaluated value of the home.”

Table 24.11b. Support for Real Estate Transfer Fee: Trends 2006–2010

Question 24.11. Please indicate how much you agree or disagree with each of the following statements:
I would support a real estate transfer fee of \$25 to raise money to pay for services.

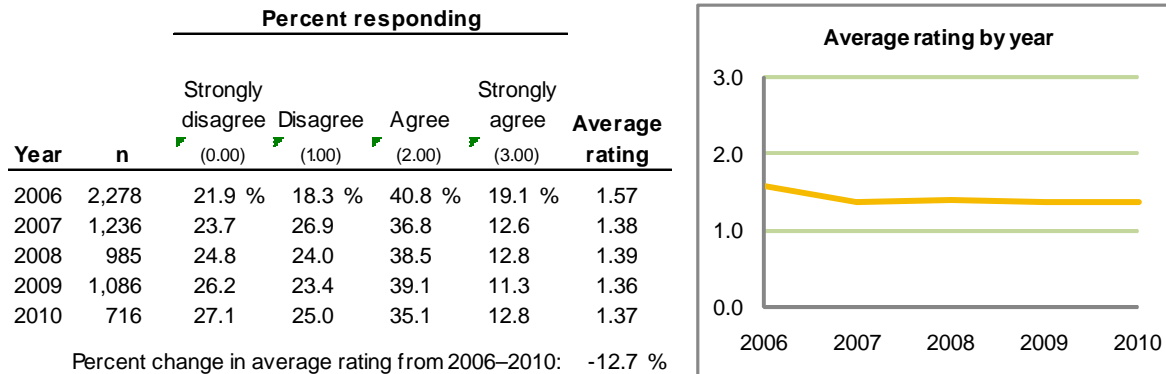
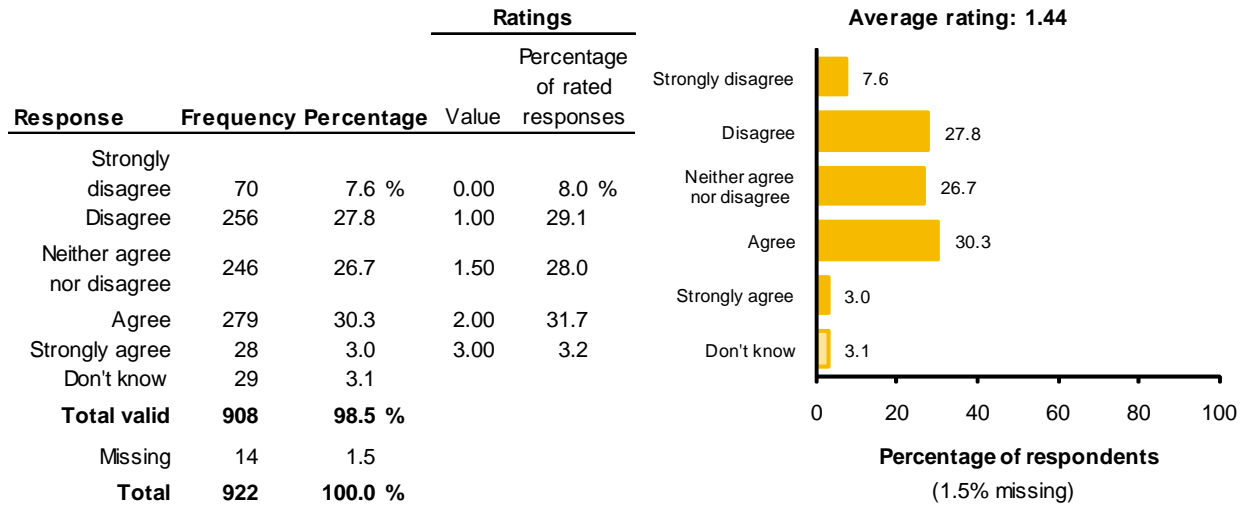


Table 25.1a. Satisfaction with Development of Mat-Su Borough, 2010

Question 25.1. Please indicate how much you agree or disagree with each of the following statements:
As of today, I am satisfied with the way the Mat-Su Borough has been developed.



“I would like to see more commercial and industrial development throughout the Borough.”

Table 25.1b. Satisfaction with Development of Mat-Su Borough: Trends 2006–2010

Question 25.1. Please indicate how much you agree or disagree with each of the following statements:
As of today, I am satisfied with the way the Mat-Su Borough has been developed.

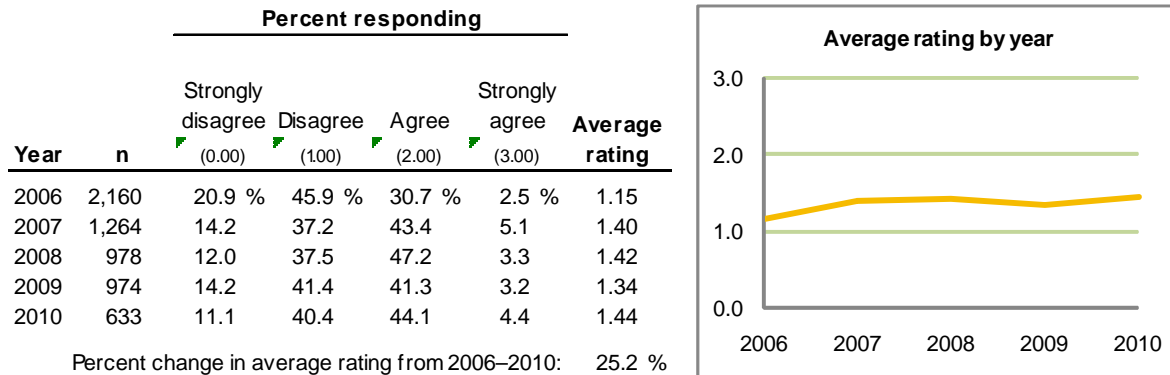
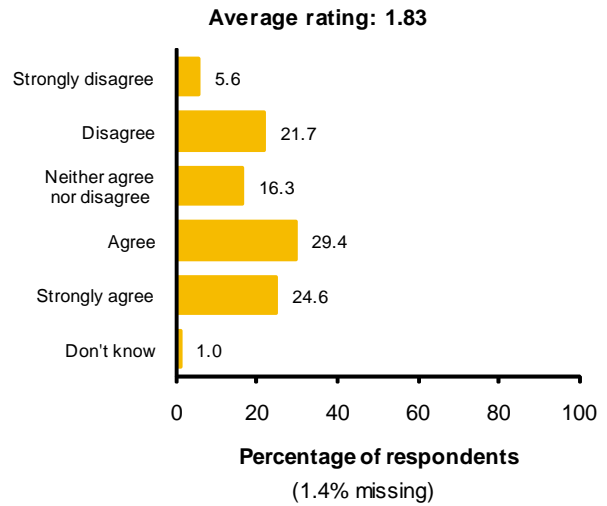


Table 25.2a. Traffic Congestion as a Problem in the Borough, 2010

Question 25.2. Please indicate how much you agree or disagree with each of the following statements:
Traffic congestion is a serious problem in the Mat-Su Borough.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	52	5.6 %	0.00	5.8 %
Disagree	200	21.7	1.00	22.2
Neither agree nor disagree	150	16.3	1.50	16.7
Agree	271	29.4	2.00	30.1
Strongly agree	227	24.6	3.00	25.2
Don't know	9	1.0		
Total valid	909	98.6 %		
Missing	13	1.4		
Total	922	100.0 %		



“The traffic is awful pretty much everywhere in the Valley. When funds are spent to do construction or roadwork, I think it is not done wisely.”

Table 25.2b. Traffic Congestion as a Problem in the Borough: Trends 2006–2010

Question 25.2. Please indicate how much you agree or disagree with each of the following statements:
Traffic congestion is a serious problem in the Mat-Su Borough.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2006	2,391	2.4 %	18.6 %	40.9 %	38.1 %	2.15
2007	1,310	4.0	28.5	33.2	34.4	1.98
2008	1,031	2.5	26.6	35.4	35.5	2.04
2009	1,183	5.0	19.9	39.6	35.4	2.06
2010	750	6.9	26.7	36.1	30.3	1.83

Percent change in average rating from 2006–2010: -14.9 %

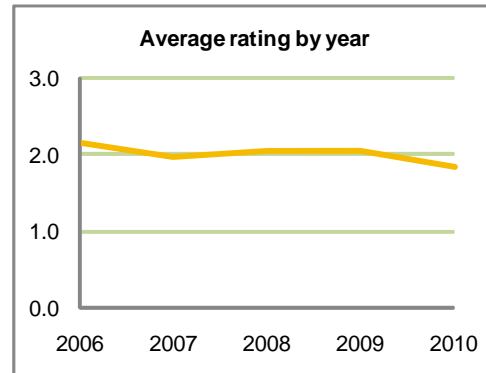
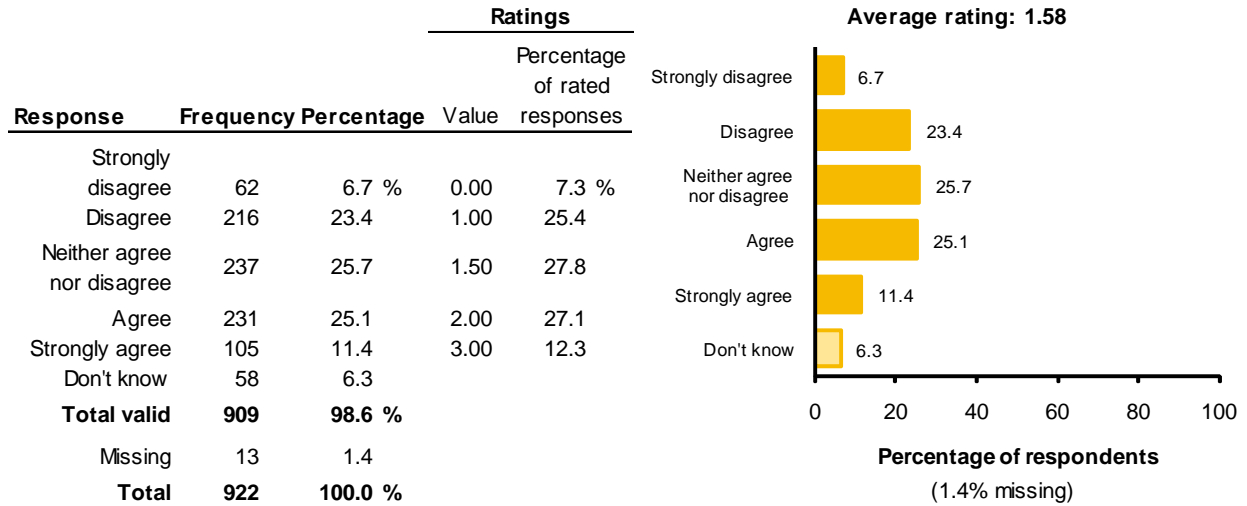


Table 25.3a. Concern about Water Quality in the Borough, 2010

Question 25.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough.



“Population in the Mat-Su Borough has grown substantially. I would like to see improvements such as water and sewer with a sewage treatment facility. These are sorely needed as most residents have wells and septic systems. The life of a septic system is limited are there exists an immediate need for these services. Wells also may have limited resources as demands increase.”

Table 25.3b. Concern about Water Quality in the Borough: Trends 2006–2010

Question 25.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough.

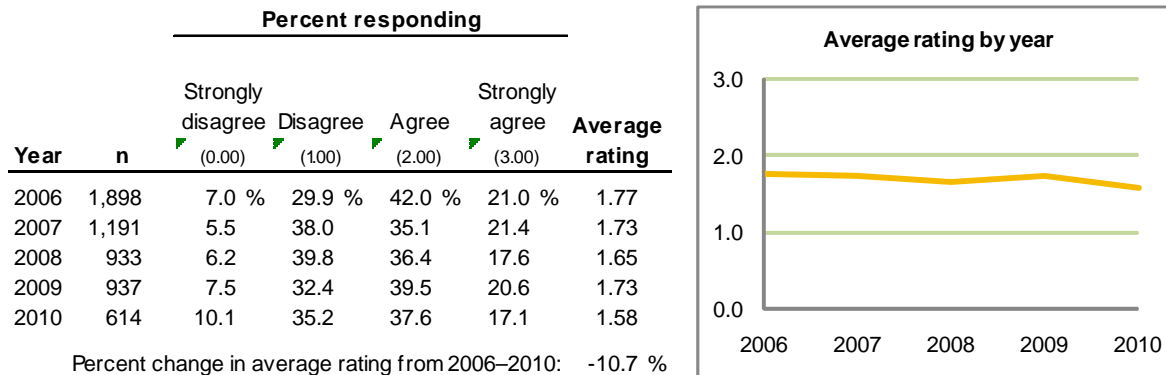
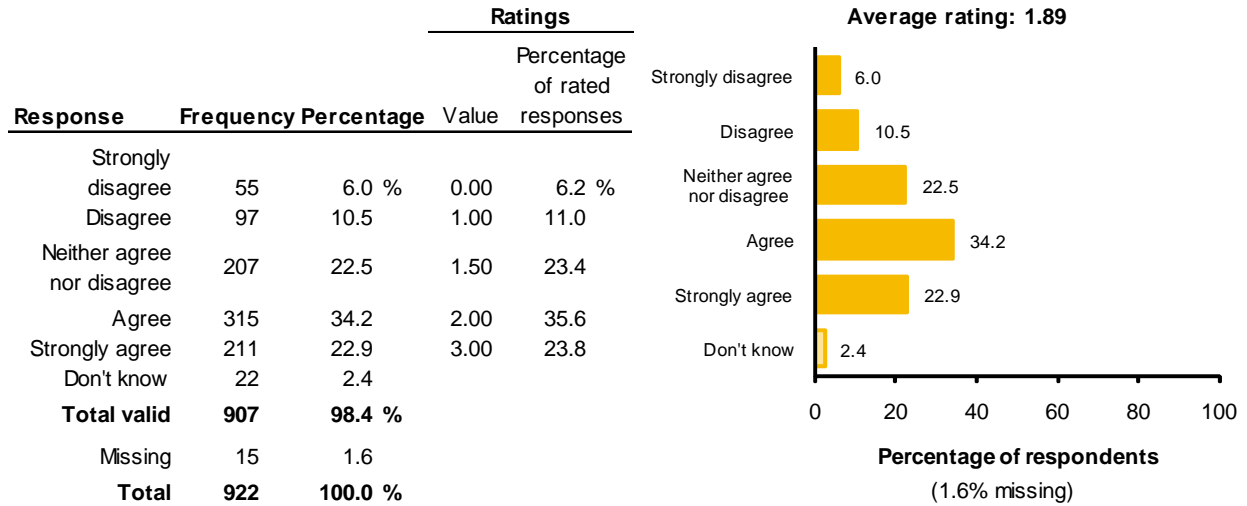


Table 25.4a. Management of Growth and Development in the Borough, 2010

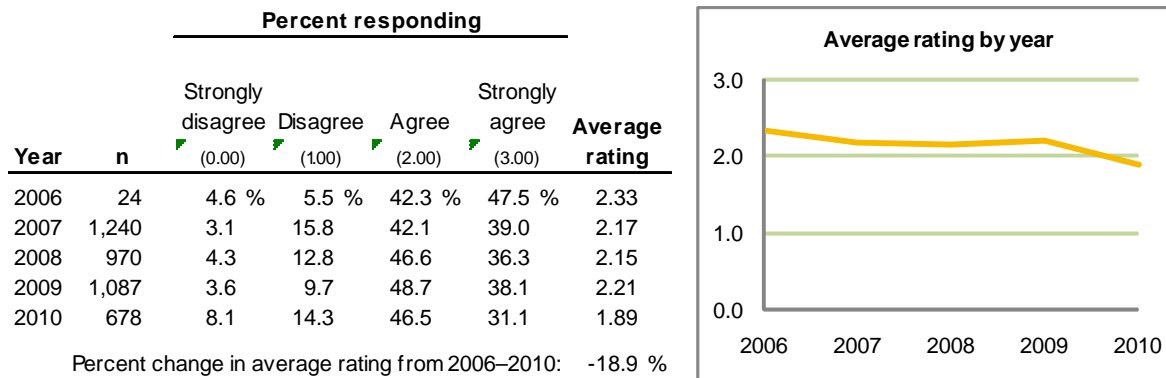
Question 25.4. Please indicate how much you agree or disagree with each of the following statements:
In the future, the Mat-Su Borough must do a better job of managing growth and development.



