



The Matanuska-Susitna Borough

Community Survey, 2012 **and Trends 2008-2012**

A Sourcebook of Community Attitudes

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In Partnership with
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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 (Borough) and has been conducted annually since 2006. During the late summer and fall of 2012, the survey was distributed to 1,965 adult heads-of-household in the Mat-Su Borough who were selected in a simple random sample: 845 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 *2012 Mat-Su Survey* and trends from 2008-2012. 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 Appendix B), which is made up of five major parts: I) Evaluation of Current Borough Services, II) Use of Borough Facilities, III) Life in Mat-Su Neighborhoods, IV) Local Government: Access, Policies and Practices, and V) Sample Characteristics. Part VI presents findings from a derived importance-performance analysis of the survey data.

Responses to each of the 161 questions (or “variables”) posed in the survey are displayed using a summary table and bar graph to illustrate aggregate answers (Table A); another table and line graph directly below shows trends in responses to these questions during the 2008-2012 period (Table B). Most of the survey questions used a four-point Likert scale, which gives respondents a range of options for expressing how strongly they feel about a certain issue. For example, rather than asking simply whether respondents are satisfied with 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

¹ The original drawn sample included 2,300 subjects; however, 335 addresses proved invalid as means of contacting the individuals in the sample.

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 shown in table A for each variable, there is also a table and line graph (shown in Table B) 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 2012, 834 respondents answered the question about Fire Department Services, but only 554 answered either “very poor,” “poor,” “good,” or “very good.” One-third (33.1%) answered “don’t know;” those responses are not included in either the trend table or line graph. Percentages within each response category are in the next few columns. 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 five years is consistently above 2.00, 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 substantially over the years, answer choices did. In 2008, possible responses to questions asking about level of agreement with a given statement included “strongly disagree,” “disagree,” “agree,” and “strongly disagree.” The possible answer “no opinion” was placed at the end of the options. Since 2009, 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 have been 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 five 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 2008 figures in the trend tables and graphs in this report with those in the Sourcebooks for that year will notice discrepancies—this is due to the approach described here.

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. In 2010, a question was added that asked about support for a local tax on gasoline to raise money to pay for transportation improvements. New questions added in 2011 focus on usage of different forms of media for accessing information about the Mat-Su Borough, modes of commuting and use of public transportation, satisfaction with the regulation of various land uses, use and awareness of assorted emergency services, and degree of preparation for disasters. The current survey comprises 15 pages and 161 questions (see Appendix B).

InfoUSA, a commercial mailing list company, sampled 2,300 adult heads-of household from the Mat-Su Borough. This sampling strategy is different from what was used in 2011—a stratified random sample of adults from the 43 different census tracts in the Mat-Su Borough—and consequently, the characteristics of the 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 2012 *Mat-Su Survey* are more comparable to the 2010 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 in early August, 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, did the data analysis, and prepared this report. Research technician Heather MacAlpine prepared the mailings, entered data from completed questionnaires into a statistical software package (SPSS), transcribed respondent comments into a word processing program, and did data cleaning and data quality inspections. Data entry began on August 10, 2012 and was finished on November 30, 2012. In addition to surveys received by mail, 64 surveys were completed over the Internet. A total of 845 completed or partially-completed surveys were received and entered into the electronic database.² There were 335 surveys returned by the United States Postal Service as undeliverable for various reasons. Sixty-four people included in the sample indicated they did not wish to participate, either by returning a blank survey, or communicating this desire by mail, e-mail, or phone to the project staff. Two recipients of the survey were deceased. Overall, this represents a 43.0% response rate.³ After cleaning the data, a process that involves checking for errors, such as numbers entered outside of an acceptable range, and double-checking a randomly-selected five percent of surveys for errors, analyses were conducted using the statistical software SPSS.

² All surveys are confidential. 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.

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 “Code/Zoning Enforcement Services” (1.43), “Dissemination of News and Information” (1.62), “Recycling Services” (1.76), “Permitting Center” (1.78), “Community Enhancement Programs” (1.81), “Roadway Maintenance Services” (1.85), and “Snowplow Services” (1.96). The overall rating of Borough services was 1.85. Residents were quite satisfied with both fire (2.42) and ambulance (2.44) emergency services and the central landfill (2.28). All ratings for schools and recreational services were slightly above “good” on the four-point scale.

For the Borough services measured here, none saw a meaningful decrease in how they were rated by survey respondents from 2008 to 2012. The highest increases were seen in “Snowplow Services” (7.7%), “High Schools” (8.5%), “Dissemination of News and Information” (8.7%), “Community Enhancement Programs: (9.0%), “Roadway Maintenance Services” (13.5%), “Animal Care and Regulation Services” (14.9%), and “Recycling Services” (30.4%). A question about the Permitting Center was added to the survey in 2011; in one year, its rating went up 6.6 percent. In general, the lowest rated services also were those with the highest increases in satisfaction.

For every item except “Roadway Maintenance Services,” “Snowplow Services,” “Central Landfill Service,” and the overall rating of Borough services, a notable portion of respondents answered “don’t know” (ranging from 22% to 63%).

Part II. Use of Borough Facilities

Seventy-five percent of respondents to the *2012 Mat-Su Survey* indicated that they use the Borough’s libraries. Between 2008 and 2009, usage declined by close to eight percent, but for the past four years, average usage has not changed, even though compared to 2008, more respondents say they never use public libraries in the borough. 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. Over the past five years, reported use of the Wasilla Library has fluctuated, while the Palmer Library, after holding steady from 2008-2011, saw a large drop in reported usage from 2011 to 2012. Libraries in the smaller communities of Talkeetna, Sutton, and Trapper Creek show large changes, but

this may be due to the relatively small user base of those facilities—even small differences in the raw number is reflected in large differences in percent change.

Seventy-three percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Since 2008, there has been a decrease of about twelve percent in reported use of Borough recreational facilities. With respect to individual facilities, there have also been decreases, though small, or slight increases, as with the use of “other Borough trails.” The Wasilla Pool saw a drop in reported use of close to seventeen percent from 2008 to 2012, although this is largely due a large decline from 2009 to 2010. Since then, reported use is steadily increasing.

There were new questions added in 2011 that obtained more details about commuting and use of public transportation. There was a slight increase in the percentage of respondents reporting they use public transportation at all (from 7.3% to 9.3%); this seems to be largely due to growth in reported use of Valley Mover, which almost doubled, and not in MASCOT, which saw a slight decline in reported use. Forty-nine percent of people who answered the question about commuting said they use a personal vehicle. Equal percentages reported using an aircraft as using Share-a-Van (3.2%), and transit use was reported by fewer than two percent of respondents.

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. The report of the *2010 Mat-Su Borough Survey* commented on a pattern of noticeable declines from 2009 to 2010 in the average ratings for many variables in this section. This pattern is no longer evident—many ratings have continued to increase from that low point, but they have not returned to their 2009 levels. 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 percent 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 vandalism by juveniles, but so much in the case of truant children hanging out on street corners. On just about all measures of social interaction with neighbors (with the exception of how many neighbors respondents said they know by sight or by name), average ratings have dropped steadily from 2008 to 2012. Overall though, a majority of respondents continue to report that they borrow items from and 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 58%) 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. From 2008 to 2012, there were generally small decreases in the percentages of respondents reporting both physical and social disorder, though slight and likely insignificant increases were seen in 2012 in panhandling and begging and prostitution.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime have declined. Fear of crime rarely—if ever—prevents respondents from carrying out their normal activities in the neighborhood. Fewer than five percent of respondents report being victimized in their neighborhoods. This was relatively unchanged from the previous four years. 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 (91.1%). Over 69 percent of respondents said they keep a firearm in the home for self-protection. In the five years since the *Mat-Su Survey* began asking about self-protection measures, use of the most commonly-used measures has not changed. There has, however, been an increase in measures such as using a vehicle security system (up 23%) and a home security system, which has doubled.

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

Over a third of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 22 percent were dissatisfied. Most people agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff. While on all these measures there have been declines in average ratings since 2008 (due to large drops in 2010), in the past two year the ratings have increased slightly. New questions were added in 2011 asking whether people currently access or would like to access Borough information through various media. As was the case then, traditional media—radio, newspapers and television—were used with much greater frequency than e-mail news releases, YouTube videos, and Facebook. While there were slight increases in the percentages of respondents who said they would start to use these modern media in the future, on the whole there is little indication of emerging diffusion of these technologies. The Borough's website was used more often than e-mail, YouTube, or Facebook. Low usage of more modern media may reflect the fact that the

average age of *Mat-Su Survey* respondents was 52 years old and only two percent of respondents were under the age of 25.

While it seems based on the survey results thus far that most people really like living in the Mat-Su Borough, 41 percent of respondents do not believe that they are getting their money's worth for their tax dollars generally. Another 43 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 2008. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006. There was support for the use of Borough funds to preserve open spaces; almost 46 percent agreed or strongly agreed with this idea, compared to 24 percent who disagreed or strongly disagreed. This is unchanged from last year, but since 2008, there has been a slight decline in the average rating.

The *Mat-Su Survey* asked eleven questions about support for different taxes. Over the five-year period since 2008, support for eight of these taxes increased, though in some cases by negligible amounts. The biggest increases were in support of gasoline taxes and property taxes, 31.7 percent and 46.3 percent, respectively. However, these remain by far the least two popular taxes of the eleven asked about in the survey. The strongest opposition was to a local gasoline tax (89% of respondents opposed this to some degree, though only 81% of respondents opposed such a tax if the revenues were directed towards transportation improvements rather than services in general) and an increased property tax (84% opposed).

Indeed, there was widespread lack of support for any of the taxes. A sales tax—seasonal or year-round—had the next largest opposition (54% and 61% respectively). Support for other taxes was mixed, though there was a slight preference given to “sin” taxes on tobacco and alcohol, with about 40 percent of respondents stating they “agree” or “strongly agree” with such taxes. This ranking of taxes with respect to degree of opposition is unchanged from last year. While respondents’ support for taxes has slightly increased, they continue to most strongly oppose taxes that would most likely affect them—taxes on property and gasoline and a year-round sales tax—and be middle-of-the road on support for taxes on tobacco and alcohol (which affect only the purchasers of these products), and fees related to development and real estate transfers.

Sixty-nine percent of respondents labeled traffic congestion a serious problem; although this is a six percent increase compared to 2011 (when 63% of respondents thought traffic congestion was a serious problem), overall there has been just a slight increase since 2008. A similar pattern is evident in the measure of concern about water quality in the Borough; 49 percent of respondents agreed or

strongly agreed that they were concerned, compared to 45 percent in 2011. Since 2008 the average rating has increased by over five percent). Sixty-seven percent of respondents agreed or strongly agreed that the Borough needs to do a better job of managing growth and development, while 66 percent agreed or strongly agreed that the Borough should designate commercial and industrial centers to minimize land use conflicts.

New questions on the 2011 Mat-Su Borough Survey asked respondents to rate how well the Borough is doing at regulating various land use effects, specifically noise, signs and billboards, commercial lighting, natural resource extraction, and private airstrips. As was the case in 2011, the distribution of responses for each of these questions was remarkably similar. While few people strongly agreed that the Borough is doing a good job in this regard, most people did not indicate they thought the Borough is doing a bad job either. The lowest levels of satisfaction concerned the regulation of natural resource extraction (the average rating of 1.40 is slightly below “neither agree nor disagree” on a five-point scale). All other average ratings were on the positive side of neutral, that is, they were above 1.50, though in no case was the average rating about 2.00 (“agree”). The highest level of satisfaction (1.72) was for regulation of signs and billboards.

In 2011, a question was added to the survey asking respondents whether they think the Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy. Over 71 percent of people who answered this question agreed or strongly agreed, while only ten percent disagreed or strongly disagreed. Two additional questions pertaining to economic development were added to the survey this year. The first asked whether the Borough should “seek to develop our natural resources.” Just over one-third (64%) of respondents agreed or strongly agreed, while 19 percent disagreed or strongly disagreed. Respondents were similarly enthusiastic about developing opportunities for business development of high technology, manufacturing, and aerospace. Sixty-four percent agreed to some extent with this approach, and 19 percent disagreed or strongly disagreed.

Several questions were added to the 2011 Mat-Su Survey to assess residents’ use and awareness of emergency services, and their households’ preparation for disaster. Generally, the services that were the most used were also the services that respondents reported more awareness of. The ambulance service was both the most used and the service most people were aware of. Respondents for the most part were reasonably aware of opportunities for training in CPR, First Aid and other emergency skills (62%), prevention or preparedness programs (45%), open houses at emergency stations (36.6%), and lectures or programs detailing the operations of local emergency services (29%).

Respondents were also asked if they planned to use these services in the future. Several people wrote comments in the margin that this was a strange or stupid question, that one does not ordinarily plan to use emergency services, and so on. Despite this sentiment, 56 percent of people who answered the question said they planned to use “training in CPR, first aid, or other emergency skills,” and 29 percent said they planned to engage with prevention or preparedness programs. In all seven varieties of services asked about in these questions, there were large increases in the percentages of respondents who indicated they plan to use the service in the future.

Overall, it seems that survey respondents think the borough is vulnerable to a natural or man-made disaster (57%), but only 23 percent think the borough is prepared to recover from such an event, should it be widespread. There was strong support for the statement that residents should take personal responsibility for preparing for disasters (94% agreed or strongly agreed), and much less support for the notion that the borough government is responsible for preparing residents for disaster (only 30% agreed or strongly agreed). Not surprisingly then, most respondents (57%) said they are prepared for a natural or man-made disaster, and 71 percent claim to have set aside supplies in their homes in case of disaster. Even higher percentages (86%) say they keep the area around their homes clear of wildfire hazards. There was little change in any of these measures from 2011.

Part V. Sample Characteristics

More women than men returned questionnaires (53% female, 47% male, with 34 people declining to answer the gender question). The genders were more evenly balanced compared to previous years of the *Mat-Su Survey*. The majority of respondents were white (92%), with Alaska Natives and American Indians comprising about three percent of the sample. Close to six percent self-identified as being of Hispanic or Latino/a background or origin; this is a large increase from previous years, though the overall number of Hispanic or Latino/a respondents is still very low. The average age of respondents was 52 years old. Since 2008, the average age of survey takers has increased from 46 years old.

Most respondents were married (72%), and the typical household included between two and three people, but not quite one child. Families with children had an average of 1.6 of those children enrolled in Mat-Su Borough School District schools. The most typical level of education reported by respondents was “some college, no degree” (33%), while roughly equal numbers of respondents (19-20%) said they had a high school degree or equivalent or a bachelor’s degree. Consistent with previous years, about 12 percent of respondents had earned a graduate degree. About one-quarter (26%) of

respondents reported a household income of less than \$50,000, and 23 percent had a household income of \$100,000 or more. Most were employed full time (44%) or retired (21%), and of those who answered the question, 69 percent commuted within the Mat-Su Borough, while 28 percent commuted either to the Anchorage Bowl, Eagle River or Chugiak.

Eighty-eight percent of survey respondents owned their own home, which is likely valued at \$200,000 or more, and only 13 percent had a second home outside the Borough. Eighty percent stated that their address is posted for emergency responders. This represents an overall increase of eight percent since 2008, when only 72 percent of survey takers reported visibly posting their street address.

The average respondent has lived in the Borough for just over 18 years; since 2008, length of residency has increased from 16 years. Respondents, on average, have lived in their current home for eleven years, though slightly over one-third (35%) have lived in their current home for five or fewer years. The overwhelming majority of respondents see themselves staying in the Borough for the long term (86%). Two-thirds of those who said they plan to leave expect to do so within the next five years.

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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 “Code/Zoning Enforcement Services” (1.43), “Dissemination of News and Information” (1.62), “Recycling Services” (1.76), “Permitting Center” (1.78), “Community Enhancement Programs” (1.81), “Roadway Maintenance Services” (1.85), and “Snowplow Services” (1.96). The overall rating of Borough services was 1.85. Residents were quite satisfied with both fire (2.42) and ambulance (2.44) emergency services and the central landfill (2.28). All ratings for schools and recreational services were slightly above “good” on the four-point scale.

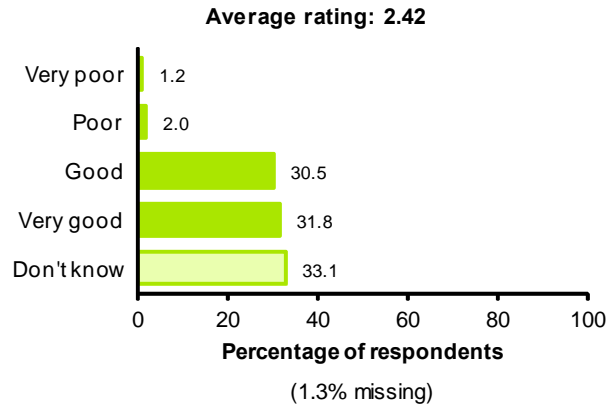
For the Borough services measured here, none saw a meaningful decrease in how they were rated by survey respondents from 2008 to 2012. The highest increases were seen in “Snowplow Services” (7.7%), “High Schools” (8.5%), “Dissemination of News and Information” (8.7%), “Community Enhancement Programs: (9.0%), “Roadway Maintenance Services” (13.5%), “Animal Care and Regulation Services” (14.9%), and “Recycling Services” (30.4%). A question about the Permitting Center was added to the survey in 2011; in one year, its rating went up 6.6 percent. In general, the lowest rated services also were those with the highest increases in satisfaction.

For every item except “Roadway Maintenance Services,” “Snowplow Services,” “Central Landfill Service,” and the overall rating of Borough services, a notable portion of respondents answered “don’t know” (ranging from 22% to 63%).

Table 1.1a. Evaluation of Fire Department Services, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 10 | 1.2 % | 0.00 | 1.8 % |
| Poor | 17 | 2.0 | 1.00 | 3.1 |
| Good | 258 | 30.5 | 2.00 | 46.6 |
| Very good | 269 | 31.8 | 3.00 | 48.6 |
| Don't know | 280 | 33.1 | | |
| Total valid | 834 | 98.7 % | | |
| Missing | 11 | 1.3 | | |
| Total | 845 | 100.0 % | | |



“Central Mat-Su Fire Department does a great job! They save me over \$400/year on insurance costs since they got a better ISO rating.”

Table 1.1b. Evaluation of Fire Department Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 758 | 2.9 | 4.4 | 46.6 | 46.2 | 2.36 |
| 2012 | 554 | 1.8 | 3.1 | 46.6 | 48.6 | 2.42 |

Percent change in average rating from 2008–2012: 5.2 %

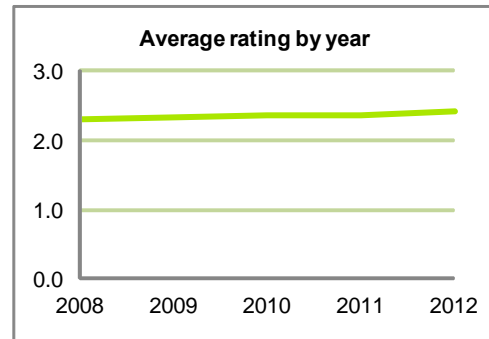
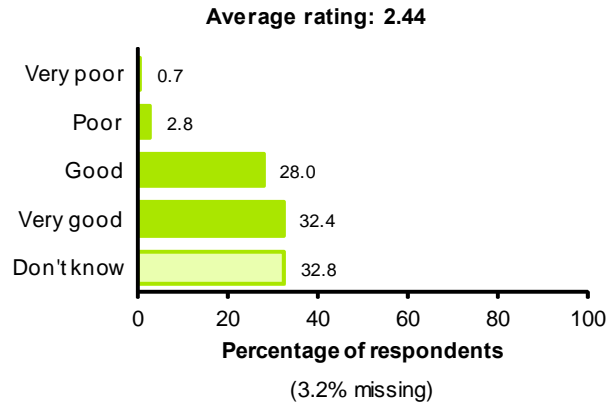


Table 1.2a. Evaluation of Ambulance Services, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 6 | 0.7 % | 0.00 | 1.1 % |
| Poor | 24 | 2.8 | 1.00 | 4.4 |
| Good | 237 | 28.0 | 2.00 | 43.8 |
| Very good | 274 | 32.4 | 3.00 | 50.6 |
| Don't know | 277 | 32.8 | | |
| Total valid | 818 | 96.8 % | | |
| Missing | 27 | 3.2 | | |
| Total | 845 | 100.0 % | | |



“Ambulance service is the luck of the draw depending on the crew. I know this because I was a volunteer EMT for nearly three years – and the hospital is still known as ‘Death Valley.’”

Table 1.2b. Evaluation of Ambulance Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 730 | 2.2 | 4.5 | 41.6 | 51.6 | 2.43 |
| 2012 | 541 | 1.1 | 4.4 | 43.8 | 50.6 | 2.44 |

Percent change in average rating from 2008–2012: 3.8 %

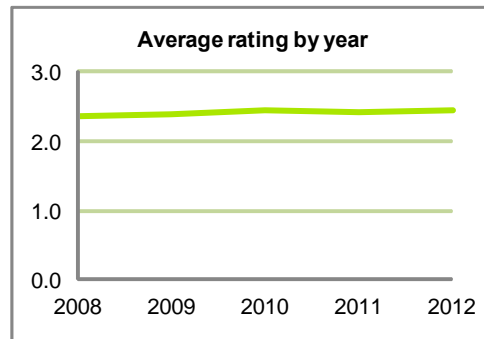
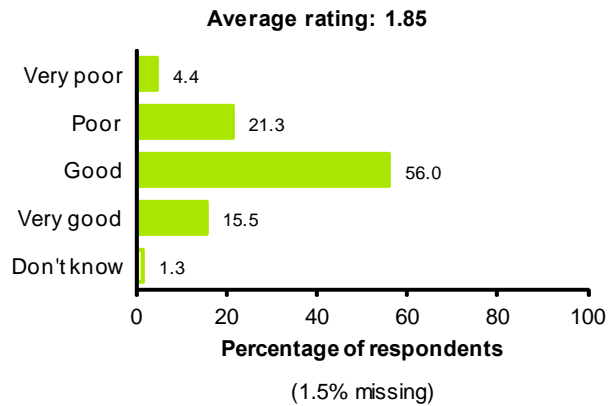


Table 2.1a. Evaluation of Roadway Maintenance Services, 2012

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 | 37 | 4.4 % | 0.00 | 4.5 % |
| Poor | 180 | 21.3 | 1.00 | 21.9 |
| Good | 473 | 56.0 | 2.00 | 57.6 |
| Very good | 131 | 15.5 | 3.00 | 16.0 |
| Don't know | 11 | 1.3 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |



“Road repair was not really done this year. Many potholes were poorly repaired and kept re-opening. Ruts in the road from studded snow tires, particularly on the Glenn/Parks Highways, were not repaired this year. I predict many cars in the ditch this winter when the roads turn icy as a direct result of the ruts. Weeds were not cut back on secondary roads. Crack sealing was not done on many roads this summer.”

Table 2.1b. Evaluation of Roadway Maintenance Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 1,135 | 5.3 | 23.3 | 55.0 | 16.5 | 1.83 |
| 2012 | 821 | 4.5 | 21.9 | 57.6 | 16.0 | 1.85 |
| Percent change in average rating from 2008–2012: | | | | | | 13.5 % |

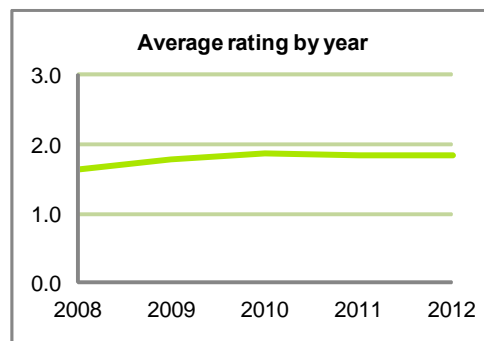
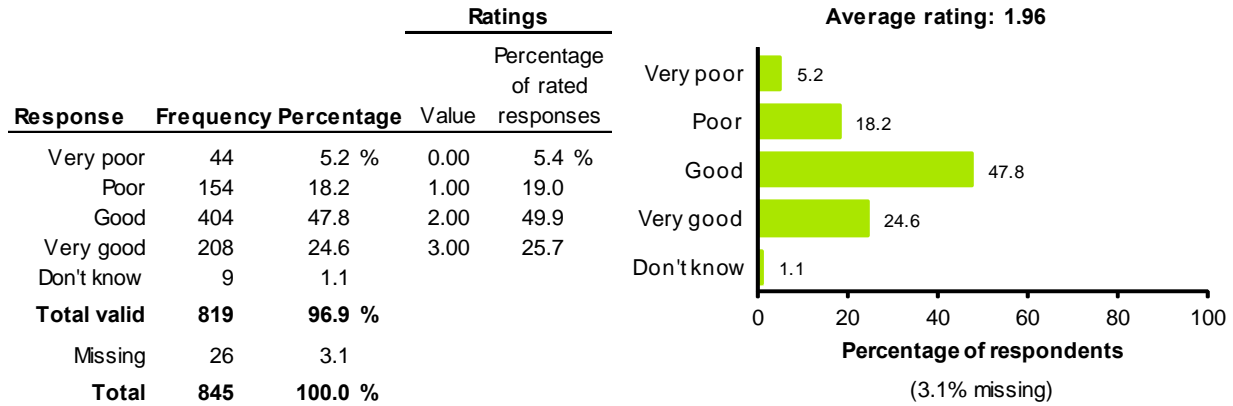


Table 2.2a. Evaluation of Snowplow Services, 2012

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



“I would like the snow plow not to block my driveway after they plow. I’m unable to move all the ice and snow myself, and cannot get my car out of my road and I get stuck and have to dig my car out.”

Table 2.2b. Evaluation of Snowplow Services: Trends 2008–2012

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

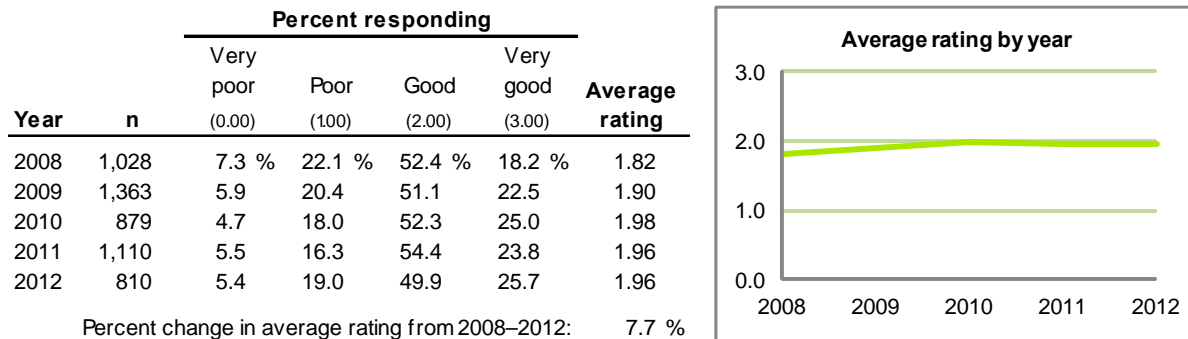
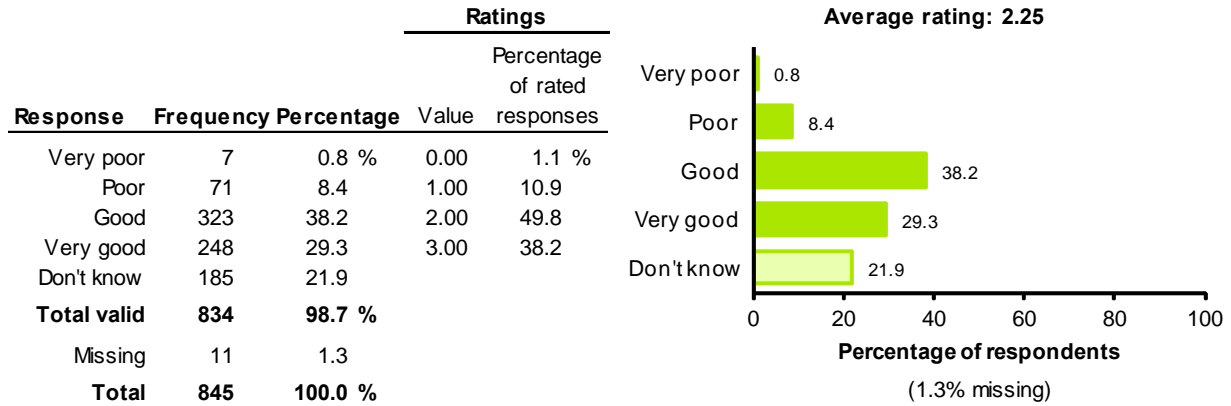


Table 3.1a. Evaluation of Library Services, 2012

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



“The Wasilla library is extremely underfunded! This library has more use than any other in the borough!”

Table 3.1b. Evaluation of Library Services: Trends 2008–2012

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

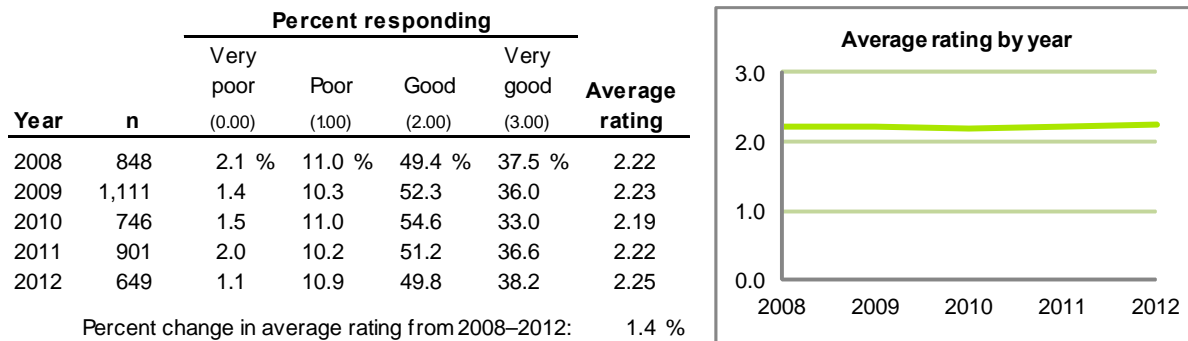
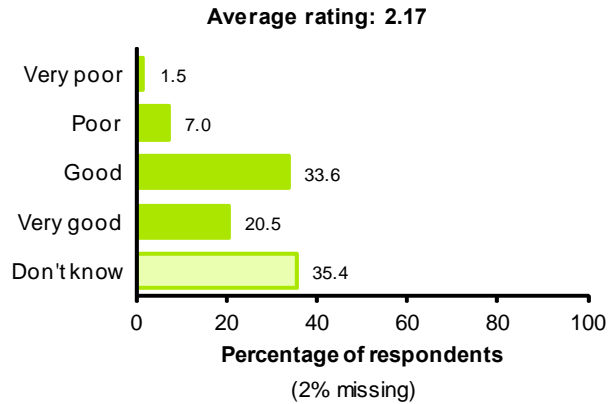


Table 3.2a. Evaluation of Elementary Schools, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 13 | 1.5 % | 0.00 | 2.5 % |
| Poor | 59 | 7.0 | 1.00 | 11.2 |
| Good | 284 | 33.6 | 2.00 | 53.7 |
| Very good | 173 | 20.5 | 3.00 | 32.7 |
| Don't know | 299 | 35.4 | | |
| Total valid | 828 | 98.0 % | | |
| Missing | 17 | 2.0 | | |
| Total | 845 | 100.0 % | | |



“I feel that the public schools are a joke. In my situation the elementary school is not equipped for children with special needs nor do the teachers and principle have any compassion or tolerance for children with special needs, which is why my wife home schools our son.”

Table 3.2b. Evaluation of Elementary Schools: Trends 2008–2012

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) | |
| 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 |
| 2011 | 705 | 3.0 | 10.9 | 53.9 | 32.2 | 2.15 |
| 2012 | 529 | 2.5 | 11.2 | 53.7 | 32.7 | 2.17 |

Percent change in average rating from 2008–2012: 1.4 %

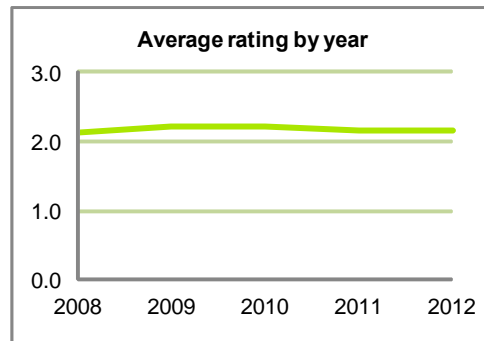
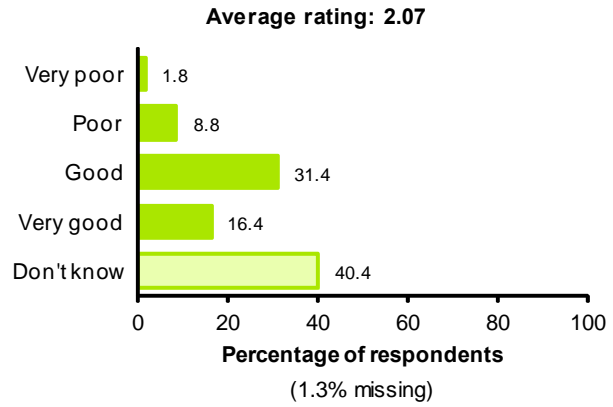


Table 3.3a. Evaluation of Middle Schools, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 15 | 1.8 % | 0.00 | 3.0 % |
| Poor | 74 | 8.8 | 1.00 | 15.0 |
| Good | 265 | 31.4 | 2.00 | 53.8 |
| Very good | 139 | 16.4 | 3.00 | 28.2 |
| Don't know | 341 | 40.4 | | |
| Total valid | 834 | 98.7 % | | |
| Missing | 11 | 1.3 | | |
| Total | 845 | 100.0 % | | |



“Since God and the Bible are no longer taught, we don’t use schools anymore.”

Table 3.3b. Evaluation of Middle Schools: Trends 2008–2012

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) | |
| 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 |
| 2011 | 646 | 4.0 | 15.3 | 57.0 | 23.7 | 2.00 |
| 2012 | 493 | 3.0 | 15.0 | 53.8 | 28.2 | 2.07 |

Percent change in average rating from 2008–2012: 5.6 %

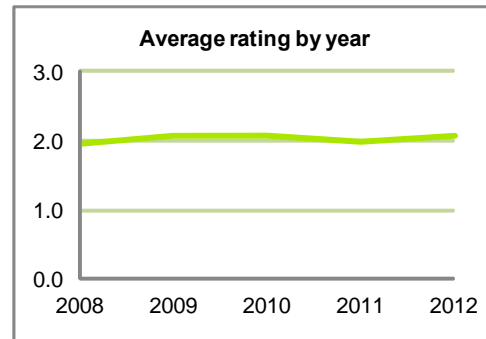
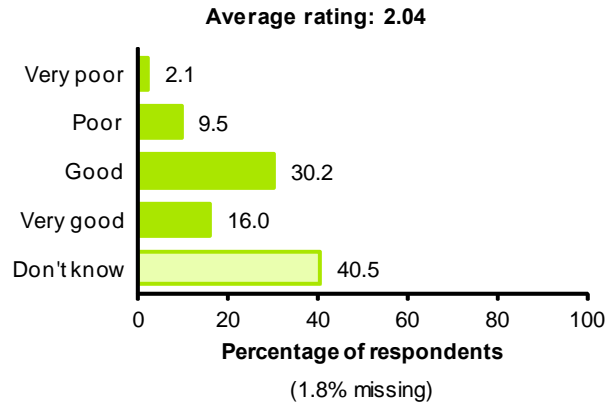


Table 3.4a. Evaluation of High Schools, 2012

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 | 2.1 % | 0.00 | 3.7 % |
| Poor | 80 | 9.5 | 1.00 | 16.4 |
| Good | 255 | 30.2 | 2.00 | 52.3 |
| Very good | 135 | 16.0 | 3.00 | 27.7 |
| Don't know | 342 | 40.5 | | |
| Total valid | 830 | 98.2 % | | |
| Missing | 15 | 1.8 | | |
| Total | 845 | 100.0 % | | |



“I hope the Borough can continue to nurture a strong and positive relationship with the School District. There are so many positive things happening in the schools and yet the public sentiment is so sour. The Borough must make sure it is adequately informed about educational issues.”

Table 3.4b. Evaluation of High Schools: Trends 2008–2012

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) | |
| 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 |
| 2011 | 663 | 5.6 | 16.6 | 54.8 | 23.1 | 1.95 |
| 2012 | 488 | 3.7 | 16.4 | 52.3 | 27.7 | 2.04 |

Percent change in average rating from 2008–2012: 8.5 %

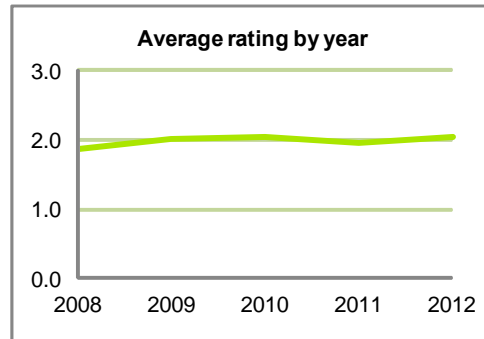
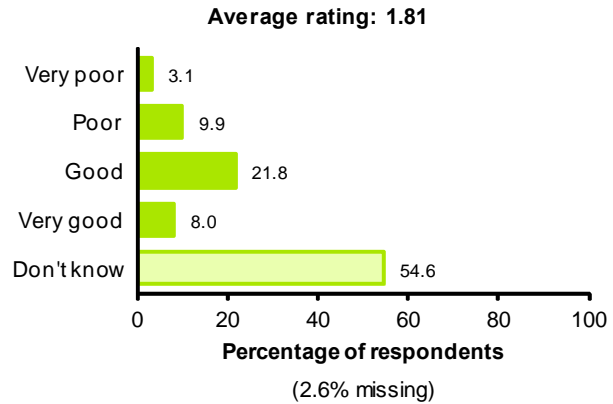


Table 3.5a. Evaluation of Community Enhancement Programs, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 26 | 3.1 % | 0.00 | 7.2 % |
| Poor | 84 | 9.9 | 1.00 | 23.2 |
| Good | 184 | 21.8 | 2.00 | 50.8 |
| Very good | 68 | 8.0 | 3.00 | 18.8 |
| Don't know | 461 | 54.6 | | |
| Total valid | 823 | 97.4 % | | |
| Missing | 22 | 2.6 | | |
| Total | 845 | 100.0 % | | |



“We need a parks and recreation system that offers community enrichment classes, such as dance, sports, camps for kids, and knitting, yoga, and painting for adults.”

Table 3.5b. Evaluation of Community Enhancement Programs: Trends 2008–2012

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

Community Enhancement Programs

| Year | n | Percent responding | | | | Average rating |
|------|-----|--------------------|-------------|-------------|------------------|----------------|
| | | Very poor (0.00) | Poor (1.00) | Good (2.00) | Very good (3.00) | |
| 2008 | 551 | 9.1 % | 30.7 % | 45.6 % | 14.7 % | 1.66 |
| 2009 | 607 | 6.6 | 27.2 | 54.0 | 12.2 | 1.72 |
| 2010 | 409 | 8.1 | 29.6 | 50.9 | 11.5 | 1.66 |
| 2011 | 466 | 8.6 | 28.1 | 46.6 | 16.7 | 1.71 |
| 2012 | 362 | 7.2 | 23.2 | 50.8 | 18.8 | 1.81 |

Percent change in average rating from 2008–2012: 9.0 %

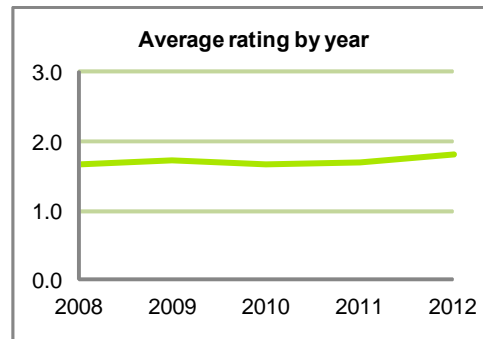
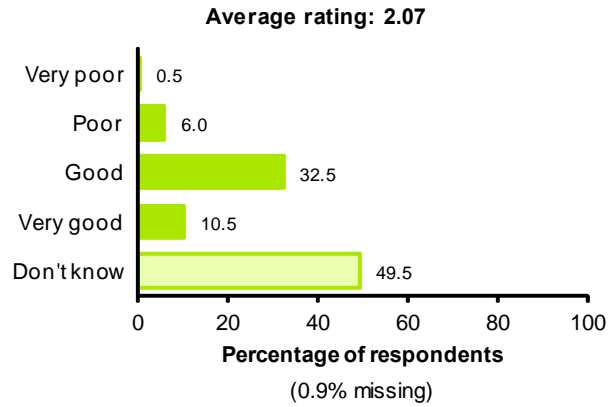


Table 4.1a. Evaluation of Wasilla Swimming Pool, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 4 | 0.5 % | 0.00 | 1.0 % |
| Poor | 51 | 6.0 | 1.00 | 12.2 |
| Good | 275 | 32.5 | 2.00 | 65.6 |
| Very good | 89 | 10.5 | 3.00 | 21.2 |
| Don't know | 418 | 49.5 | | |
| Total valid | 837 | 99.1 % | | |
| Missing | 8 | 0.9 | | |
| Total | 845 | 100.0 % | | |



“Wasilla Pool is not well-cleaned or maintained. ‘Generally disgusting’ and ‘the diving board is always slimy’ are quotes from my kids.”

Table 4.1b. Evaluation of Wasilla Swimming Pool: Trends 2008–2012

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) | |
| 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 |
| 2011 | 567 | 2.5 | 10.1 | 65.3 | 22.2 | 2.07 |
| 2012 | 419 | 1.0 | 12.2 | 65.6 | 21.2 | 2.07 |

Percent change in average rating from 2008–2012: 0.0 %

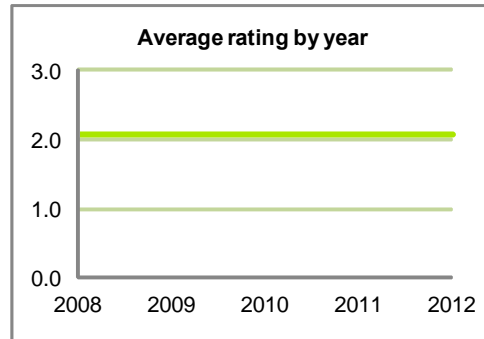
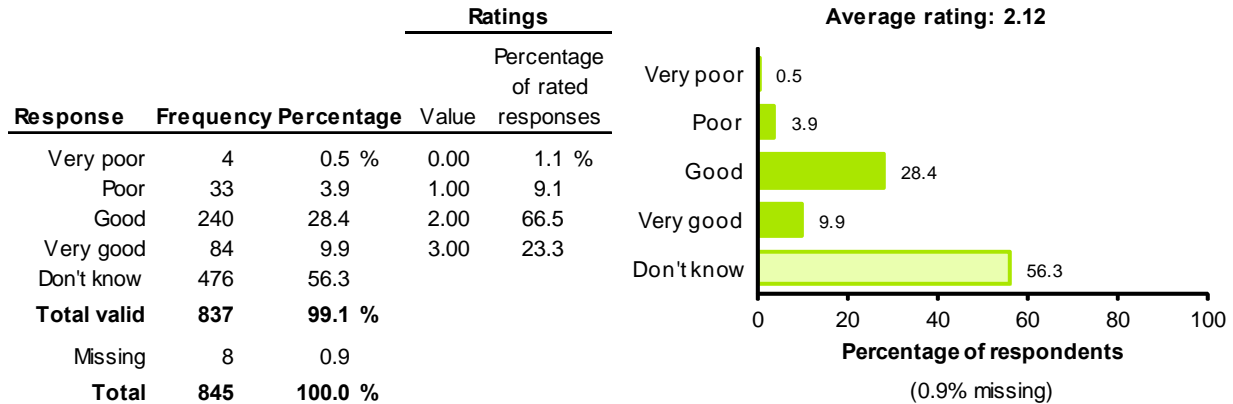


Table 4.2a. Evaluation of Palmer Swimming Pool, 2012

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



“Palmer Pool needs to get fixed! It is well-used and it can be hard to get a lane, especially when swim teams are using it. This is a well-used recreational and health resource that is not working due to a pump!”

Table 4.2b. Evaluation of Palmer Swimming Pool: Trends 2008–2012

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

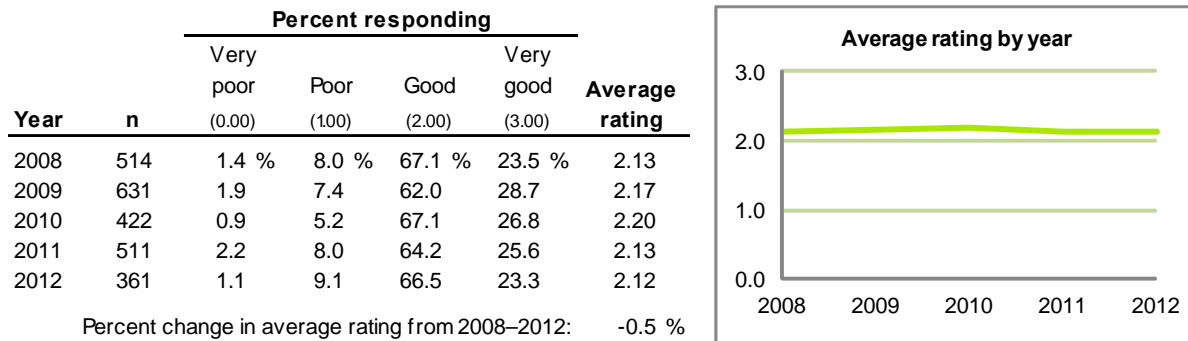
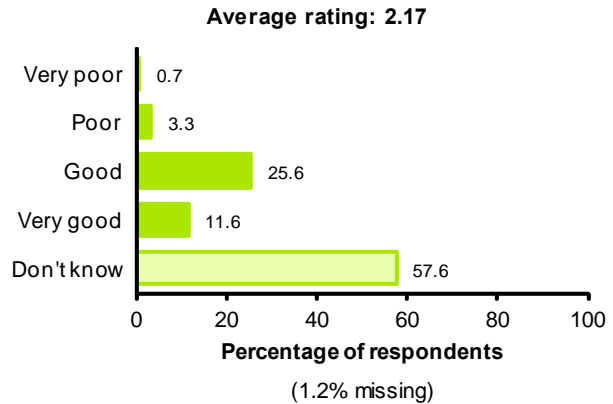


Table 4.3a. Evaluation of Brett Memorial Ice Arena, 2012

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 | 6 | 0.7 % | 0.00 | 1.7 % |
| Poor | 28 | 3.3 | 1.00 | 8.0 |
| Good | 216 | 25.6 | 2.00 | 62.1 |
| Very good | 98 | 11.6 | 3.00 | 28.2 |
| Don't know | 487 | 57.6 | | |
| Total valid | 835 | 98.8 % | | |
| Missing | 10 | 1.2 | | |
| Total | 845 | 100.0 % | | |



“The borough needs, and always has needed, things for children and teenagers to do to keep them active.”

Table 4.3b. Evaluation of Brett Memorial Ice Arena: Trends 2008–2012

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) | |
| 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 |
| 2011 | 466 | 0.6 | 8.4 | 62.9 | 28.1 | 2.18 |
| 2012 | 348 | 1.7 | 8.0 | 62.1 | 28.2 | 2.17 |

Percent change in average rating from 2008–2012: -0.5 %

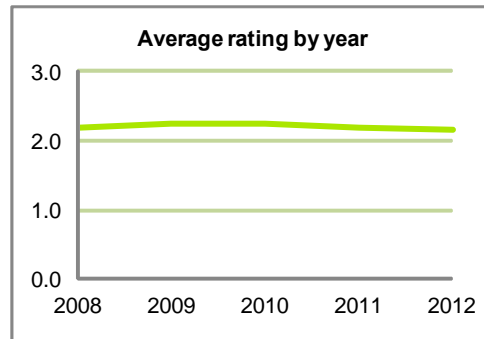
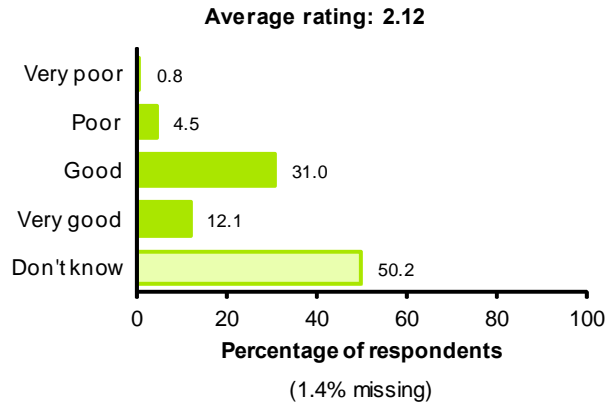


Table 4.4a. Evaluation of Athletic Fields, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 7 | 0.8 % | 0.00 | 1.7 % |
| Poor | 38 | 4.5 | 1.00 | 9.3 |
| Good | 262 | 31.0 | 2.00 | 64.1 |
| Very good | 102 | 12.1 | 3.00 | 24.9 |
| Don't know | 424 | 50.2 | | |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |



“Maintenance at Alcantra soccer fields is pretty bad. It would be nice to see the soccer fields get at least as much attention as the rarely-used baseball fields.”

Table 4.4b. Evaluation of Athletic Fields: Trends 2008–2012

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) | |
| 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 |
| 2011 | 544 | 2.9 | 10.7 | 63.6 | 22.8 | 2.06 |
| 2012 | 409 | 1.7 | 9.3 | 64.1 | 24.9 | 2.12 |

Percent change in average rating from 2008–2012: 1.4 %

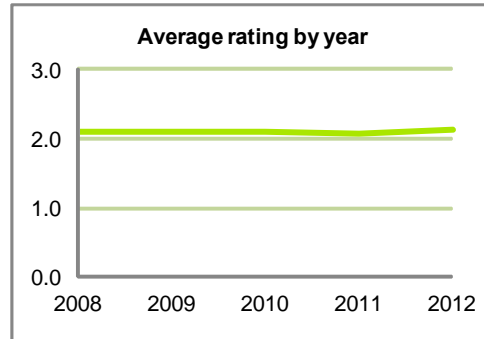
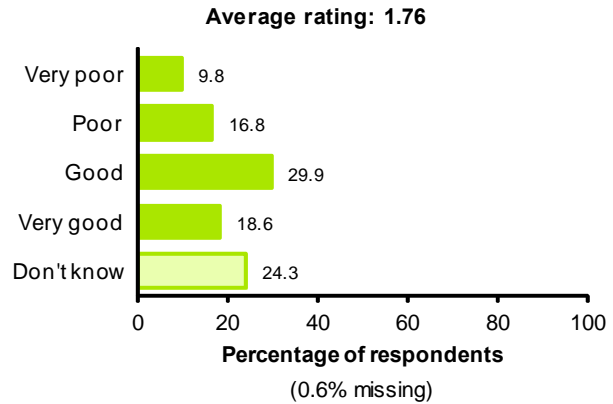


Table 5.1a. Evaluation of Recycling Services, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 83 | 9.8 % | 0.00 | 13.1 % |
| Poor | 142 | 16.8 | 1.00 | 22.4 |
| Good | 253 | 29.9 | 2.00 | 39.8 |
| Very good | 157 | 18.6 | 3.00 | 24.7 |
| Don't know | 205 | 24.3 | | |
| Total valid | 840 | 99.4 % | | |
| Missing | 5 | 0.6 | | |
| Total | 845 | 100.0 % | | |



“I would like to see greater attention given to recycling, protection of the environment and landfill issues. The new VCRS is one of the things we should be proudest of here, and its potential for doing great things for private and public entities here is tremendous.”

Table 5.1b. Evaluation of Recycling Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 834 | 13.4 | 24.2 | 36.3 | 26.0 | 1.75 |
| 2012 | 635 | 13.1 | 22.4 | 39.8 | 24.7 | 1.76 |
| Percent change in average rating from 2008–2012: | | | | | | 30.4 % |

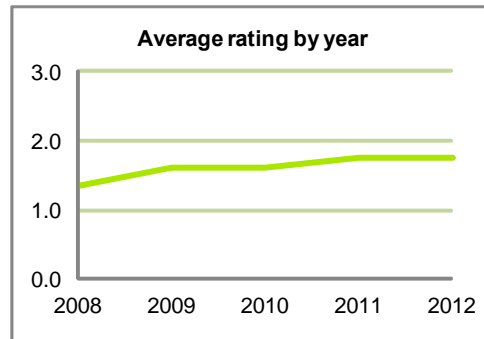
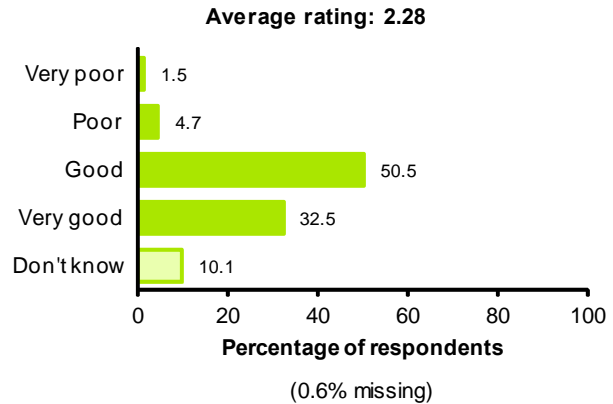


Table 5.2a. Evaluation of Central Landfill Services, 2012

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 | 13 | 1.5 % | 0.00 | 1.7 % |
| Poor | 40 | 4.7 | 1.00 | 5.3 |
| Good | 427 | 50.5 | 2.00 | 56.6 |
| Very good | 275 | 32.5 | 3.00 | 36.4 |
| Don't know | 85 | 10.1 | | |
| Total valid | 840 | 99.4 % | | |
| Missing | 5 | 0.6 | | |
| Total | 845 | 100.0 % | | |



“Borough trash sites should be free-of-charge, like other areas in the state. This would do wonders to clean up neighborhoods.”

Table 5.2b. Evaluation of Central Landfill Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 1,001 | 2.0 | 5.3 | 55.2 | 37.5 | 2.28 |
| 2012 | 755 | 1.7 | 5.3 | 56.6 | 36.4 | 2.28 |

Percent change in average rating from 2008–2012: 7.5 %

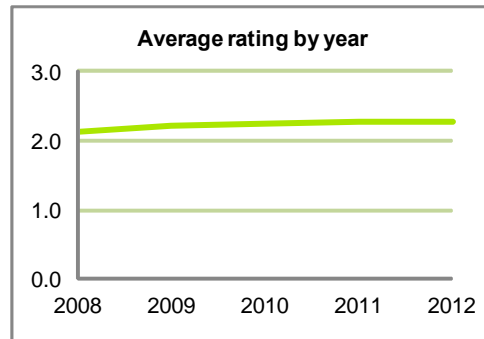
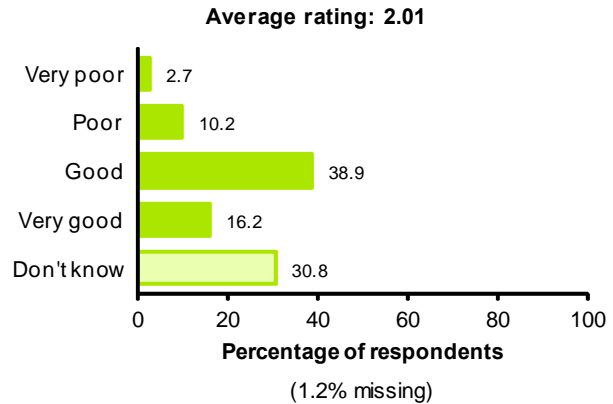


Table 6.1a. Evaluation of Animal Care & Regulation Services, 2012

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 | 23 | 2.7 % | 0.00 | 4.0 % |
| Poor | 86 | 10.2 | 1.00 | 15.0 |
| Good | 329 | 38.9 | 2.00 | 57.2 |
| Very good | 137 | 16.2 | 3.00 | 23.8 |
| Don't know | 260 | 30.8 | | |
| Total valid | 835 | 98.8 % | | |
| Missing | 10 | 1.2 | | |
| Total | 845 | 100.0 % | | |



“MSB regulations regarding animals need to be advertised and enforced. You have a good animal control program and I was impressed by the actions taken when I was bitten by a dog. But at least 30% of the dogs I encounter in public spaces—along neighborhood roads and in the Mat-Su River Park—are not on a leash. More needs to be done.”

Table 6.1b. Evaluation of Animal Care & Regulation Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 819 | 4.8 | 16.5 | 55.4 | 23.3 | 1.97 |
| 2012 | 575 | 4.0 | 15.0 | 57.2 | 23.8 | 2.01 |

Percent change in average rating from 2008–2012: 14.9 %

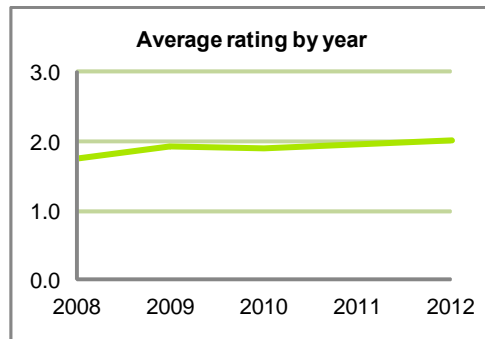
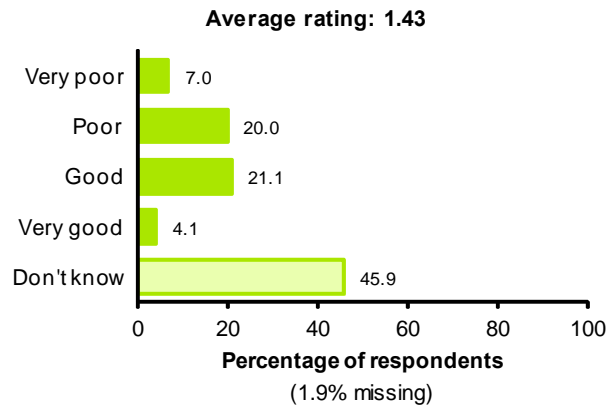


Table 6.2a. Evaluation of Code/Zoning Enforcement Services, 2012

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 | 59 | 7.0 % | 0.00 | 13.4 % |
| Poor | 169 | 20.0 | 1.00 | 38.3 |
| Good | 178 | 21.1 | 2.00 | 40.4 |
| Very good | 35 | 4.1 | 3.00 | 7.9 |
| Don't know | 388 | 45.9 | | |
| Total valid | 829 | 98.1 % | | |
| Missing | 16 | 1.9 | | |
| Total | 845 | 100.0 % | | |



“The Borough wanted to put me and my husband in jail for having too much stuff on our land. What a joke. It’s just more money for the State. What good would that do to put us in jail?”

Table 6.2b. Evaluation of Code/Zoning Enforcement Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 603 | 14.3 | 34.3 | 42.5 | 9.0 | 1.46 |
| 2012 | 441 | 13.4 | 38.3 | 40.4 | 7.9 | 1.43 |

Percent change in average rating from 2008–2012: -0.7 %

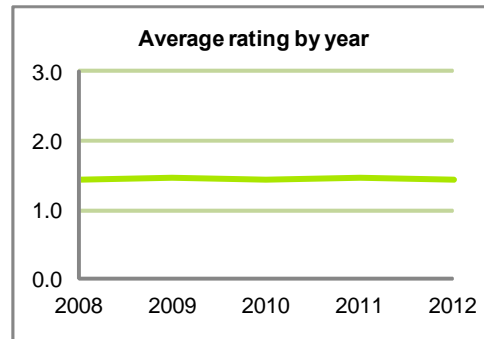
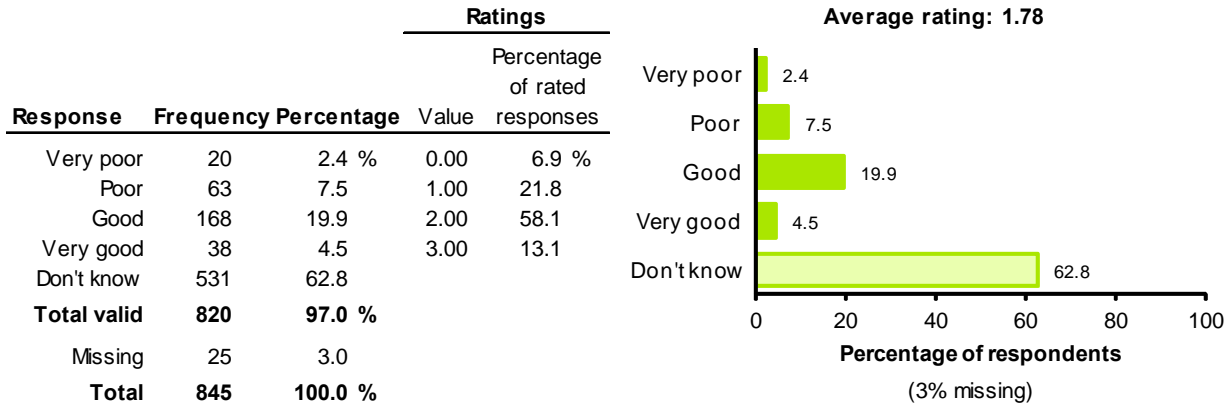


Table 6.3a. Evaluation of Permitting Center, 2012

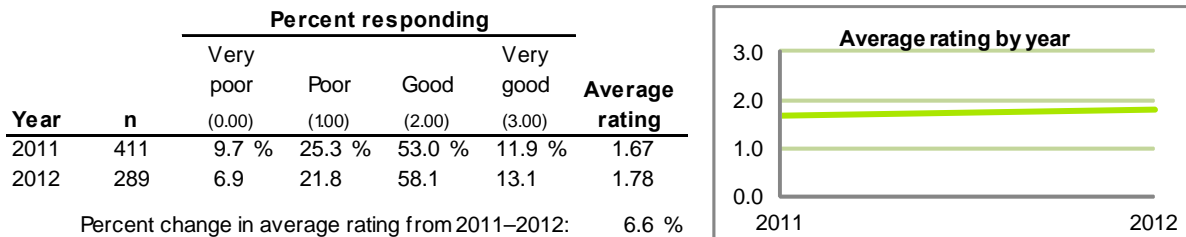
Question 6.3. How would you rate these General/Miscellaneous Services?
Permitting Center



“I was pleasantly surprised at the professionalism and expertise I received at the permit center. Those gals rock. Good job!”

Table 6.3b. Permitting Center: Trends 2011–2012*

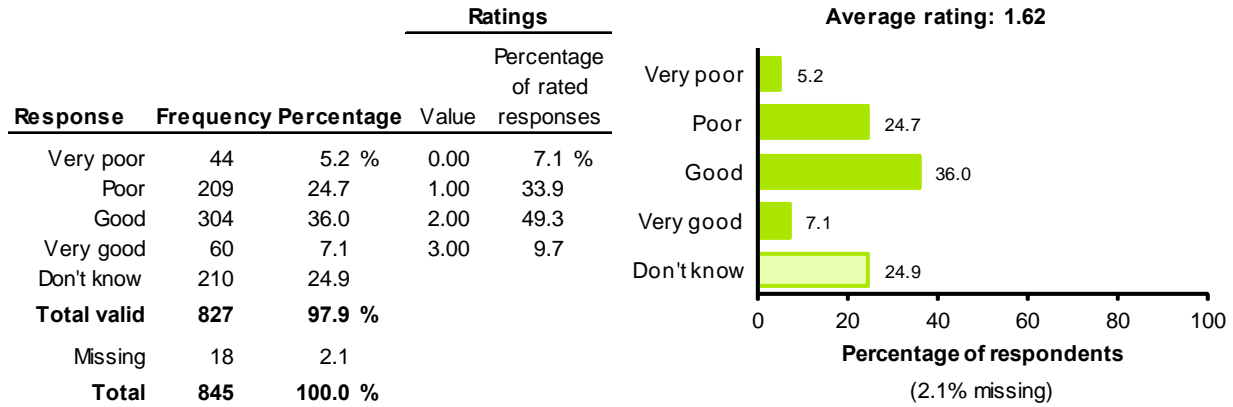
Question 6.3. How would you rate these General/Miscellaneous Services?
Permitting Center



* This question was added to the survey in 2011.

Table 6.4a. Evaluation of Borough News and Information Dissemination, 2012

Question 6.4. How would you rate these General/Miscellaneous Services?
Dissemination of news and information by the Borough Government



“More information would be very desirable. I like the idea of the Borough sending email updates of upcoming community meetings and the topics discussed and results.”

Table 6.4b. Evaluation of Borough News and Information Dissemination: Trends 2008–2012

Question 6.4. How would you rate these General/Miscellaneous Services?
Dissemination of news and information by the Borough Government

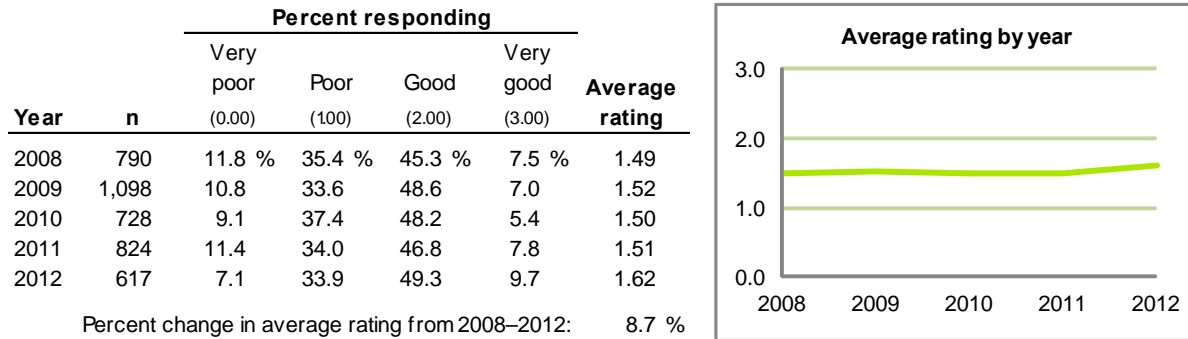
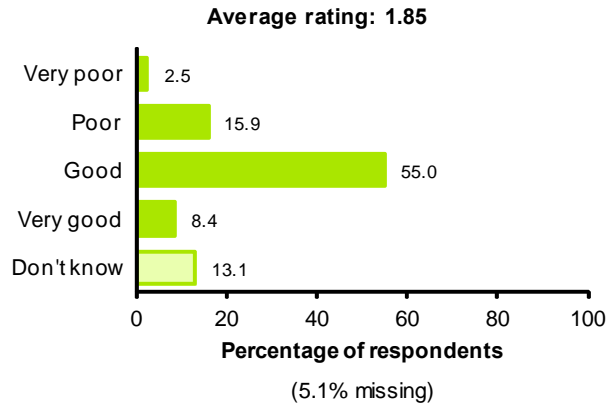


Table 6.5a. Overall Evaluation of Borough Services, 2012

Question 6.5. Your Overall Rating of Borough Services

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 21 | 2.5 % | 0.00 | 3.0 % |
| Poor | 134 | 15.9 | 1.00 | 19.4 |
| Good | 465 | 55.0 | 2.00 | 67.3 |
| Very good | 71 | 8.4 | 3.00 | 10.3 |
| Don't know | 111 | 13.1 | | |
| Total valid | 802 | 94.9 % | | |
| Missing | 43 | 5.1 | | |
| Total | 845 | 100.0 % | | |



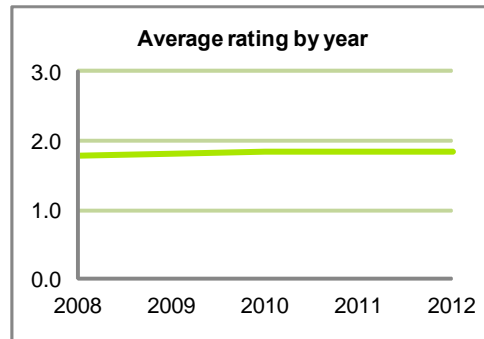
“I do not feel that the Borough government does a good job spending our tax dollars. They should provide essential services and not focus on controlling growth and people.”

Table 6.5b. Overall Evaluation of Borough Services: Trends 2008–2012

Question 6.5. Your Overall Rating of Borough Services

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------|-------------|-------------|------------------|----------------|
| | | Very poor (0.00) | Poor (1.00) | Good (2.00) | Very good (3.00) | |
| 2008 | 923 | 4.3 % | 20.5 % | 67.9 % | 7.3 % | 1.78 |
| 2009 | 1,233 | 3.7 | 18.7 | 70.7 | 6.9 | 1.81 |
| 2010 | 814 | 2.7 | 17.3 | 72.0 | 8.0 | 1.85 |
| 2011 | 950 | 3.5 | 18.2 | 70.3 | 8.0 | 1.83 |
| 2012 | 691 | 3.0 | 19.4 | 67.3 | 10.3 | 1.85 |

Percent change in average rating from 2008–2012: 3.9 %





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Part II.

Use of Borough Facilities



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Use of Borough Facilities – Summary

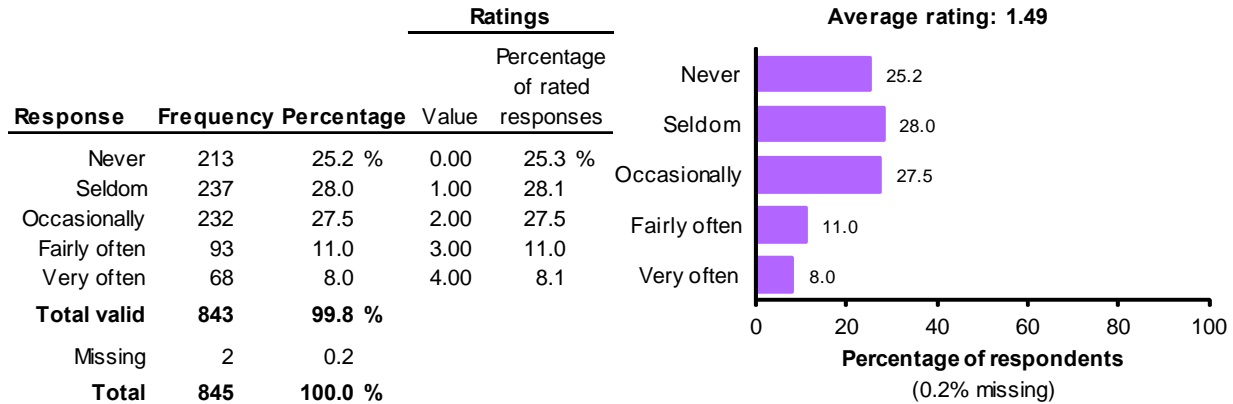
Seventy-five percent of respondents to the *2012 Mat-Su Survey* indicated that they use the Borough's libraries. Between 2008 and 2009, usage declined by close to eight percent, but for the past four years, average usage has not changed, even though compared to 2008, more respondents say they never use public libraries in the borough. 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. Over the past five years, reported use of the Wasilla Library has fluctuated, while the Palmer Library, after holding steady from 2008-2011, saw a large drop in reported usage from 2011 to 2012. Libraries in the smaller communities of Talkeetna, Sutton, and Trapper Creek show large changes, but this may be due to the relatively small user base of those facilities—even small differences in the raw number is reflected in large differences in percent change.

Seventy-three percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Since 2008, there has been a decrease of about twelve percent in reported use of Borough recreational facilities. With respect to individual facilities, there have also been decreases, though small, or slight increases, as with the use of "other Borough trails." The Wasilla Pool saw a drop in reported use of close to seventeen percent from 2008 to 2012, although this is largely due a large decline from 2009 to 2010. Since then, reported use is steadily increasing.

There were new questions added in 2011 that obtained more details about commuting and use of public transportation. There was a slight increase in the percentage of respondents reporting they use public transportation at all (from 7.3% to 9.3%); this seems to be largely due to growth in reported use of Valley Mover, which almost doubled, and not in MASCOT, which saw a slight decline in reported use. Forty-nine percent of people who answered the question about commuting said they use a personal vehicle. Equal percentages reported using an aircraft as using Share-a-Van (3.2%), and transit use was reported by fewer than two percent of respondents.

Table 7a. Frequency of Public Library Use, 2012

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



“I use the library so seldom anymore, but would use it more if we had a decent one, and I absolutely feel a strong public library is an essential public service. I am frustrated with the Borough's lack of ability to resolve its issues with the city libraries. I understand these issues but feel that the Borough can do more to resolve them.”

Table 7b. Frequency of Public Library Use: Trends 2008–2012

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

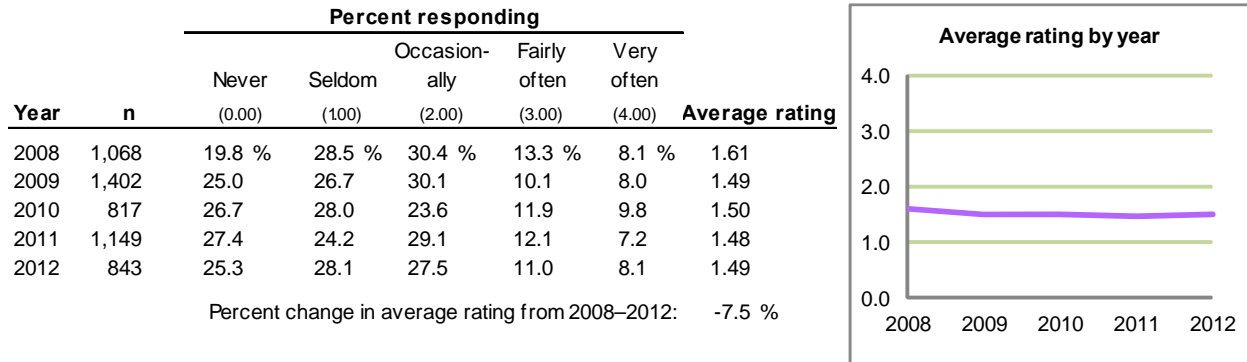
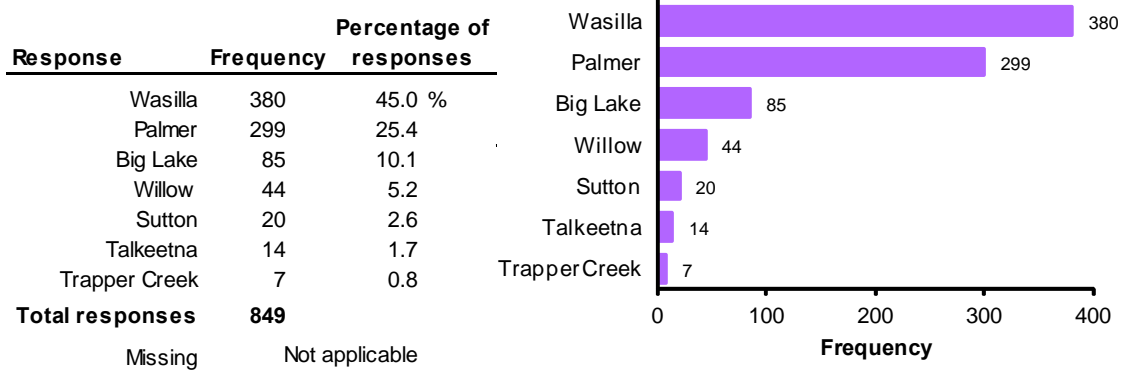


Table 8a. Public Libraries Used, 2012

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



“I’d like to see Palmer Public Library open more hours, especially on Friday and Saturday.”

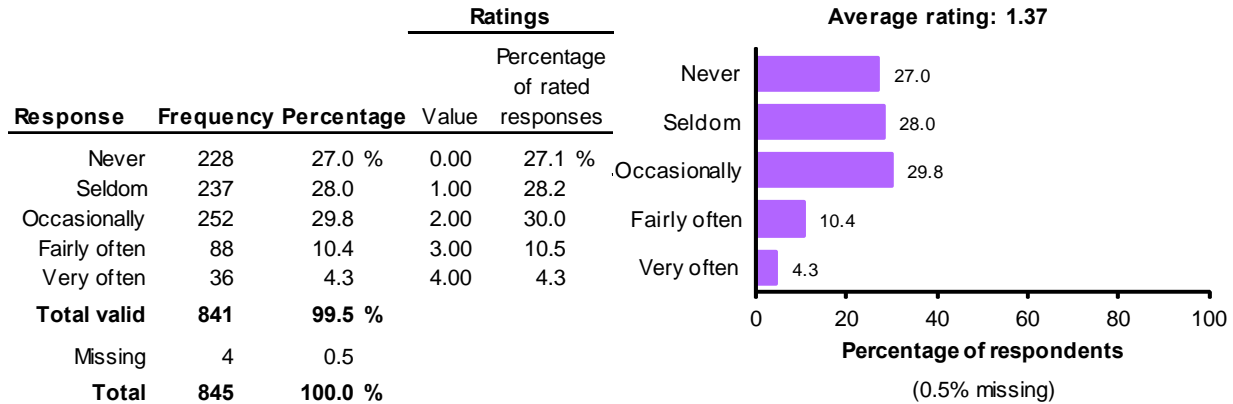
Table 8b. Public Libraries Used: Trends 2008–2012

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

| Library | Percent responding | | | | | Percent change from 2008–2012: |
|---------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Wasilla | 51.9 % | 46.4 % | 44.8 % | 41.3 % | 45.0 % | -13.3 % |
| Palmer | 37.8 | 37.5 | 34.7 | 37.5 | 25.4 | -32.8 |
| Big Lake | 9.8 | 7.6 | 7.7 | 9.1 | 10.1 | 3.1 |
| Willow | 5.3 | 3.6 | 5.6 | 4.4 | 5.2 | -1.9 |
| Sutton | 2.2 | 2.2 | 1.9 | 2.8 | 2.6 | 18.2 |
| Talkeetna | 4.1 | 4.3 | 4.4 | 4.2 | 1.7 | -58.5 |
| Trapper Creek | 1.4 | 2.1 | 1.0 | 2.1 | 0.8 | -42.9 |

Table 9a. Frequency of Recreational Facility Use, 2012

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



“If you set aside parks and trails, people spend money to use these areas. The Talkeetna Lakes Parks is a great example of money well spent. The tourists use it a lot.

Table 9b. Frequency of Recreational Facility Use: Trends 2008–2012

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

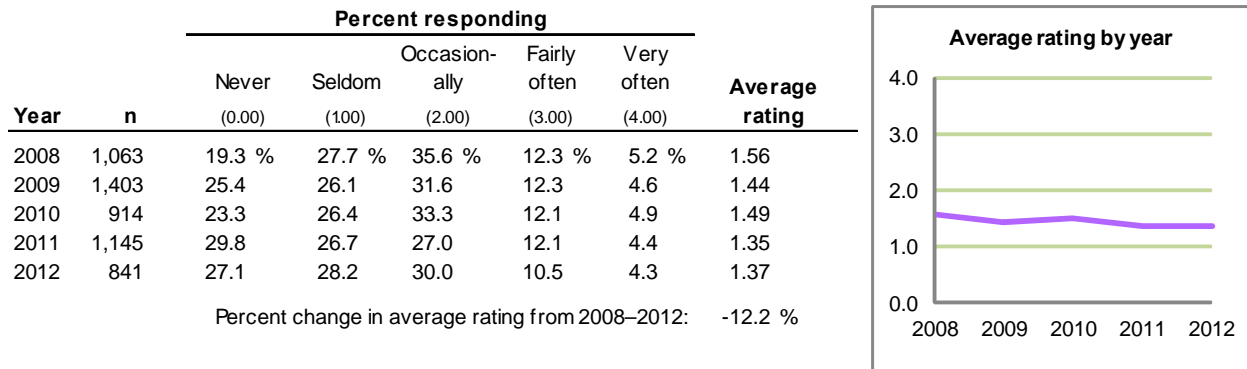
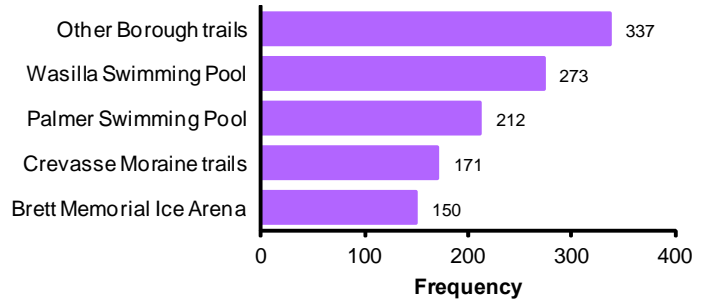


Table 10a. Recreational Facilities Used, 2012

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

| Response | Frequency | Percentage of responses |
|--------------------------|--------------|-------------------------|
| Other Borough trails | 337 | 39.9 % |
| Wasilla Swimming Pool | 273 | 32.3 |
| Palmer Swimming Pool | 212 | 25.1 |
| Crevasse Moraine trails | 171 | 20.2 |
| Brett Memorial Ice Arena | 150 | 17.8 |
| Total responses | 1,143 | |
| Missing | | Not applicable |



“We love to use Crevasse Moraine for skiing, walking and hiking. It is a treasure that we would like to see preserved.”

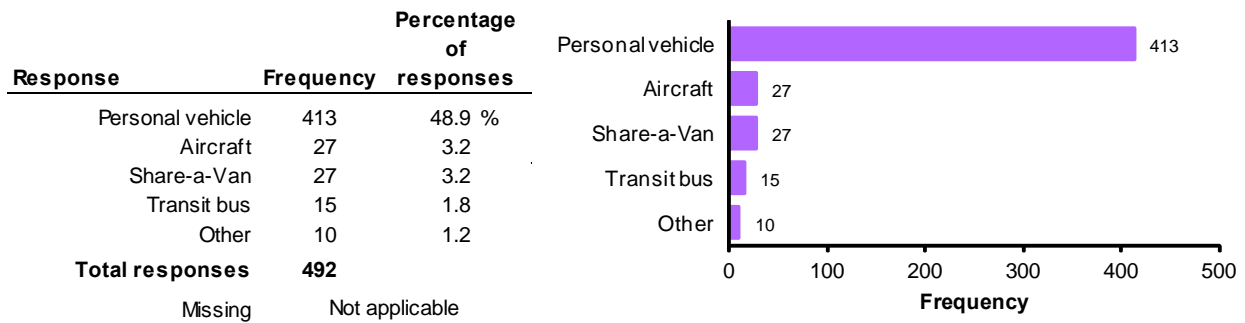
Table 10b. Recreational Facilities Used: Trends 2008–2012

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 2008–2012: |
|--------------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Other Borough trails | 39.8 % | 40.4 % | 28.3 % | 40.8 % | 39.9 % | 0.3 % |
| Wasilla Swimming Pool | 38.8 | 32.4 | 22.7 | 29.1 | 32.3 | -16.8 |
| Palmer Swimming Pool | 26.7 | 27.9 | 18.3 | 25.2 | 25.1 | -6.0 |
| Brett Memorial Ice Arena | 22.5 | 19.6 | 15.0 | 19.1 | 20.2 | -10.2 |
| Crevasse Moraine trails | 20.7 | 19.9 | 15.7 | 17.4 | 17.8 | -14.0 |

Table 11a. Modes of Commuting Outside of Borough, 2012

Question 11. If you commute outside of the Borough for work, how do you commute?
(Please check all that apply.)



“The Mat-Su Borough needs an alternative route into and out of Anchorage. I think you know why. With only one way in and out traffic comes to a grinding halt for something as simple as a car off the side of the road, even if it’s not blocking it. Commute time can be up to two hours or more to get to Anchorage.”

Table 11b. Modes of Commuting Outside Borough: Trends 2011–2012*

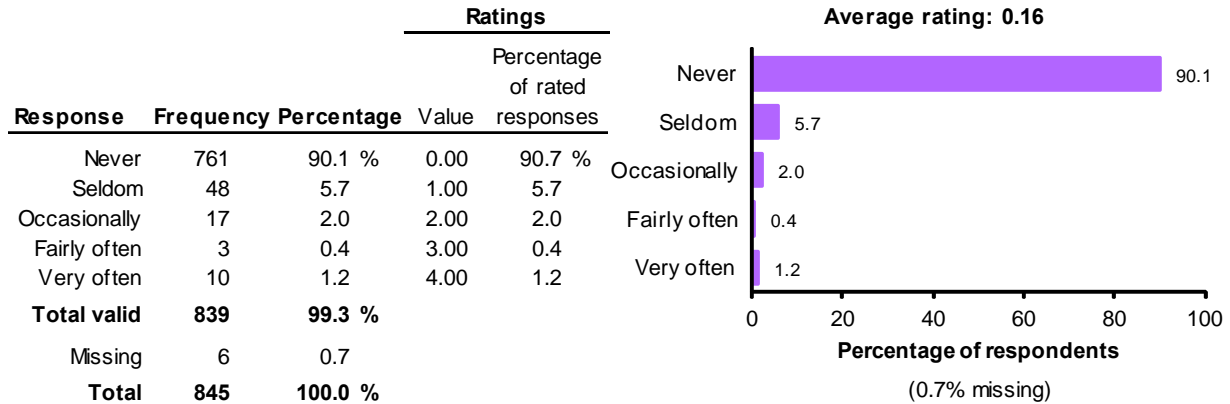
Question 11. If you commute outside of the Borough for work, how do you commute?
(Please check all that apply.)

| Mode of Commuting | Percent responding | | Percent change from 2011–2012: |
|-------------------|--------------------|--------|--------------------------------|
| | 2011 | 2012 | |
| Personal vehicle | 47.4 % | 48.9 % | 3.2 % |
| Aircraft | 4.5 | 3.2 | -28.9 |
| Share-a-Van | 3.0 | 3.2 | 6.7 |
| Transit bus | 1.4 | 1.8 | 28.6 |
| Other | 1.8 | 1.2 | -33.3 |

* This question was added to the survey in 2011.

Table 12a. Frequency of Public Transportation Use, 2012

Question 12. How often do you use the Public Transportation in the Borough?



“More public transit, especially to outlying areas (i.e., Big Lake, Sutton, Palmer, Houston, etc.). More times and pick-up areas. I feel this is extremely important and needed.”

Table 12b. Frequency of Public Transportation Use: Trends 2011–2012*

Question 12. How often do you use the Public Transportation in the Borough?

| Year | n | % responding | | | | | Average rating |
|------|-------|-----------------|------------------|-----------------------------|---------------------------|-------------------------|----------------|
| | | Never (0.00) | Seldom (1.00) | Occasion- ally (2.00) | Fairly often (3.00) | Very often (4.00) | |
| 2011 | 1,140 | 92.7 % | 3.3 % | 2.0 % | 0.9 % | 1.1 % | 0.14 |
| 2012 | 839 | 90.7 | 5.7 | 2.0 | 0.4 | 1.2 | 0.16 |

Percent change in average rating from 2011–2012: 14.3 %

* This question was added to the survey in 2011.