“I love living in the Mat-Su Valley! I wish they had taken my parents’ advice back in the 1980s and instituted a Borough-wide planning/zoning program. There are areas now that are a mish-mash of commercial, industrial, and residential. Looking forward it is not too late for the Borough to put a zoning program into effect.”

Table 25.4b. Management of Growth and Development in the Borough: Trends 2006–2010

Question 25.4. Please indicate how much you agree or disagree with each of the following statements:
In the future, the Mat-Su Borough must do a better job of managing growth and development.



Part V.

Sample Characteristics

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Sample Characteristics – Summary

Significantly more women than men returned questionnaires (55% female, 43% male, with 22 people declining to answer the gender question). The majority of respondents are white (85%), with Alaska Natives and American Indians comprising slightly more than four percent of the sample. Fewer than three percent self-identified as being of Hispanic or Latino/a background or origin. The average age of respondents is 50 years old.

Most respondents are married (73%), and the typical household includes between two and three people, but not quite one child. The most typical level of education reported by respondents was “some college, no degree” (29%), while roughly equal numbers of respondents (20-21%) said they had a high school degree or equivalent or a bachelor’s degree. Sixty-one percent of respondents reported a household income of \$50,000 or more. Most are employed full time (44%) or retired (16%), and of those who answered the question, 67 percent commute within the Mat-Su Borough.

Eighty-six percent own their own home, which is likely valued at \$200,000 or more, and only 13 percent have a second home outside the Borough. The average respondent has lived in the Borough for 17 years and in their current home for eleven years. Seventy-six percent stated that their address is posted for emergency responders. The overwhelming majority of respondents see themselves staying in the Borough for the long term (82%).

Table 26a. Respondent Background — Age, 2010

Question 26. How old were you on your last birthday?

Response	Frequency	Percentage of responses
Under 25 years old	17	1.8 %
25–34 years old	124	13.4
35–44 years old	148	16.1
45–54 years old	134	14.5
55–64 years old	219	23.8
65 years old and over	130	14.1
Total responses	772	83.7 %
Missing	150	16.3
Total	922	100.0 %

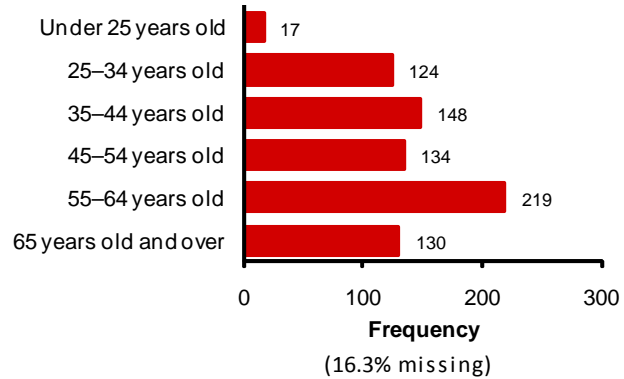


Table 26b. Respondent Background — Age: Trends 2006–2010

Question 26. How old were you on your last birthday?

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
<i>Average age</i>	<i>50.22 years</i>	<i>46.85 years</i>	<i>45.88 years</i>	<i>50.34 years</i>	<i>50.33 years</i>	<i>0.2 %</i>
Under 25 years old	2.2 %	7.9 %	8.8 %	6.6 %	1.9 %	-13.6 %
25–34 years old	11.5	13.3	14.0	12.0	14.2	23.5
35–44 years old	19.8	19.8	18.1	17.7	17.0	-14.1
45–54 years old	29.7	27.5	25.7	25.4	26.8	-9.8
55–64 years old	22.5	20.0	21.8	23.8	25.1	11.6
65 years old and over	14.3	11.4	11.6	14.5	14.9	4.2

Table 27a. Respondent Background — Gender, 2010

Question 27. What is your gender?

Response	Frequency	Percentage
Female	504	54.7 %
Male	396	43.0
Total valid	900	97.6 %
Missing	22	2.4
Total	922	100.0 %

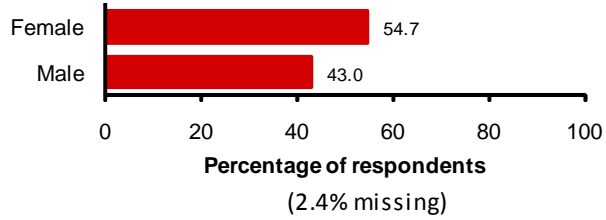


Table 27b. Respondent Background — Gender: Trends 2006–2010

Question 27. What is your gender?

Year	n	Percent responding	
		Female	Male
2006	2,500	58.1 %	41.9 %
2007	1,340	53.4	46.6
2008	1,016	59.2	40.8
2009	1,381	58.7	41.3
2010	900	56.0	44.0

Table 28a. Respondent Background — Marital Status, 2010

Question 28. What is your marital status?

Response	Frequency of responses	Percentage
Married	675	73.2 %
Divorced	97	10.5
Single, never married	68	7.4
Widowed	42	4.6
Separated	15	1.6
Total responses	897	97.3 %
Missing	25	2.7
Total	922	100.0 %

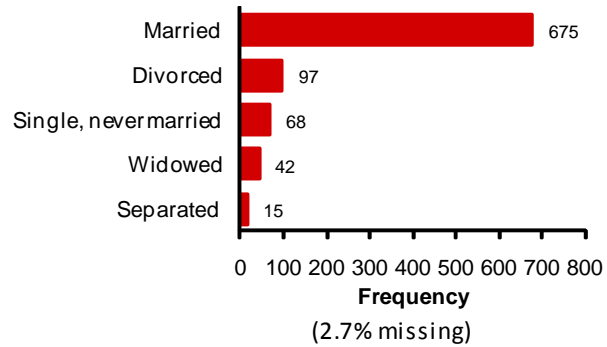


Table 28b. Respondent Background — Marital Status: Trends 2006–2010

Question 28. What is your marital status?

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
Married	69.3 %	74.1 %	72.1 %	76.0 %	75.3 %	8.7 %
Divorced	12.2	10.1	12.8	12.0	10.8	-11.5
Single, never married	7.4	10.6	9.1	7.5	7.6	2.7
Widowed	5.4	3.9	4.1	3.8	4.7	-13.0
Separated	5.7	1.4	1.8	0.7	1.7	-70.2

Table 29a. Respondent Background — Education, 2010

Question 29. What is your highest level of formal education?

<u>Response</u>	<u>Frequency of responses</u>	<u>Percentage</u>
Less than a high school diploma	15	1.6 %
High school diploma or equivalent	181	19.6
Some college, no degree	268	29.1
Associates or other 2-year degree	123	13.3
Bachelor's degree	191	20.7
Graduate degree	111	12.0
Total responses	889	96.4 %
Missing	33	3.6
Total	922	100.0 %

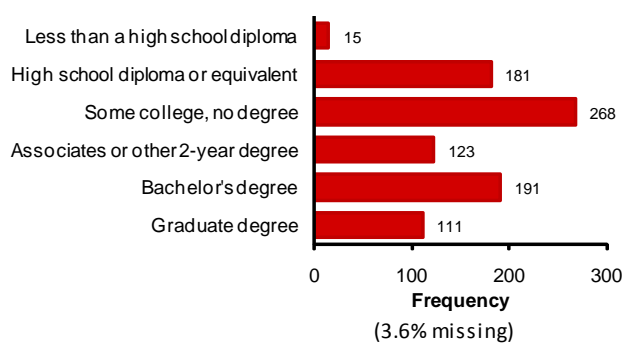


Table 29b. Respondent Background — Education: Trends 2006–2010

Question 29. What is your highest level of formal education?

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2006–2010:</u>
	2006	2007	2008	2009	2010	
Less than a high school diploma	1.1 %	4.9 %	2.5 %	2.2 %	1.7 %	54.5 %
High school diploma or equivalent	15.5	22.2	20.6	18.7	20.4	31.6
Some college, no degree	31.8	32.7	35.9	35.1	30.1	-5.3
Associates or other 2-year degree	12.9	13.1	13.0	13.0	13.8	7.0
Bachelor's degree	22.1	17.4	16.8	19.3	21.5	-2.7
Graduate degree	16.6	9.6	11.2	11.6	12.5	-24.7

Table 30a. Respondent Background — Hispanic or Latino/a Origin, 2010

Question 30. Are you of Hispanic or Latino/a background or origin ?

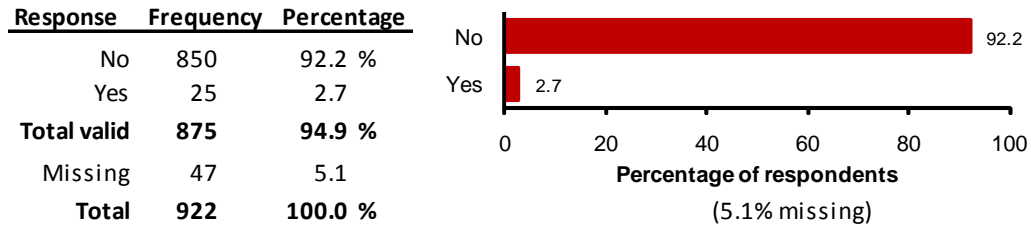


Table 30b. Respondent Background — Hispanic or Latino/a Origin: Trends 2008–2010

Question 30. Are you of Hispanic or Latino/a background or origin ?

Year	n	Percent responding	
		Yes	No
2006*	----	---- %	---- %
2007*	----	----	----
2008	995	4.4	95.6
2009	1,353	5.5	94.5
2010	875	2.9	97.1

* This question was not asked in 2006 or 2007.

Table 31a. Respondent Background — Race/Ethnicity, 2010

Question 31. What race or ethnicity would you say best describes you?

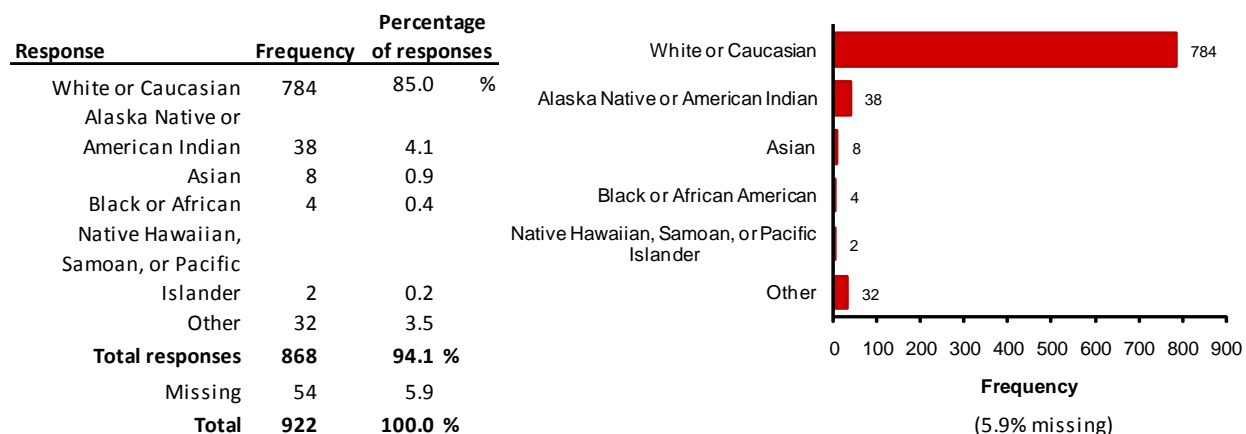


Table 31b. Respondent Background — Race/Ethnicity: Trends 2008–2010

Question 31. What race or ethnicity would you say best describes you?

Response	Percent responding					Percent change from 2008–2010:
	2006*	2007*	2008	2009	2010	
White or Caucasian	---	---	89.7 %	90.2	90.3 %	0.7 %
Alaska Native or American Indian	---	---	5.1	3.5	4.4	-13.7
Asian	---	---	0.9	1.1	0.9	0.0
Black or African American	---	---	0.5	0.5	0.5	0.0
Native Hawaiian, Samoan, or Pacific Islander	---	---	0.4	0.3	0.2	-50.0
Other	---	---	3.3	4.3	3.7	12.1

* This question was not asked in 2006 or 2007.

Table 32a. Respondent Background — Household Income, 2010

Question 32. What is your best estimate of your total household income from last year?

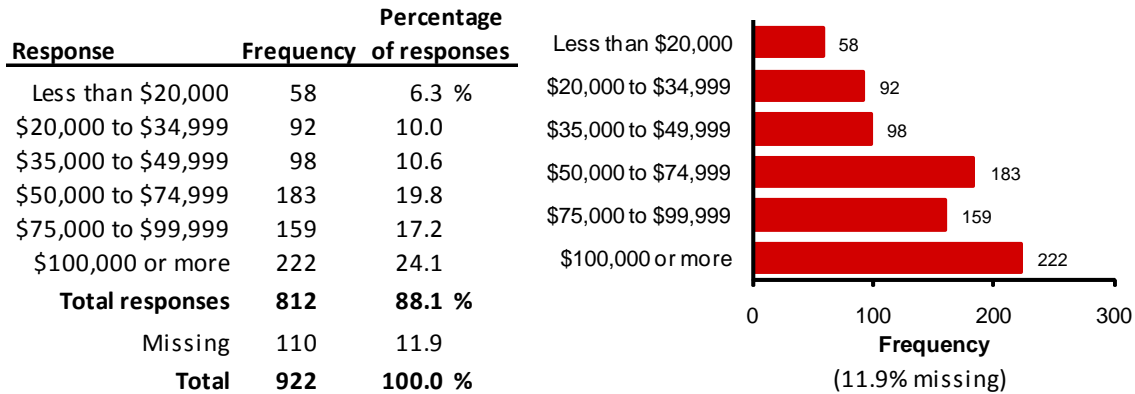


Table 32b. Respondent Background — Household Income: Trends 2006–2010

Question 32. What is your best estimate of your total household income from last year?