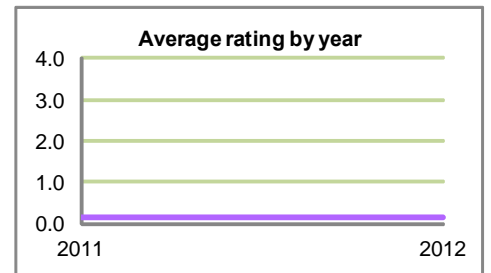
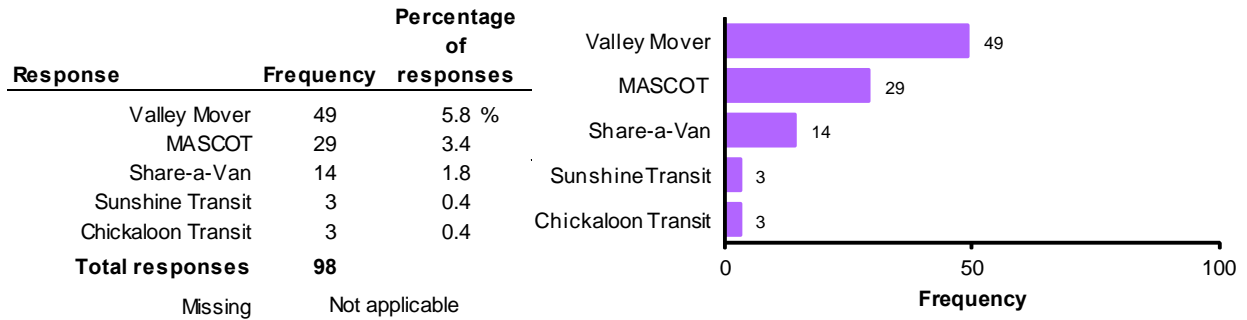


Table 13a. Public Transportation Services Used, 2012

Question 13. Which (if any) of these Public Transportation Services do you use?
(Please check all that apply.)



“The hardest part of living in the Mat-Su Borough is that public transportation is lousy. You have to get a ride just to get to an area to reach public transportation. There should be services connecting to Mat-Su College and Three Bears, not just to Palmer and Wasilla. Northern areas need it, too. The hours should be more often, and regular. Rides to Anchorage and back should be better hours, and more frequent. Much more should be required of the bus services, if public money is used for them.”

Table 13b. Public Transportation Services Used: Trends 2011–2012*

Question 13. Which (if any) of these Public Transportation Services do you use?
(Please check all that apply.)

| Mode of Commuting | Percent responding | | change from 2011–2012: |
|--------------------|--------------------|-------|------------------------|
| | 2011 | 2012 | |
| MASCOT | 3.7 % | 3.4 % | -8.1 % |
| Valley Mover | 2.6 | 5.8 | 123.1 |
| Share-a-Van | 1.9 | 1.8 | -5.3 |
| Chickaloon Transit | 1.1 | 0.4 | -63.6 |
| Sunshine Transit | 0.2 | 0.4 | 100.0 |

* This question was added to the survey in 2011. Previous years' surveys asked specifically about use of MASCOT. Of the respondents who answered that question, the percentages reporting some use of MASCOT (whether it was seldom, occasional, fairly often, or often) was 10.3% in 2008, 9.2% in 2009, and 7.0% in 2010.

Part III.

Life in Matanuska-Susitna Borough Neighborhoods



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Life in the Matanuska-Susitna Borough Neighborhoods – Summary

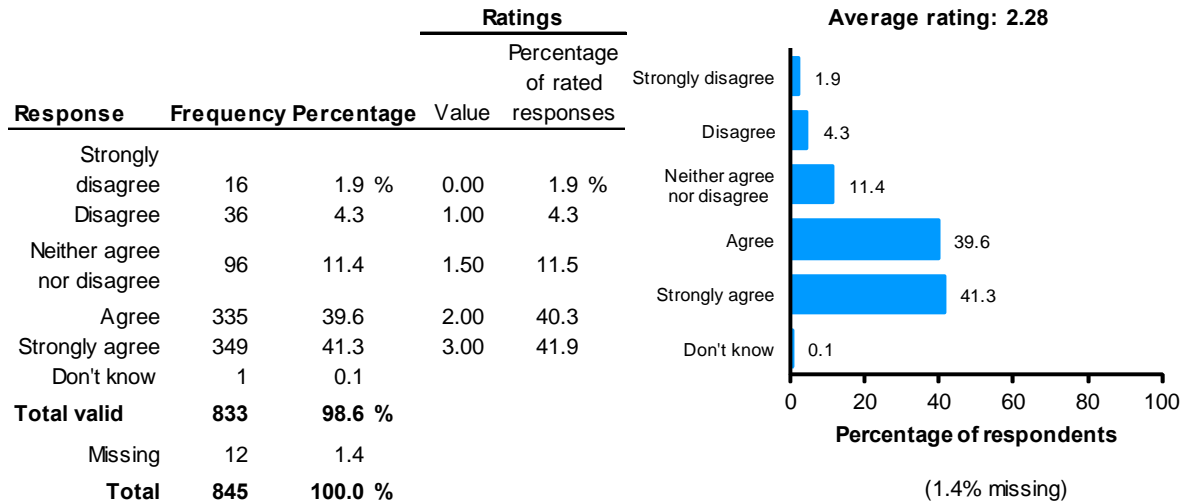
Borough residents report being generally happy with their neighborhoods and their feeling of community with neighbors. The report of the *2010 Mat-Su Borough Survey* commented on a pattern of noticeable declines from 2009 to 2010 in the average ratings for many variables in this section. This pattern is no longer evident—many ratings have continued to increase from that low point, but they have not returned to their 2009 levels. 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 percent 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 vandalism by juveniles, but so much in the case of truant children hanging out on street corners. On just about all measures of social interaction with neighbors (with the exception of how many neighbors respondents said they know by sight or by name), average ratings have dropped steadily from 2008 to 2012. Overall though, a majority of respondents continue to report that they borrow items from and 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 58%) 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. From 2008 to 2012, there were generally small decreases in the percentages of respondents reporting both physical and social disorder, though slight and likely insignificant increases were seen in 2012 in panhandling and begging and prostitution.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime have declined. Fear of crime rarely—if ever—prevents respondents from carrying out their normal activities in the neighborhood. Fewer than five percent of respondents report being victimized in their neighborhoods. This was relatively unchanged from the previous four years. 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 (91.1%). Over 69 percent of respondents said they keep a firearm in the home for self-protection. In the five years since the *Mat-Su Survey* began asking about self-protection measures, use of the most commonly-used measures has not changed. There has, however, been an increase in measures such as using a vehicle security system (up 23%) and a home security system, which has doubled.

Table 14.1a. Evaluation of Neighborhood as a Place to Live, 2012

Question 14.1. Personally, I would rate my neighborhood as an excellent place to live.



“This is a nice quiet area and we hope that this will not change.”

Table 14.1b. Evaluation of Neighborhood as a Place to Live: Trends 2008–2012

Question 14.1. Personally, I would rate my neighborhood as an excellent place to live.

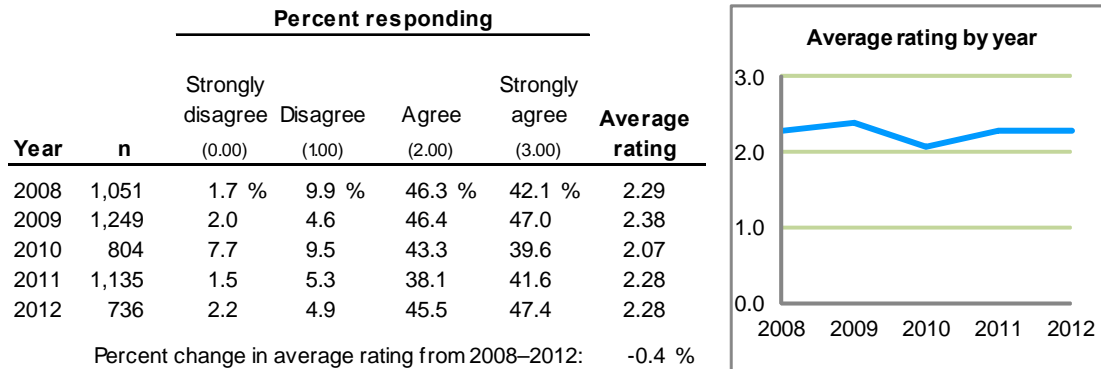
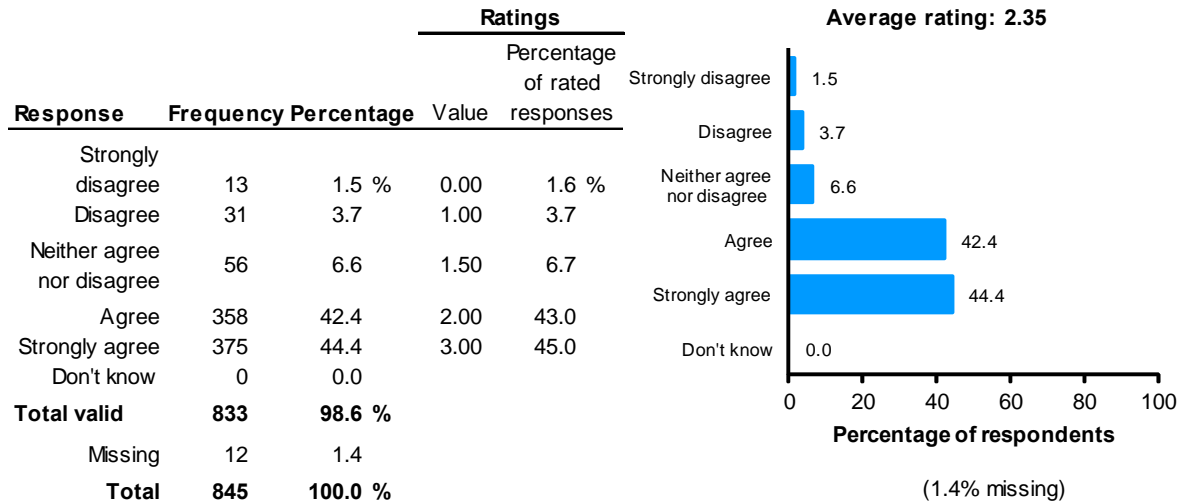


Table 14.2a. Evaluation of Neighborhood as a Place to Live, 2012

Question 14.2. On the whole, I like this neighborhood as a place to live.



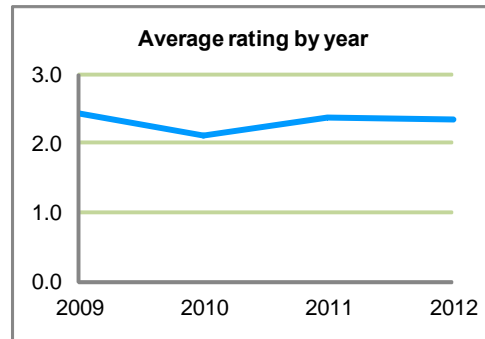
"It's getting better. No more meth dealers."

Table 14.2b. Evaluation of Neighborhood as a Place to Live: Trends 2009–2012*

Question 14.2. 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) | |
| 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 |
| 2011 | 1,140 | 1.0 | 3.2 | 42.5 | 45.3 | 2.36 |
| 2012 | 777 | 1.7 | 4.0 | 46.1 | 48.3 | 2.35 |

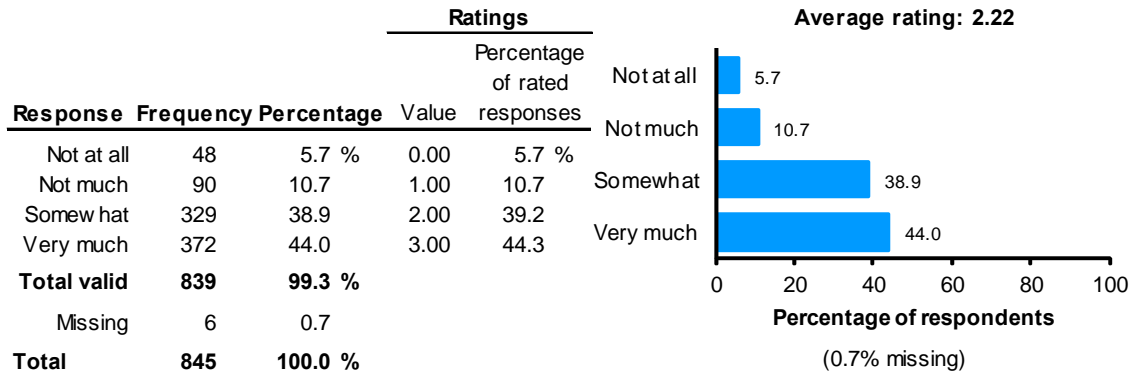
Percent change in average rating from 2009–2012: -3.7 %



* This question was added to the survey in 2009.

Table 14.3a. Moving Away and Missing the Neighborhood, 2012

Question 14.3. 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 can’t imagine living anywhere else.”

Table 14.3b. Moving Away and Missing the Neighborhood: Trends 2008-2012

Question 14.3. 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?

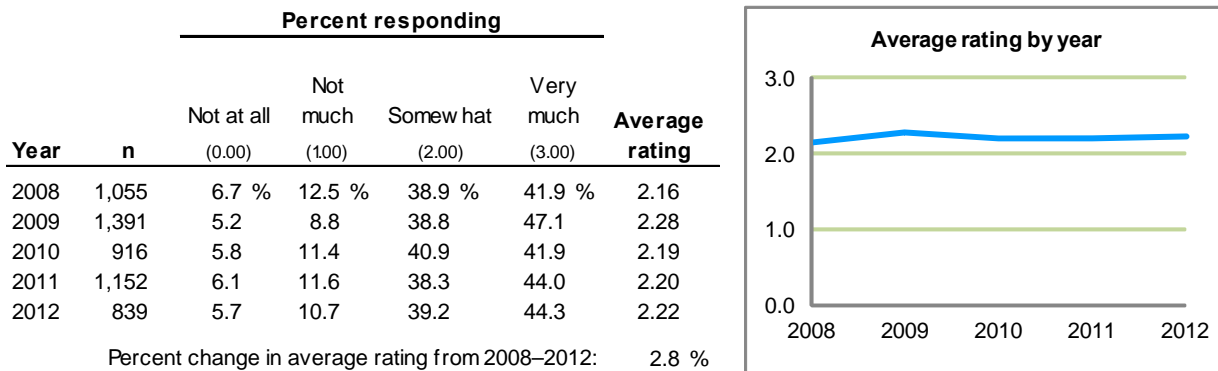
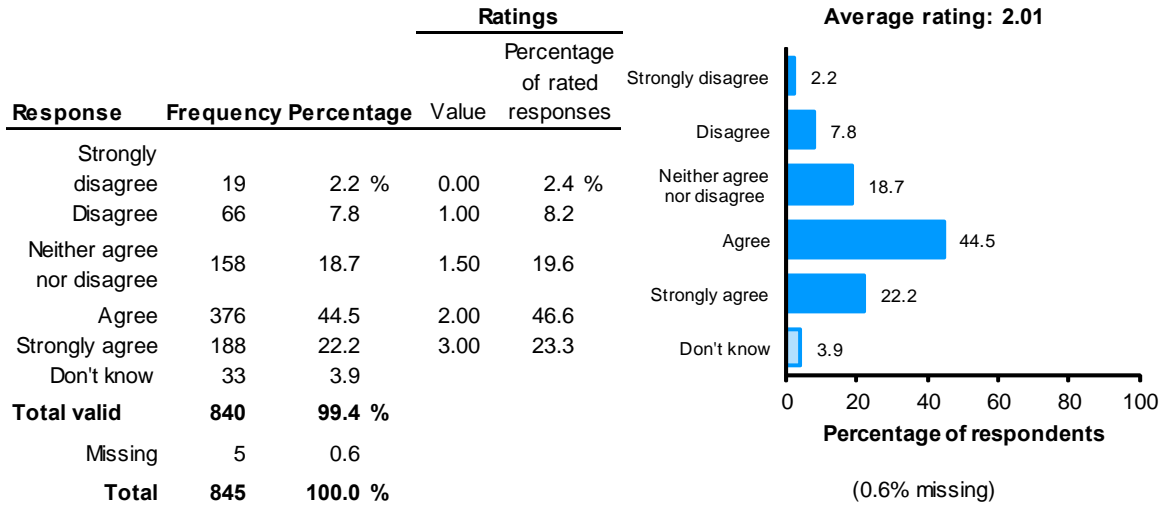


Table 15.1a. People in Neighborhood are Trustworthy, 2012

Question 15.1. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood can be trusted.**



“We are grateful for the friendly, reliable neighbors on our street.”

Table 15.1b. People in Neighborhood are Trustworthy: Trends 2008-2012

Question 15.1. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood can be trusted.**

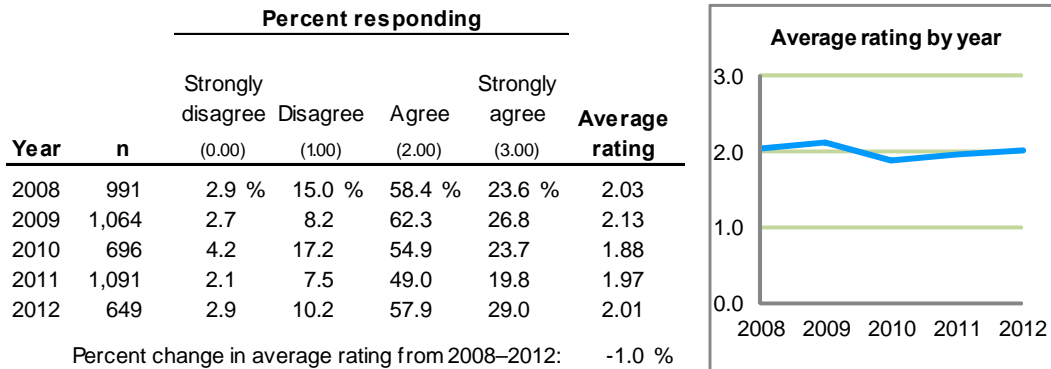
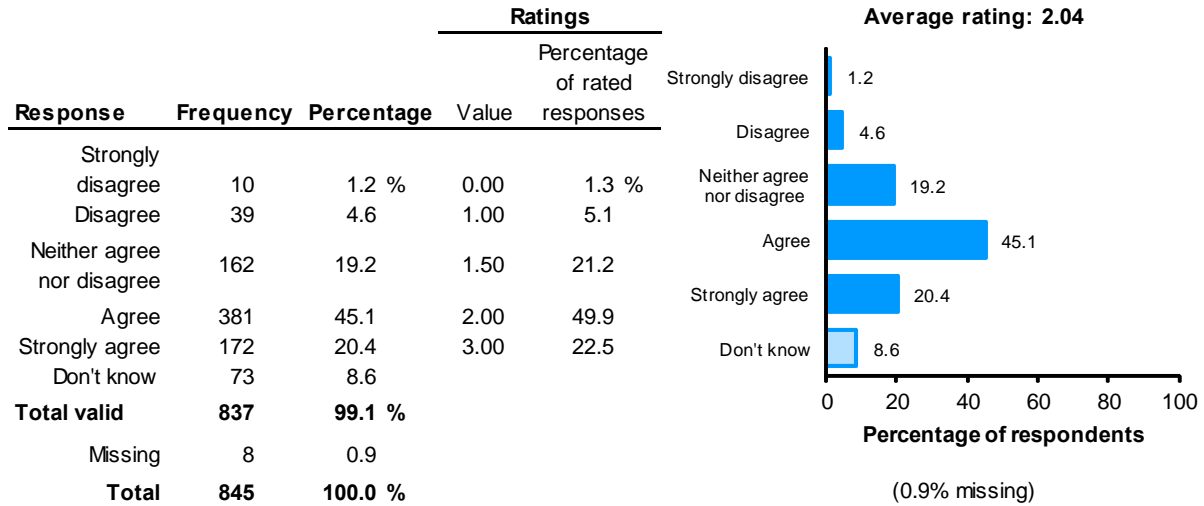


Table 15.2a. People in Neighborhood Get Along with Each Other, 2012

Question 15.2. 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.

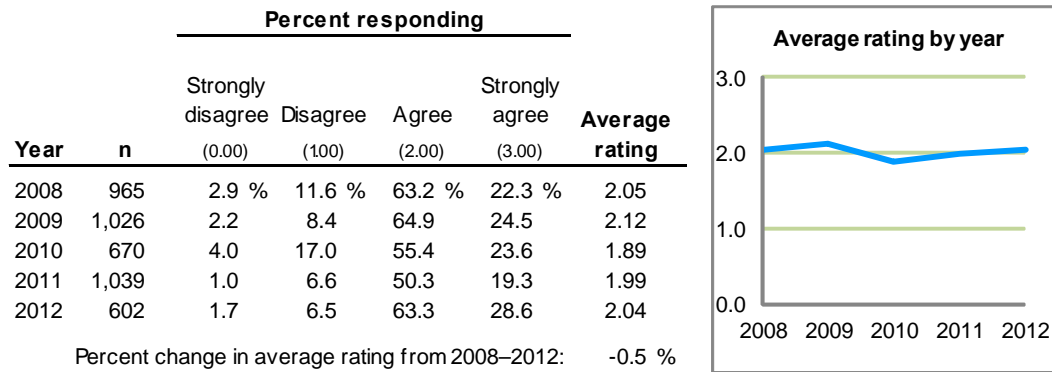


* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get along with each other." Results can be interpreted in the same manner as other variables in this section.

"As a longtime resident of the Mat-Su Borough I would like to say that I love where I live, my neighborhood is great, and the people who live here are great."

Table 15.2b. People in Neighborhood Get Along with Each Other: Trends 2008-2012

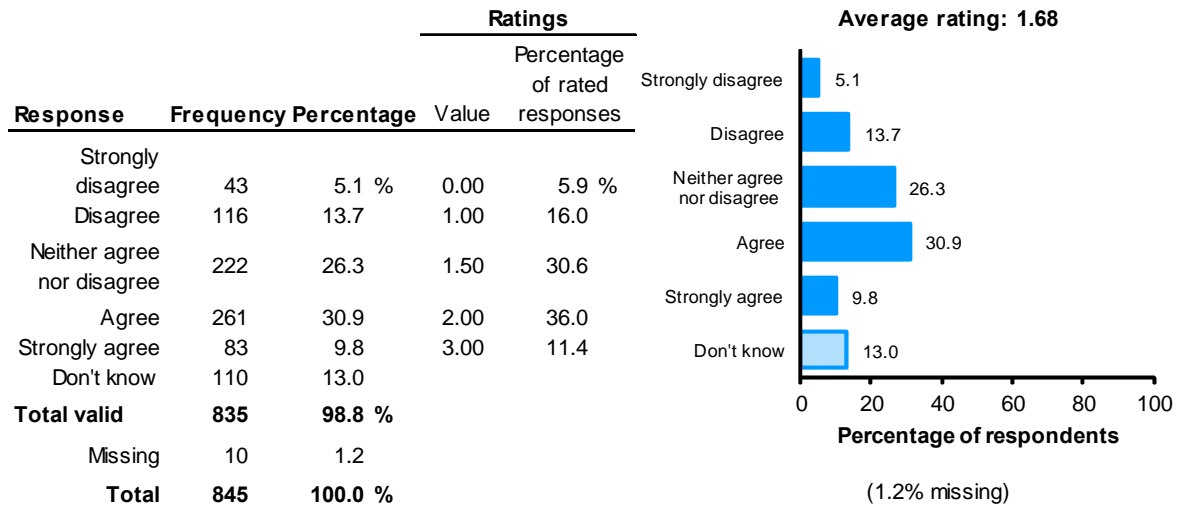
Question 15.2. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood generally get along with each other.**



* 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 15.3a. People in Neighborhood Share Same Values, 2012

Question 15.3. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood share the same values.**

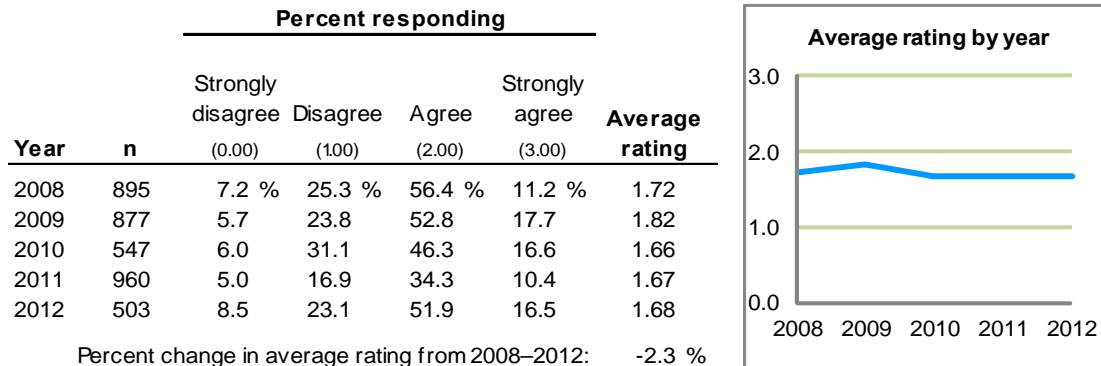


* Responses were reverse-coded. The original statement was "People in my neighborhood **do not** share the same values." Results can be interpreted in the same manner as other variables in this section.

"We are thankful for our community and the life style and values that the Valley has and we believe living out here is part of the reason our kids grew up to be such good hard working, honest, responsible, and caring adults!"

Table 15.3b. People in Neighborhood Share Same Values: Trends 2008-2012

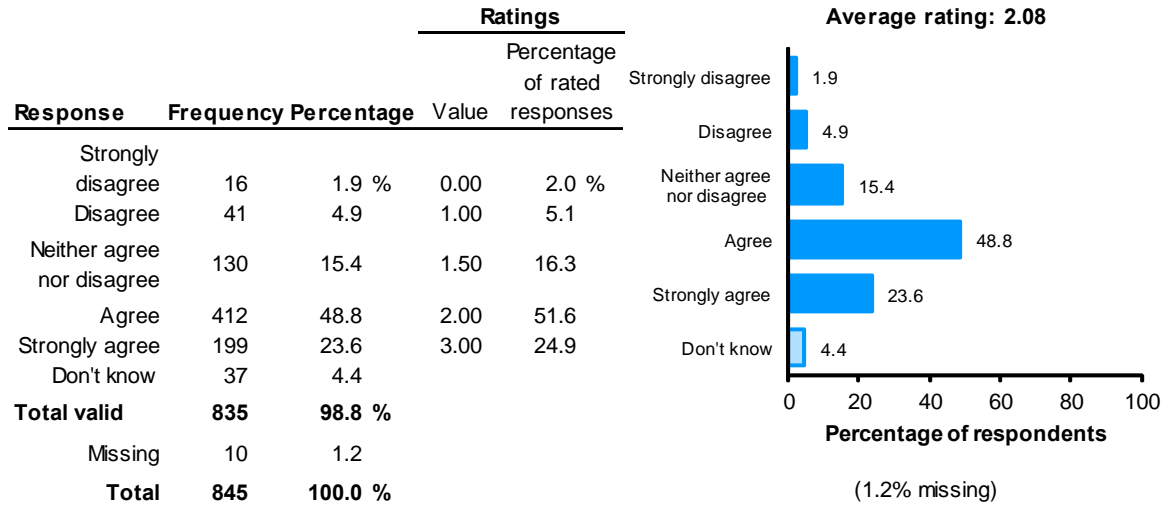
Question 15.3. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood share the same values.**



* 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 15.4a. People in Neighborhood are Willing to Help Their Neighbors, 2012

Question 15.4. 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 live in a very small neighborhood where all neighbors work together to help each other.”

Table 15.4b. People in Neighborhood are Willing to Help Their Neighbors: Trends 2008-2012

Question 15.4. 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.**

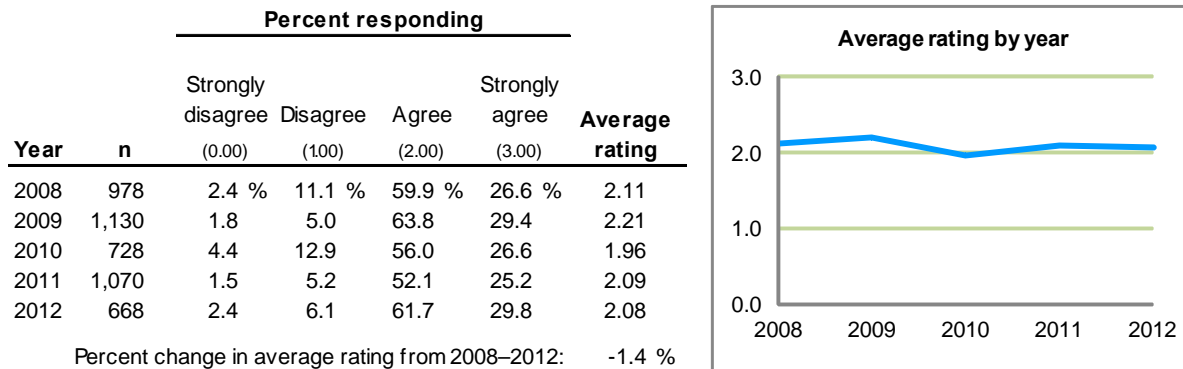
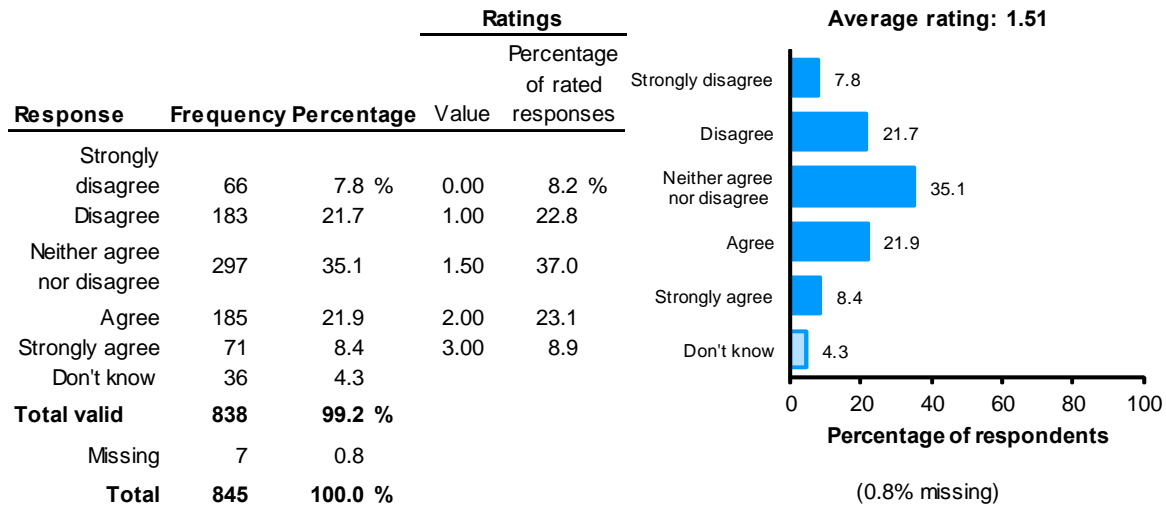


Table 15.5a. Neighborhood is Close-Knit, 2012

Question 15.5. Please indicate the extent to which you agree or disagree with each of the following statements: *Mine is a close-knit neighborhood.*



“The Mat-Su Borough has always been slow in providing services, infrastructure, and protection, and we residents have had to rely on ourselves and each other for support when we couldn’t do/get it ourselves.”

Table 15.5b. Neighborhood is Close-Knit: Trends 2008-2012

Question 15.5. Please indicate the extent to which you agree or disagree with each of the following statements: *Mine is a close-knit neighborhood.*

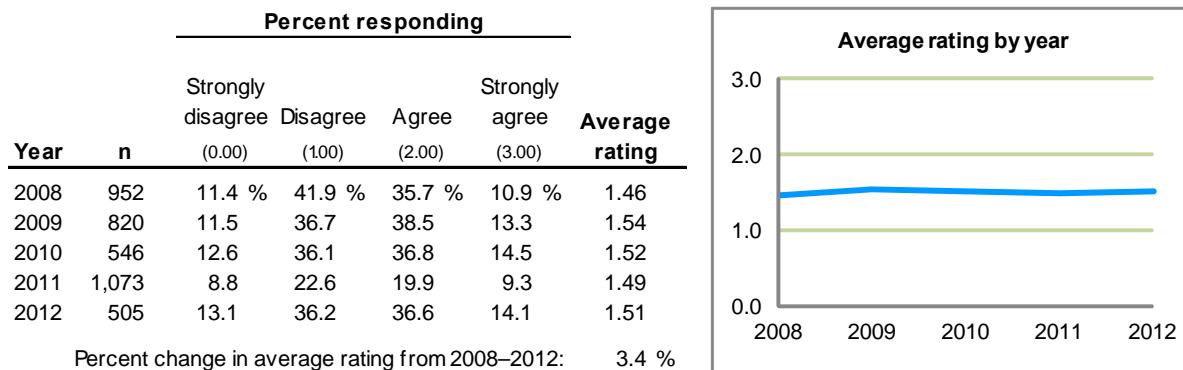
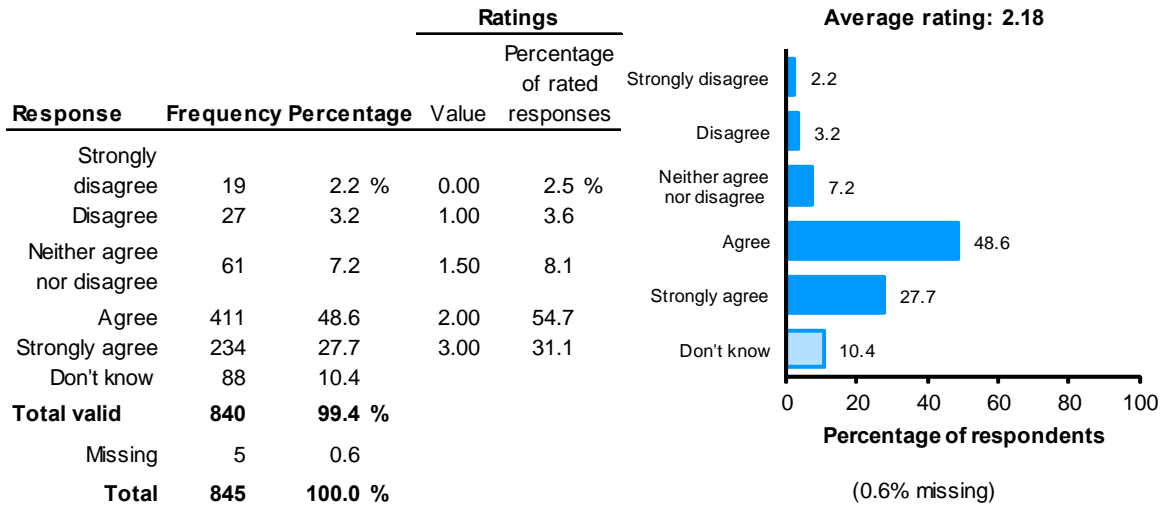


Table 16.1a. Intervention by Neighbors Against Children Spray-Painting Graffiti, 2012

Question 16.1. 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.**



“More effort needs to be put into keeping kids in school and off the streets. This would improve a lot of issues!”

Table 16.1b. Intervention by Neighbors Against Children Spray-Painting Graffiti: Trends 2008-2012

Question 16.1. 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.**

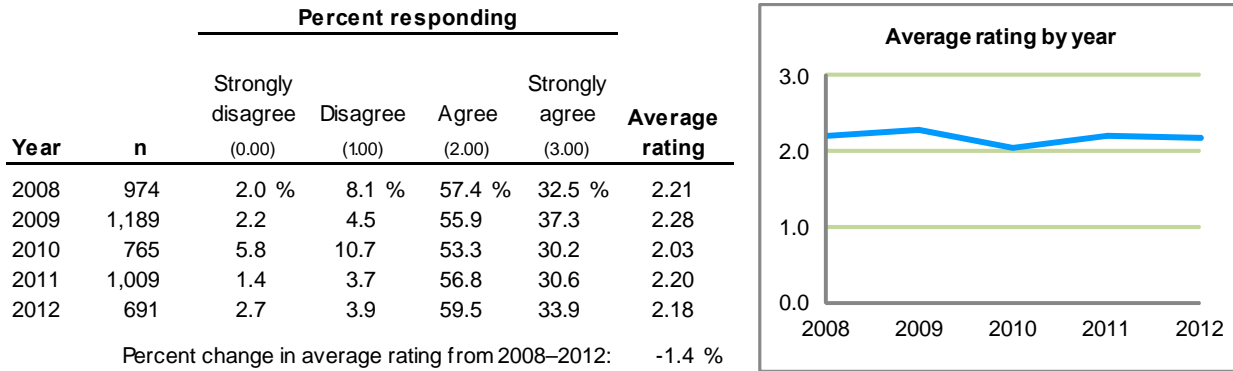
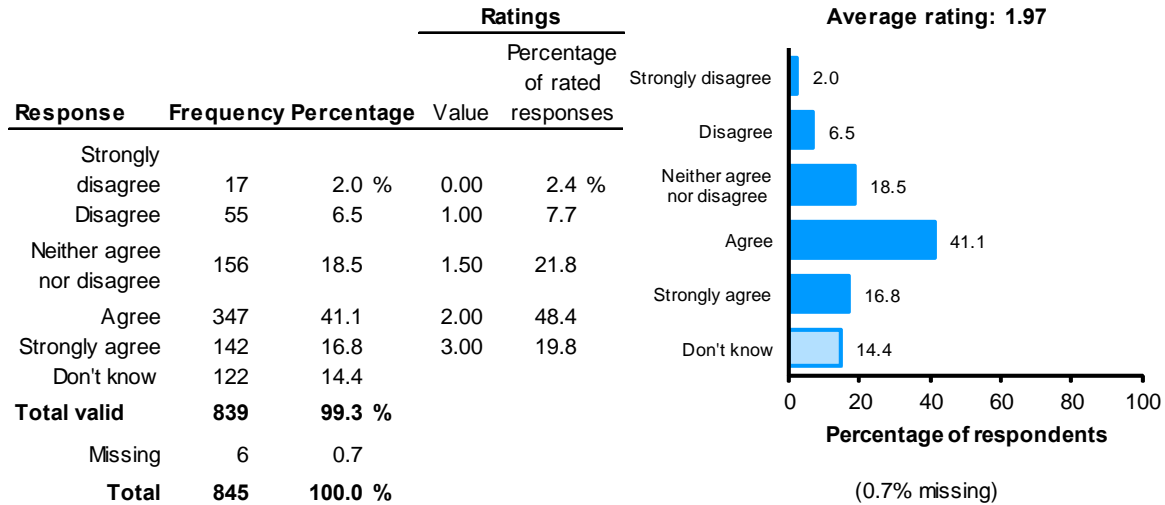


Table 16.2a. Intervention by Neighbors Against Disrespectful Children, 2012

Question 16.2. 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.**



“Kids next door set my truck on fire. I was told nothing could be done.”

Table 16.2b. Intervention by Neighbors Against Disrespectful Children: Trends 2008-2012

Question 16.2. 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.**

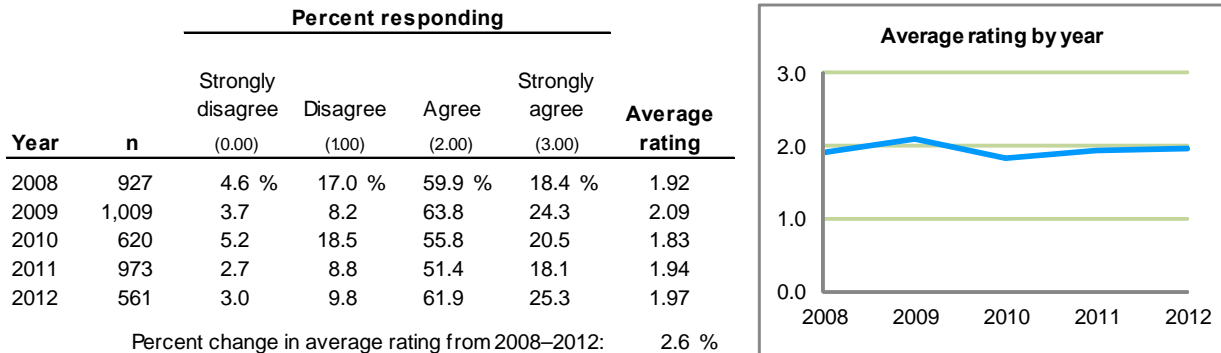
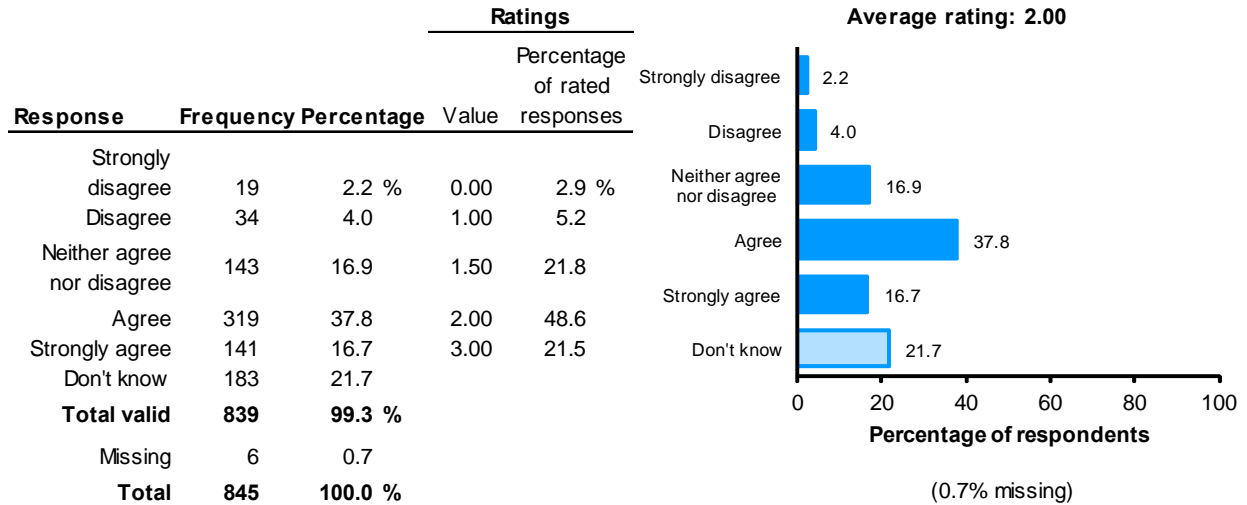


Table 16.3a. Intervention by Neighbors Against Budget Cuts to Fire Station, 2012

Question 16.3. 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.



“I am not willing to pay more taxes for ‘more services’ such as permanently-manned fire stations vs. volunteer stations.”

Table 16.3b. Intervention by Neighbors Against Budget Cuts to Fire Station: Trends 2008–2012

Question 16.3. 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.**

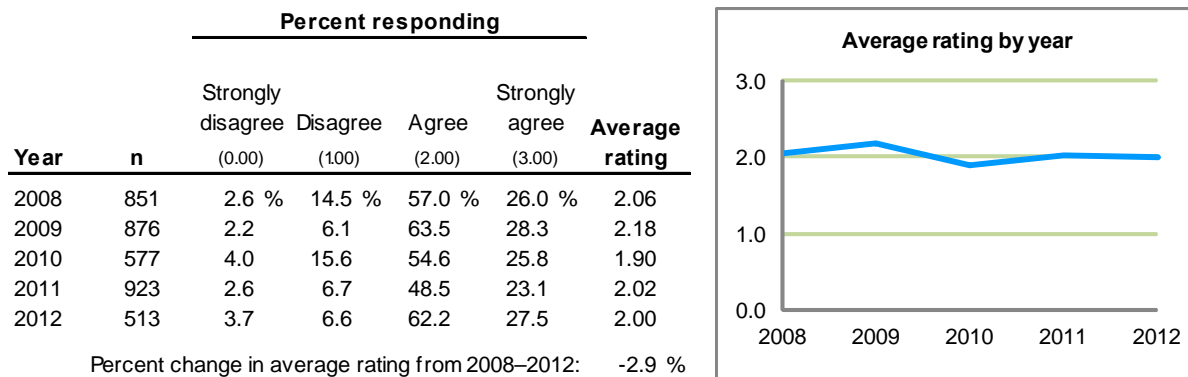


Table 16.4a. Intervention by Neighbors Against Fight Near Home, 2012

Question 16.4. 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.

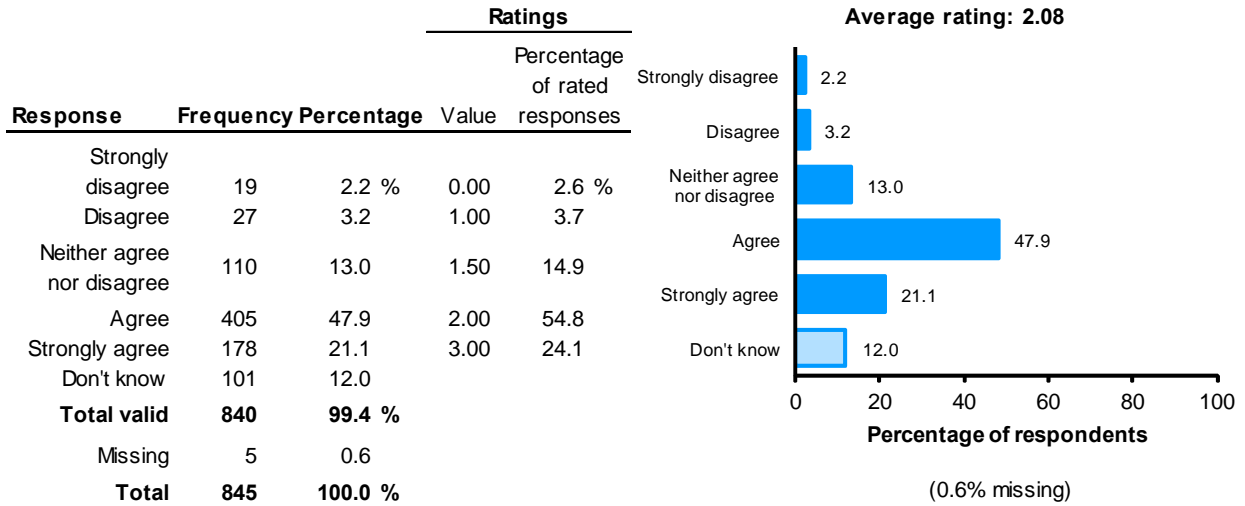


Table 16.4b. Intervention by Neighbors Against Fight Near Home: Trends 2008–2012

Question 16.4. 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.

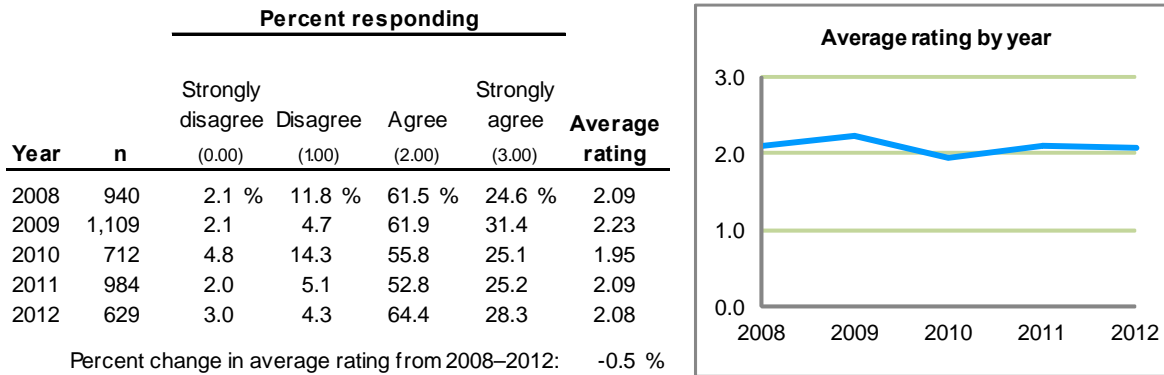
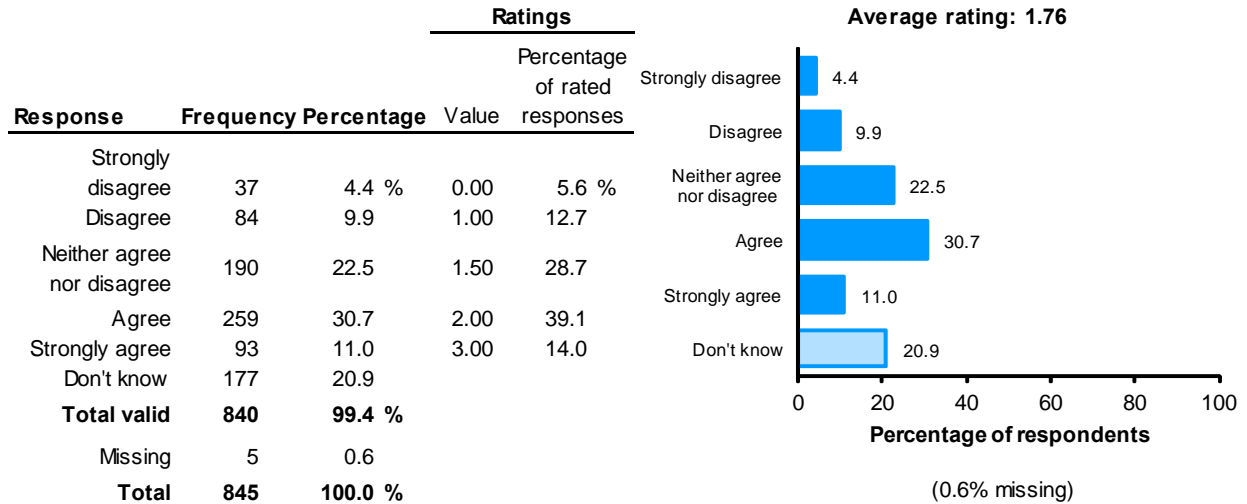


Table 16.5a. Intervention by Neighbors Against Truant and Loitering Children, 2012

Question 16.5. 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.



“I think crime is on the rise in the MSB because there are too many ‘latch key’ children being left alone in the MSB while their parents commute to work in Anchorage.”

Table 16.5b. Intervention by Neighbors Against Truant and Loitering Children: Trends 2008–2012

Question 16.5. 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.

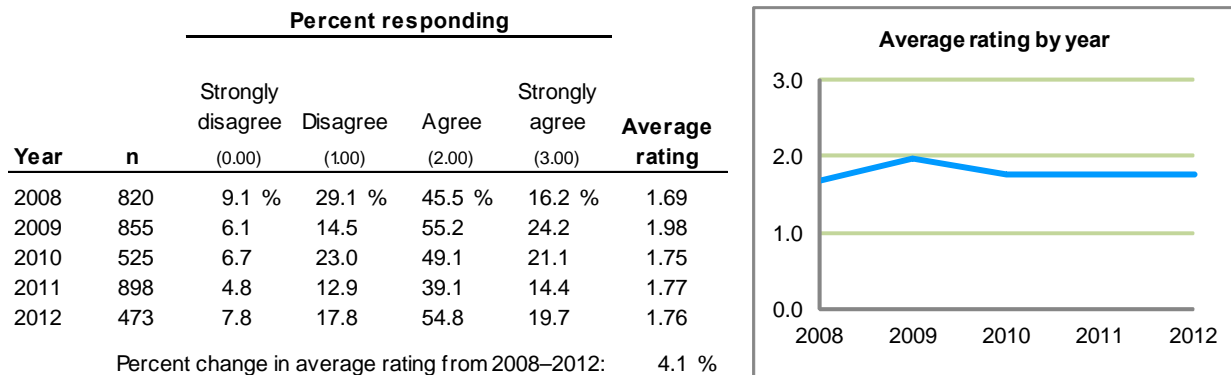


Table 17.1a. Borrowing Items from Neighbors, 2012

Question 17.1. How often do you borrow something from or loan something to a neighbor?

| Response | Frequency Percentage | | Ratings | |
|------------------------|----------------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 337 | 39.9 % | 0.00 | 40.5 % |
| Less than once a month | 353 | 41.8 | 1.00 | 42.4 |
| Monthly | 104 | 12.3 | 2.00 | 12.5 |
| Weekly | 31 | 3.7 | 3.00 | 3.7 |
| Daily | 8 | 0.9 | 4.00 | 1.0 |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |

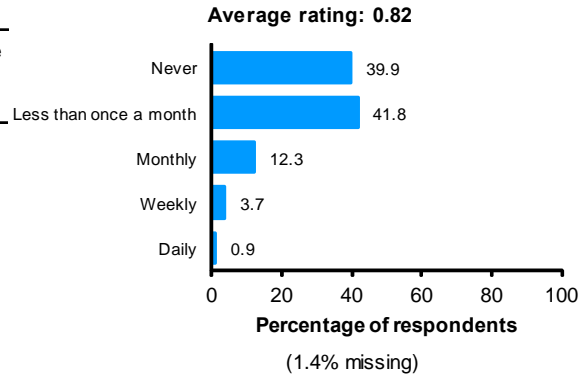


Table 17.1b. Borrowing Items from Neighbors: Trends 2008–2012

Question 17.1. 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) | |
| 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 |
| 2011 | 1,143 | 41.5 | 40.1 | 13.2 | 4.8 | 0.4 | 0.83 |
| 2012 | 833 | 40.5 | 42.4 | 12.5 | 3.7 | 1.0 | 0.82 |

Percent change in average rating from 2008–2012: -6.8 %

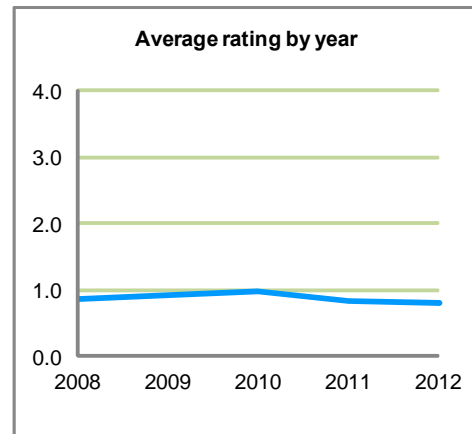
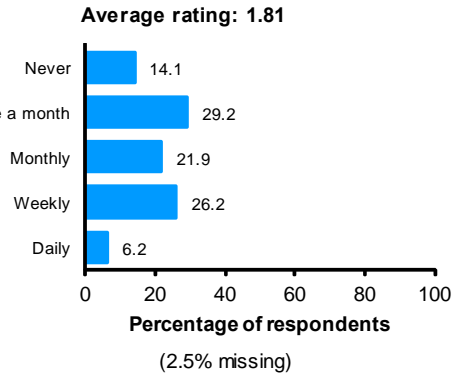


Table 17.2a. Visiting with Neighbors, 2012

Question 17.2. 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 |
| Never | 119 | 14.1 % | 0.00 | 14.4 % |
| Less than once a month | 247 | 29.2 | 1.00 | 30.0 |
| Monthly | 185 | 21.9 | 2.00 | 22.5 |
| Weekly | 221 | 26.2 | 3.00 | 26.8 |
| Daily | 52 | 6.2 | 4.00 | 6.3 |
| Total valid | 824 | 97.5 % | | |
| Missing | 21 | 2.5 | | |
| Total | 845 | 100.0 % | | |



“We live on five acres in the woods in Willow. I know who my neighbors are, but like it out here for a reason!”

Table 17.2b. Visiting with Neighbors: Trends 2008–2012

Question 17.2. 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) | |
| 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 |
| 2011 | 1,139 | 14.8 | 30.0 | 20.3 | 27.5 | 7.4 | 1.83 |
| 2012 | 824 | 14.4 | 30.0 | 22.5 | 26.8 | 6.3 | 1.81 |
| Percent change in average rating from 2008–2012: | | | | | | | -3.7 % |

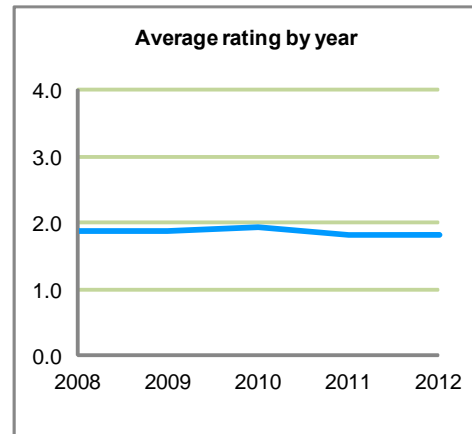


Table 17.3a. Knowing Neighbors by Sight or Name, 2012

Question 17.3. 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 | 2.7 % | 0.00 | 2.8 % |
| One or two | 179 | 21.2 | 1.00 | 21.6 |
| Several | 363 | 43.0 | 2.00 | 43.7 |
| The majority | 180 | 21.3 | 3.00 | 21.7 |
| All or almost all | 85 | 10.1 | 4.00 | 10.2 |
| Total valid | 830 | 98.2 % | | |
| Missing | 15 | 1.8 | | |
| Total | 845 | 100.0 % | | |

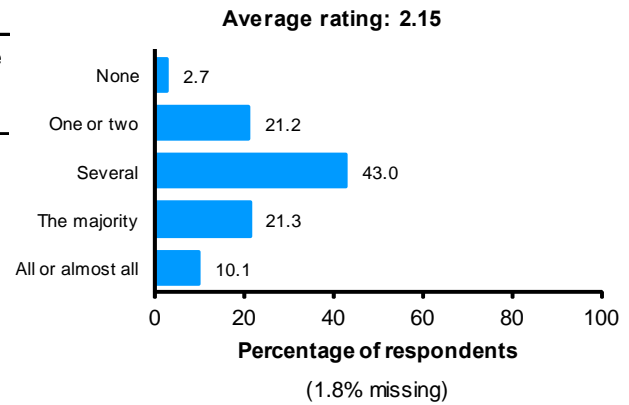


Table 17.3b. Knowing Neighbors by Sight or Name: Trends 2008–2012

Question 17.3. 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) | |
| 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 |
| 2011 | 1,147 | 2.5 | 20.9 | 45.0 | 22.1 | 9.4 | 2.15 |
| 2012 | 830 | 2.8 | 21.6 | 43.7 | 21.7 | 10.2 | 2.15 |

Percent change in average rating from 2008–2012: 2.4 %

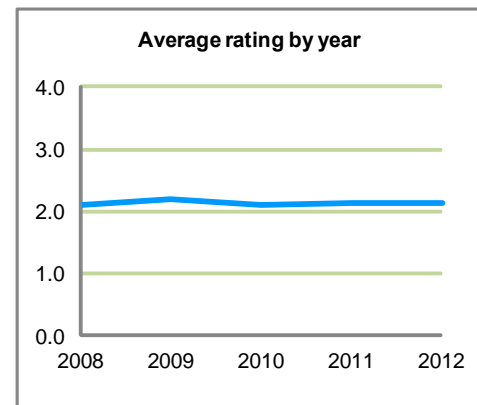
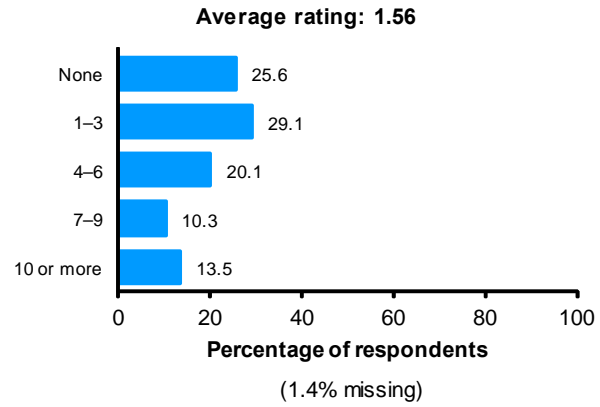


Table 17.4a. Friends and Relatives in Neighborhood, 2012

Question 17.4. 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 | 216 | 25.6 % | 0.00 | 25.9 % |
| 1–3 | 246 | 29.1 | 1.00 | 29.5 |
| 4–6 | 170 | 20.1 | 2.00 | 20.4 |
| 7–9 | 87 | 10.3 | 3.00 | 10.4 |
| 10 or more | 114 | 13.5 | 4.00 | 13.7 |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |



“Palmer and Wasilla used to be nice, quiet communities where neighbors talked to each other, people didn't lock their doors at night, and everyone was happy and content with the small-town way of life they had chosen. In recent years both traffic and residential congestion has become a problem, crime is on the rise, and the town leaders stubbornly continue down a path to turn their communities into a mini-Anchorage.”

Table 17.4b. Friends and Relatives in Neighborhood: Trends 2008–2012

Question 17.4. 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) | |
| 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 |
| 2011 | 1,146 | 21.9 | 33.1 | 20.2 | 10.2 | 14.6 | 1.62 |
| 2012 | 833 | 25.9 | 29.5 | 20.4 | 10.4 | 13.7 | 1.56 |
| Percent change in average rating from 2008–2012: | | | | | | | -4.9 % |

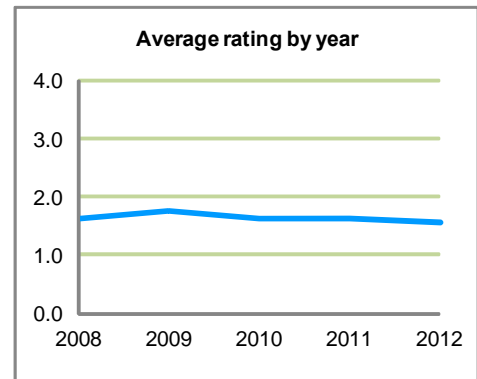
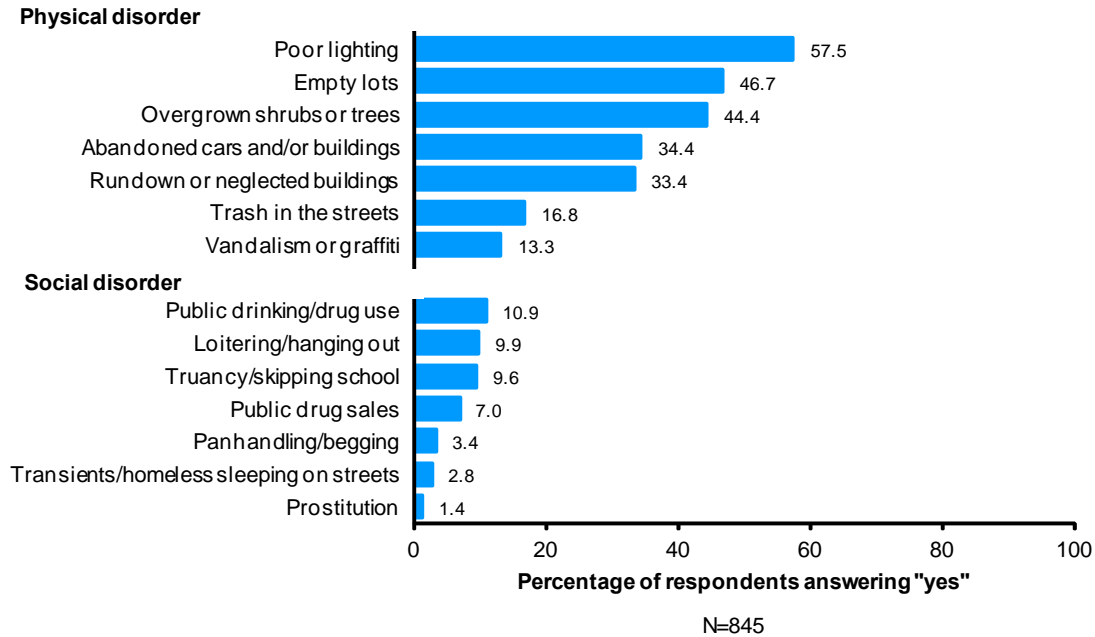


Table 18a. Neighborhood Conditions, 2012

Question 18. Do any of the following conditions exist in your neighborhood?



“We have a neighbor with broken cars, trash, and a dumpster in his front yard.”

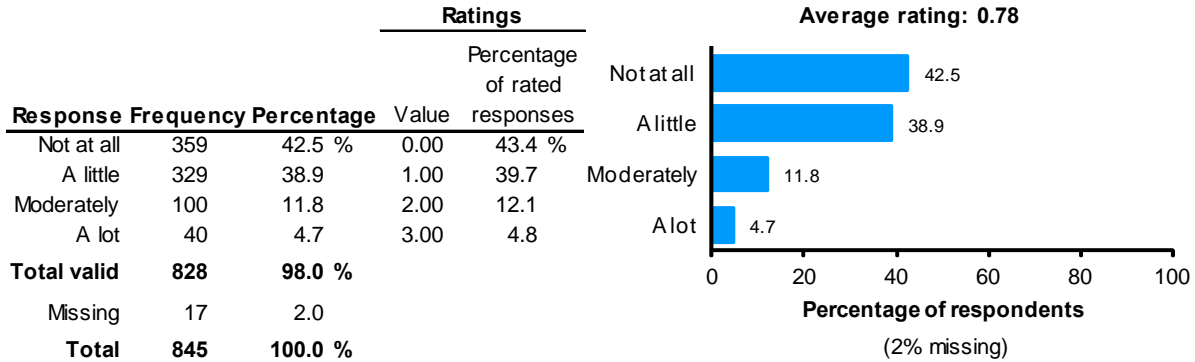
Table 18b. Neighborhood Conditions: Trends 2008–2012

Question 18. Do any of the following conditions exist in your neighborhood?

| Response | 2008 | 2009 | 2010 | 2011 | 2012 | Percent change from 2008–2012: |
|---|--------|--------|--------|--------|--------|--------------------------------|
| Physical disorder | | | | | | |
| Poor lighting | 57.6 % | 62.1 % | 56.2 % | 55.0 % | 57.5 % | -0.1 % |
| Empty lots | 52.2 | 53.5 | 48.7 | 48.5 | 46.7 | -10.4 |
| Overgrown shrubs or trees | 49.1 | 43.5 | 45.4 | 46.5 | 44.4 | -9.6 |
| Abandoned cars and/or buildings | 36.0 | 38.7 | 35.2 | 36.3 | 34.4 | -4.3 |
| Rundown or neglected buildings | 35.5 | 36.6 | 33.2 | 35.4 | 33.4 | -6.0 |
| Trash in the streets | 17.6 | 17.0 | 13.6 | 15.4 | 16.8 | -4.5 |
| Vandalism or graffiti | 15.5 | 14.5 | 13.1 | 12.5 | 13.3 | -14.5 |
| Social disorder | | | | | | |
| Public drinking/drug use | 11.5 % | 11.6 % | 10.5 % | 9.7 % | 10.9 % | -5.3 % |
| Loitering/hanging out | 12.5 | 10.3 | 10.6 | 8.5 | 9.9 | -20.8 |
| Truancy/skipping school | 11.5 | 9.0 | 9.1 | 8.6 | 9.6 | -16.5 |
| Public drug sales | 7.7 | 7.6 | 8.1 | 8.0 | 7.0 | -9.3 |
| Panhandling/begging | 2.7 | 2.7 | 2.4 | 2.2 | 3.4 | 27.1 |
| Transients/homeless sleeping on streets | 2.7 | 3.1 | 3.4 | 1.9 | 2.8 | 5.2 |
| Prostitution | 1.2 | 1.5 | 1.3 | 1.0 | 1.4 | 18.3 |

Table 19.1a. Fear of Victimization--Burglary, 2012

Question 19.1. 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)?



“I not only have motion lights on my little house, but I have a street-light type on a pole, in my yard, near the street. It’s the only one around. I do believe we need another.”

Table 19.1b. Fear of Victimization--Burglary: Trends 2008–2012

Question 19.1. 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)?

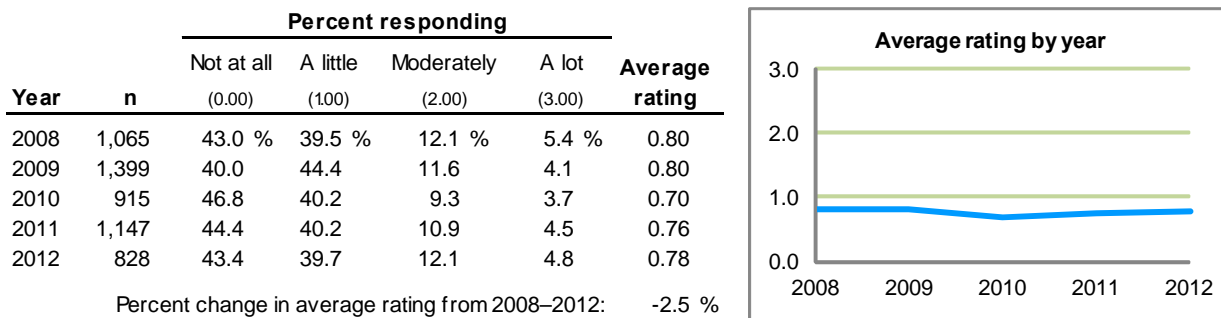


Table 19.2a. Fear of Victimization--Sexual Assault, 2012

Question 19.2. To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?

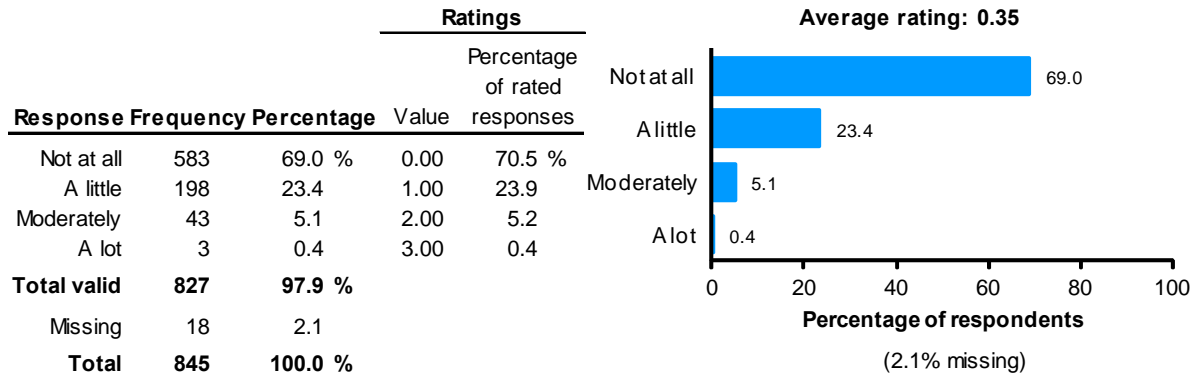


Table 19.2b. Fear of Victimization--Sexual Assault: Trends 2008–2012

Question 19.2. To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?

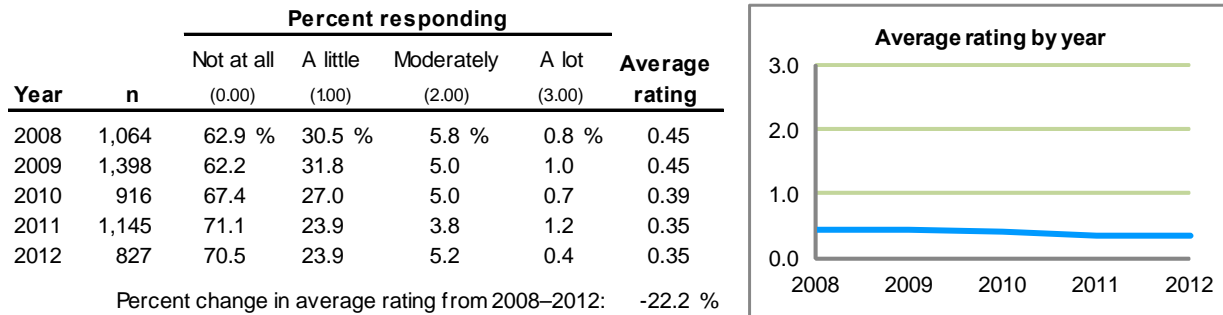


Table 19.3a. Fear of Victimization--Murder, 2012

Question 19.3. To what extent are you fearful that you or a member of your household will be the victim of a murder?

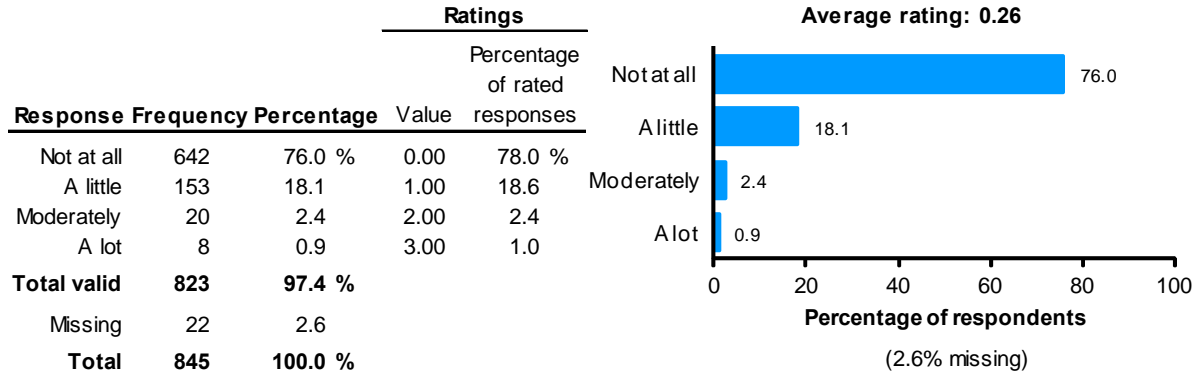


Table 19.3b. Fear of Victimization--Murder: Trends 2008–2012

Question 19.3. To what extent are you fearful that you or a member of your household will be the victim of a murder?

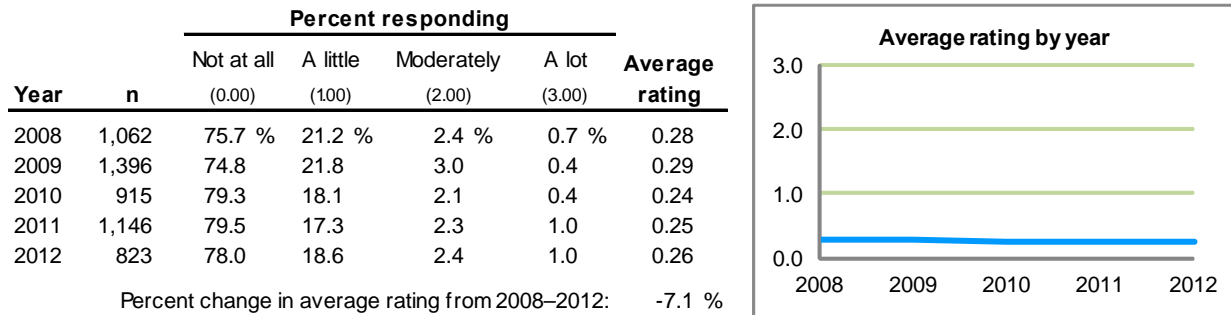


Table 19.4a. Fear of Victimization--Kidnapping, 2012

Question 19.4. To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?

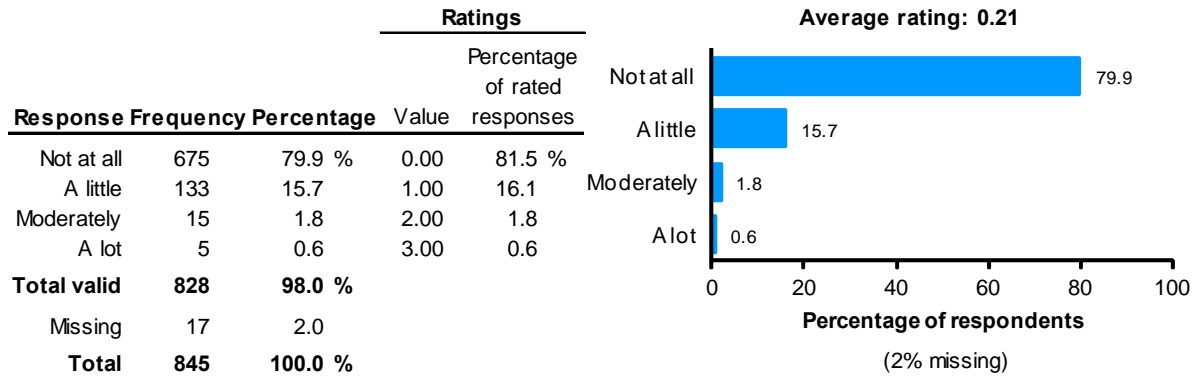


Table 19.4b. Fear of Victimization--Kidnapping: Trends 2008–2012

Question 19.4. To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?

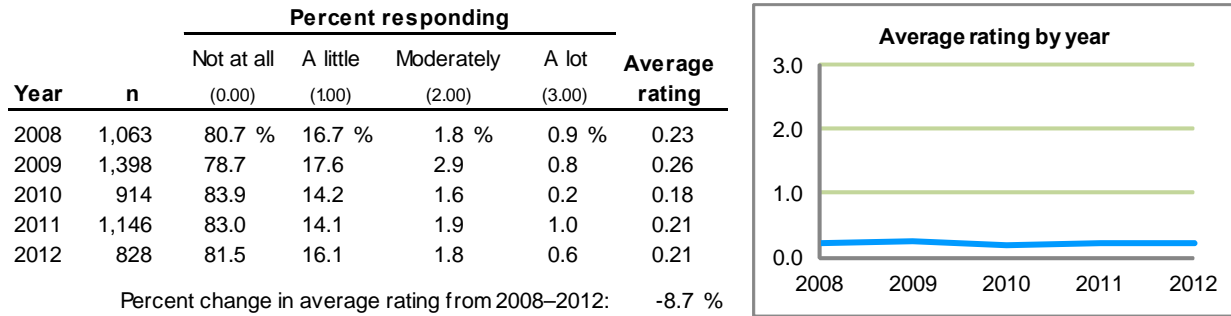


Table 19.5a. Fear of Victimization--Attack with Weapon, 2012

Question 19.5. To what extent are you fearful that you or a member of your household will be attacked with a weapon?

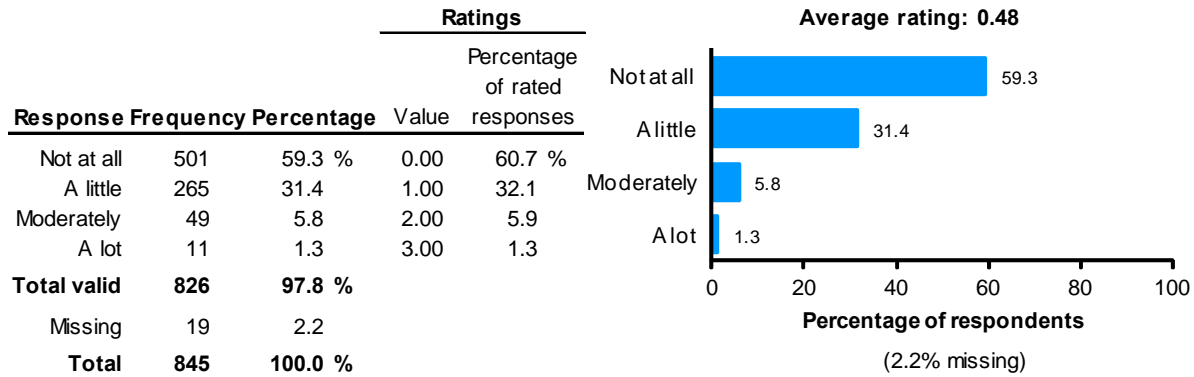


Table 19.5b. Fear of Victimization--Attack with Weapon: Trends 2008–2012

Question 19.5. To what extent are you fearful that you or a member of your household will be attacked with a weapon?

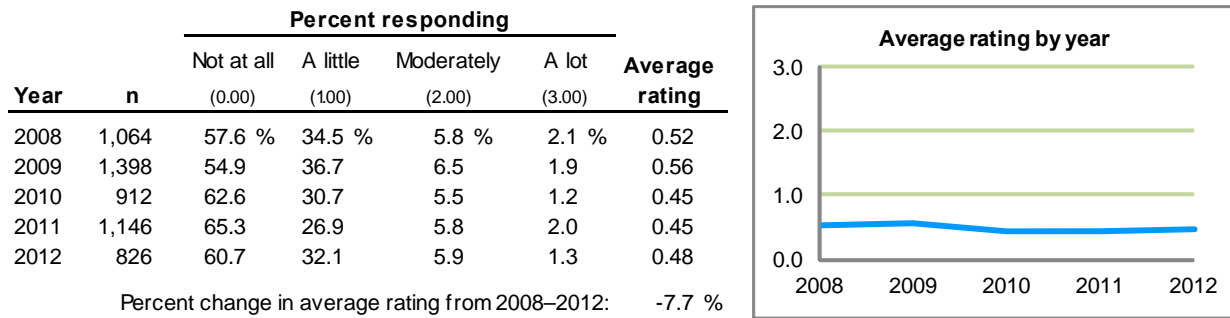
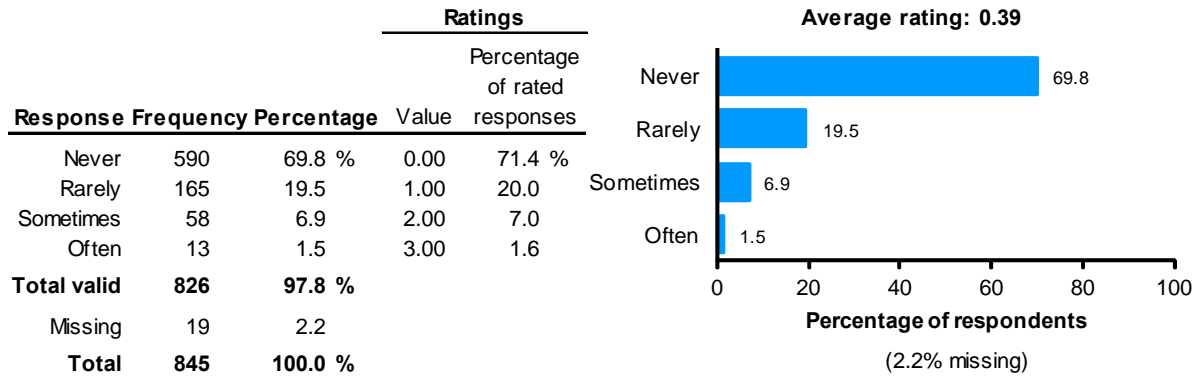


Table 19.6a. Activities in Neighborhood Prevented by Fear of Crime, 2012

Question 19.6. How often does worry about crime prevent you from doing things you would like to do in your neighborhood?



“We were burglarized in 2000 and have increased safety measures.”

Table 19.6b. Activities in Neighborhood Prevented by Fear of Crime: Trends 2008–2012

Question 19.6. How often does worry about crime prevent you from doing things you would like to do in your neighborhood?

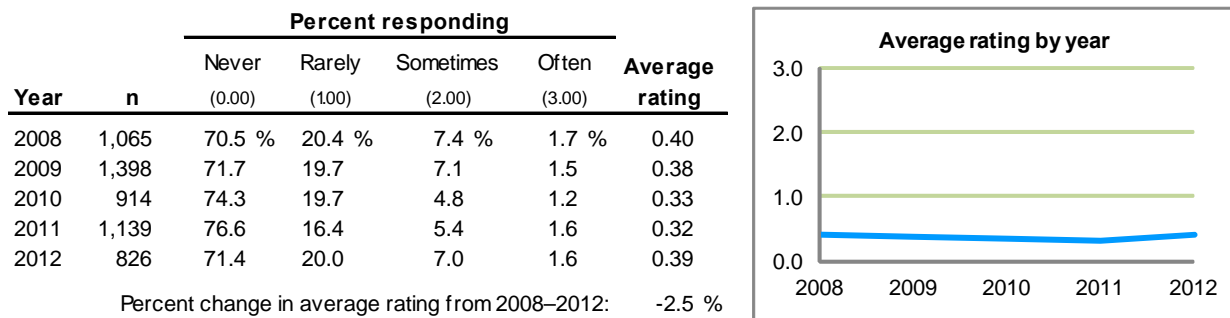
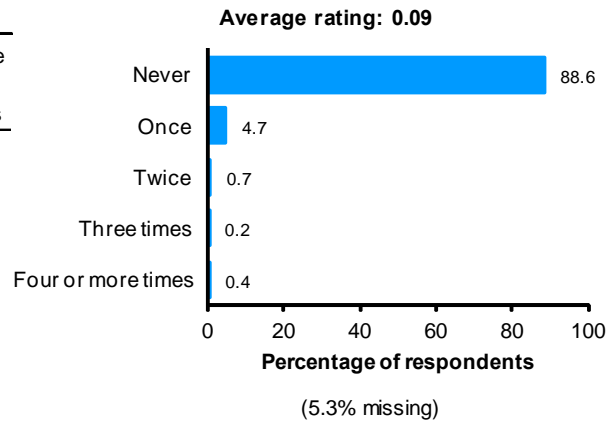


Table 20.1a. Incidence of Fights Involving Weapons in Neighborhood, 2012

Question 20.1. 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 | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 749 | 88.6 % | 0.00 | 93.6 % |
| Once | 40 | 4.7 | 1.00 | 5.0 |
| Twice | 6 | 0.7 | 2.00 | 0.8 |
| Three times | 2 | 0.2 | 3.00 | 0.3 |
| Four or more times | 3 | 0.4 | 4.00 | 0.4 |
| Total valid | 800 | 94.7 % | | |
| Missing | 45 | 5.3 | | |
| Total | 845 | 100.0 % | | |



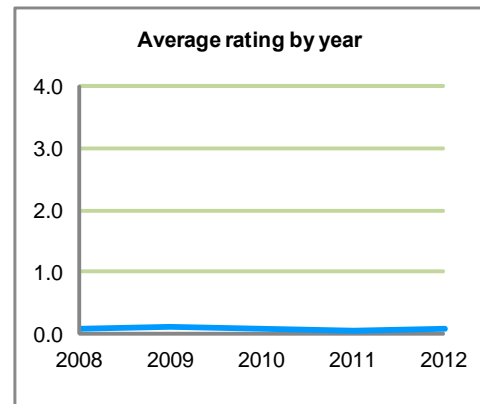
“I have heard gun shots in my neighborhood.”

Table 20.1b. Incidence of Fights Involving Weapons in Neighborhood: Trends 2008–2012

Question 20.1. 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) | Twice (2.00) | Three times (3.00) | Four or more times (4.00) | |
| 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 |
| 2011 | 1,078 | 95.2 | 3.6 | 0.8 | 0.4 | 0.0 | 0.06 |
| 2012 | 800 | 96.3 | 5.0 | 0.8 | 0.3 | 0.4 | 0.09 |

Percent change in average rating from 2008–2012: 12.5 % †

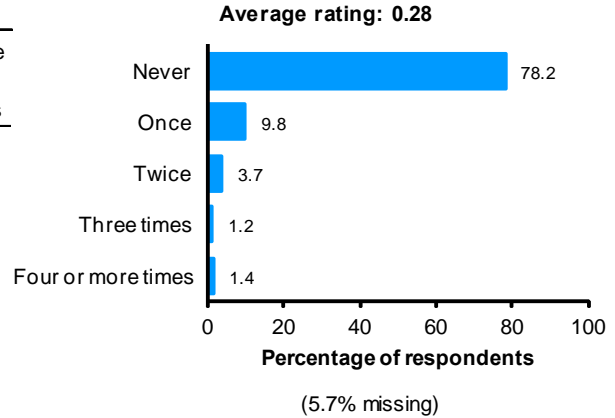


† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 20.2a. Incidence of Violent Arguments Between Neighbors, 2012

Question 20.2. How often has each of the following things happened in your neighborhood in the past 6 months?
A violent argument between neighbors

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 661 | 78.2 % | 0.00 | 82.9 % |
| Once | 83 | 9.8 | 1.00 | 10.4 |
| Twice | 31 | 3.7 | 2.00 | 3.9 |
| Three times | 10 | 1.2 | 3.00 | 1.3 |
| Four or more times | 12 | 1.4 | 4.00 | 1.5 |
| Total valid | 797 | 94.3 % | | |
| Missing | 48 | 5.7 | | |
| Total | 845 | 100.0 % | | |



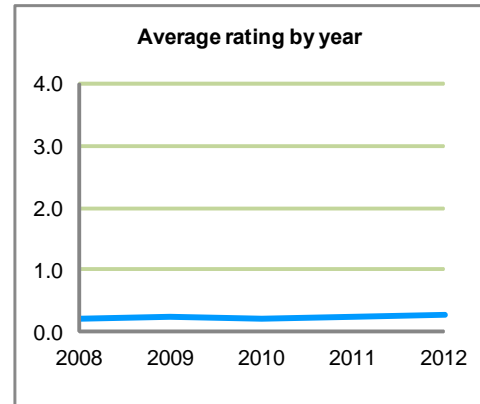
“All of the heroin drug addicts in just the borough alone is a epidemic which of course leads to stealing and violence and issues with neighbors etc.”