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2006–2010:</u>
	2006	2007	2008	2009	2010	
Less than \$20,000	*	8.5 %	9.0 %	7.7 %	7.1 %	—
\$20,000 to \$34,999	*	10.9	10.5	10.0	11.3	—
\$35,000 to \$49,999	14.4 %	12.6	12.9	15.4	12.1	-16.0 %
\$50,000 to \$74,999	28.1	24.9	25.7	22.5	22.5	-19.9
\$75,000 to \$99,999	15.1	20.0	17.8	19.2	19.6	29.8
\$100,000 or more	24.7	23.1	24.2	25.2	27.3	10.5

* In 2006, the lower intervals for total household income were "Less than \$5,000," "\$5,000 to \$9,999," "\$10,000 to \$24,999," and "\$25,000 to \$34,999." 17.5% of respondents were in those four categories.

Table 33a. Respondent Background — Number of People in Household, 2010

Question 33. Including yourself, how many people live in your household?

Response	Frequency	Percentage of responses
1 person	115	12.5 %
2 people	361	39.2
3 people	168	18.2
4 people	144	15.6
5 people	60	6.5
6 people	26	2.8
7 people or more	21	2.3
Total responses	895	97.1 %
Missing	27	2.9
Total	922	100.0 %

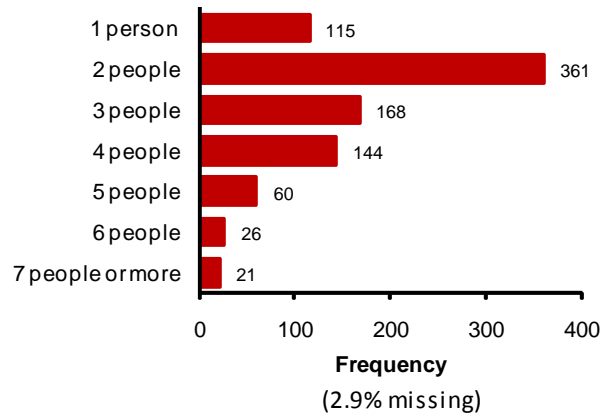


Table 33b. Respondent Background — Number of People in Household: Trends 2006–2010

Question 33. Including yourself, how many people live in your household?

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
<i>Average</i>	<i>2.67 people</i>	<i>3.08 people</i>	<i>2.85 people</i>	<i>2.95 people</i>	<i>2.85 people</i>	<i>6.7 %</i>
1 person	15.0 %	9.3 %	12.9 %	12.2 %	12.8 %	-14.7 %
2 people	44.3	37.8	40.8	42.1	40.3	-9.0
3 people	16.0	17.9	18.6	17.4	18.8	17.5
4 people	15.3	17.5	14.3	13.7	16.1	5.2
5 people	6.4	10.6	7.2	8.9	6.7	4.7
6 people	1.7	4.3	3.7	3.5	2.9	70.6
7 people or more	1.3	2.6	2.5	2.2	2.3	76.9

Table 34a. Respondent Background — Number of Minor Children in Household, 2010

Question 34. How many children under the age of 18 currently live in your home?

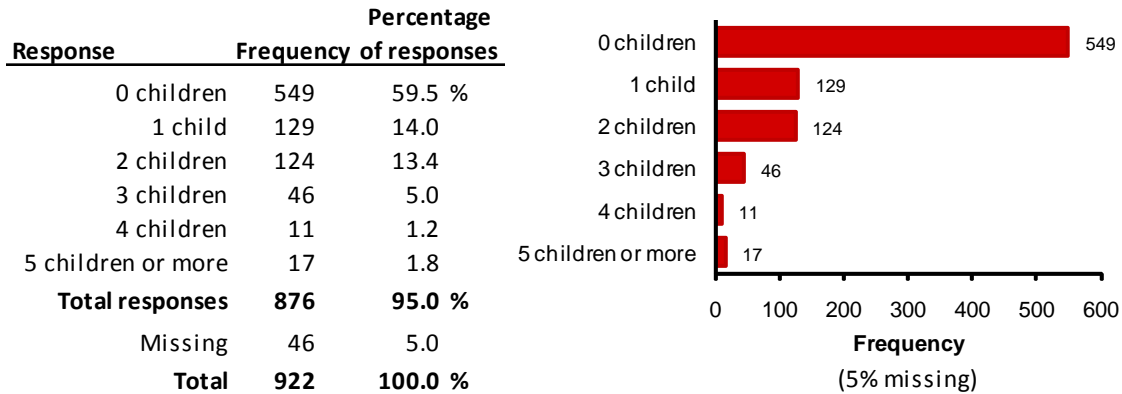


Table 34b. Respondent Background — Number of Minor Children in Household: Trends 2006–2010

Question 34. How many children under the age of 18 currently live in your home?

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2006–2010:</u>
	2006	2007	2008	2009	2010	
<i>Average</i>	<i>0.74 children</i>	<i>0.95 children</i>	<i>0.83 children</i>	<i>0.77 children</i>	<i>0.75 children</i>	1.4 %
0 children	62.3 %	55.0 %	60.1 %	62.4 %	62.7 %	0.6 %
1 child	15.2	15.8	15.8	14.4	14.7	-3.3
2 children	14.2	15.8	13.4	12.3	14.2	0.0
3 children	5.5	8.7	5.9	7.3	5.3	-3.6
4 children	1.7	3.0	2.8	2.6	1.3	-23.5
5 children or more	1.1	1.7	2.0	1.0	2.0	81.8

Table 35a. Respondent Background — Number of Children in Mat-Su Borough School District Schools, 2010

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

Response	Frequency	Percentage of responses
0 children	314	34.1 %
1 child	113	12.3
2 children	83	9.0
3 children	30	3.3
4 children	11	1.2
5 children or more	8	0.9
Total responses	559	60.6 %
Missing	363	39.4
Total	922	100.0 %

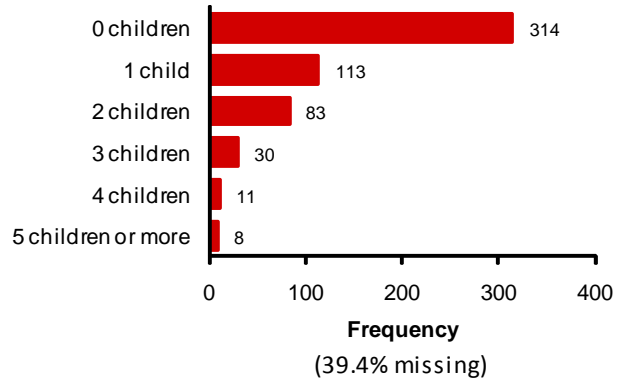


Table 35b. Respondent Background — Number of Children in Mat-Su Borough School District Schools: Trends 2006–2010

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

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
<i>Average</i>	<i>0.64 children</i>	<i>0.63 children</i>	<i>0.89 children</i>	<i>0.88 children</i>	<i>0.82 children</i>	28.1 %
0 children	66.6 %	66.6 %	53.8 %	52.0 %	56.3 %	-15.5 %
1 child	13.7	14.0	21.0	22.9	20.3	48.2
2 children	13.2	12.6	14.7	14.9	14.9	12.9
3 children	4.5	4.8	7.1	7.2	5.4	20.0
4 children	1.1	1.2	1.7	1.8	2.0	81.8
5 children or more	0.9	0.8	1.7	1.2	1.3	44.4

Table 36a. Respondent Background — Employment Status, 2010

Question 36. Which of the following best describes your current *primary* employment status?

Response	Percentage	
	Frequency of responses	
Employed, full-time	408	44.3 %
Retired	145	15.7
Self-employed, full-time	99	10.7
Employed, part-time	83	9.0
Full-time homemaker	66	7.2
Disabled, unable to work	31	3.4
Unemployed, looking for work	26	2.8
Unemployed, not looking for work	14	1.5
Full-time student	6	0.7
Total responses	878	95.2 %
Missing	44	4.8
Total	922	100.0 %



Table 36b. Respondent Background — Employment Status: Trends 2006–2010

Question 36. Which of the following best describes your current *primary* employment status?

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
Employed, full-time	44.6 %	44.4 %	44.9 %	43.6 %	46.5 %	4.3 %
Retired	21.4	15.7	16.0	18.3	16.5	-22.9
Self-employed, full-time	13.7	13.0	14.7	12.4	11.3	-17.5
Employed, part-time	7.6	7.3	7.3	8.2	9.5	25.0
Full-time homemaker	7.0	10.2	9.1	8.6	7.5	7.1
Disabled, unable to work	2.4	3.4	3.8	3.2	3.5	45.8
Unemployed, looking for work	1.8	1.9	1.9	3.2	3.0	66.7
Unemployed, not looking for work	1.0	1.4	1.1	1.2	1.6	60.0
Full-time student	0.6	2.6	1.2	1.2	0.7	16.7

Table 37a. Respondent Background — Type of Employment, 2010**Question 37a. If you are employed: What type of work do you do?*

Response	Frequency of responses	Percentage
Construction Occupations	59	6.4 %
Education, Training, and Library Occupations	55	6.0
Sales and Related Occupations	47	5.1
Office and Administrative Support Occupations	45	4.9
Management Occupations	44	4.8
Healthcare Practitioners and Technical Occupations	33	3.6
Business and Financial Operations Occupations	30	3.3
Installation, Maintenance, and Repair Occupations	21	2.3
Arts, Design, Entertainment, Sports, and Media Occupations	17	1.8
Transportation and Material Moving Occupations	17	1.8
Architecture and Engineering Occupations	16	1.7
Healthcare Support Occupations	16	1.7
Community and Social Services Occupations	15	1.6
Protective Service Occupations	15	1.6
Food Preparation and Serving Related Occupations	14	1.5
Extraction Occupations	14	1.5
Production Occupations	12	1.3
Life, Physical, and Social Science Occupations	11	1.2
Building and Grounds Cleaning and Maintenance Occupations	11	1.2
Personal Care and Service Occupations	11	1.2
Legal Occupations	8	0.9
Farming, Fishing, and Forestry Occupations	8	0.9
Military Specific Occupations	5	0.5
Computer and Mathematical Occupations	3	0.3
Not enough information given by respondent to classify	18	2.0
Total responses	545	59.1 %
Missing	377	40.9
Total	922	100.0 %

* The categories used in this table correspond to the Standard Occupational Classification major groups used by the U.S. Department of Labor, with the exception of "Construction Occupations" and "Extraction Occupations," which are combined in a major group by the Department of Labor, but are separated here.

Table 37b. Respondent Background — Zip Code of Place of Employment, 2006-2010

Question 37b. If you are employed: What is the zip code where you work?

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
Mat-Su Borough	73.5 %	65.2 %	72.6 %	71.1 %	66.5 %	-9.6 %
<i>Wasilla</i>	36.8	33.9	41.0	34.5	34.5	-6.2
<i>Palmer</i>	36.2	22.7	23.3	27.7	23.5	-35.1
<i>Talkeetna</i>	0.0	2.1	3.1	3.2	3.1	-----
<i>Willow</i>	0.2	3.0	2.1	1.1	3.1	1453.9 †
<i>Big Lake</i>	0.0	1.8	1.7	1.1	1.9	-----
<i>Sutton</i>	0.2	1.4	0.6	1.5	0.0	-----
<i>Trapper Creek</i>	0.0	0.0	0.0	1.1	0.0	-----
<i>Houston</i>	0.1	0.0	0.0	0.9	0.0	-----
<i>Skwentna</i>	0.0	0.4	0.4	0.0	0.0	-----
<i>Elsewhere in MSB</i>	0.0	0.0	0.6	0.0	0.3	-----
Anchorage	22.5	27.2	23.7	24.9	25.2	12.0
Elsewhere in Alaska	2.5	7.6	3.5	3.5	8.1	224.6 †
Out of State	0.3	0.2	0.0	0.2	0.2	-42.4 †
n	1,374	781	538	757	534	

† This change should be interpreted with extreme caution because the base numbers are very small.

Table 38a. Respondent Background — Business Ownership, 2010

Question 38. If you are currently self-employed, do you own a business in the Mat-Su Borough?

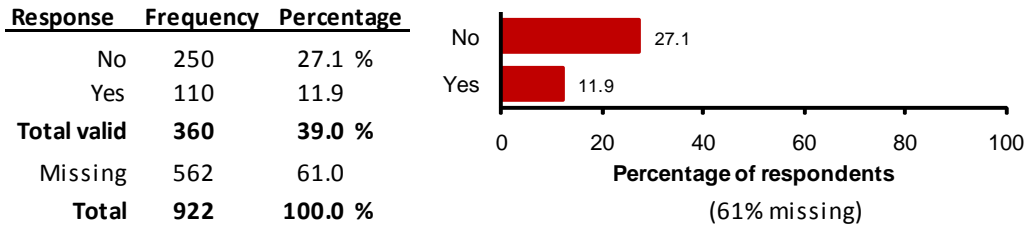


Table 38b. Respondent Background — Business Ownership: Trends 2006–2010

Question 38. If you are currently self-employed, do you own a business in the Mat-Su Borough?

Year	n	Percent responding	
		Yes	No
2006	947	41.6 %	58.4 %
2007	459	35.5	64.5
2008	388	36.6	63.4
2009	582	33.7	66.3
2010	500	30.6	69.4

Table 39a. Respondent Background — Home Ownership, 2010

Question 39. Do you own your home or do you rent?

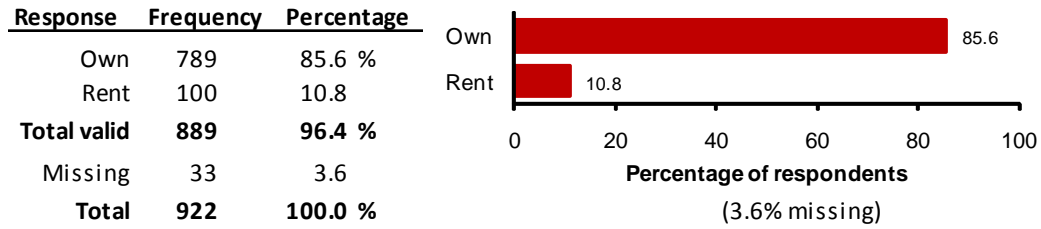


Table 39b. Respondent Background — Home Ownership: Trends 2006–2010

Question 39. Do you own your home or do you rent?

Year	n	Percent responding	
		Own	Rent
2006	2,300	90.8 %	9.2 %
2007	1,317	91.3	8.7
2008	1,035	89.5	10.5
2009	1,372	92.0	8.0
2010	889	88.8	11.2

Table 40a. Respondent Background — Value of Home, 2010

Question 40. What is your best estimate of your home's current market value?

<u>Response</u>	<u>Frequency</u>	<u>Percentage of responses</u>
Less than \$75,000	54	5.9 %
\$75,000 to \$124,999	49	5.3
\$125,000 to \$199,999	209	22.7
\$200,000 to \$299,999	271	29.4
\$300,000 or more	153	16.6
Total responses	736	79.8 %
Missing	186	20.2
Total	922	100.0 %

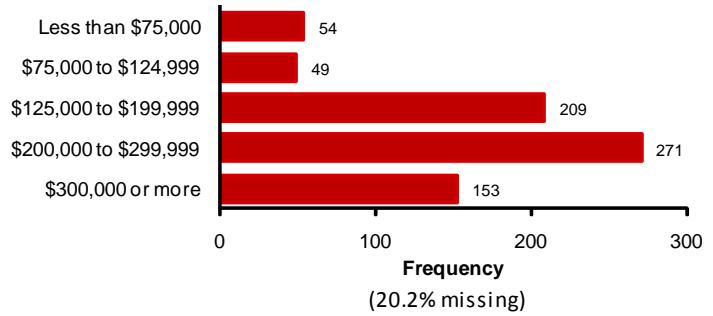


Table 40b. Respondent Background — Value of Home: Trends 2006–2010

Question 40. What is your best estimate of your home's current market value?

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2006–2010:</u>
	2006	2007	2008	2009	2010	
Less than \$75,000	4.4 %	7.9 %	4.7 %	5.8 %	7.3 %	65.9 %
\$75,000 to \$124,999	8.5	8.2	7.5	8.0	6.6	-22.4
\$125,000 to \$199,999	34.2	30.6	29.2	27.1	28.4	-17.0
\$200,000 to \$299,999	34.8	33.7	36.0	37.2	36.8	5.7
\$300,000 or more	18.1	19.6	22.7	21.9	20.9	15.5

Table 41a. Respondent Background — Posting of Residential Address for First Responders, 2010

Question 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?

Response	Frequency	Percentage
No	201	21.8 %
Yes	698	75.7
Total valid	899	97.5 %
Missing	23	2.5
Total	922	100.0 %

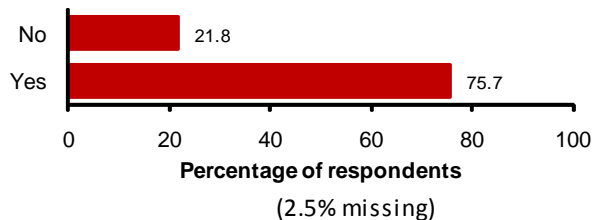


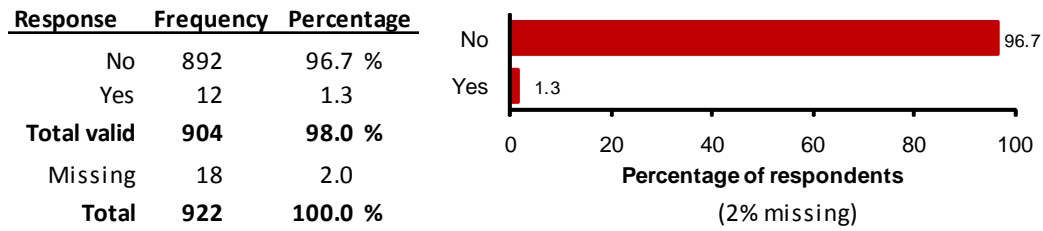
Table 41b. Respondent Background — Posting of Residential Address for First Responders: Trends 2006–2010

Question 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?

Year	n	Percent responding	
		Yes	No
2006	2,356	75.1 %	24.9 %
2007	1,345	73.1	26.9
2008	1,040	71.7	28.3
2009	1,384	75.9	24.1
2010	899	77.6	22.4

Table 42a. Respondent Background — Condominium Residence, 2010

Question 42. Do you live in a condominium?



**Table 42b. Respondent Background —
Condominium Residence: Trends
2006–2010**

Question 42. Do you live in a condominium?

Year	n	Percent responding	
		Yes	No
2006	2,548	1.2 %	98.8 %
2007	1,345	0.7	99.3
2008	1,048	1.2	98.8
2009	1,382	1.7	98.3
2010	904	1.3	98.7

Table 43a. Respondent Background — Second Home Outside Borough, 2010

Question 43. Do you currently have a second home outside the Mat-Su Borough?

Response	Frequency	Percentage
No	780	84.6 %
Yes	121	13.1
Total valid	901	97.7 %
Missing	21	2.3
Total	922	100.0 %

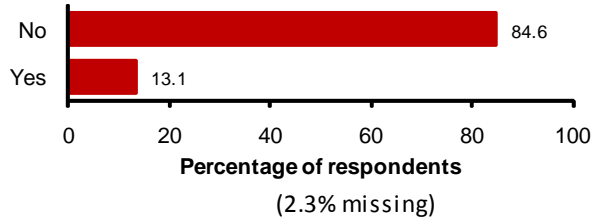


Table 43b. Respondent Background — Second Home Outside Borough: Trends 2006–2010

Question 43. Do you currently have a second home outside the Mat-Su Borough?

Year	n	Percent responding	
		Yes	No
2006	2,551	10.2 %	89.8 %
2007	1,345	8.6	91.4
2008	1,042	12.0	88.0
2009	1,374	10.7	89.3
2010	901	13.4	86.6

Table 44a. Respondent Background — Long-term Residence in Borough, 2010

Question 44. Do you see yourself staying in the Mat-Su Borough for the long term?

Response	Frequency	Percentage
No	141	15.3 %
Yes	751	81.5
Total valid	892	96.7 %
Missing	30	3.3
Total	922	100.0 %

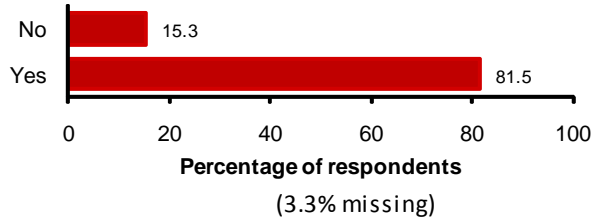


Table 44b. Respondent Background — Long-term Residence in Borough: Trends 2006–2010

Question 44. Do you see yourself staying in the Mat-Su Borough for the long term?

Year	n	Percent responding	
		Yes	No
2006	2,517	80.2 %	19.8 %
2007	1,337	84.4	15.6
2008	1,033	84.9	15.1
2009	1,372	97.1	12.9
2010	892	84.2	15.8

Table 45a. Respondent Background — Future Plans to Leave Borough, 2010

Question 45. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

Response	Frequency	Percentage
No	679	73.6 %
Yes	198	21.5
Total valid	877	95.1 %
Missing	45	4.9
Total	922	100.0 %

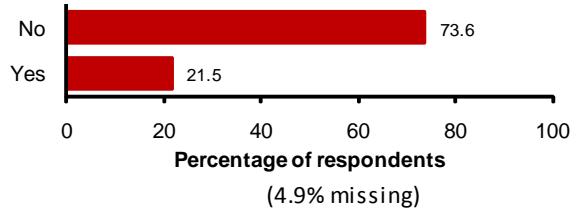


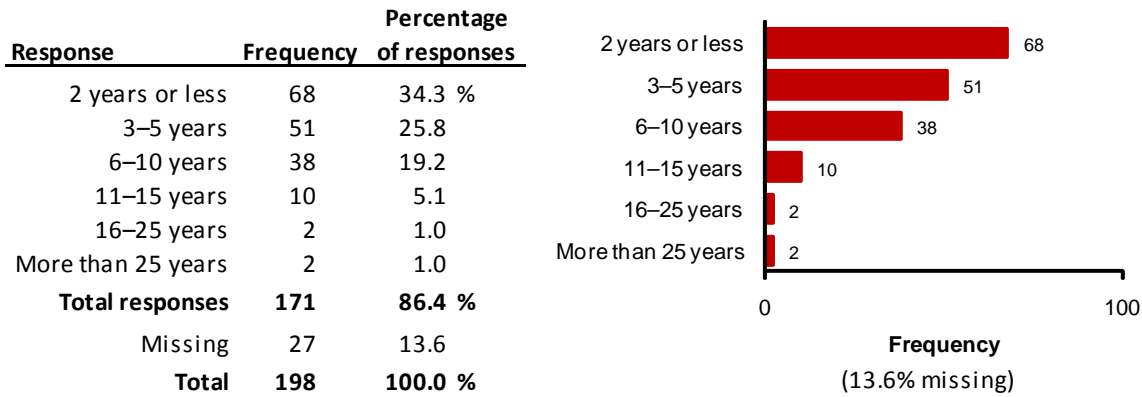
Table 45b. Respondent Background — Future Plans to Leave Borough: Trends 2006–2010

Question 45. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

Year	n	Percent responding	
		Yes	No
2006	2,515	26.6 %	73.4 %
2007	1,332	22.3	77.7
2008	1,026	20.2	79.8
2009	1,358	20.1	79.9
2010	877	22.6	77.4

Table 46a. Respondent Background — Time before Leaving Mat-Su, 2010

Question 46. If you do see yourself leaving, how many more years do you expect to live in the Mat-Su Borough before you leave?*



* Only the answers from the 198 respondents who indicated they plan to leave the Mat-Su Borough in the foreseeable future (see Table 45a) are included here.

Table 46b. Respondent Background — Time before Leaving Mat-Su: Trends 2006–2010

Question 46. If you do see yourself leaving, how many more years do you expect to live in the Mat-Su Borough before you leave?*

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2006–2010:</u>
	2006	2007	2008	2009	2010	
<i>Average</i>	<i>6.1 years</i>	<i>3.6 years</i>	<i>4.9 years</i>	<i>5.1 years</i>	<i>5.4 years</i>	<i>-11.5 %</i>
2 years or less	27.3 %	47.6 %	33.5 %	38.6 %	37.4 %	37.0 %
3–5 years	35.2	30.3	39.9	37.3	32.2	-8.5
6–10 years	29.5	18.7	19.7	19.1	22.2	-24.7
11–15 years	4.9	2.4	5.2	2.1	5.8	18.4
16–25 years	2.0	1.0	1.8	2.1	1.2	-40.0
More than 25 years	1.0	0.0	0.0	0.8	1.2	20.0

* Only the answers from respondents who indicated they plan to leave the Mat-Su Borough in the foreseeable future are included here.

Table 47a. Respondent Background — Time Lived in Mat-Su, 2010

Question 47. How many years have you lived in the Mat-Su Borough?

Response	Frequency	Percentage of responses
2 years or less	68	7.4 %
3–5 years	148	16.1
6–10 years	175	19.0
11–15 years	95	10.3
16–25 years	139	15.1
More than 25 years	272	29.5
Total responses	897	97.3 %
Missing	25	2.7
Total	922	100.0 %

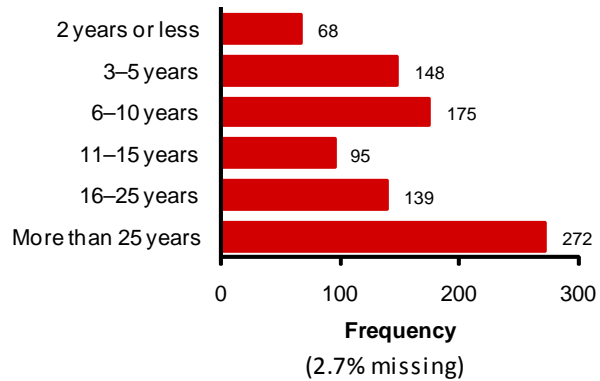


Table 47b. Respondent Background — Time Lived in Mat-Su: Trends 2006–2010

Question 47. How many years have you lived in the Mat-Su Borough?

Response	Percent responding					Percent change from 2006–2010:
	2006	2007	2008	2009	2010	
<i>Average</i>	<i>19.2 years</i>	<i>18.2 years</i>	<i>15.9 years</i>	<i>16.4 years</i>	<i>16.9 years</i>	<i>-12.0 %</i>
2 years or less	9.7 %	15.2 %	10.0 %	8.8 %	7.6 %	-21.6 %
3–5 years	13.6	14.4	15.2	16.2	16.5	21.3
6–10 years	15.2	15.5	17.7	18.5	19.5	28.3
11–15 years	13.1	11.7	12.1	11.4	10.6	-19.1
16–25 years	22.4	23.1	24.3	21.0	15.5	-30.8
More than 25 years	26.0	20.1	20.7	24.0	30.3	16.5

Part VI.

Derived Importance- Performance Analysis

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Introduction to Derived Importance-Performance Analysis

Using the same data as the trend analysis, specifically five years of Mat-Su Borough residents' answers to questions concerning satisfaction with Borough services, this derived importance-performance analysis determines which services are most important to residents in order to guide policymakers when setting priorities and allocating resources. A derived importance-performance analysis was first conducted last year using survey data from 2006-2009. Tables shown in the following section of this report include results from those years. Graphs displaying the key drivers of satisfaction (Figure A) and derived importance (Figure B) only include data from 2010.

Derived importance-performance analysis, sometimes known as "key driver analysis," is commonly used in marketing, and increasingly, in urban studies, as a means of assessing what qualities or services are most important to customers or citizens. It goes beyond a simple analysis of what qualities or services are rated highly. In this particular analysis, the goal was to determine which Borough services are associated with respondents' assessment of Borough services overall.

Measuring Derived Importance

Derived importance is based on the association between the criterion variable (in this case, a respondent's overall rating of Borough services) and predictor variables (a respondent's rating of the Borough services included in Part I of the *Mat-Su Survey*). There are a number of different ways to measure the association between criterion and predictor variables, including multiple regression and bivariate correlation. This analysis used yet another method, that of partial correlation. A partial correlation coefficient is a measure of the association between the criterion variable and one of the predictor variables while the effects of the remaining predictor variables are held constant—it shows the unique contribution of a predictor variable to the criterion variable.

Interpreting a partial correlation coefficient is straight forward. Its value can range from +1.0 to -1.0. A positive coefficient indicates that the two variables share directionality. If one increases, the other increases. If one decreases, the other decreases. A negative coefficient indicates that as one variable increases, the other decreases. The greater the value of the coefficient, regardless of whether it is positive or negative, the stronger the relationship between the two variables.

In addition to calculating partial correlation coefficients, these coefficients were standardized by dividing each coefficient by the value of the largest coefficient in that set of calculations and multiplying by 100. Using this method, the largest coefficient in each set

would always equal 100. This allows for more ready comparison from year to year. To illustrate the calculation, assume the largest partial correlation coefficient among predictor variables in 2010 was .370 (for “Dissemination of News”). This was converted to 100 by dividing the coefficient by itself and multiplying by 100: e.g., $(.370/.370)*100 = 1*100 = 100$. Another predictor variable, let’s say “Elementary Schools,” had a partial correlation coefficient of -.064. Using the calculation described above, the standardized score in this case is -17.3: e.g., $(-.064/.370)*100 = -0.173*100 = -17.3$.