Table 20.2b. Incidence of Violent Arguments Between Neighbors: Trends 2008–2012

Question 20.2. How often has each of the following things happened in your neighborhood in the past 6 months?
A violent argument between neighbors

| 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) | |
| 2008 | 919 | 87.9 % | 7.6 % | 2.4 % | 0.9 % | 1.1 % | 0.20 |
| 2009 | 1,336 | 85.0 | 10.0 | 2.8 | 0.8 | 1.3 | 0.23 |
| 2010 | 893 | 86.9 | 8.3 | 3.1 | 1.0 | 0.7 | 0.20 |
| 2011 | 1,082 | 86.1 | 8.7 | 2.1 | 1.6 | 1.5 | 0.24 |
| 2012 | 797 | 82.9 | 10.4 | 3.9 | 1.3 | 1.5 | 0.28 |

Percent change in average rating from 2008–2012: 40.0 % †



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

Table 20.3a. Incidence of Gang Violence in Neighborhood, 2012

Question 20.3. How often has each of the following things happened in your neighborhood in the past 6 months?
A gang fight

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 799 | 94.6 % | 0.00 | 99.8 % |
| Once | 2 | 0.2 | 1.00 | 0.2 |
| Twice | 0 | 0.0 | 2.00 | 0.0 |
| Three times | 0 | 0.0 | 3.00 | 0.0 |
| Four or more times | 0 | 0.0 | 4.00 | 0.0 |
| Total valid | 801 | 94.8 % | | |
| Missing | 44 | 5.2 | | |
| Total | 845 | 100.0 % | | |

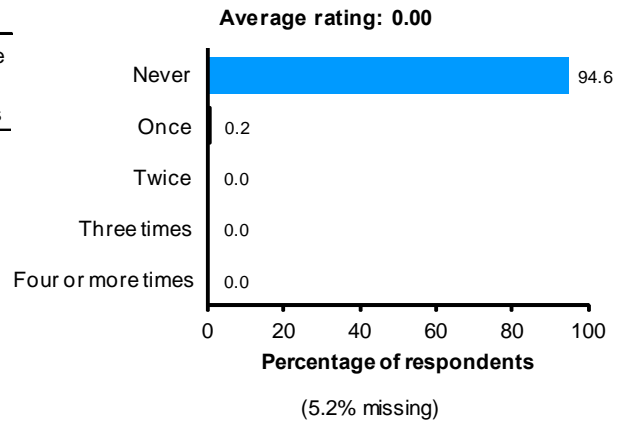


Table 20.3b. Incidence of Gang Violence in Neighborhood: Trends 2008–2012

Question 20.3. 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) | |
| 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 |
| 2011 | 1,092 | 99.5 | 0.2 | 0.1 | 0.2 | 0.0 | 0.01 |
| 2012 | 801 | 99.8 | 0.2 | 0.0 | 0.0 | 0.0 | 0.01 |

Percent change in average rating from 2008–2012: 0.0 %

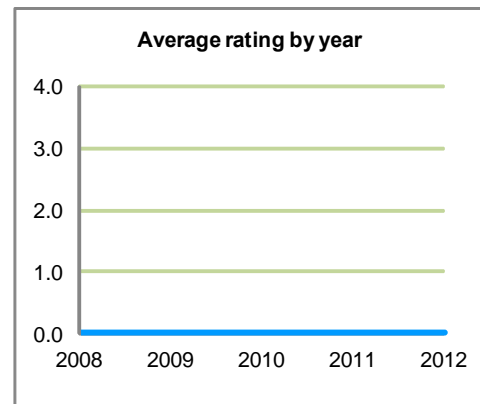


Table 20.4a. Incidence of Sexual Assaults or Rapes in Neighborhood, 2012

Question 20.4. How often has each of the following things happened in your neighborhood in the past 6 months?
A sexual assault or rape

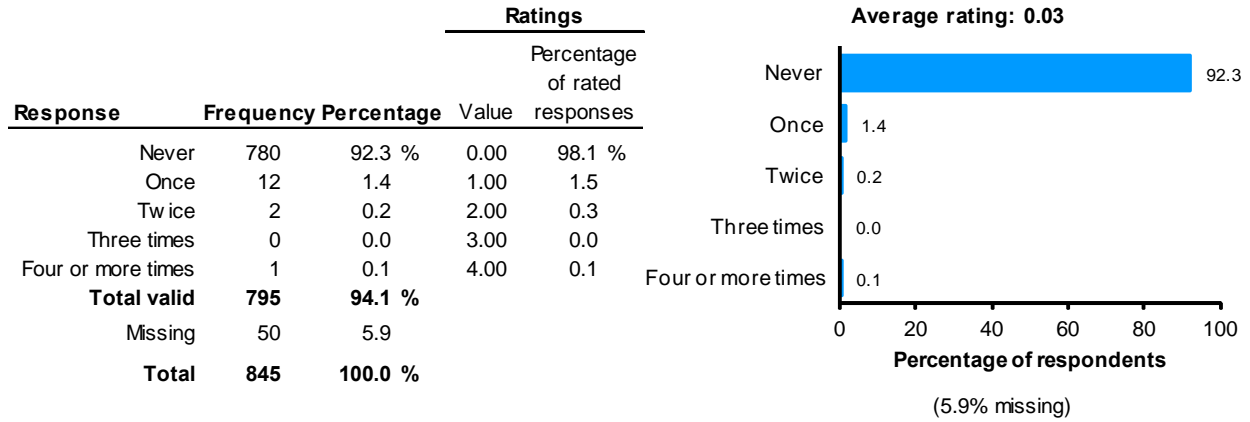
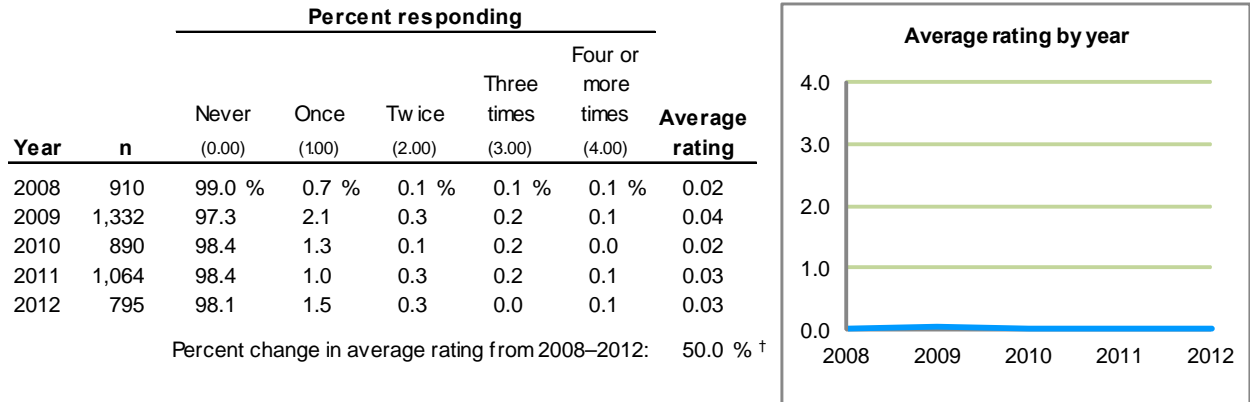


Table 20.4b. Incidence of Sexual Assaults or Rapes in Neighborhood: Trends 2008–2012

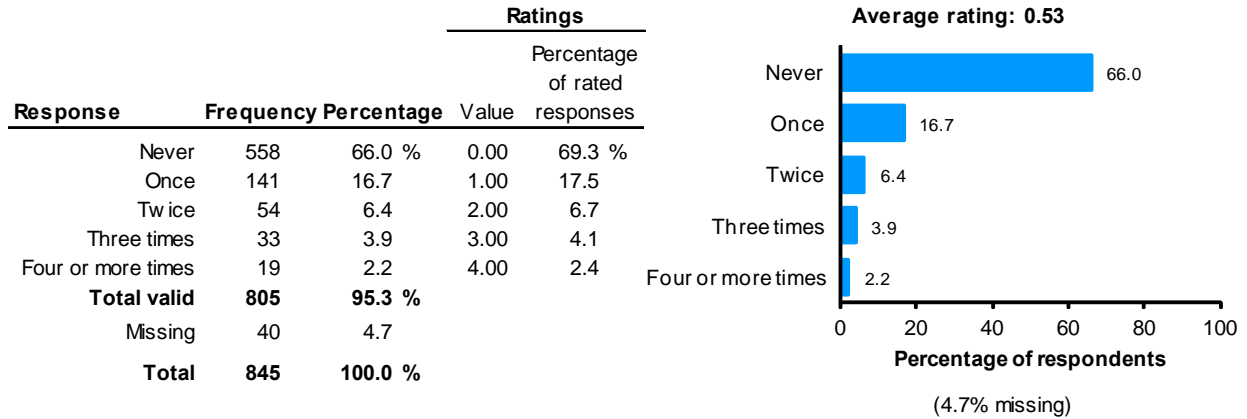
Question 20.4. How often has each of the following things happened in your neighborhood in the past 6 months?
A sexual assault or rape



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

Table 20.5a. Incidence of Robberies, Burglaries, or Muggings in Neighborhood, 2012

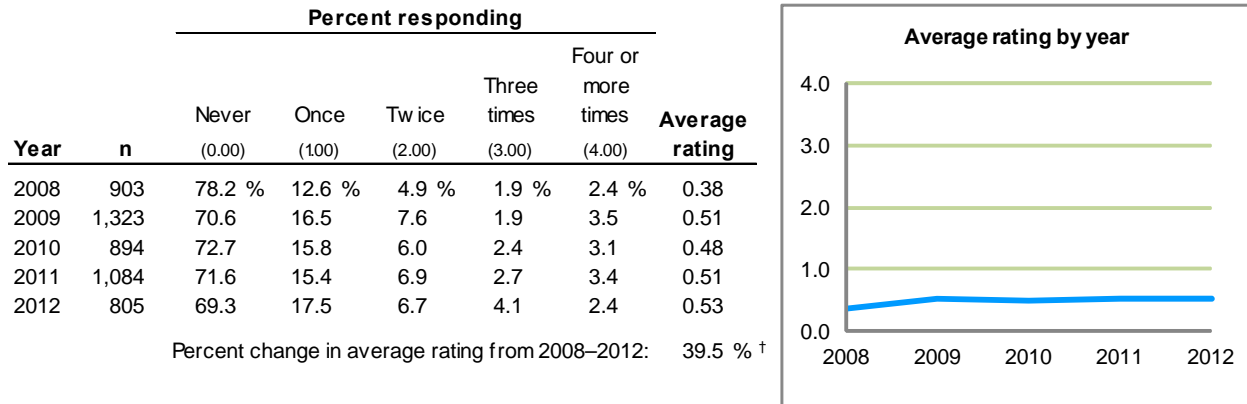
Question 20.5. How often has each of the following things happened in your neighborhood in the past 6 months?
A robbery, burglary, or mugging



“In my area, recreational homes are broken into on a regular basis with impunity. We never see anyone caught, and if they are, they are released to do it all over again.”

Table 20.5b. Incidence of Robberies, Burglaries, or Muggings in Neighborhood: Trends 2008–2012

Question 20.5. How often has each of the following things happened in your neighborhood in the past 6 months?
A robbery, burglary, or mugging



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

Table 21a. Victimization by Violence While Living in Neighborhood, 2012

Question 21. 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 | 785 | 92.9 % | 0.00 | 95.2 % |
| Yes | 40 | 4.7 | 1.00 | 4.8 |
| Total valid | 825 | 97.6 % | | |
| Missing | 20 | 2.4 | | |
| Total | 845 | 100.0 % | | |

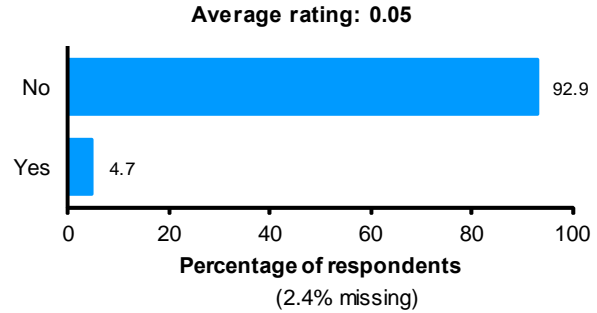


Table 21b. Victimization by Violence While Living in Neighborhood: Trends 2008-2012

Question 21. 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) | |
| 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 |
| 2011 | 1,136 | 94.4 | 5.6 | 0.06 |
| 2012 | 825 | 95.2 | 4.8 | 0.05 |
| Percent change in average rating from 2008–2012: | | | | -16.7 % |

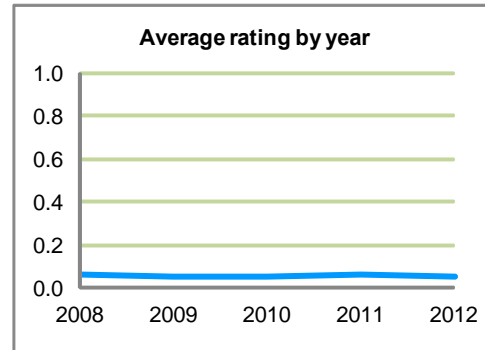
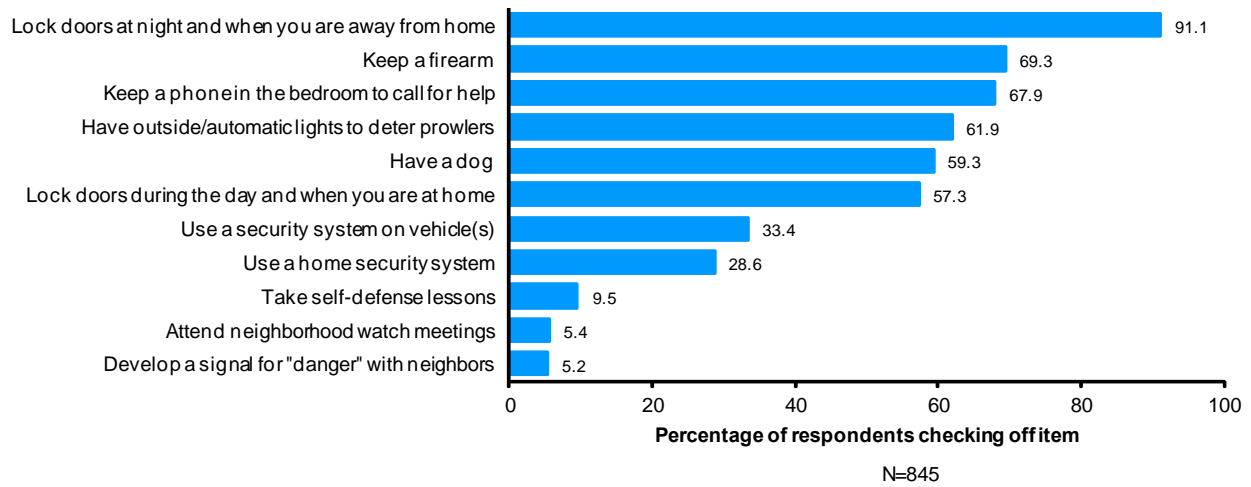


Table 22a. Strategies for Self-Protection, 2012

Question 22. 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 a gun and I know how to use it."

Table 22b. Strategies for Self-Protection: Trends 2008–2012

Question 22. 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 2008–2012: |
|---|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Lock doors at night and when you are away from home | 90.3 % | 90.8 % | 90.8 % | 90.9 % | 91.1 % | 0.9 % |
| Keep a firearm | 69.6 | 71.1 | 70.6 | 72.3 | 69.3 | -0.4 |
| Keep a phone in the bedroom to call for help | 68.2 | 70.5 | 69.2 | 69.8 | 67.9 | -0.4 |
| Have outside/automatic lights to deter prowlers | 61.4 | 65.6 | 57.0 | 61.5 | 61.9 | 0.8 |
| Have a dog | 62.6 | 63.1 | 61.4 | 63.4 | 59.3 | -5.3 |
| Lock doors during the day and when you are at home | 50.0 | 52.3 | 48.4 | 49.7 | 57.3 | 14.6 |
| Use a security system on vehicle(s) | 27.1 | 28.9 | 28.5 | 28.9 | 33.4 | 23.1 |
| Use a home security system | 14.4 | 16.8 | 21.9 | 25.2 | 28.6 | 98.9 |
| Take self-defense lessons | 7.4 | 7.7 | 10.2 | 9.6 | 9.5 | 27.9 |
| Attend neighborhood watch meetings | 7.1 | 7.0 | 7.8 | 7.7 | 5.4 | -23.3 |
| Develop a signal for "danger" with neighbors | 3.7 | 4.9 | 3.5 | 5.3 | 5.2 | 40.7 |

Part IV.

Local Government: Access, Policies, and Practices



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Local Government: Access, Policies, and Practices - Summary

Over a third of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 22 percent were dissatisfied. Most people agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff. While on all these measures there have been declines in average ratings since 2008 (due to large drops in 2010), in the past two year the ratings have increased slightly.

New questions were added in 2011 asking whether people currently access or would like to access Borough information through various media. As was the case then, traditional media—radio, newspapers and television—were used with much greater frequency than e-mail news releases, YouTube videos, and Facebook. While there were slight increases in the percentages of respondents who said they would start to use these modern media in the future, on the whole there is little indication of emerging diffusion of these technologies. The Borough’s website was used more often than e-mail, YouTube, or Facebook. Low usage of more modern media may reflect the fact that the average age of *Mat-Su Survey* respondents was 52 years old and only two percent of respondents were under the age of 25.

While it seems based on the survey results thus far that most people really like living in the Mat-Su Borough, 41 percent of respondents do not believe that they are getting their money’s worth for their tax dollars generally. Another 43 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 2008. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006. There was support for the use of Borough funds to preserve open spaces; almost 46 percent agreed or strongly agreed with this idea, compared to 24 percent who disagreed or strongly disagreed. This is unchanged from last year, but since 2008, there has been a slight decline in the average rating.

The *Mat-Su Survey* asked eleven questions about support for different taxes. Over the five-year period since 2008, support for eight of these taxes increased, though in some cases by negligible amounts. The biggest increases were in support of gasoline taxes and property taxes, 31.7 percent and 46.3 percent, respectively. However, these remain by far the least two popular taxes of the eleven asked about in the survey. The strongest opposition was to a local gasoline tax (89% of respondents opposed this to some degree, though only 81% of respondents opposed such a tax if the revenues were directed towards transportation improvements rather than services in general) and an increased property tax (84% opposed).

Indeed, there was widespread lack of support for any of the taxes. A sales tax—seasonal or year-round—had the next largest opposition (54% and 61% respectively). Support for other taxes was mixed, though there was a slight preference given to “sin” taxes on tobacco and alcohol, with about 40 percent of respondents stating they “agree” or “strongly agree” with such taxes. This ranking of taxes with respect to degree of opposition is unchanged from last year. While respondents’ support for taxes has slightly increased, they continue to most strongly oppose taxes that would most likely affect them—taxes on property and gasoline and a year-round sales tax—and be middle-of-the road on support for taxes on tobacco and alcohol (which affect only the purchasers of these products), and fees related to development and real estate transfers.

Sixty-nine percent of respondents labeled traffic congestion a serious problem; although this is a six percent increase compared to 2011 (when 63% of respondents thought traffic congestion was a serious problem), overall there has been just a slight increase since 2008. A similar pattern is evident in the measure of concern about water quality in the Borough; 49 percent of respondents agreed or strongly agreed that they were concerned, compared to 45 percent in 2011. Since 2008 the average rating has increased by over five percent). Sixty-seven percent of respondents agreed or strongly agreed that the Borough needs to do a better job of managing growth and development, while 66 percent agreed or strongly agreed that the Borough should designate commercial and industrial centers to minimize land use conflicts.

New questions on the 2011 Mat-Su Borough Survey asked respondents to rate how well the Borough is doing at regulating various land use effects, specifically noise, signs and billboards, commercial lighting, natural resource extraction, and private airstrips. As was the case in 2011, the distribution of responses for each of these questions was remarkably similar. While few people strongly agreed that the Borough is doing a good job in this regard, most people did not indicate they thought the Borough is doing a bad job either. The lowest levels of satisfaction concerned the regulation of natural resource extraction (the average rating of 1.40 is slightly below “neither agree nor disagree” on a five-point scale). All other average ratings were on the positive side of neutral, that is, they were above 1.50, though in no case was the average rating about 2.00 (“agree”). The highest level of satisfaction (1.72) was for regulation of signs and billboards.

In 2011, a question was added to the survey asking respondents whether they think the Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy. Over 71 percent of people who answered this question agreed or strongly agreed, while only ten percent disagreed or strongly disagreed. Two additional questions pertaining to

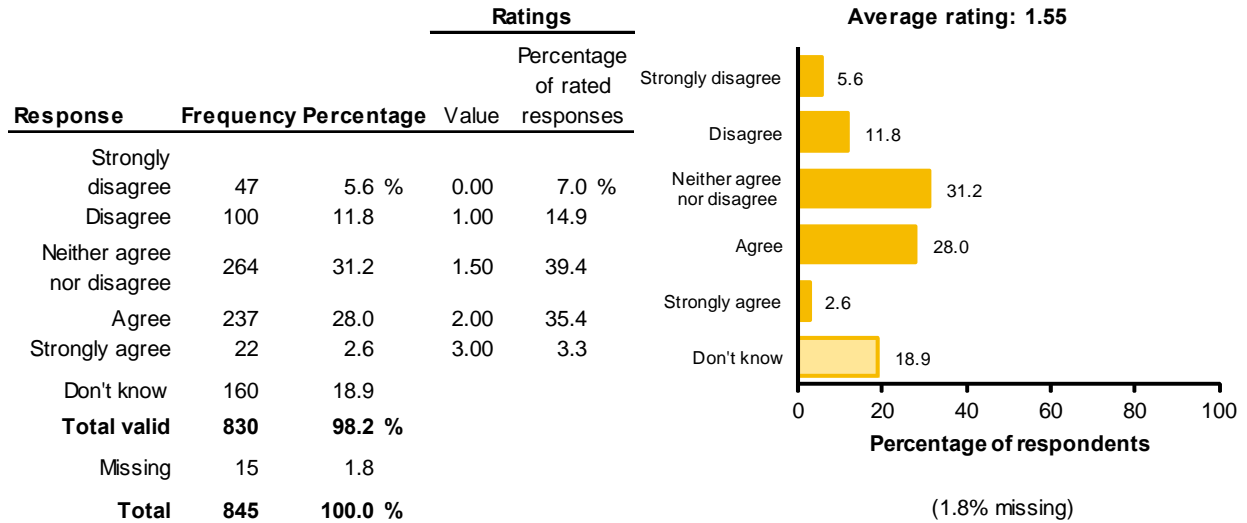
economic development were added to the survey this year. The first asked whether the Borough should “seek to develop our natural resources.” Just over one-third (64%) of respondents agreed or strongly agreed, while 19 percent disagreed or strongly disagreed. Respondents were similarly enthusiastic about developing opportunities for business development of high technology, manufacturing, and aerospace. Sixty-four percent agreed to some extent with this approach, and 19 percent disagreed or strongly disagreed.

Several questions were added to the 2011 Mat-Su Survey to assess residents’ use and awareness of emergency services, and their households’ preparation for disaster. Generally, the services that were the most used were also the services that respondents reported more awareness of. The ambulance service was both the most used and the service most people were aware of. Respondents for the most part were reasonably aware of opportunities for training in CPR, First Aid and other emergency skills (62%), prevention or preparedness programs (45%), open houses at emergency stations (36.6%), and lectures or programs detailing the operations of local emergency services (29%). Respondents were also asked if they planned to use these services in the future. Several people wrote comments in the margin that this was a strange or stupid question, that one does not ordinarily plan to use emergency services, and so on. Despite this sentiment, 56 percent of people who answered the question said they planned to use “training in CPR, first aid, or other emergency skills,” and 29 percent said they planned to engage with prevention or preparedness programs. In all seven varieties of services asked about in these questions, there were large increases in the percentages of respondents who indicated they plan to use the service in the future.

Overall, it seems that survey respondents think the borough is vulnerable to a natural or man-made disaster (57%), but only 23 percent think the borough is prepared to recover from such an event, should it be widespread. There was strong support for the statement that residents should take personal responsibility for preparing for disasters (94% agreed or strongly agreed), and much less support for the notion that the borough government is responsible for preparing residents for disaster (only 30% agreed or strongly agreed). Not surprisingly then, most respondents (57%) said they are prepared for a natural or man-made disaster, and 71 percent claim to have set aside supplies in their homes in case of disaster. Even higher percentages (86%) say they keep the area around their homes clear of wildfire hazards. There was little change in any of these measures from 2011.

Table 23.1a. Satisfaction with Opportunities for Input on Borough Decisions, 2012

Question 23.1. 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.



“When seeking public opinion let the public create the options rather than coming to the public with options.”

Table 23.1b. Satisfaction with Opportunities for Input on Borough Decisions: Trends 2008-2012

Question 23.1. 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.

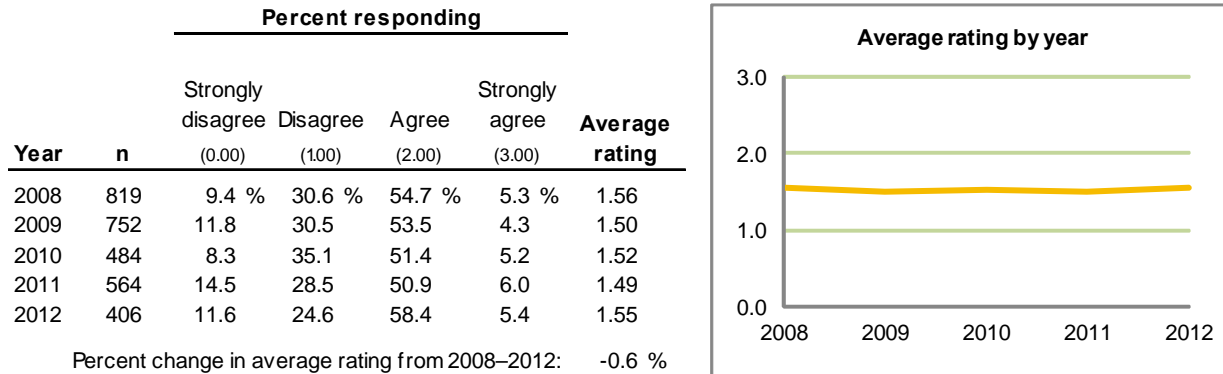
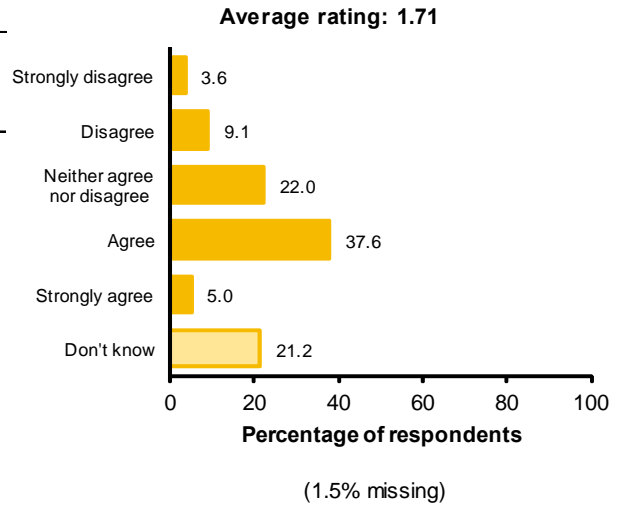


Table 23.2a. Timeliness of Borough Information, 2012

Question 23.2. 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.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 30 | 3.6 % | 0.00 | 4.6 % |
| Disagree | 77 | 9.1 | 1.00 | 11.8 |
| Neither agree nor disagree | 186 | 22.0 | 1.50 | 28.5 |
| Agree | 318 | 37.6 | 2.00 | 48.7 |
| Strongly agree | 42 | 5.0 | 3.00 | 6.4 |
| Don't know | 179 | 21.2 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |



“The Borough routinely notifies the residents of plans on the last day comments are due, or after the close date.”

Table 23.2b. Timeliness of Borough Information: Trends 2008-2012

Question 23.2. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-----|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 715 | 6.3 % | 17.6 % | 64.9 % | 11.2 % | 1.81 |
| 2009 | 751 | 5.9 | 20.1 | 63.9 | 10.1 | 1.78 |
| 2010 | 483 | 5.6 | 22.6 | 63.4 | 8.5 | 1.68 |
| 2011 | 619 | 6.8 | 18.1 | 65.4 | 9.7 | 1.70 |
| 2012 | 467 | 6.4 | 16.5 | 68.1 | 9.0 | 1.71 |

Percent change in average rating from 2008–2012: -5.5 %

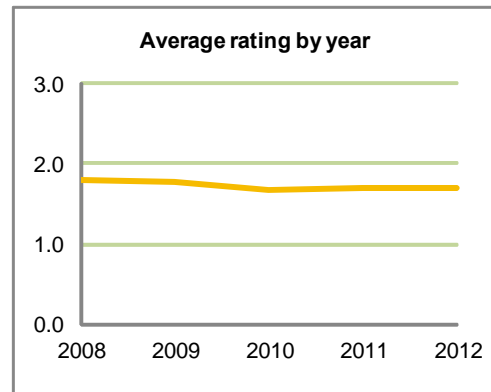
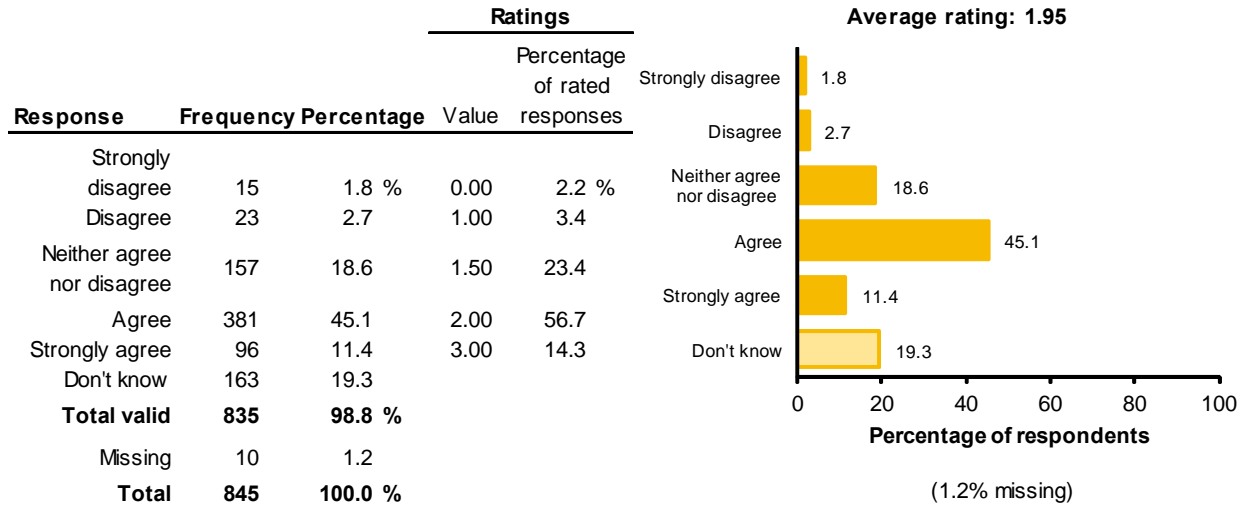


Table 23.3a. Politeness of Borough Employees, 2012

Question 23.3. 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.



“I have found that some of our Borough employees are extremely pleasant, helpful and cooperative. I have had very unfavorable impressions from other borough employees that are related to developers and make decisions favorable to those people.”

Table 23.3b. Politeness of Borough Employees: Trends 2008-2012

Question 23.3 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.

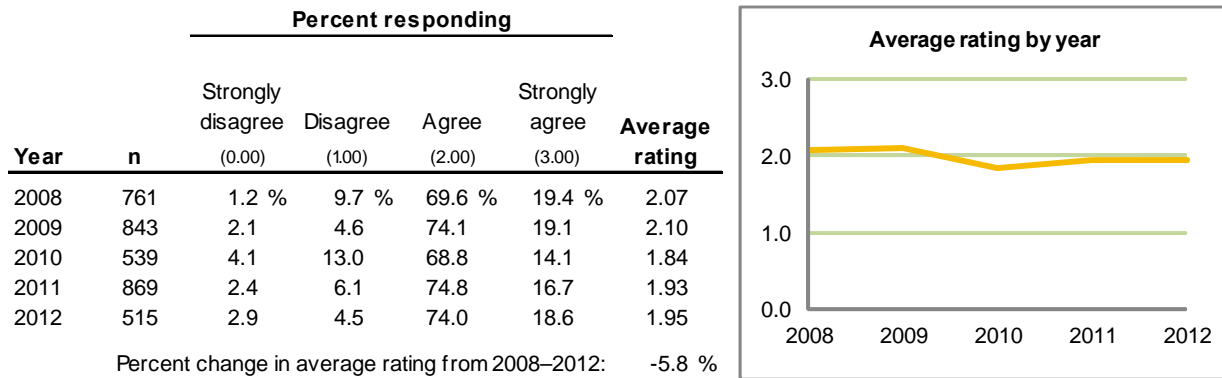
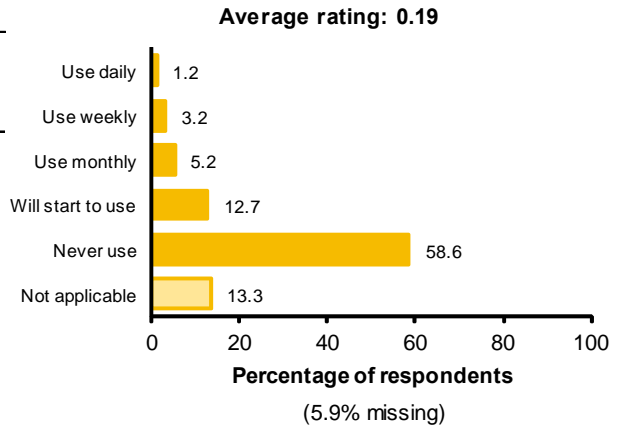


Table 24.1a. Access to Borough News Releases by Email, 2012

Question 24.1. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news release by email

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Use daily | 10 | 1.2 % | 3.00 | 1.5 % |
| Use weekly | 27 | 3.2 | 2.00 | 4.0 |
| Use monthly | 44 | 5.2 | 1.00 | 6.4 |
| Will start to use | 107 | 12.7 | ----- | 15.7 |
| Never use | 495 | 58.6 | 0.00 | 72.5 |
| Not applicable | 112 | 13.3 | | |
| Total valid | 795 | 94.1 % | | |
| Missing | 50 | 5.9 | | |
| Total | 845 | 100.0 % | | |



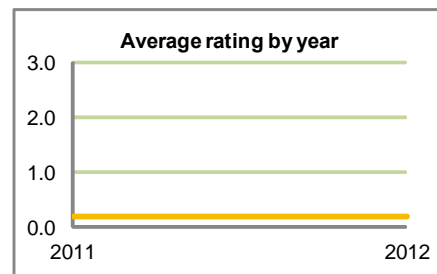
“Email may be great, but not for those who cannot afford this luxury that the world thinks everyone has.”

Table 24.1b. Access to Borough News Releases by Email: Trends 2011-2012*

Question 24.1. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news release by email

| Year | n | Percent responding | | | | | Average rating |
|--|-----|--------------------|-------------------|--------------------|-------------------------|------------------|----------------|
| | | Use daily (3.00) | Use weekly (2.00) | Use monthly (1.00) | Will start to use ----- | Never use (0.00) | |
| 2011 | 924 | 1.4 % | 4.5 % | 6.5 % | 13.2 % | 74.4 % | 0.20 |
| 2012 | 683 | 1.5 | 4.0 | 6.4 | 15.7 | 72.5 | 0.19 |
| Percent change in average rating from 2011–2012: | | | | | | -5.0 | |

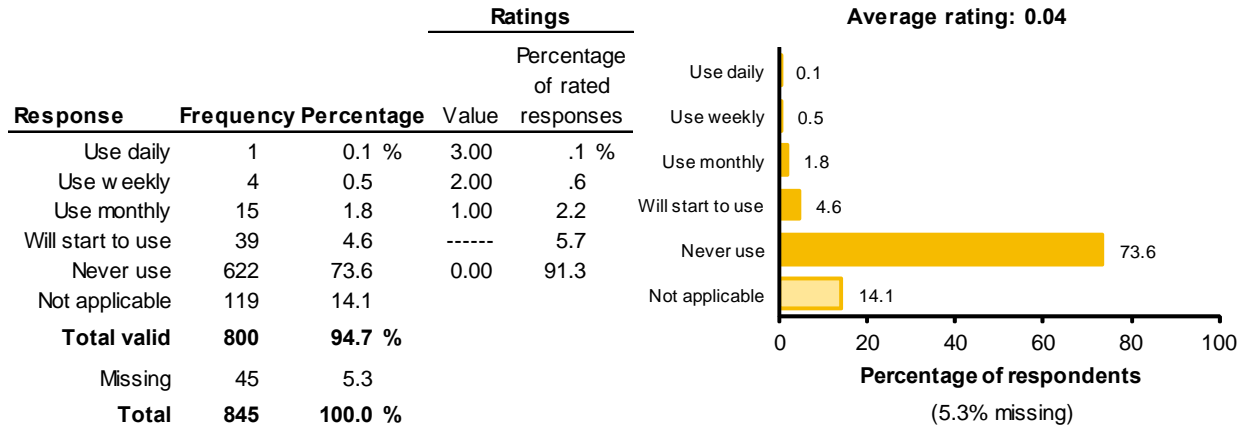


* This question was added to the survey in 2011.

Table 24.2a. Access to Borough YouTube Videos, 2012

Question 24.2. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough YouTube videos

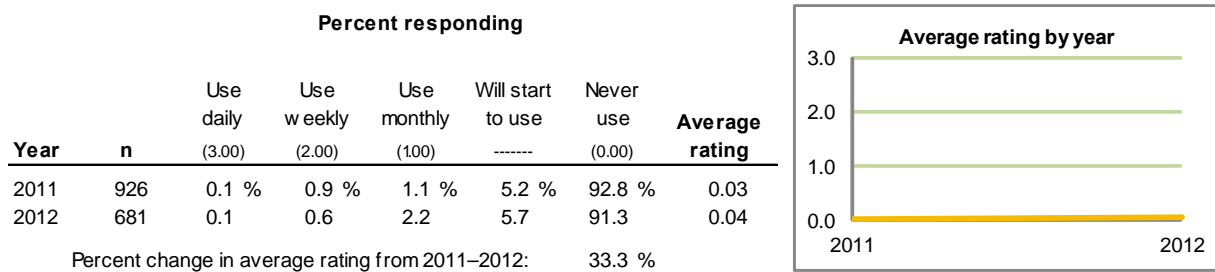


“I was unaware that I can get Borough info on YouTube.”

Table 24.2b. Access to Borough YouTube Videos: Trends 2011-2012*

Question 24.2. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough YouTube videos

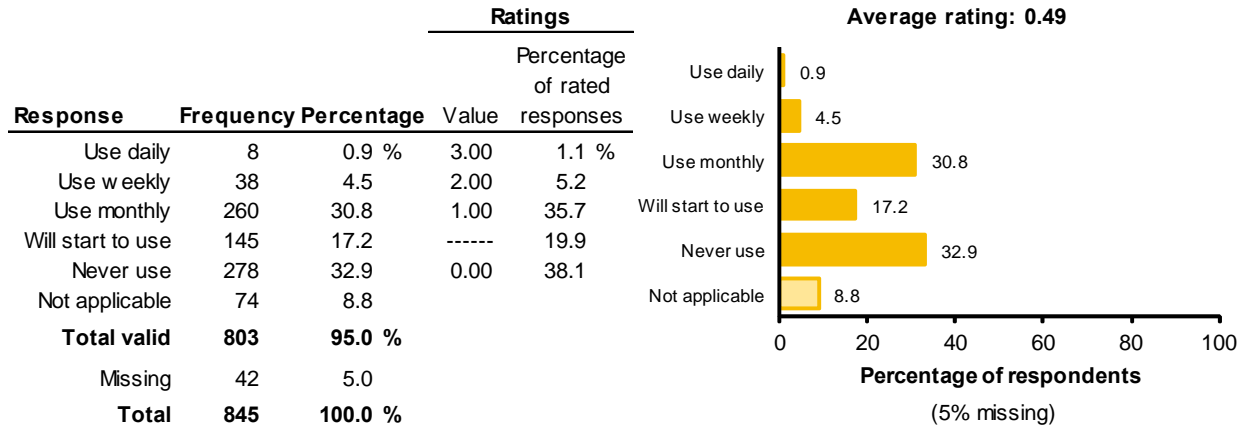


* This question was added to the survey in 2011.

Table 24.3a. Access to Borough's Website, 2012

Question 24.3. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough's website

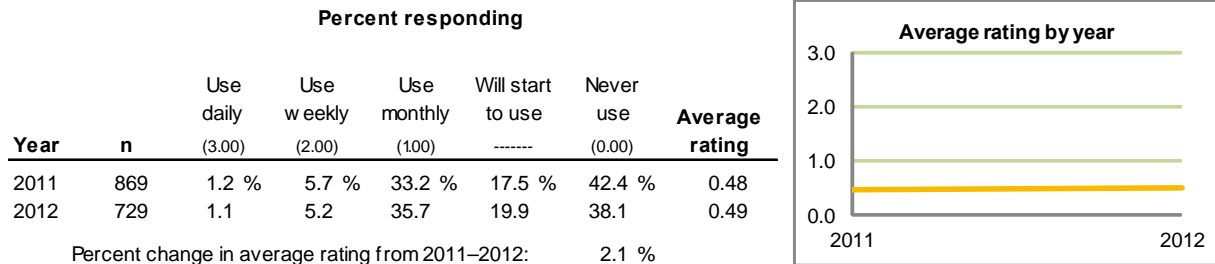


“The Borough should add a section to their website to report things like potholes, dangerous trees near power lines, plugged culverts, and similar items.”

Table 24.3b. Access to Borough's Website: Trends 2011-2012*

Question 24.3. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough's website

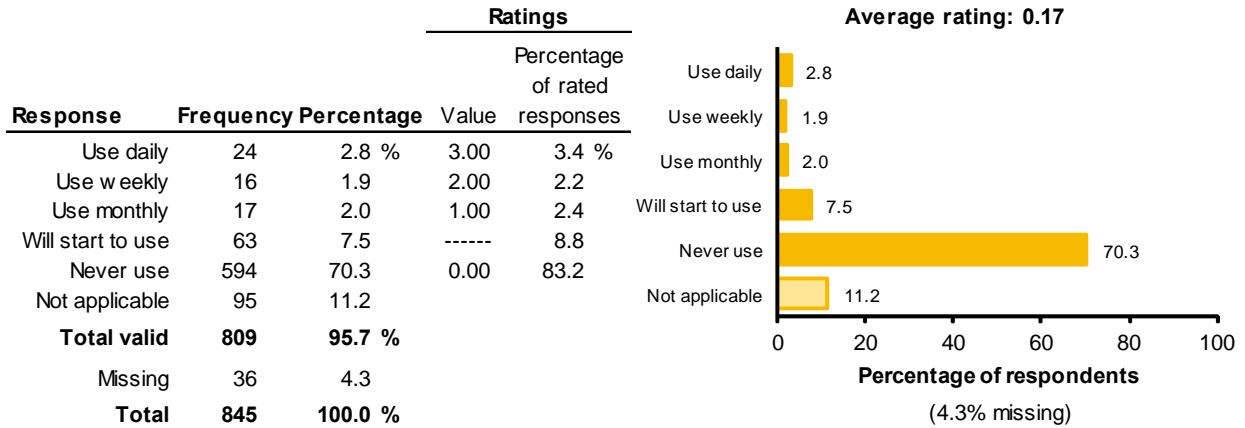


* This question was added to the survey in 2011.

Table 24.4a. Access to Borough News on Facebook, 2012

Question 24.4. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news on Facebook

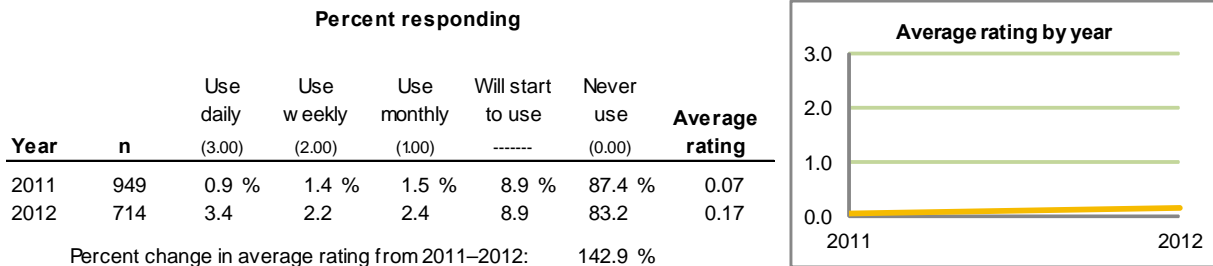


“The Borough being on Facebook has been very helpful.”

Table 24.4b. Access to Borough News on Facebook: Trends 2011-2012*

Question 24.4. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news on Facebook

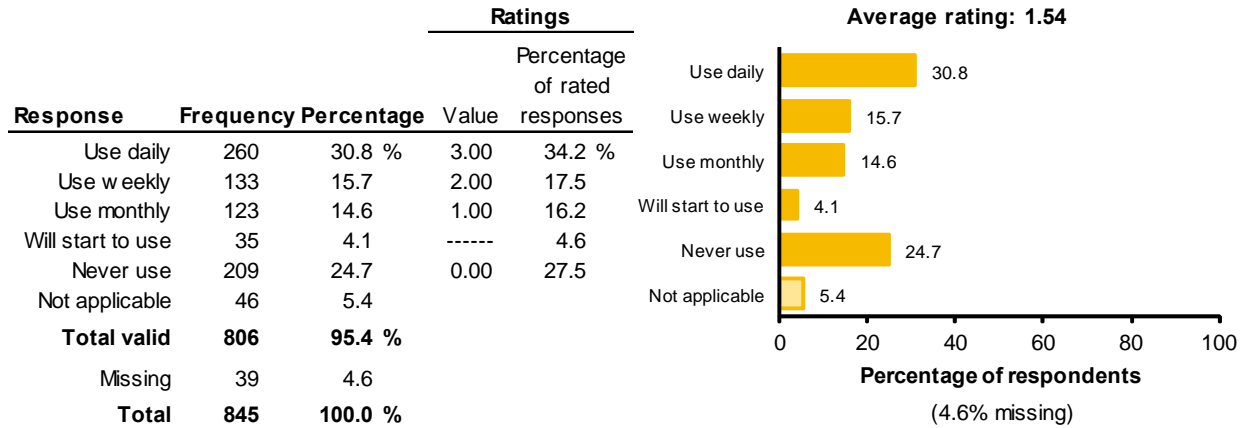


* This question was added to the survey in 2011.

Table 24.5a. Access to Local Radio, 2012

Question 24.5. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local radio

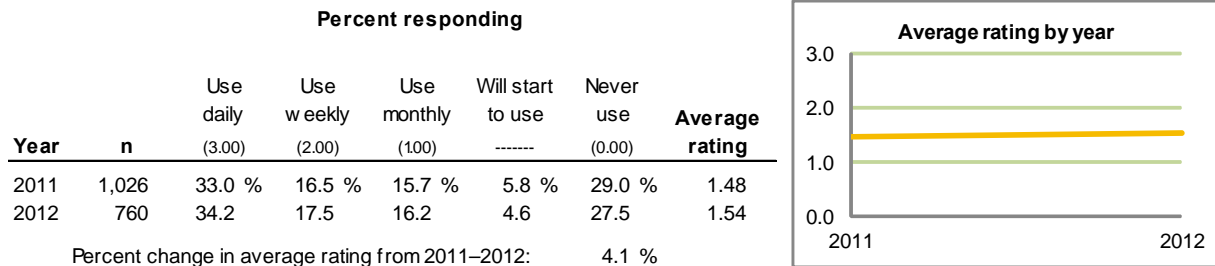


“The Borough should designate a radio station to give updates in times of power outages and other natural disasters.”

Table 24.5b. Access to Local Radio: Trends 2011-2012*

Question 24.5. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local radio

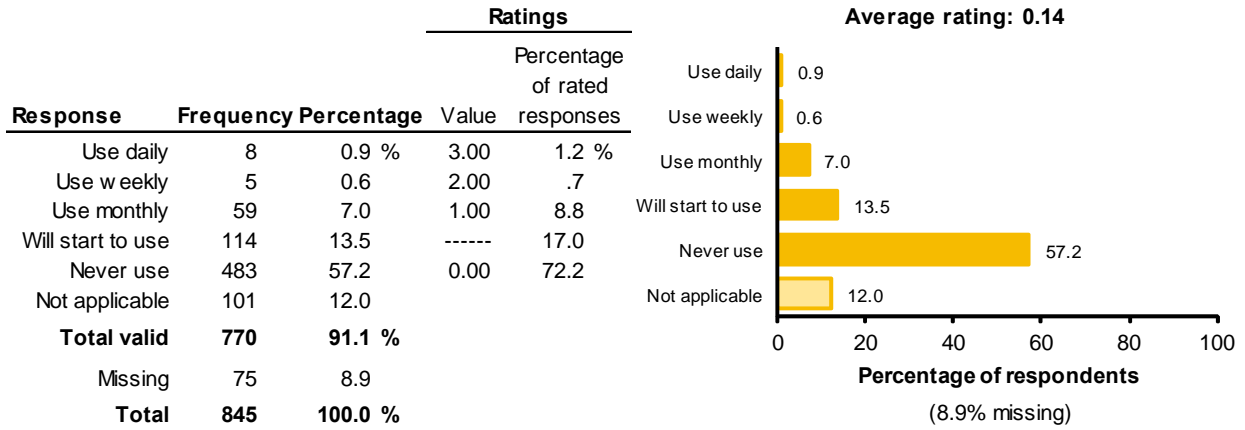


* This question was added to the survey in 2011.

Table 24.6a. Access to Mat-Su Borough Annual Report, 2012

Question 24.6. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Mat-Su Borough Annual Report

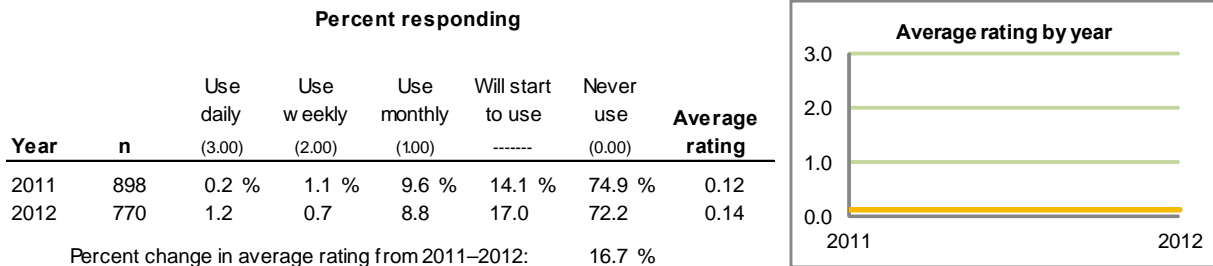


“Make it known where I can get information and how to participate.”

Table 24.6b. Access to Mat-Su Borough Annual Report: Trends 2011-2012*

Question 24.6. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Mat-Su Borough Annual Report

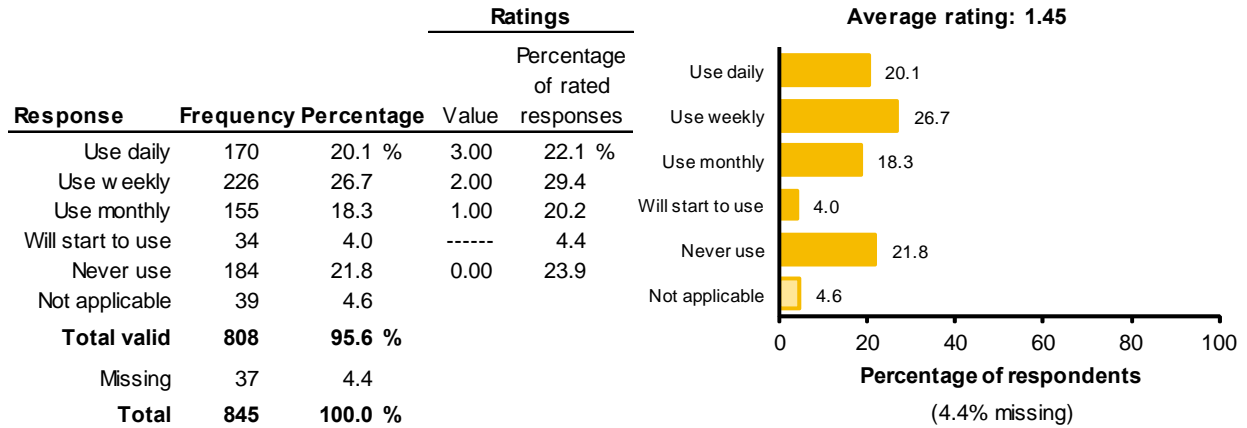


* This question was added to the survey in 2011.

Table 24.7a. Access to Local Newspapers, 2012

Question 24.7. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local newspapers

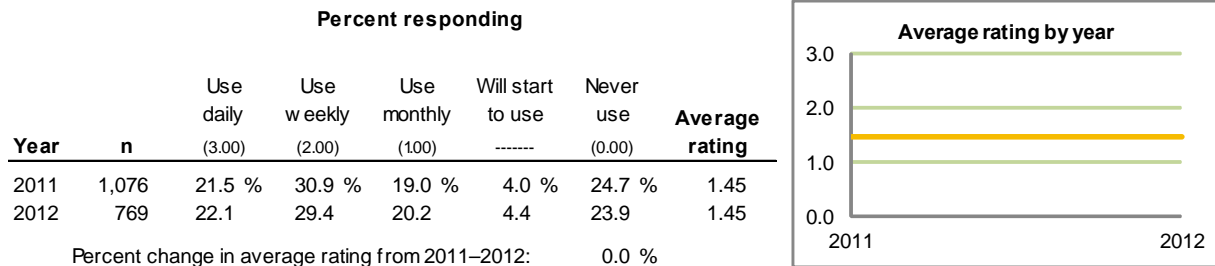


“Publish Borough expenditures in the newspaper and online for all citizens to view.”

Table 24.7b. Access to Local Newspapers: Trends 2011-2012*

Question 24.7. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local newspapers

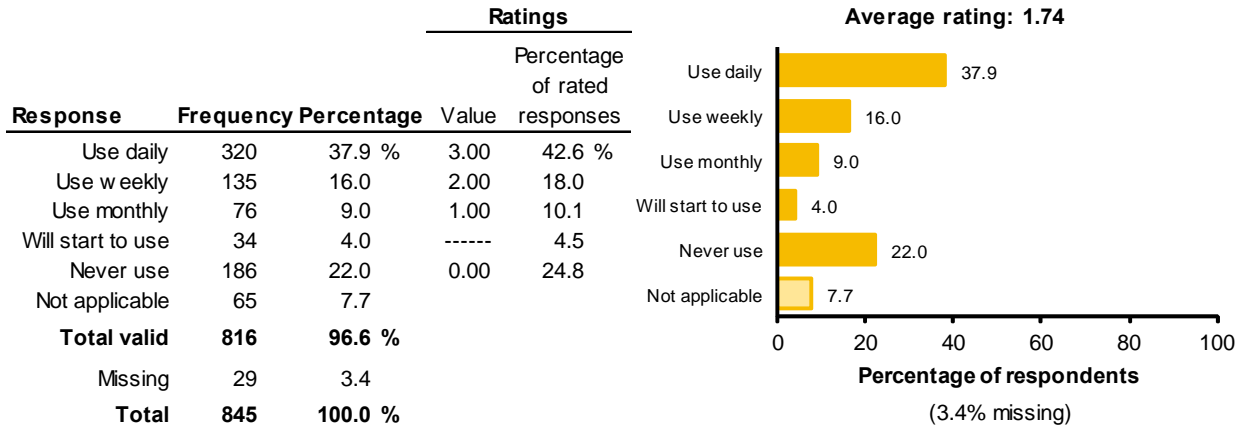


* This question was added to the survey in 2011.

Table 24.8a. Access to Local TV News Programs, 2012

Question 24.8. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local TV News Programs



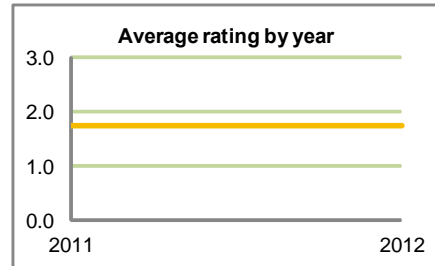
“The MSB needs to have better means of communicating with residents. More outreach needs to be done about its services. I recently tried to find online information about the mayoral race. There was no information in early August about when the election would be and how many candidates had filed.”

Table 24.8b. Access to Local TV News Programs: Trends 2011-2012*

Question 24.8. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local TV news programs

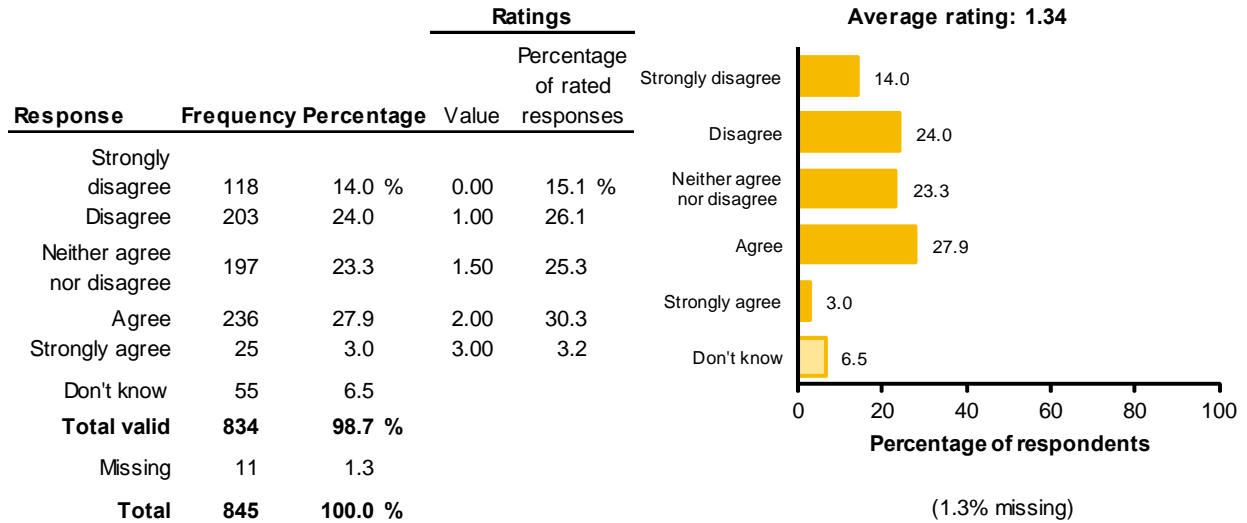
| Year | n | Percent responding | | | | | Average rating |
|--|-------|--------------------|-------------------|--------------------|-------------------------|------------------|----------------|
| | | Use daily (3.00) | Use weekly (2.00) | Use monthly (1.00) | Will start to use ----- | Never use (0.00) | |
| 2011 | 1,035 | 44.3 % | 15.6 % | 11.0 % | 3.7 % | 25.5 % | 1.75 |
| 2012 | 751 | 42.6 | 18.0 | 10.1 | 4.5 | 24.8 | 1.74 |
| Percent change in average rating from 2011–2012: | | | | | | -0.6 % | |



* This question was added to the survey in 2011.

Table 25.1a. Money's Worth for Taxes Paid to Borough, 2012

Question 25.1. 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.



“Other than library service and poor snow plowing, we get nothing from the borough. We have too few votes to be heard and ‘green’ projects seem to get everything, even if it is not common sense.”

Table 25.1b. Money's Worth for Taxes Paid to Borough: Trends 2008-2012

Question 25.1. 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.

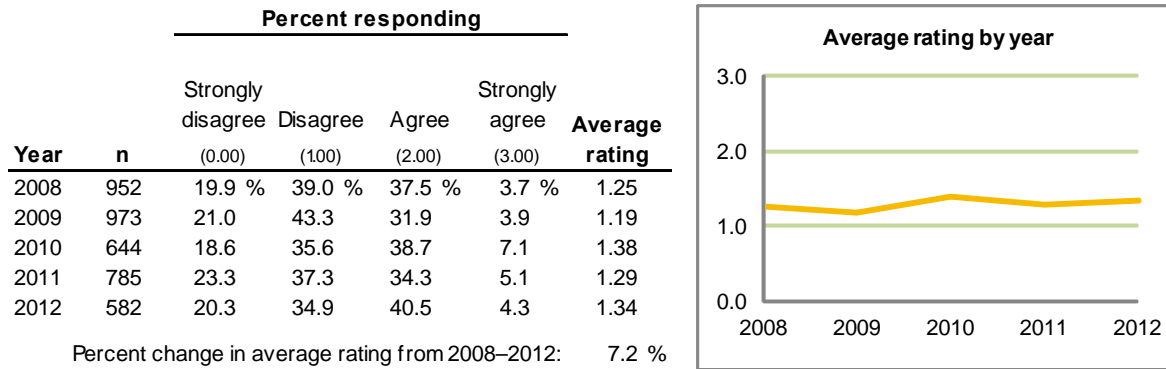
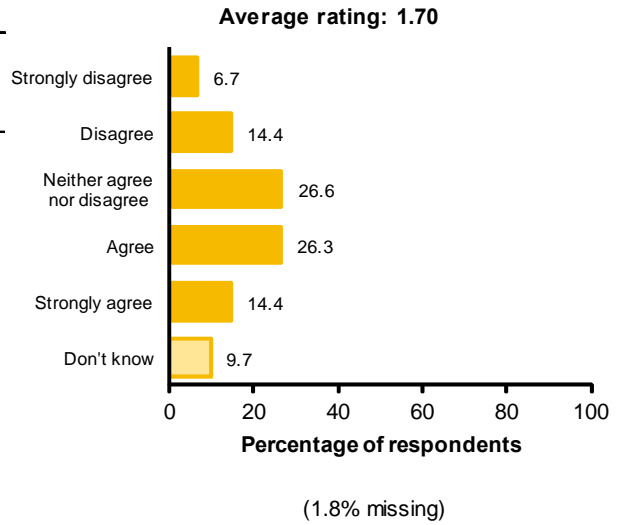


Table 25.2a. Use of Funds to Support Open Spaces in the Borough, 2012

Question 25.2. 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.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 57 | 6.7 % | 0.00 | 7.6 % |
| Disagree | 122 | 14.4 | 1.00 | 16.3 |
| Neither agree nor disagree | 225 | 26.6 | 1.50 | 30.1 |
| Agree | 222 | 26.3 | 2.00 | 29.7 |
| Strongly agree | 122 | 14.4 | 3.00 | 16.3 |
| Don't know | 82 | 9.7 | | |
| Total valid | 830 | 98.2 % | | |
| Missing | 15 | 1.8 | | |
| Total | 845 | 100.0 % | | |



“Marsh lands, flood plain areas and local creek areas need to be preserved. The lands around these areas should not be sold to developers.”

Table 25.2b. Use of Funds to Support Open Spaces in the Borough: Trends 2008-2012

Question 25.2. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-----|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 828 | 9.1 % | 23.6 % | 48.1 % | 19.3 % | 1.78 |
| 2009 | 858 | 10.3 | 20.2 | 47.7 | 21.9 | 1.81 |
| 2010 | 557 | 11.1 | 23.5 | 44.9 | 20.5 | 1.67 |
| 2011 | 695 | 14.4 | 20.1 | 40.7 | 24.7 | 1.68 |
| 2012 | 523 | 10.9 | 23.3 | 42.4 | 23.3 | 1.70 |

Percent change in average rating from 2008–2012: -4.5 %

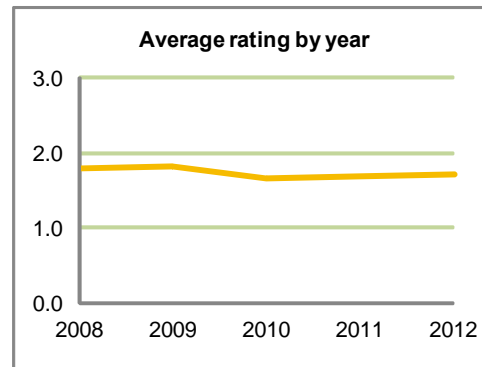
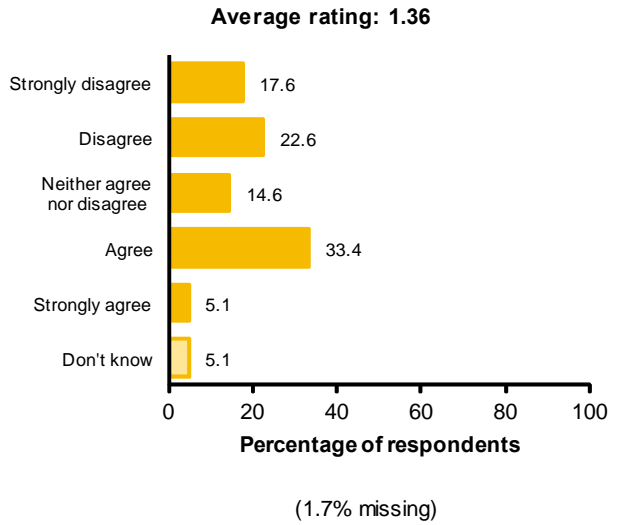


Table 25.3a. Road Maintenance and Road Service Taxes, 2012

Question 25.3. 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.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 149 | 17.6 % | 0.00 | 18.9 % |
| Disagree | 191 | 22.6 | 1.00 | 24.2 |
| Neither agree nor disagree | 123 | 14.6 | 1.50 | 15.6 |
| Agree | 282 | 33.4 | 2.00 | 35.8 |
| Strongly agree | 43 | 5.1 | 3.00 | 5.5 |
| Don't know | 43 | 5.1 | | |
| Total valid | 831 | 98.3 % | | |
| Missing | 14 | 1.7 | | |
| Total | 845 | 100.0 % | | |



“I do not feel like I am getting my money’s worth for the amount of taxes which I pay. I live on a gravel road which was never graded this summer, except by a private individual who owns a road grader (of his own accord, with no pay). Whoever manages the road service department should be fired and competent contractors should be hired who will do a great job for their money.”

Table 25.3b. Road Maintenance and Road Service Taxes: Trends 2008-2012

Question 25.3. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 983 | 24.3 % | 24.3 % | 37.6 % | 4.7 % | 1.23 |
| 2009 | 1,100 | 20.6 | 20.6 | 39.8 | 5.9 | 1.31 |
| 2010 | 687 | 18.5 | 29.3 | 44.5 | 7.7 | 1.43 |
| 2011 | 884 | 20.8 | 32.7 | 39.7 | 6.8 | 1.36 |
| 2012 | 665 | 22.4 | 28.7 | 42.4 | 6.5 | 1.36 |

Percent change in average rating from 2008–2012: 10.6 %

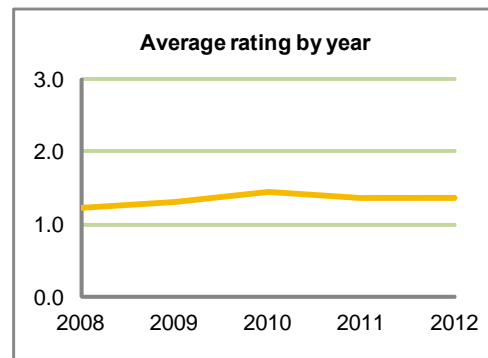
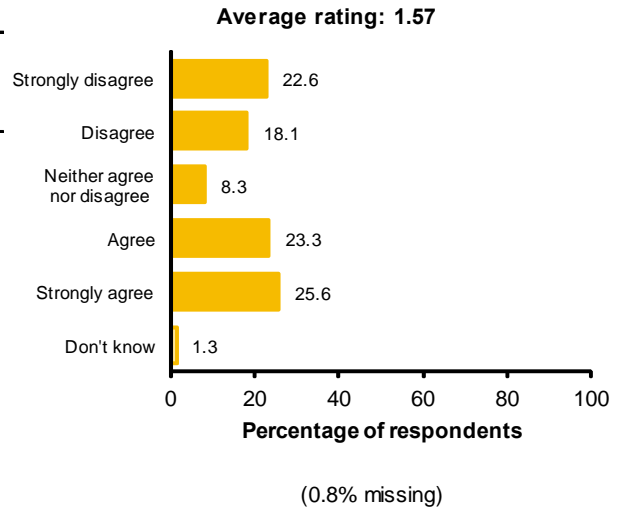


Table 26.1a. Support for Tobacco Tax Increase, 2012

Question 26.1. 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 | 191 | 22.6 % | 0.00 | 23.1 % |
| Disagree | 153 | 18.1 | 1.00 | 18.5 |
| Neither agree nor disagree | 70 | 8.3 | 1.50 | 8.5 |
| Agree | 197 | 23.3 | 2.00 | 23.8 |
| Strongly agree | 216 | 25.6 | 3.00 | 26.1 |
| Don't know | 11 | 1.3 | | |
| Total valid | 838 | 99.2 % | | |
| Missing | 7 | 0.8 | | |
| Total | 845 | 100.0 % | | |



“Taxes on cigarettes are too high now. It's not right to penalize personal use of a legal product.”

Table 26.1b. Support for Tobacco Tax Increase: Trends 2008-2012

Question 26.1. 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) | |
| 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 |
| 2011 | 1,008 | 26.8 | 17.2 | 25.6 | 30.5 | 1.59 |
| 2012 | 757 | 25.2 | 20.2 | 26.0 | 28.5 | 1.57 |

Percent change in average rating from 2008–2012: 1.9 %

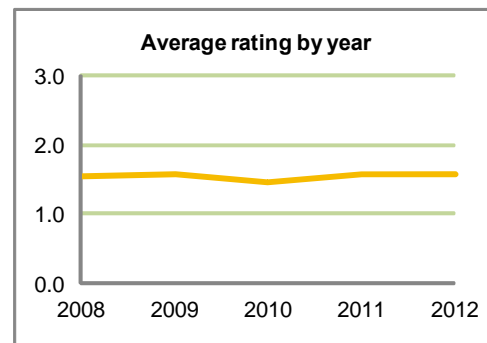
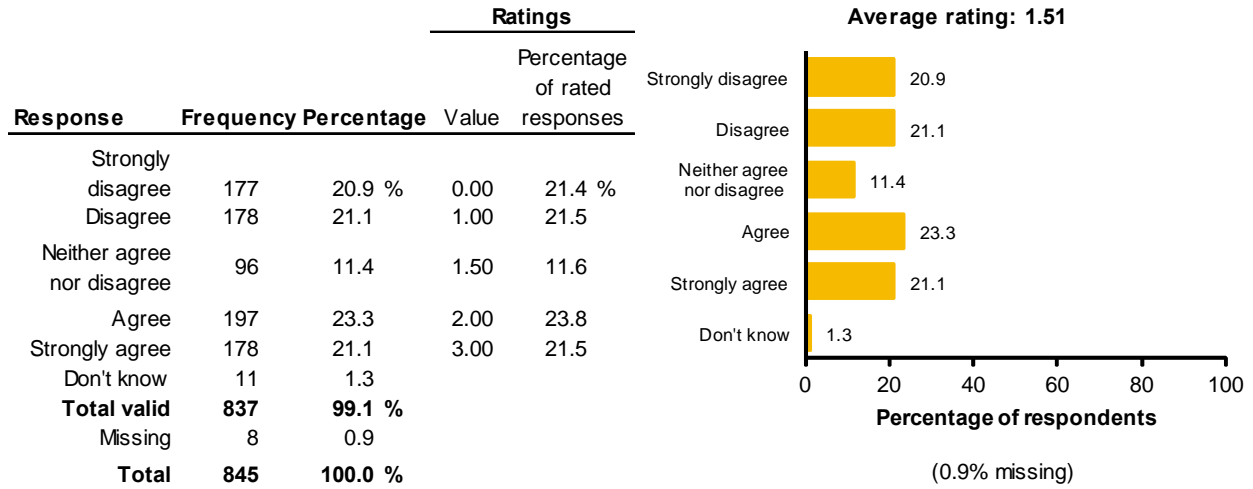


Table 26.2a. Support for Local Alcohol Tax, 2012

Question 26.2. 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.



“Stop taxing alcohol/tobacco—legalize marijuana. Tax it and that will resolve budget issues. It’s in the Valley—it’s not going away—tax it and you will see benefit.”

Table 26.2b. Support for Local Alcohol Tax: Trends 2008–2012

Question 26.2. 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.

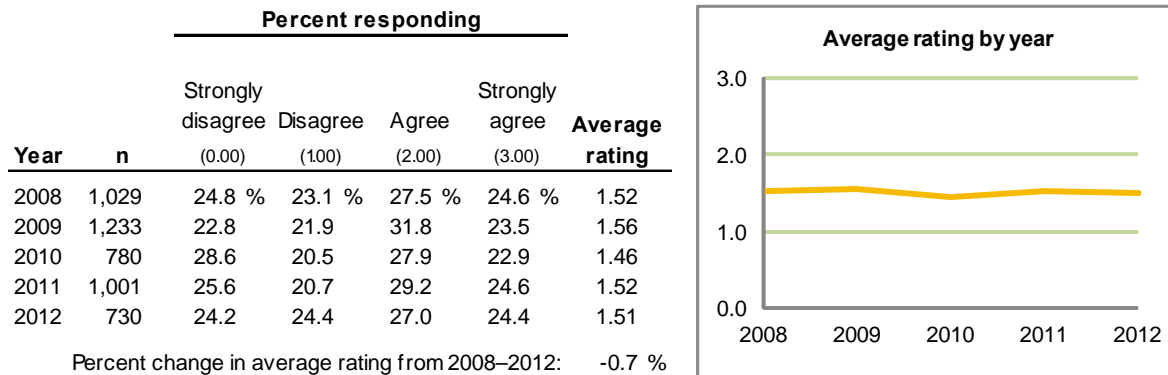
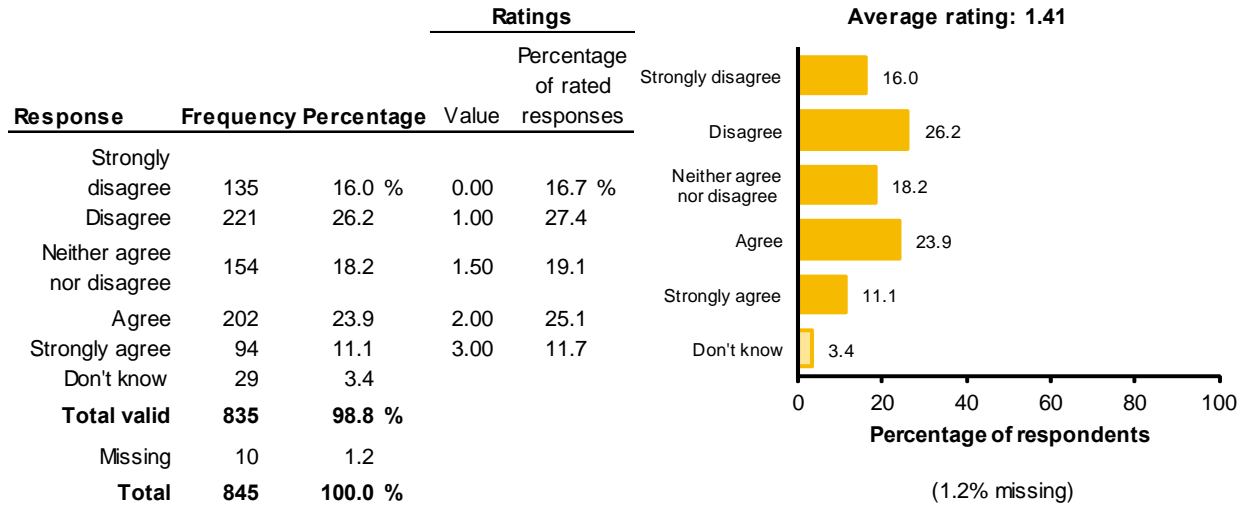


Table 26.3a. Support for Hotel Bed Tax Increase, 2012

Question 26.3. 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 don’t support raising taxes on anything! The cost is passed to the consumer – always!”

Table 26.3b. Support for Hotel Bed Tax Increase: Trends 2008–2012

Question 26.3. 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.

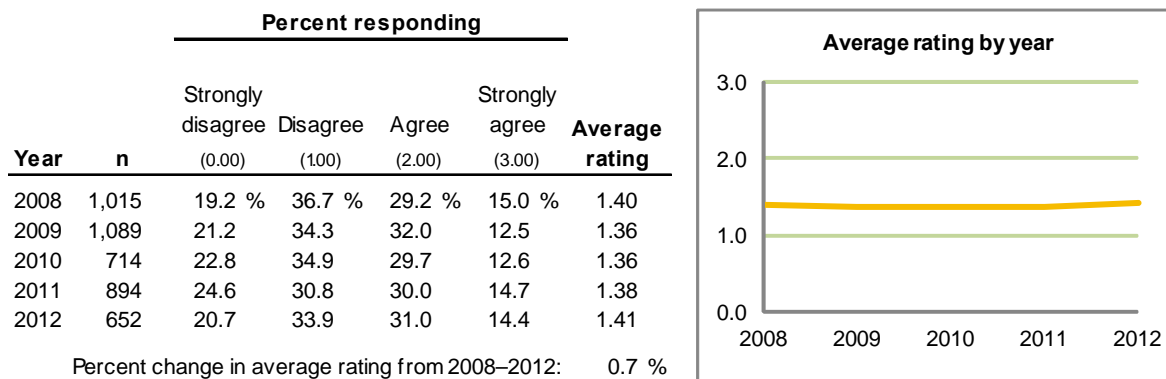
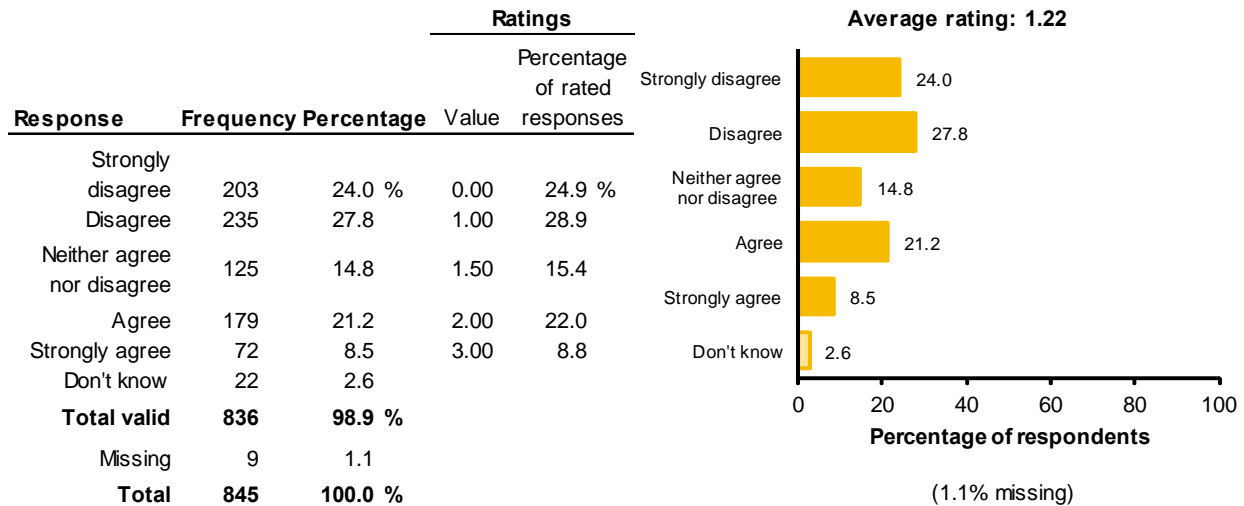


Table 26.4a. Support for Seasonal Sales Tax, 2012

Question 26.4. 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.



“MSB should tax as fairly as possible. Right now it is lopsided in that property owners are paying a disproportionate amount.”

Table 26.4b. Support for Seasonal Sales Tax: Trends 2008–2012

Question 26.4. 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.

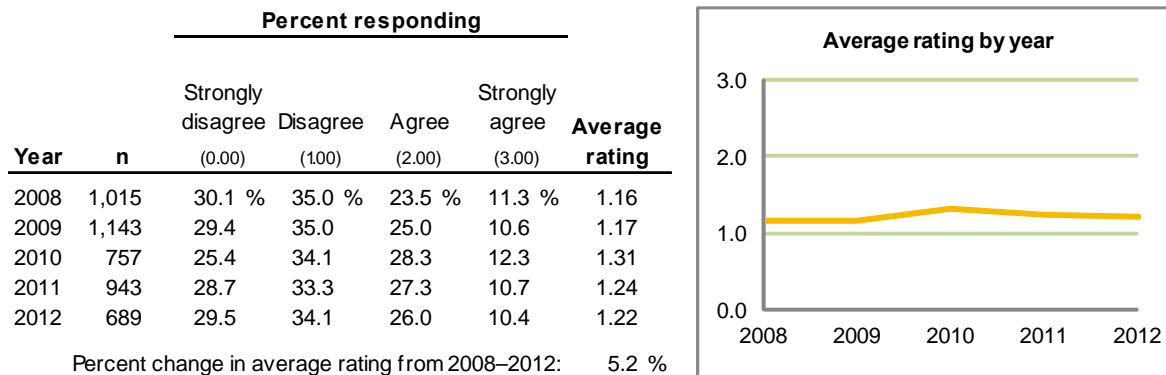
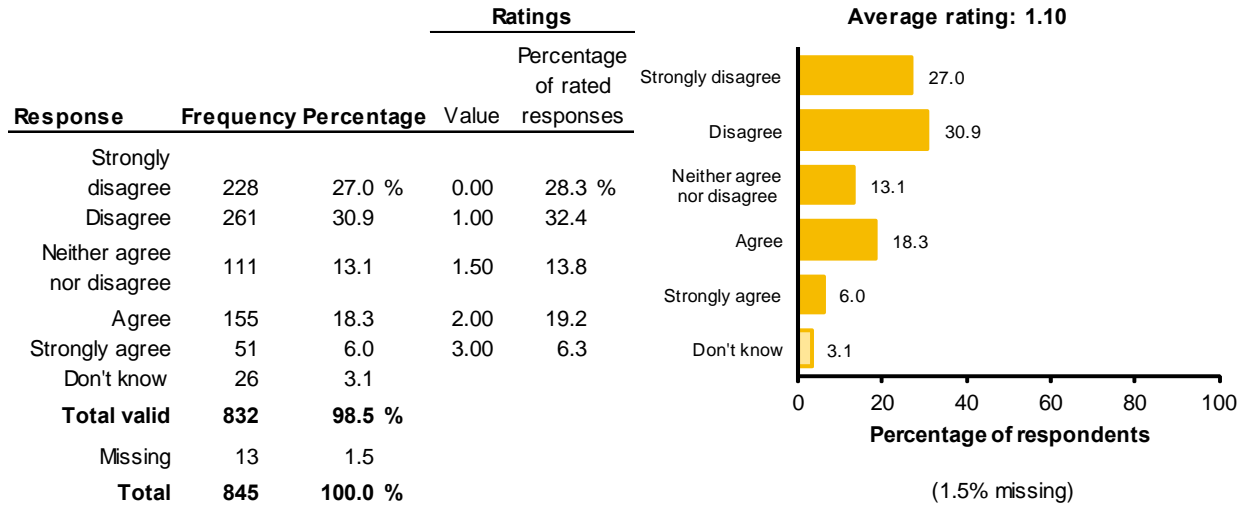


Table 26.5a. Support for Year-Round Sales Tax, 2012

Question 26.5. 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.



“I would support a sales tax if all other taxes were done away with including property taxes.”

Table 26.5b. Support for Year-Round Sales Tax: Trends 2008–2012

Question 26.5. 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.

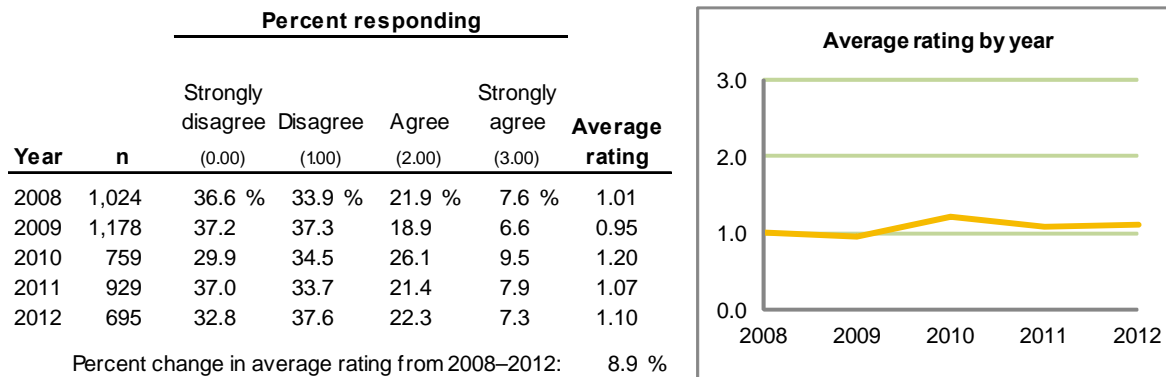
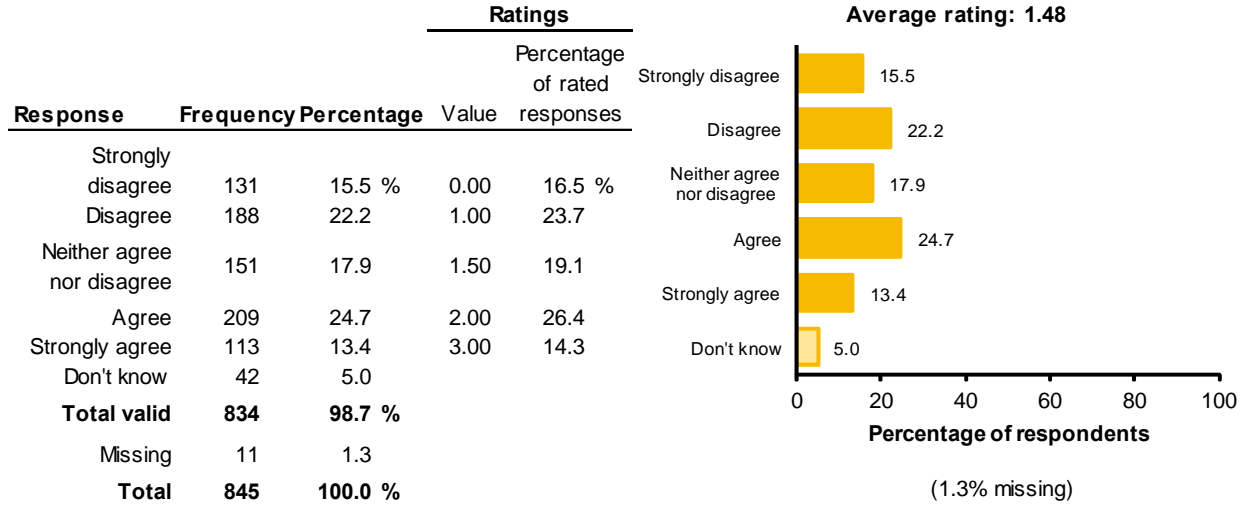


Table 26.6a. Support for Residential and Commercial Property Impact Fee, 2012

Question 26.6. 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.



“Plan for developers to pay the cost of increased services due to population growth.”

Table 26.6b. Support for Residential and Commercial Property Impact Fee: Trends 2008–2012

Question 26.6. 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.

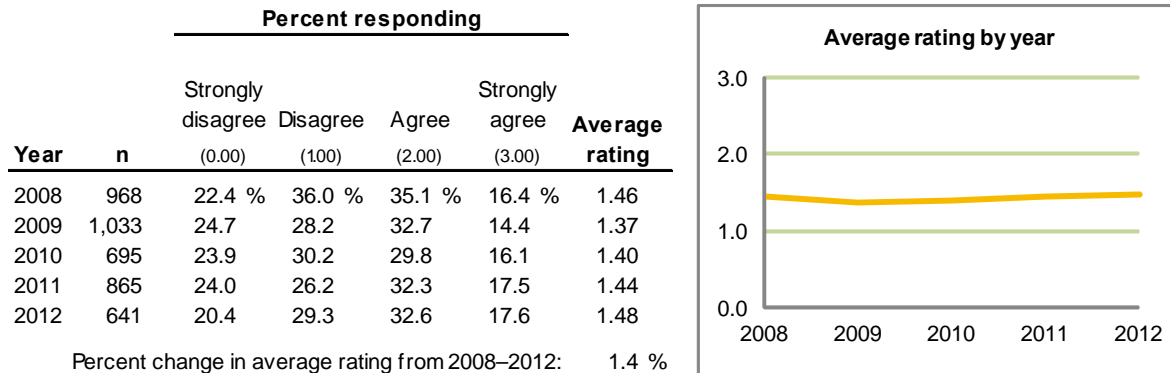
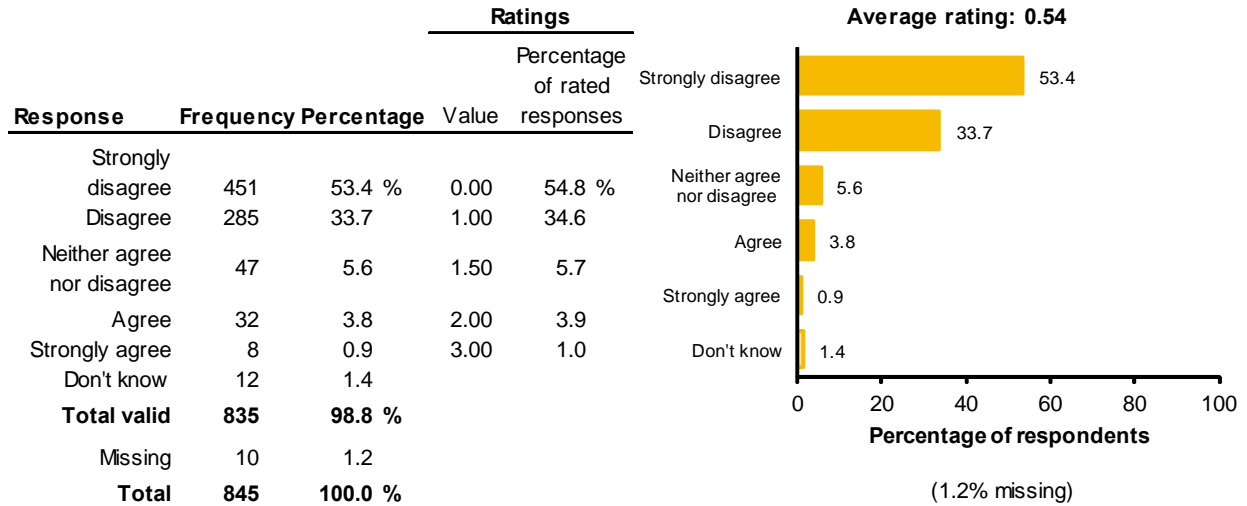


Table 26.7a. Support for Local Gasoline Tax to Support Services, 2012

Question 26.7. 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.



“Taxing gas is a terrible idea as so many people commute long distances to work. That will really hurt struggling families!”

Table 26.7b. Support for Local Gasoline Tax to Support Services: Trends 2008–2012

Question 26.7. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 1,051 | 64.3 % | 31.7 % | 2.6 % | 1.4 % | 0.41 |
| 2009 | 1,289 | 53.2 | 41.6 | 3.8 | 1.4 | 0.53 |
| 2010 | 829 | 46.2 | 37.8 | 7.5 | 8.6 | 0.84 |
| 2011 | 1,048 | 59.6 | 36.1 | 3.1 | 1.1 | 0.52 |
| 2012 | 776 | 58.1 | 36.7 | 4.1 | 1.0 | 0.54 |

Percent change in average rating from 2008–2012: 31.7 %

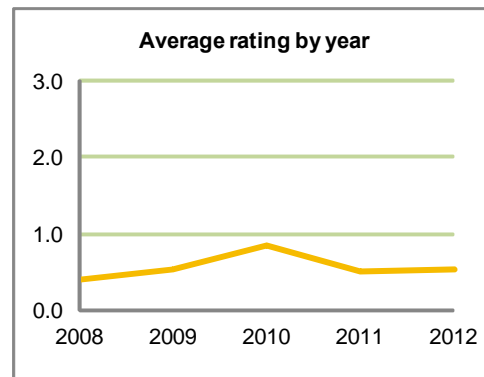
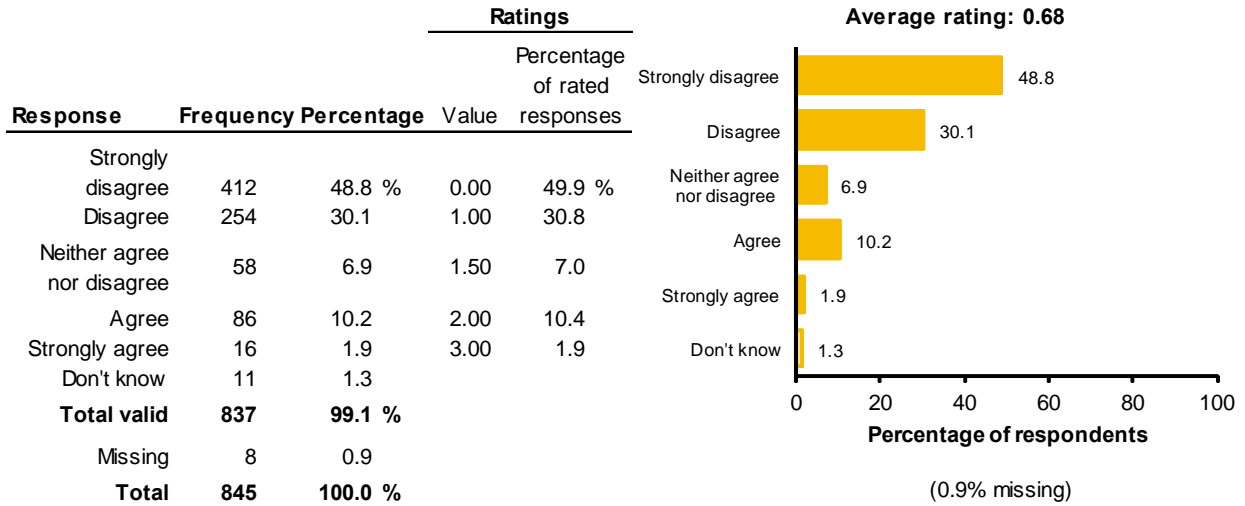


Table 26.8a. Support for Local Gasoline Tax to Support Transportation Improvements, 2012

Question 26.8. 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.



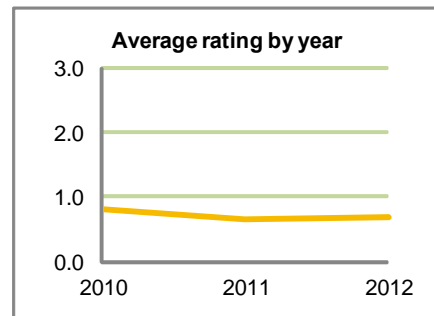
“Some roads were not repainted this year. These are all annual requirements for a safe road system. I would support a ‘user tax’ in the form of gas tax, gravel tax, etc. to pay for road upkeep.”

Table 26.8b. Support for Local Gasoline Tax to Support Transportation Improvements: Trends 2010–2012*

Question 26.8. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2010 | 808 | 50.5 % | 32.9 % | 8.7 % | 7.9 % | 0.81 |
| 2011 | 1,021 | 56.0 | 32.6 | 8.9 | 2.4 | 0.65 |
| 2012 | 768 | 53.6 | 33.1 | 11.2 | 2.1 | 0.68 |

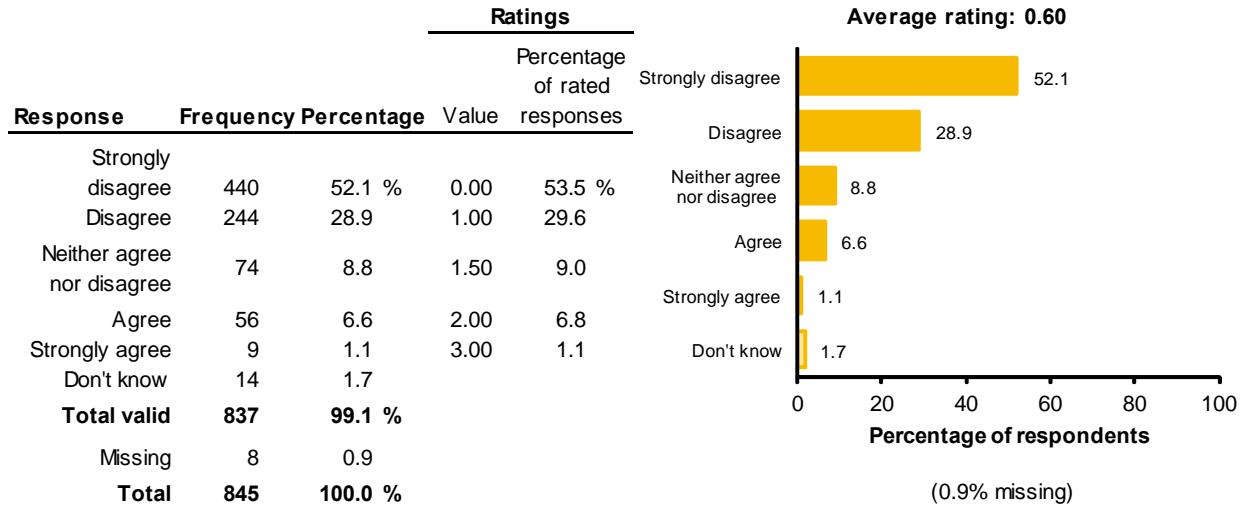
Percent change in average rating from 2010–2012: -16.0 %



*This question was added to the survey in 2010.

Table 26.9a. Support for Property Tax Increase, 2012

Question 26.9. 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.



“Property taxes are about right.”

Table 26.9b. Support for Property Tax Increase: Trends 2008–2012

Question 26.9. 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.

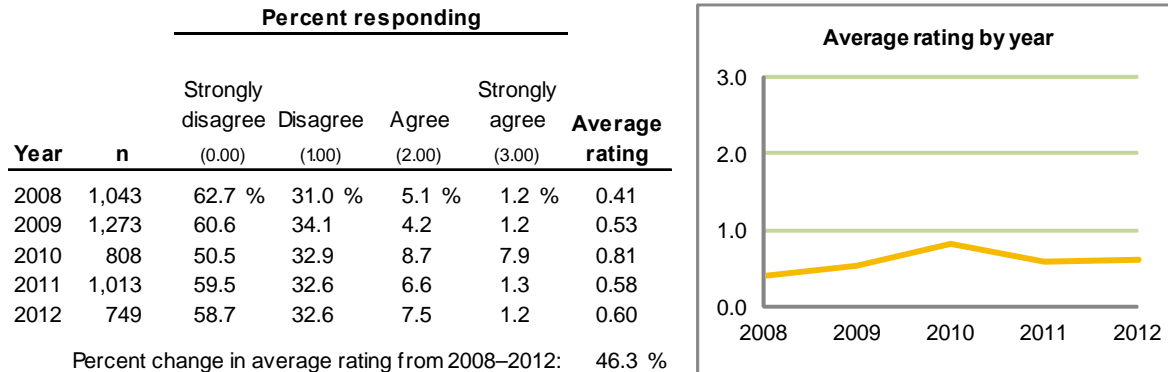
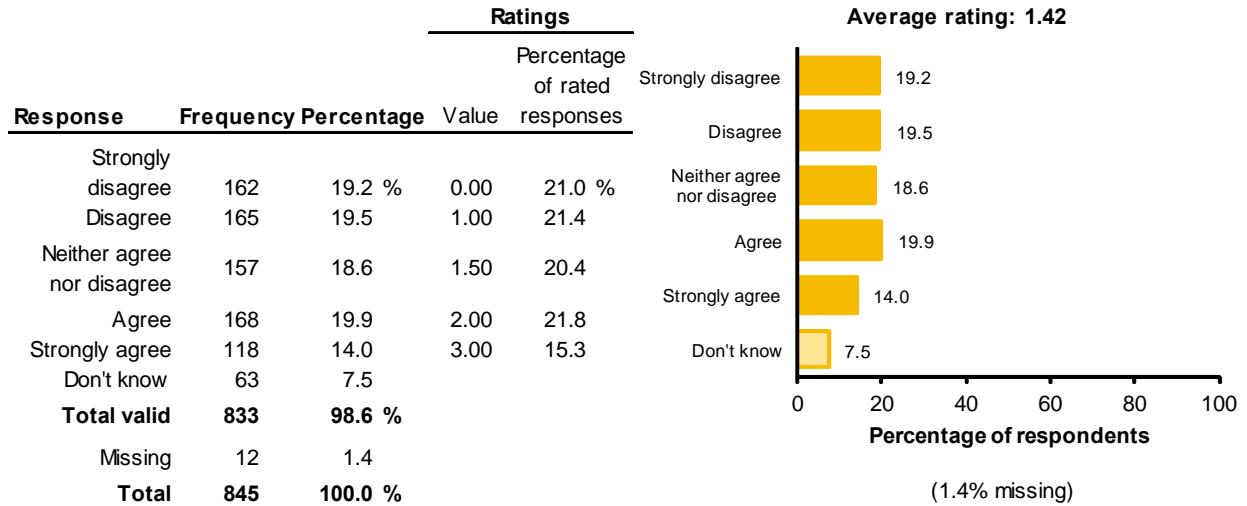


Table 26.10a. Support for Gravel Extracting Tax, 2012

Question 26.10. 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.



“Don’t hamstring miners (coal and gravel) with excess rules, regulations and fees. They both have a clean history in the Valley and provide much needed jobs and revenue.”

Table 26.10b. Support for Gravel Extracting Tax: Trends 2008–2012

Question 26.10. 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.

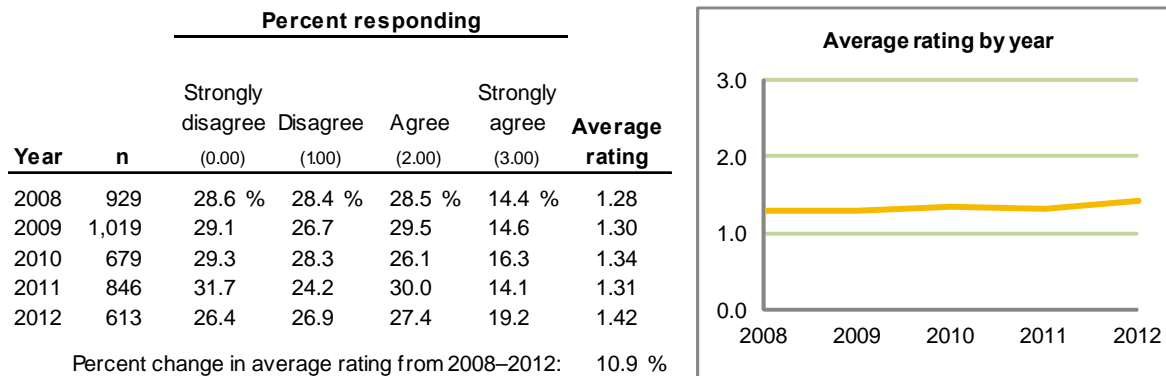
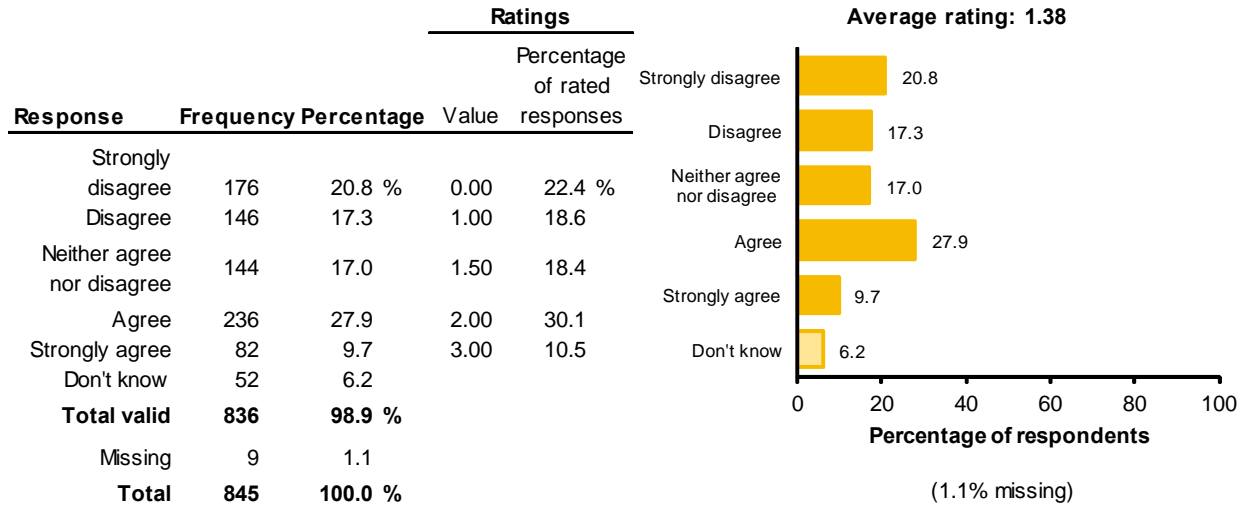


Table 26.11a. Support for Real Estate Transfer Fee, 2012

Question 26.11. 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 like to see fair taxation on businesses so they won’t locate here just because we give them a free ride then get nothing from them in return.”

Table 26.11b. Support for Real Estate Transfer Fee: Trends 2008–2012

Question 26.11. 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.

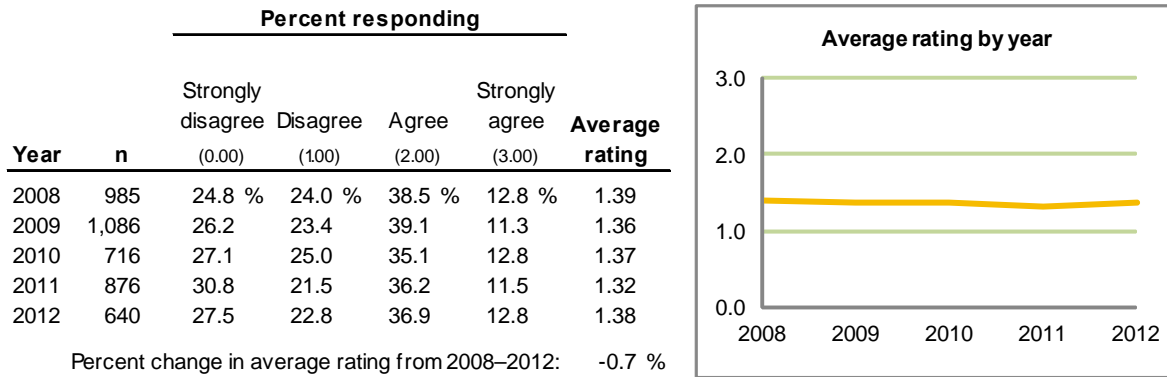
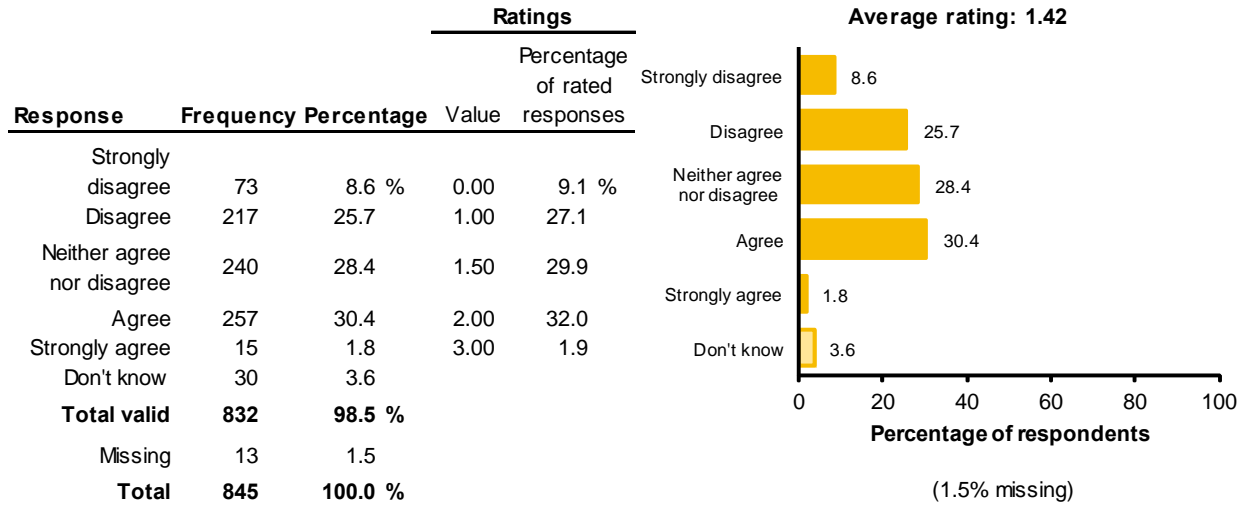


Table 27.1a. Satisfaction with Development of Mat-Su Borough, 2012

Question 27.1. 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.



“Growth planning is critical, and completely overlooked by the decision makers in the borough (not the staff). As a result, urban sprawl is quickly happening, and is going to result in significantly diminished quality of life for future generations. This is by far the largest long term issue the Borough faces.”

Table 27.1b. Satisfaction with Development of Mat-Su Borough: Trends 2008–2012

Question 27.1. 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.

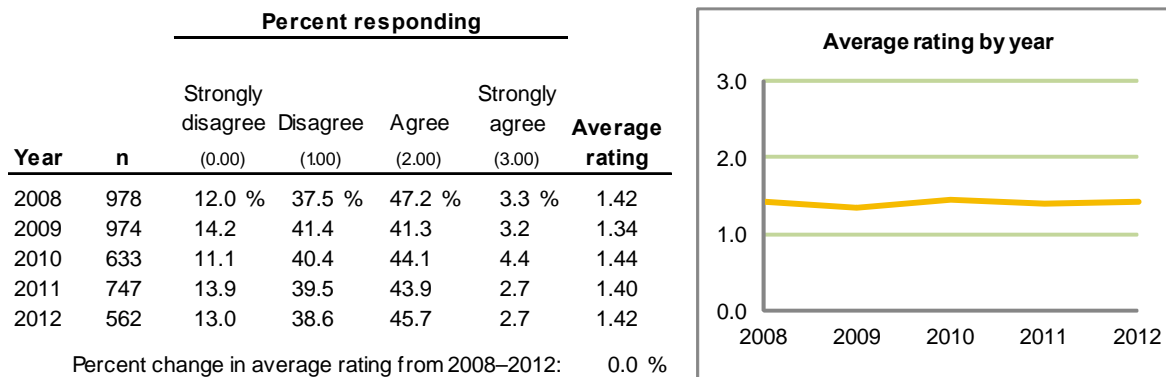
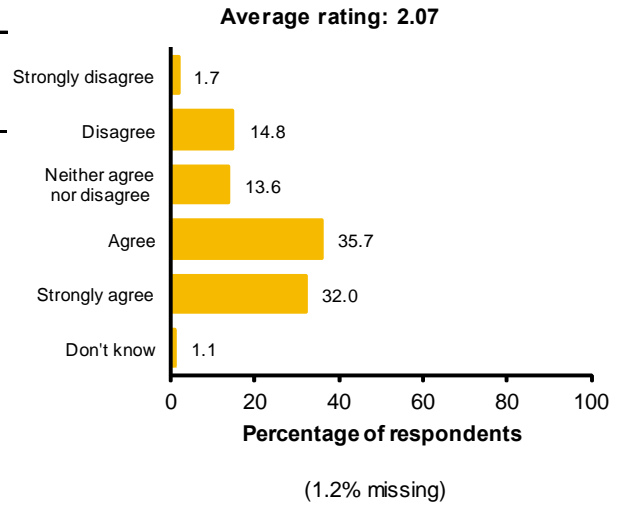


Table 27.2a. Traffic Congestion as a Problem in the Borough, 2012

Question 27.2. 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 | 14 | 1.7 % | 0.00 | 1.7 % |
| Disagree | 125 | 14.8 | 1.00 | 15.1 |
| Neither agree nor disagree | 115 | 13.6 | 1.50 | 13.9 |
| Agree | 302 | 35.7 | 2.00 | 36.6 |
| Strongly agree | 270 | 32.0 | 3.00 | 32.7 |
| Don't know | 9 | 1.1 | | |
| Total valid | 835 | 98.8 % | | |
| Missing | 10 | 1.2 | | |
| Total | 845 | 100.0 % | | |



“The population exploded before roads could be widened so I understand why there’s traffic, but wow! Traffic has gotten ridiculous!”

Table 27.2b. Traffic Congestion as a Problem in the Borough: Trends 2008–2012

Question 27.2. 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) | |
| 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 |
| 2011 | 963 | 5.2 | 21.5 | 41.7 | 31.6 | 1.93 |
| 2012 | 711 | 2.0 | 17.6 | 42.5 | 38.0 | 2.07 |

Percent change in average rating from 2008–2012: 1.5 %

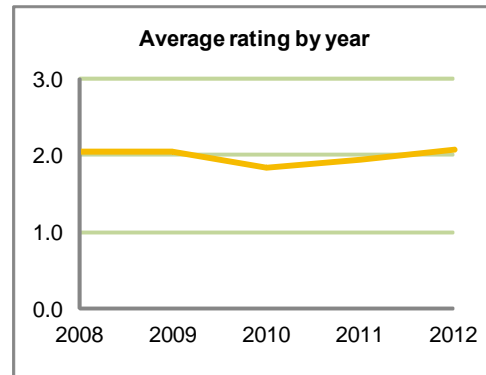
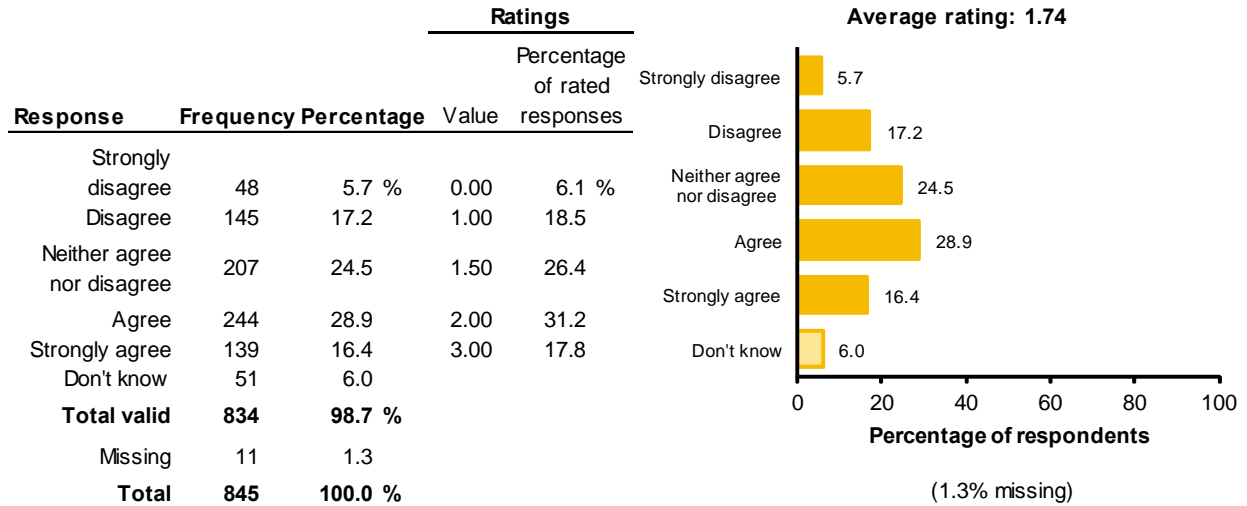


Table 27.3a. Concern about Water Quality in the Borough, 2012

Question 27.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough. (Drinking Water and Surface Water Bodies)

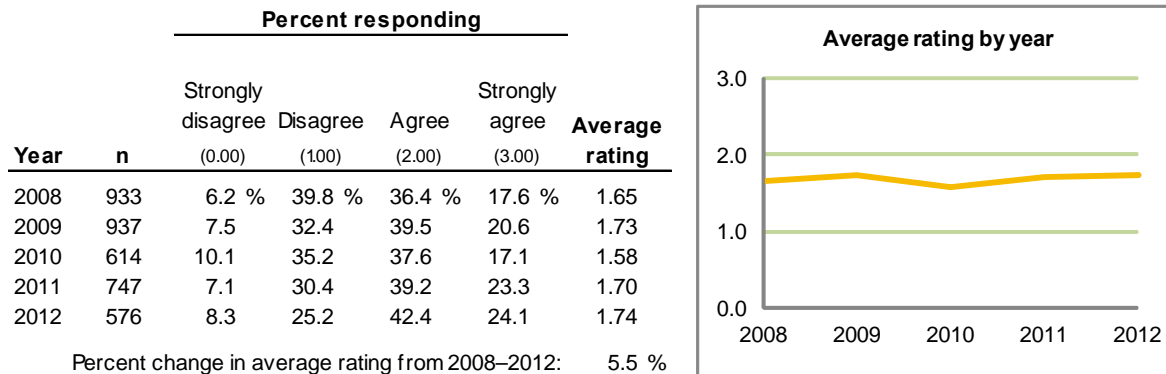


* This question was slightly changed in 2011to include this addition after the main statement: "(Drinking Water and Surface Water Bodies)"

*“My water is at maximum level for all readings.
 It would be nice to not have to purchase water.”*

Table 27.3b. Concern about Water Quality in the Borough: Trends 2008–2012

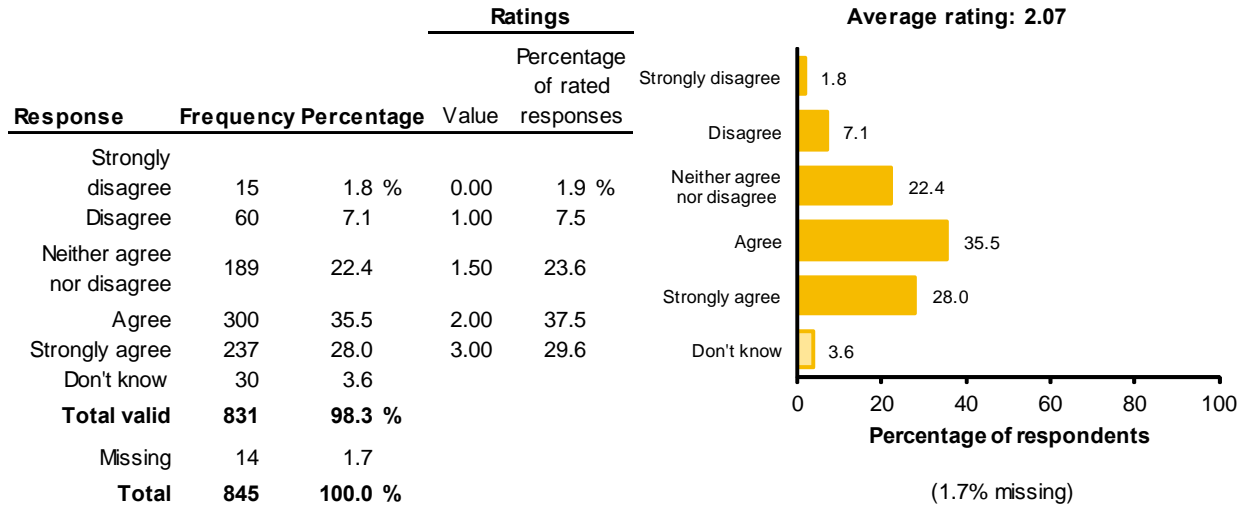
Question 27.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough. (Drinking Water and Surface Water Bodies)



* This question was slightly changed in 2011to include this addition after the main statement: "(Drinking Water and Surface Water Bodies)"

Table 27.4a. Management of Growth and Development in the Borough, 2012

Question 27.4. 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.



“The borough really needs to keep an eye on future growth and development and strive to keep a solid balance between preserving our natural environment and economic development. We need to quit cutting down so many trees in favor of buildings when there are plenty of vacant buildings and cleared areas currently available.”

Table 27.4b. Management of Growth and Development in the Borough: Trends 2008–2012

Question 27.4. 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.

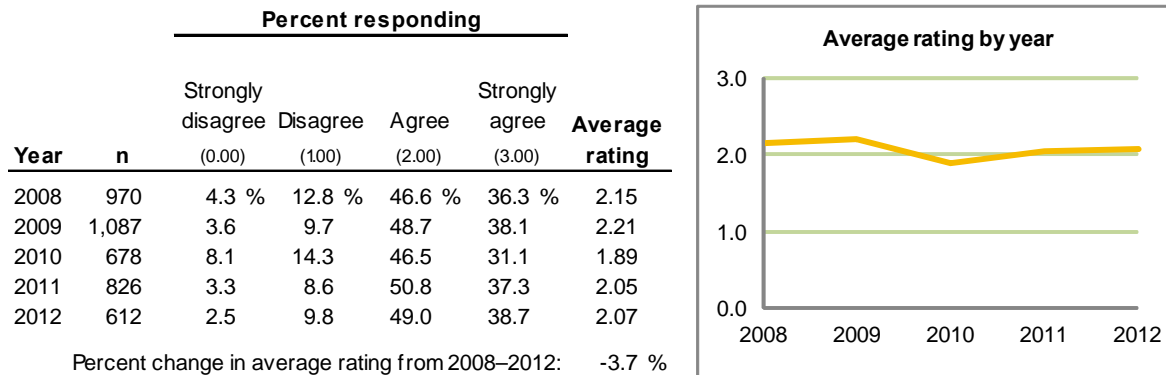
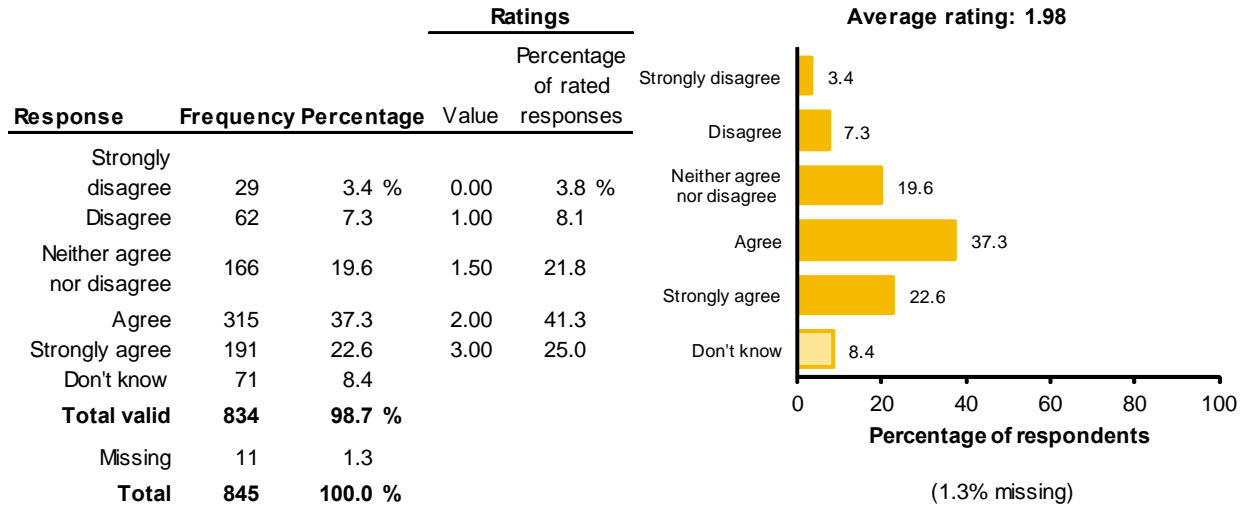


Table 27.5. Designation of Commercial and Industrial Centers, 2012

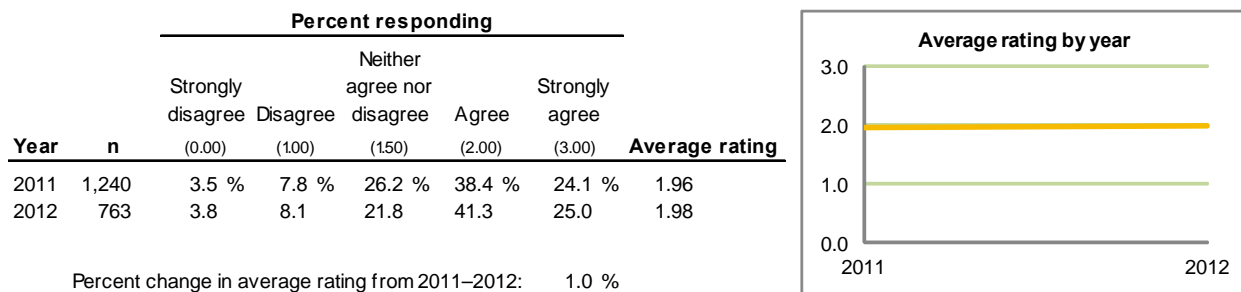
Question 27.5. Please indicate how much you agree or disagree with each of the following statements:
The Borough should designate commercial and industrial centers to minimize land use conflicts.



“I don’t agree with government land restrictions. People need to be able to utilize their land for capital. People need to be able to develop their land without government restrictions and regulations.”

Table 27.5b. Designation of Commercial and Industrial Centers: Trends 2011–2012*

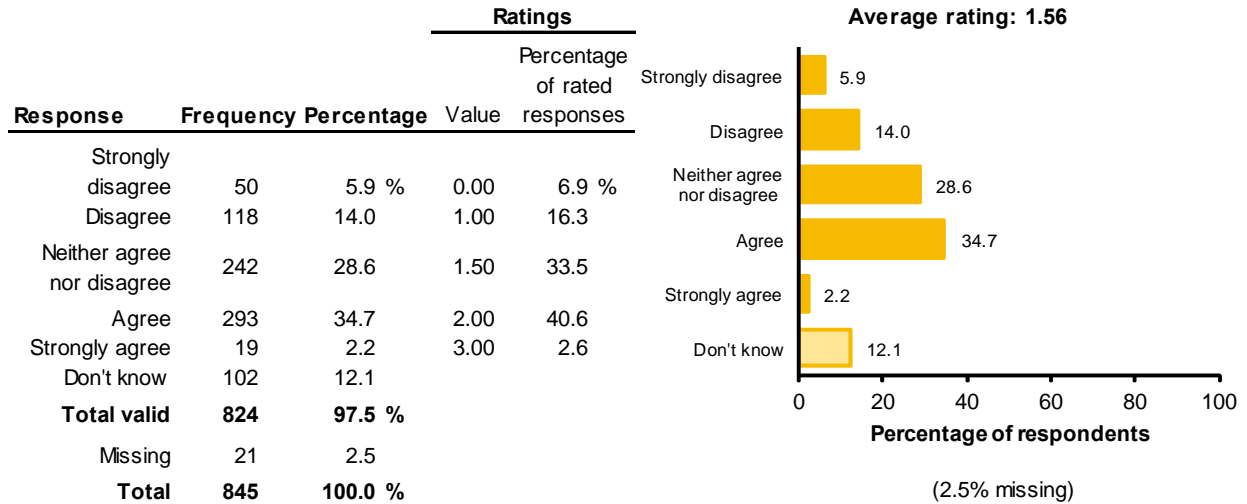
Question 27.5. Please indicate how much you agree or disagree with each of the following statements:
The Borough should designate commercial and industrial centers to minimize land use conflicts.



*This question was added to the survey in 2011.

Table 28.1a. Regulation of Noise, 2012

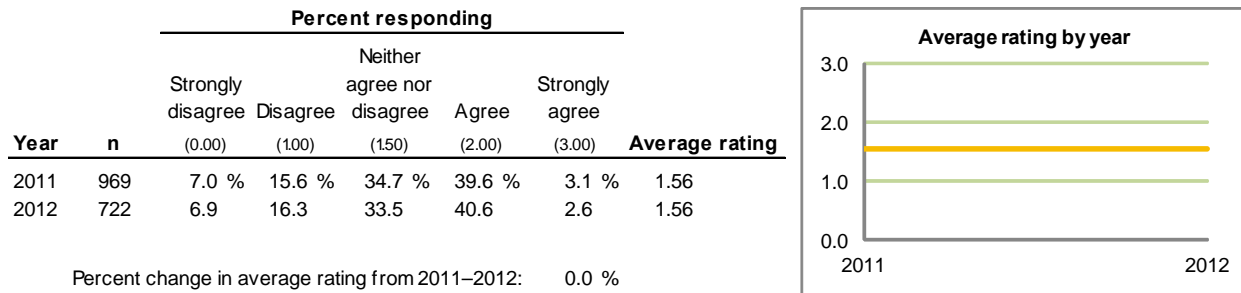
Question 28.1. I believe that the Borough is doing a good job of regulating the following land use effects:
Noise



“Noise control may be one of the most difficult dilemmas facing the MSB. A resident can be fined \$80 for a barking dog, but will a neighbor be prosecuted for stealing an annoying wind chime on private property? Gun firing ranges?? I think granting a lower airspace for military in the MSB was not a good decision. I work in a newer professional building and will have to interrupt a phone call until the jets have left the area in order to conduct business.”

Table 28.1b. Regulation of Noise: Trends 2011–2012*

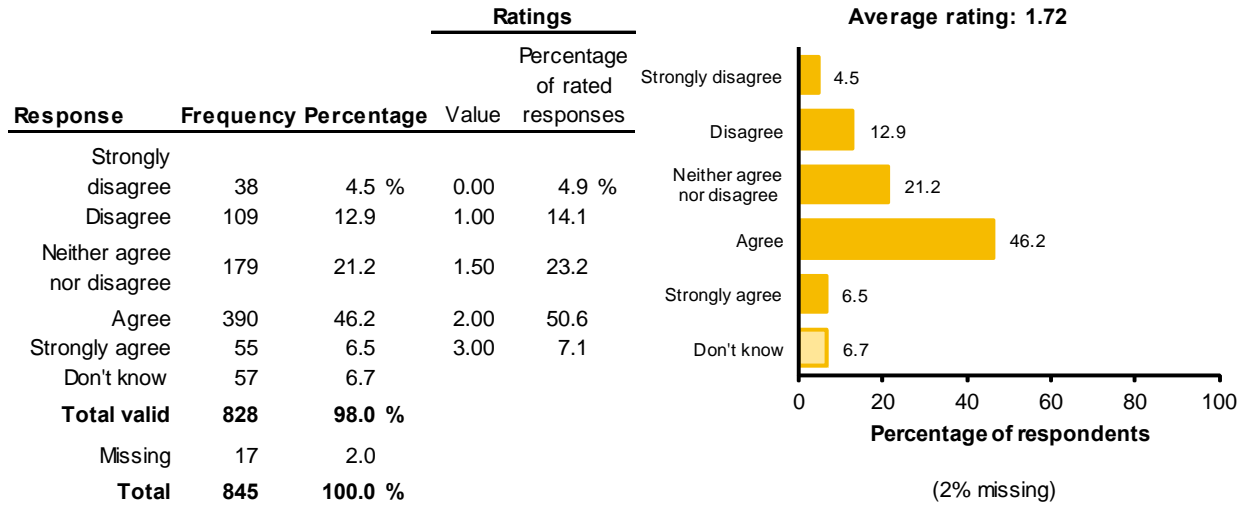
Question 28.1. I believe that the Borough is doing a good job of regulating the following land use effects:
Noise



*This question was added to the survey in 2011.

Table 28.2a. Regulation of Signs and Billboards, 2012

Question 28.2. I believe that the Borough is doing a good job of regulating the following land use effects:
Signs and billboards



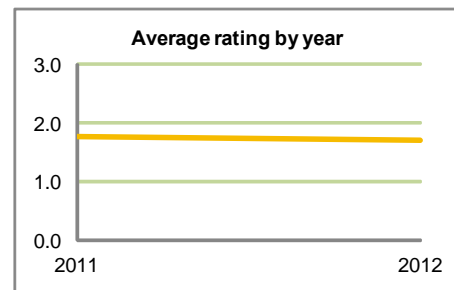
“I wish the Borough would not allow people to park their vehicles with signs on them and harass people. I.e., the ‘Impeach Obama’ guy that is always in Palmer. There needs to be an ordinance against this.”

Table 28.2b. Regulation of Signs and Billboards: Trends 2011–2012*

Question 28.2. I believe that the Borough is doing a good job of regulating the following land use effects:
Signs and billboards

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,027 | 4.3 % | 9.5 % | 25.2 % | 53.3 % | 7.7 % | 1.77 |
| 2012 | 771 | 4.9 | 14.1 | 23.2 | 50.6 | 7.1 | 1.72 |

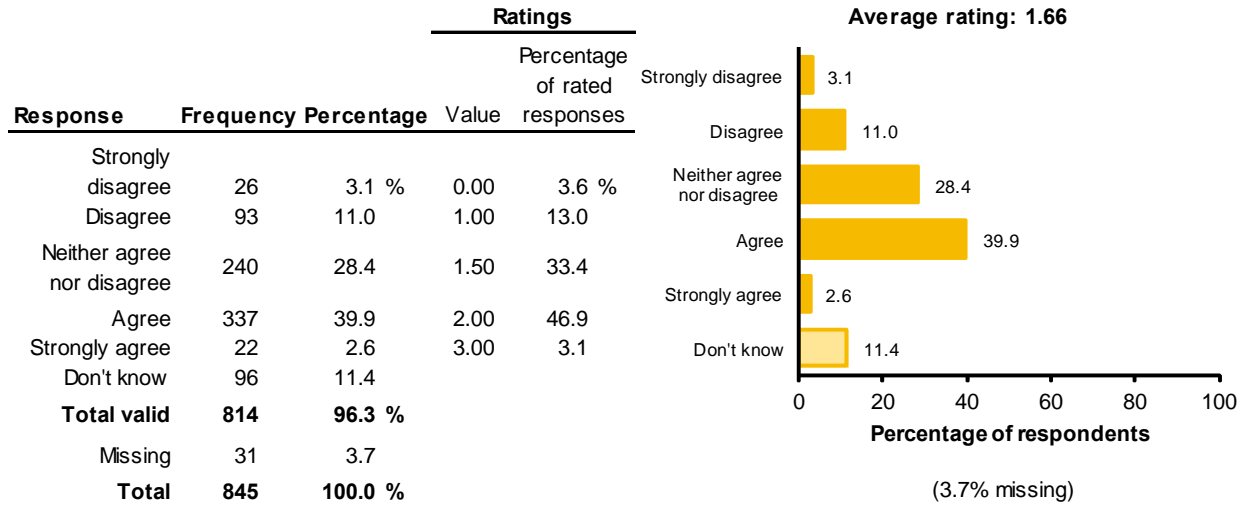
Percent change in average rating from 2011–2012: -2.8 %



*This question was added to the survey in 2011.

Table 28.3a. Regulation of Commercial Lighting, 2012

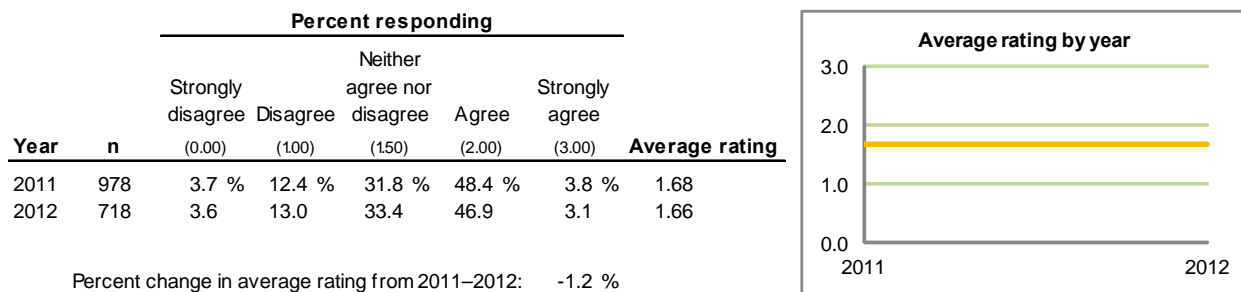
Question 28.3. I believe that the Borough is doing a good job of regulating the following land use effects:
Commercial lighting



“The car dealerships have too much lighting. Do I really need to see their lights from the highway in Eklutna?”

Table 28.3b. Regulation of Commercial Lighting: Trends 2011–2012*

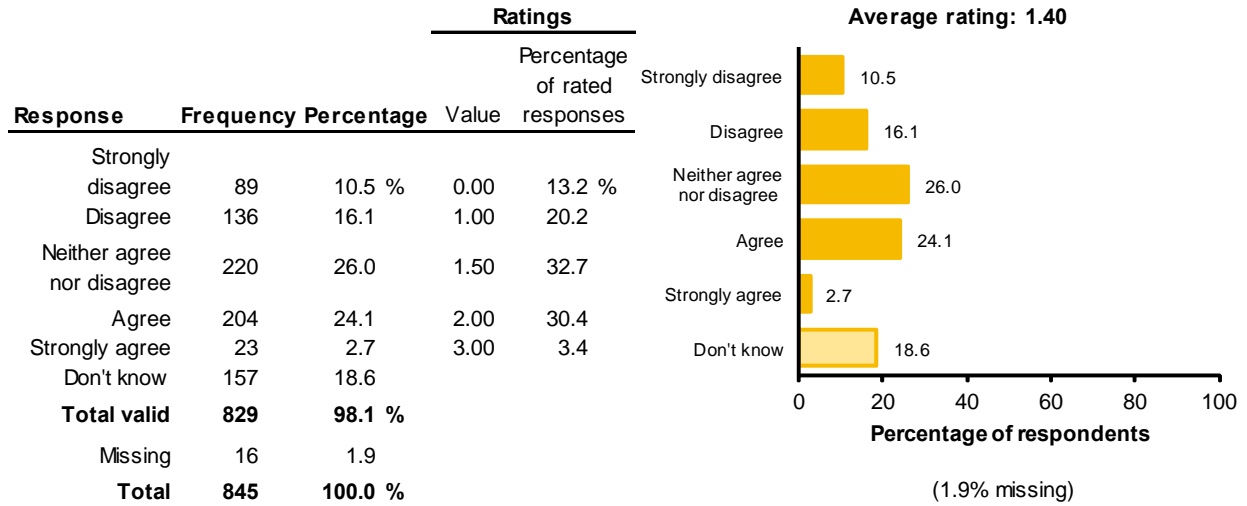
Question 28.3. I believe that the Borough is doing a good job of regulating the following land use effects:
Commercial lighting



*This question was added to the survey in 2011.

Table 28.4a. Regulation of Natural Resource Extraction, 2012

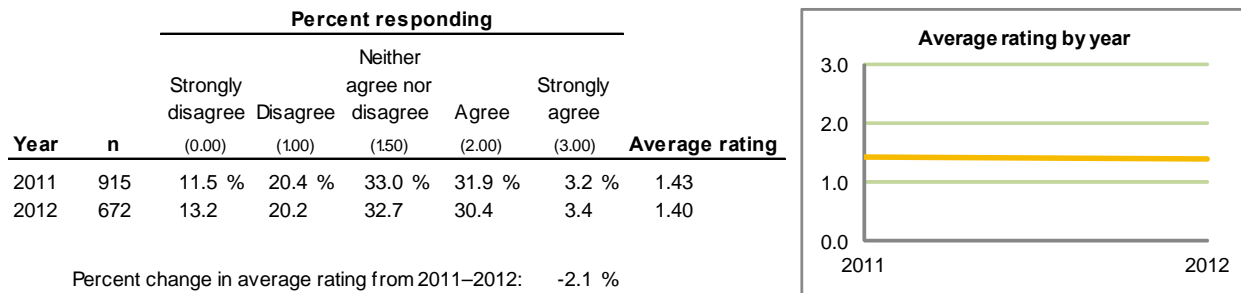
Question 28.4. I believe that the Borough is doing a good job of regulating the following land use effects:
Natural resource extraction (i.e., natural gas, timber, gravel, etc.)



*“Open things up and encourage all resource extraction.
 Government needs to get out of the way.”*

Table 28.4b. Regulation of Natural Resource Extraction: Trends 2011–2012*

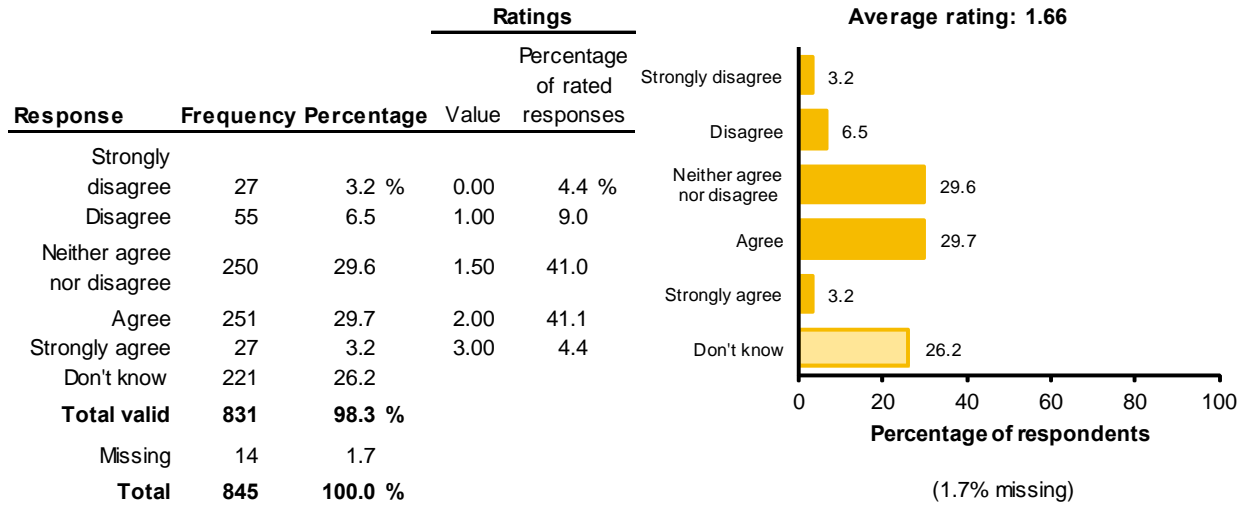
Question 28.4. I believe that the Borough is doing a good job of regulating the following land use effects:
Natural resource extraction (i.e., natural gas, timber, gravel, etc.)



*This question was added to the survey in 2011.

Table 28.5a. Regulation of Private Airstrips, 2012

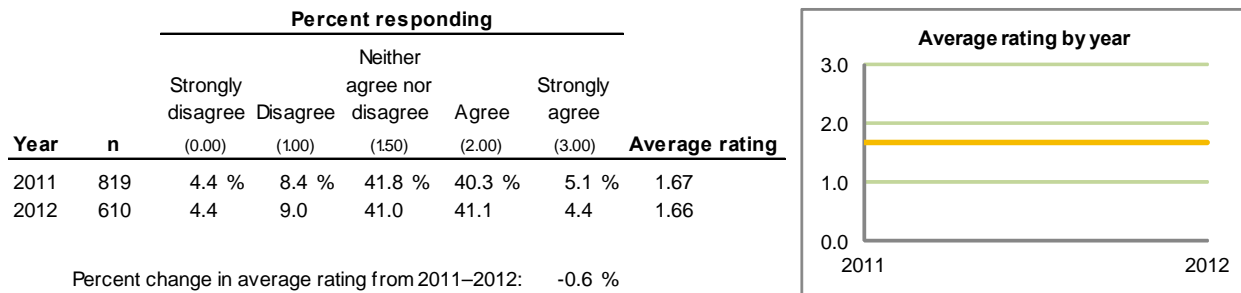
Question 28.5. I believe that the Borough is doing a good job of regulating the following land use effects:
Private airstrips



“The Borough spent half a million dollars to study private airstrips, while saying they (Borough) would not make it difficult for future airstrips. This sadly was a lie. The regulations have made so no one can comply to develop an airstrip.”

Table 28.5b. Regulation of Private Airstrips: Trends 2011–2012*

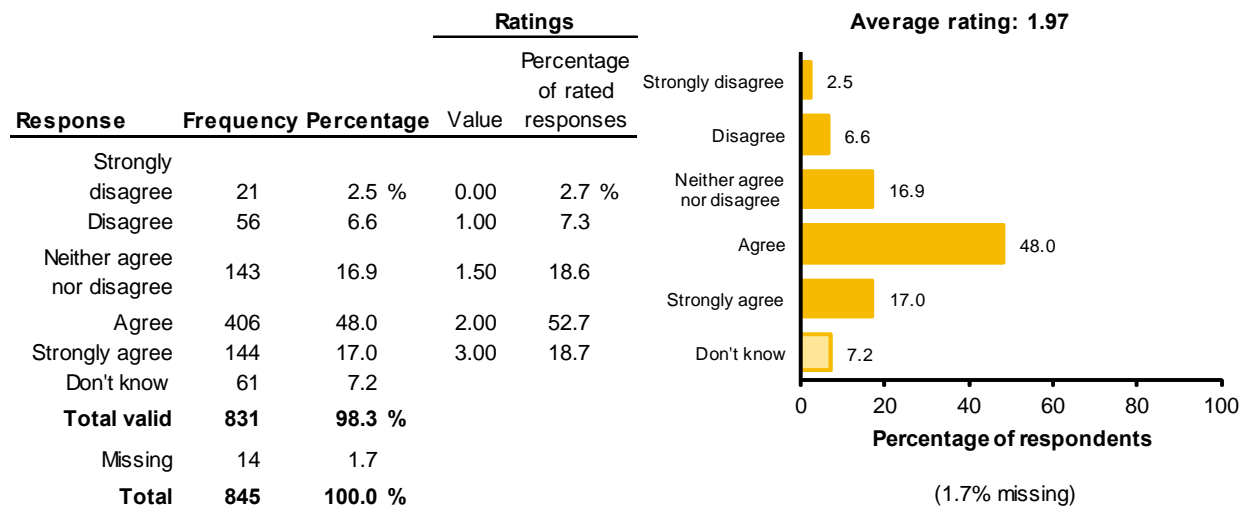
Question 28.5. I believe that the Borough is doing a good job of regulating the following land use effects:
Private airstrips



*This question was added to the survey in 2011.

Table 29.1a. Local Businesses and Non-Profits, 2012

Question 29.1. Please indicate how much you agree or disagree with the following statement:
The Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy.



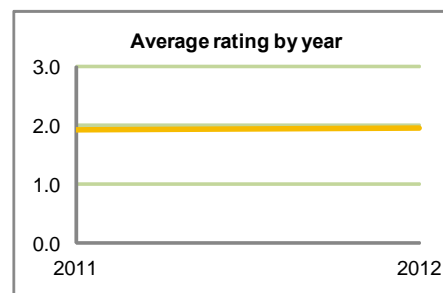
“Less government. Let the private sector determine what is viable to develop.”

Table 29.1b. Local Businesses and Non-Profits: Trends 2011–2012*

Question 29.1. Please indicate how much you agree or disagree with the following statement:
The Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,024 | 5.7 % | 7.4 % | 20.8 % | 44.2 % | 21.9 % | 1.93 |
| 2012 | 770 | 2.7 | 7.3 | 18.6 | 52.7 | 18.7 | 1.97 |

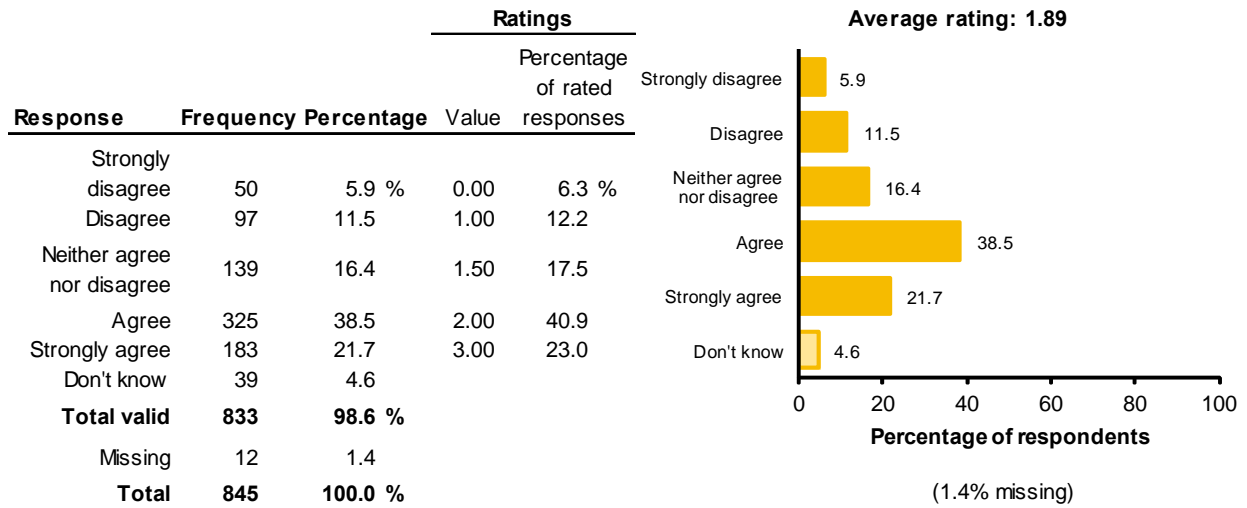
Percent change in average rating from 2011–2012: 2.1 %



*This question was added to the survey in 2011.

Table 29.2. Development of Natural Resources, 2012

Question 29.2. Please indicate how much you agree or disagree with the following statement:
The Borough should seek to develop our natural resources, such as timber, gravel, coal, and other minerals.



Note: This question did not appear in surveys prior to 2012. Thus, there is no table to show trends.

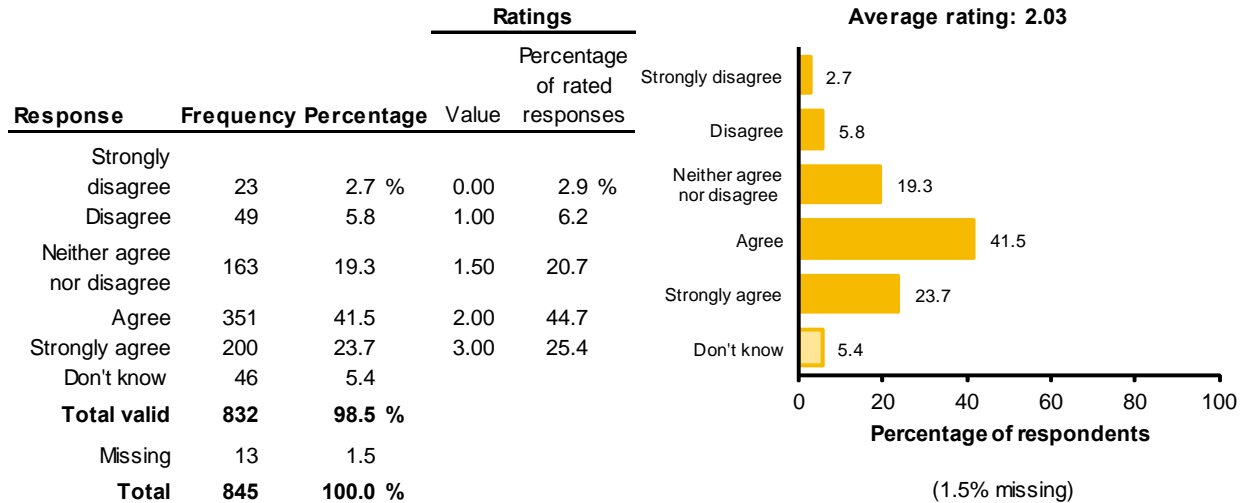
“The question about whether I support Borough resources for development of natural resource uses was impossible to answer, because I support this for some natural resources but not others. Specifically NOT COAL.”

“I would like to see more natural resource development and less regulation.”

“I think we should not be in such a hurry to destroy our area to sell natural resources to foreign countries to benefit a few businesses not even from here. We need a few intelligent politicians not the crazed few who chant ‘We are open for business!’ We need to be open for our people not corporations.”

Table 29.3. Business Development of High Tech., Manufacturing, and Aerospace, 2012

Question 29.3. Please indicate how much you agree or disagree with the following statement:
The Borough should seek to develop opportunities for business development of high technology, manufacturing, and aerospace.



Note: This question did not appear in surveys prior to 2012. Thus, there is no table to show trends.

“Mat-Su should most definitely seek development of high tech, etc. employment. All we really have is box stores and fast food employment.”

“Keep out dirty industry—those that historically leave behind waste, toxins, and damage to people or places. Evaluate business on how much ‘hidden cost’ they impose on others where they use or waste resources paid for by others, or owned publically, and don't pay back generously for that abuse of public resources.”

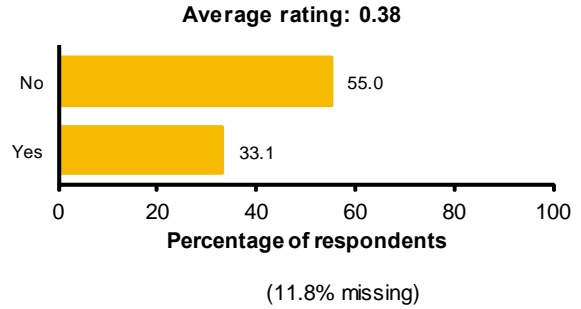
Table 30.1a. Use and Awareness of Ambulance Services, 2012

Question 30.1. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Ambulance Service

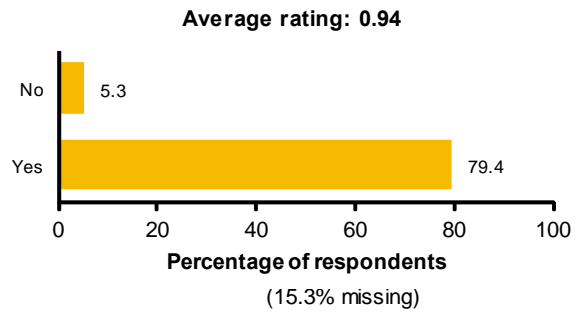
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 465 | 55.0 % | 0.00 | 62.4 % |
| Yes | 280 | 33.1 | 1.00 | 37.6 |
| Total valid | 745 | 88.2 % | | |
| Missing | 100 | 11.8 | | |
| Total | 845 | 100.0 % | | |



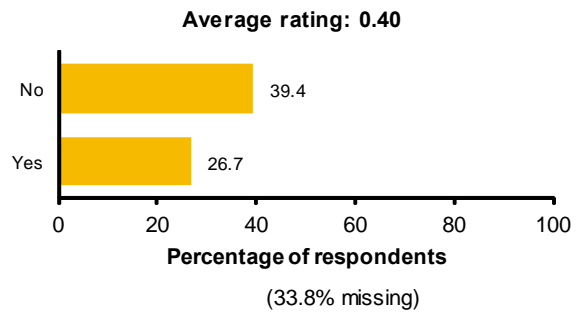
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 45 | 5.3 % | 0.00 | 6.3 % |
| Yes | 671 | 79.4 | 1.00 | 93.7 |
| Total valid | 716 | 84.7 % | | |
| Missing | 129 | 15.3 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 333 | 39.4 % | 0.00 | 59.6 % |
| Yes | 226 | 26.7 | 1.00 | 40.4 |
| Total valid | 559 | 66.2 % | | |
| Missing | 286 | 33.8 | | |
| Total | 845 | 100.0 % | | |



**Table 30.1b. Use and Awareness of Ambulance Services:
Trends 2011–2012***

Question 30.1. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 58.5 % | 62.4 % | 6.7 % |
| Yes | 41.5 | 37.6 | -9.5 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 13.1 % | 6.3 % | -52.0 % |
| Yes | 86.9 | 93.7 | 7.8 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 64.6 % | 59.6 % | -7.8 % |
| Yes | 35.4 | 40.4 | 14.3 |

* These questions were added to the survey in 2011.

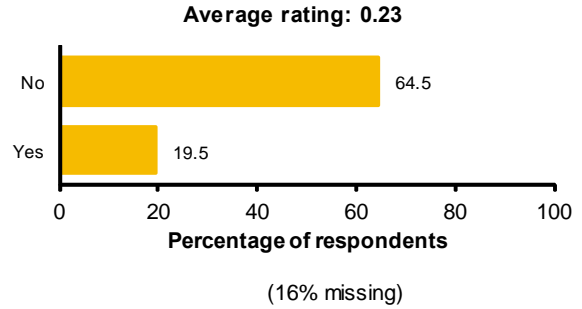
Table 30.2a. Use and Awareness of Fire Department Services, 2012

Question 30.2. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Fire Department Service

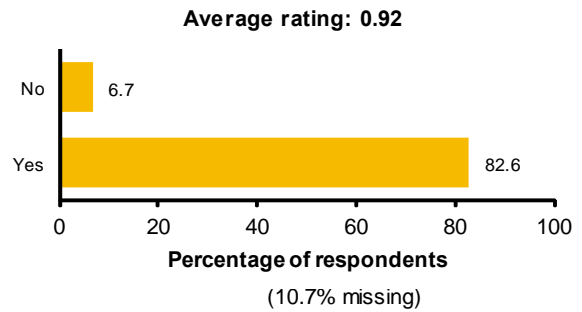
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 545 | 64.5 % | 0.00 | 76.8 % |
| Yes | 165 | 19.5 | 1.00 | 23.2 |
| Total valid | 710 | 84.0 % | | |
| Missing | 135 | 16.0 | | |
| Total | 845 | 100.0 % | | |



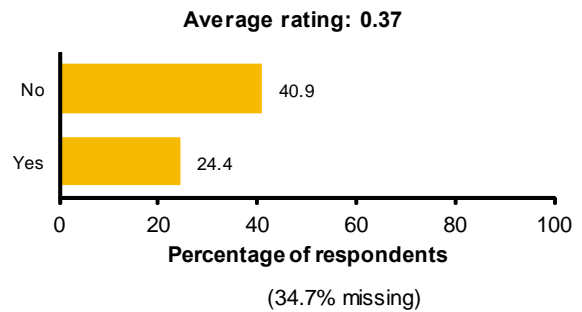
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 57 | 6.7 % | 0.00 | 7.5 % |
| Yes | 698 | 82.6 | 1.00 | 92.5 |
| Total valid | 755 | 89.3 % | | |
| Missing | 90 | 10.7 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 346 | 40.9 % | 0.00 | 62.7 % |
| Yes | 206 | 24.4 | 1.00 | 37.3 |
| Total valid | 552 | 65.3 % | | |
| Missing | 293 | 34.7 | | |
| Total | 845 | 100.0 % | | |



**Table 30.2b. Use and Awareness of Fire Department Services:
Trends 2011–2012***

Question 30.2. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Fire Department Service

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 71.3 % | 76.8 % | 7.7 % |
| Yes | 28.7 | 23.2 | -19.1 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 15.6 % | 7.5 % | -51.5 % |
| Yes | 84.4 | 92.5 | 9.5 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 67.3 % | 62.7 % | -6.9 % |
| Yes | 32.7 | 37.3 | 14.3 |

* These questions were added to the survey in 2011.

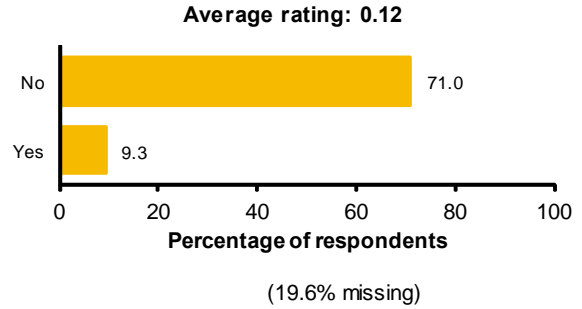
Table 30.3a. Use and Awareness of Rescue Services, 2012

Question 30.3. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Rescue Service

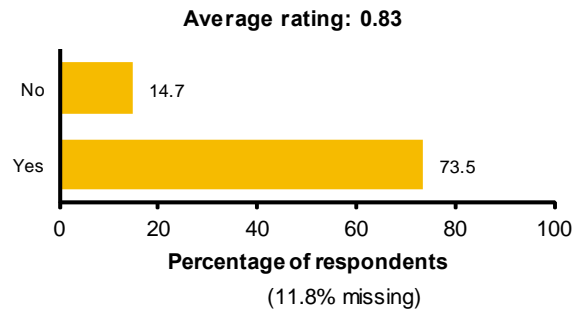
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 600 | 71.0 % | 0.00 | 88.4 % |
| Yes | 79 | 9.3 | 1.00 | 11.6 |
| Total valid | 679 | 80.4 % | | |
| Missing | 166 | 19.6 | | |
| Total | 845 | 100.0 % | | |



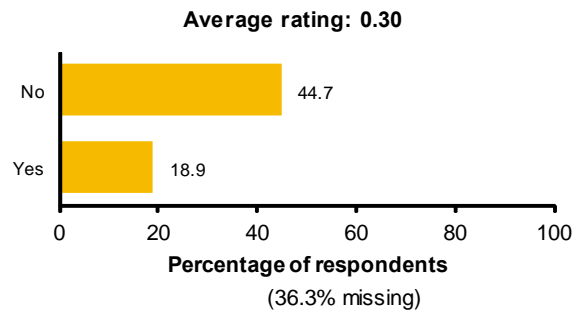
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 124 | 14.7 % | 0.00 | 16.6 % |
| Yes | 621 | 73.5 | 1.00 | 83.4 |
| Total valid | 745 | 88.2 % | | |
| Missing | 100 | 11.8 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 378 | 44.7 % | 0.00 | 70.3 % |
| Yes | 160 | 18.9 | 1.00 | 29.7 |
| Total valid | 538 | 63.7 % | | |
| Missing | 307 | 36.3 | | |
| Total | 845 | 100.0 % | | |



**Table 30.3b. Use and Awareness of Rescue Services:
Trends 2011–2012***

Question 30.3. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 82.7 % | 88.4 % | 6.9 % |
| Yes | 17.3 | 11.6 | -32.9 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 25.1 % | 16.6 % | -33.7 % |
| Yes | 74.9 | 83.4 | 11.3 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 73.9 % | 70.3 % | -4.9 % |
| Yes | 26.1 | 29.7 | 13.8 |

* These questions were added to the survey in 2011.

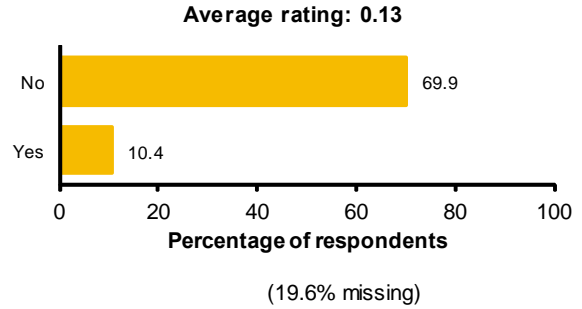
Table 30.4a. Use and Awareness of Prevention or Preparedness Programs, 2012

Question 30.4. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Prevention or Preparedness Program

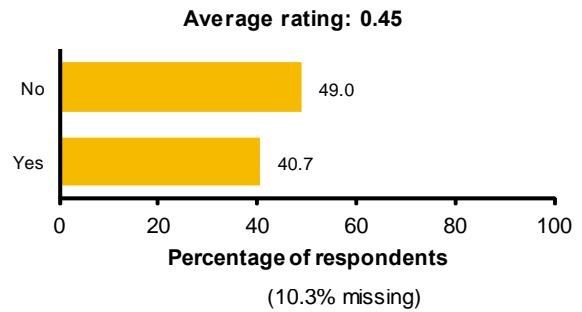
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 591 | 69.9 % | 0.00 | 87.0 % |
| Yes | 88 | 10.4 | 1.00 | 13.0 |
| Total valid | 679 | 80.4 % | | |
| Missing | 166 | 19.6 | | |
| Total | 845 | 100.0 % | | |



I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 414 | 49.0 % | 0.00 | 54.6 % |
| Yes | 344 | 40.7 | 1.00 | 45.4 |
| Total valid | 758 | 89.7 % | | |
| Missing | 87 | 10.3 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 359 | 42.5 % | 0.00 | 65.9 % |
| Yes | 186 | 22.0 | 1.00 | 34.1 |
| Total valid | 545 | 64.5 % | | |
| Missing | 300 | 35.5 | | |
| Total | 845 | 100.0 % | | |

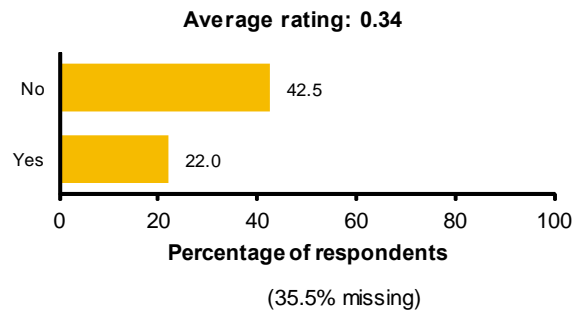


Table 30.4b. Use and Awareness of Prevention or Preparedness Programs: Trends 2011–2012*

Question 30.4. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 83.6 % | 87.0 % | 4.1 % |
| Yes | 16.4 | 13.0 | -21.0 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 61.6 % | 54.6 % | -11.3 % |
| Yes | 38.4 | 45.4 | 18.1 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 73.5 % | 65.9 % | -10.3 % |
| Yes | 26.5 | 34.1 | 28.6 |

* These questions were added to the survey in 2011.

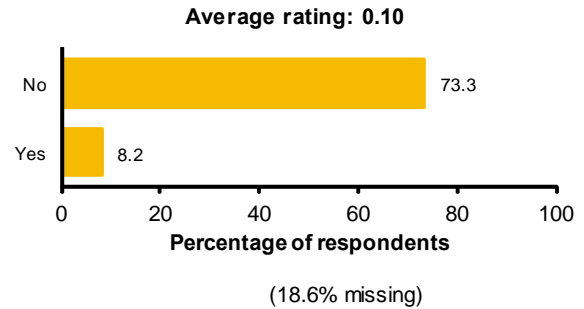
Table 30.5a. Use and Awareness of Lectures on Local Emergency Services, 2012

Question 30.5. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Lecture or programs detailing the operations of local emergency services

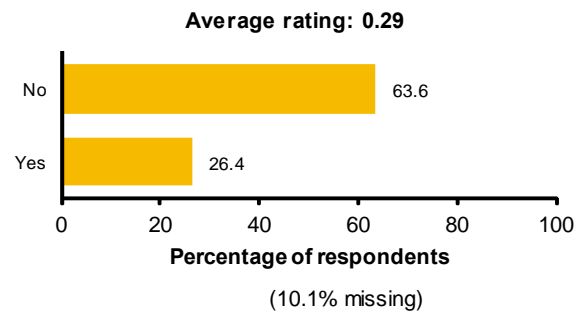
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 619 | 73.3 % | 0.00 | 90.0 % |
| Yes | 69 | 8.2 | 1.00 | 10.0 |
| Total valid | 688 | 81.4 % | | |
| Missing | 157 | 18.6 | | |
| Total | 845 | 100.0 % | | |



I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 537 | 63.6 % | 0.00 | 70.7 % |
| Yes | 223 | 26.4 | 1.00 | 29.3 |
| Total valid | 760 | 89.9 % | | |
| Missing | 85 | 10.1 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 409 | 48.4 % | 0.00 | 73.8 % |
| Yes | 145 | 17.2 | 1.00 | 26.2 |
| Total valid | 554 | 65.6 % | | |
| Missing | 291 | 34.4 | | |
| Total | 845 | 100.0 % | | |

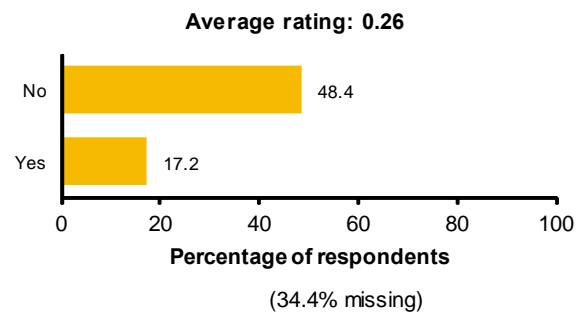


Table 30.5b. Use and Awareness of Lectures on Local Emergency Services: Trends 2011–2012*

Question 30.5. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Lecture or programs detailing the operations of local emergency services

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 85.8 % | 90.0 % | 4.8 % |
| Yes | 14.2 | 10.0 | -29.3 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 71.8 % | 70.7 % | -1.6 % |
| Yes | 28.2 | 29.3 | 4.0 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 78.9 % | 73.8 % | -6.4 % |
| Yes | 21.1 | 26.2 | 23.9 |

* These questions were added to the survey in 2011.

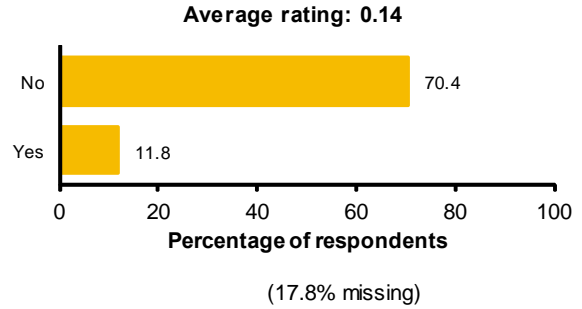
Table 30.6a. Use and Awareness of Open Houses at Emergency Stations, 2012

Question 30.6. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Open House at an emergency station

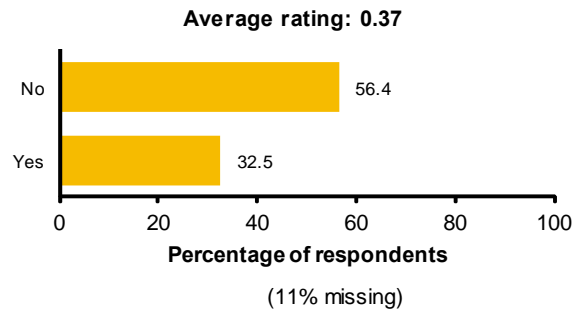
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 595 | 70.4 % | 0.00 | 85.6 % |
| Yes | 100 | 11.8 | 1.00 | 14.4 |
| Total valid | 695 | 82.2 % | | |
| Missing | 150 | 17.8 | | |
| Total | 845 | 100.0 % | | |



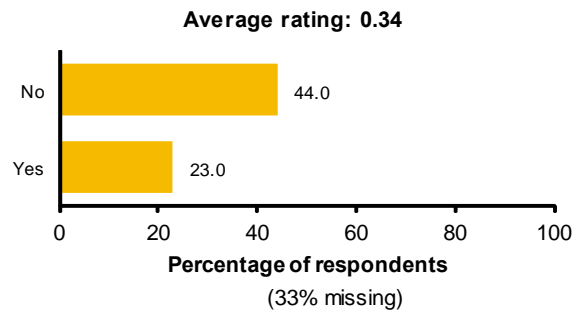
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 477 | 56.4 % | 0.00 | 63.4 % |
| Yes | 275 | 32.5 | 1.00 | 36.6 |
| Total valid | 752 | 89.0 % | | |
| Missing | 93 | 11.0 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 372 | 44.0 % | 0.00 | 65.7 % |
| Yes | 194 | 23.0 | 1.00 | 34.3 |
| Total valid | 566 | 67.0 % | | |
| Missing | 279 | 33.0 | | |
| Total | 845 | 100.0 % | | |



**Table 30.6b. Use and Awareness of Open Houses at
Emergency Stations: Trends 2011–2012***

Question 30.6. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding | | Percent change from 2011–2012: |
|-----------------|---------------------------|-------------|---|
| | 2011 | 2012 | |
| No | 81.6 % | 85.6 % | 4.9 % |
| Yes | 18.4 | 14.4 | -21.8 |

I am aware of this service.

| Response | Percent responding | | Percent change from 2011–2012: |
|-----------------|---------------------------|-------------|---|
| | 2011 | 2012 | |
| No | 63.2 % | 63.4 % | 0.3 % |
| Yes | 36.8 | 36.6 | -0.5 |

I plan to use this service in the future.

| Response | Percent responding | | Percent change from 2011–2012: |
|-----------------|---------------------------|-------------|---|
| | 2011 | 2012 | |
| No | 72.5 % | 65.7 % | -9.3 % |
| Yes | 27.5 | 34.3 | 24.6 |

* These questions were added to the survey in 2011.