Variables Used in the Analysis

Criterion variable

Your overall rating of Borough services

Predictor variables

Ratings of

- Fire Department Services
- Ambulance Services
- Roadway Maintenance Services
- Snowplow Services
- Library Services
- Elementary Schools
- Middle Schools
- High Schools
- Community Enhancement Programs
- Wasilla Swimming Pool
- Palmer Swimming Pool
- Brett Memorial Ice Arena
- Athletic Fields
- Recycling Services
- Central Landfill Services
- Animal Care & Regulation Services
- Code/Zoning Enforcement Services
- Dissemination of News and Information by the Borough Government

Measuring Performance

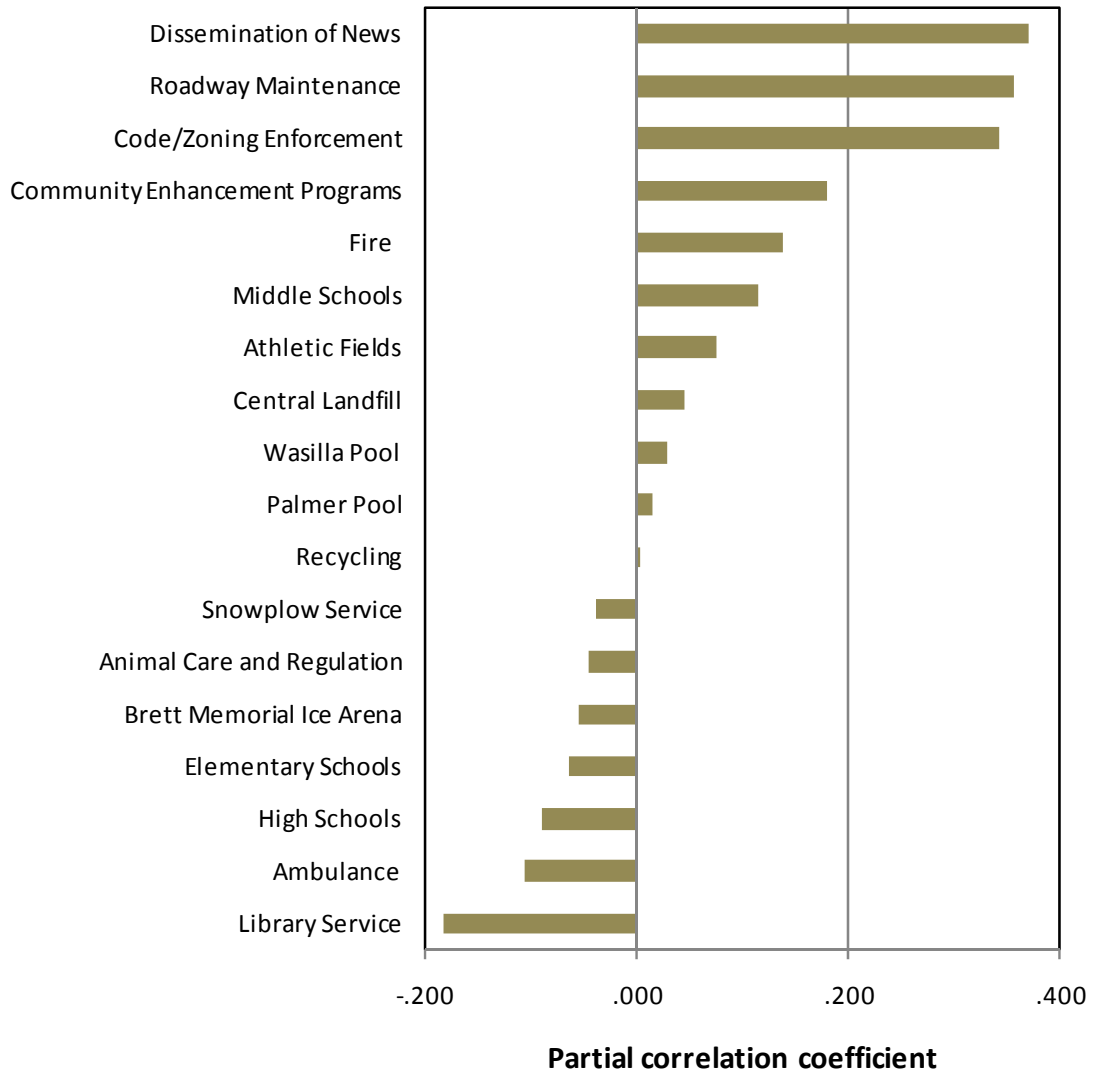
The variables listed above used the same scale when asking people for their opinion about the Borough service: “very poor”, “poor,” “good” and “very good.” Each of these possible responses was assigned a numeric value for purposes of analysis: 0 for “very poor,” 1 for “poor,” 2 for “good,” and 3 for “very good.” Performance was measured by adding all respondents’ answers for each predictor variable and calculating the average score. Then the average score was converted to a score out of 100 by multiplying it by 33.3. In this fashion, an average score of 0 would coincide with a percentage score of 0.0, 1 with 33.3, 2 with 66.7, and 3 with 100.0.

Results

Derived Importance

This section first describes the variables in terms of both derived importance and performance. Figure A shows the partial correlation coefficients for the predictor variables (services provided by the Borough) for 2010. The services are sorted in order of the value of the coefficient. For example, the strongest predictor of survey respondents’ overall rating of Borough services was “Dissemination of News” with a coefficient of .370. This indicates a moderately strong and positive relationship between “Dissemination of News” and overall ratings of Borough services. People who were satisfied with the Borough’s dissemination of news and information also tended to be satisfied with Borough services overall. On the other hand, “High Schools” had a partial correlation coefficient of -.091, which suggests a weak and negative relationship. People’s rating of “High Schools” was not linked to their level of satisfaction with Borough services overall. Bars to the right of the center line (labeled “.000”) indicate positive associations, while bars to the left of the center line show negative relationships. The higher a variable is on the vertical axis, the more it is a driver of satisfaction.

Figure A. Key Drivers of Satisfaction, 2010



Performance Measures

Table 48 shows the performance measures for the predictor variables for the years 2006 through 2010, sorted by the values for 2010. Again, for a particular variable, this measure was calculated by multiplying the average of all survey responses, which ranged from 0 to 3, by 33.3. A variable where every respondent rated the service as “very good” would have a performance score of 100.0; if every respondent rated the service as “very poor” the score would be 0.0. As in all previous years, “Ambulance services” was the highest-rated service by respondents in 2010 with a score of 81.6. “Code/Zoning Enforcement” was the lowest-rated service with a score of 48.3; this was also the case in 2006, 2007, and 2009. Generally, there is little change over this five-year period from 2006-2010 in the services with which people were most and least satisfied. However, there is clearly an improvement, in some cases quite dramatic, in performance measures for all services.

Table 48. Performance Measures, 2006-2010

Service	Performance				
	2006	2007	2008	2009	2010
Ambulance Services	72.7	79.3	78.2	79.3	81.6
Fire Department Services	71.0	75.6	76.6	77.3	78.6
Brett Memorial Ice Arena	66.7	72.8	72.7	74.7	74.9
Central Landfill	65.0	72.0	70.6	74.3	74.6
Elementary Schools	62.7	73.1	71.4	74.0	73.9
Palmer Swimming Pool	68.0	72.8	70.9	72.3	73.3
Library Service	66.3	74.4	74.1	74.3	72.9
Athletic Fields	62.7	69.1	69.6	69.7	70.3
Wasilla Swimming Pool	63.0	69.5	69.1	69.0	68.6
Middle Schools	57.0	66.6	65.3	68.7	68.6
High Schools	55.7	64.1	62.8	67.7	67.9
Snowplow Service	53.0	60.5	60.5	63.3	65.9
Animal Care and Regulation	47.3	57.9	58.5	64.0	63.6
Roadway Maintenance	46.3	53.2	54.3	59.3	62.6
Community Enhancement Programs	45.7	56.0	55.3	57.3	55.3
Recycling	50.7	51.9	45.1	53.7	53.3
Dissemination of News	43.3	49.3	49.5	50.7	50.0
Code/Zoning Enforcement	34.7	45.6	47.9	49.0	48.3

Combining Derived Importance and Performance

Figure B brings together the derived importance and performance measures in a graph that plots each of the eighteen Borough services measured in the *Mat-Su Survey* based on its X value (derived importance) and Y value (performance). Negative values for derived performance were substituted with zeros. Both the horizontal and vertical axes have been divided at the point of the arithmetical average of the values depicted in the graph (the average for derived importance is 25.0 and 66.7 for performance). These dividing points are shown as dashed lines. Based on these lines, the graph is divided into four quadrants. Variables included in the upper-right hand quadrant, Quadrant I, are those that are above average on performance and on derived importance. Those in Quadrant II, in the upper-left hand corner, are above average on performance but below average on derived importance. The lower-left hand corner, Quadrant III, contains variables that are below average both on performance and derived importance. Finally, Quadrant IV, in the lower-right hand section of the graph, includes variables that are below average on performance and above average on derived importance.

What does this all mean? How is each quadrant to be interpreted by planners and policy-makers?

Quadrant I – “Keep Up the Good Work” – residents rate these services highly and think they are important

Quadrant II – “Possible Overkill” – residents rate these services highly but do not consider them especially important

Quadrant III – “Low Priority” – residents rate these services lower than average and do not think they are particularly important

Quadrant IV – “Concentrate Here” – residents think these services are important but give them low ratings

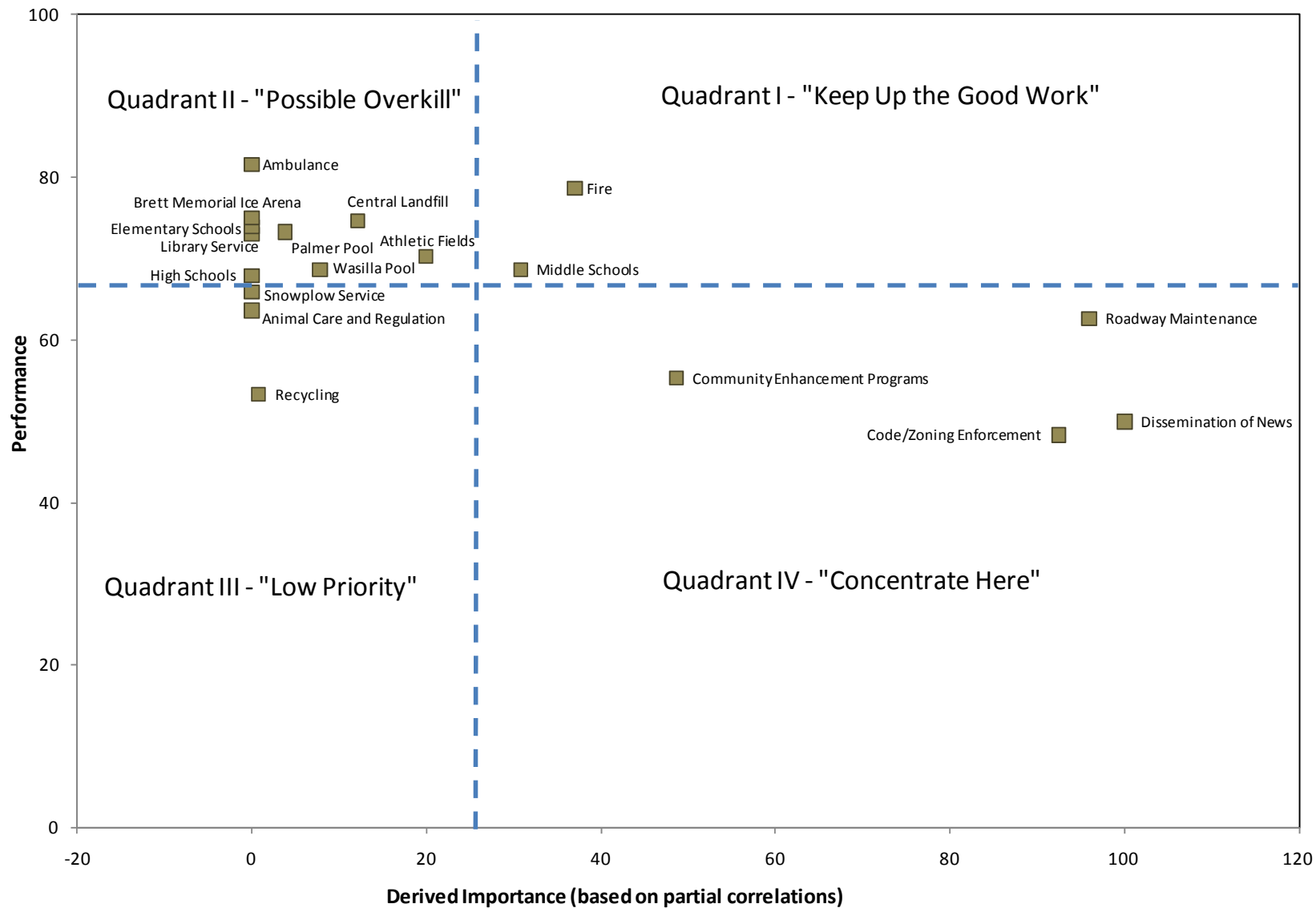
Table 49 shows which quadrant each Borough service fell into during 2006 to 2010. Services are sorted by 2010 quadrants. There is a high degree of consistency across all five years. Some services (those predominantly located in Quadrants II and III) were seen as relatively unimportant during most time periods, for example, libraries, athletic fields, the Brett Memorial Ice Arena, and high schools. Other services were consistently rated highly with respect to satisfaction, as indicated by their location in Quadrants I and II, including ambulance and fire, elementary schools, central landfill, libraries, and the Wasilla and Palmer pools.

Quadrant IV contains the services that could benefit from increased attention. Residents consider these services to be important, but rate them low. Relative to other services, increasing resident satisfaction in these areas should result in greater overall satisfaction with Borough services. Consistently included in this quadrant are code and zoning enforcement, and dissemination of news and information by the Borough government. In 2010, “Roadway Maintenance,” previously located in Quadrants II and III, moved into Quadrant IV, which indicates that relative to previous years, there is a stronger positive relationship between satisfaction with roadway maintenance and overall satisfaction with Borough services. “Snowplow Service” moved from Quadrant IV to Quadrant III, suggesting a weaker association between satisfaction with snowplowing and satisfaction with Borough services overall.

Table 49. Location of Services within Quadrants, 2006-2010

Service	Quadrant				
	2006	2007	2008	2009	2010
Middle Schools	III	I	I	II	I
Fire Department	II	II	II	II	I
Central Landfill	I	II	I	I	II
Ambulance	I	I	II	I	II
Elementary Schools	II	II	II	I	II
Wasilla Pool	II	II	II	I	II
Palmer Pool	I	II	I	II	II
Library Service	II	II	II	II	II
High Schools	IV	III	III	II	II
Brett Memorial Ice Arena	II	I	II	III	II
Athletic Fields	II	II	II	III	II
Recycling	III	III	IV	II	III
Animal Care and Regulation	IV	III	III	IV	III
Snowplow Service	IV	IV	IV	IV	III
Roadway Maintenance	III	III	III	II	IV
Community Enhancement Programs	III	IV	III	IV	IV
Code/Zoning Enforcement	IV	IV	IV	IV	IV
Dissemination of News	IV	IV	IV	IV	IV

Figure B. Derived Importance, Overall Rating of Borough Services, 2010



Part VII.

Respondents' Comments

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The last question of the survey asked recipients if they had any comments they wished to add. Over 40 percent of respondents wrote comments on the last page of the survey, and some also wrote comments next to questions throughout the questionnaire. This section of the report includes many of the comments offered by respondents, organized into several broad areas: policing and emergency services; traffics, roads, and snow removal; education; recreational and public facilities; quality of life; taxes, government, and services; development and growth; planning and zoning; and comments about the survey itself. Comments included here have been edited for spelling and grammar.

Policing and Emergency Services

The *Mat-Su Borough Community Survey* did not include any questions about satisfaction with policing services because the Borough government does not provide policing. The Alaska State Troopers have responsibility for much of the Borough; Wasilla, Palmer, and Houston have their own municipal police departments. Yet many respondents made comments about policing, as well as other emergency services. Respondents generally wanted more emergency services, especially in the rural areas of the Borough.

“I have found over the years when our property was vandalized and my son was sexually harassed in the neighborhood that the police here will find any reason whatsoever not to come out to the people in the community to help. They would not come out to look at a vehicle that had been vandalized because I did not know who might have done the vandalism. Is that my job or theirs? The police (Troopers) have a policy of non-involvement and it makes me mad.”

“Why, when I call about someone shooting guns in the area, am I told the troopers won’t come out unless they are aiming at me? Am I to lodge a complaint from my grave?”

“Seems as though troopers, when asked to respond to any ‘minor’ disturbance, just seem to hint that since they may or may not respond due to whatever circumstance, that matters can be taken into the caller’s hands! Seems a little risky.”

“When thefts have occurred in my neighborhood the local police (Houston) have neglected to investigate them and have gone so far as to say ‘You can file a report but your best bet is to check the pawn shops, we don’t have the time to look for stolen property’.”

"I do not care to go to Palmer, especially because of the police force. It seems every time I go I am harassed. My husband, or almost anyone else for that matter, is harassed when not breaking any rules or laws and does not feel comfortable in the city of Palmer."

"My biggest complaint about the Valley is the 18-25 year-old 'riff raff' road racing in residential areas and especially mud bogging next to Knik Goose Bay Road. The Borough tried repeatedly to hydroseed along KGB but it was fruitless because of mud boggers and dirt bikers tearing up the grass and bike trail (that is one area where police are very lax). This still occurs at all times of the day, all year."

"I expect, as a tax payer, to see a (police car) trooper patrolling every once in a while. Since the Borough has no law enforcement, maybe we should have a sheriff department and cut Borough administration."

"Have a Borough police department."

"More law enforcement patrols to reduce theft. We need outside audits on the integrity of our local and state police departments to reveal and remedy the corruption and also an 'internal crime' team. Bust the druggies."

"I would like to keep or even add to the police patrol."

"Not enough policemen or firemen."

"Increased support with more police/trooper staff."

"There needs to be more police patrolling problem areas and stronger laws on alcohol, drugs and no car insurance."

"Need to enforce litter law."

"Get tougher on DUI offenders, there are way too many in the valley."

"Wasilla Police and Ambulance service are terrible. The police won't address drug problems."

"I think the police do a great job, or seem to. They are polite, professional and responsive for the most part."

"The fire and EMS system works! The people are great!"

"Fortunately I haven't had much need for any emergency services but if I did I feel confident they are adequate."

"Full-time fire and ambulance funding."

"Rural areas are genuinely lacking fire and police protection."

“In Willow, whenever there is a structure fire, the building burns down. We need a new fire station in Willow.”

“I would like to see at least one full-time firefighter on duty during evenings/nights in order to improve response time. I would be willing to pay increased property tax for that type of protection.”

“Expand fire and emergency services on Knik Road.”

“I feel that unless you live right next to downtown Wasilla or Palmer EMS, fire, and police services can be rendered as useless and ineffective. I still pay sales taxes on these services and will not benefit from them due to the lack of staffing. There is a fire station close to our home, but if we have a fire no one will be there to respond in an appropriate time frame.”

Traffic, Roads, and Snow Removal

The majority of comments on traffic, roads, and particularly snow removal were very critical, though some respondents also had suggestions about improvements, including road planning, traffic lights, speed bumps, and construction of the Knik Arm Crossing and by-passes.

“Wasilla is hard to drive in because of all the traffic.”

“Too many people and traffic is terrible.”

“The Palmer-Wasilla Highway is congested at the Palmer end especially by Felton. New homes opening are going to create more congestion.”

“The congestion of traffic in the Wasilla/Palmer and Big Lake areas shows poor planning by the Borough and state!!”

“The traffic is awful pretty much everywhere in the Valley. When funds are spent to do construction or roadwork, I think it is not done wisely.”

“Given the accelerated growth in population in the Valley, an upgrade is overdue. Road systems and more transportation both throughout the Valley and to Anchorage are going to become very critical in the Valley future.”

“There needs to be more pre-planning for growth, as far as roads are concerned. It seems the Borough only worries about development when there is already a problem rather than thinking ahead and changing or building roads before there is a traffic problem.”

“The longer you wait to develop roads the more it costs. Plan now. Secure rights of way now. Don’t just let it happen, without thinking things through.”

“Better planning for road construction, especially through Wasilla.”

“I would like to see the Wasilla by-pass highway built.”

“Improve and widen the Palmer-Wasilla Highway.”

“Having to pass where I am going and circle back because of roads that don’t quite connect drives me crazy. We pay a very high property tax for unsafe, unmaintained roads.”

“The stop lights in Wasilla need to be timed so you can get all the way through town after the first green light with no stopping (like Anchorage’s 5th Ave.).”

“Fix the traffic lights before, in, and after Wasilla. They do not sync well. It is as bad as driving in Anchorage during rush hour.”

“The Glenn Highway that goes into Palmer needs traffic lights. It is extremely difficult to get out on the road from one of the side streets. I’ve timed it driving different times of the day and it can take between five and eight minutes before there is a break in the traffic to get across the road. This is the stretch of highway that the state fairgrounds are on.”

“Speed limits need to be enforced better, including those who consistently go below the speed limit. It adds to the traffic congestion.”

“Speed bumps are desperately needed on my road.”

“Build speed bumps on streets that are thoroughfares in neighborhoods.”

“Speed bumps are hazardous to vehicles and my neck.”

“A strong message and push for bridge from Anchorage to Knik is important for our future! Pressure must be complemented with planning, lobbying and political pressure!”

“Build the bridge ASAP!!!”

“A bridge from Pt. Mackenzie to Anchorage.”

“We need to support the Knik Arm Crossing.”

“No stupid bridge! That would definitely be a fleecing of America. We already spend way too much just studying it year after year, after year.”

“Better planning for road construction especially through Wasilla.”

“More emphasis on road services. We’ve lived in a neighborhood that is at least eight years old and the road is still unpaved.”

“Don’t pave all gravel roads. People drive too fast, then you put in [speed] bumps and they are hard on cars. Some of us like gravel if it is maintained.”

“When road maintenance chops down brush along road sides, please also have crews clear it away. Not everyone has access to pickup trucks to haul the brush to the landfill. Thanks folks.”

“We were very unhappy with the Borough road service people. They came down [our street] cutting trees and brush with a vengeance. They cut and trimmed in front of people’s property for no good reason. Snow removal has never been an issue on [our street] but they cut brush back as if we lived on a four-lane highway. They brought in a shredder for the small stuff and left a mess behind them. Large logs were left to rot.”

“The Palmer-Wasilla Highway and the road to Big Lake are BAD. Also the land along these highways has turned into commercial slums. Highway beautification is needed. Require each business to help.”

“Snowplowing should be a priority and isn’t.”

“Snow removal is a joke in Summerwood Subdivision. One pass and they leave. And if we plow our own driveways the ‘snow plow police’ put up warning signs, no matter how well you dress up the excess snow. Maybe the Borough could get rid of that position and save some money!”

“Plow roads more during winter, and get to the side roads!!”

“Every winter I have to fight for someone to plow my road! I live at the end of a cul-de-sac and the road to it is less than a lot long. But every winter the plow drivers don’t seem to think I need to get in and out. Maybe they think I’m a recluse? Everyone else gets plowed. But I always have to call the Borough and make a complaint.”

“It would sure be nice if the snowplows did not fill my driveway every time they go by. I would rather they did not plow the road.”

“Winter and spring road maintenance needs to improve in neighborhood— large berms in front of driveway is not called for. We all pay good money for taxes that we should not be stuck in our driveway with a one-to-two-foot berm after the grader goes by. There should be someone right behind him/her to clean up the berms. This is especially important when the Borough has a ‘no push snow across the street’ regulation.”

“Each winter a five-foot barrier is erected at my driveway I have to fight with the Borough to remove. Not a berm, a barrier.”

“Snowplow services in residential areas are poor. We are not allowed to let our snow from the driveway touch the street but the plows have no problem putting the snow from the street into my driveway. The snow plows should be upgraded with side gates that would prevent the plow from leaving a berm across the driveways.”

“The snowplowing leaves much to be desired. Tews did it for one spell last winter and they were amazing. All others stunk, just plowing you into your driveway. After you just paid to have your driveway plowed.”

“[The quality of snowplow services] depends on who has the contract at time, and the operator. Last winter was very good.”

Education

Opinions about schools were mixed. Some respondents thought schools need more money and resources, or they commented on what schools should be doing differently. But a few people who wrote about schools were very critical about cost-effectiveness.

“I feel education should be on the top list of priority. Many teachers spend extra hours dedicated to the struggling students.”

“Teachers should be paid more and school administrators encouraged to stay longer.”

“I want to see more teachers in the classrooms and fewer administrators!”

“Schools are inadequately funded.”

“More tax dollars should be allocated for Education Services!”

“We should get a state lottery and use the proceeds to supplement funding for schools and get the best education system in the country.”

“I would like to see more invested in our schools. More teachers’ aides in large classrooms. Another high school in the next five years, especially if our gas line begins construction. The Mat-Su College Campus should be expanded physically and academically.”

“I would like another high school for the Palmer-Wasilla area.”

“We need more schools or other solutions to decrease class size.”

“The schools are very good to excellent, but they are quickly becoming overcrowded.”

“Borough schools need to be designed to allow community/public use after school hours, on weekends and during holidays and summer vacations.”

“School libraries need to be run after school as community libraries.”

“Less ‘regular’ schooling in elementary and high schools and more real life education, i.e., money management, car management, building and gardening skills, family planning, technical schools, etc.”

“I would like to see covered bike parking areas at the schools.”

“I would like to see the Borough use its authority to assist Charter Schools in obtaining land or permanent facilities.”

“I like the ideas behind our charter schools but dislike their funds being taken by public schools.”

“When new schools are built, we would like to see a better use of taxpayers’ money: teacher-student ratio, P.E., music, library, and computer labs are more important than fancy siding and such.”

“Schools could be designed to take advantage of winter daylight and more light coming into the classrooms. The newest schools have been designed in this manner. The old schools need a lot of work—not just a temporary fix.”

“Elementary schools are run down (Pioneer Peak). How can a Borough build a school and there not be a budget to maintain or repair it?”

“Mat-Su Career and Tech High School is the best school ever in the Valley. Please consider adding more schools like it in the Valley.”

“What ever happened to community school programs? They bring people together and offer learning experiences.”

“Community schools programming should be a priority for our winter city status. We should have a vast offering of courses and activities – provides health and education to community.”

“Too many of our tax dollars are wasted in Borough Schools. We continue to throw ‘dollars’ at problems in the education system; after fifty-plus years of this I think someone should figure out this approach isn’t working.”

“Public schools are a mess and use up too much money. I home school.”

“Too much money is wasted by the school district for the product we produce in kids. We have too many functionally illiterate kids that are graduated from our schools.”

“Schools are wasteful, and spend inadequate funds to educate gifted students, instead using funds to educate poorly educable students.”

“The school district uses way too much money for the results we get. Their budget needs to be cut and the money given to road construction and maintenance.”

“There is a huge amount of waste at the school district on ineffectual and repetitive programs. I believe the largest portion of the Borough budget goes to the school district and cuts are hard because the school district is the largest employer in the Mat Su Valley. However, cutting and consolidating programs that simply don’t work or are not accomplishing their goals would make the schools better not worse.”

“Throwing money at the school system and the teachers won’t make it better.”

Recreational Facilities and Borough Services

Many respondents asked for more trails and recreational opportunities, such as swimming pools and a new library in Wasilla. A few people questioned whether these facilities should even be provided by the government.

“It is important to keep trails open for equine usage, especially the Crevasse Moraine trail system. I would like to see more trails added, and possibly tied together. After visiting here, and riding many times before moving here, I was disappointed after I moved here a few years ago that all the farm and wooded area in which I had ridden before was no longer available, due to building and subdivision growth into these areas. Growth is good for our economy, but areas need to be reserved for recreation such as horseback riding.”

“I have noticed the public use trails available to equestrians have been disappearing. Many trails are blocked by land owners in the area or have been sold to private individuals. I would like to see a priority to keep trails for multi-use or non-motorized use for years to come. An access and trails maps made available would help to not inadvertently step on the private owners’ toes.”

“Anytime there’s a major road improvement, there should be a bike trail beside it.”

“We need more bike and pedestrian trails, transport routes, and safe road crossings.”

“I would like to see trail systems be protected from development and improved upon and added to. I would like to see a bike path built along Bogard Road.”

“Sidewalk or bike path along Second Street in East Talkeetna. There is no safe spot to walk but lots of people (including local children) walk there to get into and out of downtown. Many walk in the road, this is an accident waiting to happen as there is a hill and a blind curve. The community would probably be willing to donate a part of the cost.”

“More sidewalks and bike paths to support pedestrian traffic.”

“More bike paths!! Hollywood Road is dangerous!! No shoulder! We need a bike path!”

“We need more parks and trail systems in the Mat-Su.”

“More public parks. I love Talkeetna Lakes Park.”

“I realize it would come at a cost but I would like to see more public access to area streams and rivers for fishermen.”

“I would like to see family-oriented recreation development at Hatcher Pass and other public land areas.”

“We need to develop cross country ski trails at Hatcher Pass.”

“Encourage development of a ski area/resort in Hatcher Pass.”

“Great place! I love the endless possibilities for children. I would like to see football fields for youth.

There are too many soccer fields. We need better football fields for high schools too. There are, as of today, no youth football fields.”

“I would like to see more activities for youth, such as more lighted and maintained Nordic ski trails/cross country.”

“It would be nice to have a public swimming pool in the Wasilla sports complex. The availability at open swim at the high school is quite minimal, especially when school is in session.”

“A swimming pool is needed at Su Valley High School.”

“We need public shooting ranges.”

“I do not support shooting ranges in residential areas, period!”

“Keep public use facilities open in the winter and summer.”

“Wasilla needs a new library. It should be a new facility built with modern technology.”

“We need an adequate facility for our Wasilla Public Library. They have been made to do with very little yet still providing great service. Homer puts us to shame.”

“[Recreational services are a] waste of money.”

“Alaska has the largest amount of public land and open spaces of any state in the US. The Borough has more parks than it can develop or maintain. There is not a need for more parks and open spaces. Currently the Borough struggles with the parks it has.”

“Let private industry provide gyms, pools, etc.”

Consistent with the responses to the survey question asking about satisfaction with recycling, all comments on recycling pointed to the lack of services.

“The Borough should do some long-term investments in recycling. Having lived all over the world, most Alaskans don’t appreciate the wilderness that is at their doorstep. Time to preserve it!”

“We should have a recycling program Borough-wide, including small communities like Trapper Creek and Talkeetna.”

“I would love to see curbside recycling – at least in Palmer and Wasilla.”

“[Recycling services] are inadequate. We need glass recycling.”

“Need recycling that pays for soda and beer cans.”

“Recycling should be available at local waste transfer sites.”

Fewer than ten percent of respondents reported using the MASCOT (Mat-Su Transit) system, yet all comments on this issue were supportive of increasing the availability of public transportation.

“More public transportation projects (buses)”

“I hope there is better public transportation to Anchorage.”

“We need reliable transportation. MASCOT isn’t cutting it. Valley Mover is trying, but needs the Borough’s support.”

“If there were a better public transportation service between the Mat-Su Borough and Eagle River, I would use it. A lot of times, the driver ‘forgets’ to stop in Eagle River to pick people up and we end up waiting there for hours. Maybe a train would be considered?”

“I would like to see some form of public transportation north of Big Lake.”