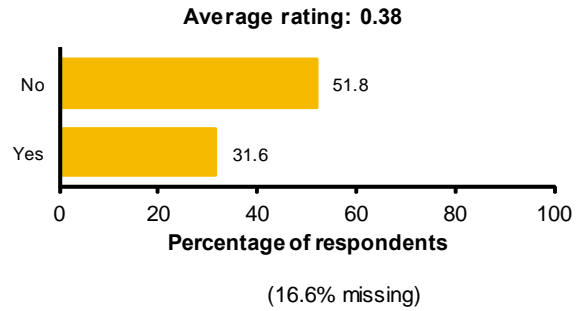
Table 30.7a. Use and Awareness of CPR and First Aid Training, 2012

Question 30.7. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Training in CPR, First Aid, or other emergency skills

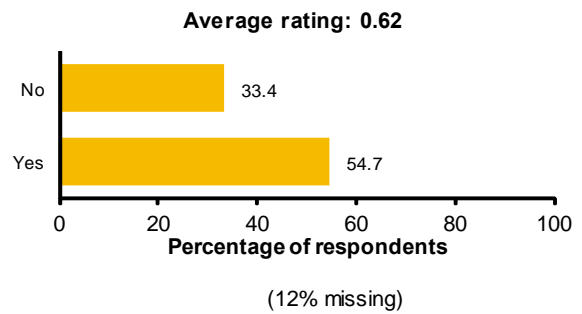
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 438 | 51.8 % | 0.00 | 62.1 % |
| Yes | 267 | 31.6 | 1.00 | 37.9 |
| Total valid | 705 | 83.4 % | | |
| Missing | 140 | 16.6 | | |
| Total | 845 | 100.0 % | | |



I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 282 | 33.4 % | 0.00 | 37.9 % |
| Yes | 462 | 54.7 | 1.00 | 62.1 |
| Total valid | 744 | 88.0 % | | |
| Missing | 101 | 12.0 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 263 | 31.1 % | 0.00 | 44.1 % |
| Yes | 334 | 39.5 | 1.00 | 55.9 |
| Total valid | 597 | 70.7 % | | |
| Missing | 248 | 29.3 | | |
| Total | 845 | 100.0 % | | |

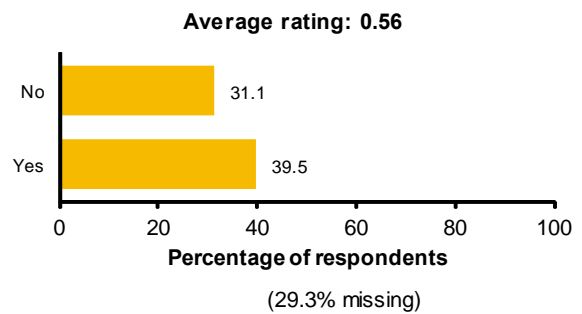


Table 30.7b. Use and Awareness of CPR and First Aid Training: Trends 2011–2012*

Question 30.7. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 63.8 % | 62.1 % | -2.6 % |
| Yes | 36.2 | 37.9 | 4.6 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 40.7 % | 37.9 % | -7.0 % |
| Yes | 59.3 | 62.1 | 4.8 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 52.7 % | 44.1 % | -16.4 % |
| Yes | 47.3 | 55.9 | 18.2 |

* These questions were added to the survey in 2011.

Table 31.1a. Household Preparation for Disaster, 2012

Question 31.1. Please indicate how much you agree or disagree with each of the following statements:
My household is prepared for a natural or man-made disaster.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 22 | 2.6 % | 0.00 | 2.7 % |
| Disagree | 155 | 18.3 | 1.00 | 19.0 |
| Neither agree nor disagree | 171 | 20.2 | 1.50 | 21.0 |
| Agree | 386 | 45.7 | 2.00 | 47.4 |
| Strongly agree | 80 | 9.5 | 3.00 | 9.8 |
| Don't know | 19 | 2.2 | | |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |

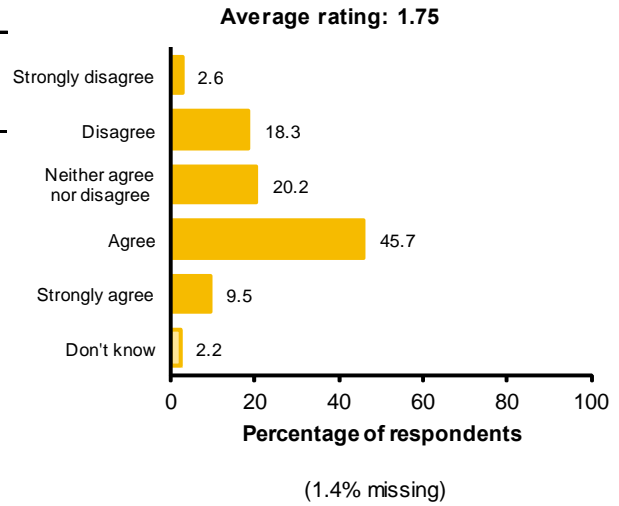
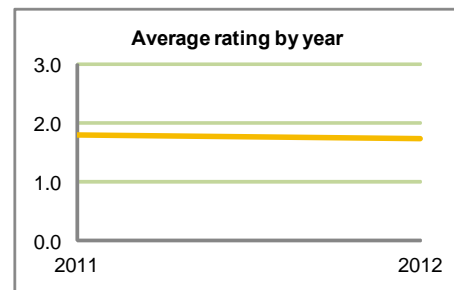


Table 31.1a. Household Preparation for Disaster: Trends 2011–2012*

Question 31.1. Please indicate how much you agree or disagree with each of the following statements:
My household is prepared for a natural or man-made disaster.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,097 | 2.1 % | 18.2 % | 20.9 % | 47.4 % | 11.4 % | 1.79 |
| 2012 | 814 | 2.7 | 19.0 | 21.0 | 47.4 | 9.8 | 1.75 |

Percent change in average rating from 2011–2012: -2.2 %



*This question was added to the survey in 2011.

Table 31.2a. Home Clear of Wildfire Hazards, 2012

Question 31.2. Please indicate how much you agree or disagree with each of the following statements:
I keep the area around my home clear of wildfire hazards.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 9 | 1.1 % | 0.00 | 1.1 % |
| Disagree | 41 | 4.9 | 1.00 | 4.9 |
| Neither agree nor disagree | 66 | 7.8 | 1.50 | 7.9 |
| Agree | 526 | 62.2 | 2.00 | 63.3 |
| Strongly agree | 189 | 22.4 | 3.00 | 22.7 |
| Don't know | 5 | 0.6 | | |
| Total valid | 836 | 98.9 % | | |
| Missing | 9 | 1.1 | | |
| Total | 845 | 100.0 % | | |

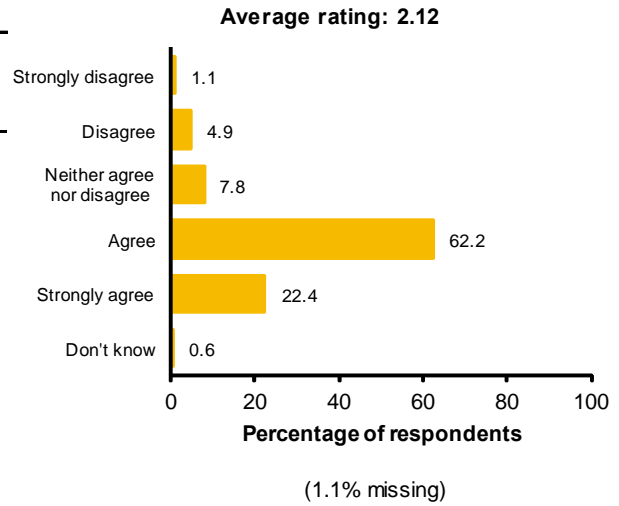
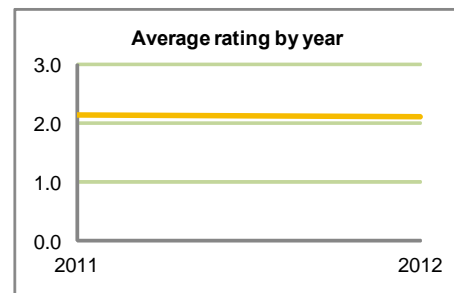


Table 31.2b. Home Clear of Wildfire Hazards: Trends 2011–2012*

Question 31.2. Please indicate how much you agree or disagree with each of the following statements:
I keep the area around my home clear of wildfire hazards.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,118 | 0.6 % | 6.0 % | 8.0 % | 60.6 % | 24.8 % | 2.14 |
| 2012 | 831 | 1.1 | 4.9 | 7.9 | 63.3 | 22.7 | 2.12 |

Percent change in average rating from 2011–2012: -0.9 %



*This question was added to the survey in 2011.

Table 31.3a. Disaster Supplies Set Aside, 2012

Question 31.3. Please indicate how much you agree or disagree with each of the following statements:
I have supplies set aside in my home for use in case of a disaster.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 16 | 1.9 % | 0.00 | 1.9 % |
| Disagree | 129 | 15.3 | 1.00 | 15.6 |
| Neither agree nor disagree | 94 | 11.1 | 1.50 | 11.4 |
| Agree | 474 | 56.1 | 2.00 | 57.3 |
| Strongly agree | 114 | 13.5 | 3.00 | 13.8 |
| Don't know | 5 | 0.6 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |

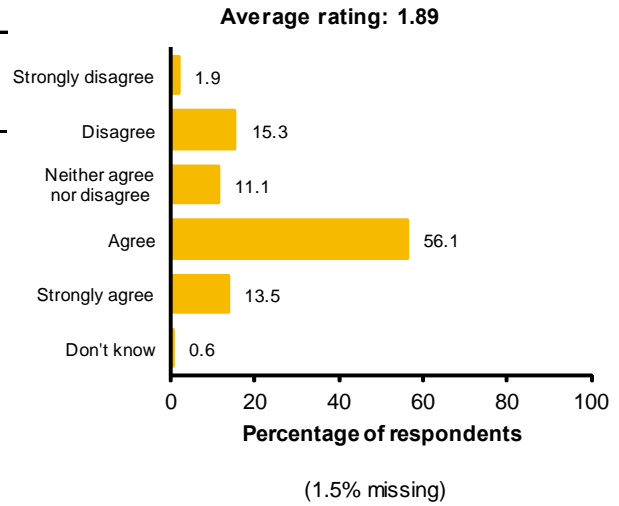
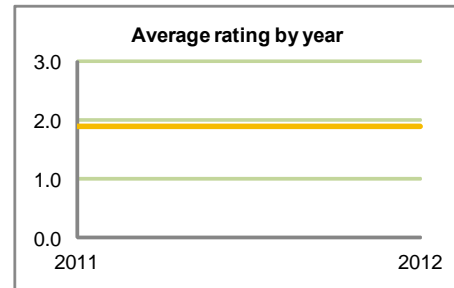


Table 31.3b. Disaster Supplies Set Aside: Trends 2011–2012*

Question 31.3. Please indicate how much you agree or disagree with each of the following statements:
I have supplies set aside in my home for use in case of a disaster.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,122 | 1.6 % | 17.4 % | 12.4 % | 53.5 % | 15.2 % | 1.88 |
| 2012 | 827 | 1.9 | 15.6 | 11.4 | 57.3 | 13.8 | 1.89 |

Percent change in average rating from 2011–2012: 0.5 %



*This question was added to the survey in 2011.

Table 31.4a. Independence from Others in a Disaster, 2012

Question 31.4. Please indicate how much you agree or disagree with each of the following statements:
In the event of a disaster I and my family will be independent of others for assistance.

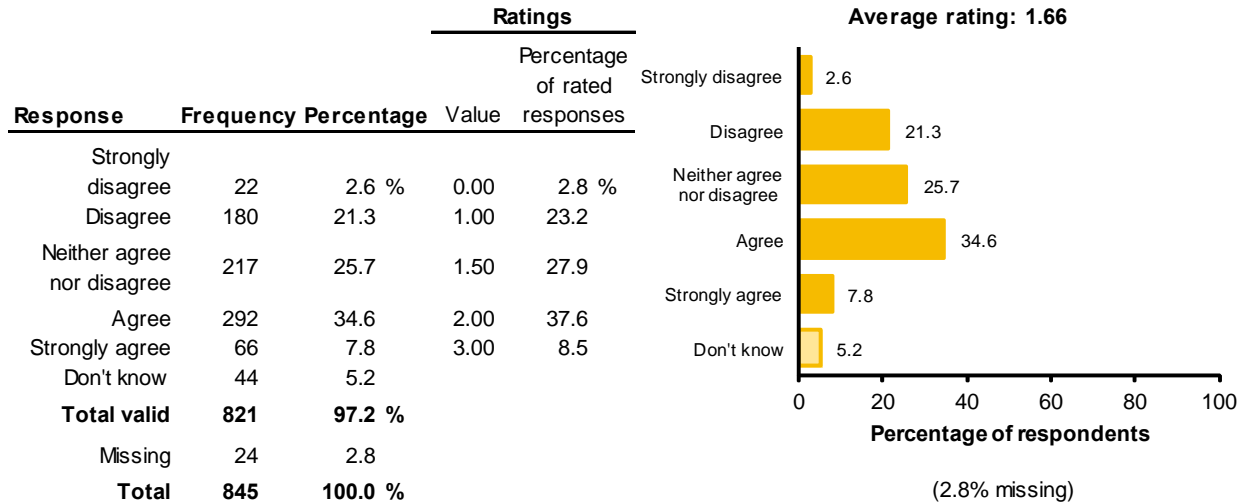
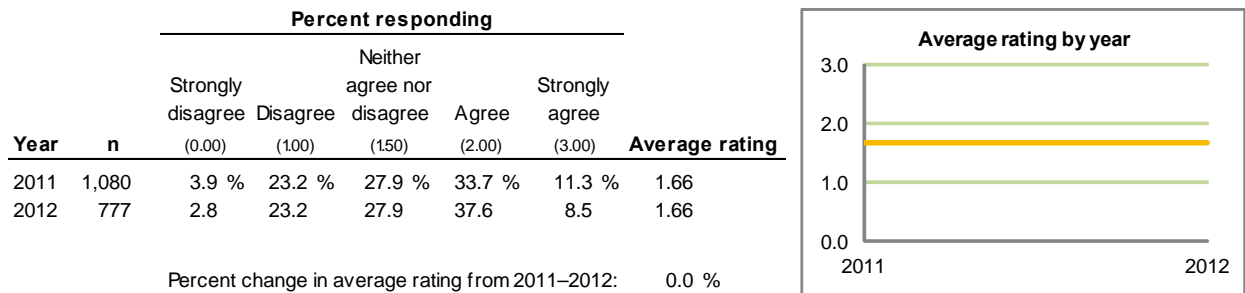


Table 31.4b. Independence from Others in a Disaster: Trends 2011–2012*

Question 31.4. Please indicate how much you agree or disagree with each of the following statements:
In the event of a disaster I and my family will be independent of others for assistance.

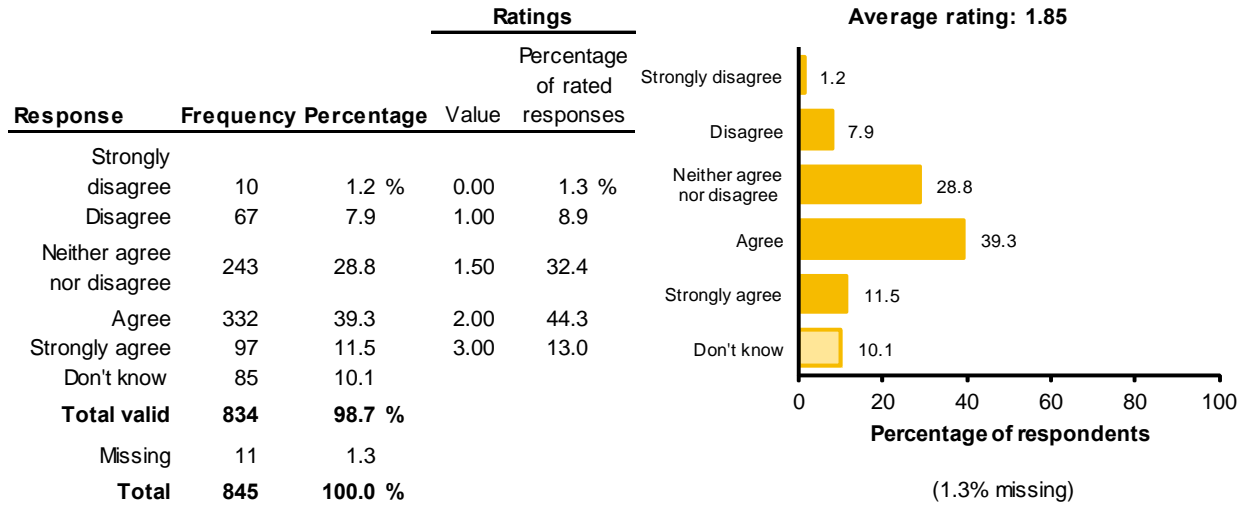


*This question was added to the survey in 2011.

Note: In 2011, this question was worded as "In the event of a disaster I and my family will be dependent of others for assistance." It was reworded in 2012 to remove ambiguity. Results from 2011 shown above have been reverse-coded.

Table 31.5a. Borough Vulnerability to Disaster, 2012

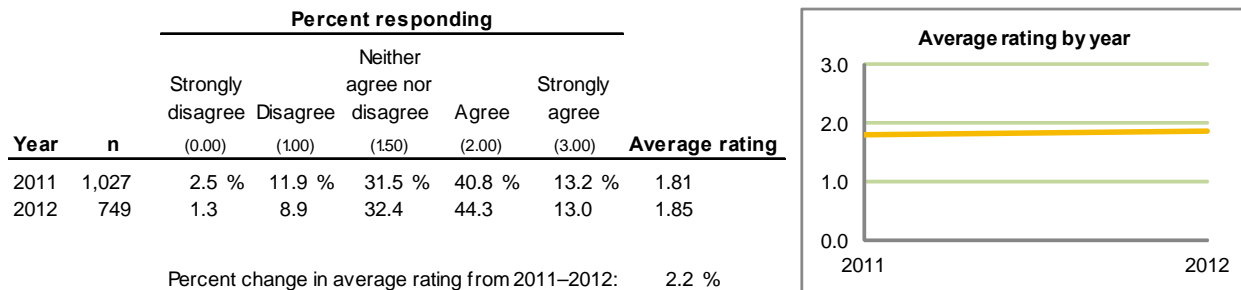
Question 31.5. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is vulnerable to a natural or man-made disaster.



“It was stated in the news this week that Governor Parnell intends to establish emergency supplies in several locations around the state. This is a great idea, but I’d like to see this go further. Alaska is very vulnerable since we are so dependent upon shipments from the Lower 48. The likelihood for an economic crisis, manmade or natural disasters is very real. It really wouldn’t take much to impact shipping to Alaska.”

Table 31.5b. Borough Vulnerability to Disaster: Trends 2011–2012*

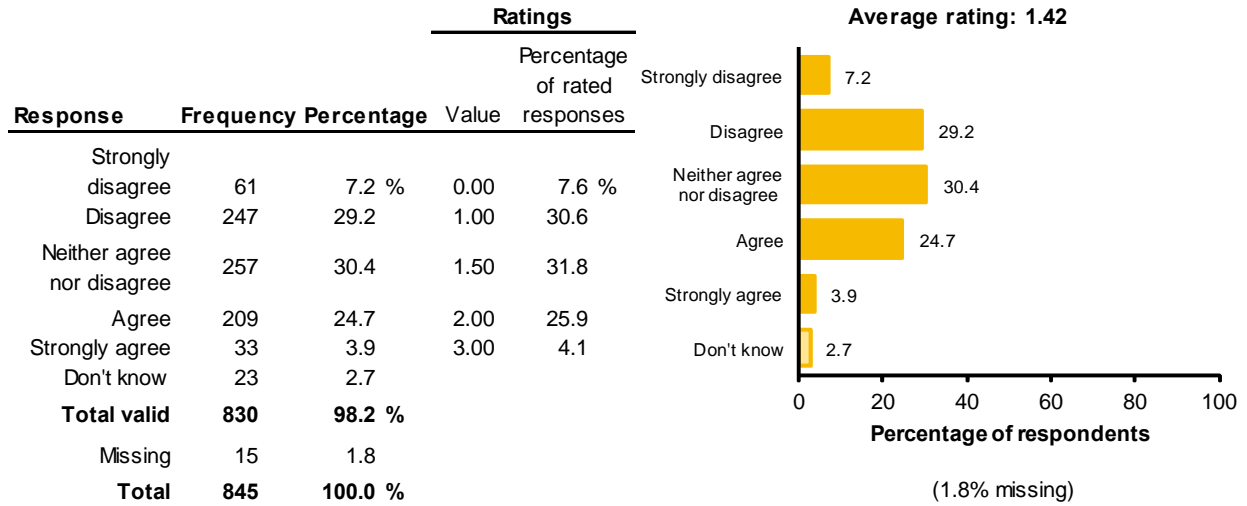
Question 31.5. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is vulnerable to a natural or man-made disaster.



*This question was added to the survey in 2011.

Table 31.6a. Borough Government Responsibility for Preparing Residents for Disasters, 2012

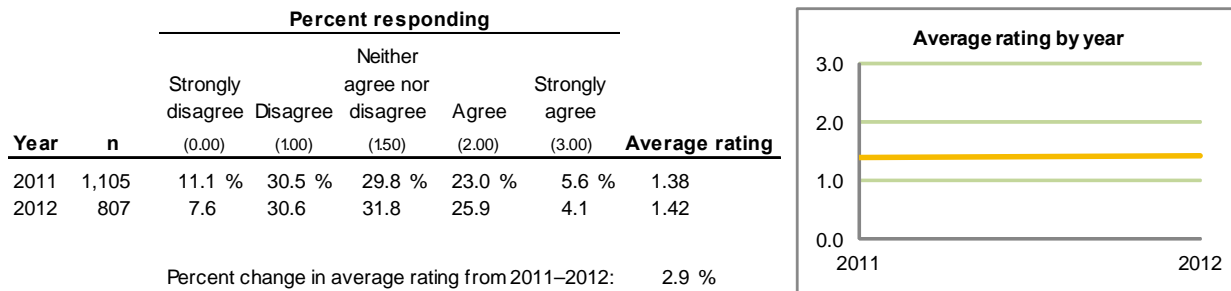
Question 31.6. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough government is responsible for preparing residents for disasters.



“I love the Mat-Su Borough and believe the preparedness for disasters is getting better.”

Table 31.6b. Borough Government Responsibility for Preparing Residents for Disasters: Trends 2011–2012*

Question 31.6. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough government is responsible for preparing residents for disasters.



*This question was added to the survey in 2011.

Table 31.7a. Personal Responsibility of Residents in Preparing for Disasters, 2012

Question 31.7. Please indicate how much you agree or disagree with each of the following statements:
I believe residents should take personal responsibility in preparing for disasters.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 4 | 0.5 % | 0.00 | .5 % |
| Disagree | 6 | 0.7 | 1.00 | .7 |
| Neither agree nor disagree | 44 | 5.2 | 1.50 | 5.3 |
| Agree | 473 | 56.0 | 2.00 | 57.1 |
| Strongly agree | 301 | 35.6 | 3.00 | 36.4 |
| Don't know | 6 | 0.7 | | |
| Total valid | 834 | 98.7 % | | |
| Missing | 11 | 1.3 | | |
| Total | 845 | 100.0 % | | |

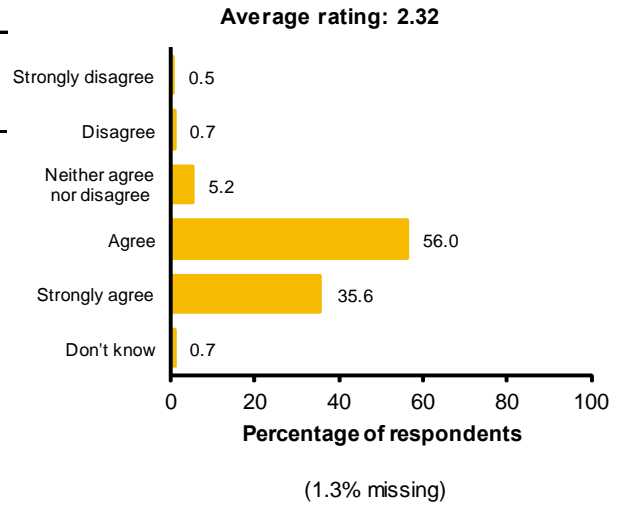
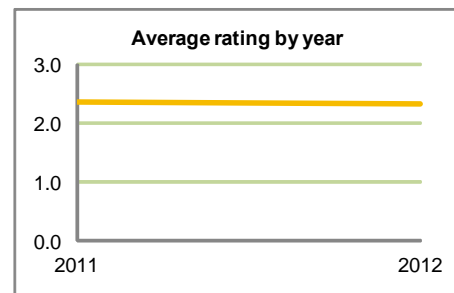


Table 31.7b. Personal Responsibility of Residents in Preparing for Disasters: Trends 2011–2012*

Question 31.7. Please indicate how much you agree or disagree with each of the following statements:
I believe residents should take personal responsibility in preparing for disasters.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,128 | 0.5 % | 0.9 % | 5.4 % | 53.5 % | 39.7 % | 2.35 |
| 2012 | 828 | 0.5 % | 0.7 % | 5.3 % | 57.1 % | 36.4 % | 2.32 |

Percent change in average rating from 2011–2012: -1.3 %



*This question was added to the survey in 2011.

Table 31.8a. Borough Preparation for a Pandemic, 2012

Question 31.8. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared for an outbreak of Pandemic (influenza) disease.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 66 | 7.8 % | 0.00 | 13.1 % |
| Disagree | 159 | 18.8 | 1.00 | 31.7 |
| Neither agree nor disagree | 215 | 25.4 | 1.50 | 42.8 |
| Agree | 50 | 5.9 | 2.00 | 10.0 |
| Strongly agree | 12 | 1.4 | 3.00 | 2.4 |
| Don't know | 327 | 38.7 | | |
| Total valid | 829 | 98.1 % | | |
| Missing | 16 | 1.9 | | |
| Total | 845 | 100.0 % | | |

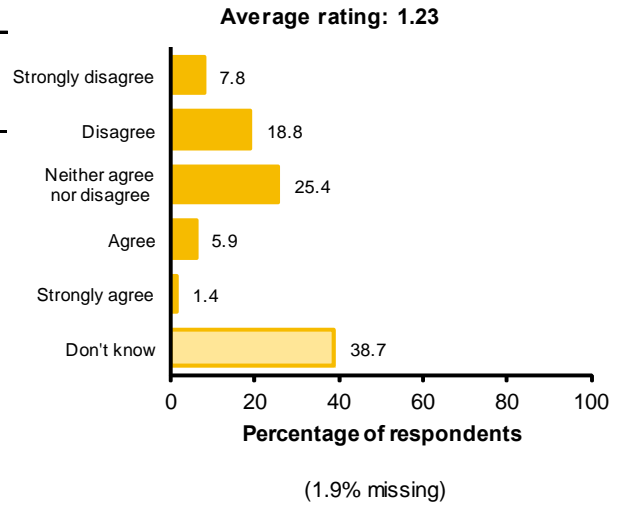
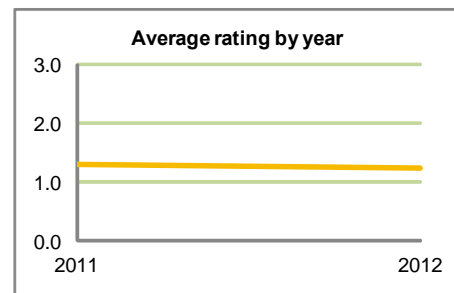


Table 31.8b. Borough Preparation for a Pandemic: Trends 2011–2012*

Question 31.8. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared for an outbreak of Pandemic (influenza) disease.

| Year | n | Percent responding | | | | | Average rating |
|------|-----|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 746 | 10.9 % | 28.0 % | 46.4 % | 12.1 % | 2.7 % | 1.30 |
| 2012 | 502 | 13.1 | 31.7 | 42.8 | 10.0 | 2.4 | 1.23 |

Percent change in average rating from 2011–2012: -5.4 %

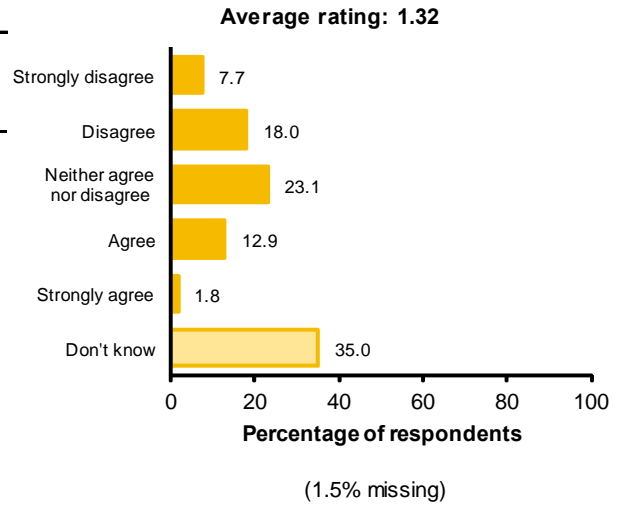


*This question was added to the survey in 2011.

Table 31.9a. Recovery of Borough from Widespread Disaster, 2012

Question 31.9. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared to recover from a widespread disaster.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 65 | 7.7 % | 0.00 | 12.1 % |
| Disagree | 152 | 18.0 | 1.00 | 28.4 |
| Neither agree nor disagree | 195 | 23.1 | 1.50 | 36.4 |
| Agree | 109 | 12.9 | 2.00 | 20.3 |
| Strongly agree | 15 | 1.8 | 3.00 | 2.8 |
| Don't know | 296 | 35.0 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |



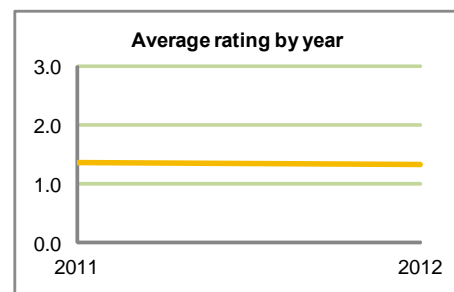
“The borough has done a disservice in adopting FEMA standards. It should be reorganized and restructured.”

Table 31.9b. Recovery of Borough from Widespread Disaster: Trends 2011–2012*

Question 31.9. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared to recover from a widespread disaster.

| Year | n | Percent responding | | | | | Average rating |
|------|-----|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 790 | 10.6 % | 22.5 % | 46.1 % | 18.6 % | 2.2 % | 1.35 |
| 2012 | 536 | 12.1 | 28.4 | 36.4 | 20.3 | 2.8 | 1.32 |

Percent change in average rating from 2011–2012: -2.2 %



*This question was added to the survey in 2011.

Part V.

Sample Characteristics



Intentionally left blank.

Sample Characteristics – Summary

More women than men returned questionnaires (53% female, 47% male, with 34 people declining to answer the gender question). The genders were more evenly balanced compared to previous years of the *Mat-Su Survey*. The majority of respondents were white (92%), with Alaska Natives and American Indians comprising about three percent of the sample. Close to six percent self-identified as being of Hispanic or Latino/a background or origin; this is a large increase from previous years, though the overall number of Hispanic or Latino/a respondents is still very low. The average age of respondents was 52 years old. Since 2008, the average age of survey takers has increased from 46 years old.

Most respondents were married (72%), and the typical household included between two and three people, but not quite one child. Families with children had an average of 1.6 of those children enrolled in Mat-Su Borough School District schools. The most typical level of education reported by respondents was “some college, no degree” (33%), while roughly equal numbers of respondents (19-20%) said they had a high school degree or equivalent or a bachelor’s degree. Consistent with previous years, about 12 percent of respondents had earned a graduate degree. About one-quarter (26%) of respondents reported a household income of less than \$50,000, and 23 percent had a household income of \$100,000 or more. Most were employed full time (44%) or retired (21%), and of those who answered the question, 69 percent commuted within the Mat-Su Borough, while 28 percent commuted either to the Anchorage Bowl, Eagle River or Chugiak.

Eighty-eight percent of survey respondents owned their own home, which is likely valued at \$200,000 or more, and only 13 percent had a second home outside the Borough. Eighty percent stated that their address is posted for emergency responders. This represents an overall increase of eight percent since 2008, when only 72 percent of survey takers reported visibly posting their street address.

The average respondent has lived in the Borough for just over 18 years; since 2008, length of residency has increased from 16 years. Respondents, on average, have lived in their current home for eleven years, though slightly over one-third (35%) have lived in their current home for five or fewer years. The overwhelming majority of respondents see themselves staying in the Borough for the long term (86%). Two-thirds of those who said they plan to leave expect to do so within the next five years.

Table 32a. Respondent Background — Age, 2012

Question 32. How old were you on your last birthday?

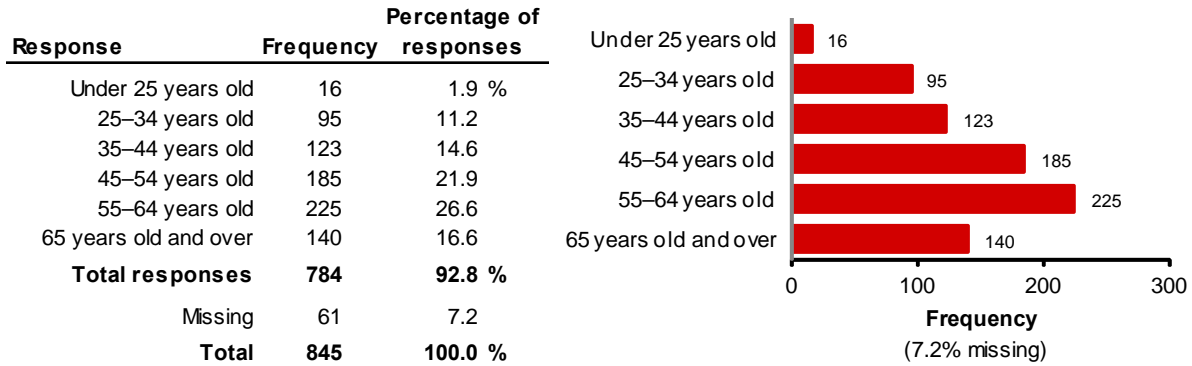


Table 32b. Respondent Background — Age: Trends 2008–2012

Question 32. How old were you on your last birthday?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average age</i> | <i>45.88 years</i> | <i>50.34 years</i> | <i>50.33 years</i> | <i>51.49 years</i> | <i>51.95 years</i> | 13.2 % |
| Under 25 years old | 8.8 % | 6.6 % | 1.9 % | 3.2 % | 1.9 % | -78.5 % |
| 25–34 years old | 14.0 | 12.0 | 14.2 | 12.7 | 11.2 | -19.7 |
| 35–44 years old | 18.1 | 17.7 | 17.0 | 16.6 | 14.6 | -19.6 |
| 45–54 years old | 25.7 | 25.4 | 26.8 | 22.7 | 21.9 | -14.8 |
| 55–64 years old | 21.8 | 23.8 | 25.1 | 24.0 | 26.6 | 22.1 |
| 65 years old and over | 11.6 | 14.5 | 14.9 | 20.8 | 16.6 | 42.8 |

Table 33a. Respondent Background — Gender, 2012

Question 33. What is your gender?

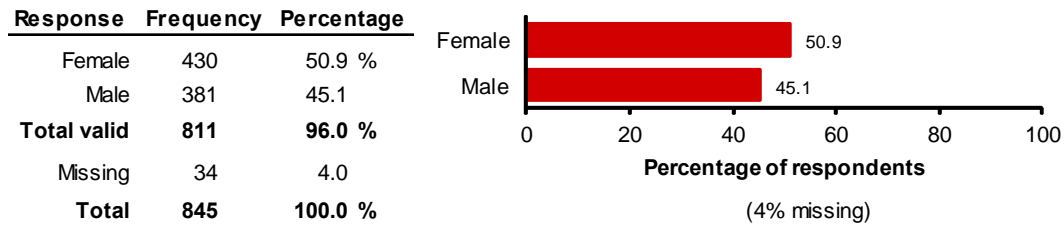


Table 33b. Respondent Background —Gender: Trends 2008–2012

Question 33. What is your gender?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|-----------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Female | 59.2 % | 58.7 % | 56.0 % | 57.7 % | 53.0 % | -10.5 % |
| Male | 40.8 | 41.3 | 44.0 | 42.3 | 47.0 | 15.2 |

Table 34a. Respondent Background — Marital Status, 2012

Question 34. What is your marital status?

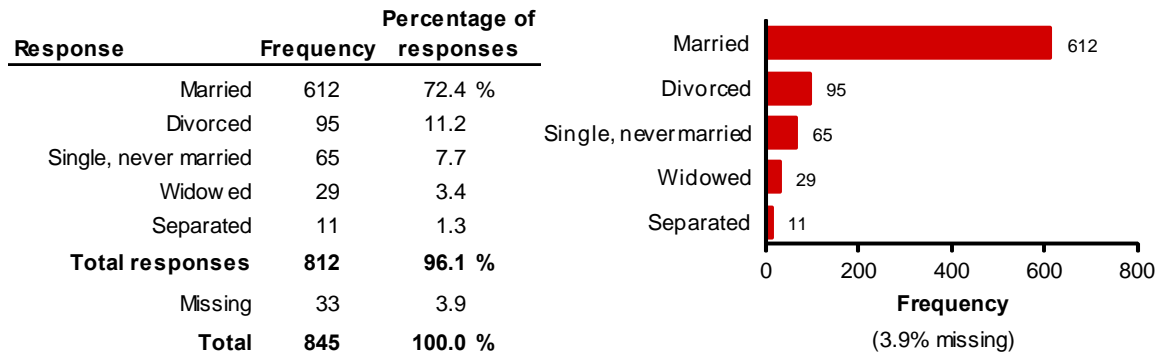


Table 34b. Respondent Background — Marital Status: Trends 2008–2012

Question 34. What is your marital status?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Married | 72.1 % | 76.0 % | 75.3 % | 73.4 % | 75.1 % | 4.2 % |
| Divorced | 12.8 | 12.0 | 10.8 | 11.3 | 11.7 | -8.6 |
| Single, never married | 9.1 | 7.5 | 7.6 | 8.9 | 8.0 | -12.1 |
| Widowed | 4.1 | 3.8 | 4.7 | 5.5 | 3.6 | -12.2 |
| Separated | 1.8 | 0.7 | 1.7 | 0.8 | 1.3 | -27.8 |

Table 35a. Respondent Background — Education, 2012

Question 35. What is your highest level of formal education?

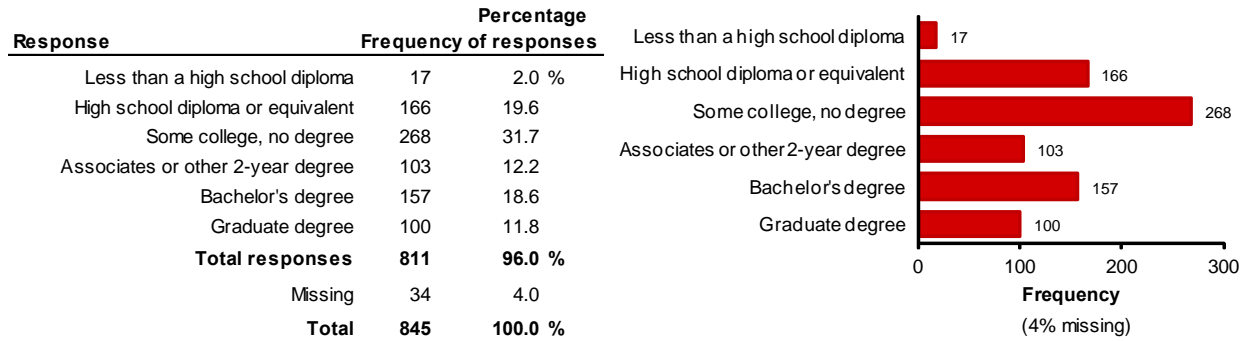


Table 35b. Respondent Background — Education: Trends 2008–2012

Question 35. What is your highest level of formal education?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------------------------|--------------------|-------|-------|-------|-------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Less than a high school diploma | 2.5 % | 2.2 % | 1.7 % | 3.2 % | 2.1 % | -16.0 % |
| High school diploma or equivalent | 20.6 | 18.7 | 20.4 | 19.0 | 20.5 | -0.5 |
| Some college, no degree | 35.9 | 35.1 | 30.1 | 33.3 | 33.0 | -8.1 |
| Associates or other 2-year degree | 13.0 | 13.0 | 13.8 | 12.1 | 12.7 | -2.3 |
| Bachelor's degree | 16.8 | 19.3 | 21.5 | 19.1 | 19.4 | 15.5 |
| Graduate degree | 11.2 | 11.6 | 12.5 | 13.2 | 12.3 | 9.8 |

Table 36a. Respondent Background — Hispanic or Latino/a Origin, 2012

Question 36. Are you of Hispanic or Latino/a background or origin ?

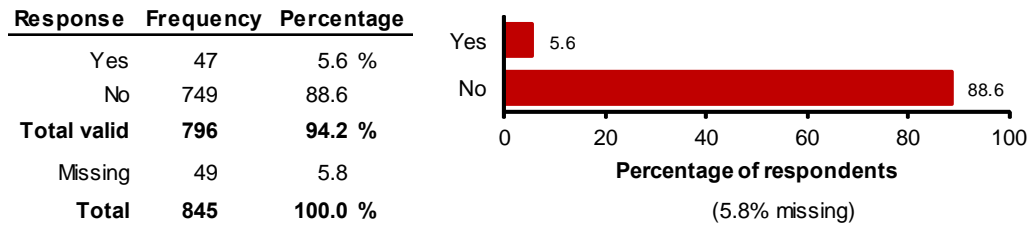


Table 36b. Respondent Background — Hispanic or Latino/a Origin: Trends 2008–2012

Question 36. Are you of Hispanic or Latino/a background or origin ?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|-------|-------|-------|-------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 4.4 % | 5.5 % | 2.9 % | 4.5 % | 5.9 % | 34.1 % † |
| No | 95.6 | 94.5 | 97.1 | 95.5 | 94.1 | -1.6 |

† Large changes should be interpreted with extreme caution because of the small base numbers.

Table 37a. Respondent Background — Race/Ethnicity, 2012

Question 37. What race or ethnicity would you say best describes you?

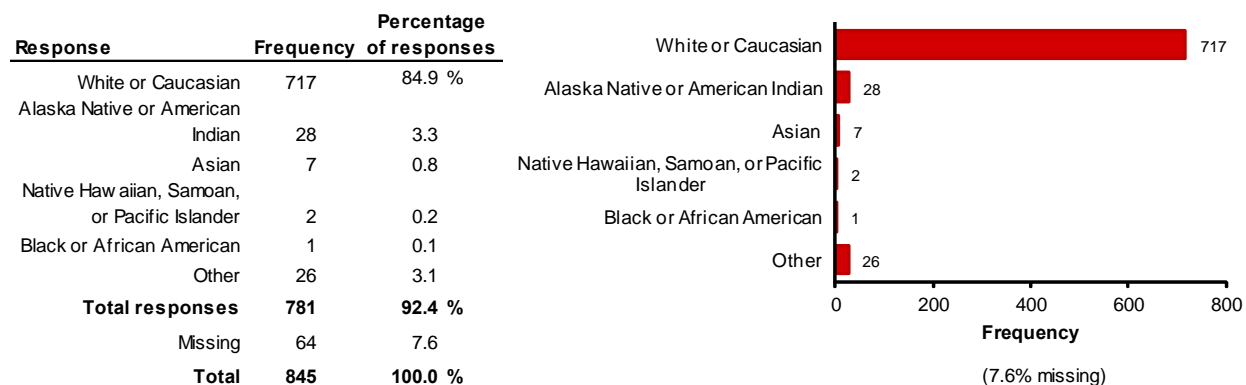


Table 37b. Respondent Background — Race/Ethnicity: Trends 2008–2011

Question 37. What race or ethnicity would you say best describes you?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--|--------------------|------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| White or Caucasian | 89.7 % | 90.2 | 90.3 % | 91.7 % | 91.8 % | 2.3 % |
| Alaska Native or American Indian | | | | | | |
| Indian | 5.1 | 3.5 | 4.4 | 3.6 | 3.6 | -29.4 † |
| Asian | 0.9 | 1.1 | 0.9 | 0.8 | 0.9 | 0.0 |
| Native Hawaiian, Samoan, or Pacific Islander | 0.4 | 0.3 | 0.2 | 0.2 | 0.3 | -25.0 † |
| Black or African American | 0.5 | 0.5 | 0.5 | 0.2 | 0.1 | -80.0 † |
| Other | 3.3 | 4.3 | 3.7 | 3.5 | 3.3 | 0.0 |

† Large changes should be interpreted with extreme caution because of the small base numbers.

Table 38a. Respondent Background — Household Income, 2012

Question 38. What is your best estimate of your total household income from last year?

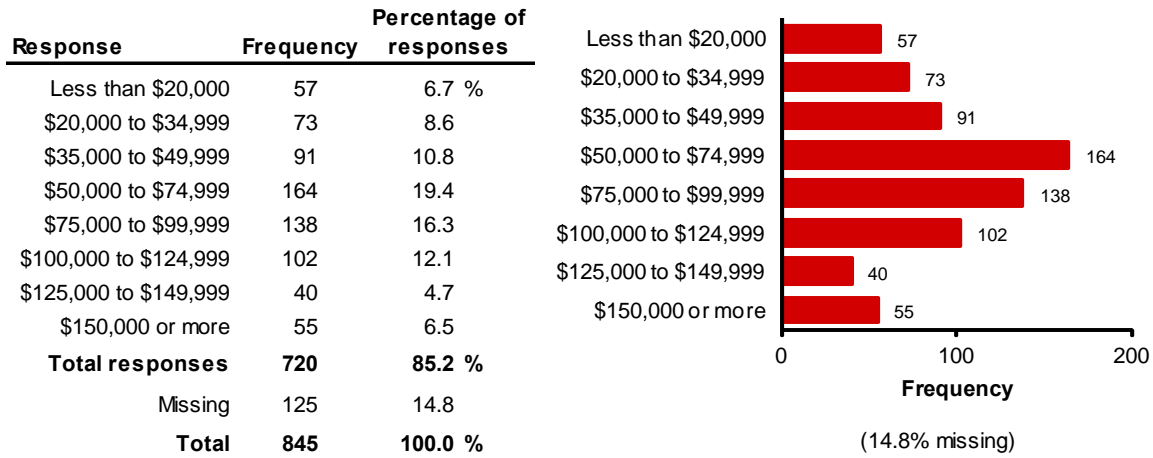


Table 38b. Respondent Background — Household Income: Trends 2008–2012

Question 38. What is your best estimate of your total household income from last year?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|------------------------|--------------------|-------|-------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Less than \$20,000 | 9.0 % | 7.7 % | 7.1 % | 11.4 % | 7.9 % | -12.2 % |
| \$20,000 to \$34,999 | 10.5 | 10.0 | 11.3 | 10.5 | 10.1 | -3.8 |
| \$35,000 to \$49,999 | 12.9 | 15.4 | 12.1 | 13.9 | 12.6 | -2.3 |
| \$50,000 to \$74,999 | 25.7 | 22.5 | 22.5 | 24.0 | 22.8 | -11.3 |
| \$75,000 to \$99,999 | 17.8 | 19.2 | 19.6 | 15.9 | 19.2 | 7.9 |
| \$100,000 or more | 24.2 | 25.2 | 27.3 | 24.4 | 27.4 | 13.2 |
| \$100,000 to \$124,999 | ----- | ----- | ----- | ----- | 14.2 % | ----- |
| \$125,000 to \$149,999 | ----- | ----- | ----- | ----- | 5.6 | ----- |
| \$150,000 or more | ----- | ----- | ----- | ----- | 7.6 | ----- |

Table 39a. Respondent Background — Number of People in Household, 2012

Question 39. Including yourself, how many people live in your household?

| Response | Frequency | Percentage of responses |
|------------------------|------------------|--------------------------------|
| 1 person | 106 | 12.5 % |
| 2 people | 347 | 41.1 |
| 3 people | 132 | 15.6 |
| 4 people | 119 | 14.1 |
| 5 people | 51 | 6.0 |
| 6 people | 28 | 3.3 |
| 7 people or more | 20 | 2.4 |
| Total responses | 803 | 95.0 % |
| Missing | 42 | 5.0 |
| Total | 845 | 100.0 % |



Table 39b. Respondent Background — Number of People in Household: Trends 2008–2012

Question 39. Including yourself, how many people live in your household?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|------------------|---------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>2.85 people</i> | <i>2.95 people</i> | <i>2.85 people</i> | <i>2.76 people</i> | <i>2.80 people</i> | <i>-1.8 %</i> |
| 1 person | 12.9 % | 12.2 % | 12.8 % | 15.2 % | 13.2 % | 2.3 % |
| 2 people | 40.8 | 42.1 | 40.3 | 43.2 | 43.2 | 5.9 |
| 3 people | 18.6 | 17.4 | 18.8 | 15.5 | 16.4 | -11.8 |
| 4 people | 14.3 | 13.7 | 16.1 | 13.1 | 14.8 | 3.5 |
| 5 people | 7.2 | 8.9 | 6.7 | 7.1 | 6.4 | -11.1 |
| 6 people | 3.7 | 3.5 | 2.9 | 3.7 | 3.5 | -5.4 |
| 7 people or more | 2.5 | 2.2 | 2.3 | 2.3 | 2.5 | 0.0 |

Table 40a. Respondent Background — Number of Minor Children in Household, 2012

Question 40. How many children under the age of 18 currently live in your home?

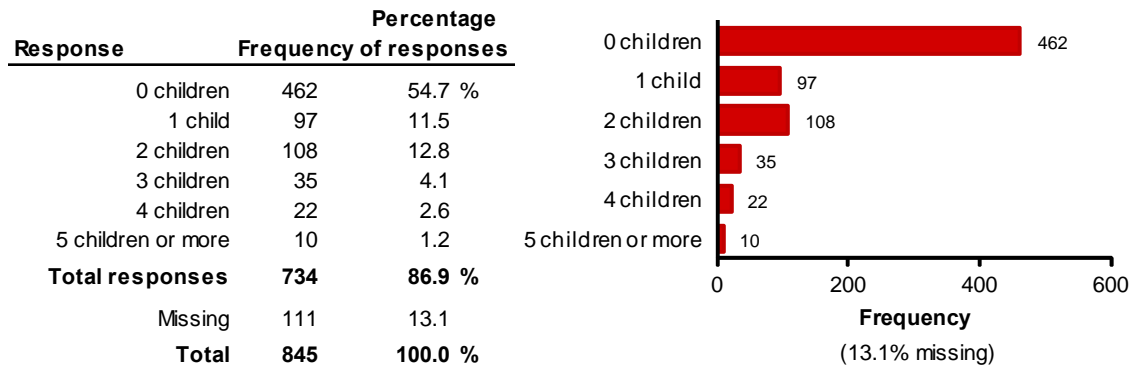


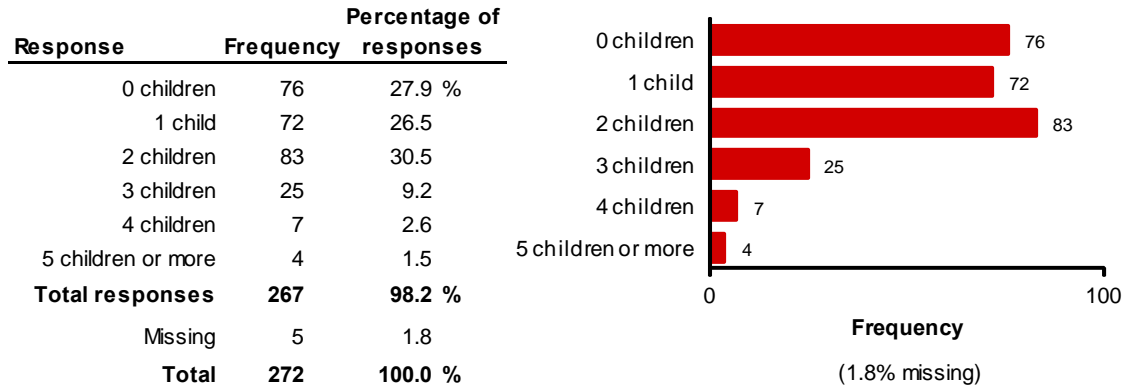
Table 40b. Respondent Background — Number of Minor Children in Household: Trends 2008–2012

Question 40. How many children under the age of 18 currently live in your home?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>0.83 children</i> | <i>0.77 children</i> | <i>0.75 children</i> | <i>0.71 children</i> | <i>0.77 children</i> | -7.2 % |
| 0 children | 60.1 % | 62.4 % | 62.7 % | 64.9 % | 62.9 % | 4.7 % |
| 1 child | 15.8 | 14.4 | 14.7 | 13.9 | 13.2 | -16.5 |
| 2 children | 13.4 | 12.3 | 14.2 | 12.1 | 14.7 | 9.7 |
| 3 children | 5.9 | 7.3 | 5.3 | 5.4 | 4.8 | -18.6 |
| 4 children | 2.8 | 2.6 | 1.3 | 2.4 | 3.0 | 7.1 |
| 5 children or more | 2.0 | 1.0 | 2.0 | 1.3 | 1.4 | -30.0 |

Table 41a. Respondent Background — Number of Children in Mat-Su Borough School District Schools, 2012

Question 41. How many of your children currently attend Mat-Su Borough School District schools?*



* Only the answers from respondents who reported having children under the age of 18 living in their homes (see Table 40a.) are included in this table.

Table 41b. Respondent Background — Number of Children in Mat-Su Borough School District Schools: Trends 2008–2012

Question 41. How many of your children currently attend Mat-Su Borough School District schools?*

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>1.35 children</i> | <i>1.35 children</i> | <i>1.32 children</i> | <i>1.29 children</i> | <i>1.60 children</i> | 18.5 % |
| 0 children | 29.5 % | 25.8 % | 27.6 % | 29.8 % | 28.5 % | -3.4 % |
| 1 child | 31.7 | 35.6 | 33.9 | 27.4 | 27.0 | -14.8 |
| 2 children | 22.6 | 23.1 | 24.8 | 31.1 | 31.1 | 37.6 |
| 3 children | 11.1 | 11.1 | 8.8 | 8.5 | 9.4 | -15.3 |
| 4 children | 2.7 | 3.0 | 3.4 | 2.1 | 2.6 | -3.7 |
| 5 children or more | 2.4 | 1.4 | 1.6 | 1.1 | 1.5 | -37.5 |

* Only the answers from respondents who reported having children under the age of 18 living in their homes (see Table 40a.) are included in this table.

Table 42a. Respondent Background — Employment Status, 2012

Question 42. Which of the following best describes your current *primary* employment status?

| Response | Frequency | Percentage of responses |
|----------------------------------|------------|-------------------------|
| Employed, full-time | 350 | 41.4 % |
| Retired | 168 | 19.9 |
| Self-employed, full-time | 87 | 10.3 |
| Employed, part-time | 69 | 8.2 |
| Full-time homemaker | 60 | 7.1 |
| Disabled, unable to work | 30 | 3.6 |
| Unemployed, looking for work | 20 | 2.4 |
| Unemployed, not looking for work | 12 | 1.4 |
| Full-time student | 8 | 0.9 |
| Total responses | 804 | 95.1 % |
| Missing | 41 | 4.9 |
| Total | 845 | 100.0 % |

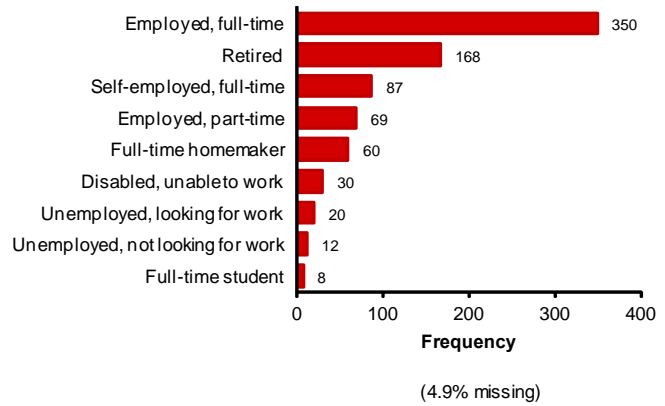


Table 42b. Respondent Background — Employment Status: Trends 2008–2012

Question 42. Which of the following best describes your current *primary* employment status?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------------------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Employed, full-time | 44.9 % | 43.6 % | 46.5 % | 41.0 % | 43.5 % | -3.1 % |
| Retired | 16.0 | 18.3 | 16.5 | 22.8 | 20.9 | 30.6 |
| Self-employed, full-time | 14.7 | 12.4 | 11.3 | 11.1 | 10.8 | -26.5 |
| Employed, part-time | 7.3 | 8.2 | 9.5 | 8.1 | 8.6 | 17.8 |
| Full-time homemaker | 9.1 | 8.6 | 7.5 | 9.2 | 7.5 | -17.6 |
| Disabled, unable to work | 3.8 | 3.2 | 3.5 | 3.4 | 3.7 | -2.6 |
| Unemployed, looking for work | 1.9 | 3.2 | 3.0 | 2.6 | 2.5 | 31.6 |
| Unemployed, not looking for work | 1.1 | 1.2 | 1.6 | 0.7 | 1.5 | 36.4 |
| Full-time student | 1.2 | 1.2 | 0.7 | 1.1 | 1.0 | -16.7 |

Table 43a. Respondent Background — Type of Employment, 2010-2012**Question 43a. If you are employed: What type of work do you do?*

| Response | Percent responding | | | Percent change from 2010–2012: |
|--|--------------------|----------------|----------------|-----------------------------------|
| | 2010 | 2011 | 2012 | |
| Education, Training, and Library Occupations | 4.7 % | 5.3 % | 5.4 % | 13.8 % |
| Construction Occupations | 5.1 | 3.5 | 5.0 | -1.8 |
| Community and Social Services Occupations | 1.3 | 1.9 | 3.7 | 185.9 |
| Office and Administrative Support Occupations | 3.9 | 5.1 | 3.7 | -4.7 |
| Transportation and Material Moving Occupations | 1.5 | 2.7 | 3.6 | 145.4 |
| Sales and Related Occupations | 4.1 | 4.1 | 3.1 | -23.6 |
| Personal Care and Service Occupations | 0.9 | 1.5 | 2.8 | 195.0 |
| Healthcare Support Occupations | 1.4 | 1.9 | 2.7 | 95.6 |
| Management Occupations | 3.8 | 2.0 | 2.7 | -28.9 |
| Business and Financial Operations Occupations | 2.6 | 3.4 | 2.5 | -3.4 |
| Healthcare Practitioners and Technical Occupations | 2.8 | 2.7 | 2.2 | -22.7 |
| Installation, Maintenance, and Repair Occupations | 1.8 | 2.0 | 2.2 | 21.4 |
| Computer and Mathematical Occupations | 0.3 | 0.9 | 1.9 | 634.0 |
| Extraction Occupations | 1.2 | 1.3 | 1.7 | 40.7 |
| Architecture and Engineering Occupations | 1.4 | 1.4 | 1.4 | 1.4 |
| Building and Grounds Cleaning and Maintenance Occupations | 0.9 | 0.9 | 1.4 | 47.5 |
| Protective Service Occupations | 1.3 | 1.8 | 1.1 | -15.0 |
| Life, Physical, and Social Science Occupations | 0.9 | 1.2 | 0.7 | -26.2 |
| Military Specific Occupations | 0.4 | 1.2 | 0.7 | 62.3 |
| Production Occupations | 1.0 | 1.6 | 0.7 | -32.4 |
| Farming, Fishing, and Forestry Occupations | 0.7 | 0.8 | 0.6 | -13.1 |
| Food Preparation and Serving Related Occupations | 1.2 | 1.4 | 0.6 | -50.3 |
| Arts, Design, Entertainment, Sports, and Media Occupations | 1.5 | 0.3 | 0.5 | -65.9 |
| Legal Occupations | 0.7 | 0.5 | 0.4 | -42.1 |
| Not enough information given by respondent to classify | 1.6 | 2.2 | 3.4 | 118.9 |
| Total responses | 47.0 % | 51.4 % | 54.7 % | |
| Missing | 53.0 | 48.6 | 45.3 | |
| Total | 100.0 % | 100.0 % | 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.

† Changes in this table should be interpreted with extreme caution because the base numbers are very small.

Table 43b. Respondent Background — Zip Code of Place of Employment, 2008-2012

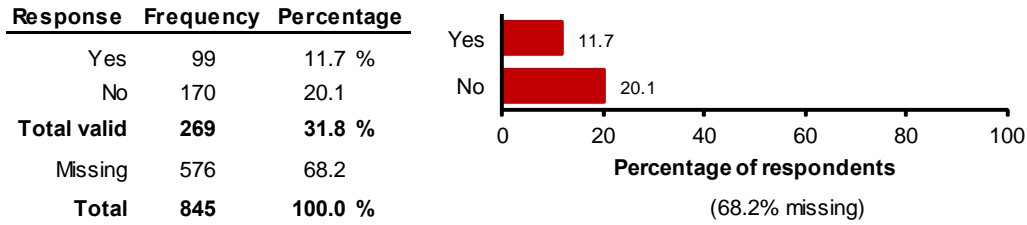
Question 43b. If you are employed: What is the zip code where you work?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-------------------------|--------------------|------------|------------|------------|------------|-----------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Mat-Su Borough | 72.6 % | 71.1 % | 66.5 % | 67.8 % | 68.7 % | -5.4 % |
| <i>Wasilla</i> | 41.0 | 34.5 | 34.5 | 29.1 | 41.2 | 0.5 |
| <i>Palmer</i> | 23.3 | 27.7 | 23.5 | 28.0 | 22.1 | -5.2 |
| <i>Willow</i> | 2.1 | 1.1 | 3.1 | 2.0 | 1.8 | -15.8 |
| <i>Big Lake</i> | 1.7 | 1.1 | 1.9 | 3.2 | 1.4 | -19.9 |
| <i>Talkeetna</i> | 3.1 | 3.2 | 3.1 | 3.7 | 0.7 | -77.5 † |
| <i>Sutton</i> | 0.6 | 1.5 | 0.0 | 0.9 | 0.5 | -14.2 |
| <i>Trapper Creek</i> | 0.0 | 1.1 | 0.0 | 0.0 | 0.5 | ----- |
| <i>Houston</i> | 0.0 | 0.9 | 0.0 | 0.9 | 0.5 | ----- |
| <i>Skwentna</i> | 0.4 | 0.0 | 0.0 | 0.0 | 0.0 | ----- |
| <i>Elsewhere in MSB</i> | 0.6 | 0.0 | 0.3 | 0.0 | 0.0 | ----- |
| Anchorage | 23.7 | 24.9 | 25.2 | 28.3 | 28.0 | 18.2 |
| Elsewhere in Alaska | 3.5 | 3.5 | 8.1 | 3.4 | 3.0 | -14.2 |
| Out of State | 0.0 | 0.2 | 0.2 | 0.5 | 0.5 | ----- |
| n | 781 | 538 | 757 | 534 | 439 | |

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

Table 44a. Respondent Background — Business Ownership, 2012

Question 44. If you are currently self-employed, do you own a business in the Mat-Su Borough?



**Table 44b. Respondent Background — Business Ownership:
Trends 2008–2012**

Question 44. If you are currently self-employed, do you own a business in the Mat-Su Borough?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|-----------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 36.6 % | 33.7 % | 30.6 % | 31.9 % | 36.8 % | 0.5 % |
| No | 63.4 | 66.3 | 69.4 | 68.1 | 63.2 | -0.3 |

Table 45a. Respondent Background — Home Ownership, 2012

Question 45. Do you own your home or do you rent?

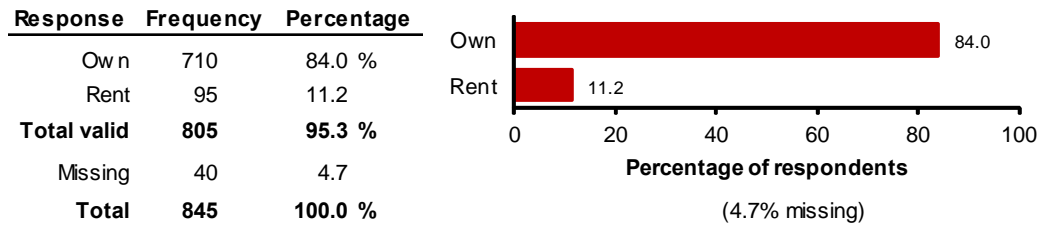


Table 45b. Respondent Background — Home Ownership: Trends 2008-2012

Question 45. Do you own your home or do you rent?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Own | 89.5 % | 92.0 % | 88.8 % | 88.7 % | 88.2 % | -1.5 % |
| Rent | 10.5 | 8.0 | 11.2 | 11.3 | 11.8 | 12.4 |

Table 46a. Respondent Background — Value of Home, 2012

Question 46. What is your best estimate of your home's current market value?

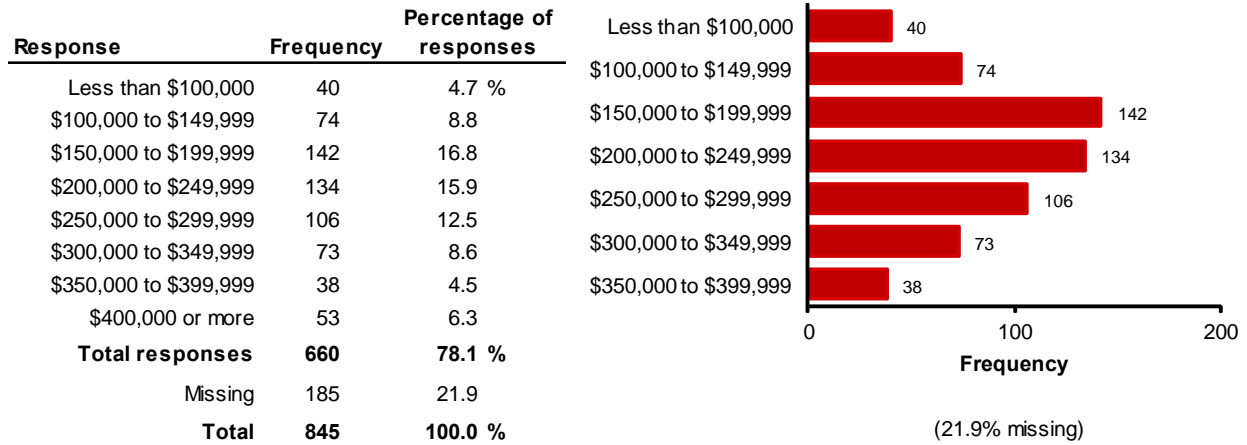


Table 46b. Respondent Background — Value of Home: Trends 2008–2012

Question 46. What is your best estimate of your home's current market value?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-------------------------|--------------------|-------|-------|-------|-------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Less than \$75,000* | 4.7 % | 5.8 % | 7.3 % | 5.3 % | ----- | ----- |
| Less than \$100,000 | | | | | 6.1 % | |
| \$75,000 to \$124,999* | 7.5 | 8.0 | 6.6 | 7.2 | ----- | ----- |
| \$100,000 to \$149,000 | | | | | 11.2 | |
| \$125,000 to \$199,999 | 29.2 | 27.1 | 28.4 | 27.7 | ----- | ----- |
| \$150,000 to \$199,999* | | | | | 21.5 | |
| \$200,000 to \$299,999* | 36.0 | 37.2 | 36.8 | 35.5 | 36.4 | 1.1 % |
| \$200,000 to \$249,999 | | | | | 20.3 | |
| \$250,000 to \$299,999 | | | | | 16.1 | |
| \$300,000 or more* | 22.7 | 21.9 | 20.9 | 24.3 | 24.9 | 9.7 |
| \$300,000 to \$349,999 | | | | | 11.1 | |
| \$350,000 to \$399,999 | | | | | 5.8 | |
| \$400,000 or more | | | | | 8.0 | |

* These categories for home value were created when the survey was first administered in 2006. They have been modified and expanded to better measure home values at the high end of the scale.

Table 47a. Respondent Background — Posting of Residential Address for First Responders, 2012

Question 47. 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?

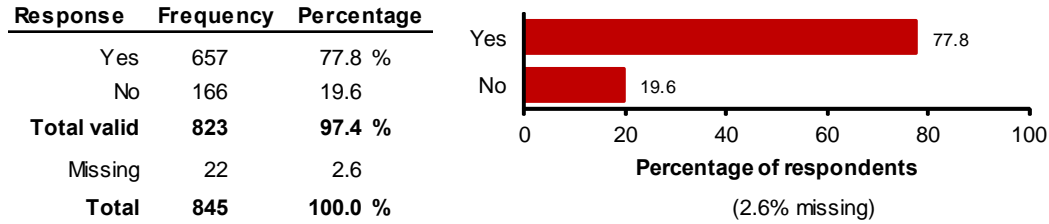


Table 47b. Respondent Background — Posting of Residential Address for First Responders: Trends 2008–2012

Question 47. 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 | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 71.7 % | 75.9 % | 77.6 % | 77.3 % | 79.8 % | 11.3 % |
| No | 28.3 | 24.1 | 22.4 | 22.7 | 20.2 | -28.6 |

Table 48a. Respondent Background — Condominium Residence, 2012

Question 48. Do you live in a condominium?

| Response | Frequency | Percentage |
|--------------------|------------------|-------------------|
| Yes | 11 | 1.3 % |
| No | 810 | 95.9 |
| Total valid | 821 | 97.2 % |
| Missing | 24 | 2.8 |
| Total | 845 | 100.0 % |

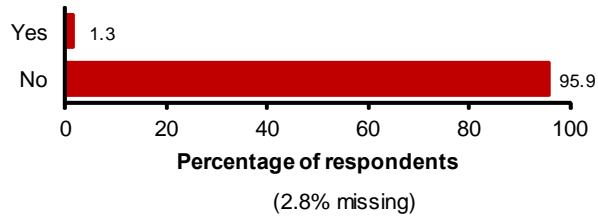


Table 48b. Respondent Background — Condominium Residence: Trends 2008–2012

Question 48. Do you live in a condominium?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------|---------------------------|-------|-------|-------|-------|---------------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 1.2 % | 1.7 % | 1.3 % | 1.4 % | 1.3 % | 8.3 % |
| No | 98.8 | 98.3 | 98.7 | 98.6 | 98.7 | -0.1 |

Table 49a. Respondent Background — Second Home Outside Borough, 2012

Question 49. Do you currently have a second home outside the Mat-Su Borough?

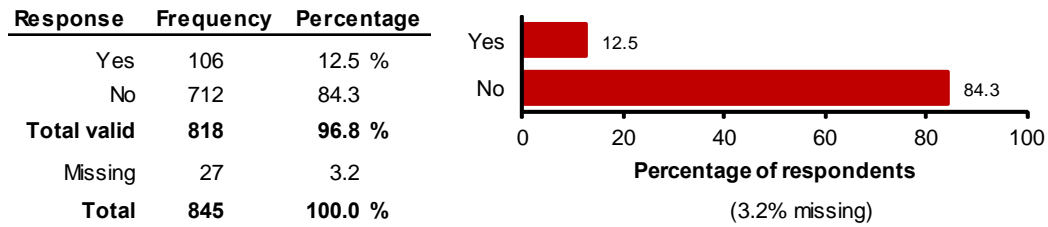


Table 49b. Respondent Background — Second Home Outside Borough: Trends 2008–2012

Question 49. Do you currently have a second home outside the Mat-Su Borough?

| Response | 2008 | Percent responding | | | | 2012 | Percent change from 2008–2012: |
|----------|--------|--------------------|--------|--------|--------|-------|--------------------------------|
| | | 2009 | 2010 | 2011 | | | |
| Yes | 12.0 % | 10.7 % | 13.4 % | 11.7 % | 13.0 % | 8.3 % | |
| No | 88.0 | 89.3 | 86.6 | 88.3 | 87.0 | -1.1 | |

Table 50a. Respondent Background — Long-term Residence in Borough, 2012

Question 50. Do you see yourself staying in the Mat-Su Borough for the long term?

| Response | Frequency | Percentage |
|--------------------|------------------|-------------------|
| Yes | 704 | 83.3 % |
| No | 112 | 13.3 |
| Total valid | 816 | 96.6 % |
| Missing | 29 | 3.4 |
| Total | 845 | 100.0 % |

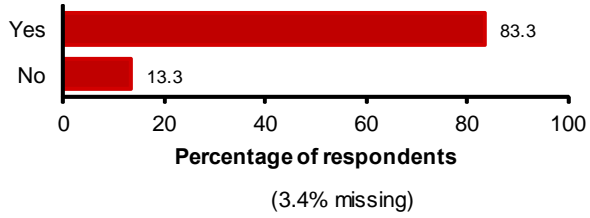


Table 50b. Respondent Background — Long-term Residence in Borough: Trends 2008–2012

Question 50. Do you see yourself staying in the Mat-Su Borough for the long term?

| Response | 2008 | Percent responding | | | | 2012 | Percent change from 2008–2012: |
|-----------------|--------|---------------------------|--------|--------|--------|-------|---------------------------------------|
| | | 2009 | 2010 | 2011 | | | |
| Yes | 84.9 % | 87.1 % | 84.2 % | 84.3 % | 86.3 % | 1.6 % | |
| No | 15.1 | 12.9 | 15.8 | 15.7 | 13.7 | -9.3 | |

Table 51a. Respondent Background — Future Plans to Leave Borough, 2012

Question 51. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

| Response | Frequency | Percentage |
|--------------------|------------|----------------|
| Yes | 163 | 19.3 % |
| No | 640 | 75.7 |
| Total valid | 803 | 95.0 % |
| Missing | 42 | 5.0 |
| Total | 845 | 100.0 % |

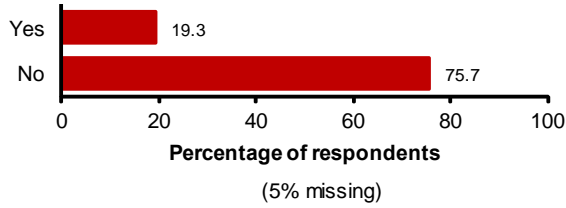


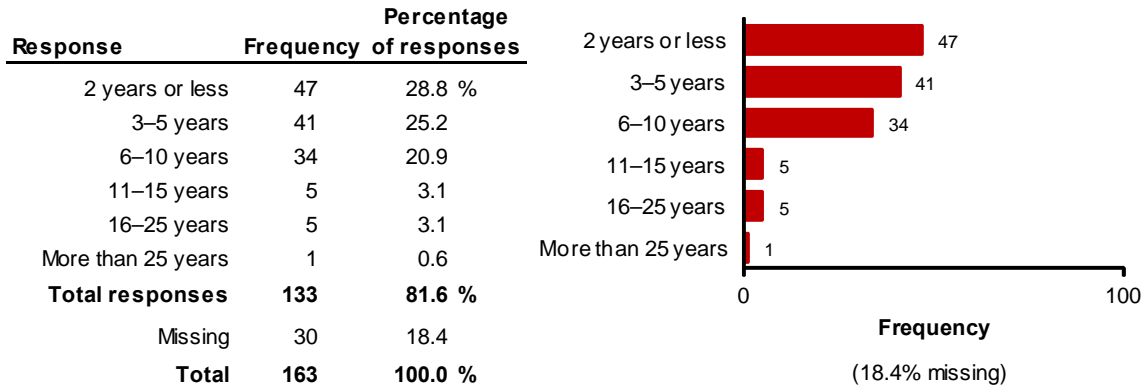
Table 51b. Respondent Background — Future Plans to Leave Borough: Trends 2008–2012

Question 51. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 20.2 % | 20.1 % | 22.6 % | 22.8 % | 20.3 % | 0.5 % |
| No | 79.8 | 79.9 | 77.4 | 77.2 | 79.7 | -0.1 |

Table 52a. Respondent Background — Time before Leaving Mat-Su, 2012

*Question 52. 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 163 respondents who indicated they plan to leave the Mat-Su Borough in the foreseeable future (see Table 51a.) are included here.

Table 52b. Respondent Background — Time before Leaving Mat-Su: Trends 2008–2012

*Question 52. If you do see yourself leaving, how many more years do you expect to live in the Mat-Su Borough before you leave?**

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|--------------------|------------------|------------------|------------------|------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>4.9 years</i> | <i>5.1 years</i> | <i>5.4 years</i> | <i>5.0 years</i> | <i>5.4 years</i> | <i>10.2 %</i> |
| 2 years or less | 33.5 % | 38.6 % | 37.4 % | 34.3 % | 35.3 % | 5.4 % |
| 3–5 years | 39.9 | 37.3 | 32.2 | 34.3 | 30.8 | -22.8 |
| 6–10 years | 19.7 | 19.1 | 22.2 | 26.2 | 25.6 | 29.9 |
| 11–15 years | 5.2 | 2.1 | 5.8 | 3.3 | 3.8 | -26.9 |
| 16–25 years | 1.8 | 2.1 | 1.2 | 1.4 | 3.8 | 111.1 |
| More than 25 years | 0.0 | 0.8 | 1.2 | 0.5 | 0.8 | ----- |

* Only the answers from respondents who indicated they plan to leave the Mat-Su Borough in the foreseeable future (see Table 51a.) are included here.

Table 53a. Respondent Background — Time Lived in Mat-Su, 2012

Question 53. How many years have you lived in the Mat-Su Borough?

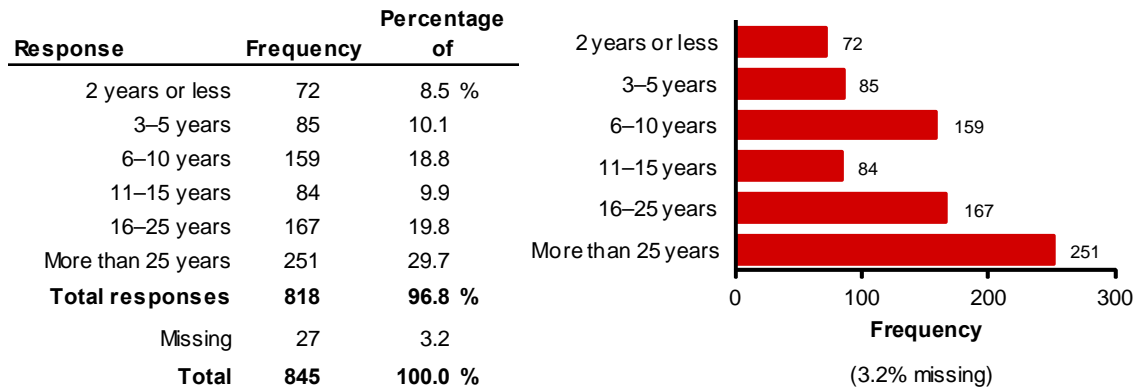


Table 53b. Respondent Background — Time Lived in Mat-Su: Trends 2008–2012

Question 53. How many years have you lived in the Mat-Su Borough?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|---------------------------|-------------------|-------------------|-------------------|-------------------|---------------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>15.9 years</i> | <i>16.4 years</i> | <i>16.9 years</i> | <i>17.2 years</i> | <i>18.4 years</i> | <i>15.7 %</i> |
| 2 years or less | 10.0 % | 8.8 % | 7.6 % | 6.3 % | 8.8 % | -12.0 % |
| 3–5 years | 15.2 | 16.2 | 16.5 | 13.5 | 10.4 | -31.6 |
| 6–10 years | 17.7 | 18.5 | 19.5 | 21.2 | 19.4 | 9.6 |
| 11–15 years | 12.1 | 11.4 | 10.6 | 11.8 | 10.3 | -14.9 |
| 16–25 years | 24.3 | 21.0 | 15.5 | 20.4 | 20.4 | -16.0 |
| More than 25 years | 20.7 | 24.0 | 30.3 | 20.9 | 30.7 | 48.3 |

Table 54a. Respondent Background — Length of Residence in Current Home, 2012

Question 54. When did you move to your current home? (Please provide year and month, if known)

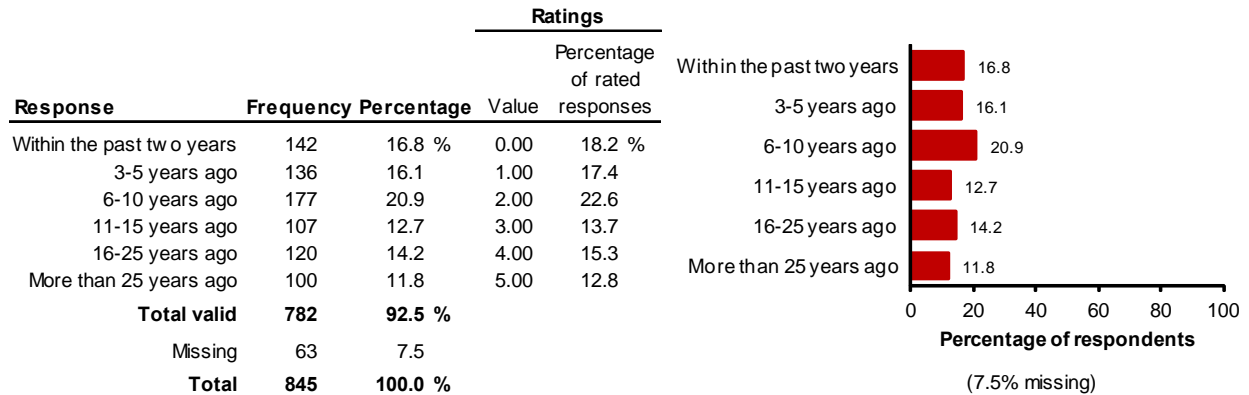


Table 54b. Respondent Background — Length of Residence in Current Home: Trends 2008–2012

Question 54. When did you move to your current home?
(Please provide year and month, if known)

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|---------------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average year</i> | 1998 | 1998 | 1999 | 2000 | 2000 | |
| Within the past two years | 20.1 % | 15.9 % | 16.5 % | 12.0 % | 18.2 % | -9.7 % |
| 3-5 years ago | 27.3 | 25.9 | 24.5 | 19.3 | 17.4 | -36.3 |
| 6-10 years ago | 21.2 | 22.3 | 22.7 | 27.0 | 22.6 | 6.8 |
| 11-15 years ago | 10.3 | 13.4 | 13.5 | 15.5 | 13.7 | 32.8 |
| 16-25 years ago | 14.7 | 11.8 | 12.5 | 15.1 | 15.3 | 4.4 |
| More than 25 years ago | 6.5 | 10.8 | 10.4 | 11.0 | 12.8 | 96.7 |



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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. Tables shown in the following section of this report include results from previous years' derived importance-performance analyses. Graphs displaying the key drivers of satisfaction (Figure A) and derived importance (Figure B) only include data from 2012.

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 2012 was .430 (for “Commercial Lighting”). This was converted to 100 by dividing the coefficient by itself and multiplying by 100: e.g., $(.430/.430)*100 = 1*100 = 100$. Another predictor variable, let’s say “Ambulance,” had a partial correlation coefficient of -.112. Using the calculation described above, the standardized score in this case is -26.0: e.g., $(-.112/.430)*100 = -0.260*100 = -26.0$.

Variables Used in the Analysis

Criterion variable

Your overall rating of Borough services (Q. 6.5)

Predictor variables

Ratings of

- Fire Department Services (Q. 1.1)
- Ambulance Services (Q. 1.2)
- Roadway Maintenance Services (Q. 2.1)
- Snowplow Services (Q. 2.2)
- Library Services (Q. 3.1)
- Elementary Schools (Q. 3.2)
- Middle Schools (Q. 3.3)
- High Schools (Q. 3.4)
- Community Enhancement Programs (Q. 3.5)
- Wasilla Swimming Pool (Q. 4.1)
- Palmer Swimming Pool (Q. 4.2)
- Brett Memorial Ice Arena (Q. 4.3)

-
- Athletic Fields (Q. 4.4)
 - Recycling Services (Q. 5.1)
 - Central Landfill Services (Q. 5.2)
 - Animal Care & Regulation Services (Q. 6.1)
 - Code/Zoning Enforcement Services (Q. 6.2)
 - Permitting Center (Q. 6.3)
 - Dissemination of News and Information by the Borough Government (Q. 6.4)
 - Regulation of noise (Q. 28.1)
 - Regulation of signs and billboards (Q 28.2)
 - Regulation of commercial lighting (Q 28.3)
 - Regulation of natural resource extraction (Q 28.4)
 - Regulation of private airstrips (Q 28.5)

Measuring Performance

Most of 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.” Questions asking about whether the Borough is doing a good job of regulating land use effects (Q. 28) used a five-point scale ranging from “strongly disagree” to “strongly agree.” The numeric values assigned to the responses were 0 for “strongly disagree,” 1 for “disagree,” 1.5 for “neither agree nor disagree,” 2 for “agree,” and 3 for “strongly agree.” 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.

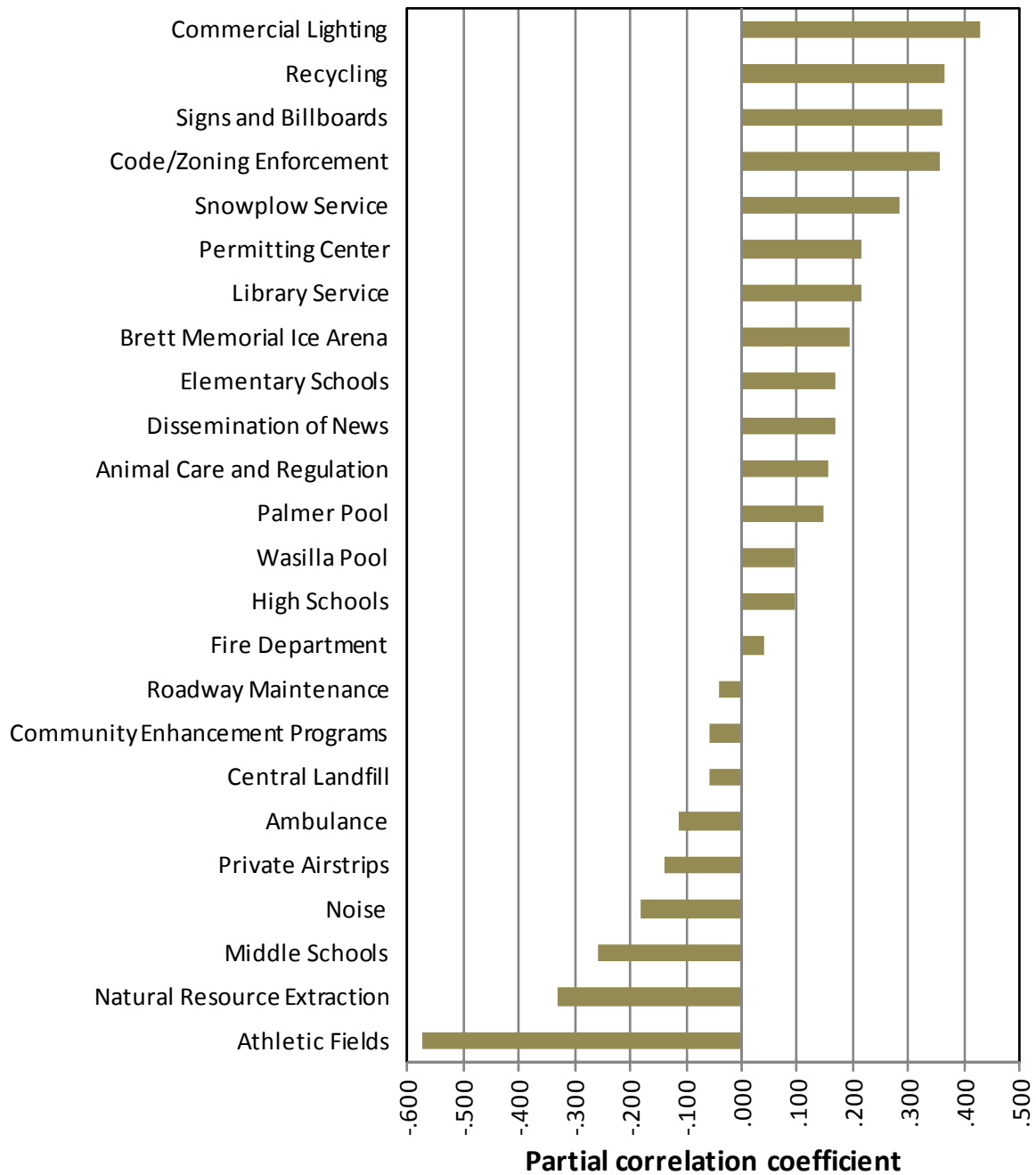
Results

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 2012. 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 regulation of "Commercial Lighting" with a coefficient of .430. This indicates a moderately strong and positive relationship between "Commercial Lighting" and overall ratings of Borough services. People who were satisfied with the job the Borough is doing on the regulation of the effects of commercial lighting also tended to be satisfied with Borough services overall. On the other hand, "Athletic Fields" had a partial correlation coefficient of -.573, which suggests a strong and negative relationship. People who rated "Athletic Fields" highly tended to rate overall Borough services poorly, while respondents who rated "Athletic Fields" poorly tended to have a high rating for 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, or side axis, the more it is a driver of satisfaction.