"I would like an affordable commuter railway connecting Talkeetna, Willow, Wasilla, Anchorage, and Girdwood."

"We need a rail transit system before traffic gets bad."

"We need rail transit system now."

"Why doesn't a train run from the Valley to Anchorage for commuters? This would save on road maintenance, car accidents, harmful pollutants, etc."

"Public transportation should be simple, convenient and effortless. Our public transport is, as of yet, none of the above!"

"Public transportation to and from Anchorage should be a priority."

"There need to be more options for those people that commute to Anchorage! For those people, more options would reduce stress, costs, accidents, and over all cars on the road. This is one of my biggest concerns! I love the Valley!"

"I would like to see mass transit that operated from the Knik River to Willow, down the Palmer-Wasilla Highway to/from a centralized location where it would interconnect with a commuter system (preferably rail) to Anchorage."

Some respondents commented on the need for more animal control ordinances and officers.

"Unattended dog lots are not disbanded. Dogs suffer, neighbors are distressed."

"We wish there were more animal control officers who could patrol areas that have many complaints."

"Do something about animal control! Stray dogs and cats are a major problem."

"Treatment of some of the animals in the Borough is cruel and disgraceful. Ordinances with teeth need to be written and enforced to prevent needless suffering."

Quality of Life

Some respondents wrote comments about how much they love living in the Mat-Su Borough, but expressed concerns about how this way of life is changing as more people move into the area.

"... living in the Valley is far better than in Anchorage/Big City. I feel that this place has a country 'atmosphere,' small town America. It would be an extreme injustice to allow people from Anchorage or even Outside to dictate to the residents of the Valley their city way of life. It is exactly the small town atmosphere that brings many to this place."

"Mat-Su is a great place to raise a family. We have always lived outside any city limit and have been self-sufficient."

"My family and I love this Valley and respect its history."

"I love living in Palmer. I cannot imagine being anywhere else. I was quite disappointed with the housing boom that brought more houses and people; however, I was blessed to be surrounded by good neighbors, most very spiritual. I love the old town look and the people here are so nice, helpful, laid back, and a pleasure to know."

"I love the place I live. Since I'm a senior citizen I live with a landlord and landlady that care a lot about their tenants. There are seven tenants in the area and all get special attention. I have space for a garden and lots of flowers and apple trees and lots of vegetables. Even the tenants share the gardens. I could not live any place else that has everything I need. I love Wasilla, AK."

"In this neighborhood, things have vastly improved in the time I have lived here. It used to be really horrible but now it is a good place to live. So from where we are sitting things appear to be getting better every year."

"Lots of good, community-minded people."

"I moved to Palmer for the small town it is, 4H, etc. My family wants to keep the small town integrity of Palmer instead of constantly trying to find ways to build it up. This would take away everything that is unique about Palmer. The wonderful small shops are already being squeezed out—shops that used to bring more people into Palmer. It's a shame."

"The Borough needs to stay small and quaint. That is its basic charm. Some services like retail stores would be nice but not absolutely necessary."

"I like the rural life we have here and don't ever want that to go away – even in the name of progress."

"We (my husband and I) love living in the Mat-Su because of the choices of where to build your home. You can live in town and feel crowded or buy a couple of acres and live with wonderful views of nature! And build that log home!"

"I love to live in Mat-Su Borough. Please keep up the good work."

"This is a good place to raise a family, glad I'm here."

"I am comfortable with things as they are. I think overall life in the Mat-Su Borough is pretty good."

"I'm healthy, happy, and see the Mat-Su Borough being crowded by wealth seekers and a mixture of people who aren't contributors to much of anything."

"Palmer allows low-income people to build around our area and it's not very pretty to look at anymore. We've lost our mountain views we used to have."

"There are getting to be too many rentals. Rentals bring in a whole different class of people. More crime."

"There is a potential crisis regarding the influx of people dependent on our 'social' system coming into this area. This puts more demands on public services."

"Most of my dislike for this area is caused by the people. I feel that many disregard the laws when applied to themselves or just have a very rude and selfish attitude towards those who are not immediate family and friends. Neighbors have tried to hurt my pets with their ATVs. I was recently the victim of what I believe was insurance fraud, committed by someone in the area. These few occurrences have soured me towards the area."

Taxes and Government

Respondents' opinions ranged from support (conditional or otherwise) for a sales tax, to firm opposition to increasing any taxes. Other respondents called for more restrictive government spending.

"I think implementing a sales tax to lower property taxes needs to be looked at again. "

"Fuel and property taxes shouldn't be so high. Money should be obtained through sales tax."

"The Mat-Su Borough needs a sales tax to lessen the burden on the property owners and allow all the residents of the Borough to share in the expenses."

"I support sales taxes if property taxes are offset 100%."

"I would support a sales tax only if property taxes were abolished."

"We need some way to relieve the burden on property owners, as taxes are way too high. Maybe a seasonal sales tax?"

"I support a Borough-wide sales tax."

"We agree with taxes on services or other items as long as it affects all people instead of singling out one group."

"I would support a tax on fast food."

"The Borough should tax people 'lightly and broadly' instead of 'deeply and narrowly,' meaning that residential property should not be bearing a disproportionate share of the overall tax burden."

"School taxes (% of property taxes) should be pro-rated based on [the] number of kids using [the] school system."

"No new taxes."

"No more taxes! Sin or otherwise!"

"As a single mother taxes are high enough to become an issue. Raising taxes may discourage growth in the Mat-Su Valley!"

"The Borough's growth and income should be determined by the amount of people who live and pay a reasonable tax and not by pursuing more taxes to pay for Borough services."

"Property taxes are entirely too high for the level and quality of services received! For the last two years my area now has the lowest bidder performing the basics, sweeping and snow plowing. The quality of work performed by the low bidders is an absolute joke."

"My home in Anchorage appraises 25% higher than my Mat-Su Home and I pay approximately less per year in taxes in Anchorage and get more and better services in Anchorage!"

"Keep [Borough services] to an absolute minimum. Our property taxes are already outrageous."

"Property taxes are high. Property values have dropped the past two years. Assessed values have not. Road maintenance in our area is very poor. Seems like the Borough is getting poor value from what I've heard the contract price is per mile in the contract. Is this fair, open bidding, or part of the good old boys' world?"

"I think there is always room for improvement. I would like to see how the budget can decrease rather than increasing taxes/fees."

"I want to see more work toward efficiency in Borough Govt. without an increase in taxation and hopefully with a reduction of the total MSB budget."

"Borough government needs to be more efficient, no more growth!"

"At this time of our national economic crunch, I think it only financially responsible for our local government to keep an even keel on spending. I say maintain what we have so the value doesn't go down but tend not to make forward expenditures except with careful study and planning."

"As with any government agency, the Borough needs to learn to operate within its 'household' budget as the general public does."

"Our services are more than sufficient."

"Services are fine- no new taxes please!"

"As for services ... they are adequate. We DON'T want any tax increases! We have been overtaxed for ages and enough is enough."

"You all want to raise taxes. Let's cut the government spending at the root. Housing already costs too much. Don't tax businesses to meet your agenda. Don't spend our money that you don't have."

"I am a lifelong Palmer resident. I planned to live here for life until our property taxes became so high we can't afford to build on our family homestead. We may have to sell land that has been in our family for 80 yrs. Very sad. People should not be taxed into moving or selling. How about cutting the MSB budget to pay for services?"

Some residents in the rural areas of the Borough complained that they receive few services for their tax dollars.

"Wasilla and Palmer soak up the large majority of tax dollars. The rest of us get little to none out of it. Wasilla and Palmer do not speak for the rest of the Borough yet their laws and mandates are forced on all of us."

"When you ask about raising revenue to pay for services you should describe what services. People in Upper Su Valley don't want to pay for services in Palmer, etc."

"I am building a home in Skwentna. There are no police, fire department, schools, nothing. And the taxes are way too high."

"We are neglected in the Butte."

"I live in Houston, AK-the additional 2% taxes are not showing any improvement for snow cleaning or road maintenance."

"I don't feel the Borough offers any services in the Glacier View Area."

"I think Borough services are fine in the Palmer/Wasilla area, but sadly lacking elsewhere. Since the Upper Susitna Valley provides more than half of the current bed tax, this disparity needs to be addressed."

"The Borough has always fixated on the urban area of the Mat-Su. A vast majority of its revenue has always been spent there regardless of demonstrated needs elsewhere."

Anti-government sentiment and outright hostility against the Borough was expressed by a few respondents.

"I only support basic services, i.e., police, fire, EMT, basic government. We do not need government control, just assistance for what the individual cannot provide alone."

"I prefer government at all levels be kept to the bare minimum."

"Fire the corrupt managers and employees in the Mat-Su. Reduce the government payroll."

"The Mat-Su Borough needs people that know what they are doing to manage the Borough and its needs. In my opinion we have nothing but idiots running the Borough and its needs. They should all be fired!"

"The managers and officials are indecisive, weak ethically, poorly organized, and barely enable those that work for them or suffer their constant indecision."

"Too much taxation. Too much government. We should consider the dissolution of the Borough government!"

"You cannot disagree with our Borough personnel because they are always right and the average Joe isn't. You might just as well save your breath if you're fighting a tax bill."

"The manager should be appointed by the mayor and be a term position no longer than eight years."

"Instead of creating more ways to get revenue by taxing home owners, why not lower the salaries of Borough employees?"

"I think all government employees and both federal and state politicians should work for minimum wage."

“How about all the big politicians take a HUGE voluntary pay cut from the President on down! We would have more than enough to fill the tax coffers!!”

“I, like thousands of other Borough residents, pay high land taxes and receive few if any services and face constant refusals by the Borough when services are needed. The Borough caters to the minority of rich living in expensive housing developments and brushes aside the majority of hard working, responsible citizens that finance the majority of the Borough’s revenue stream.”

“In my opinion the Mat-Su Borough is much more interested in enforcing the codes that produce fines than providing services to its citizen or enforcing the law.”

Other respondents had specific suggestions for changes to the Borough government, while some people voiced their appreciation and thanks for the Borough or its services.

“I support a manager/weak mayor form of government for the borough; however, I expect the Assembly members to be engaged and not just rubber stamp the manager’s actions. It is important to maintain checks and balances in the management of Borough revenue and development.”

“We need to change to a strong mayor with a Borough Manager.”

“There are too many mayors, duplicate services and committees. It’s too bad that there couldn’t be one mayor and combine services.”

“Improved accounting of Borough spending.”

“I would like to see a good hard look at the way the Borough spends the funds collected and make sure they are maximizing the taxpayers’ money for services.”

“The Mat-Su Borough needs to quit wasting time and tax dollars on things like ports and ski resorts and focus on vital services like road maintenance, education and emergency services. Spend wisely and tax less!!”

“The Borough needs to clean house. I think they can get by on more part-time employees. They have too many vehicles.”

“Borough jobs are fought over and union controlled because of high pay and good benefits, which makes for a political power war. Discontinue closed-shop unionism and reduce all Borough wages and salaries 5% and an added 5% on higher paid salaries.”

“I am very frustrated with the MSB’s inability to get things done. There needs to be big changes in the way decisions are made and [how] the development of the area is handled. I used to try to get involved in public meetings and government but I gave it up in frustration.”

“MSB construction contracting practices are good ol’ boy in nature. MSB is heavily biased in favor of MSB-based contractors. Much of the funding for MSB projects comes from the federal and state governments, not from the MSB itself, which brings to my mind the question of how they can continue spending public money in this manner. Many Anchorage-based contractors will no longer submit bids for MSB projects because they sense it would be a waste of their resources to do so. MSB’s contracting practices are thereby limiting competition.”

“I would like a decisive Mat-Su Borough government. One that has a plan for growth that is good for the community as a whole and not for a few influential stakeholders. I would like a strong city council that is brave enough to make a plan and follow through.”

“There should be someone available to advise and help coordinate with the funding of public projects such as playgrounds, trails and maintenance projects.”

“I think the Mat-Su Borough government will continue to have good karma because it has always tried to do the right thing.”

“I would like less government control, at least no more. I am grateful for this Borough.”

“The assessment dept is the best service in the Valley! The employees are well trained, friendly and out of all the services, the best!”

“The new permit center is awesome. I like having a place I can go and get answers in a friendly environment.”

Development and Growth

There was disagreement by respondents on the questions of how communities in the Mat-Su Borough should develop and how quickly they should grow, if at all. Many respondents argued for more commercial and industrial growth and development, while others, concerned about overcrowding, had equally as strong opinions in support of slow growth.

“I would like to see more business growth in the Valley so that we don’t have to go to Anchorage for everything.”

“I would like to see just a few more stores here in the Valley, and then I wouldn’t have to travel to Anchorage at all.”

“We really need a Costco out here, and a Best Buy would be nice too.”

“Would like to see no big box stores in Palmer. Leave that to Wasilla which has no small town charm anyway.”

“Please stop the box stores. We can have such a beautiful special place to live that doesn’t look like every other big city in the lower 48.”

“No Walmart in Palmer! Fewer box stores.”

“I enjoy living in the Mat-Su Borough and would work here as well if there were ample career opportunities for my profession, but I am forced to work in Anchorage.”

“Borough planners need to develop industry-related jobs as service industry and construction-related jobs will not sustain indefinitely.”

“I would like to see more growth.”

“Increase commercial development to provide more jobs in Mat-Su and increase revenue, but in areas not next to residential divisions.”

“I like living in the Mat Su Valley and prefer that its growth slows down because that is the reason so many people have moved here.”

“I would like to see more commercial and industrial development throughout the Borough.”

“Palmer needs to develop policy to encourage small business development inside Palmer city limits.”

“Tax incentives to encourage new businesses to move to the Valley.”

“I would like to see resource development encouraged rather than discouraged. We need more good paying local jobs, not increased taxes or government services. The Borough needs to do something to attract companies to do business here, rather than adding layers of red tape to scare them away.”

“I am disappointed in the Borough services regarding business growth. Instead of supporting local businesses with educational services or understanding, they are quick to penalize.”

A similar divide was seen with respect to what should be done with the Borough’s abundant natural resources.

“The Mat-Su Borough needs to open doors for the development of resources and industry. Tourism, agriculture (what little is left) and growth are not stable or voluminous to support local government services.”

“Promote industry, exploration, mineral development, etc.”

“Increase land transfer from the state and Borough into private ownership.”

“The Borough is too green and restrictive. They squander their renewable resources like timber, wildlife, fishing and tourism. The Borough doesn’t understand the power of industry or natural resources.”

“Mat-Su Borough folks were foolish to kick out coal bed methane folks by overregulation. We could have had many jobs and a local cheap fuel source as well as a source of revenue.”

“No to coal.”

“I am concerned that coal mining-coal bed methane development, etc., will destroy our air and water quality, and that transportation of coal on highways will cause problems in health and well-being.”

“Serious immediate attention needs to be brought to the proposed coal mining in MSB. We are the fastest-growing residential community in Alaska, and also one of the fastest-growing in the entire U.S., and we allow a strip coal mine to be established near our residents, to impact our roads and our scenic town of Palmer with dust and trucks? And the coal (our coal) is sold to Japan? This is the most serious issue at stake at this time.”

“I would like to see less irresponsible development. Gravel pits and those that strip away topsoil and trees to build commercially should be required to rehab and beautify.”