Figure A. Key Drivers of Satisfaction, 2012



Performance Measures

Table 55 shows the performance measures for the predictor variables for the years 2008 through 2012, sorted by the values for 2012. 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. Since 2006, “Ambulance Services” has been the highest-rated service by respondents; this continued in 2012 with a score of 81.3, itself a slight increase from 2011. Regulation of “Natural Resource Extraction” remained the lowest-rated service with a score of 46.6; all the variables associated with the new questions first asked in 2011 concerning satisfaction with the regulation of various land use effects scored low on the performance measure. Considering the variables that have been measured in all years from 2008-2012, “Code/Zoning Enforcement,” after seeing an increase in ratings in 2011, dropped back to the bottom of the list. “Dissemination of News” continues to have a very low performance score, although it has also shown a gradual increase over the past five years. “Recycling” was the lowest-rated service in 2008, and while it is still among the lowest-rated services in 2012, its rating score has increased from 45.1 percent to 58.6 percent.

The general pattern is little change in the relative rankings of services over the five years shown in Table 55, and either improvement or insignificant levels of negative change in ratings for each service.

Table 55. Performance Measures, 2008-2012

| Service | Performance | | | | |
|--------------------------------|--------------------|-------------|-------------|-------------|-------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 |
| Ambulance Services | 78.2 | 79.3 | 81.6 | 80.9 | 81.3 |
| Fire Department Services | 76.6 | 77.3 | 78.6 | 78.6 | 80.6 |
| Central Landfill | 70.6 | 74.3 | 74.6 | 75.9 | 75.9 |
| Library Service | 74.1 | 74.3 | 72.9 | 73.9 | 74.9 |
| Brett Memorial Ice Arena | 72.7 | 74.7 | 74.9 | 72.6 | 72.3 |
| Elementary Schools | 71.4 | 74.0 | 73.9 | 71.6 | 72.3 |
| Palmer Swimming Pool | 70.9 | 72.3 | 73.3 | 70.9 | 70.6 |
| Athletic Fields | 69.6 | 69.7 | 70.3 | 68.6 | 70.6 |
| Wasilla Swimming Pool | 69.1 | 69.0 | 68.6 | 68.9 | 68.9 |
| Middle Schools | 65.3 | 68.7 | 68.6 | 66.6 | 68.9 |
| High Schools | 62.8 | 67.7 | 67.9 | 64.9 | 67.9 |
| Animal Care and Regulation | 58.5 | 64.0 | 63.6 | 65.6 | 66.9 |
| Snowplow Service | 60.5 | 63.3 | 65.9 | 65.3 | 65.3 |
| Roadway Maintenance | 54.3 | 59.3 | 62.6 | 60.9 | 61.6 |
| Community Enhancement Programs | 55.3 | 57.3 | 55.3 | 55.9 | 60.3 |
| Permitting Center | ----- | ----- | ----- | 55.6 | 59.3 |
| Recycling | 45.1 | 53.7 | 53.3 | 58.3 | 58.6 |
| Signs and Billboards | ----- | ----- | ----- | 58.9 | 57.3 |
| Private Airstrips | ----- | ----- | ----- | 55.6 | 55.3 |
| Commercial Lighting | ----- | ----- | ----- | 48.6 | 55.3 |
| Dissemination of News | 49.5 | 50.7 | 50.0 | 50.3 | 53.9 |
| Noise | ----- | ----- | ----- | 51.9 | 51.9 |
| Code/Zoning Enforcement | 47.9 | 49.0 | 48.3 | 56.9 | 47.6 |
| Natural Resource Extraction | ----- | ----- | ----- | 47.6 | 46.6 |

Combining Derived Importance and Performance

Figure B brings together the derived importance and performance measures in a graph that plots each of the twenty-four 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 31.9 and 64.3 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 56 shows which quadrant each Borough service fell into during 2008 to 2012. Services are sorted by their locations in quadrants in 2012. Over the five years shown in the table, there has been a fair amount of movement of services to different quadrants. Of

particular note are those that moved from Quadrant IV to Quadrant I—“Animal Care and Regulation” and “Snowplow Service.” This indicates a shift from a quadrant containing services residents think are important but rate below average, to a quadrant with services that are considered important and rated above average.

Some services (those predominantly located in Quadrants I and II) have generally been consistently rated highly, but there has been some variation in the extent to which they are seen as important. These services include elementary, middle, and high schools; both Palmer and Wasilla libraries; emergency services; central landfill, and recreational facilities.

Services that are not highly correlated with overall satisfaction and also rated below average are found in Quadrant III. These include regulation of noise, private airstrips, and natural resource extraction; “Community Enhancement Programs;” and “Roadway Maintenance.” Focusing efforts here is not expected to increase the average overall rating of Borough services.

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. Included in this category are “Dissemination of News” (which has not moved from this category in five years) and three additions to the 2011 survey, “Permitting Center” and regulation of commercial lighting and signs and billboards.

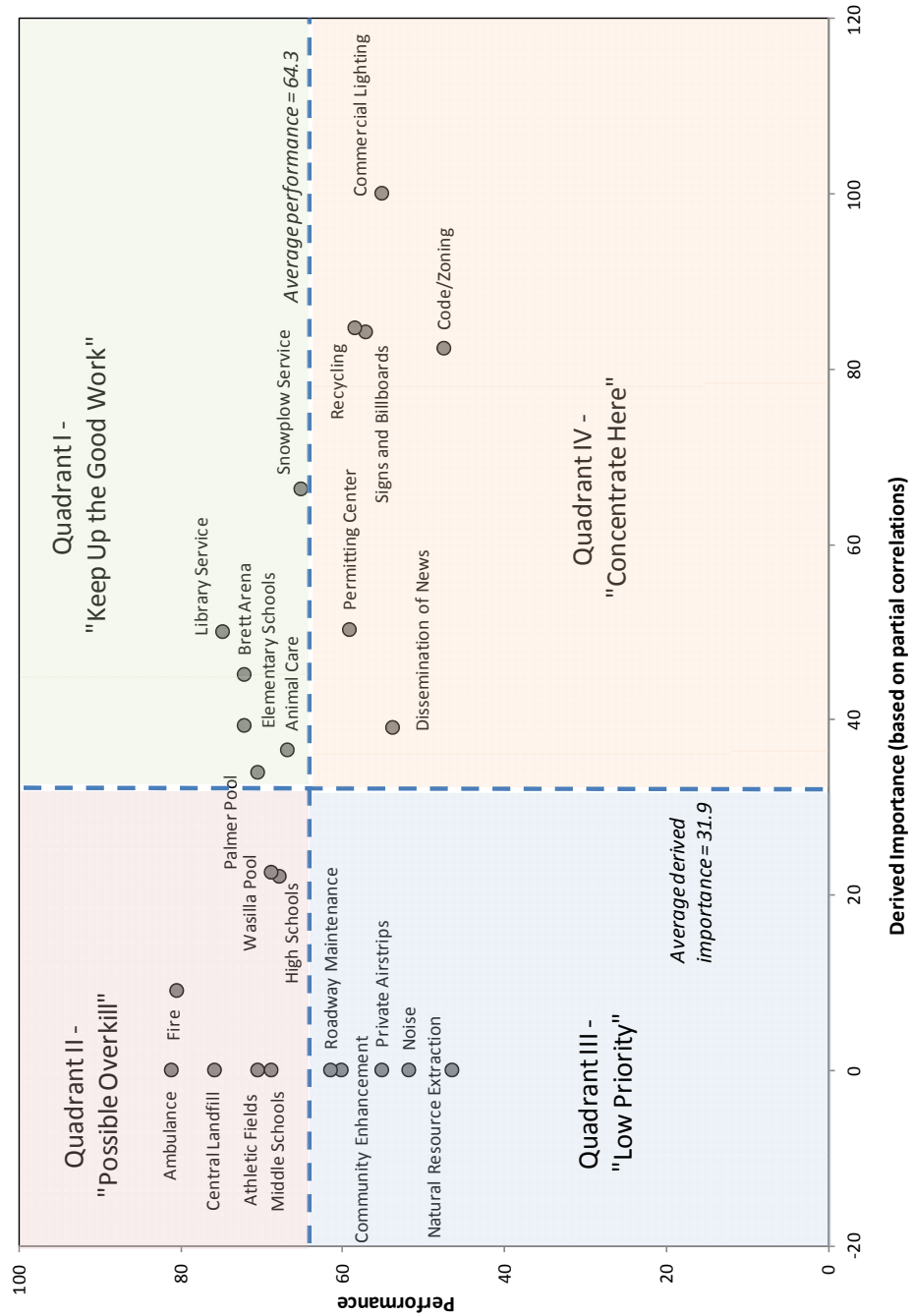
“Community Enhancement Programs” and “Code/Zoning Enforcement,” after being located fairly consistently in Quadrant IV from 2007-2010, moved to Quadrant III, indicating that residents’ level of satisfaction with these services is not as strongly associated with their level of overall satisfaction with Borough services. Satisfaction with “Snowplow Service” increased last year; it is now rated above the average rating for the first time since 2007. Similarly, “Animal Care and Regulation,” previously rated below the average rating, moved in 2011 to above the average rating, and is also the second-highest scoring service on the derived

importance measure. People who are satisfied with “Animal Care and Regulation” also tend to be satisfied overall with Borough services.

Table 56. Location of Services within Quadrants, 2008-2012

| Service | Quadrant | | | | |
|--------------------------------|----------|------|------|------|------|
| | 2008 | 2009 | 2010 | 2011 | 2012 |
| Animal Care and Regulation | III | IV | III | I | I |
| Elementary Schools | II | I | II | II | I |
| Palmer Pool | I | II | II | II | I |
| Library Service | II | II | II | II | I |
| Brett Memorial Ice Arena | II | III | II | II | I |
| Snowplow Service | IV | IV | III | II | I |
| Fire Department | II | II | I | I | II |
| Central Landfill | I | I | II | I | II |
| High Schools | III | II | II | I | II |
| Middle Schools | I | II | I | II | II |
| Wasilla Pool | II | I | II | II | II |
| Ambulance | II | I | II | II | II |
| Athletic Fields | II | III | II | II | II |
| Noise | --- | --- | --- | III | III |
| Private Airstrips | --- | --- | --- | III | III |
| Natural Resource Extraction | --- | --- | --- | III | III |
| Recycling | IV | II | III | III | III |
| Community Enhancement Programs | III | IV | IV | III | III |
| Roadway Maintenance | III | II | IV | IV | III |
| Signs and Billboards | --- | --- | --- | III | IV |
| Code/Zoning Enforcement | IV | IV | IV | III | IV |
| Commercial Lighting | --- | --- | --- | IV | IV |
| Permitting Center | --- | --- | --- | IV | IV |
| Dissemination of News | IV | IV | IV | IV | IV |

Figure B. Derived Importance, Overall Rating of Borough Services, 2012





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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. Thirty-seven percent of respondents wrote comments on the last page of the survey (or entered them into the available text field at the end of the on-line version 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 in line with those in the questionnaire: emergency services; road maintenance services; education; recreational and public facilities; quality of life; satisfaction with interaction with the Borough government; taxation policy; zoning and land use (including traffic, water quality, and land use conflicts); regulation of land use effects; economic development; and comments about the survey itself. Comments included here have been edited for spelling and grammar.

Emergency Services and Public Safety

The Mat-Su Borough Community Survey asked respondents to evaluate fire department and ambulance services. Respondents generally thought highly of these emergency services, recommended that personnel in these fields be paid more, and wanted higher service levels, especially in the rural areas of the Borough.

The Alaska State Troopers have policing responsibility for much of the Borough; the larger communities of Wasilla and Palmer have their own municipal police departments. The survey did not include any questions about satisfaction with policing services because the Borough government does not provide policing. Yet respondents offered mixed comments about policing, with several asking for more Alaska State Troopers in their area.

Fire Protection and Emergency Medical Services

- I have enjoyed living in the Palmer area and am very thankful to the fire department as they saved our home in a serious house fire.
- Central Fire department does a great job! They save me over \$400/year on insurance costs since they got a better ISO rating.
- Be more supportive of the Houston Fire Department. The HFD responds to District 2 mutual-aid calls and even Central has requested for the department to respond or stand by. HFD always has an excellent response to the calls. I encourage you to check out the numbers. I would like to see the Mat-Su Borough have a better relationship with HFD.
- The Borough could provide better incentives for firefighters and ambulance by giving them a break on their property taxes like other places do. And for people who provide life- and property-saving services, the health insurance they are offered is very poor.

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- The Firemen/Rescue staff should get paid more than the life guards at the pools. They risk their lives daily.
 - I do believe that Emergency Responders are underpaid.
 - Ambulance service is the luck of the draw depending on the crew. I know this because I was a volunteer EMT for nearly three years – and the hospital is still known as “Death Valley.”
 - I have always said that living out of the cities and needing an emergency service really required that you are able to solve the problem yourself as it takes too long for emergency services to make a speedy arrival.
 - We have no fire service that is remotely reliable and the nearest ambulance is 15 miles away
 - We need better fire protection, more mini stations.
 - We need a full- time fire and EMS service. Having been a full time paramedic in southern California and Oregon and having some familiarity with the current EMS/Fire service, this is an area that requires improvement.
 - I live in the country between Palmer and Wasilla and the fireworks in the summer scare the hell out of me. (forest fires)
 - The borough should consider an incentive discount on property tax for people who have a home sprinkler system and maintain it. This would come off the FSA mill rate on the improvements portion of the property value. It could be pro-rated or a flat rate discount. The fire department will spend less money on people with sprinklers.

Law Enforcement

- More State Troopers
- More troopers!!
- Larger police coverage
- More local police and well paid!
- Increase law enforcement presence in the core area
- We need a local police presence or local trooper to catch drug dealers.
- My house was robbed and the state troopers are incompetent on many levels. We need more and better state troopers and Palmer police. My ex-husband was talking to our children about how to kill a “person” during a time we were going through court proceedings. I was told by the Palmer Police that they weren’t going to do anything about it because my ex-husband didn’t specify “killing me.” I could go on and on about this issue but I don’t have the time or energy just note that my case at the Palmer court house is up to at least 6 volumes with more than 90 motions. Needless to say, I have a gun and I know how to use it.

- Less money should be spent of law enforcement. Too many officers to the ratio of civilians. We don't have large crime.
- I think police officers should not park on sidewalks and radar people as they drive. Sidewalks are made for people to walk on not to sit and waste our money.
- Pass a law requiring all bars close at 02:00 am, to include Palmer and Wasilla.
- Mat-Su Youth Court is an outstanding program deserving of continued support. It reduces the load on the adult court system, is very effective in reducing the number of repeat offenders, and teaches civil law, public speaking, and instills a sense of community in the youth court members.
- I think the Borough should nurture a strong relationship with the prison. The prison has the potential for being a community-building endeavor, but it will take a champion of this vision, someone who can bring people together around a complex issue and build consensus for a NEW MODEL of how we see prisoners and how we maximize the rehabilitative component and see this entity as a potential for good (besides just prison jobs), and a resource.

Roads Maintenance and Snowplow Services

Survey respondents were asked to rate roadway maintenance services and snowplow services. As in previous years, the majority of comments was very critical, and focused on issues such as driveways being plowed in and general dissatisfaction with how quickly snow is removed.

Roadway Maintenance Services

- Instead of filling the side of the roads with pothole material, use a grader to sweep the dirt up to the road level – common sense stuff instead of high-dollar fixes.
- Some roads were not repainted this year. These are all annual requirements for a safe road system. I would support a "user tax" in the form of gas tax, gravel tax, etc. to pay for road upkeep. I think we should consider not allowing studded snow tires. They make our roads very expensive to maintain.
- Please come out and at least put some gravel on our roads. None is left and the roads only have dirt and pot holes on them. This road is South Timberview Dr. in Wasilla.
- I do not feel like I am getting my moneys' worth for the amount of taxes which I pay. I live on a gravel road which was never graded this summer, except by a private individual who owns a road grader (of his own accord, with no pay). Whoever manages the road service department should be fired and competent contractors should be hired who will do a great job for their money.
- Better Road Maintenance
- Need better road services, fixing and repairing roads
- The Borough should take responsibility for public roads that they approved before the passage of current road ordinances.

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- When a road service contractor has lost a contract due to non-compliance that contractor should not be allowed to bid on another contract for three years. We currently have contractors getting rich by low-bidding contracts, then doing minimal work but receiving full payment. When the contract is pulled they low-bid another and are awarded it again. Work will be substandard and the contractor grows rich at taxpayers' expense. It's pathetic the borough allows this abuse.
 - Overall the borough needs to clean up their problem areas, such as road service. They continually allow some that have such poor service to continually get bids.
 - Road repair was not really done this year. Many potholes were poorly repaired and kept re-opening. Ruts in the road from studded snow tires, particularly on the Glenn and Parks Highways, were not repaired this year. I predict many cars in the ditch this winter when the roads turn icy as a direct result of the ruts. Weeds were not cut back on secondary roads. Crack sealing was not done on many roads this summer.
 - We very frequently have to call in on potholes on borough roads, rather than the borough being proactive. This means we've waited at a minimum a month, sometimes up to three months, for holes to be filled, before we called it in.
 - Listen to our Roadway Maintenance people and give them what they need to do their job.
 - The streets (S. Well Site Rd., W. Dorothy Dr., S. Letha Dr. and W. Lazy K Lane) are not paved or maintained in any way. Also they are not plowed in winter.
 - Get better contractors for road services.
 - Vine is extremely dangerous. Private contracting of road maintenance should be better supervised by borough.

Snowplow Services

- In general, good, but they always bury my driveway entrance.
- The only thing is being as old as I am, I dearly wish when the guys that do the plowing of snow off the gravel road to please to do leave the berms across the drive way entrances. It's hard on me and other elderly people to have to get out there and shovel it off just to be able to drive ourselves to doctors and food centers.
- I would like the snow plow not to block my driveway after they plow. I'm unable to move all the ice and snow myself, and cannot get my car out of my road and I get stuck and have to dig my car out.
- Snow removal in 2011-1012 was poor. I could not get out of my driveway several times last winter because of berms of snow left by plows.
- Snow removal is generally outstanding, but with one recurring hiccup. Neighborhood roads are plowed by the borough (or town?), but other feeder roads are plowed by the state. My neighborhood roads are great, but Maud Rd. (in particular) is plowed by the state. It is low priority, and often is not plowed until DAYS after a storm, and can be nearly impassible in a car. I think the contract needs a rewrite so the local plows can plow these secondary roads on their way to the neighborhood.

- Winter road maintenance is deplorable. Salt and sand slurry makes a terrible mess, damages vehicles and erodes the concrete floor in my garage. The snow plows "bomb" through my neighborhood (Equestrian Acres) without regard for private property. A plow truck driver once told me they are directed by their superiors to plow as fast as possible and don't worry about the property owners.
- The Borough needs to do a better job cleaning roads and parking lots of ice and snow.
- My only serious complain is about snowplow service. We are on the route for several school buses a day, yet from midwinter on it can be anywhere from a couple of days to a week before snow is plowed, or the road gets plowed on one side and the other side gets packed down and rutted.
- Tew's should not be used for road service work, they don't do good work, plow too late after a storm and don't plow road wide enough for cars to use side by side in opposite directions. Very poor performance.
- They need to get rid of Tew's for snow plowing. When they eventually show up they do a lousy job. It's the only time I feel my tax dollars are not at work.
- They do an excellent job at road clearing snow and sanding for us.
- Roads in Willow are not maintained as they were in the past in winters. Salt or sand was used and a snowpack was maintained that was reasonable. Now, they are plowing with a light snowfall, and salting and sanding unnecessarily. Wastes tax funds! We like snowpack in Willow. It is what visitors come out to see! Has worked well in the past!
- As far as snow plowing goes, for some reason my property tends to get all of the snow plowed in my front yard while all of my neighbors have very little if any at all. Having driven a plow truck before I know that the snow load can be spread out evenly. Last winter I know we had a lot of snow but I had a snow pile on my property approximately 15-20 feet high and 10-15 feet deep and 30 or more feet wide. That is ridiculous. There is no reason that the plow truck could not have put some of the snow in the other people's yards since we all have property on our lots set aside for snow removal.

Educational Services and Resources

Libraries

- Palmer Public Library has horrible hours and is always closed during downtown Palmer celebrations (i.e., Colony Days, Colony Christmas). This should be a prime opportunity to OPEN their doors and invite community members in. Additionally, they should open later in the day to accommodate working parents who would like to take their children there, but can't because it's closed.
- I'd like to see Palmer Public Library open more hours, especially on Friday and Saturday.
- Keep public libraries open during usable hours.
- WE NEED TO RESOLVE THE LIBRARY ISSUES!!! I use the library so seldom anymore, but would use it more if we had a decent one, and I absolutely feel a strong public library is an essential public

service. I am frustrated with the Borough's lack of ability to resolve its issues with the city libraries. I understand these issues but feel that the Borough can do more to resolve them.

- I would like to see more money put into community services such as a performing arts center and full time library service for Palmer and Wasilla.
- The Wasilla library is extremely underfunded! This library has more use than any other in the borough!
- The Wasilla library is too small and the Big Lake Library is full of incompetent staff and gossips.

Schools

Most comments about schools were negative. Some respondents wrote that schools are not adequately funded, while others thought teachers make too much money. A few said they think the schools are not very good. Several respondents commented on a lack of particular services, such as programs for special needs or gifted children, or before-and-after school programs.

- We have good schools! This is important!
- Mat-Su Central School - we applaud them for keeping home schooling alive and well in the Valley. We would like to see ALL homeschooled children eligible to compete and participate in school sports.
- Put more emphasis on providing the schools with principals that would be stricter in dealing with the students. Having two children that have graduated Palmer schools and also one currently attending Palmer High School as a freshman, I hear and see a lot of things that shouldn't be tolerated. Examples would be behavior, dress code, truancy, etc.
- I hope the Borough can continue to nurture a strong and positive relationship with the School District. There are so many positive things happening in the schools and yet the public sentiment is so sour. The Borough must make sure it is adequately informed about educational issues. Sometimes I feel like the Assembly members are prejudiced or uninformed or both. Schools need full support—yes, with accountability, but still support—from the Borough.
- The Borough should stop banking money and use it for something. For example, give the bond money to the school district so the district can get jobs done they promised to the public.
- Shame on the Borough for large class sizes when we are running a surplus!
- I would like to see education fully funded so that Mat Valley children can get the best education with the best teachers.
- We love the Mat-Su and for the most part think they do a reasonably good job in regards to services. An exception to this would be schools. There is way too much money going to teachers and pension/benefits, and too little actually going to student education.
- I'm "Waiting for Superman" at the school district. Vast improvement if we get rid of the unions.

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- Since 80% of property taxes go towards schools and education, people with children should pay for these services. People that do not have children should not have to pay taxes for these services.
 - The gifted and talented program in the schools has been eviscerated, and is a mockery of what we used to have. I remember one year when Wasilla High had six National Merit Scholars! In one year! Thanks to the Academy program at Wasilla Middle and the TAG program. Not a chance of that now. Instead, we fool around the International Baccalaureate program (a waste of time). At least we still have some remaining AP classes in the high schools.
 - I'd like a gifted magnet school like the Rogers Park program in Anchorage for K through 8 and ideally a gifted program at the high school level too but there needs to be gifted education and teacher training at the K-8 years and especially the K-4 years where research shows it has the highest rate of return. Gifted education and educator understanding and awareness in the Borough is severely lacking and there is a high need and demand.
 - I feel that the public schools are a joke. In my situation the elementary school is not equipped for children with special needs nor do the teachers and principle have any compassion or tolerance for children with special needs, which is why my wife home schools our son.
 - What is the deal with the school start times and lack of before/after school care? There is an hour and a half difference in my children's start times and there are NO before school options that don't cost hundreds of dollars per month.
 - The schools stink. If you live north of Wasilla they are the worst. Why can't we have a STEM school? The new rich subdivision school got one. Everything is so unequal. How can you justify the difference in education in Big Lake, Houston, and north? A retired Big Lake principal once told me, "we aren't a school for Cadillacs, we are a school for Chevys and it gets worse every year." Don't try to send a smart, motivated child to one of the schools north of Wasilla. They will not receive an appropriate education, but they will be teased for being smart! (And the school will do nothing.)
 - While I do not have children in school (my child started college outside Alaska before I moved here) the graduates of Wasilla schools whom I've met do not seem well educated; many can't even spell or use the English language properly. Palmer has better schools.
 - More scholarships for Alaskans to attend college would be great.
 - Since God and the Bible are no longer taught, we don't use schools anymore.
 - They need to finish developing the training center in the land they have on Vine Road.

Recreational Facilities

Respondents commented on issues related to pools, athletic fields, trails and parks, and though not specifically asked about in the survey, services for seniors.

Pools

- Palmer Pool needs to get fixed! It is well used and can be hard to get a lane, especially when swim teams are using it. This is a well used recreational and health resource that is not working due to a pump!
- The Wasilla Pool is not well cleaned or maintained. ‘Generally disgusting’ and ‘the diving board is always slimy’ are quotes from my kids.
- We need another swimming pool in the Mat-Su Borough. Both pools are at maximum capacity with school and team swimming. This is a great year round exercise for people of ALL ages! Great for wellness, water safety and learning!! Great community asset!

Athletic Fields

- Maintenance at Alcantra soccer fields is pretty bad. Having a very short fence around it means lots of balls heading into the woods or road. Anchorage puts much taller fences on their fields, at least behind the goals. Gates behind each goal would make a lot of sense too, for retrieving balls without jumping over the fence. A parking area was finally put in on the north side of the fields, but it has been locked all summer. If we aren't going to let people use it, why did we pay for it? It would be nice to see the soccer fields get at least as much attention as the rarely used baseball fields.

Trails and Parks

- Preserve the Parks and hunting grounds for future generations to enjoy!!!!
- We love to use Crevasse Moraine for skiing, walking and hiking. It is a treasure that we would like to see preserved.
- There is too much dog s**t on the trails.
- Bike/running trail on Palmer Fishhook Road
- The Borough should develop bike trails especially along Wasilla Fishhook and other areas. Currently bicycles have to maneuver around traffic along a narrow curvy Wasilla Fishhook road.
- I am an avid bike rider and I live on the Palmer Fishhook – I don’t ride to town either on the Wasilla or Palmer Fishhook Roads as they are too dangerous and the traffic goes too fast. I do ride up into the mountains and that is wonderful – but I find riding the trails in Anchorage more enjoyable than riding in my own community as their trails are removed from the highways. Please set aside some of our river ways for trails and opportunities for parks and green belt zones instead of building more gravel pits, Fred Meyers, and industrial sites on our waterways.

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- Parks need to be maintained and open during the summer, not waiting until July. Coyote Lake Park has been severely vandalized; it could be a great picnic area. Also since there is no longer access to the Sutton fossils, this area needs to be improved.
 - It would be nice to have sidewalks and parks in all neighborhoods. I feel like that is something we are missing living in Alaska. Anywhere in the lower 48 you can walk on a sidewalk to a cool park. Also to a coffee shop!!
 - If you set aside parks and trails, people spend money to use these areas. The Talkeetna Lakes Parks is a great example of money well spent. The tourists use it a lot.
 - Roads need bike paths so families can enjoy safe walks and bike paths without being right on major highways.
 - I would like to see more scenic bike paths.
 - More sidewalks and trails for traveling, biking and recreating. Recreation Areas: we regularly use Lazy Mt Trail & Butte Trail (and others) and appreciate the nice parking areas (with outhouse) and how well maintained the trails are. We also use the Matanuska River Park for camping and dump station in summer and cross-country skiing in winter. All very nice places, nicely maintained.
 - Would love more bike trails further out of town in the Wasilla-Fishhook area.
 - Look to the future – if you build beautiful trails and libraries, it attracts the right kind of people to your community.
 - The Borough needs better coordination with the state when it comes to trail access. For example, the Borough moved the Purinton Creek trailhead from Mile 89 to Mile 91 of the Glenn Highway. The state claims to have never vacated the easement across private property at Mile 89. Now, since the parking is extremely limited at Mile 89 people are parking at Mile 91 and driving down the utility easement through twelve private parcels to once again access the old trailhead at Mile 89. This is leading to heated confrontations between property owners and trespassers. It has also resulted in numerous instances of property damage. The Borough and the state also need to do a better job of informing the population that utility easements are not public easements no matter how convenient they may seem. This is particularly true where the public trailheads are adjacent to private property. There are older residents in this neighborhood who are worried for their safety in their own homes. This situation may lead to some very unfortunate events.
 - I would like to see ALL garbage picked up on the highways (for tourists at least) around homes and on trails.
 - I'm glad to see the development of a road to the back side of Hatcher Pass. Careful and thoughtful development of the area for skiing would bring additional dollars into the MSB. It is a pristine and beautiful area that could be carefully developed to enable many more people to access the area in all seasons.
 - I'd like to see Hatcher Pass developed for more skiing including alpine and designated areas for motorized and non-motorized use.
 - Possible development of ski resort at Hatcher's Pass.

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- The Borough could do much more to profit from recreation. Seward brings in millions of dollars with Mt. Marathon – the Borough has two world-class events, the Government Peak race and the Matanuska Peak challenge, and it doesn't even publicize them. The Borough could enhance hiking and biking opportunities, and businesses would profit and property values would increase.
 - Use natural resources to promote growth. Highlight our parks and recreational areas to draw in business.

Shooting

- I would like the MSB to have a rifle range—free to the public—staffed five days a week. I would like the unmanned DNR shooting area within the Knik Public Use Area to be closed.
- The development of a shooting facility needs to be followed through. Either a private-run development such as Birchwood Recreation and Shooting Park or a government-run operation similar to the Rabbit Creek Range is desperately needed. It boggles sensibility that Mat-Su residents need to travel outside the borough to legally sight-in a big-game rifle. The complaints from the opponents of the proposed Mack Rd facility are ludicrous when you consider the proximity to an airstrip that provides much, much more sound pollution than any shooting range would ever generate.

ATVs

Many respondents wrote that ATVs and the like are creating conflicts between trail users and damaging the trails themselves; while a few commented that there should be more opportunities for off-road trail uses.

- We must do something to regulate and reduce the impact of all-terrain vehicles. The time for crazy people and unsupervised kids ripping up private property and public right-of-way should be long passed, but, alas, it is not. We should enact licensing taxes, and use regulations for ATVs to protect property owners and public property.
- I would appreciate better surveillance of ATVs and snow machines. They mess up the bike trails and ditches and newly-seeded areas.
- ATV use has destroyed most trails for walking, creating mud holes. The Borough should develop trails for only hiking and skiing and designated areas for ATVs.
- I hate ATVs stirring up dust along the roads and tearing up the terrain.
- Special areas designated for motorized vehicles (i.e., dirt bikes, etc.) away from main roads to cut down on dust, noise, and danger to walkers and bikers.
- Road noise/ 4-wheelers/ cars speeding down our gravel road @ 50 mph. We have never opened-up our front windows because of the dust!
- I would like more regulation of ATVs and snow machines. I see unsafe operation of these vehicles daily, not just on trails but on highways.

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- Regulations and enforcement for Public Bike Trails – no motorized vehicles
 - I'd like more speed bumps and speed enforcement on neighborhood roads and bike paths without four-wheelers and snow machines. I'd like powerline passes in neighborhoods closed to public motorized use!
 - I would like to see Borough regulate the use of ATVs. I know that ATVs are popular in the Valley and there is a lot of money made in sales and related services, but unfortunately, many people do not use them responsibly. I know that property owners adjacent to roadways are frustrated with the operation of ATVs between the roadways and their property as they churn up dust, they are noisy and tear up driveways. Many operators are just disrespectful.

In the area that I live, in the summer, I daily see operators driving ATVs on and off roadways who are well under the age for a driver's permit and have no adult supervision. Perhaps there needs to be an operator's license and ATV vehicle license so unlawful operators can be reported.

I hate to see the scars on the land and the trashing of beautiful areas like the Knik River by people on ATVs. It ruins a hiking or skiing experience and destroys vegetation.

- Increase funding for ATV/snow machine trail maintenance
- I'd like the Knik River area managed with either motorized and non-motorized areas or motorized and non-motorized weeks.
- Areas that allow off-road vehicle use (like Hatcher Pass) need to continue to allow this freedom. There are plenty of other places that hikers can go- that 4-wheelers can't go. If the 4-wheel paths go away – then I am going away too. Californication has no place in AK.

Services for Seniors

- The Mat-Su Borough should consider health care powers to support senior services. The Mat-Su Borough has the fastest growing senior population in the state of Alaska and it is amazing that the Borough continues to NOT acknowledge that the Borough must provide support for organizations providing these services or risk having seniors who are a valuable asset in the community leave the Mat-Su Borough.
- Why no questions about seniors and Senior Services?
- I have to add how wonderful the Palmer Senior Center is!

Other Borough Services

The need for activities for youth was mentioned by several respondents, and a couple specifically mentioned the need for a Performing Arts Center. General comments about other Borough services are included here as well.

- Need more places for kids and teens that aren't clubs or gaming places. Just social gatherings that they can relax and not have to worry about entry fees or pressure of community interests. Self progress is self confidence.
- More effort needs to be put into keeping kids in school and off the streets. This would improve a lot of issues!
- We need a parks and recreation system that offers community enrichment classes, such as dance, sports, camps for kids, and knitting, yoga, and painting for adults. Check out Chehalem Parks and Recreation in Oregon for examples.
- The borough needs, and always has needed, things for children and teenagers to do to keep them active.
- More options for our children—things to do, places to go safely. Not much available for the 12-17 group (that I am aware of).
- I am very happy with the new movie theater, but we definitely need more activities for middle school aged children, such as an arcade, indoor skate arena, or a recreation center with Ping Pong or air hockey tables. An indoor putt and putt would be fun too. City-run and supervised!!
- In my opinion, there is one area of life in the Mat-Su Borough that has sadly been ignored by our borough government. This survey seems to have overlooked it as well since there is nothing in it asking about our "satisfaction" with this part of life in the Mat-Su. I know of many other residents in the area that agree with me on this appalling absence. Why isn't there a proper place in the "Valley" for music or dramatic arts performances? Yes, BPA has what is a sad excuse for a performance venue, the Machentanz Theater in Wasilla. Ask anyone if it is adequate. They will tell you something better is very much needed. Or, look in any of the high schools and look at the very small and inadequate "theaters" that handicap their arts programs. They aren't really theaters; they are more like small lecture halls. I see the Mat-Su not as the small towns of "Palmer" or "Wasilla" or "Big Lake" or "Sutton", but rather one community. One community that has localized identities of Palmer, Wasilla, etc. One community that really is the second largest city in our state. Many much smaller communities around our state have auditoriums that are capable of hosting or presenting fine arts events. We have Borough parks, swimming pools, libraries, sports arenas, hockey rinks, hiking trails, ski trails, and on and on....theatrical production. We don't need something as large as Anchorage PAC. Just a nice 500-600 seat theater that has good parking and appropriate stage with support/storage rooms. For that matter, each high school should have a theater at least double the seating of what they have now with much larger stages and support and storage areas. I strongly believe that Mat-Su Borough has dropped the ball on this and should be involved with providing the community (and schools) with these types of facilities.

- The Valley needs to have a Performing Arts Center so that school and private school theatrical productions and concerts can fit their audiences comfortably. A PAC would also be a good place to showcase art and dance.
- I think that recreational development decisions have been divided, even derailed at times, because people reside both in Anchorage and the MSB. MSB has long been used for Anchorage's back yard and it's now time to monitor the playground. Non-motorized activities and areas are necessary to enhance the social living climate in our communities.
- More Community Activities (well advertised!)
- I'd like the Hay Flats nature center project completed.
- I was pleasantly surprised at the professionalism and expertise I received at the permit center. Those gals rock. Good job!!
- The Permit center has shown some improvement the last years, the workers there are nice but still somewhat inefficient.
- Other than library service and poor snow plowing, we get nothing from the borough. We have too few votes to be heard and "green" projects seem to get everything, even if it is not common sense.
- We love the Mat-Su and for the most part think they do a reasonably good job in regards to services.
- My general feeling is that the Mat-Su Borough has always been slow or behind in providing services, infrastructure, protection and we residents have had to rely on ourselves and each other for support when we couldn't do/get it ourselves. The rural feeling here in Mat-Su prevails – no or LOW taxes, regulations, zoning, planning building codes, inadequate roads, boom or bust development. It seems that recovery, control, "caught up" is never quite reached.
- A big thanks to all doing a great job!
- Just thank you! We know the Borough is doing what they can with what they have.
- I love my little piece of heaven. I am overall happy with the services I receive. I approve of growth and planning.
- The landfill is too expensive.
- Even though we don't participate in many events, we love that the Mat-Su Borough has so many family/community oriented events, not just on the holidays. There is a lot to do. Newcomers can get to know neighbors and feel welcome.
- MSB regulations regarding animals need to be advertised and enforced. You have a good animal control program and I was impressed by the actions taken when I was bitten by a dog. But at least 30% of the dogs I encounter in public spaces—along neighborhood roads and in the Mat-Su River Park—are not on a leash. More needs to be done.

Public Transportation

Only five percent of respondents reported using public transportation for their commutes, perhaps because of issues mentioned by some respondents. A few people mentioned the need for commuter rail into Anchorage.

- We need a bus system between Palmer and Wasilla
- More public transit, especially to outlying areas (i.e., Big Lake, Sutton, Palmer, Houston, etc.). More times and pick-up areas. I feel this is extremely important and needed.
- The hardest part of living in Mat-Su Borough is that public transportation is lousy. You have to get a ride just to get to an area to reach public transportation. There should be services connecting to Mat-Su College and Three Bears, not just to Palmer and Wasilla. Northern areas need it, too. The hours should be more often, and regular. Rides to Anchorage and back should be better hours, and more frequent. Much more should be required of the bus services, if public money is used for them. There was a transportation survey taken at Mat-Su College in the 2011-12 school year. Bus companies should be required to use it if they get public funds.
- A nice warm bus stop for the Valley Mover at Fred Meyer would be good. It is so hard to stand outside in the cold.
- I would like to see commuter rail service to Anchorage in the future.
- We desperately need commuter rail between the Valley and Anchorage. We need the Knik Bridge. Palmer-Wasilla needs to be four-lane.
- The Borough should advocate strongly for commuter rail service to Anchorage.
- Viable (time and economy-wise) commuter options to Anchorage
- I would like to see the borough work with the state to bring a light rail system to the area, connecting Anchorage to the MSB.

Quality of Life

Comments in this area are mixed. Many people had positive things to say about living in the Mat-Su Borough. But conflicts about noise, use of firearms, and values, and some public safety concerns, were also voiced by survey respondents.

- As a longtime resident of the Mat-Su Borough I would like to say that I love where I live, my neighborhood is great, and the people who live here are great.
- We totally enjoy living in the Valley. Our kids went to school at Big Lake Elementary and Houston High and they made good life-long friends. We have several properties in the Borough and look

forward to seeing our grandkids grow up here. We are thankful for our community and the life style and values that the Valley has and we believe living out here is part of the reason our kids grew up to be such good hard working, honest, responsible, and caring adults!

- This has been a great place to raise a family.
- This is a nice quiet area and we hope that this will not change.
- I enjoy living in the Mat-Su Valley.
- I love living in Palmer. I love the small town, clean feel.
- We are grateful for friendly, reliable neighbors on our street and the large wooded lots.
- The Valley is still the best place to live with the growing business every year which equals more choice and opportunity. Other than that life in the Mat-Su Borough has been great.
- Overall I think the MSB is a beautiful place to live
- I grew up in the Valley and chose to move here. I like the peace and values here.
- Can't imagine living anywhere else.
- This is the place the Lord has called us to be. We love it here. It is full of the wonders of God's Creation.
- This is a beautiful place to live. I love the small town, family, recreational environment. Especially on the Palmer side, there is a certain level of community pride and traditional standard of living and working with one another. I am thoroughly enjoying raising my children here. I grew up in Anchorage in my early years and Soldotna in my teen years. My husband was raised here all of his life.
- It's better than Anchorage. Don't become like Anchorage or Eagle River.
- I think that the Mat-Valley is a great place to live over all. It's somewhere in between Anchorage/Big Lake (from city stand point) So you still have most of what you need but still close enough to neighbors to feel comfortable.
- I love the Mat-Su Borough and believe the preparedness for disasters is getting better. Our "small town" feel is very important to me. I'm super thankful for all the small business owners who work so hard to promote shopping local.

Noise

- Noise control may be one of the most difficult dilemmas facing the MSB. A resident can be fined \$80 for a barking dog, but will a neighbor be prosecuted for stealing an annoying wind chime on private property? Gun firing ranges?? I do think granting a lower airspace for military in the MSB was not a good decision. I work in a newer professional building and will have to interrupt a phone call until the jets have left the area in order to conduct business. However, emergency sirens are a necessary noise, and although I don't "plan" on using them, as the survey asked, I certainly would like to count on them in the unfortunate event of needing them.

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- Since the change in fireworks regulations (which were/are seldom dealt with) the times and durations of their use has increased by days and hours.
 - I have grown incredibly weary of the almost daily sound of gunfire from random parts of the neighborhood, from small caliber guns to large bore rifles. I am tired of the nerve wracking uncertainty about the carelessness of the shooter. In the past I have had to duck, take cover and try to dodge bullets shot by irresponsible people without a clue concerning the whereabouts of the projectile. Even the sound of gunfire from the newly outdoor shooting range nearby is horrible. (I applaud the indoor range.)

Firearms

- No gun shooting should be allowed!
- The borough should regulate and enforce the use of firearms, limiting them to designated areas rather than allowing it in certain neighborhoods.
- Gun regulations NEED to be in place for Mat-Su subdivisions. My neighbors were shooting high-powered rifles in our subdivision with neighborhood children out running around. When I offered the proper protocol for fire arms, such as a rifle range or out in the Bartlett Hills, they scoffed at me and said they could shoot when and whatever they wanted. They had been drinking. When I got local authorities involved, they denied it and have been rude since. Another neighbor shoots handguns late at night—scaring neighbors as who knows what’s happening. Regulations NEED to be in place for ignorant people who feel they are above the safety of others. People who have the attitude of “I am now an Alaskan. I can do whatever I want no matter your concerns or suggestions.”

Crime

- Rural area, mostly drug issues – growing pot, meth labs.
- The neighborhood is getting better. There are no more meth dealers.
- There are public drug sales at Jim Creek.
- Robberies are the biggest problem! A lot of rough people and I only trust a handful of them.
- In my area, recreational homes are broken into on a regular basis with impunity. We never see anyone caught, and if they are, they are released to do it all over again.
- I not only have motion lights on my little house, but I have a street-light type on a pole, in my yard, near street – It’s the only one around. I do believe we need another – King’s Lake area, and Shaw’s Tri-lake area.

Values

- Oh, the reason I mentioned we are not planning to stay residents in the Borough longer is that we (my wife in particular) are longing for a place with a stronger arts and intellectual culture, more sense of community (beyond just the neighborhood questions you asked) as well as a warmer

climate. The divisiveness, extreme conservatism, and ignorance has become intolerable. We ourselves are not political although we're actively engaged in community affairs.

- Palmer and Wasilla used to be nice, quiet communities where neighbors talked to each other, people didn't lock their doors at night, and everyone was happy and content with the small-town way of life they had chosen. In recent years both traffic and residential congestion has become a problem, crime is on the rise, and the town leaders stubbornly continue down a path to turn their communities into a mini-Anchorage. If I wanted the hustle and bustle of Anchorage, I'd move to Anchorage and forego the 40-mile commute. I'm leaving the borough because living here is no longer what it was a few short years ago, and it no longer reflects the way of life I chose to lead.
- So long as this Valley (community) is overrun by right-wing, Palinista, tea bagger Republican nut jobs I would never recommend anybody to consider raising children or a family in this dysfunctional society! But for the lone individual the Mat-Su is not a bad place to live.
- I wish the Borough would not allow people to park their vehicles with signs on them and harass people. I.e., the "Impeach Obama" guy that is always in Palmer. There needs to be an ordinance against this.
- Life in the Borough means shot-up road signs, ATV-rutted mud holes of trails, lack of zoning, noise, light pollution, development strung along every road making an ugly place of what should be one of the most beautiful in the world.
- What are you thinking? Please go back to the Lower 48. I lived here because it was rural woods. Now it is for s**t.

Interaction with Local Government

This section includes comments about how the Borough disseminates information and the appropriate function of Borough government. Many respondents' also remarked about the importance of fiscal responsibility on the part of Borough government.

Dissemination of Information

- The MSB needs to have better means of communicating with residents. More outreach needs to be done about its services. I recently tried to find online information about the mayoral race. There was no information in early August about when the election would be and how many candidates had filed.
- I was unaware that we can get borough info on YouTube. I would like to get emails from them and will check them out on Facebook, though I am rarely on it.
- Better Community / Borough info dissemination
- There is no deaf access
- I look at the website on an as-needed basis – once or twice a year

- The borough should add a section to their website to report things like potholes, dangerous trees near power lines, plugged culverts, and similar items.
- The Borough should designate a radio station to give updates in times of power outages and other natural disasters.
- More information would be very desirable. I like the idea of the Borough sending email updates of upcoming community meetings and the topics discussed and results.
- Make it known where I can get info and how to participate.
- The Borough being in Facebook has been helpful.
- I wouldn't mind getting an email once a month with important Borough news.
- Publish borough expenditures in the newspaper and online for all citizens to view.
- Email may be great (Yahoo, Facebook, etc.) but not for those who cannot afford this luxury that the world thinks everyone has.
- The borough routinely notifies the residents of plans on the last day comments are due, or after the close date.
- If a large number of people show up at meetings that disagree with the Borough plans it is routine to close the meeting early or reschedule at an unannounced date.

The Function of Borough Government

- I have only been to one assembly meeting. I got a sense of aloofness from most members of the assembly. I did not care for that. The tendency for assembly members, and anyone in an elected position, to lose touch with the common man, is too frequent.
- When seeking public opinion let the public create the options rather than coming to the public with options.
- We Do Not Need More Fees or your intervention in my life or the lives of others.
- Like the federal government the Borough government needs to be restricted to necessities not pie in the sky deals that are Borough admin guaranteed jobs and tax payer obligations. Shrink the number of ants in the Borough anthill!!
- It is God – not the government that will help us recover because He is good and will provide.
- I have always had the feeling that the Borough is controlled by the "good old boy" fraternity, pursuing personal interests. The proposed Knik Arm Bridge may be an example.
- I encourage the borough to get involved and actively engaged with several Coalitions in the area that have been formed to address issues more holistically. Specifically, I am aware of the Homeless Coalition, and the Mat-Su Substance Abuse Prevention Coalition.

- Overall, the borough government seems to put the good of residents in second place to individual political ambitions.
- I have found that some of our Borough employees are extremely pleasant, helpful and cooperative. I have had very unfavorable impressions from other borough employees that are related to developers and make decisions favorable to those people.
- Borough government should NOT over manage OR regulate.
- Assembly members need to visit other areas than their own so they might be made aware of issues in specific areas. Perhaps a meet-and-greet program on a semi-annual basis, where all assembly members visit other areas than their own.
- The lack of vision and the lack of proactive measures frustrate me as a borough citizen.
- I think the Borough finances need to be overseen by a non-partisan panel of citizens who have the ability to look at all facets of the Borough's spending habits and use of funds, and then file an annual report with every household that pays taxes.
- The assessments need to be clarified concerning how the assessors came to arrive at a specific value. The taxpayer needs to know exactly how their assessment was arrived at.
- River Levy - we had one or more river levies compromised/washed away this September and have been told there will be no attempt to repair. Many homes along the Old Glenn Highway have flooded and are now subject to repeat flooding. The levy(s) should be repaired by local government.
- Homes falling into rivers: We had several homes get washed away by the Matanuska River. Houses floating down the river are unacceptable. They become a dangerous water hazard to navigation and a preventable source of pollution. I believe local government should assist with moving or disassembling the building before it floats away with the river.
- I believe the borough assembly has been serving the interests of a narrow agenda that is limited in its response to citizens' well-considered and expressed concerns; often voting in direct contradiction to the will of the people. This is especially apparent in the concerted effort to try to abolish volunteer citizens' advisory boards, supporting business and mining carte blanche with little or no concern for the welfare and health of the communities in the borough, and continued pursuit of excessively large boondoggle public works projects (i.e., a multimillion dollar worse-than-useless ferry, a bridge and train line to be paid for by everyone but the people who stand to benefit economically the most from it, and an ill conceived, unused, and unaffordable prison) that certainly appear to be designed to line the pockets of limited special interests at the expense of borough residents, all Alaskans, and the citizens of this country all in the name of saving tax dollars, limiting government, and building the economy. It is a sorry charade that ignores the realities of a world that demands a paradigm shift in efforts towards renewable energies coupled with social and economic justice.
- My contribution to the rebellion directed at this type of casual, apathetic decision making is to sell my home at less than the tax appraised value and leave the State. The new buyer can register the new value based on sale price and enjoy a reduced annual property tax, with my neighbors benefiting from a reduced tax on their property based on adjacent property values. A few Borough

residents thus gain monetary savings and I become a neighborhood patriot, after the fact, while spending my retirement annuity in a different local economy.

- The appeal process for land evaluation needs to be changed. If the property owners disagree with the assessment the appeal process is all in favor of the Borough. The time given the property owner to prepare for the appeal is not long enough, the Borough gets twice the time to prepare. The Board of Appeals does not give the property owner proper chances to rebut the Borough. The whole process needs to change.
- Equal protection under the law is essential and should not be based on length of residency, or personal prejudice, regardless of how much public funds are being diverted for private and/or personal use, or who is involved.
- agenda's for the most part, and not planning and moving forward for the good of the communities. We should be looking at how they deal with issue such as cell towers down south in the lower 48 and make some kind of decisions on these issues not wait until they steamroll over you. We must get modern and with the times, they can't seem to keep a planning director and we very badly need public transit, many options for people to get back and forth to jobs and at a reasonable cost. It's way past time for the state and the borough to come to grips with transit issue and alternate road issues in the state and the borough. We need mass transit, rail, road routes for cars and buses, plane and boat, all of it. This is a harsh state to live in and modern transportation is a vital issue for people to get to and from work and shopping, school/college etc. We need to support the state with deciding natural resource issues and the borough needs to get on the leading edge of that issue as well. A gravel tax is way past due as well as a sales tax. Someone needs the guts to implement them.
- The borough seems to only care about businesses, not long-term residents. The assembly members only respond to business concerns. My subdivision in Big Lake has been ruined by a business and they are allowed to use large trucks on a small dirt road. This is the worst assembly and mayor I have ever experienced in the 20 years I have lived here. I am stuck here for now due to family issues, but I cannot wait to get out of this borough.
- I feel that the borough government is overstepping its proper role in attempting to provide ever increasing services. Its role should be in upholding the law and the security of its constituents. The taxpayer cannot afford more taxes, so the government will need to trim its budgets, workforce and services to compensate. Businesses and private individuals can provide services better, cheaper and more focused on what the people really want.
- The assembly can't take an issue and decide on it and move forward, they are all on their own.
- The borough needs to do a better job interacting with the residents. They need to be better stewards of the tax money they receive. I sense the need for better representation for rural residents.
- The single greatest concern I have is the level of frustration people have with our current assembly. There is a sense of lack of vision and transparency and while I personally focus on the city government, I think the borough is in for a shake up during the upcoming election.

Fiscal Responsibility

- I think government is too big and gets paid too much. If we are to prosper in the future the gap between pay grades needs to be less not more. Without a middle class, society will fail.
- Why is it all government ever thinks about is raising taxes? What about tax cuts?
- I do not feel that the Borough government does a good job spending our tax dollars. They should provide essential services and not focus on controlling growth and people.
- Get rid of 90% of the bums on the pay roll.
- The Borough should not raise taxes to pay for services. There should be better management of current funds. Cut out the unions.
- Quit stealing money to blow on failed business schemes (Ferry Boat) etc.
- How about less taxes and better management of funds?
- Instead of finding ways to tax us more consider cutting some of the higher end salaries by 10% on MSB employees.
- Like all Alaska boroughs the Mat-Su will be in serious financial trouble due to falling production in the Trans Alaska Pipeline. Sarah Palin's ACES tax scheme has halted investment on the North Slope and no incentive exists for producers to increase production. The problem has been masked by high oil prices. Any drop in price puts the state and consequently its Boroughs at financial risk. The Mat-Su Borough is currently well managed but lacks vision and leadership to spur economic growth that is required to sustain current financial requirements. The difference between the coming crash and the previous one in the 80's is we had a full pipeline then. Now we don't.
- I think the borough needs to find ways to cut spending and use what it gets more frugally. It needs to get out of debt and begin to think long term on how it can be a self sustaining government being less involved in taking from those that live here. It seriously needs to get wise and use common sense like saving people's homes from flooding by letting people dredge waterways (i.e., Matanuska River) and not putting taxes on people that do not use services (i.e., RSA.).
- Try reducing the salary of the Borough mayor, managers and overpaid hierarchy
- We believe there's enough tax revenue, we would like to see more efficient use of those revenues. We do not need more government, more agencies, or more personnel. Cut, cut, cut.....just like everyone else has to do. Consolidate where necessary, cutout duplication of services or over layers.
- Yes, there is too much government and taxes. Cut spending and taxes. Go to a tax system that does not jeopardize land and home ownership.
- Borough services are limited as a result of insufficient funding. I would recommend raising corporate taxes.
- Reduce the impact of this government. Long-term recession. No end in sight. Figure it out and adapt.
- RECESSION: REDUCE SIZE OF GOV'T!!!!

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- Fire all personnel that had anything to do with the ferry. Great plan in thought but the Borough's lack of follow through was majorly poor and costly to the residents of the MatSu Borough. Shame on you.
 - All governments need to do with less as the taxpayers have had to do and do it NOW!
 - Living in a rural area leads me to believe that the core areas get an undue amount of attention and funding.
 - I feel the Borough wastes our tax dollars on BS programs or projects that do not benefit all. They are not well-thought out or resourced and focus on individual interests rather than the benefit to the community. I feel all major purchases or investments should be voted on that are over \$1 million dollars. Also, the borough should work with organizations on social programs to assist those that need help or assistance during hard times. Most government programs are nothing more than a big money pit without accountability but always require more money. I'm tired of the Borough or government continuously raising taxes to make up short falls because they has overspent money on BS programs etc. The Borough needs to keep within their budget and maintain an emergency fund for unforeseen issues. I have a budget, they should also. I feel a review board should be organized to look at programs etc. that the borough spends our tax dollars on and make requests to shrink or save money on these programs. The borough has grown so large and fast that it has lost or is losing its purpose or focus. I do not feel I get enough for the amount of money I spend or am taxed in return. I never use any of these programs or rely on them.
 - After living here for 11 years, I've found the borough government to be extremely financially irresponsible, spending excessively on items like the Mat-Su Port, which has never made a profit and in fact is always in the red. The borough also has repeatedly tried to develop a ski resort, coal industry projects, etc. that most people don't want, not to mention the big prison at Point McKenzie. It is a negative, right wing government – a la idiots like Sarah Palin – intent on growth at any price. In the time I've lived here the amount of unregulated, unplanned growth on Knik Goose Bay Road has become a constant reminder of what lousy government can do. One residential homebuilder from Baltimore has built the same design home over and over again; so much of his work looks like a modern day version of the row houses in old Baltimore – and he has purchased dozens more lots to do the same. A good planning department could have stopped this before it began.
 - I wish the borough could have more foresight in some projects, the ferry, the prison, the dock, to run the borough more like a business – a successful one. Not spending money – (not ours) on unprofitable ventures.
 - The area is growing too fast for the Borough to be spending so many dollars on the bridge and ferry projects. Our hard earned tax dollars should be spent on protecting citizens from these coal projects, making sure each child is safe and well cared-for, and more rapidly improving our roads and schools.

Taxes

The predominant view of most respondents who wrote about taxes is that they are too high, in particular property taxes. Several people suggested adopting a sales tax to reduce the burden on property owners.

Property Taxes

- Property taxes are about right.
- Property taxes are too high.
- Property taxes are too high for the service provided or available. That money is going to someone and benefitting them. It's really unfortunate!
- Property taxes are too high. The borough wastes too much money.
- Property taxes are already too high. Firm, effective negotiation with the public service unions would do more to resolve any budgetary constraints than any additional funds. When an elementary teacher can earn \$79,000 in basic pay for 187 days of work, there are larger problems than the ability to take in revenue. Union negotiation aside, if we simply give you more money, I don't believe for a second the government will responsibly commit those funds...why should I give (more) money to someone who doesn't know how to control their spending? Did we really need to spend over \$20 million on artificial turf at the middle and high schools for a football season that lasts less than two months? This becomes even more problematic when you consider how much money is already being spent on just the interest charges for current loans undertaken by the school district. And we're constantly being told many of our facilities are sub-standard and require substantial repairs. Would that not have been a better use for \$20 million? Fix the spending problem...you do NOT have a revenue problem.
- Property taxes are horrific! They now raise them if you have a view. Who decides what a view is? In fifteen years I guess a view didn't matter – now? We bought our home because we could afford it. Our pay has not gone up for three years but taxes do. Me and several others I know are getting to the point that the rise in property tax is getting very close to taxing us out of our home.
- Increasing property taxes may force me to sell my home. I hope the exemption will be raised to reflect increase in appraisals.
- Get rid of property taxes.
- House values have dropped 40% in the last three years but property taxes remain the same or go up. Until this administration changes and the economy turns around I will vote NO against every bond proposal that comes up. So will ALL of my neighbors!!
- The more attractive one's property is, the more it is taxed. The uglier it is, the less it is taxed. That is a disincentive for attractive neighborhoods. Blue tarps abound in my neighborhood, and when I get my tax bill, I understand why. Higher taxes on the unattractive properties would be an incentive to enhance them, while lower taxes for improvements would make improvements more sensible.

- MSB should tax as fairly as possible. Right now it is lopsided in that property owners are paying a disproportionate amount.
- Stop raising my property taxes!!!! I get nothing in return. This government is as corrupt as ANY in the U. S. large or small. You are just creating jobs for Trash people to move up and take assistance and PFDs and creating another batch of social welfare kids that know nothing but government handouts and will never work for anything.
- Property taxes for homeowners are too high. There is not enough adequate tax relief for fixed income retired people. I believe that there should be a property tax that cannot change upward as long as you own your home and stay there. We could have a law similar to California's Prop 13 to hold assessments for as long as you live in your home. It would change only if you sell it or modify it.

Other Taxes

- Institute UNIFORM Road Service tax rates and Fire Service tax rates.
- A sales tax careful planned and evened out would do more than property taxes those who own and are trying to help the economy.
- Replace or significantly reduce property tax with consumption (sales) tax.
- Consumption tax, i.e., sales tax, is a more equitable way of increasing taxes versus raising property tax. If there is a year round sales tax there should not be an increase on property tax. Increased property tax leaves the burden on those who own property, not on everyone who benefits from the service.
- Sales tax is better than property tax.
- The tax burden should be shared by more MSB residents. Property owners are paying for a disproportionate amount of services. Renters, who probably have more children in the school district, aren't paying for the educational budget (bulk of MSB \$)!! It seems costs up here are high enough we probably don't need a seasonal tax to charge the tourists. I do not appreciate paying extra taxes but I do appreciate having effective and professional services to create and maintain a vibrant community. If that means more taxes then I'll pay but I think all "users" should contribute.
- Quit taxing just one type of consumer (tobacco). It's just downright wrong to do so!!
- Taxes on cigarettes are too high now, it's not right to penalize personal use of a legal product (no, I'm not a smoker).
- Stop taxing alcohol/tobacco—legalize marijuana—tax that and that will resolve budget issues. It's in the Valley—it's not going away—tax it and you will see benefit.
- Taxing gas is a terrible idea as so many people commute long distances to work. That will really hurt struggling families!
- We already pay more for gas, we should not also have a bigger gas tax!
- Taxes on gas are also high enough.

- Active borough emergency responders should have \$20,000 of their property valuation exempted from taxes (like seniors), since they are paying "tax" with their time and bodies. (I am not an active responder). We need to revisit the senior exemption overall, and establish some upper income level or property value level.
- Don't hamstring miners (coal and gravel) with excess rules, regulations and fees. They both have a clean history in the Valley and provide much needed jobs and revenue.
- Road taxes with no service is contemptible!
- I don't support raising taxes on anything! The cost is passed to the consumer – always!
- The taxes are too high for what we receive in return.
- I think the MSB should sell more of its land reserves for development and income, instead of raising taxes. I would also like all government agencies to stop taxing cigarettes and alcohol and start taxing something new! Perhaps fast food, candy, soda or any foods which create obesity in this land.
- Continuing to add more fees increases the cost to the consumer.
- I am not willing to pay more taxes for "more services" such as permanently manual fire stations vs volunteer stations.
- Tax structures to encourage business. Government should only be involved in our legal system and transportation.
- I would like to see fair taxation on businesses so they won't locate here just because we give them a free ride then get nothing from them in return.
- Wasilla is a lot more fair and equal than Anchorage, especially on taxes. Wasilla doesn't target certain population to pay taxes. It has sales tax where everyone participates and contributes to their community. Wasilla doesn't segment and single out poor people or smokers to pay taxes that others don't!
- Wasilla's Mayor has endorsed increasing sales tax to maintain community services to continue growth and prosperity. This is a good idea. Money is not being wasted but put toward valuable services which help everyone.

Development and Growth

Many respondents commented that development and growth is good for the Mat-Su Borough, while others expressed concerns that the area will become overdeveloped. This section of comments includes those on economic development, in particular what kind is preferable; natural resource development, most notably coal; agriculture; and planning.

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- Develop the Pt. MacKenzie area
 - We must continue seeking to develop the Pt MacKenzie area, including the bridge and port. A major concern for our family is the rapidly expanding KGB area without the necessary paralleling of roads, traffic management and services. Our road is not completely paved, even though there are nearly 75 homes along it.
 - Get the borough to stop the cities from being able to annex outside their current city limits.
 - The Valley is growing too fast, too much. It is very disheartening.
 - Go for low density development. Keep lot sizes large, 5+ acres.
 - All the building is ruining our beautiful mountain views, i.e., Grandview!
 - I would rather not see big development go on.

Economic Development

- I feel that the Borough governments' stance on development is hurting our economy. We cannot continue to be just a bedroom community. We need to invite industrial resource development or we will lose opportunities for growth.
- The fact that the borough is a bedroom community for Anchorage attests to the fact that job development has a low priority, and that Valley jobs pay inferior wages.
- We need good paying jobs in the Valley – our borough does an okay job but I think they could do better promoting growth.
- I think crime is on the rise in the MSB because there are too many “latch key” children being left alone in the MSB while their parents commute to work in Anchorage. MSB needs to encourage commercial office space and manufacturing in order for those jobs to exist where families are living and playing in the MSB. It has a port, a railroad and now a commercial airport needs to be established to eliminate the need of a controversial bridge.
- The Borough does not need to be involved in development or regulation of private property.
- Government does not create jobs. They do develop opportunities (i.e., create laws and policies) for the private sector to be able to develop.
- All of these items should be accomplished by private companies and citizens with encouragement from the Mat-Su Borough when needed. They should not be done BY the Borough as stated here. The amount of regulations should be kept at a minimum so that business can begin and grow.
- I love living in the Mat-Su Borough. I like the major development in Wasilla.
- I have been living here a long time and have seen a lot of changes. I hate to see things get overdeveloped.
- The Borough is currently doing a poor job of building and maintaining infrastructure and services for a healthy and robust economy. The Mat-Su College is a good start for building a capable workforce

but needs additional investment. Many businesses of maturity don't like the "wild west" anything goes profile the Borough has positioned itself as with its "Open for Business" moniker. Businesses need and desire zoning and stable infrastructure before they invest in a community. To gain our own economic dependence, we need to move from retail to professional services and industry. Only then will we stop trucking 40,000 capable workers to Anchorage every day.

- We need more avenues for senior care and alternatives for medical employment (other than MS Regional Med Center).
- I love living here. It has grown tremendously in the past ten years. I would like to see more restaurants like Applebee's or Cattle Company move out here. Also, I would like to see more department stores like JCP or Kohl's.
- We need good restaurants, perhaps a chain.
- I think we should add a Bath and Body Works and a few higher end food chains – and a Panda Express would be great!
- We need more shopping options – Hobby Lobby, J.C. Penney's, Best Buy, etc.
- We should look to bring in more large chain food companies and stores.
- Please no more box stores. No more fast food. No more strip malls!
- We need more entertainment and eating options.
- Mat-Su should most definitely seek development of high tech, etc employment. All we really have is box stores, fast food employment.
- Tourism needs to be developed in a clean way. This valley is beautiful and tourism can bring in a lot of money.
- Community development should target specific tourist populations that would generate money for the economy. Ask "what type of person/group typically visits the Mat-Su?" and design future development to accommodate some of those needs.
- The poor fish runs in our streams have been/had a negative impact on tourism. Our families are not planning any future stays until fishing improves. We are planning to visit other areas of Alaska that have better fishing. The borough must be more active in the management of these fisheries.
- We need a town center with a "no traffic" area.
- Plan for developers to pay the cost of increased services due to population growth.

Natural Resource Development

The most controversial issue concerning natural resource development was coal.

- Please do not allow coal mining right in the least of the close in settled area of the borough. The Sutton area and Wishbone Hill should not be exploited for money at the behest of all of the residents whose health will be jeopardized. My wife and I and the VAST majority of Ma-Su Borough

residents will not benefit from coal mining within sight of our retirement home. Those of us who live close to and downwind of this proposed coal mining desperately need to live our retirement years in peace and health!!!

- The question about whether I support Borough resources for development of natural resource uses was impossible to answer, because I support this for some natural resources but not others. Specifically NOT COAL.
- No coal mining!
- No coal mine!!!
- No coal mining, and start thinking about long-term issues involved here not the immediate money now. Do what is best for everyone not a small handful of people.
- No coal mines – be smart and use the wind!
- If the coal mine is developed I will have to move out of the Mat-Su.
- Please, please save Palmer—and the air and water. Do not allow a coal mine to ruin this lovely town and the health and wealth of its people, water and air! You will regret it, if you do. Please stop the coal mine from coming to town. There are better opportunities—thank you! Please develop recreational opportunities, roads, family homes, clean air and water, and alternative energy sources that we can benefit from locally. Not China’s coal that we suffer the consequences from. I don’t want to see beautiful Palmer turn into a sick, coal dust-breathing town. I love Palmer too much.
- I’m not against mining but I don’t want to see it in residential areas or anywhere close to them.
- Develop the coal.
- Get coal going.
- Would like to see more natural resource development and less regulation.
- I think we need to explore and utilize our natural resources, except wind.
- Open things up and encourage all resource extraction. Government needs to get out of the way.
- I think we should not be in such a hurry to destroy our area to sell natural resources to foreign countries to benefit a few businesses not even from here. We need a few intelligent politicians not the crazed few who chant "We are open for business!" We need to be open for our people not corporations.
- Never, never, never allow "fracking" or other oil and gas extraction in the borough. It can't be done cleanly and the public pays the price while a few elite profit.
- If the pipeline for gas doesn’t show any promise then I say drill in the valley. Drill in unpopulated areas. Wildlife will benefit from the access roads, especially moose.

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- Alaska is a vast storehouse of natural resources. No state in the union has anything comparable. Don't let the Disneyland syndrome take over. Tourists are fine. But mining, fishing, hunting are what the real Alaska is all about.
 - The newcomers to Sutton need to grow up. They moved into an area known for coal mining for the last century. If they're surprised that it may be resurrected, they're stupid.
 - We should not allow residential development in areas resource extraction is planned or considered.

Agriculture

Several people commented on the importance of retaining agricultural land.

- I believe agriculture is a huge need for Alaska. We need to be able to feed ourselves. The Mat-Su Borough had allowed too much of our farm land to be sold for subdivision use. If we build they will come, but how will we feed them? Also, we can no longer count on fish in our freezers to feed our families. We need to quit living for today and deal with tomorrow. We now live in an attitude which respects no one. We are "me first" and rude.
- I would like to see agriculture back and stop subdividing the farm land.
- Do not develop farm land.
- Maintain and improve agricultural land.
- The Valley was conceived as a farming community. I live on a lot that was part of my grandfather's original 160-acre homestead. Anything that can be done to preserve existing or future farms needs to be done. Including tax breaks.
- It was stated in the news this week the Governor Parnell intends to establish emergency supplies in several locations around the state. This is a great idea, but I'd like to see this go further. Alaska is very vulnerable since we are so dependent upon shipments from the Lower 48. The likelihood for an economic crisis, manmade or natural disasters is very real. It really wouldn't take much to impact shipping to Alaska.
- Promote agriculture, save farmlands from development.

Planning

- I value planning! I am concerned with the lack of commitment to a sound planning process that exists in the Borough. I have observed and/or heard of too many incidents where the Borough has been unwilling to follow its own guidelines, or unwilling to open a conversation about growth and planning policies. I am equally concerned that both elected officials and staff seem willing to overlook guidelines and procedures and policies in place. The several cell tower incidents in the past five years is perhaps the most flagrant example of this, but there are other examples. It is critical that the Borough demonstrate integrity in its operations and a willingness to follow through on plans and agreements in place, and help establish them where needed.
- Growth planning is critical, and completely overlooked by the decision makers in the borough (not the staff). As a result, urban sprawl is quickly happening, and is going to result in significantly

diminished quality of life for future generations. This is by far the largest long term issue the Borough faces.

- Less government. Let the private sector determine what is viable to develop.
- Planning is important. Development does not necessarily mean progress.
- Build schools and parks (green spaces) before they are immediately needed; plan and prepare for growth, don't just react or respond.
- The Borough needs to build infrastructure with the future in mind, instead of just building to correct a current problem. Roads would be a good example of the shortsightedness. We build a three-lane highway and only prepare for those three lanes instead of preparing for the need for more lanes in the future.
- It's time for the MSB to come "out of the country" and into the reasonable & deserved position of Alaska's commercial and social center. What started as a perfect location for agriculture (deepest top soil in the state), became the bedroom commuter community for Anchorage (due to location). Now is the time to become a mature & planned central living and working community for the state. All of the prerequisites for a world class community exist here and it is time to take advantage of the opportunity.
- The only visible benefit to the inability of the governmental office responsible for making decisions on infrastructure development is the annual bottom-line of the consultants hired to conduct the various studies. Year after year "new" information is discovered, and previous studies are declared invalid, requiring more study, and more money paid to the consultant. Delays to improvement and development projects caused in whole or in part by continued tabling of committed decisions result in home and business owners not making improvements or expansions to their properties, or sale of same at lower, sometimes drastically reduced, prices. The overall effect is stultified growth, with the accompanying limits to the property tax base which affects Borough revenues.

One very real example of what I am referring to is the Parks Highway Alternative Corridor Project. In June, 2007 the State of Alaska Office of Safety and Highway Planning effectively had a single bypass route planned, with two possible tie-ins to the existing Parks Highway at the ends of that route. As of the August 9, 2012 fifth annual Mat-Su Transportation Fair held at the Curtis D. Menard Sports Center and hosted by Brooks & Associates, there are now multiple possible routes, all requiring further study. Requiring more money for the consultants. Imposing multiple years of governmental indecision on future planning by the residents of the Mat-Su Borough. Continuing to maintain the frustration and aggravation with traffic congestion of people travelling through Wasilla, who refuse to stop at Wasilla businesses in avoidance of fighting the traffic to get back on the highway to continue to their destinations. This project has regressed, producing a documentable detriment to the Borough and residents.

- The best communities, in my experience, have a town center with minimal traffic, tacky signage and buildings built right up to the road. Wasilla is an example of planning gone wrong and gives the feel of a strip mall town and a wide spot in the road. Downtown Palmer does have a better feel of community. I enjoy Palmer very much and feel that Wasilla could have been a beautiful town. Planning and zoning should be community centered as well as business center. The guests who have

visited us are always amazed by the Valley's scenery and dismayed by the ugliness of the buildings and the hodgepodge way in which development is thrown together. You can have both.

- We need to plan for the future of the residents and stop allowing the developers to set our standards. Look for the future of our grandchildren.
- Road improvement projects move too slowly in the planning phases. Borough and State government agencies/offices lack conviction and initiative to progress in a timely fashion, leaving the residents held hostage to wishy-washy indecisiveness resulting in a negative impact on long-term personal future planning and local infrastructure development and support.
- We definitely need to have more planning for the Borough and also to include Wasilla, Palmer, and other incorporated areas. Roads and property planning are keys to growth. But it is always best if it can be organized.
- Encourage local community councils in each area to come together and assist in borough planning.
- Better advertisement of Community Development Planning for resident input.
- Private airstrips—I feel that before one is built into an existing neighborhood it should be discussed first.
- The Borough spent ½ a million dollars to study private airstrips, while saying they (Borough) would not make it difficult for future airstrips. This sadly was a lie. The regulations have made so no one can comply to develop an airstrip. The government of the borough fleeced us for \$500,000 and made it impossible for future generations to have an airstrip. The Borough is sought after because people want this life style. Alaska is vast and air travel is the only way to get to other communities. Life/safety issues also enter into the need for airstrips. The borough has stopped an economic and need of the people!
- There is too much of an attitude of fostering business at the expense of the community. Whether from greed, or an immature attitude of freedom but not responsibility or an attitude of not caring because the person plans to move out of state to retire, or just plain selfishness, the community is evolving by whim and happenstance. This is currently by design of elected officials, and in the past by lack of planning and enactment of planning.
- The Borough needs better planning for Wasilla. It's too commercial and is not attractive enough to bring in tourists. There is bad planning for commercial buildings being built in the best locations, like Home Depot, Fred Meyers and Lowe's.
- I wish that there was a plan for the town of Wasilla. Industrial area, residential—it's not a pretty site. Can a bypass highway be put in?
- Planning has been treated as a dirty word in the MSB, but let's take Palmer as an example. As a New Deal government project, Palmer was a planned community from the start and it worked. People enjoy living and working in Palmer a lot because of the walk-ability and urban development like sidewalks, street lightening, bike paths, offices, retail, schools, government and planned/developed green spaces. I think it makes more sense to move the State Fairgrounds and corrections/courthouse to new locations in the MSB than to manipulate current roads and traffic to

accommodate them. Much further down the road I think “the cure” for current traffic woes will become the “disease.”

- The Mat Su Borough is past the size when a comprehensive plan including zoning must be established.
- I would like to see in “planned development” more services for homeless, mental health, and substance abuse treatment.
- Work closely with the Chamber of Commerce, city government, local business and homeowners to plan future community development.
- I like to see the borough giving the resident opportunities to have the say in how the planning is done and regulated. The more the local governments are aware of their input into protecting their own resources, the better for local neighborhoods. I LIKE THE COMPREHENSIVE PLANNING BY LOCAL GOVERNMENTS!
- We need more affordable Senior Housing as soon we cannot afford our home when our daughter retires in four years. We can hardly afford our meds or dentist or doctors.

Land Use and Zoning

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, the appropriate level of government regulation over land use, and concern about cell towers.

Code Enforcement

- There is very poor code enforcement. There is a lack of permits as well of people not following traffic laws. There needs to be more planning and development in the area and more enforcement of laws already there.
- Code compliance is very understaffed. I agree strongly with the current level of codes, however, they are very poorly enforced. One neighbor with continuing trash, shack, and abandoned vehicles has brought down our property values. This is a very small neighborhood and all neighbors work together to help each other, except for this one continuing issue. Complaints have been filed and there has been poor enforcement for the past ten years. Code compliance is improving recently and is attempting to rectify the situation but understaffing makes it necessary for us to continue constant contact with the code officer to ensure follow through.
- More should be done to get property owners to clean up their properties. As Alaskans, we tend to take pride in our independence and that extends to what we choose to do with our properties. However, this state of mind often leads to some people who don’t take pride in and care for what they have. Just drive around the Valley and you don’t have to look hard to find properties that have structures in disrepair, multiple rusted auto bodies, and some properties just look like scrap yards.

This past spring, there was a letter to the editor in the ADN from a tourist that had just completed a trip to Denali and were about to go back home. There was great praise for the beauty that was seen during the entire stay in Alaska, but they were greatly dismayed to see so many properties that were trashed as they made their way to Denali. They said that they could not understand why people would choose to live this way in such a beautiful place.

- There are too many people with junk in their yard.
- There are lots of trashy homes in the Borough with trash all over yards and people living with substandard housing, water, and services.
- I'm tired of seeing junk auto body and tire shops.
- We need to make laws on keeping your business nice and clean.
- I don't like that you can't do what you want on your own property. Code compliance seems to pick only on certain people. Land taxes are too high in the Borough. What happened to grandfather rights?
- Have a way to force home owners to take care of their land.
- The Borough wanted to put me and my husband in jail for having too much stuff on our land. What a joke. It's just more money for the State. What good would that do to put us in jail?
- Have a way to enforce home owners to take care of their surroundings. We have a neighbor with broken cars, trash, and a dumpster in his front yard.
- Regulations and enforcement covering old vehicles and other hazardous collection on private property.
- The Borough doesn't have enough control over homeowners pulling up vehicles that are not operative around their homes.
- We should have zoning in place so that we don't have hovels rented to people that have no water or sewer. (Meadow Lakes area on the Parks highway is a good example.)
- Things have been improving in our area. When we moved here we thought unrestricted meant a couple of chickens and a horse. Not junk yards, and we also have a septic pumping business two lots down from us. Really? In a residential neighborhood?
- There needs to be more planning to make our communities and towns more pleasing to the eye. The trash, gravel pits, ground up trees and brush along the roads are eyesores. The lack of planning is a big problem. Also, I see improvements like roads and sidewalks built and then no maintenance from the DOT/State/or Borough. There seems to be a lack of coordination between these groups and follow through on projects. In my neighborhood the DOT has not cleaned up after themselves and the City will not do it because the State is supposed to. There is a different standard for completing and maintaining our communities like in other places. I guess it is Alaska, but I really want it to look better. Basically, everyone needs to pick up after themselves and not leave the mess for others to look at. The Borough and cities have ordinance to address this but lack of enforcement. There are trashed lots in my neighborhood, within a city, and no one says anything

about it. This lowers my property value and makes this city less desirable. The Borough/Cities need to partner and do something to promote pride to care for their lots, businesses and homes.

- Commercial areas should be kept separate from residential areas as much as possible.
- The borough must do a better job at keeping liquor stores and bars and bingo halls away from both residential and school areas.
- There should be better planning and zoning to avoid development of commercial/industrial next to and within residential areas.
- We need to have some sort of zoning. With the current growth rate in the borough, the quality of life will go down without more regulation.
- Less regulation, less government.
- I don't agree with government land restrictions. People need to be able to utilize their land for capital. People need to be able to develop their land without government restrictions and regulations.
- More restrictive planning and zoning.
- I do not enjoy living in a community with little to no zoning. I feel it causes undue stress and conflict between competing user groups. I do appreciate the business climate in Wasilla versus Palmer. If the Mat-Su wants to keep more money in the Borough they need to have quality, family-sustaining employment. My impression of Palmer is that they are quite anti-development. Palmer doesn't look like a strip mall community though so they have been successful in that capacity.
- I should not have to pay for a permit to build or change land use.
- Lack of commercial zoning has caused some very unsightly areas along our highways and in neighborhoods. I've had a number of visitors over the past 5-10 yrs make comments about this. It's particularly bad along the Parks Highway north of Wasilla. It detracts from the natural beauty we enjoy here. In appearance looks as though we no longer care.
- I would like to see more zoning for business.
- Allow subdividing of remote parcels.
- The current process for school site selection is poor at best. Putting it on farm land on the other side of railroad tracks makes no sense. Placing a school in the middle of a neighborhood, asking parents to drive through a community of houses is just dangerous. How many schools have a turn lane for cars? Very few. As a parent of school kids, I sit on Bogard trying to turn left and there is no turn lane into Fingerlake Elementary. Pioneer Park is just a mess in the morning and when school lets out. It took moving Trunk Road to get a fix for Pioneer Park.
- No towers.
- Regulate towers – public reviews
- Remove cell towers – wind towers look better!

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- I am EXTREMELY disappointed that the Assembly repealed ALL regulation of tall towers. The public has a right of notification and participation regarding such towers, especially within residential neighborhoods.
 - I would like to see more zoning laws put into place so gravel pits and cell towers don't end up in people's back yards.
 - New commercial/retail construction should have an American/Alaskan rural appearance and not a sterile generic box store appearance commonly found in mid-town Anchorage and now along the Parks Highway, Bogard, Palmer – Wasilla Highway and in and around Wasilla. I don't see malls and multi-store shopping centers as appropriate for a Valley setting. People move to the Valley from Anchorage to have a rural setting and lifestyle, why is the very thing that people come her to get away from being recreated here? Wasilla has seen tremendous growth, seemingly with no plan, resulting in the recreation of mid-town Anchorage in the Valley. I recently became aware of plans to build a large shopping center between the old and new Trunk Roads along the Palmer-Wasilla Highway. What a shame it is, as I suppose that it will be more of the same.

There are rural areas in the Pacific Northwest that have experienced similar growth as the Valley has. Many of those communities have required new commercial and retail builders to adhere to architectural guidelines conducive to the local rural settings, resulting in an appearance that enhances the communities appearance and promotes a rural state of mind.

Oh please, no more purple trees! I believe that they are "Red" Canadian Choke Cherry. The new Carr's store in Palmer has them throughout the parking lot. They are not only detractive, they stand out. In Anchorage they have found that the birds are spreading the seed to the local wooded areas. It's not on the invasive species list yet, but I wouldn't be surprised if it does. Anyway, purple trees???

- Any future chain store should consider building with the natural environment under consideration so the building is aesthetically pleasing and not just a "cookie cutter" model.
- The car dealerships have too much lighting. Do I really need to see their lights from the highway in Eklutna?
- I would really appreciate it if they could straighten out the address at the Glenwood Apts.! It is very hard to get packages, the police, EMS, anyone to get the right place. They always go to Big Lake! Rogers Circle is the street. This has been a problem for four years now. I have tried to talk to the person who is in charge of city addressing, and still nothing!

Traffic

Several respondents expressed concern about growth in the region outstripping road capacity, and a few stressed the need for more roads out of the area in case of emergency. The issue of getting to Anchorage was a common one—many respondents urged construction of the Knik Arm Crossing.

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- The population exploded before roads could be widened so I understand why there's traffic, but wow! Traffic has gotten ridiculous!
 - Our road system is way behind the pace of growth.
 - The borough needs to get roads/traffic under control and anticipate growth, which, I realize, requires money.
 - There has been a recent (last four years) "catch up" mentality regarding the road transportation network. This is long overdue, but is primarily the responsibility of the state.
 - The borough needs to widen more roads due to traffic issues.
 - There is only one way in and out of the Valley. If something ever happen like an earthquake and it took out the Parks Highway everything north or south would be affected.
 - Road plans for emergency escape in case of earthquake, crashes, etc. – alternate route to Anchorage.
 - Our population has grown enough that it is no longer acceptable to have only one road to move about between Anchorage and the Valley. The Glenn Highway from the Knik River Bridge south into Anchorage is way overtaxed. It's time to build the bridge or use a ferry and develop the road system to access those new ways to get to Anchorage. Also, another road is required in places where there truly is only one road, like between the Old Glenn Hwy (near Knik Bridge) to Eklutna. A third lane is needed, especially southbound (Glenn Hwy) before crossing the Eagle River Bridge. Three lanes starting at the middle Eagle River southbound on ramp and continuing over the bridge would help immensely to reduce the impact of morning rush hour traffic.
 - The Mat-Su Borough needs an alternative route into and out of Anchorage. I think you know why. With only one-way in and out traffic comes to a grinding halt for something as simple as a car off the side of the road, even if it's not blocking. Commute time can be up to two hours or more to get to Anchorage.
 - There are a lot of traffic jam-ups between Eagle River and the Mat-Su Borough.
 - The Mat-Su needs to grow – we need another way to get to Anchorage in case something happens to the bridge.
 - Get the KGB bridge to Anchorage built.
 - I would like to see the bridge to Anchorage built.
 - The Bridge across the Cook Inlet needs to be built ASAP!
 - I feel that the Knik Arm Bridge needs to get developed. The borough and the state can easily afford the \$150M. We need that bridge.
 - Forget about the bridge to nowhere (Anchorage)
 - Fix and expand the highway to Anchorage.

- The road system we have is piss poor. The Park from Church to Pitman is a death trap. I travel it twice a day, there is no lighting and no turn lane. I know in the future they are upgrading it but I work construction on the road and it takes you guys too long to do anything. Go to Anchorage, if they upgrade a road it's done the next year with all the permits, not in 2016. How many more people are going to get killed on this stretch of road?
- You have allowed the Palmer Wasilla Hwy to turn into one long flat barren dirt-blown surface, reminiscent of Los Angeles in developmental stages – Trunk Road could have been bypassed without turning it into a freeway.
- Making Palmer-Wasilla a four-way highway to improve the flow of traffic.
- We live on Palmer Wasilla Highway. It is very dangerous at busy times and in winter.
- I'd like to see a reduction of the speed limit on the Parks Highway. It is far too heavily traveled with multiple intersections to justify a 65mph speed limit
- Improvements are being made to the congested Palmer-Wasilla Highway. Keep up the good work.
- More turn lanes on the P/W Hwy and the Glenn would be nice.
- I wish someone would look at making the Glenn Hwy safer. For example, there should be three lanes from Wasilla to Eagle River and four lanes from Eagle River to Anchorage. This should be seriously considered.
- Stop fixing the road north on the Parks Highway until Big Lake to Wasilla (Houston) is done!!
- Expand the road system from Big Lake to Wasilla.
- They need to route the highway around Wasilla.
- The Parks Highway from the Glenn Highway to north of Wasilla needs to be a full freeway, partially raised ASAP!
- I'd like to see Fern Rd punched thru to Edlund. This would give a clear shot from Edlunk to Knik Rd, bypassing a 4 mile – 90° corners daily drive.
- KGB Road needs more lighting and some way to cut down on traffic accidents. Too many lethal accidents happen here. Perhaps more turn lanes and more lighting, with slower speed limits would help.
- Lights are needed as a priority at the flats into Palmer as is hard to see in winter. Makes a hazard to drivers.
- I would like to see more lights put in on the Glenn Hwy from Parks to Palmer.
- Would like to see street lighting on Fairview Loop. It's very dark in the winter. Can't see moose, or anything else that might be out there.
- Please do NOT build anymore roundabouts- they are WAY too dangerous with so many residents who don't care enough to learn how to use them properly!

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- The traffic conditions at Teeland Middle School are hazardous. Traffic is coming of Seldon at 50 mph into a crowded school zone. It is impossible to get out of the school back onto Seldon. Even the buses struggle to get out. This forces people to cut through the neighborhood nearby. A traffic light is clearly needed.
 - There are too many stop lights. Major roads need to be designed like the Parks with overpasses and frontage roads or better turn lanes
 - Additional stoplights do not fix poor street and traffic designs, and the borough needs to do much, much more to fix the Parks Highway traffic congestion occurring between Seward Meridian Parkway and Church Rd. One simple and quick, though temporary, solution would be a reduction of the speed limit from the current 45mph to 35mph, allowing more vehicles to travel more closely together. The correct, long-term solution is to either reduce the number of access points and intersections by creating frontage roads or develop a highway bypass to reduce the overall number of vehicles transiting the downtown Wasilla area.
 - Fewer stop signs that are four-way! They're a waste of time.
 - We have a huge problem with speeders driving by from a sub-division up above us!
 - More residential speed bumps.

Environment

There were only four questions on the survey that asked specifically about the environment (concerning preservation of open spaces, drinking water quality, recycling, and landfill services). Many respondents elaborated on these issues.

- I would like to see the MSB develop public water and sewer systems-at the current rate of population growth, we are going to start seeing private wells either failing or being contaminated.
- I would like the MSB to have a monitoring program for water quality, air quality, health of humans, and noise levels.
- One thing that has always concerned me is the water quality. My water, as it sits is at max level for all readings. It would be nice to not have to purchase water.
- You allowed natural gas exploration in an area where all the wells were compromised.
- Protect water resources. Oil, gas, coal, and mineral extraction threatens ground and surface water which is a public resource.
- I think the borough should be more responsive to the citizens' health concerns regarding proposed Wishbone Hill Coal Mine by Usibelli and others who wish to mine coal.
- Keep out dirty industry - Those that historically leave behind waste, toxins, damage to people or places. Evaluate business on how much "hidden cost" they impose on others - where they use or

waste resources paid for by others, or owned publically, and don't pay back generously for that abuse of public resources.

- I would like to see greater attention given to recycling, protection of the environment and land fill issues. The new VCRS is one of the things we should be proudest of here, and its potential for doing great things for private and public entities here is tremendous. The Borough should be a very strong and competent partner with VCRS....including honoring all commitment of funds that the Borough has made in the past!
- Have a better recycle program in the Big Lake, Houston and Willow areas.
- Easier recycling access/services
- Mat-Su should promote recycling programs and make bicycling easier for residents. Mat-Su should “go green”.
- Landfill is expensive. We need better recycling.
- The borough should consider giving solid waste discount coupons to people who recycle, since they are putting less in the land fill. These coupons could be handed out by Valley Recycling as people come through, and by any business that offers recycling pickup as well as trash pickup. The borough should also consider a "freecycle" program where usable but no longer wanted items could be made available (first come, first served) to others. We already do this with paint, why not with old strollers and appliances and such. We used to do this all the time informally at the dump before we had transfer stations.
- Borough trash sites should be free-of-charge, like other areas in the state. This would do wonders to clean up neighborhoods.
- I would like the MSB to partner with other entities to reduce the electrical demand of households. The MSB should be hosting classes on how to be energy efficient and should be helping those most in need to replace energy- hogging appliances.
- Invasive Plants: Of particular concern is Bird Vetch. Many people are oblivious to its spread, but I see it as a real problem. It is everywhere now and it smothers the indigenous vegetation. Once it is established it is difficult to get rid of. Each plant not only spreads thousands of seed, it's a perennial whose roots system is highly invasive.

In 2009 there was no Bird Vetch on the road leading to my home. The following year, a few plants could be seen along the roadside, now it is all along both sides of the road with only a few areas where it hasn't taken over. I'd like to see the State, Borough, Municipalities, and volunteer organizations coordinate efforts to get this under control. I know that it was spread by the large packets of mixed flower seeds (instant garden). Perhaps mixed seed packets containing Vetch should be banned from sale. Someone told me that the State was using Vetch for soil retention along highways. I don't know if that is true, but I hope not.

- We should stop open burning.
- The borough really needs to keep an eye on future growth and development and strive to keep a solid balance between preserving our natural environment and economic development. We need to

quit cutting down so many trees in favor of buildings when there are plenty of vacant buildings and cleared areas currently available.

- Stop allowing developers or landowners to CLEAR cut!
- Marsh lands, flood plain areas and local creek areas need to be preserved. The lands around these areas should not be sold to developers.
- Do not allow residential development on flood planes.
- Consider preserving green space and recreational opportunities, preservation of trails. Preserve wetlands, water resources.
- I think what the city of Palmer charges for water, sewer, and trash is not fair to seniors who live alone. The charge of \$64.06 a month for water, etc. is huge considering I use fewer than 2,500 gallons of water a month, but I have to pay the \$64.06 fee for those that can use up to 5,000 gallons. I think if a household uses less water (by 50% or more/less) it should be charged less of a fee for the water service. Someone who uses less water or reduces their trash and sewer use deserves a financial break or consideration because they are being environmentally friendly.

Thoughts about the Mat-Su Survey

- Thank you for this opportunity to express myself. I usually don't have the opportunities to go to community meetings.
- Thanks for asking for my opinion.
- Thanks for the opportunity to participate in this survey.
- Couldn't get your online to work for the survey!
- Some of the questions were subjective.
- I would like to see a copy of your survey when completed. Will it be available online?
- Thanks for asking.
- Thanks for the 2 bucks!!
- I appreciate this survey and I'm glad to see the university involved.
- Thanks for the two dollars. I have been unemployed for ten months in the last twelve and I've never been a government employee.
- Thank you for providing this opportunity to give input for the citizens of the Mat Su Borough on how we would like to see our home develop.
- Thank you again for your time and I truly hope that members of this assembly and staff give us feedback on this survey and other citizen directed initiatives.

-
- This survey needs to be shorter.
 - You owe me 18 more dollars for this long dumb FORM.
 - How to manage, provide, plan, and operate the Mat-Su Borough has got to be overwhelming! I do not know the answers. Thank you for this opportunity to participate!!
 - Many of these questions are not applicable as we live on five acres in the woods in Willow. I know who my neighbors are, but like it out here for a reason! I believe we are ultimately responsible for ourselves and less government is better.

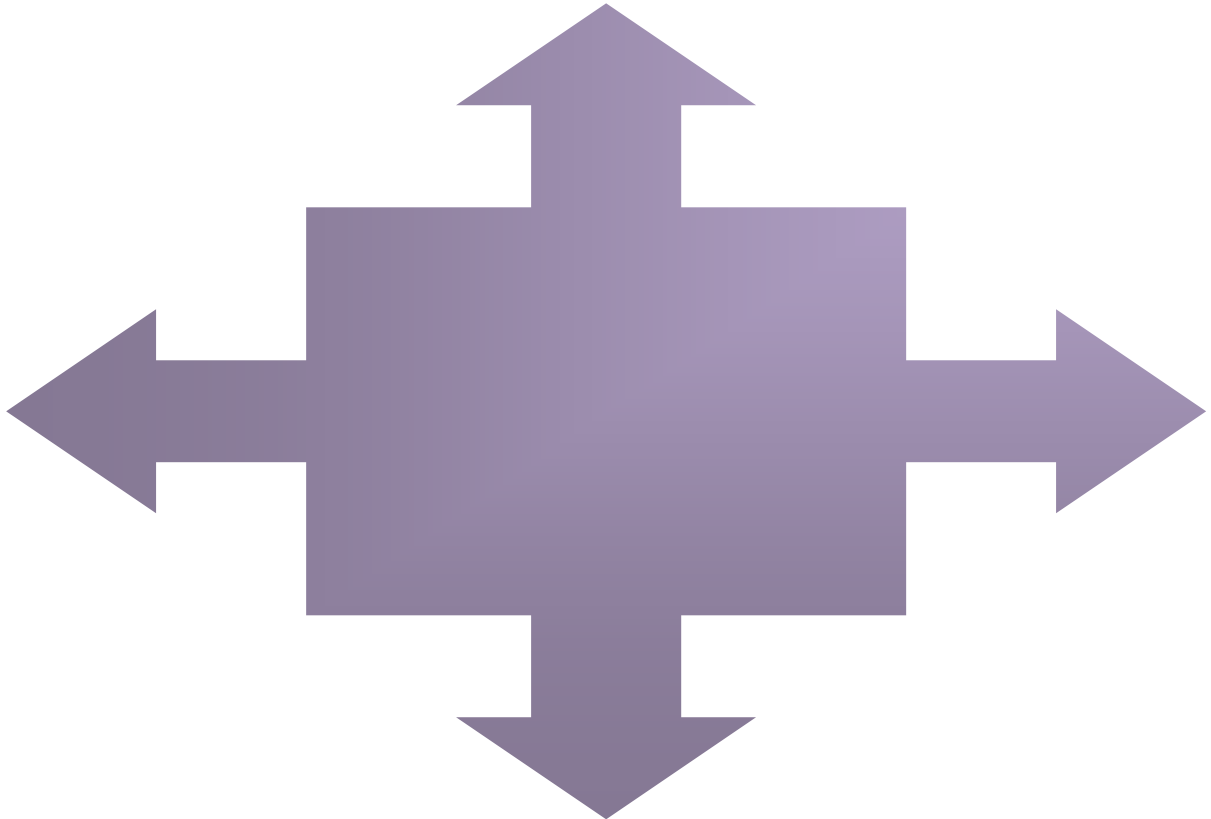


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Appendix.
Questionnaire

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Matanuska~Susitna Community Survey



Summer 2012

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, and you may skip any questions you do not want to answer. However, it would be very helpful if you take about 30 minutes to share your experiences and opinions about the Borough. You must be 18 or older to participate. There are no direct benefits for participating in this study. Whether you complete the survey or not will have no effect on the services you currently receive from the Borough. Some questions in this survey ask about your fear of being a victim of crime and about crime in your neighborhood. You may experience discomfort thinking about these issues. If you have any questions about your rights as a research participant, contact Dr. Dianne Toebe, Compliance Officer for the Office of Research and Graduate Studies, at 907-786-1099. 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"/> |
| Permitting Center | <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

17. 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"/> |

18. 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"/> |

19. Crime in the Community

To what extent are you fearful that you or members of your household will be...

| | Not at all | A little | Moderately | A lot |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |
| the victim of a sexual assault? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| the victim of a murder? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| the victim of a kidnapping? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 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"/> |

20. How often has each of the following things happened in your neighborhood during the past 6 months?

| | Never | Once | Twice | 3 times | 4 or more times |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |

21. 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

22. 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) _____

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Don't Know |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| In the event of a disaster I and my family will be independent of others for assistance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel the borough is vulnerable to a natural or man-made disaster. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe the borough government is responsible for preparing residents for disasters. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe residents should take personal responsibility in preparing for disasters. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe the borough is prepared for an outbreak of Pandemic (influenza) disease. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe the borough is prepared to recover from a widespread disaster. | <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.

32. How old were you on your last birthday? _____
33. What is your gender? Female Male
34. What is your marital status?
- Single, Never Married
 - Married
 - Separated
 - Divorced
 - Widowed
35. 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

36. Are you of Hispanic or Latino/a background or origin? No Yes

37. 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)

38. 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 to \$124,999
- \$125,000 to \$149,999
- \$150,000 or more

39. Including yourself, how many people currently live in your household?

(If you live by yourself, please enter "1" and **skip to question 42.**) _____

40. 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 42.**) _____

41. How many of your children currently attend Mat-Su Borough School District Schools? _____

42. 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 45.**
- Full-time Student ⇒ Please fill bubble then **skip to question 45.**
- Employed, Part-time
- Disabled, Unable to Work ⇒ Please fill bubble then **skip to question 45.**
- Unemployed, Looking for Work ⇒ Please fill bubble then **skip to question 45.**
- Unemployed, Not Looking for Work ⇒ Please fill bubble then **skip to question 45.**
- Retired ⇒ Please fill bubble then **skip to question 45.**

43. If you are Employed:
What type of work do you do? _____
What is the zip code where you work? _____

44. If you are currently self-employed, do you own a business in the Mat-Su Borough? No Yes

45. Do you own your home or do you rent? (If you rent, please fill the "rent" bubble, then **skip to question 47.**) Own Rent

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

- | | |
|--|--|
| <input type="radio"/> Less than \$100,000 | <input type="radio"/> \$250,000 to \$299,999 |
| <input type="radio"/> \$100,000 to \$149,999 | <input type="radio"/> \$300,000 to \$349,999 |
| <input type="radio"/> \$150,000 to \$199,999 | <input type="radio"/> \$350,000 to \$399,999 |
| <input type="radio"/> \$200,000 to \$249,999 | <input type="radio"/> \$400,000 or more |

47. 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

48. Do you live in a condominium? No Yes

49. Do you currently have a second home outside the Mat-Su Borough? No Yes

50. Do you see yourself staying in the Mat-Su Borough for the long term? No Yes

51. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future? No Yes

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

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

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

Month _____ Year _____

55. 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?

Continue on the next page...

Survey Research Center
Justice Center
University of Alaska Anchorage
Anchorage, Alaska 99508

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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 (Borough) and has been conducted annually since 2006. During the late summer and fall of 2012, the survey was distributed to 1,965 adult heads-of-household in the Mat-Su Borough who were selected in a simple random sample: 845 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 *2012 Mat-Su Survey* and trends from 2008-2012. 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 Appendix B), which is made up of five major parts: I) Evaluation of Current Borough Services, II) Use of Borough Facilities, III) Life in Mat-Su Neighborhoods, IV) Local Government: Access, Policies and Practices, and V) Sample Characteristics. Part VI presents findings from a derived importance-performance analysis of the survey data.

Responses to each of the 161 questions (or “variables”) posed in the survey are displayed using a summary table and bar graph to illustrate aggregate answers (Table A); another table and line graph directly below shows trends in responses to these questions during the 2008-2012 period (Table B). Most of the survey questions used a four-point Likert scale, which gives respondents a range of options for expressing how strongly they feel about a certain issue. For example, rather than asking simply whether respondents are satisfied with 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

¹ The original drawn sample included 2,300 subjects; however, 335 addresses proved invalid as means of contacting the individuals in the sample.

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 shown in table A for each variable, there is also a table and line graph (shown in Table B) 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 2012, 834 respondents answered the question about Fire Department Services, but only 554 answered either “very poor,” “poor,” “good,” or “very good.” One-third (33.1%) answered “don’t know;” those responses are not included in either the trend table or line graph. Percentages within each response category are in the next few columns. 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 five years is consistently above 2.00, 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 substantially over the years, answer choices did. In 2008, possible responses to questions asking about level of agreement with a given statement included “strongly disagree,” “disagree,” “agree,” and “strongly disagree.” The possible answer “no opinion” was placed at the end of the options. Since 2009, 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 have been 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 five 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 2008 figures in the trend tables and graphs in this report with those in the Sourcebooks for that year will notice discrepancies—this is due to the approach described here.

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. In 2010, a question was added that asked about support for a local tax on gasoline to raise money to pay for transportation improvements. New questions added in 2011 focus on usage of different forms of media for accessing information about the Mat-Su Borough, modes of commuting and use of public transportation, satisfaction with the regulation of various land uses, use and awareness of assorted emergency services, and degree of preparation for disasters. The current survey comprises 15 pages and 161 questions (see Appendix B).

InfoUSA, a commercial mailing list company, sampled 2,300 adult heads-of household from the Mat-Su Borough. This sampling strategy is different from what was used in 2011—a stratified random sample of adults from the 43 different census tracts in the Mat-Su Borough—and consequently, the characteristics of the 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 2012 *Mat-Su Survey* are more comparable to the 2010 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 in early August, 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, did the data analysis, and prepared this report. Research technician Heather MacAlpine prepared the mailings, entered data from completed questionnaires into a statistical software package (SPSS), transcribed respondent comments into a word processing program, and did data cleaning and data quality inspections. Data entry began on August 10, 2012 and was finished on November 30, 2012. In addition to surveys received by mail, 64 surveys were completed over the Internet. A total of 845 completed or partially-completed surveys were received and entered into the electronic database.² There were 335 surveys returned by the United States Postal Service as undeliverable for various reasons. Sixty-four people included in the sample indicated they did not wish to participate, either by returning a blank survey, or communicating this desire by mail, e-mail, or phone to the project staff. Two recipients of the survey were deceased. Overall, this represents a 43.0% response rate.³ After cleaning the data, a process that involves checking for errors, such as numbers entered outside of an acceptable range, and double-checking a randomly-selected five percent of surveys for errors, analyses were conducted using the statistical software SPSS.

² All surveys are confidential. 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.

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 “Code/Zoning Enforcement Services” (1.43), “Dissemination of News and Information” (1.62), “Recycling Services” (1.76), “Permitting Center” (1.78), “Community Enhancement Programs” (1.81), “Roadway Maintenance Services” (1.85), and “Snowplow Services” (1.96). The overall rating of Borough services was 1.85. Residents were quite satisfied with both fire (2.42) and ambulance (2.44) emergency services and the central landfill (2.28). All ratings for schools and recreational services were slightly above “good” on the four-point scale.

For the Borough services measured here, none saw a meaningful decrease in how they were rated by survey respondents from 2008 to 2012. The highest increases were seen in “Snowplow Services” (7.7%), “High Schools” (8.5%), “Dissemination of News and Information” (8.7%), “Community Enhancement Programs: (9.0%), “Roadway Maintenance Services” (13.5%), “Animal Care and Regulation Services” (14.9%), and “Recycling Services” (30.4%). A question about the Permitting Center was added to the survey in 2011; in one year, its rating went up 6.6 percent. In general, the lowest rated services also were those with the highest increases in satisfaction.

For every item except “Roadway Maintenance Services,” “Snowplow Services,” “Central Landfill Service,” and the overall rating of Borough services, a notable portion of respondents answered “don’t know” (ranging from 22% to 63%).

Part II. Use of Borough Facilities

Seventy-five percent of respondents to the *2012 Mat-Su Survey* indicated that they use the Borough’s libraries. Between 2008 and 2009, usage declined by close to eight percent, but for the past four years, average usage has not changed, even though compared to 2008, more respondents say they never use public libraries in the borough. 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. Over the past five years, reported use of the Wasilla Library has fluctuated, while the Palmer Library, after holding steady from 2008-2011, saw a large drop in reported usage from 2011 to 2012. Libraries in the smaller communities of Talkeetna, Sutton, and Trapper Creek show large changes, but

this may be due to the relatively small user base of those facilities—even small differences in the raw number is reflected in large differences in percent change.

Seventy-three percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Since 2008, there has been a decrease of about twelve percent in reported use of Borough recreational facilities. With respect to individual facilities, there have also been decreases, though small, or slight increases, as with the use of “other Borough trails.” The Wasilla Pool saw a drop in reported use of close to seventeen percent from 2008 to 2012, although this is largely due a large decline from 2009 to 2010. Since then, reported use is steadily increasing.

There were new questions added in 2011 that obtained more details about commuting and use of public transportation. There was a slight increase in the percentage of respondents reporting they use public transportation at all (from 7.3% to 9.3%); this seems to be largely due to growth in reported use of Valley Mover, which almost doubled, and not in MASCOT, which saw a slight decline in reported use. Forty-nine percent of people who answered the question about commuting said they use a personal vehicle. Equal percentages reported using an aircraft as using Share-a-Van (3.2%), and transit use was reported by fewer than two percent of respondents.

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. The report of the *2010 Mat-Su Borough Survey* commented on a pattern of noticeable declines from 2009 to 2010 in the average ratings for many variables in this section. This pattern is no longer evident—many ratings have continued to increase from that low point, but they have not returned to their 2009 levels. 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 percent 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 vandalism by juveniles, but so much in the case of truant children hanging out on street corners. On just about all measures of social interaction with neighbors (with the exception of how many neighbors respondents said they know by sight or by name), average ratings have dropped steadily from 2008 to 2012. Overall though, a majority of respondents continue to report that they borrow items from and 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 58%) 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. From 2008 to 2012, there were generally small decreases in the percentages of respondents reporting both physical and social disorder, though slight and likely insignificant increases were seen in 2012 in panhandling and begging and prostitution.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime have declined. Fear of crime rarely—if ever—prevents respondents from carrying out their normal activities in the neighborhood. Fewer than five percent of respondents report being victimized in their neighborhoods. This was relatively unchanged from the previous four years. 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 (91.1%). Over 69 percent of respondents said they keep a firearm in the home for self-protection. In the five years since the *Mat-Su Survey* began asking about self-protection measures, use of the most commonly-used measures has not changed. There has, however, been an increase in measures such as using a vehicle security system (up 23%) and a home security system, which has doubled.

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

Over a third of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 22 percent were dissatisfied. Most people agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff. While on all these measures there have been declines in average ratings since 2008 (due to large drops in 2010), in the past two year the ratings have increased slightly. New questions were added in 2011 asking whether people currently access or would like to access Borough information through various media. As was the case then, traditional media—radio, newspapers and television—were used with much greater frequency than e-mail news releases, YouTube videos, and Facebook. While there were slight increases in the percentages of respondents who said they would start to use these modern media in the future, on the whole there is little indication of emerging diffusion of these technologies. The Borough's website was used more often than e-mail, YouTube, or Facebook. Low usage of more modern media may reflect the fact that the

average age of *Mat-Su Survey* respondents was 52 years old and only two percent of respondents were under the age of 25.

While it seems based on the survey results thus far that most people really like living in the Mat-Su Borough, 41 percent of respondents do not believe that they are getting their money's worth for their tax dollars generally. Another 43 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 2008. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006. There was support for the use of Borough funds to preserve open spaces; almost 46 percent agreed or strongly agreed with this idea, compared to 24 percent who disagreed or strongly disagreed. This is unchanged from last year, but since 2008, there has been a slight decline in the average rating.

The *Mat-Su Survey* asked eleven questions about support for different taxes. Over the five-year period since 2008, support for eight of these taxes increased, though in some cases by negligible amounts. The biggest increases were in support of gasoline taxes and property taxes, 31.7 percent and 46.3 percent, respectively. However, these remain by far the least two popular taxes of the eleven asked about in the survey. The strongest opposition was to a local gasoline tax (89% of respondents opposed this to some degree, though only 81% of respondents opposed such a tax if the revenues were directed towards transportation improvements rather than services in general) and an increased property tax (84% opposed).

Indeed, there was widespread lack of support for any of the taxes. A sales tax—seasonal or year-round—had the next largest opposition (54% and 61% respectively). Support for other taxes was mixed, though there was a slight preference given to “sin” taxes on tobacco and alcohol, with about 40 percent of respondents stating they “agree” or “strongly agree” with such taxes. This ranking of taxes with respect to degree of opposition is unchanged from last year. While respondents’ support for taxes has slightly increased, they continue to most strongly oppose taxes that would most likely affect them—taxes on property and gasoline and a year-round sales tax—and be middle-of-the road on support for taxes on tobacco and alcohol (which affect only the purchasers of these products), and fees related to development and real estate transfers.

Sixty-nine percent of respondents labeled traffic congestion a serious problem; although this is a six percent increase compared to 2011 (when 63% of respondents thought traffic congestion was a serious problem), overall there has been just a slight increase since 2008. A similar pattern is evident in the measure of concern about water quality in the Borough; 49 percent of respondents agreed or

strongly agreed that they were concerned, compared to 45 percent in 2011. Since 2008 the average rating has increased by over five percent). Sixty-seven percent of respondents agreed or strongly agreed that the Borough needs to do a better job of managing growth and development, while 66 percent agreed or strongly agreed that the Borough should designate commercial and industrial centers to minimize land use conflicts.

New questions on the 2011 Mat-Su Borough Survey asked respondents to rate how well the Borough is doing at regulating various land use effects, specifically noise, signs and billboards, commercial lighting, natural resource extraction, and private airstrips. As was the case in 2011, the distribution of responses for each of these questions was remarkably similar. While few people strongly agreed that the Borough is doing a good job in this regard, most people did not indicate they thought the Borough is doing a bad job either. The lowest levels of satisfaction concerned the regulation of natural resource extraction (the average rating of 1.40 is slightly below “neither agree nor disagree” on a five-point scale). All other average ratings were on the positive side of neutral, that is, they were above 1.50, though in no case was the average rating about 2.00 (“agree”). The highest level of satisfaction (1.72) was for regulation of signs and billboards.

In 2011, a question was added to the survey asking respondents whether they think the Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy. Over 71 percent of people who answered this question agreed or strongly agreed, while only ten percent disagreed or strongly disagreed. Two additional questions pertaining to economic development were added to the survey this year. The first asked whether the Borough should “seek to develop our natural resources.” Just over one-third (64%) of respondents agreed or strongly agreed, while 19 percent disagreed or strongly disagreed. Respondents were similarly enthusiastic about developing opportunities for business development of high technology, manufacturing, and aerospace. Sixty-four percent agreed to some extent with this approach, and 19 percent disagreed or strongly disagreed.

Several questions were added to the 2011 Mat-Su Survey to assess residents’ use and awareness of emergency services, and their households’ preparation for disaster. Generally, the services that were the most used were also the services that respondents reported more awareness of. The ambulance service was both the most used and the service most people were aware of. Respondents for the most part were reasonably aware of opportunities for training in CPR, First Aid and other emergency skills (62%), prevention or preparedness programs (45%), open houses at emergency stations (36.6%), and lectures or programs detailing the operations of local emergency services (29%).

Respondents were also asked if they planned to use these services in the future. Several people wrote comments in the margin that this was a strange or stupid question, that one does not ordinarily plan to use emergency services, and so on. Despite this sentiment, 56 percent of people who answered the question said they planned to use “training in CPR, first aid, or other emergency skills,” and 29 percent said they planned to engage with prevention or preparedness programs. In all seven varieties of services asked about in these questions, there were large increases in the percentages of respondents who indicated they plan to use the service in the future.

Overall, it seems that survey respondents think the borough is vulnerable to a natural or man-made disaster (57%), but only 23 percent think the borough is prepared to recover from such an event, should it be widespread. There was strong support for the statement that residents should take personal responsibility for preparing for disasters (94% agreed or strongly agreed), and much less support for the notion that the borough government is responsible for preparing residents for disaster (only 30% agreed or strongly agreed). Not surprisingly then, most respondents (57%) said they are prepared for a natural or man-made disaster, and 71 percent claim to have set aside supplies in their homes in case of disaster. Even higher percentages (86%) say they keep the area around their homes clear of wildfire hazards. There was little change in any of these measures from 2011.

Part V. Sample Characteristics

More women than men returned questionnaires (53% female, 47% male, with 34 people declining to answer the gender question). The genders were more evenly balanced compared to previous years of the *Mat-Su Survey*. The majority of respondents were white (92%), with Alaska Natives and American Indians comprising about three percent of the sample. Close to six percent self-identified as being of Hispanic or Latino/a background or origin; this is a large increase from previous years, though the overall number of Hispanic or Latino/a respondents is still very low. The average age of respondents was 52 years old. Since 2008, the average age of survey takers has increased from 46 years old.

Most respondents were married (72%), and the typical household included between two and three people, but not quite one child. Families with children had an average of 1.6 of those children enrolled in Mat-Su Borough School District schools. The most typical level of education reported by respondents was “some college, no degree” (33%), while roughly equal numbers of respondents (19-20%) said they had a high school degree or equivalent or a bachelor’s degree. Consistent with previous years, about 12 percent of respondents had earned a graduate degree. About one-quarter (26%) of

respondents reported a household income of less than \$50,000, and 23 percent had a household income of \$100,000 or more. Most were employed full time (44%) or retired (21%), and of those who answered the question, 69 percent commuted within the Mat-Su Borough, while 28 percent commuted either to the Anchorage Bowl, Eagle River or Chugiak.

Eighty-eight percent of survey respondents owned their own home, which is likely valued at \$200,000 or more, and only 13 percent had a second home outside the Borough. Eighty percent stated that their address is posted for emergency responders. This represents an overall increase of eight percent since 2008, when only 72 percent of survey takers reported visibly posting their street address.

The average respondent has lived in the Borough for just over 18 years; since 2008, length of residency has increased from 16 years. Respondents, on average, have lived in their current home for eleven years, though slightly over one-third (35%) have lived in their current home for five or fewer years. The overwhelming majority of respondents see themselves staying in the Borough for the long term (86%). Two-thirds of those who said they plan to leave expect to do so within the next five years.

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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 “Code/Zoning Enforcement Services” (1.43), “Dissemination of News and Information” (1.62), “Recycling Services” (1.76), “Permitting Center” (1.78), “Community Enhancement Programs” (1.81), “Roadway Maintenance Services” (1.85), and “Snowplow Services” (1.96). The overall rating of Borough services was 1.85. Residents were quite satisfied with both fire (2.42) and ambulance (2.44) emergency services and the central landfill (2.28). All ratings for schools and recreational services were slightly above “good” on the four-point scale.

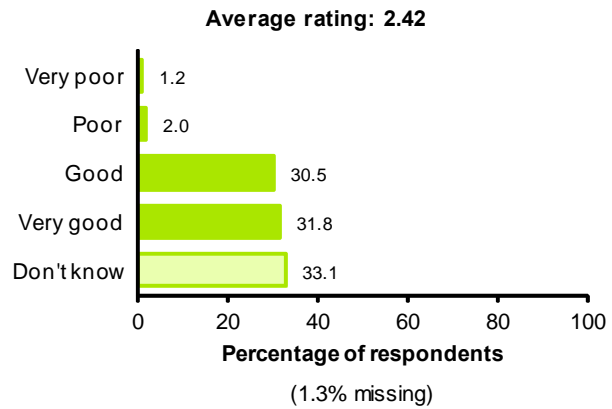
For the Borough services measured here, none saw a meaningful decrease in how they were rated by survey respondents from 2008 to 2012. The highest increases were seen in “Snowplow Services” (7.7%), “High Schools” (8.5%), “Dissemination of News and Information” (8.7%), “Community Enhancement Programs: (9.0%), “Roadway Maintenance Services” (13.5%), “Animal Care and Regulation Services” (14.9%), and “Recycling Services” (30.4%). A question about the Permitting Center was added to the survey in 2011; in one year, its rating went up 6.6 percent. In general, the lowest rated services also were those with the highest increases in satisfaction.

For every item except “Roadway Maintenance Services,” “Snowplow Services,” “Central Landfill Service,” and the overall rating of Borough services, a notable portion of respondents answered “don’t know” (ranging from 22% to 63%).

Table 1.1a. Evaluation of Fire Department Services, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 10 | 1.2 % | 0.00 | 1.8 % |
| Poor | 17 | 2.0 | 1.00 | 3.1 |
| Good | 258 | 30.5 | 2.00 | 46.6 |
| Very good | 269 | 31.8 | 3.00 | 48.6 |
| Don't know | 280 | 33.1 | | |
| Total valid | 834 | 98.7 % | | |
| Missing | 11 | 1.3 | | |
| Total | 845 | 100.0 % | | |



“Central Mat-Su Fire Department does a great job! They save me over \$400/year on insurance costs since they got a better ISO rating.”

Table 1.1b. Evaluation of Fire Department Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 758 | 2.9 | 4.4 | 46.6 | 46.2 | 2.36 |
| 2012 | 554 | 1.8 | 3.1 | 46.6 | 48.6 | 2.42 |

Percent change in average rating from 2008–2012: 5.2 %

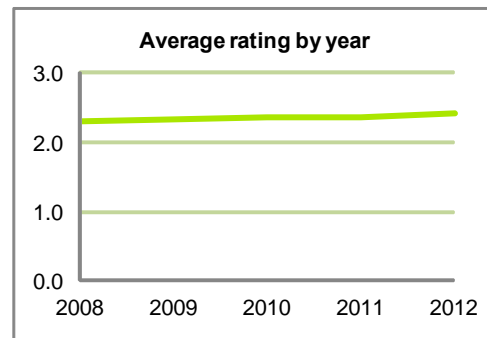
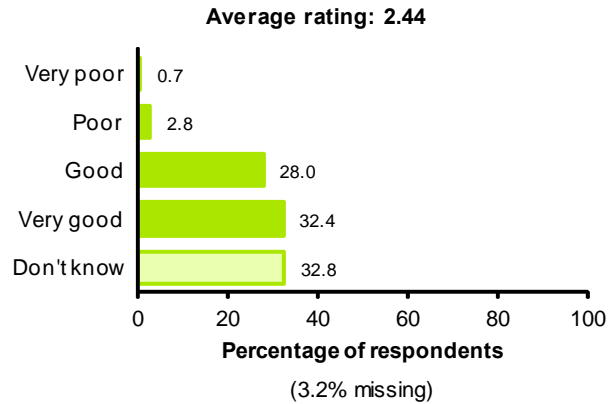


Table 1.2a. Evaluation of Ambulance Services, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 6 | 0.7 % | 0.00 | 1.1 % |
| Poor | 24 | 2.8 | 1.00 | 4.4 |
| Good | 237 | 28.0 | 2.00 | 43.8 |
| Very good | 274 | 32.4 | 3.00 | 50.6 |
| Don't know | 277 | 32.8 | | |
| Total valid | 818 | 96.8 % | | |
| Missing | 27 | 3.2 | | |
| Total | 845 | 100.0 % | | |



“Ambulance service is the luck of the draw depending on the crew. I know this because I was a volunteer EMT for nearly three years – and the hospital is still known as ‘Death Valley.’”

Table 1.2b. Evaluation of Ambulance Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 730 | 2.2 | 4.5 | 41.6 | 51.6 | 2.43 |
| 2012 | 541 | 1.1 | 4.4 | 43.8 | 50.6 | 2.44 |

Percent change in average rating from 2008–2012: 3.8 %

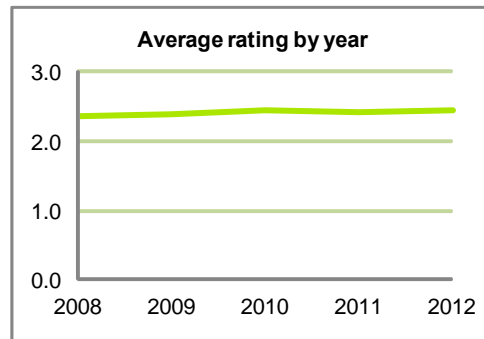
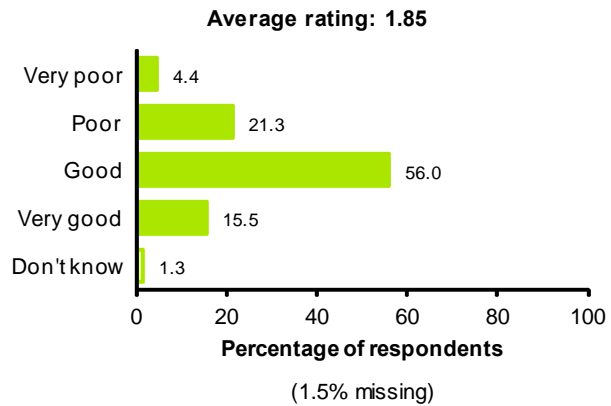


Table 2.1a. Evaluation of Roadway Maintenance Services, 2012

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 | 37 | 4.4 % | 0.00 | 4.5 % |
| Poor | 180 | 21.3 | 1.00 | 21.9 |
| Good | 473 | 56.0 | 2.00 | 57.6 |
| Very good | 131 | 15.5 | 3.00 | 16.0 |
| Don't know | 11 | 1.3 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |



“Road repair was not really done this year. Many potholes were poorly repaired and kept re-opening. Ruts in the road from studded snow tires, particularly on the Glenn/Parks Highways, were not repaired this year. I predict many cars in the ditch this winter when the roads turn icy as a direct result of the ruts. Weeds were not cut back on secondary roads. Crack sealing was not done on many roads this summer.”

Table 2.1b. Evaluation of Roadway Maintenance Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 1,135 | 5.3 | 23.3 | 55.0 | 16.5 | 1.83 |
| 2012 | 821 | 4.5 | 21.9 | 57.6 | 16.0 | 1.85 |
| Percent change in average rating from 2008–2012: | | | | | | 13.5 % |

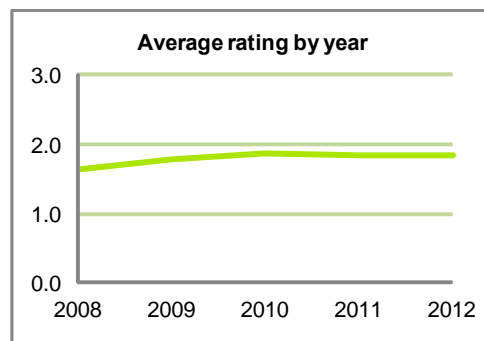
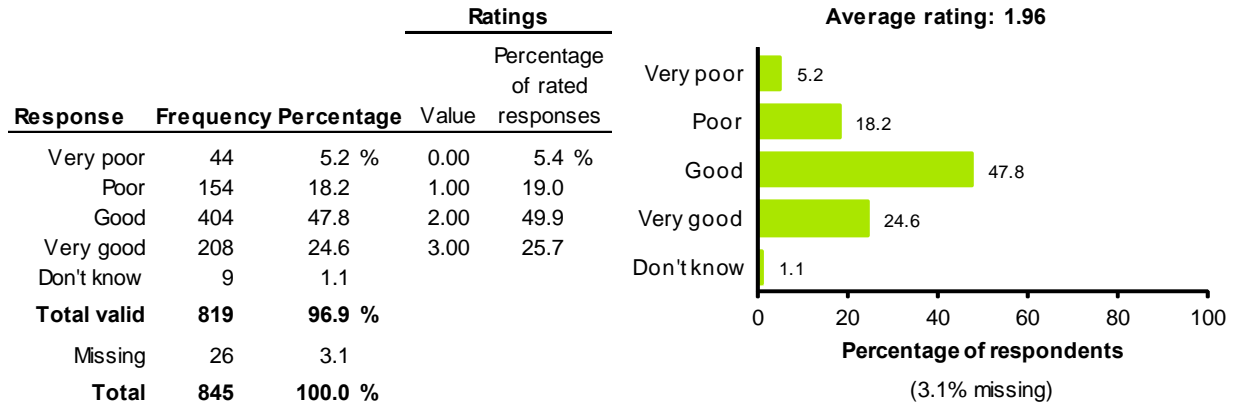


Table 2.2a. Evaluation of Snowplow Services, 2012

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



“I would like the snow plow not to block my driveway after they plow. I’m unable to move all the ice and snow myself, and cannot get my car out of my road and I get stuck and have to dig my car out.”

Table 2.2b. Evaluation of Snowplow Services: Trends 2008–2012

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

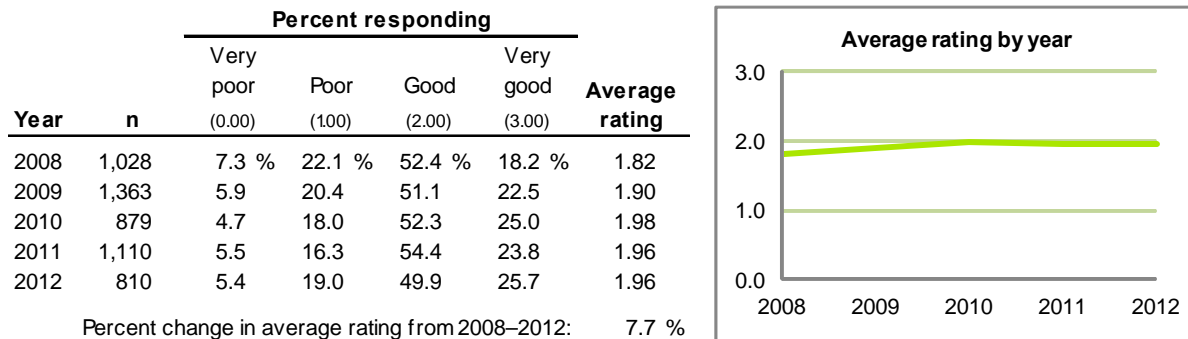
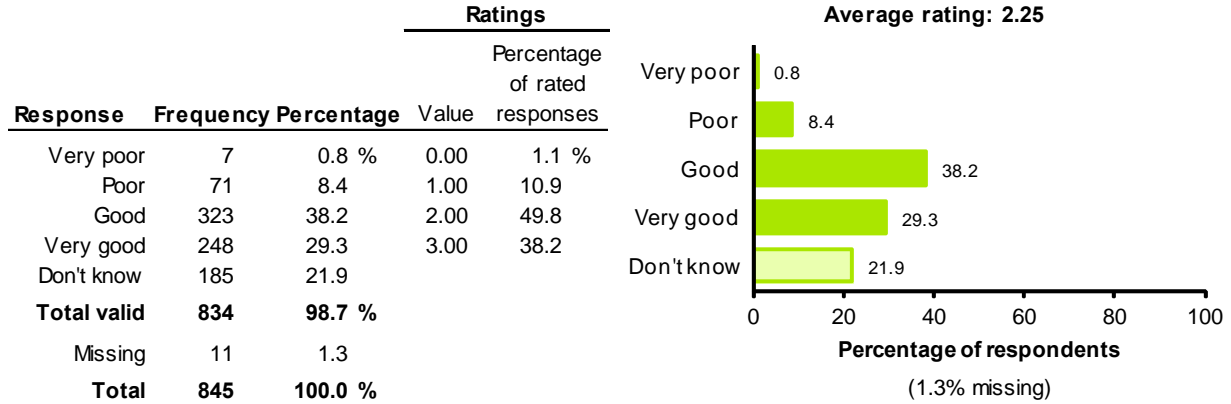


Table 3.1a. Evaluation of Library Services, 2012

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



“The Wasilla library is extremely underfunded! This library has more use than any other in the borough!”

Table 3.1b. Evaluation of Library Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 901 | 2.0 | 10.2 | 51.2 | 36.6 | 2.22 |
| 2012 | 649 | 1.1 | 10.9 | 49.8 | 38.2 | 2.25 |

Percent change in average rating from 2008–2012: 1.4 %

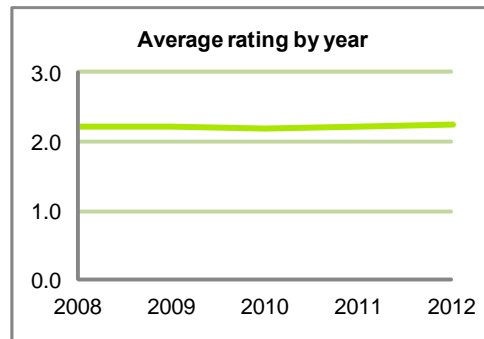
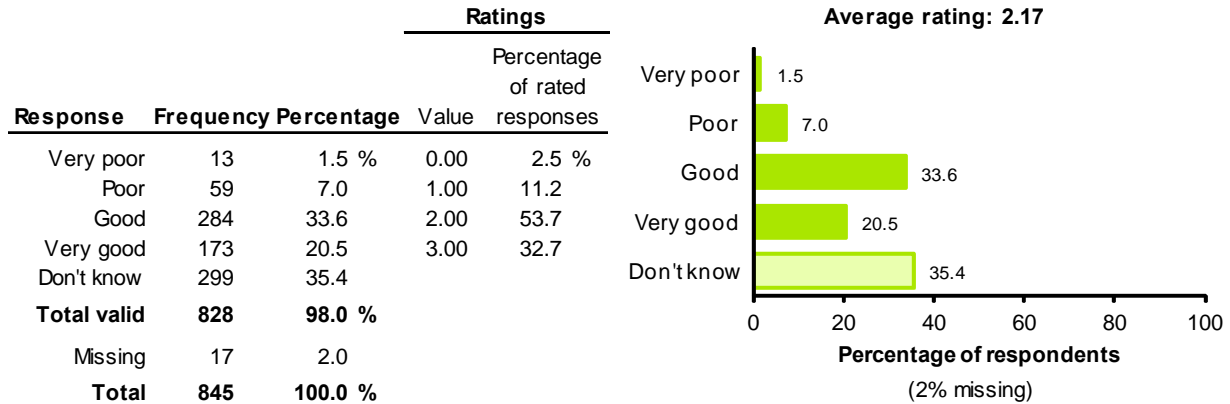


Table 3.2a. Evaluation of Elementary Schools, 2012

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



“I feel that the public schools are a joke. In my situation the elementary school is not equipped for children with special needs nor do the teachers and principle have any compassion or tolerance for children with special needs, which is why my wife home schools our son.”

Table 3.2b. Evaluation of Elementary Schools: Trends 2008–2012

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

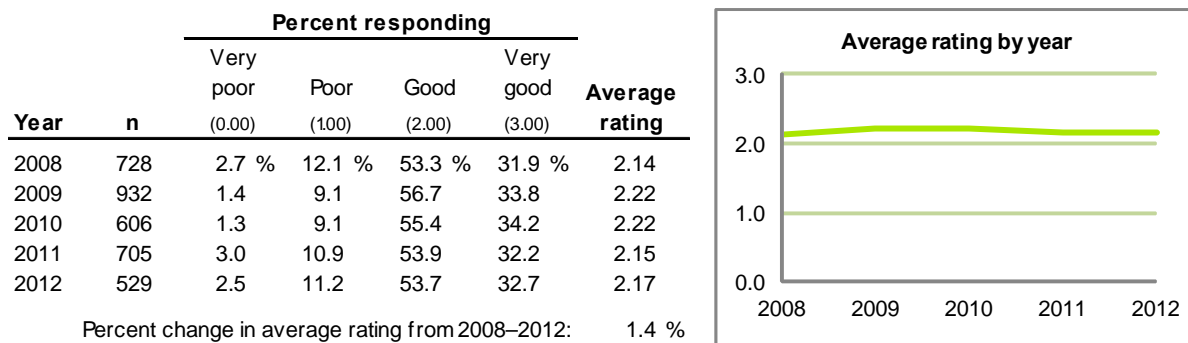
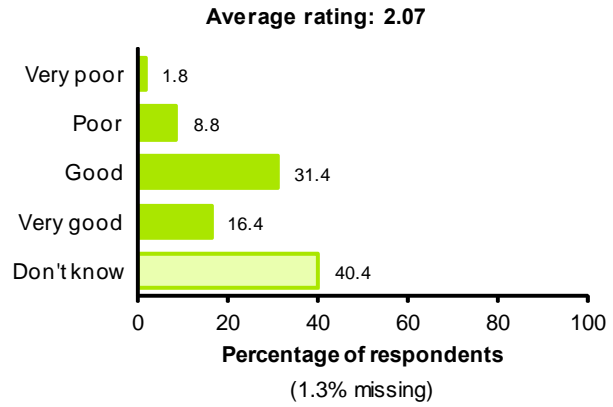


Table 3.3a. Evaluation of Middle Schools, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 15 | 1.8 % | 0.00 | 3.0 % |
| Poor | 74 | 8.8 | 1.00 | 15.0 |
| Good | 265 | 31.4 | 2.00 | 53.8 |
| Very good | 139 | 16.4 | 3.00 | 28.2 |
| Don't know | 341 | 40.4 | | |
| Total valid | 834 | 98.7 % | | |
| Missing | 11 | 1.3 | | |
| Total | 845 | 100.0 % | | |



“Since God and the Bible are no longer taught, we don’t use schools anymore.”

Table 3.3b. Evaluation of Middle Schools: Trends 2008–2012

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) | |
| 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 |
| 2011 | 646 | 4.0 | 15.3 | 57.0 | 23.7 | 2.00 |
| 2012 | 493 | 3.0 | 15.0 | 53.8 | 28.2 | 2.07 |

Percent change in average rating from 2008–2012: 5.6 %

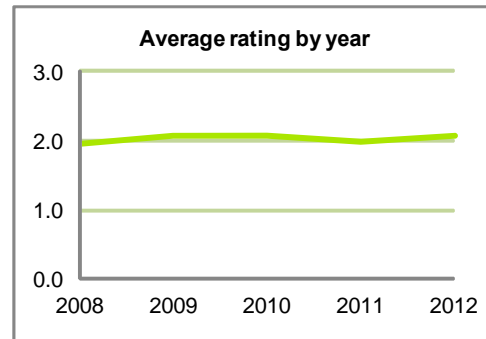
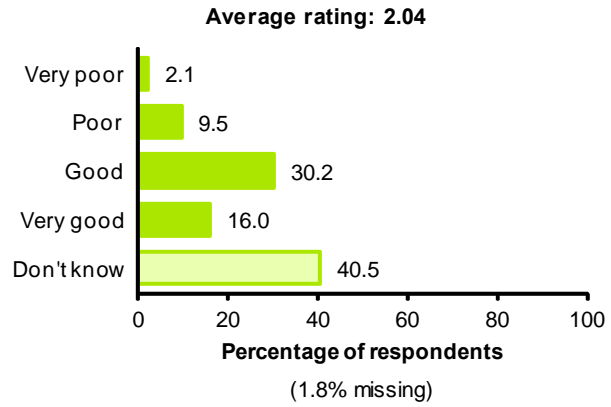


Table 3.4a. Evaluation of High Schools, 2012

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 | 2.1 % | 0.00 | 3.7 % |
| Poor | 80 | 9.5 | 1.00 | 16.4 |
| Good | 255 | 30.2 | 2.00 | 52.3 |
| Very good | 135 | 16.0 | 3.00 | 27.7 |
| Don't know | 342 | 40.5 | | |
| Total valid | 830 | 98.2 % | | |
| Missing | 15 | 1.8 | | |
| Total | 845 | 100.0 % | | |



“I hope the Borough can continue to nurture a strong and positive relationship with the School District. There are so many positive things happening in the schools and yet the public sentiment is so sour. The Borough must make sure it is adequately informed about educational issues.”

Table 3.4b. Evaluation of High Schools: Trends 2008–2012

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) | |
| 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 |
| 2011 | 663 | 5.6 | 16.6 | 54.8 | 23.1 | 1.95 |
| 2012 | 488 | 3.7 | 16.4 | 52.3 | 27.7 | 2.04 |

Percent change in average rating from 2008–2012: 8.5 %

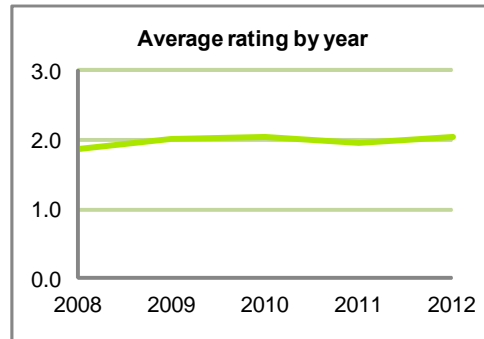
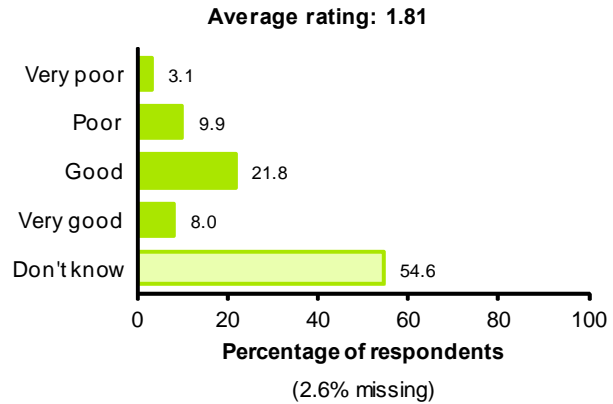


Table 3.5a. Evaluation of Community Enhancement Programs, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 26 | 3.1 % | 0.00 | 7.2 % |
| Poor | 84 | 9.9 | 1.00 | 23.2 |
| Good | 184 | 21.8 | 2.00 | 50.8 |
| Very good | 68 | 8.0 | 3.00 | 18.8 |
| Don't know | 461 | 54.6 | | |
| Total valid | 823 | 97.4 % | | |
| Missing | 22 | 2.6 | | |
| Total | 845 | 100.0 % | | |



“We need a parks and recreation system that offers community enrichment classes, such as dance, sports, camps for kids, and knitting, yoga, and painting for adults.”

Table 3.5b. Evaluation of Community Enhancement Programs: Trends 2008–2012

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

Community Enhancement Programs

| Year | n | Percent responding | | | | Average rating |
|------|-----|--------------------|-------------|-------------|------------------|----------------|
| | | Very poor (0.00) | Poor (1.00) | Good (2.00) | Very good (3.00) | |
| 2008 | 551 | 9.1 % | 30.7 % | 45.6 % | 14.7 % | 1.66 |
| 2009 | 607 | 6.6 | 27.2 | 54.0 | 12.2 | 1.72 |
| 2010 | 409 | 8.1 | 29.6 | 50.9 | 11.5 | 1.66 |
| 2011 | 466 | 8.6 | 28.1 | 46.6 | 16.7 | 1.71 |
| 2012 | 362 | 7.2 | 23.2 | 50.8 | 18.8 | 1.81 |

Percent change in average rating from 2008–2012: 9.0 %

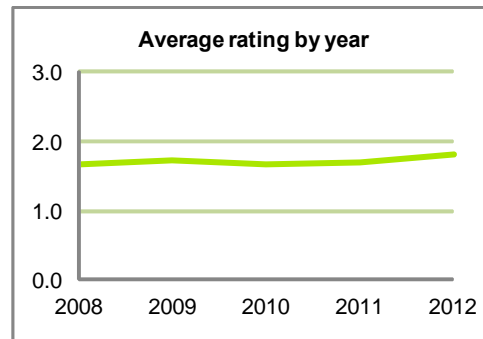
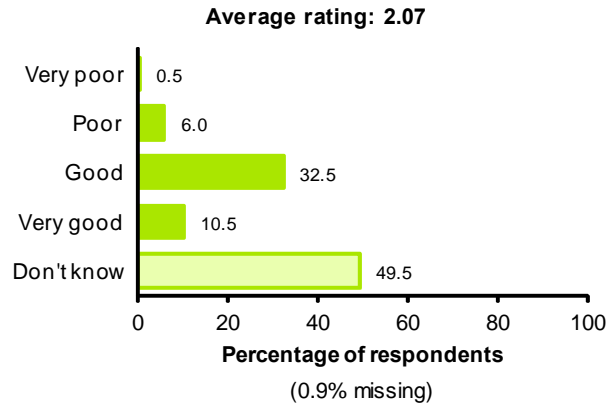


Table 4.1a. Evaluation of Wasilla Swimming Pool, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 4 | 0.5 % | 0.00 | 1.0 % |
| Poor | 51 | 6.0 | 1.00 | 12.2 |
| Good | 275 | 32.5 | 2.00 | 65.6 |
| Very good | 89 | 10.5 | 3.00 | 21.2 |
| Don't know | 418 | 49.5 | | |
| Total valid | 837 | 99.1 % | | |
| Missing | 8 | 0.9 | | |
| Total | 845 | 100.0 % | | |



“Wasilla Pool is not well-cleaned or maintained. ‘Generally disgusting’ and ‘the diving board is always slimy’ are quotes from my kids.”

Table 4.1b. Evaluation of Wasilla Swimming Pool: Trends 2008–2012

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) | |
| 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 |
| 2011 | 567 | 2.5 | 10.1 | 65.3 | 22.2 | 2.07 |
| 2012 | 419 | 1.0 | 12.2 | 65.6 | 21.2 | 2.07 |

Percent change in average rating from 2008–2012: 0.0 %

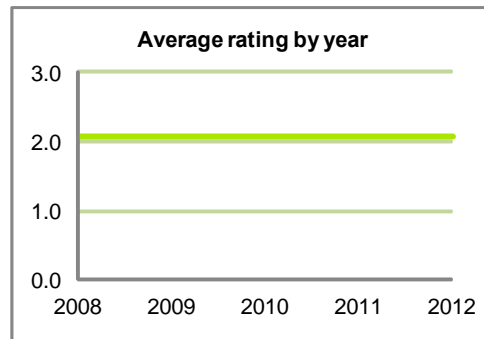
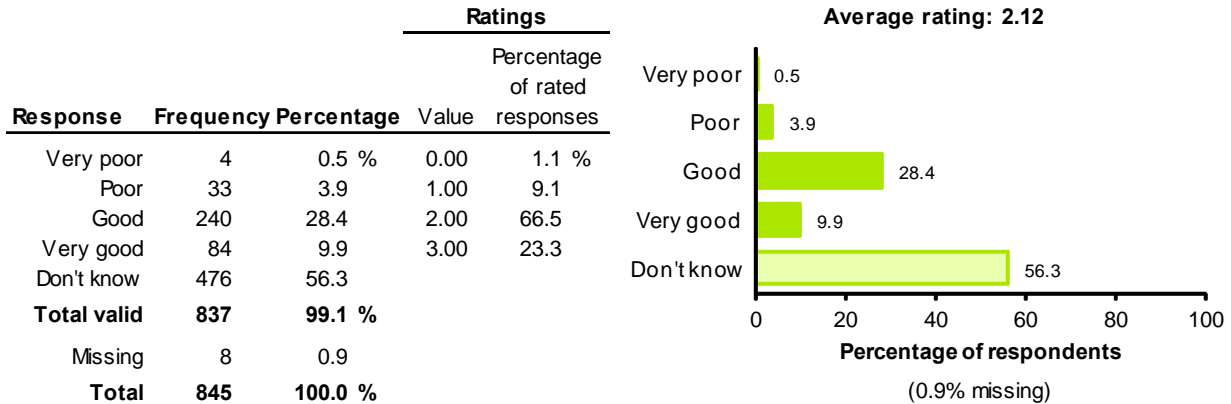


Table 4.2a. Evaluation of Palmer Swimming Pool, 2012

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



“Palmer Pool needs to get fixed! It is well-used and it can be hard to get a lane, especially when swim teams are using it. This is a well-used recreational and health resource that is not working due to a pump!”

Table 4.2b. Evaluation of Palmer Swimming Pool: Trends 2008–2012

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

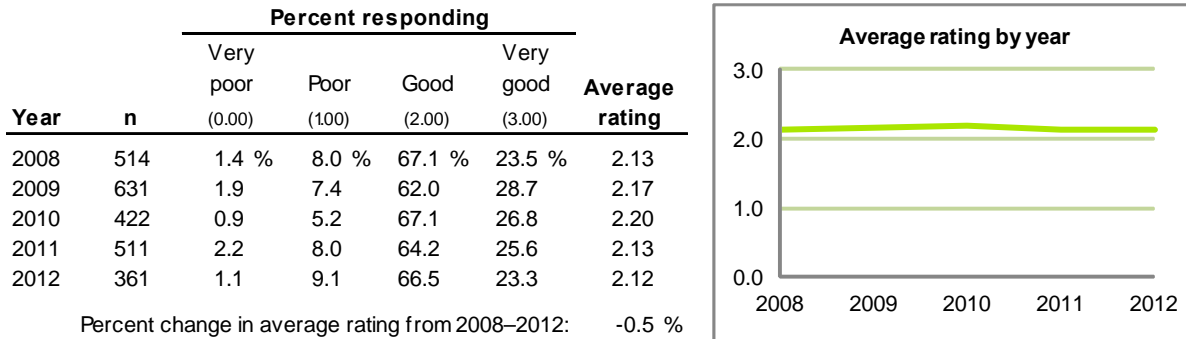
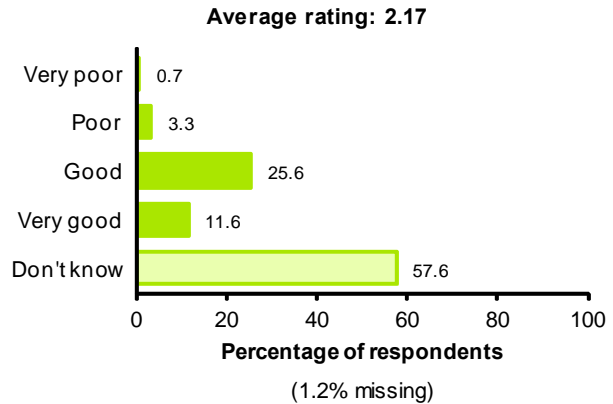


Table 4.3a. Evaluation of Brett Memorial Ice Arena, 2012

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 | 6 | 0.7 % | 0.00 | 1.7 % |
| Poor | 28 | 3.3 | 1.00 | 8.0 |
| Good | 216 | 25.6 | 2.00 | 62.1 |
| Very good | 98 | 11.6 | 3.00 | 28.2 |
| Don't know | 487 | 57.6 | | |
| Total valid | 835 | 98.8 % | | |
| Missing | 10 | 1.2 | | |
| Total | 845 | 100.0 % | | |



“The borough needs, and always has needed, things for children and teenagers to do to keep them active.”

Table 4.3b. Evaluation of Brett Memorial Ice Arena: Trends 2008–2012

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) | |
| 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 |
| 2011 | 466 | 0.6 | 8.4 | 62.9 | 28.1 | 2.18 |
| 2012 | 348 | 1.7 | 8.0 | 62.1 | 28.2 | 2.17 |

Percent change in average rating from 2008–2012: -0.5 %

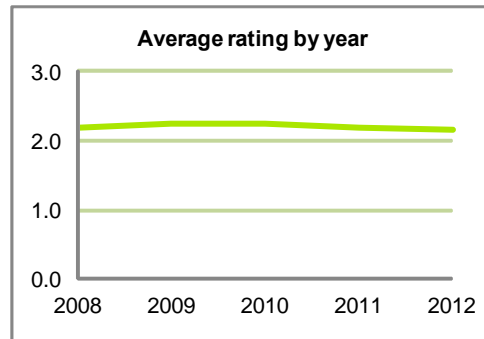
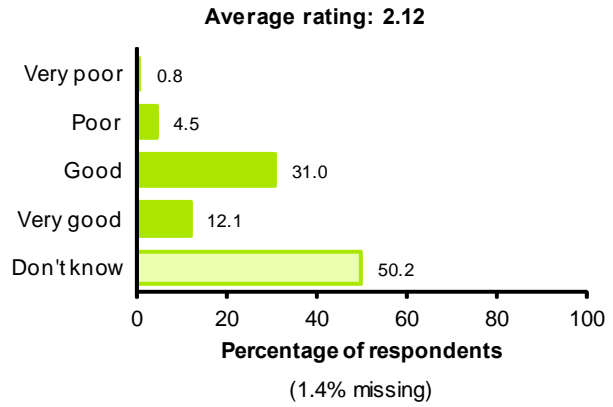


Table 4.4a. Evaluation of Athletic Fields, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 7 | 0.8 % | 0.00 | 1.7 % |
| Poor | 38 | 4.5 | 1.00 | 9.3 |
| Good | 262 | 31.0 | 2.00 | 64.1 |
| Very good | 102 | 12.1 | 3.00 | 24.9 |
| Don't know | 424 | 50.2 | | |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |



“Maintenance at Alcantra soccer fields is pretty bad. It would be nice to see the soccer fields get at least as much attention as the rarely-used baseball fields.”

Table 4.4b. Evaluation of Athletic Fields: Trends 2008–2012

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) | |
| 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 |
| 2011 | 544 | 2.9 | 10.7 | 63.6 | 22.8 | 2.06 |
| 2012 | 409 | 1.7 | 9.3 | 64.1 | 24.9 | 2.12 |

Percent change in average rating from 2008–2012: 1.4 %

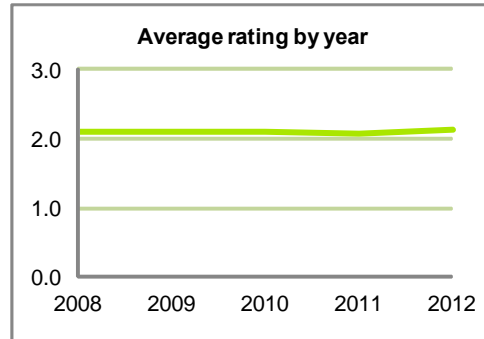
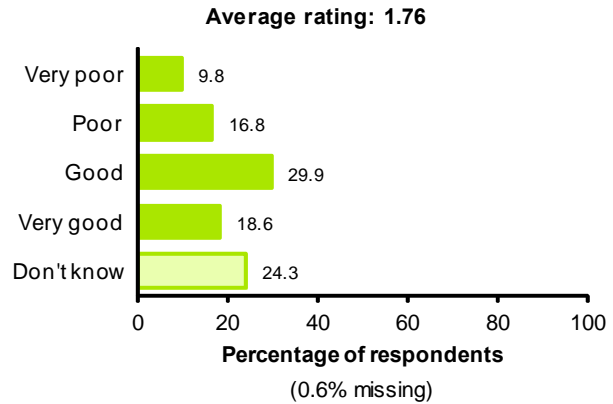


Table 5.1a. Evaluation of Recycling Services, 2012

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

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Very poor | 83 | 9.8 % | 0.00 | 13.1 % |
| Poor | 142 | 16.8 | 1.00 | 22.4 |
| Good | 253 | 29.9 | 2.00 | 39.8 |
| Very good | 157 | 18.6 | 3.00 | 24.7 |
| Don't know | 205 | 24.3 | | |
| Total valid | 840 | 99.4 % | | |
| Missing | 5 | 0.6 | | |
| Total | 845 | 100.0 % | | |



“I would like to see greater attention given to recycling, protection of the environment and landfill issues. The new VCRS is one of the things we should be proudest of here, and its potential for doing great things for private and public entities here is tremendous.”

Table 5.1b. Evaluation of Recycling Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 834 | 13.4 | 24.2 | 36.3 | 26.0 | 1.75 |
| 2012 | 635 | 13.1 | 22.4 | 39.8 | 24.7 | 1.76 |
| Percent change in average rating from 2008–2012: | | | | | | 30.4 % |

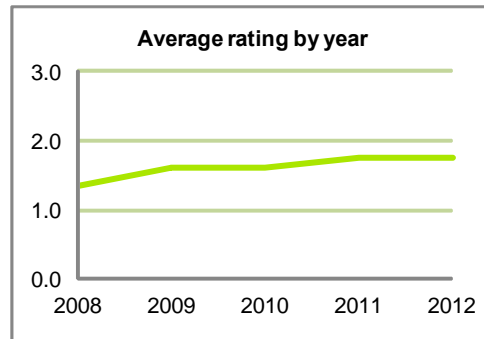
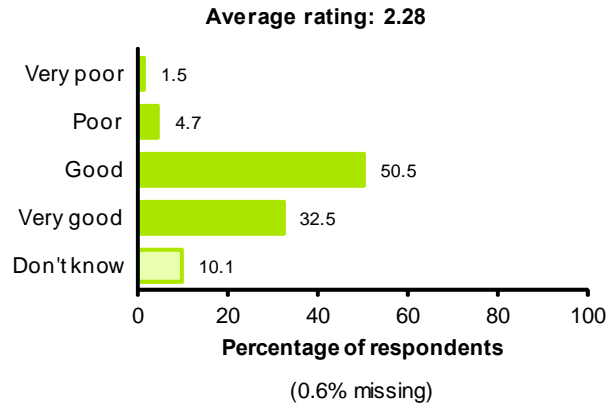


Table 5.2a. Evaluation of Central Landfill Services, 2012

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 | 13 | 1.5 % | 0.00 | 1.7 % |
| Poor | 40 | 4.7 | 1.00 | 5.3 |
| Good | 427 | 50.5 | 2.00 | 56.6 |
| Very good | 275 | 32.5 | 3.00 | 36.4 |
| Don't know | 85 | 10.1 | | |
| Total valid | 840 | 99.4 % | | |
| Missing | 5 | 0.6 | | |
| Total | 845 | 100.0 % | | |



“Borough trash sites should be free-of-charge, like other areas in the state. This would do wonders to clean up neighborhoods.”

Table 5.2b. Evaluation of Central Landfill Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 1,001 | 2.0 | 5.3 | 55.2 | 37.5 | 2.28 |
| 2012 | 755 | 1.7 | 5.3 | 56.6 | 36.4 | 2.28 |

Percent change in average rating from 2008–2012: 7.5 %

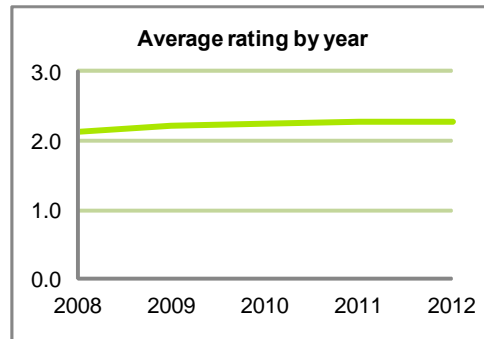
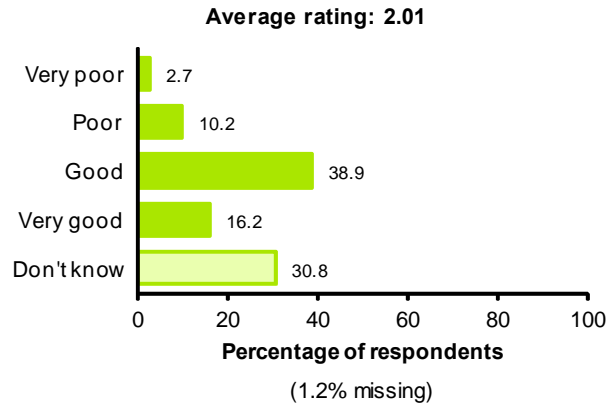


Table 6.1a. Evaluation of Animal Care & Regulation Services, 2012

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 | 23 | 2.7 % | 0.00 | 4.0 % |
| Poor | 86 | 10.2 | 1.00 | 15.0 |
| Good | 329 | 38.9 | 2.00 | 57.2 |
| Very good | 137 | 16.2 | 3.00 | 23.8 |
| Don't know | 260 | 30.8 | | |
| Total valid | 835 | 98.8 % | | |
| Missing | 10 | 1.2 | | |
| Total | 845 | 100.0 % | | |



“MSB regulations regarding animals need to be advertised and enforced. You have a good animal control program and I was impressed by the actions taken when I was bitten by a dog. But at least 30% of the dogs I encounter in public spaces—along neighborhood roads and in the Mat-Su River Park—are not on a leash. More needs to be done.”

Table 6.1b. Evaluation of Animal Care & Regulation Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 819 | 4.8 | 16.5 | 55.4 | 23.3 | 1.97 |
| 2012 | 575 | 4.0 | 15.0 | 57.2 | 23.8 | 2.01 |

Percent change in average rating from 2008–2012: 14.9 %

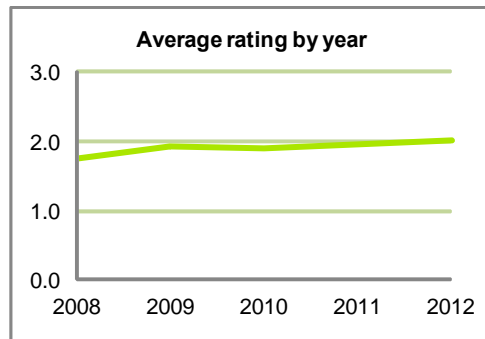
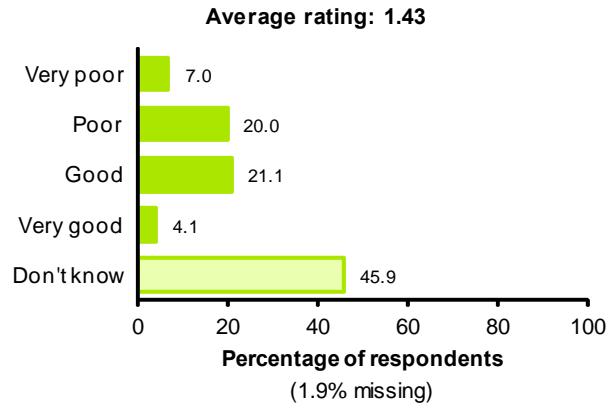


Table 6.2a. Evaluation of Code/Zoning Enforcement Services, 2012

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 | 59 | 7.0 % | 0.00 | 13.4 % |
| Poor | 169 | 20.0 | 1.00 | 38.3 |
| Good | 178 | 21.1 | 2.00 | 40.4 |
| Very good | 35 | 4.1 | 3.00 | 7.9 |
| Don't know | 388 | 45.9 | | |
| Total valid | 829 | 98.1 % | | |
| Missing | 16 | 1.9 | | |
| Total | 845 | 100.0 % | | |



“The Borough wanted to put me and my husband in jail for having too much stuff on our land. What a joke. It’s just more money for the State. What good would that do to put us in jail?”

Table 6.2b. Evaluation of Code/Zoning Enforcement Services: Trends 2008–2012

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) | |
| 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 |
| 2011 | 603 | 14.3 | 34.3 | 42.5 | 9.0 | 1.46 |
| 2012 | 441 | 13.4 | 38.3 | 40.4 | 7.9 | 1.43 |

Percent change in average rating from 2008–2012: -0.7 %

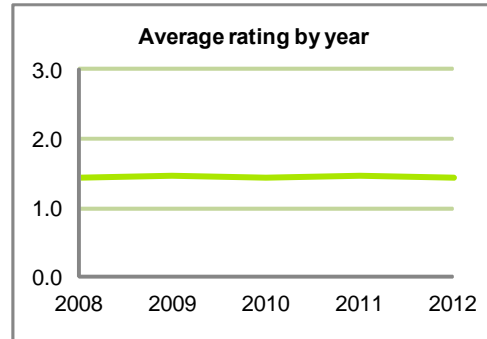
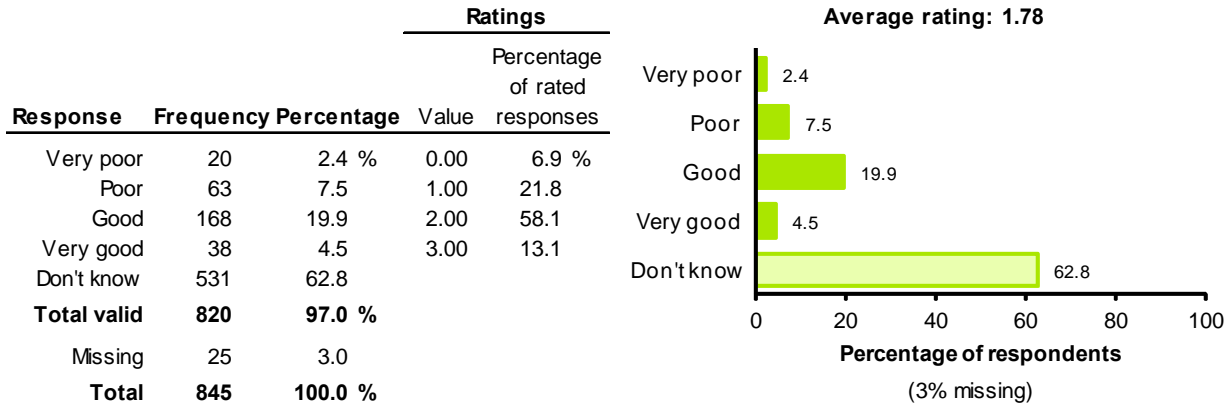


Table 6.3a. Evaluation of Permitting Center, 2012

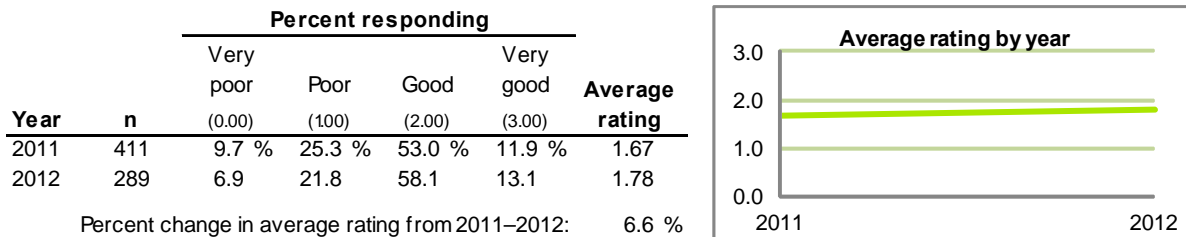
Question 6.3. How would you rate these General/Miscellaneous Services?
Permitting Center



“I was pleasantly surprised at the professionalism and expertise I received at the permit center. Those gals rock. Good job!”

Table 6.3b. Permitting Center: Trends 2011–2012*

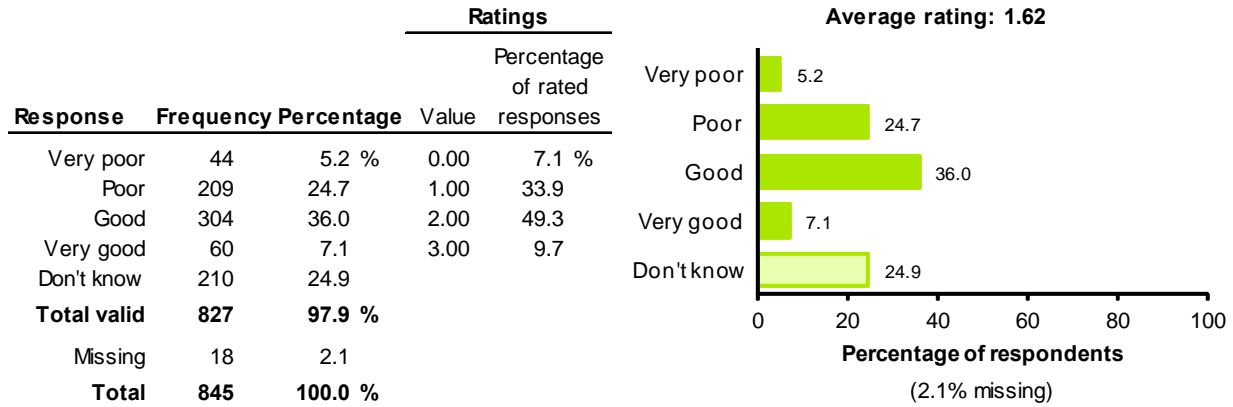
Question 6.3. How would you rate these General/Miscellaneous Services?
Permitting Center



* This question was added to the survey in 2011.

Table 6.4a. Evaluation of Borough News and Information Dissemination, 2012

Question 6.4. How would you rate these General/Miscellaneous Services?
Dissemination of news and information by the Borough Government



“More information would be very desirable. I like the idea of the Borough sending email updates of upcoming community meetings and the topics discussed and results.”

Table 6.4b. Evaluation of Borough News and Information Dissemination: Trends 2008–2012

Question 6.4. How would you rate these General/Miscellaneous Services?
Dissemination of news and information by the Borough Government

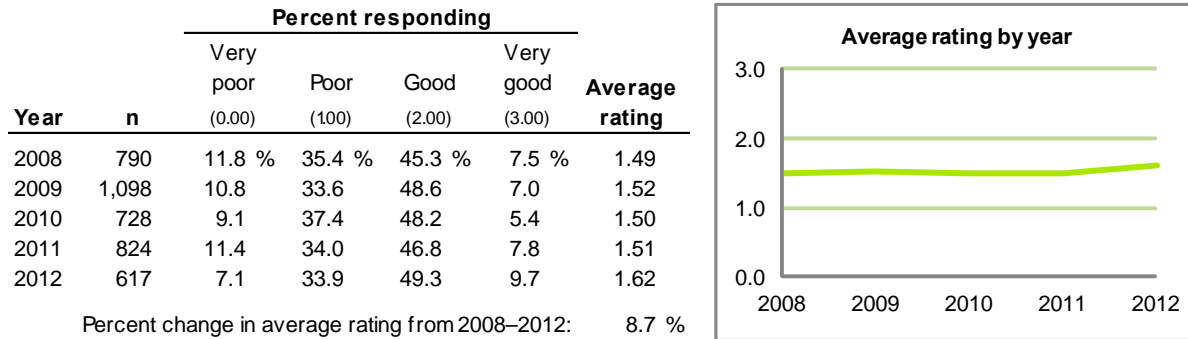
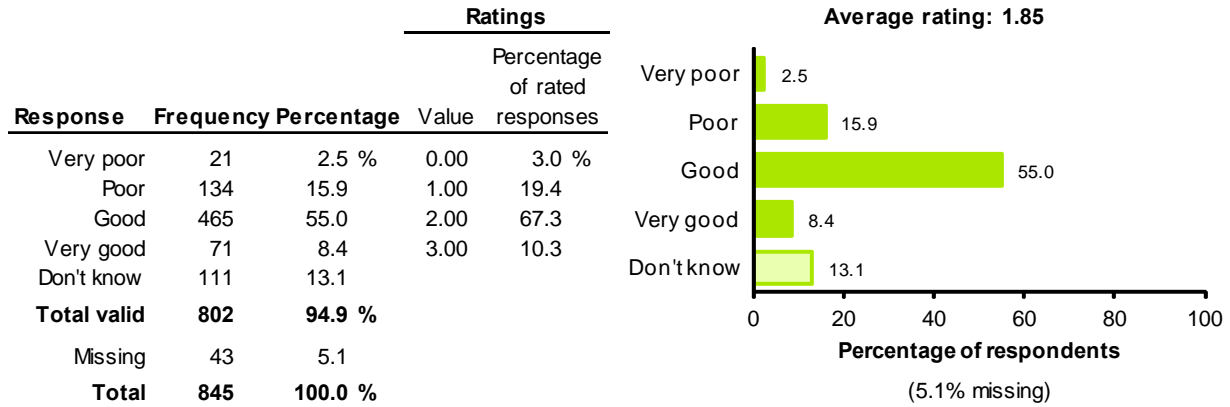


Table 6.5a. Overall Evaluation of Borough Services, 2012

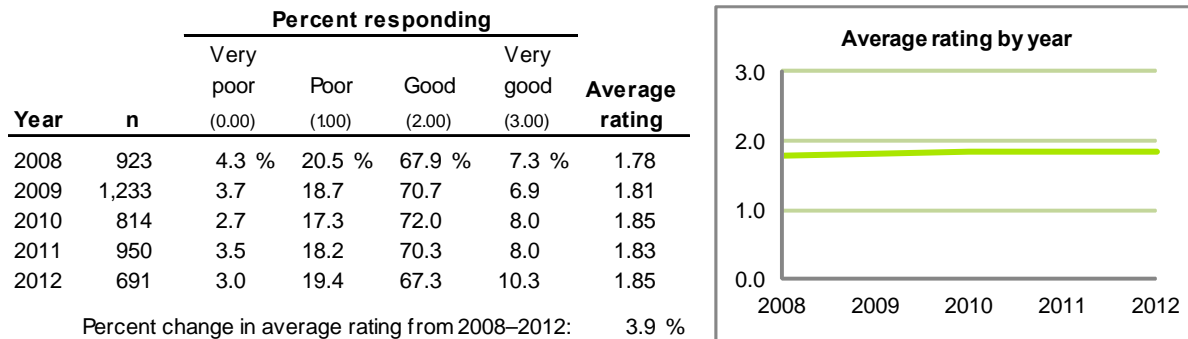
Question 6.5. Your Overall Rating of Borough Services



“I do not feel that the Borough government does a good job spending our tax dollars. They should provide essential services and not focus on controlling growth and people.”

Table 6.5b. Overall Evaluation of Borough Services: Trends 2008–2012

Question 6.5. Your Overall Rating of Borough Services





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Part II.

Use of Borough Facilities



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Use of Borough Facilities – Summary

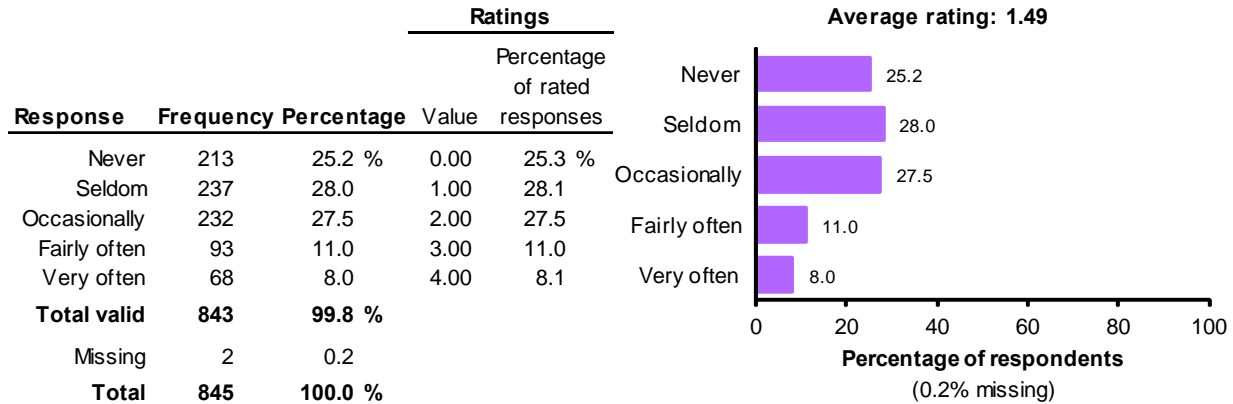
Seventy-five percent of respondents to the *2012 Mat-Su Survey* indicated that they use the Borough's libraries. Between 2008 and 2009, usage declined by close to eight percent, but for the past four years, average usage has not changed, even though compared to 2008, more respondents say they never use public libraries in the borough. 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. Over the past five years, reported use of the Wasilla Library has fluctuated, while the Palmer Library, after holding steady from 2008-2011, saw a large drop in reported usage from 2011 to 2012. Libraries in the smaller communities of Talkeetna, Sutton, and Trapper Creek show large changes, but this may be due to the relatively small user base of those facilities—even small differences in the raw number is reflected in large differences in percent change.

Seventy-three percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Since 2008, there has been a decrease of about twelve percent in reported use of Borough recreational facilities. With respect to individual facilities, there have also been decreases, though small, or slight increases, as with the use of "other Borough trails." The Wasilla Pool saw a drop in reported use of close to seventeen percent from 2008 to 2012, although this is largely due a large decline from 2009 to 2010. Since then, reported use is steadily increasing.

There were new questions added in 2011 that obtained more details about commuting and use of public transportation. There was a slight increase in the percentage of respondents reporting they use public transportation at all (from 7.3% to 9.3%); this seems to be largely due to growth in reported use of Valley Mover, which almost doubled, and not in MASCOT, which saw a slight decline in reported use. Forty-nine percent of people who answered the question about commuting said they use a personal vehicle. Equal percentages reported using an aircraft as using Share-a-Van (3.2%), and transit use was reported by fewer than two percent of respondents.

Table 7a. Frequency of Public Library Use, 2012

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



“I use the library so seldom anymore, but would use it more if we had a decent one, and I absolutely feel a strong public library is an essential public service. I am frustrated with the Borough's lack of ability to resolve its issues with the city libraries. I understand these issues but feel that the Borough can do more to resolve them.”