“I very much object to the practice of clear cutting all the trees from a potential building site, and then leaving it bare for years until some structure is put on it. It is very unattractive and harmful to the environment because of dust, erosion, and lack of oxygen from trees. I suggest that a high tax be put on such unimproved land when it is cleared to reduce this practice.”

Several people also expressed concern over an apparent lack of planning or management of growth.

“I would like to see sound growth policy, reflecting smart development of resources, economy, lands, and educational opportunities for youth.”

“The Borough is obviously making the same mistakes in development hundreds of other communities already have. A plan needs to be implemented as soon as possible to ensure sustainable growth in the Valley before there is more irresponsible development, even at the risk of angering a select few, in order to make the best long term decisions for the entire Borough.”

“I moved to the Valley to escape the congestion of Anchorage. The Valley is growing so fast that subdivisions have literally popped up where there used to be woods. I would like to see developments better spread out so that our city doesn’t get so congested. There is so much space here, yet all of the construction seems to occur in focused areas.”

“The Mat-Su Borough would be wise to consult urban planners to develop a master plan for future growth in the Valley, and more importantly, the Borough needs to implement the ideas provided by the expert consultants.”

“I am concerned that there is a lack of long range planning and the consequences of short-sighted, commercial greed.”

“My biggest concern is what seems to be a lack of planning where growth is concerned. We have some of the most beautiful scenery on the planet and it is largely ignored.”

“This Valley could have been developed in such a way as to enhance the natural beauty that is here. Instead, we have sprawl, box stores on the shore of a beautiful lake, gravel pits lining major tourist routes, strip development, etc.”

“My preference would be for zero growth until detailed SPUDs are in place, and for there to be ample funding for enforcement of the SPUDs. People I know moved away from cities to flee the problems therein. We do not need to grow to the point where those problems follow us.”

“Talkeetna needs self-government and a plan for development.”

“I worry that commercial and residential development in the Borough is happening very quickly and that not enough land is being preserved for parks, beautification, and public use, especially in the Wasilla area.”

Zoning and Land Use

Most people who commented on zoning and land use supported more rigorous enforcement of laws, or improved regulations. Specific areas of concern included unsightly premises, incompatible adjacent land uses, retention of larger lot sizes, improved landscaping along highways, and preservation of green space and agricultural land. Several people wrote that Wasilla needs to be beautified.

“The Borough needs to get better stronger land use and zoning laws.”

“My largest frustration with the Valley is the manner in which it has developed. I know the term ‘zoning’ was extremely unpopular, but that was also when the Valley was less developed, and I believe opinions opposing zoning, or some kind of urban planning, are largely uninformed.”

“I love living in the Mat-Su Valley! I wish that they had taken my parents’ advice back in the 80’s and instituted a Borough-wide planning/zone program. There are areas now that are mish-mash of commercial, industrial, and residential. Looking forward it is not too late for the Borough to put a zoning program into effect. My biggest concern is that we maintain our rural autonomy and not just become bedroom communities for Anchorage.”

“New codes and regulations have stopped our growth and development of a larger tax property base. New regulations did not take in the vast remote areas of the Borough, the new codes and regulations were developed for the core areas and no consideration for how different the remote areas are. Additional codes should be added to our regulations that consider remote areas and the different ways to develop from core areas.”

“Life in Mat-Su is good. Overregulation stunts growth!”

“Having housing/building permits outside Palmer and Wasilla is ridiculous. Increased cost on building and compliance when a city is not incorporated is a just a cheap way for the Borough to make money without providing additional services.”

“Do not ram zoning down our throats!!”

“Improve zoning and building codes. There are too many unlicensed subs (i.e., plumbing/electrical) working on new homes, with bad results.”

“We need building codes and comprehensive zoning, including industrial.”

“We need building inspectors to inspect residential and commercial buildings in the Valley for all phases of construction.”

“We need mining regulations. We need gravel and coal extraction ordinances.”

“We need better city planning and zoning [in Palmer] so we don’t end up looking like Wasilla.”

“I would like to see us get away from strip towns like Wasilla and be more like Palmer with cross streets.”

“More zoning, and clean up junky yards and houses.”

“We could use more code compliance enforcement. There is a lot of junk in the Borough.”

“The biggest problem I see is the lack of rules concerning how people keep their residential and commercial property. Commercial property in the city limits has improved, but outside the city limits

people store cars, refrigerators, heavy equipment, etc., in front of their homes. There needs to be regulations that need to be enforced.”

“Too many trashy, unkempt property owners. The Borough should enforce laws on property owners.”

“We need more zoning laws so we don’t have industrial zones next to schools and art centers.”

“It is unacceptable to have big box retail on water front property, gravel pits adjacent to \$500k homes and overall, inefficient infrastructure.”

“Keep it clean. Minimal liquor stores. Zone with subdivisions for comparable homes within a neighborhood. Limit building of new homes to help maintain and increase property values.”

“I think there should be more zoning in the core area so that residential areas are kept nice for family and community activities. Industrial areas are kept for businesses. I would like to see a planned Valley for better/beautiful growth for the future.”

“We chose to buy our home in a very rural area and hope it stays rural.”

“Don’t allow developers to develop every acre of land. People enjoy or enjoyed the Valley for the room between neighbors.”

“Future growth should be kept to a minimum. I also think property lots should be a minimum of five acres. Let’s not turn the place into Anchorage!”

“I would like to see a two-acre minimum on lot size on any residential property outside of city limits. Let’s keep the Valley rural and if someone wants to live in apartments, condos or clustered housing do this in the city where they have the services to support it.”

“Limit the number of homes on less than one acre in housing developments outside city limits.”

“Do not let developers cut up large parcels of land into ½ acre subdivisions.”

“I am concerned that the Borough and DEC are allowing more and more neighborhoods with smaller lots. I am concerned about our water system getting contaminated by large septic systems and more condensed systems on smaller lots.”

“I love open green fields and would like to keep open green spaces.”

“I do not like clear cutting of lots. Pretty soon it will be a prairie and then the winds will really kick in.”

“We need to provide better planning around lakes to give public access and great parks – Wasilla Lake should not have been squeezed into its present area.”

“I am very concerned about the farms. The land needs to be protected. It’s the history of the area.”

“Save farmland. Protect salmon streams. The Borough wants to develop-develop-develop. This is irresponsible!”

“Preserve and encourage agriculture and farms. Why should we rely on imports from the Lower 48 to feed ourselves and our animals?”

“I’d like to see lands set aside for agriculture uses only. More support for locally grown foods like more farmers markets and farm-to-school and restaurant programs.”

“I disapprove of open space acquisition and preservation of existing agricultural plots. Let private industry determine this.”

“Require minimum landscaping on business properties that front major roadways.”

“I would like to see many of the unkempt buildings and businesses along the Parks Highway and Palmer-Wasilla Highway cleaned up.”

“Better landscaping along the roads would be a benefit to the Valley.”

“I wish land along roadways wouldn’t always be marketed as ‘commercial.’ I am fearful that the sprawl of Wasilla will continue all the way to the Parks Highway.”

“I don’t care for the extra large advertising real estate signs I have to look at every day!”

“There should be something done about the eyesore of cabins that are lined up on Parks Highway just below Three Bears in the Meadow Lakes area. It is very ugly, and needs to be cleaned up.”

“I wish Wasilla was a more attractive town. It’s very industrial looking with no real town square or city center. Beautification and city planning are needed.”

“Wasilla needs a downtown. It could be a pretty pedestrian street near Wasilla Lake.”

“I would like to see more beautification to the town of Wasilla, and more enhancements and incentives to draw in businesses.”

“I am concerned that Wasilla looks like a strip mall. Too many box stores are being built. Landscaping of highways needs improving—more perennials and trees that grow, such as birch and mountain ash, rather than evergreens.”

Thoughts about the Mat-Su Survey

Several respondents in rural areas of the Borough thought the survey was not very applicable to their concerns, and other had suggestions about how to modify or add to the questions asked in the surveys. Some people were critical of the motives behind the survey. Others wrote to express their thanks for being asked to participate in the survey.

“Not a question was asked about senior centers. We have many retirees in our community who could use one.”

“Many of your questions dealt with neighborhood, however very little was asked about education.”

“Some of these questions have good, then poor- there’s no fair- there needs to be.”

“This questionnaire has a strong urban slant. I live in a more rural community with a small population and many part-timers.”

“I live in the Upper Su Valley. Issues and concerns are very different here from those in the core area of Palmer and Wasilla. There should be separate surveys.”

“The Borough needs to pay more attention to areas outside the core. For example, your survey fails to mention Borough facilities in Talkeetna other than the library.”

“This survey doesn’t really work well outside of the core area.”

“I live outside the core areas so a lot of these questions were not very applicable, but thanks for asking.”

“I don’t do surveys because of the manner in which the taker will use the results they like and cast out the rest. So please take me off your list of residents for future surveys.”

“Very slanted survey with loaded phony questions. They already know the answers to most of these questions. The Borough wants to justify their existence to have even more control over all the people.”

“After filling out this booklet, I get the feeling that this is a survey with a focus on where do we need to spend more money and how should we obtain it? It’s not very focused on ‘justice’ as the name implies, so I, as of right now, question its true motives.”

“About the two dollars you sent. Is it common to bribe someone to take a survey with someone else’s money? My survey # is 23xx so that means you sent out at least \$46xx in ‘enticements.’ Where did the money come from? By the way I donated the \$2 to my church!”

“Thanks for the two bucks. I probably would not have done survey otherwise. Good idea.”

“Thanks for the gift. It forced me to answer.”

“Many more household surveys should be independently done to actually determine the mind and will of the people in geographic areas.”

“Thanks for your time and the survey.”

“Thanks for the opportunity to get a few things off my chest.”

“Thanks for hearing my voice.”

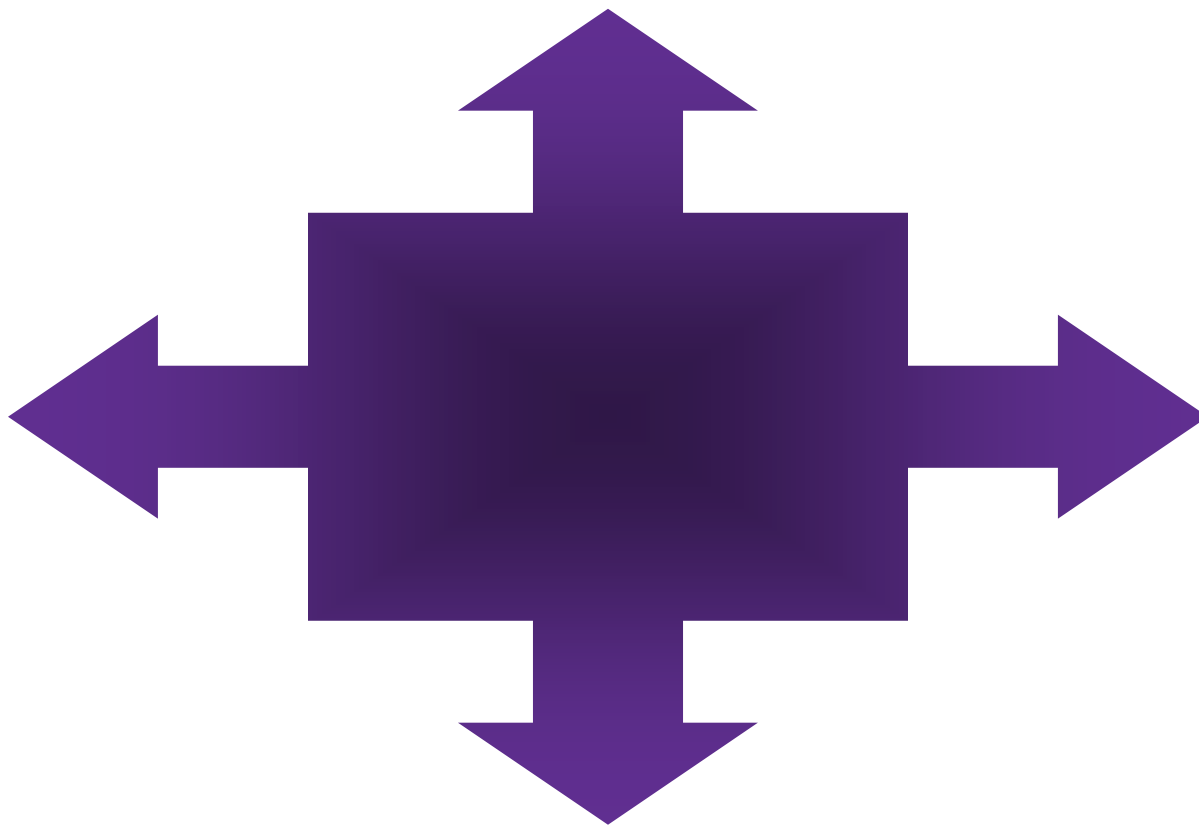
“Thank you for the opportunity to fill out this questionnaire.”

“Thanks for listening.”

Appendix. Questionnaire

Intentionally left blank.

Matanuska~Susitna Community Survey



Summer 2010

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 dataset 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, it would be very helpful if you take 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

Please fill in one bubble for each service.

1. How would you rate these Emergency Services?

	Very Poor	Poor	Good	Very Good	Don't Know
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	Don't Know
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	Don't Know
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	Don't Know
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	Don't Know
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	Don't Know
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 ⇒ (Please fill bubble then skip to question 9.)
- 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 Borough Recreational Facilities?

- Never ⇒ (Please fill bubble then skip to question 11.)
- 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	Neither agree nor disagree	Agree	Strongly agree	Don't Know
Personally, I would rate my neighborhood as an excellent place to live.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On the whole, I like this neighborhood as a place to live.	<input type="radio"/>	<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	Neither agree nor disagree	Agree	Strongly agree	Don't Know
People in my neighborhood can be trusted.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my neighborhood generally <i>do not</i> get along with each other.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
People in my neighborhood <i>do not</i> share the same values.	<input type="radio"/>	<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"/>	<input type="radio"/>
Mine is a close-knit neighborhood.	<input type="radio"/>	<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	Neither agree nor disagree	Agree	Strongly agree	Don't Know
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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>

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 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?
- | | Never | 1 | 2 | 3 | 4 or more |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| A fight in which a weapon was used | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A violent argument between neighbors | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A gang fight | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A sexual assault or rape | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| A robbery, burglary, or mugging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
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)
 Month _____ Year _____

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

Public Access to Borough Government

22. Please indicate the extent to which you agree or disagree with each of the following statements.
- | | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Don't Know |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| 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"/> | <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"/> | <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"/> | <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"/> | <input type="radio"/> |
| 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"/> | <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	Neither agree nor disagree	Agree	Strongly agree	Don't Know
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"/>	<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"/>	<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"/>	<input type="radio"/>

Revenue and Taxation

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

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't Know
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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="radio"/>
I would support a local tax on gasoline to raise money to pay for transportation improvements.	<input type="radio"/>	<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"/>	<input type="radio"/>
I would support a gravel extracting tax to raise money to pay for services.	<input type="radio"/>	<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"/>	<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	Neither agree nor disagree	Agree	Strongly agree	Don't Know
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"/>	<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"/>	<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"/>	<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"/>	<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.

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 are 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 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. Including yourself, how many people currently live in your household? _____
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?
- 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 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 41.**) 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?