Table 7b. Frequency of Public Library Use: Trends 2008–2012

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

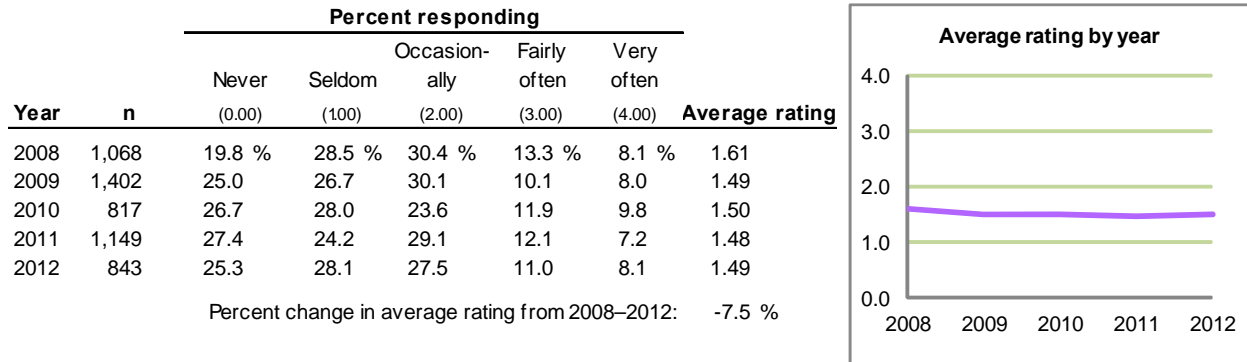
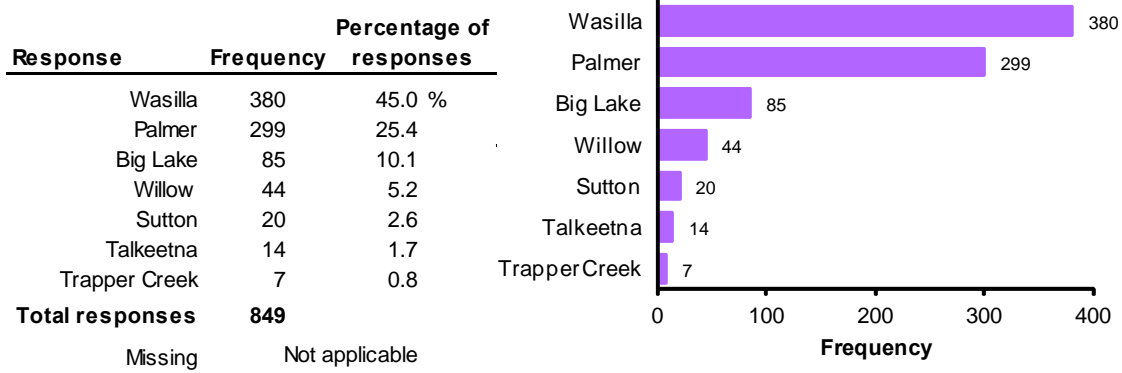


Table 8a. Public Libraries Used, 2012

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



“I’d like to see Palmer Public Library open more hours, especially on Friday and Saturday.”

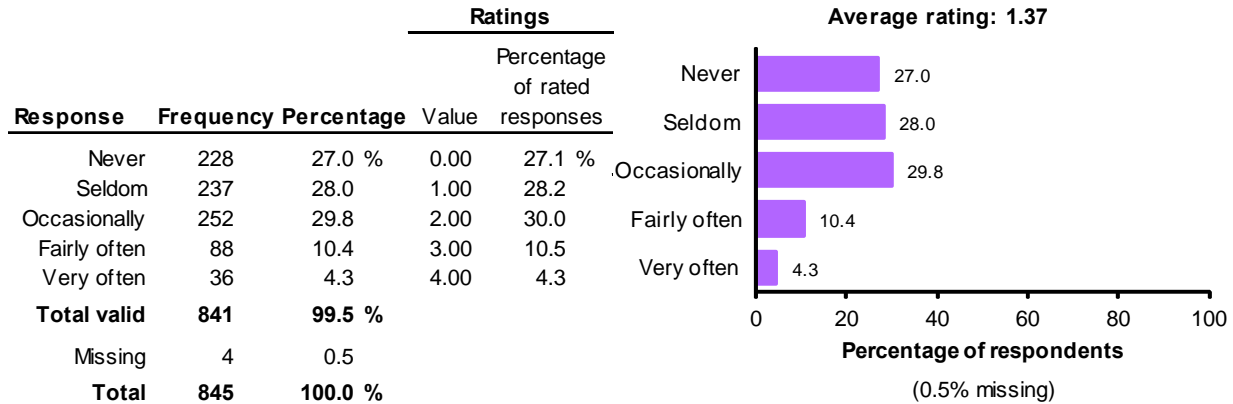
Table 8b. Public Libraries Used: Trends 2008–2012

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

| Library | Percent responding | | | | | Percent change from 2008–2012: |
|---------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Wasilla | 51.9 % | 46.4 % | 44.8 % | 41.3 % | 45.0 % | -13.3 % |
| Palmer | 37.8 | 37.5 | 34.7 | 37.5 | 25.4 | -32.8 |
| Big Lake | 9.8 | 7.6 | 7.7 | 9.1 | 10.1 | 3.1 |
| Willow | 5.3 | 3.6 | 5.6 | 4.4 | 5.2 | -1.9 |
| Sutton | 2.2 | 2.2 | 1.9 | 2.8 | 2.6 | 18.2 |
| Talkeetna | 4.1 | 4.3 | 4.4 | 4.2 | 1.7 | -58.5 |
| Trapper Creek | 1.4 | 2.1 | 1.0 | 2.1 | 0.8 | -42.9 |

Table 9a. Frequency of Recreational Facility Use, 2012

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



“If you set aside parks and trails, people spend money to use these areas. The Talkeetna Lakes Parks is a great example of money well spent. The tourists use it a lot.

Table 9b. Frequency of Recreational Facility Use: Trends 2008–2012

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

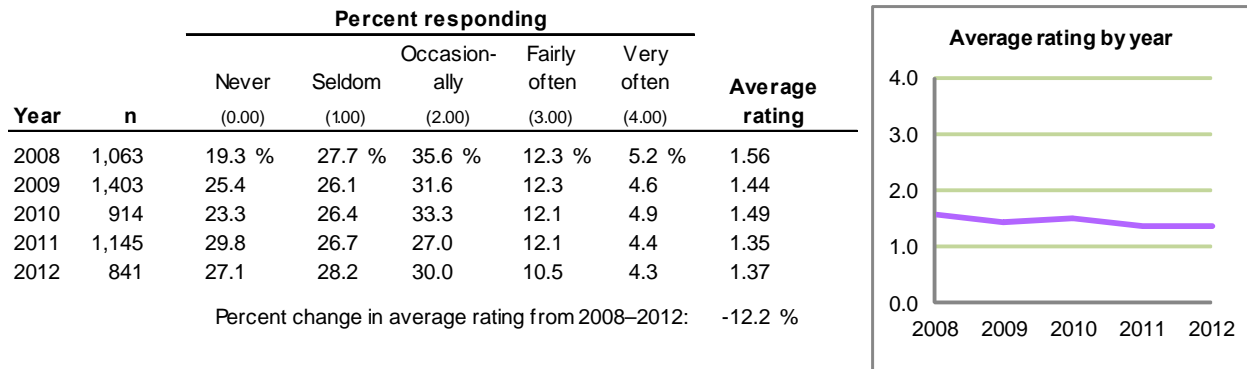
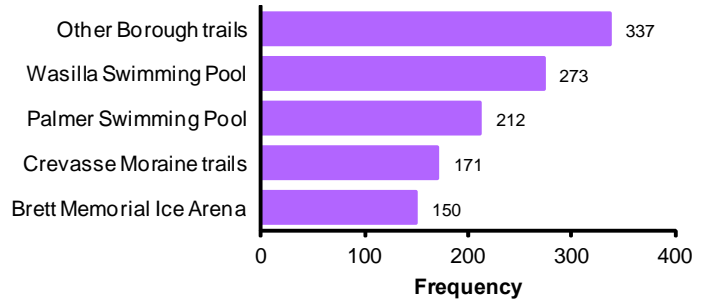


Table 10a. Recreational Facilities Used, 2012

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

| Response | Frequency | Percentage of responses |
|--------------------------|--------------|-------------------------|
| Other Borough trails | 337 | 39.9 % |
| Wasilla Swimming Pool | 273 | 32.3 |
| Palmer Swimming Pool | 212 | 25.1 |
| Crevasse Moraine trails | 171 | 20.2 |
| Brett Memorial Ice Arena | 150 | 17.8 |
| Total responses | 1,143 | |
| Missing | | Not applicable |



“We love to use Crevasse Moraine for skiing, walking and hiking. It is a treasure that we would like to see preserved.”

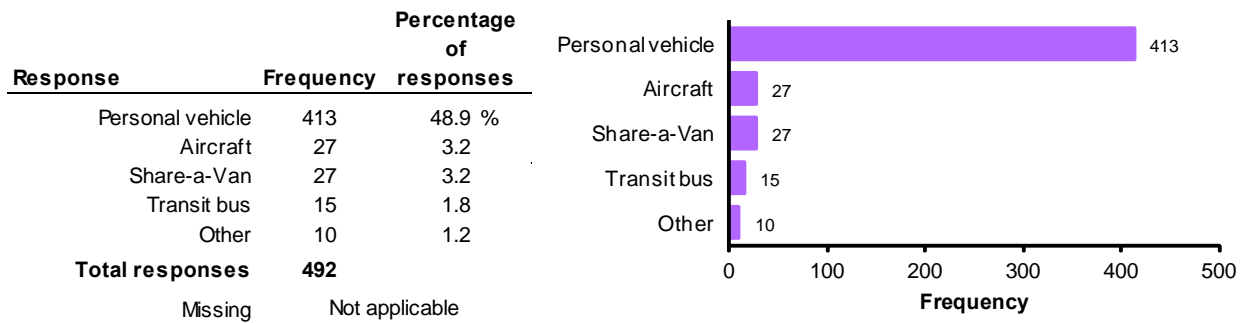
Table 10b. Recreational Facilities Used: Trends 2008–2012

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 2008–2012: |
|--------------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Other Borough trails | 39.8 % | 40.4 % | 28.3 % | 40.8 % | 39.9 % | 0.3 % |
| Wasilla Swimming Pool | 38.8 | 32.4 | 22.7 | 29.1 | 32.3 | -16.8 |
| Palmer Swimming Pool | 26.7 | 27.9 | 18.3 | 25.2 | 25.1 | -6.0 |
| Brett Memorial Ice Arena | 22.5 | 19.6 | 15.0 | 19.1 | 20.2 | -10.2 |
| Crevasse Moraine trails | 20.7 | 19.9 | 15.7 | 17.4 | 17.8 | -14.0 |

Table 11a. Modes of Commuting Outside of Borough, 2012

Question 11. If you commute outside of the Borough for work, how do you commute?
(Please check all that apply.)



“The Mat-Su Borough needs an alternative route into and out of Anchorage. I think you know why. With only one way in and out traffic comes to a grinding halt for something as simple as a car off the side of the road, even if it’s not blocking it. Commute time can be up to two hours or more to get to Anchorage.”

Table 11b. Modes of Commuting Outside Borough: Trends 2011–2012*

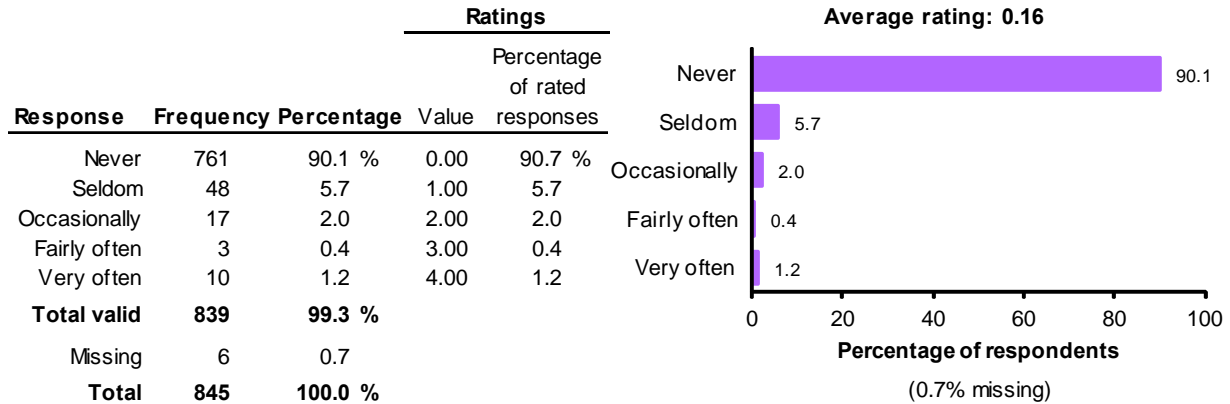
Question 11. If you commute outside of the Borough for work, how do you commute?
(Please check all that apply.)

| Mode of Commuting | Percent responding | | Percent change from 2011–2012: |
|-------------------|--------------------|--------|--------------------------------|
| | 2011 | 2012 | |
| Personal vehicle | 47.4 % | 48.9 % | 3.2 % |
| Aircraft | 4.5 | 3.2 | -28.9 |
| Share-a-Van | 3.0 | 3.2 | 6.7 |
| Transit bus | 1.4 | 1.8 | 28.6 |
| Other | 1.8 | 1.2 | -33.3 |

* This question was added to the survey in 2011.

Table 12a. Frequency of Public Transportation Use, 2012

Question 12. How often do you use the Public Transportation in the Borough?



“More public transit, especially to outlying areas (i.e., Big Lake, Sutton, Palmer, Houston, etc.). More times and pick-up areas. I feel this is extremely important and needed.”

Table 12b. Frequency of Public Transportation Use: Trends 2011–2012*

Question 12. How often do you use the Public Transportation in the Borough?

| Year | n | % responding | | | | | Average rating |
|------|-------|-----------------|------------------|-----------------------------|---------------------------|-------------------------|----------------|
| | | Never (0.00) | Seldom (1.00) | Occasion- ally (2.00) | Fairly often (3.00) | Very often (4.00) | |
| 2011 | 1,140 | 92.7 % | 3.3 % | 2.0 % | 0.9 % | 1.1 % | 0.14 |
| 2012 | 839 | 90.7 | 5.7 | 2.0 | 0.4 | 1.2 | 0.16 |

Percent change in average rating from 2011–2012: 14.3 %

* This question was added to the survey in 2011.

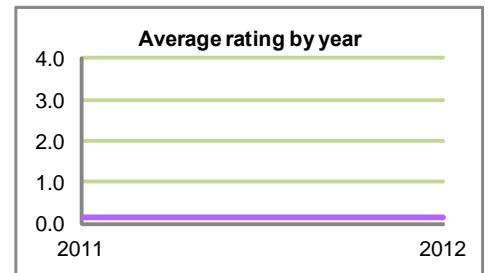
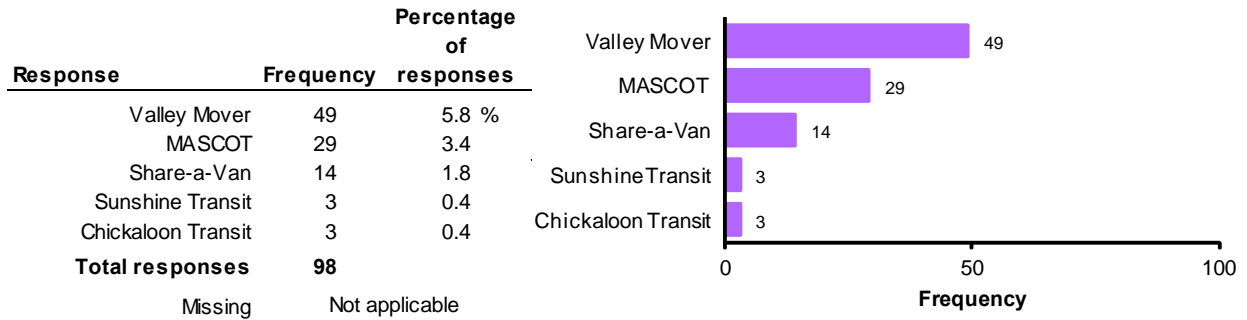


Table 13a. Public Transportation Services Used, 2012

Question 13. Which (if any) of these Public Transportation Services do you use?
(Please check all that apply.)



“The hardest part of living in the Mat-Su Borough is that public transportation is lousy. You have to get a ride just to get to an area to reach public transportation. There should be services connecting to Mat-Su College and Three Bears, not just to Palmer and Wasilla. Northern areas need it, too. The hours should be more often, and regular. Rides to Anchorage and back should be better hours, and more frequent. Much more should be required of the bus services, if public money is used for them.”

Table 13b. Public Transportation Services Used: Trends 2011–2012*

Question 13. Which (if any) of these Public Transportation Services do you use?
(Please check all that apply.)

| Mode of Commuting | Percent responding | | change from 2011–2012: |
|--------------------|--------------------|-------|------------------------|
| | 2011 | 2012 | |
| MASCOT | 3.7 % | 3.4 % | -8.1 % |
| Valley Mover | 2.6 | 5.8 | 123.1 |
| Share-a-Van | 1.9 | 1.8 | -5.3 |
| Chickaloon Transit | 1.1 | 0.4 | -63.6 |
| Sunshine Transit | 0.2 | 0.4 | 100.0 |

* This question was added to the survey in 2011. Previous years' surveys asked specifically about use of MASCOT. Of the respondents who answered that question, the percentages reporting some use of MASCOT (whether it was seldom, occasional, fairly often, or often) was 10.3% in 2008, 9.2% in 2009, and 7.0% in 2010.

Part III.

Life in Matanuska-Susitna Borough Neighborhoods



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Life in the Matanuska-Susitna Borough Neighborhoods – Summary

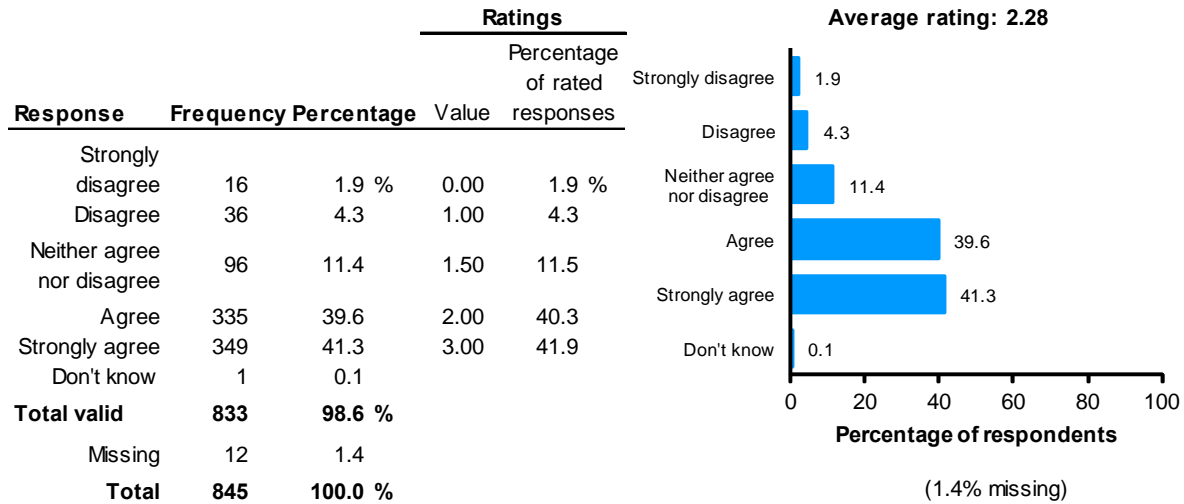
Borough residents report being generally happy with their neighborhoods and their feeling of community with neighbors. The report of the *2010 Mat-Su Borough Survey* commented on a pattern of noticeable declines from 2009 to 2010 in the average ratings for many variables in this section. This pattern is no longer evident—many ratings have continued to increase from that low point, but they have not returned to their 2009 levels. 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 percent 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 vandalism by juveniles, but so much in the case of truant children hanging out on street corners. On just about all measures of social interaction with neighbors (with the exception of how many neighbors respondents said they know by sight or by name), average ratings have dropped steadily from 2008 to 2012. Overall though, a majority of respondents continue to report that they borrow items from and 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 58%) 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. From 2008 to 2012, there were generally small decreases in the percentages of respondents reporting both physical and social disorder, though slight and likely insignificant increases were seen in 2012 in panhandling and begging and prostitution.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime have declined. Fear of crime rarely—if ever—prevents respondents from carrying out their normal activities in the neighborhood. Fewer than five percent of respondents report being victimized in their neighborhoods. This was relatively unchanged from the previous four years. 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 (91.1%). Over 69 percent of respondents said they keep a firearm in the home for self-protection. In the five years since the *Mat-Su Survey* began asking about self-protection measures, use of the most commonly-used measures has not changed. There has, however, been an increase in measures such as using a vehicle security system (up 23%) and a home security system, which has doubled.

Table 14.1a. Evaluation of Neighborhood as a Place to Live, 2012

Question 14.1. Personally, I would rate my neighborhood as an excellent place to live.



“This is a nice quiet area and we hope that this will not change.”

Table 14.1b. Evaluation of Neighborhood as a Place to Live: Trends 2008–2012

Question 14.1. Personally, I would rate my neighborhood as an excellent place to live.

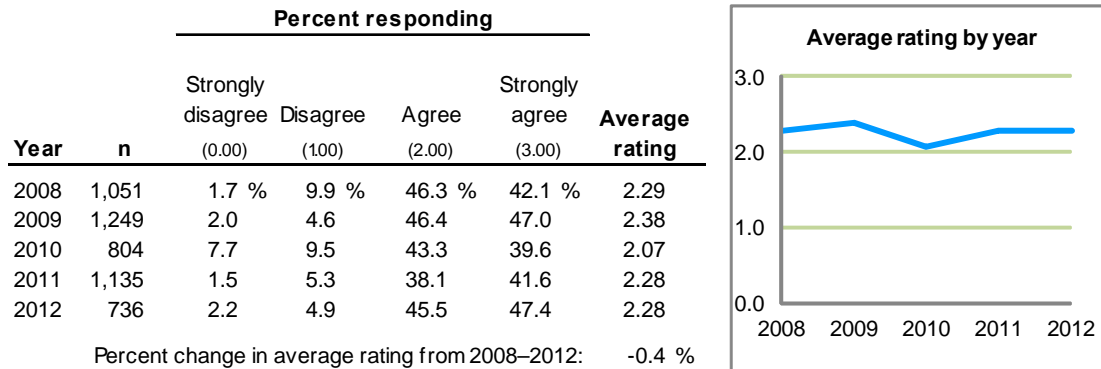
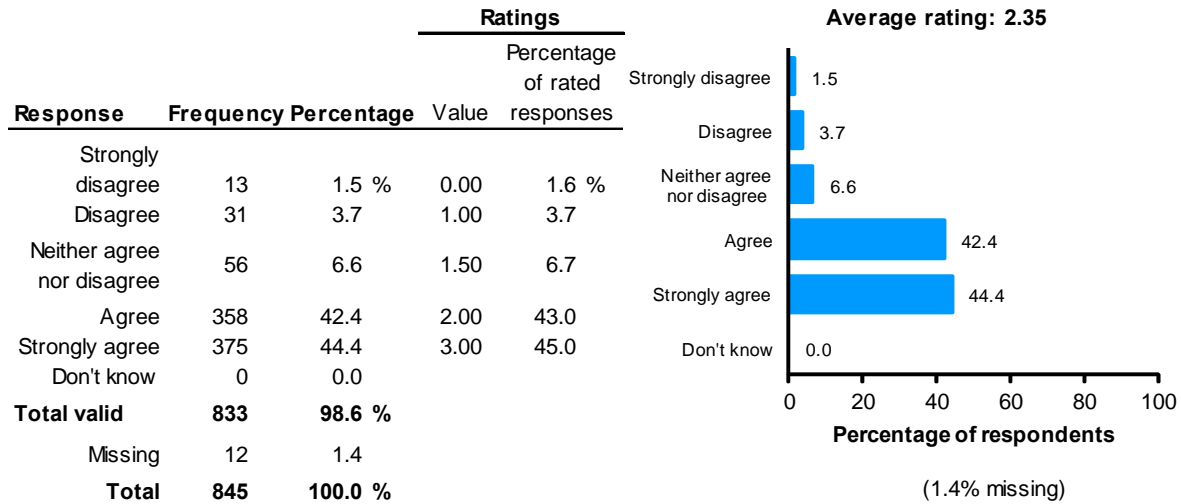


Table 14.2a. Evaluation of Neighborhood as a Place to Live, 2012

Question 14.2. On the whole, I like this neighborhood as a place to live.



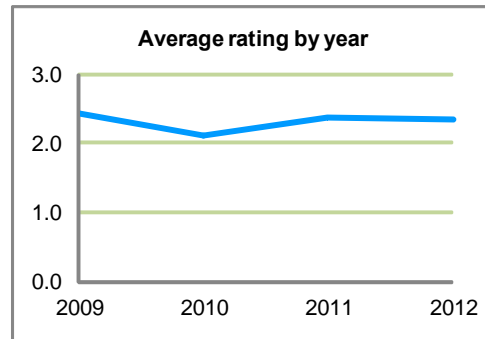
“It’s getting better. No more meth dealers.”

Table 14.2b. Evaluation of Neighborhood as a Place to Live: Trends 2009–2012*

Question 14.2. 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) | |
| 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 |
| 2011 | 1,140 | 1.0 | 3.2 | 42.5 | 45.3 | 2.36 |
| 2012 | 777 | 1.7 | 4.0 | 46.1 | 48.3 | 2.35 |

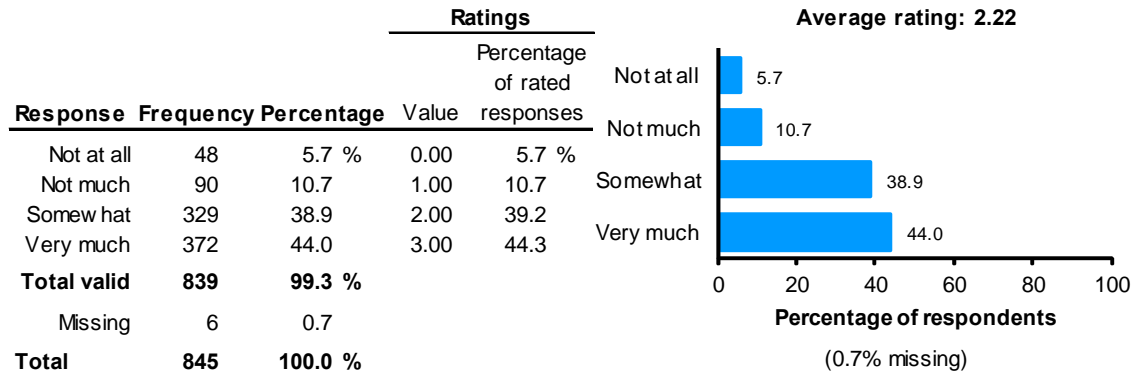
Percent change in average rating from 2009–2012: -3.7 %



* This question was added to the survey in 2009.

Table 14.3a. Moving Away and Missing the Neighborhood, 2012

Question 14.3. 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 can’t imagine living anywhere else.”

Table 14.3b. Moving Away and Missing the Neighborhood: Trends 2008-2012

Question 14.3. 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?

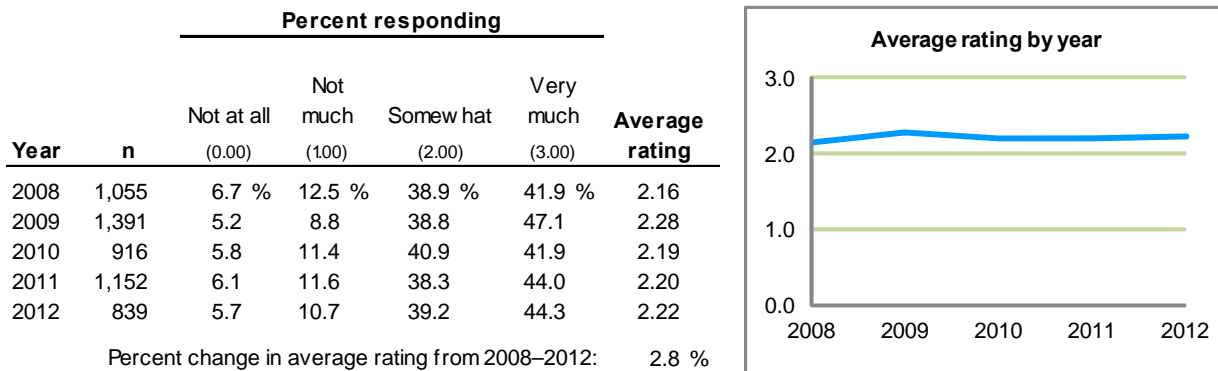
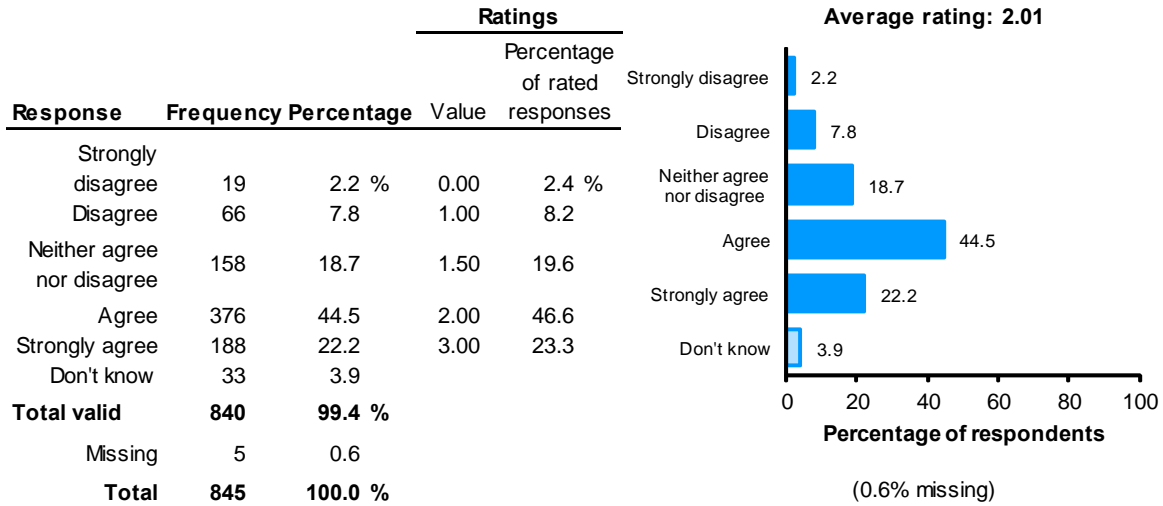


Table 15.1a. People in Neighborhood are Trustworthy, 2012

Question 15.1. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood can be trusted.**



“We are grateful for the friendly, reliable neighbors on our street.”

Table 15.1b. People in Neighborhood are Trustworthy: Trends 2008-2012

Question 15.1. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood can be trusted.**

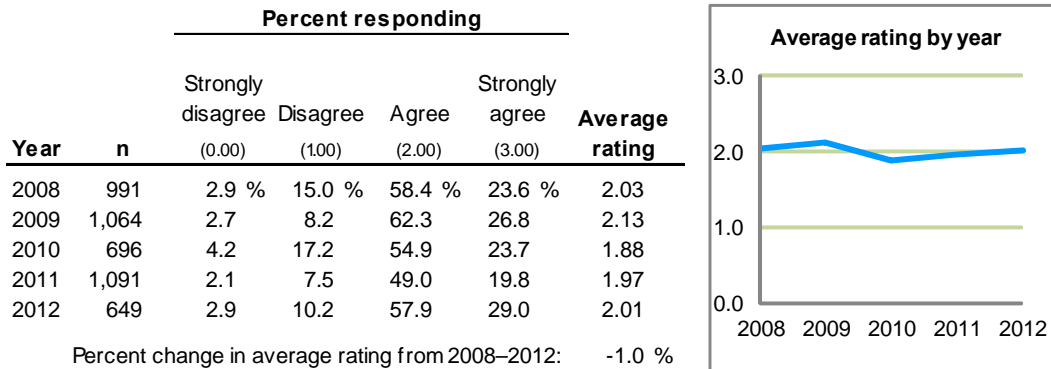
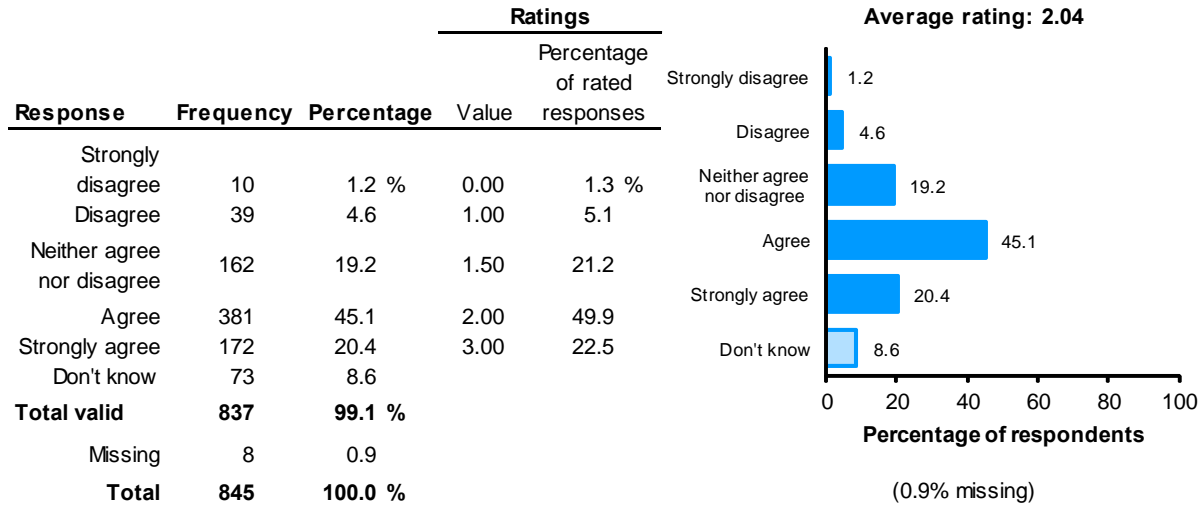


Table 15.2a. People in Neighborhood Get Along with Each Other, 2012

Question 15.2. 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.

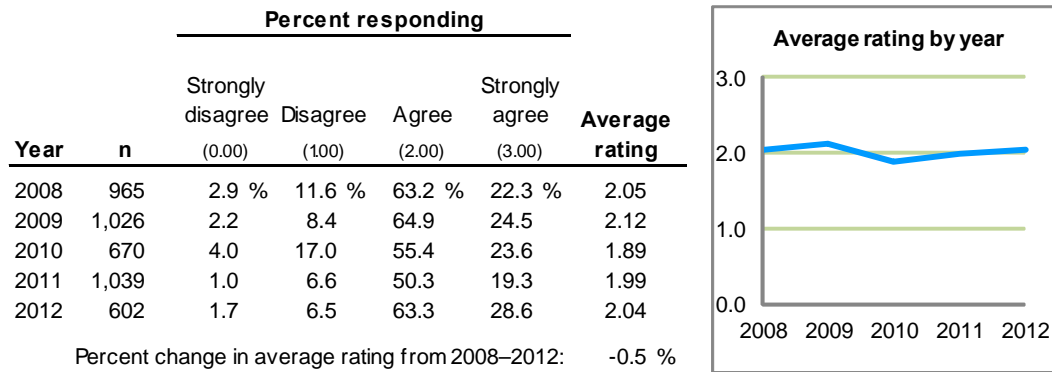


* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get along with each other." Results can be interpreted in the same manner as other variables in this section.

"As a longtime resident of the Mat-Su Borough I would like to say that I love where I live, my neighborhood is great, and the people who live here are great."

Table 15.2b. People in Neighborhood Get Along with Each Other: Trends 2008-2012

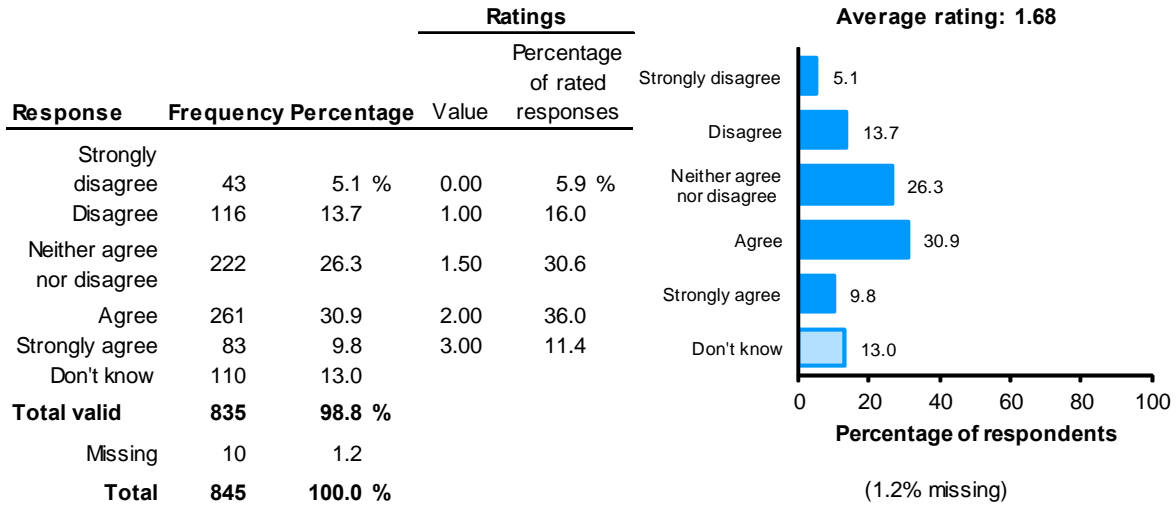
Question 15.2. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood generally get along with each other.**



* 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 15.3a. People in Neighborhood Share Same Values, 2012

Question 15.3. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood share the same values.**

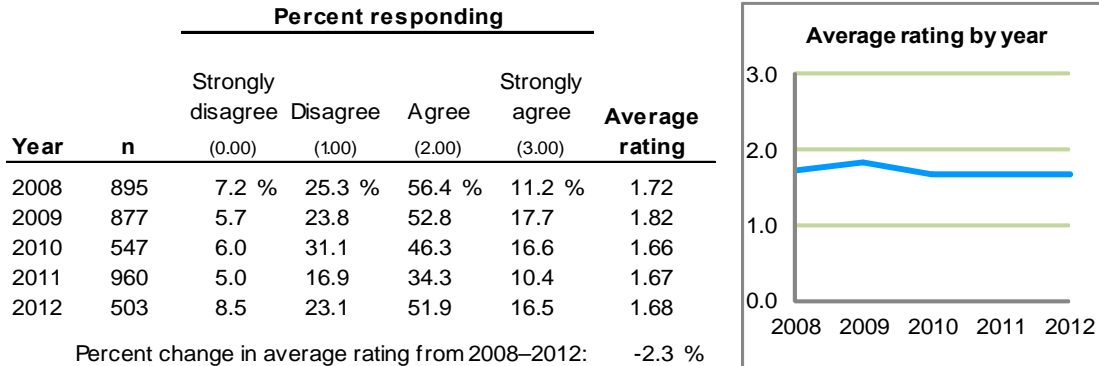


* Responses were reverse-coded. The original statement was "People in my neighborhood **do not** share the same values." Results can be interpreted in the same manner as other variables in this section.

"We are thankful for our community and the life style and values that the Valley has and we believe living out here is part of the reason our kids grew up to be such good hard working, honest, responsible, and caring adults!"

Table 15.3b. People in Neighborhood Share Same Values: Trends 2008-2012

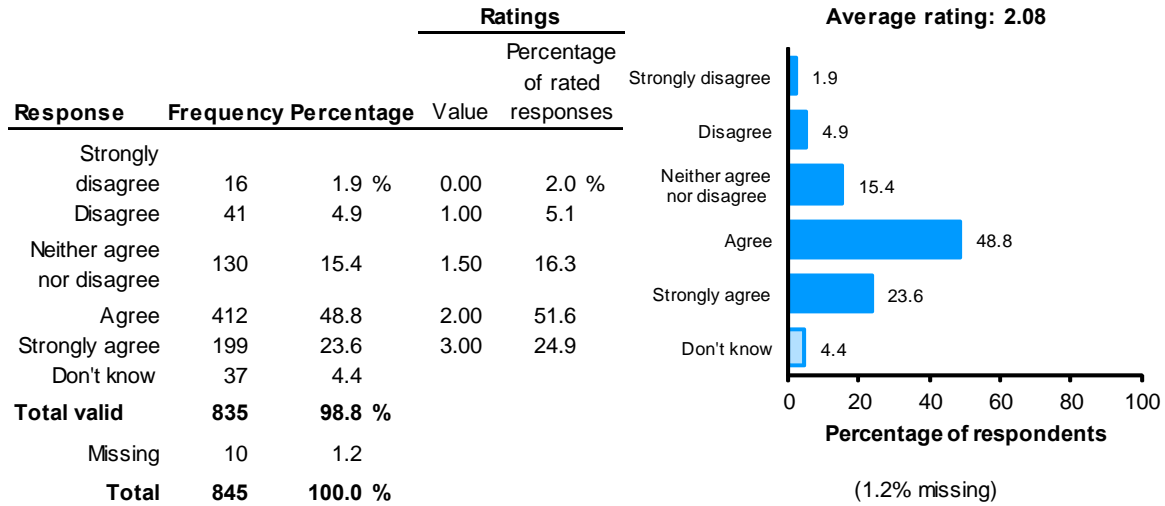
Question 15.3. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood share the same values.**



* 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 15.4a. People in Neighborhood are Willing to Help Their Neighbors, 2012

Question 15.4. 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 live in a very small neighborhood where all neighbors work together to help each other.”

Table 15.4b. People in Neighborhood are Willing to Help Their Neighbors: Trends 2008-2012

Question 15.4. 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.**

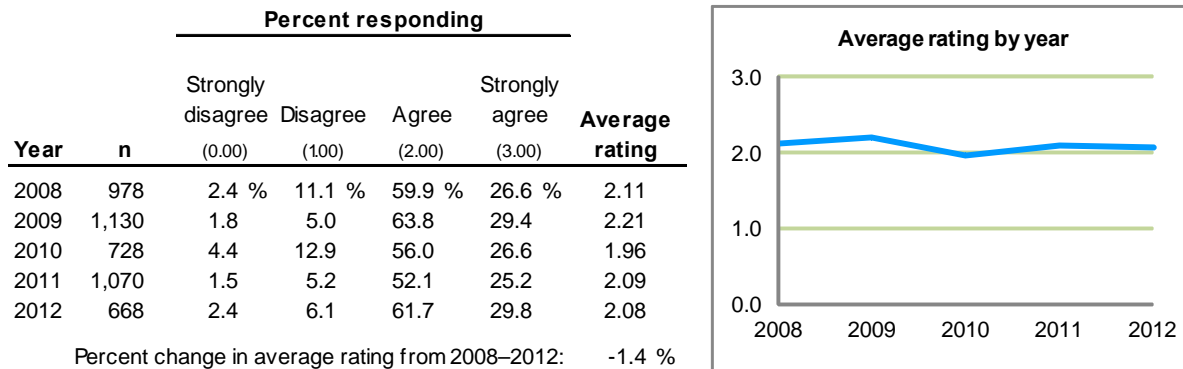
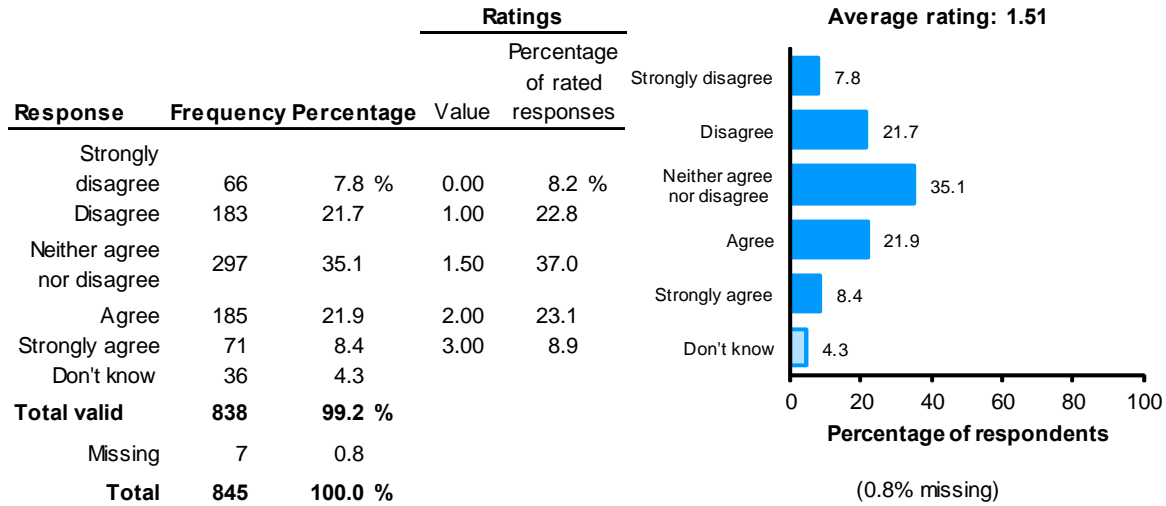


Table 15.5a. Neighborhood is Close-Knit, 2012

Question 15.5. Please indicate the extent to which you agree or disagree with each of the following statements: *Mine is a close-knit neighborhood.*



“The Mat-Su Borough has always been slow in providing services, infrastructure, and protection, and we residents have had to rely on ourselves and each other for support when we couldn’t do/get it ourselves.”

Table 15.5b. Neighborhood is Close-Knit: Trends 2008-2012

Question 15.5. Please indicate the extent to which you agree or disagree with each of the following statements: *Mine is a close-knit neighborhood.*

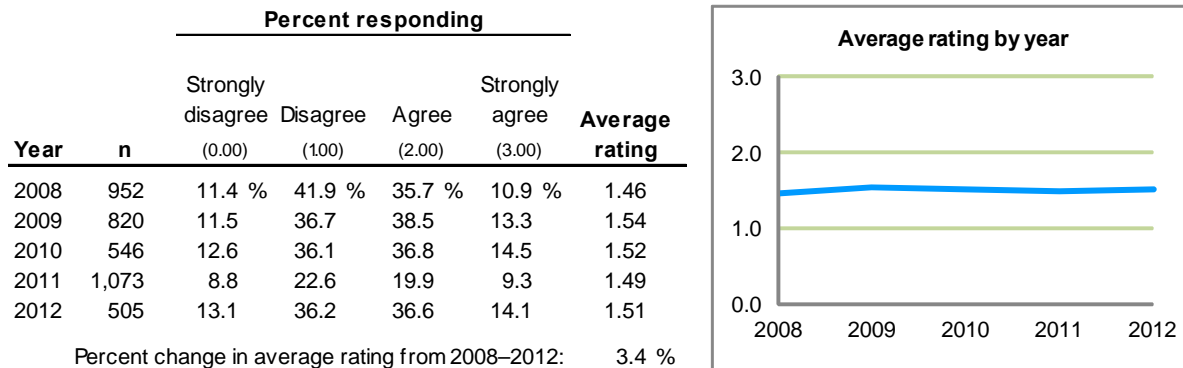
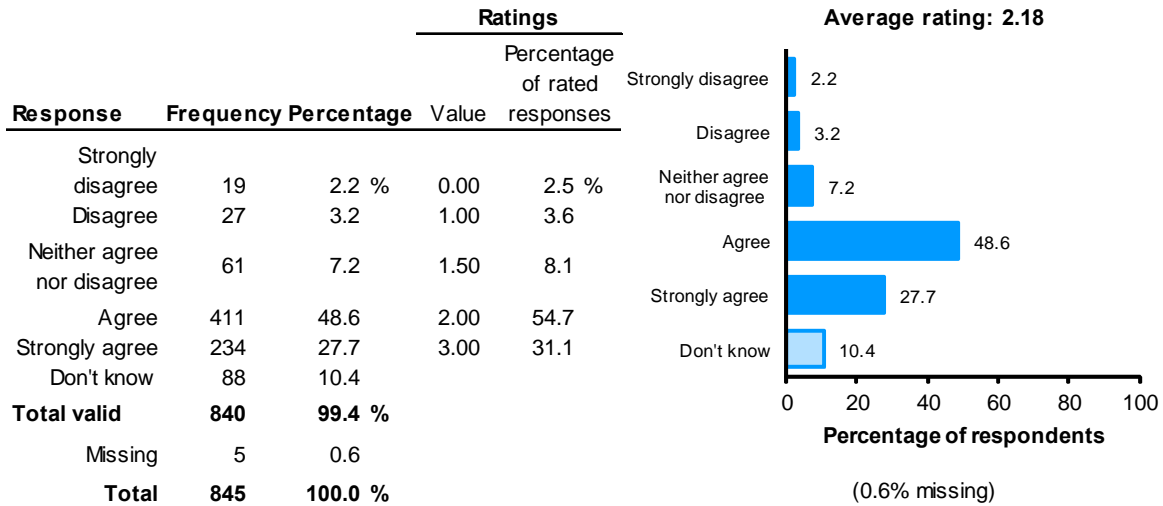


Table 16.1a. Intervention by Neighbors Against Children Spray-Painting Graffiti, 2012

Question 16.1. 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.**



“More effort needs to be put into keeping kids in school and off the streets. This would improve a lot of issues!”

Table 16.1b. Intervention by Neighbors Against Children Spray-Painting Graffiti: Trends 2008-2012

Question 16.1. 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.**

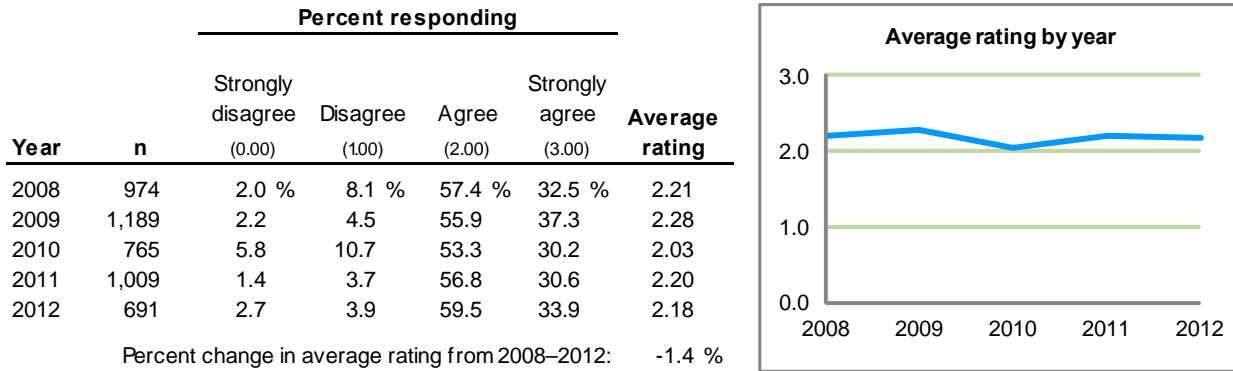
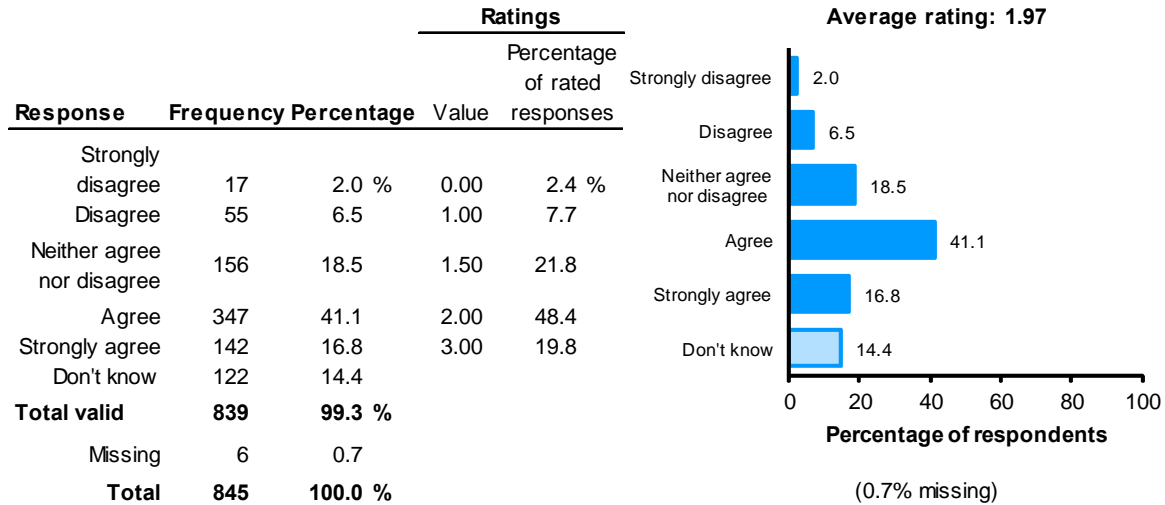


Table 16.2a. Intervention by Neighbors Against Disrespectful Children, 2012

Question 16.2. 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.**



“Kids next door set my truck on fire. I was told nothing could be done.”

Table 16.2b. Intervention by Neighbors Against Disrespectful Children: Trends 2008-2012

Question 16.2. 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.**

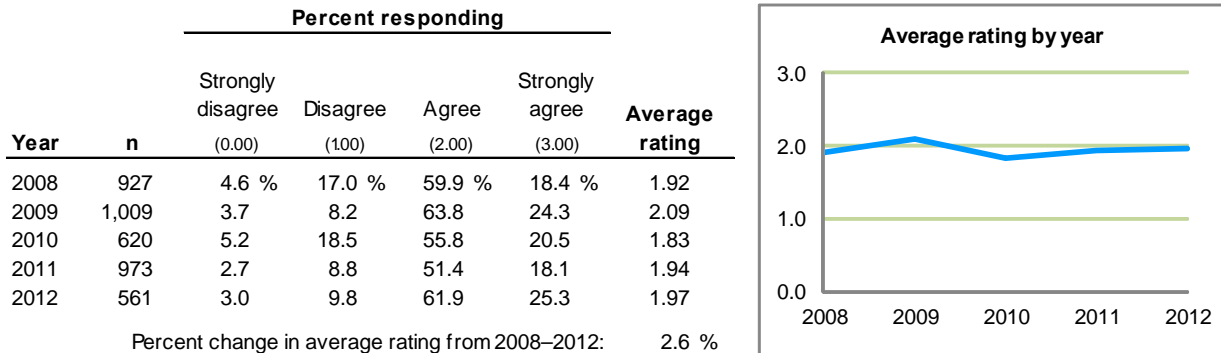
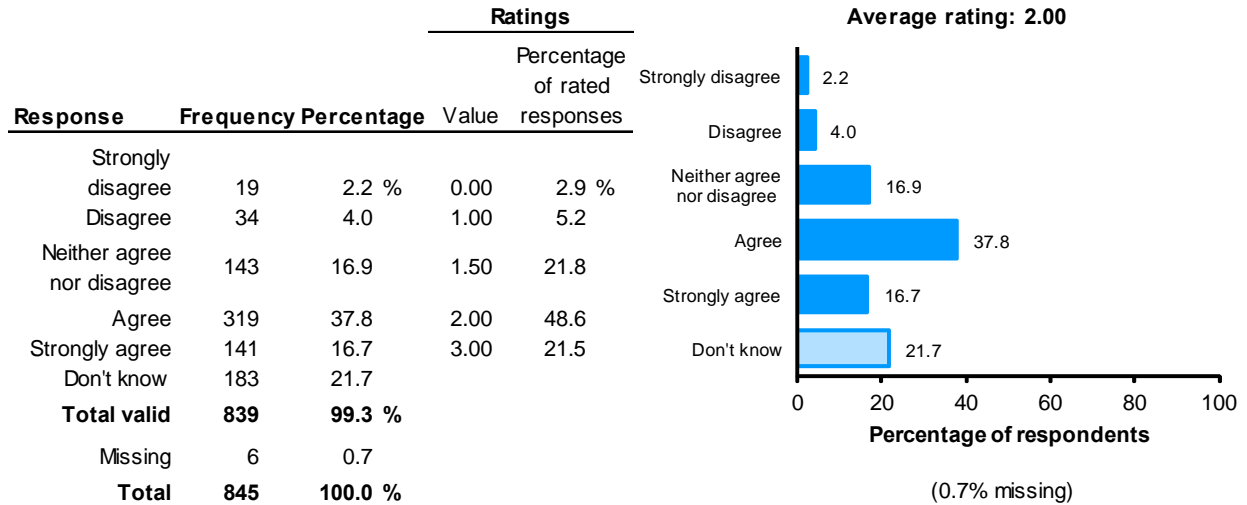


Table 16.3a. Intervention by Neighbors Against Budget Cuts to Fire Station, 2012

Question 16.3. 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.**



“I am not willing to pay more taxes for ‘more services’ such as permanently-manned fire stations vs. volunteer stations.”

Table 16.3b. Intervention by Neighbors Against Budget Cuts to Fire Station: Trends 2008–2012

Question 16.3. 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.**

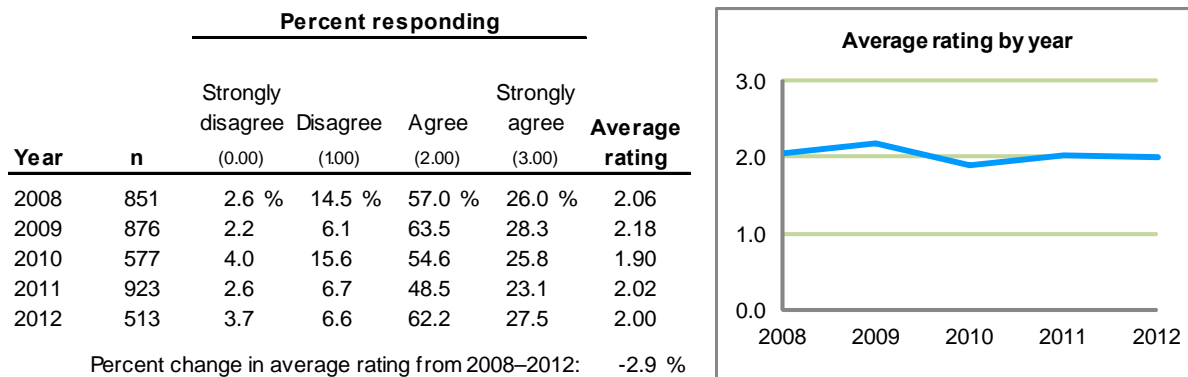


Table 16.4a. Intervention by Neighbors Against Fight Near Home, 2012

Question 16.4. 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 | 19 | 2.2 % | 0.00 | 2.6 % |
| Disagree | 27 | 3.2 | 1.00 | 3.7 |
| Neither agree nor disagree | 110 | 13.0 | 1.50 | 14.9 |
| Agree | 405 | 47.9 | 2.00 | 54.8 |
| Strongly agree | 178 | 21.1 | 3.00 | 24.1 |
| Don't know | 101 | 12.0 | | |
| Total valid | 840 | 99.4 % | | |
| Missing | 5 | 0.6 | | |
| Total | 845 | 100.0 % | | |

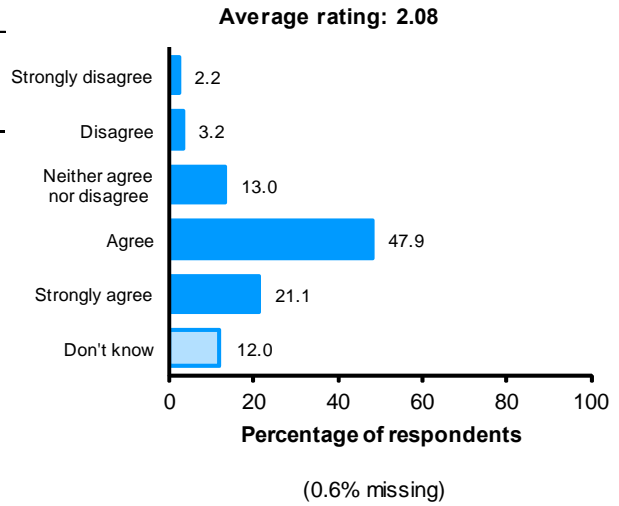


Table 16.4b. Intervention by Neighbors Against Fight Near Home: Trends 2008–2012

Question 16.4. 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) | |
| 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 |
| 2011 | 984 | 2.0 | 5.1 | 52.8 | 25.2 | 2.09 |
| 2012 | 629 | 3.0 | 4.3 | 64.4 | 28.3 | 2.08 |

Percent change in average rating from 2008–2012: -0.5 %

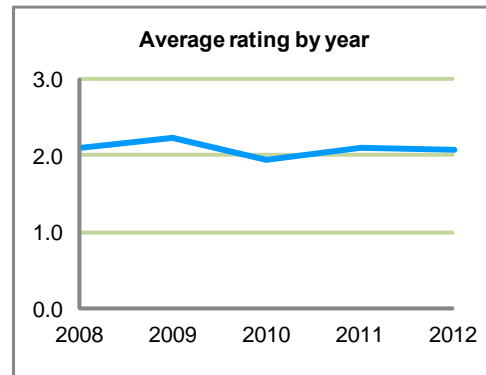
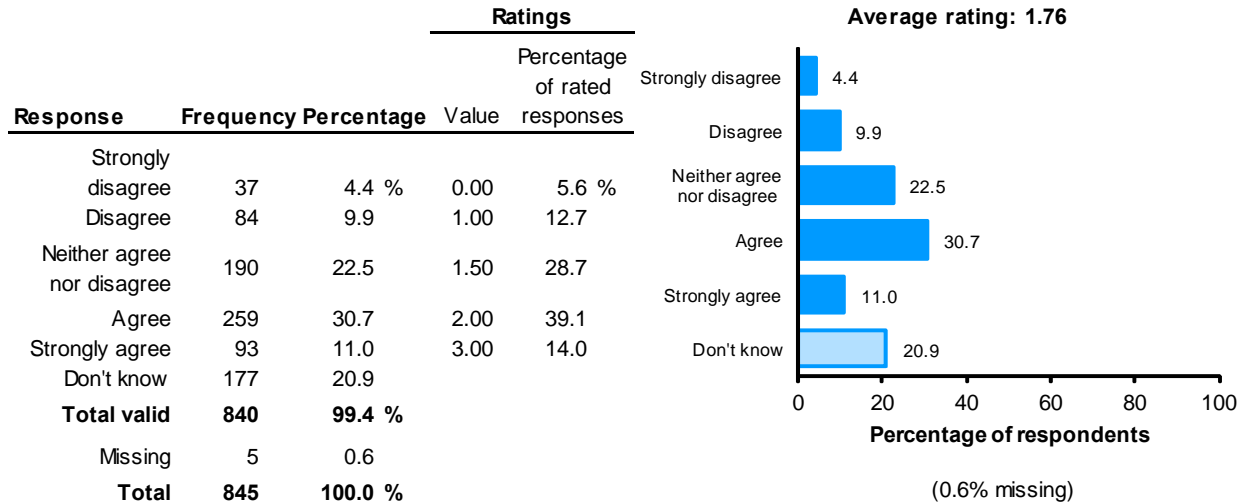


Table 16.5a. Intervention by Neighbors Against Truant and Loitering Children, 2012

Question 16.5. 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.



“I think crime is on the rise in the MSB because there are too many ‘latch key’ children being left alone in the MSB while their parents commute to work in Anchorage.”

Table 16.5b. Intervention by Neighbors Against Truant and Loitering Children: Trends 2008–2012

Question 16.5. 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.

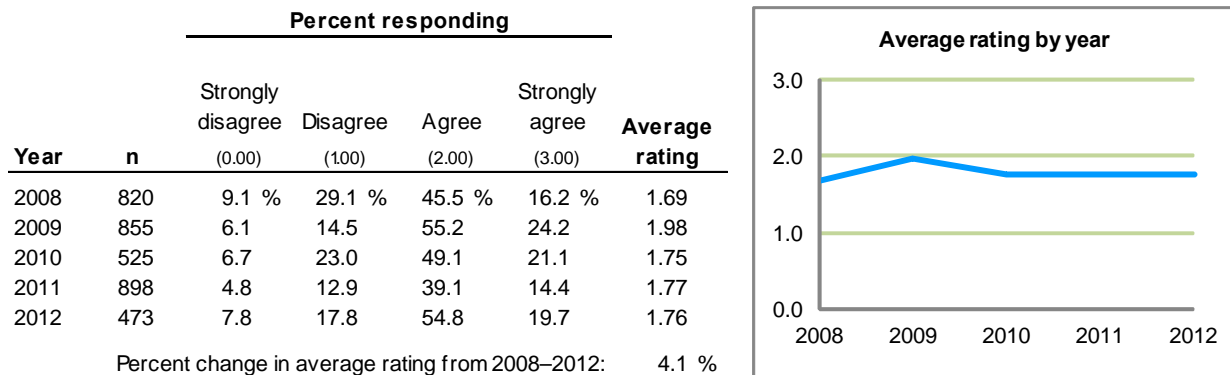


Table 17.1a. Borrowing Items from Neighbors, 2012

Question 17.1. How often do you borrow something from or loan something to a neighbor?

| Response | Frequency Percentage | | Ratings | |
|------------------------|----------------------|----------------|---------|-------------------------------|
| | Frequency | Percentage | Value | Percentage of rated responses |
| Never | 337 | 39.9 % | 0.00 | 40.5 % |
| Less than once a month | 353 | 41.8 | 1.00 | 42.4 |
| Monthly | 104 | 12.3 | 2.00 | 12.5 |
| Weekly | 31 | 3.7 | 3.00 | 3.7 |
| Daily | 8 | 0.9 | 4.00 | 1.0 |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |

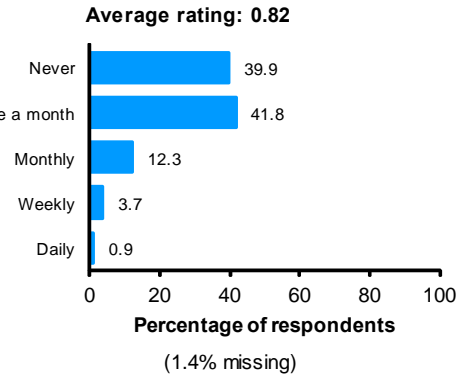


Table 17.1b. Borrowing Items from Neighbors: Trends 2008–2012

Question 17.1. 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) | |
| 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 |
| 2011 | 1,143 | 41.5 | 40.1 | 13.2 | 4.8 | 0.4 | 0.83 |
| 2012 | 833 | 40.5 | 42.4 | 12.5 | 3.7 | 1.0 | 0.82 |

Percent change in average rating from 2008–2012: -6.8 %

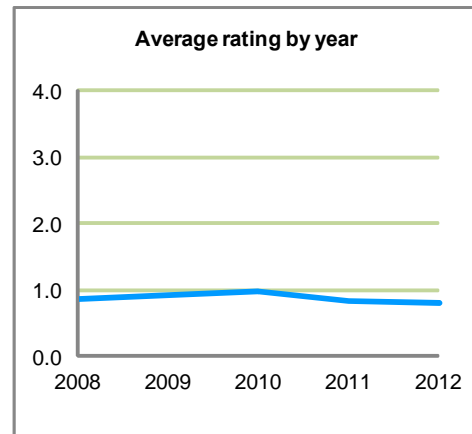
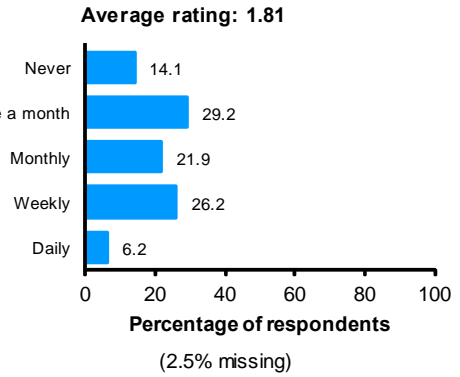


Table 17.2a. Visiting with Neighbors, 2012

Question 17.2. 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 | 119 | 14.1 % | 0.00 | 14.4 % |
| Less than once a month | 247 | 29.2 | 1.00 | 30.0 |
| Monthly | 185 | 21.9 | 2.00 | 22.5 |
| Weekly | 221 | 26.2 | 3.00 | 26.8 |
| Daily | 52 | 6.2 | 4.00 | 6.3 |
| Total valid | 824 | 97.5 % | | |
| Missing | 21 | 2.5 | | |
| Total | 845 | 100.0 % | | |



“We live on five acres in the woods in Willow. I know who my neighbors are, but like it out here for a reason!”

Table 17.2b. Visiting with Neighbors: Trends 2008–2012

Question 17.2. 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) | |
| 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 |
| 2011 | 1,139 | 14.8 | 30.0 | 20.3 | 27.5 | 7.4 | 1.83 |
| 2012 | 824 | 14.4 | 30.0 | 22.5 | 26.8 | 6.3 | 1.81 |
| Percent change in average rating from 2008–2012: | | | | | | | -3.7 % |

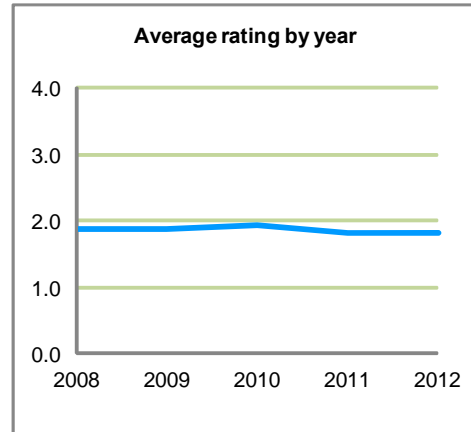


Table 17.3a. Knowing Neighbors by Sight or Name, 2012

Question 17.3. 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 | 2.7 % | 0.00 | 2.8 % |
| One or two | 179 | 21.2 | 1.00 | 21.6 |
| Several | 363 | 43.0 | 2.00 | 43.7 |
| The majority | 180 | 21.3 | 3.00 | 21.7 |
| All or almost all | 85 | 10.1 | 4.00 | 10.2 |
| Total valid | 830 | 98.2 % | | |
| Missing | 15 | 1.8 | | |
| Total | 845 | 100.0 % | | |

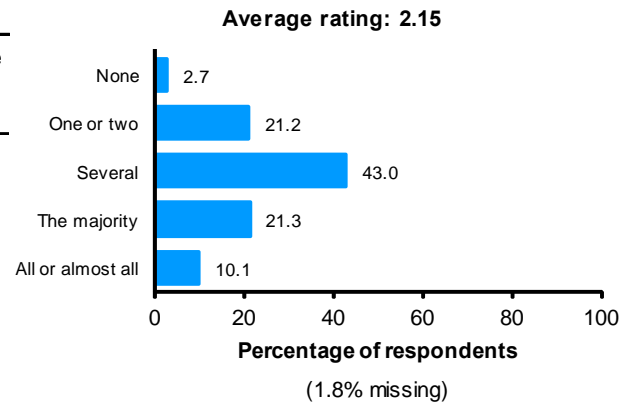


Table 17.3b. Knowing Neighbors by Sight or Name: Trends 2008–2012

Question 17.3. 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) | |
| 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 |
| 2011 | 1,147 | 2.5 | 20.9 | 45.0 | 22.1 | 9.4 | 2.15 |
| 2012 | 830 | 2.8 | 21.6 | 43.7 | 21.7 | 10.2 | 2.15 |

Percent change in average rating from 2008–2012: 2.4 %

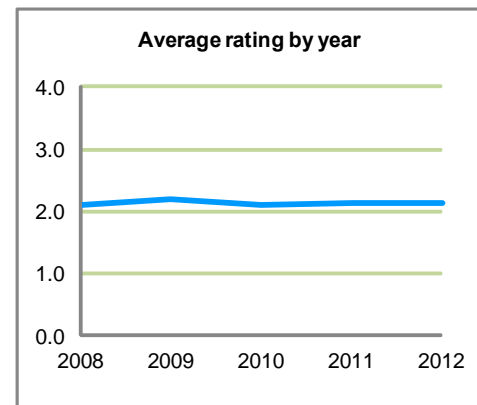
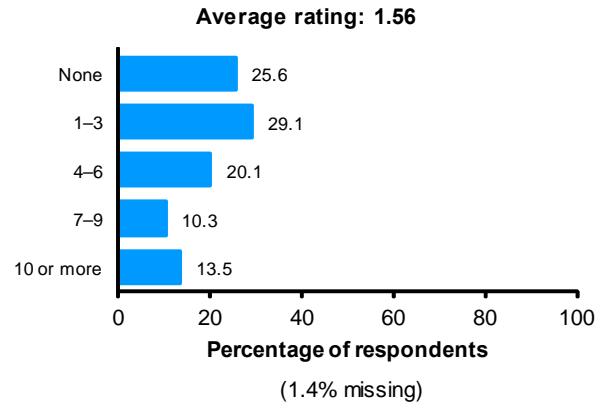


Table 17.4a. Friends and Relatives in Neighborhood, 2012

Question 17.4. 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 | 216 | 25.6 % | 0.00 | 25.9 % |
| 1–3 | 246 | 29.1 | 1.00 | 29.5 |
| 4–6 | 170 | 20.1 | 2.00 | 20.4 |
| 7–9 | 87 | 10.3 | 3.00 | 10.4 |
| 10 or more | 114 | 13.5 | 4.00 | 13.7 |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |



“Palmer and Wasilla used to be nice, quiet communities where neighbors talked to each other, people didn't lock their doors at night, and everyone was happy and content with the small-town way of life they had chosen. In recent years both traffic and residential congestion has become a problem, crime is on the rise, and the town leaders stubbornly continue down a path to turn their communities into a mini-Anchorage.”

Table 17.4b. Friends and Relatives in Neighborhood: Trends 2008–2012

Question 17.4. 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) | |
| 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 |
| 2011 | 1,146 | 21.9 | 33.1 | 20.2 | 10.2 | 14.6 | 1.62 |
| 2012 | 833 | 25.9 | 29.5 | 20.4 | 10.4 | 13.7 | 1.56 |
| Percent change in average rating from 2008–2012: | | | | | | | -4.9 % |

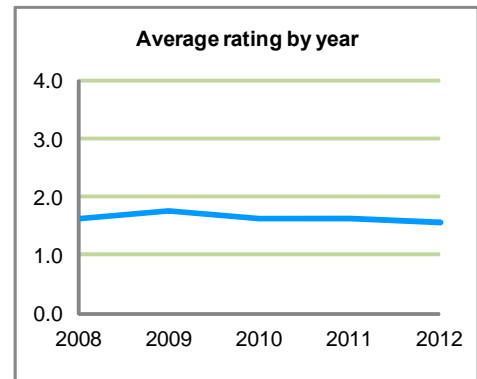
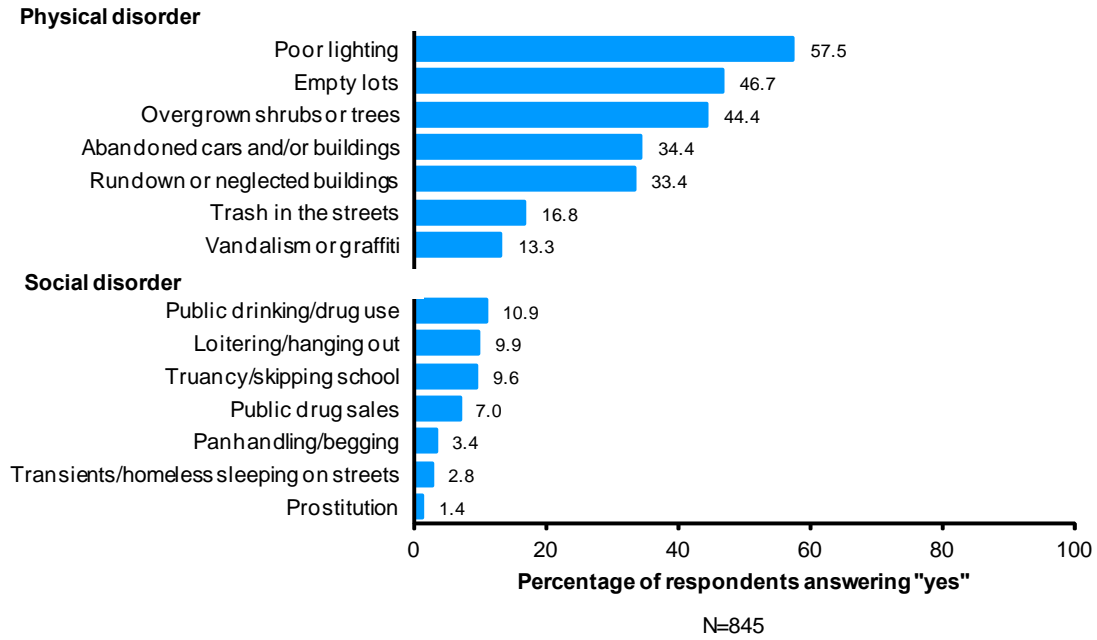


Table 18a. Neighborhood Conditions, 2012

Question 18. Do any of the following conditions exist in your neighborhood?



“We have a neighbor with broken cars, trash, and a dumpster in his front yard.”

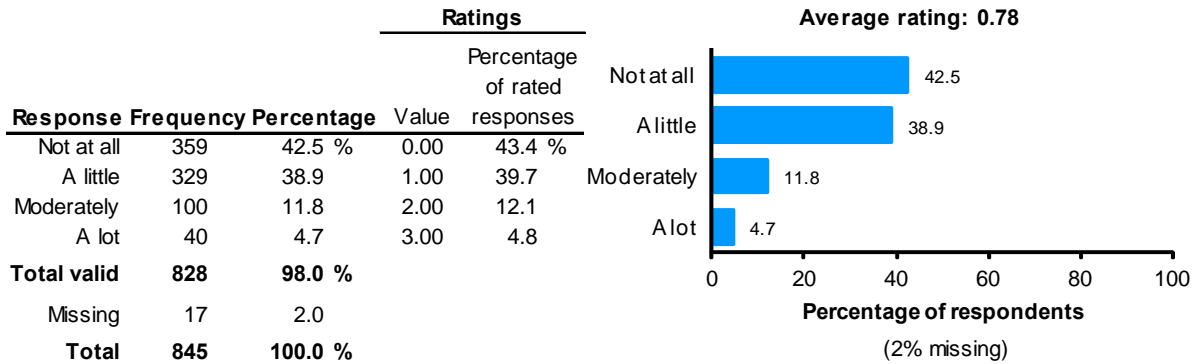
Table 18b. Neighborhood Conditions: Trends 2008–2012

Question 18. Do any of the following conditions exist in your neighborhood?

| Response | 2008 | 2009 | 2010 | 2011 | 2012 | Percent change from 2008–2012: |
|---|--------|--------|--------|--------|--------|--------------------------------|
| Physical disorder | | | | | | |
| Poor lighting | 57.6 % | 62.1 % | 56.2 % | 55.0 % | 57.5 % | -0.1 % |
| Empty lots | 52.2 | 53.5 | 48.7 | 48.5 | 46.7 | -10.4 |
| Overgrown shrubs or trees | 49.1 | 43.5 | 45.4 | 46.5 | 44.4 | -9.6 |
| Abandoned cars and/or buildings | 36.0 | 38.7 | 35.2 | 36.3 | 34.4 | -4.3 |
| Rundown or neglected buildings | 35.5 | 36.6 | 33.2 | 35.4 | 33.4 | -6.0 |
| Trash in the streets | 17.6 | 17.0 | 13.6 | 15.4 | 16.8 | -4.5 |
| Vandalism or graffiti | 15.5 | 14.5 | 13.1 | 12.5 | 13.3 | -14.5 |
| Social disorder | | | | | | |
| Public drinking/drug use | 11.5 % | 11.6 % | 10.5 % | 9.7 % | 10.9 % | -5.3 % |
| Loitering/hanging out | 12.5 | 10.3 | 10.6 | 8.5 | 9.9 | -20.8 |
| Truancy/skipping school | 11.5 | 9.0 | 9.1 | 8.6 | 9.6 | -16.5 |
| Public drug sales | 7.7 | 7.6 | 8.1 | 8.0 | 7.0 | -9.3 |
| Panhandling/begging | 2.7 | 2.7 | 2.4 | 2.2 | 3.4 | 27.1 |
| Transients/homeless sleeping on streets | 2.7 | 3.1 | 3.4 | 1.9 | 2.8 | 5.2 |
| Prostitution | 1.2 | 1.5 | 1.3 | 1.0 | 1.4 | 18.3 |

Table 19.1a. Fear of Victimization--Burglary, 2012

Question 19.1. 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)?



“I not only have motion lights on my little house, but I have a street-light type on a pole, in my yard, near the street. It’s the only one around. I do believe we need another.”

Table 19.1b. Fear of Victimization--Burglary: Trends 2008–2012

Question 19.1. 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)?

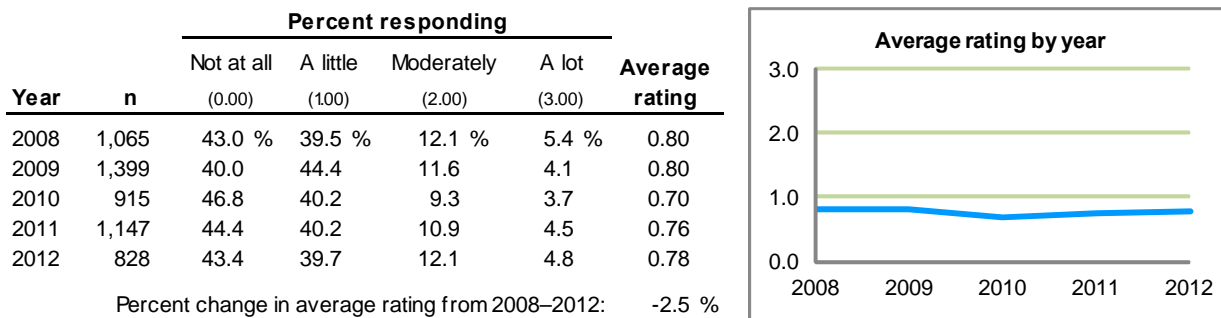


Table 19.2a. Fear of Victimization--Sexual Assault, 2012

Question 19.2. To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?

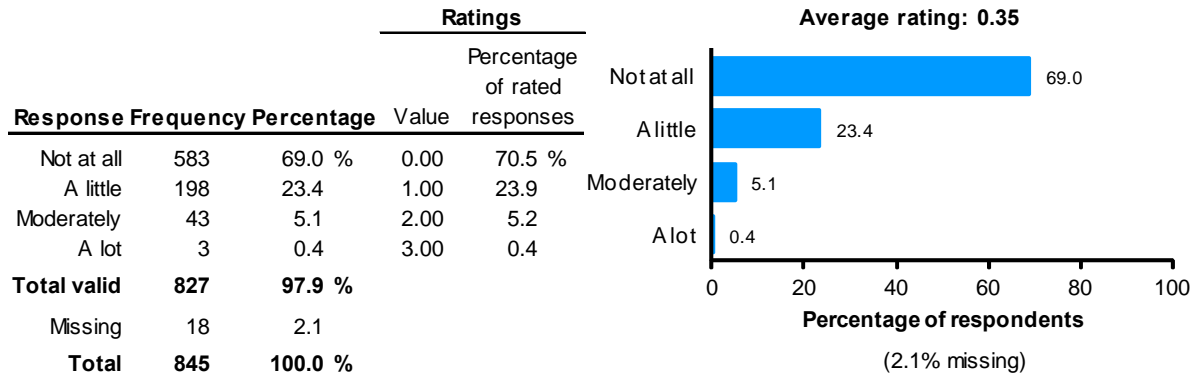


Table 19.2b. Fear of Victimization--Sexual Assault: Trends 2008–2012

Question 19.2. To what extent are you fearful that you or a member of your household will be the victim of a sexual assault?

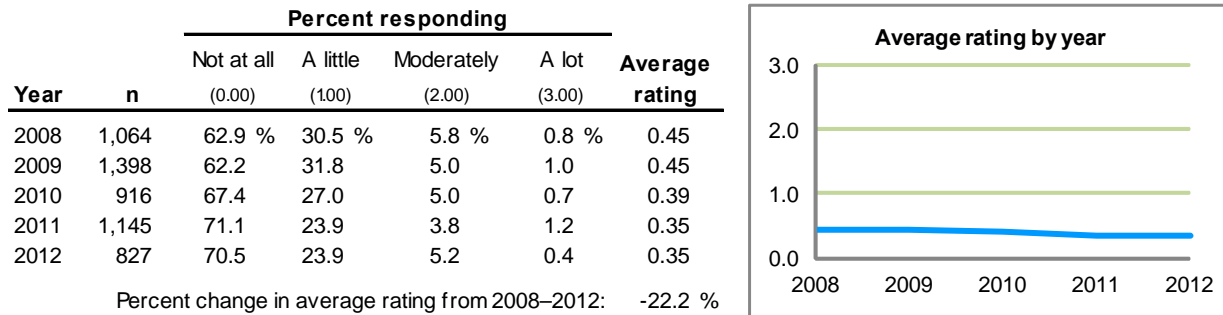


Table 19.3a. Fear of Victimization--Murder, 2012

Question 19.3. To what extent are you fearful that you or a member of your household will be the victim of a murder?

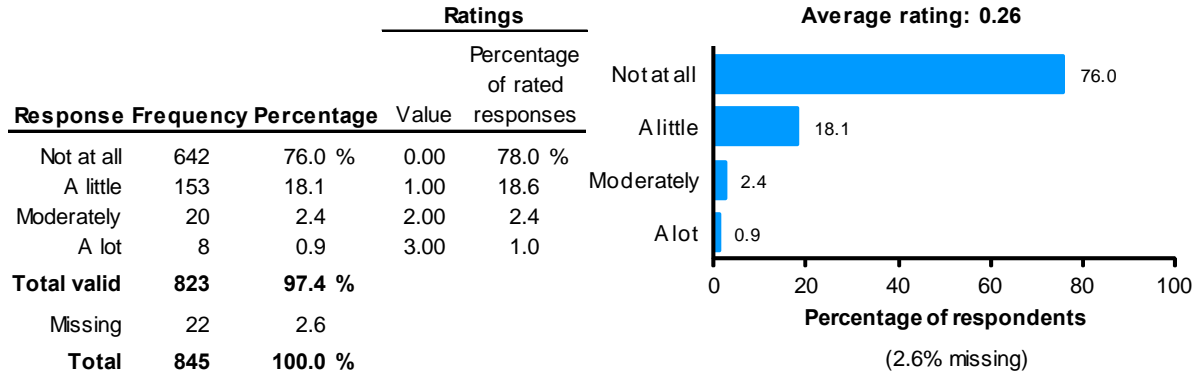


Table 19.3b. Fear of Victimization--Murder: Trends 2008–2012

Question 19.3. To what extent are you fearful that you or a member of your household will be the victim of a murder?

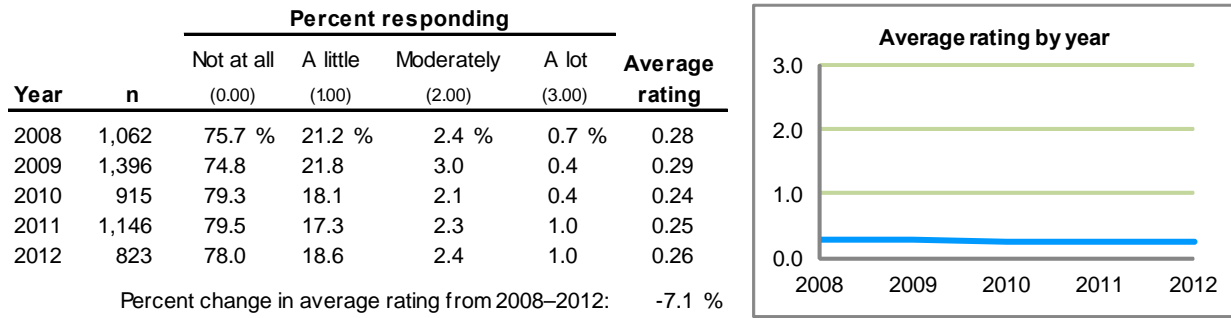


Table 19.4a. Fear of Victimization--Kidnapping, 2012

Question 19.4. To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?

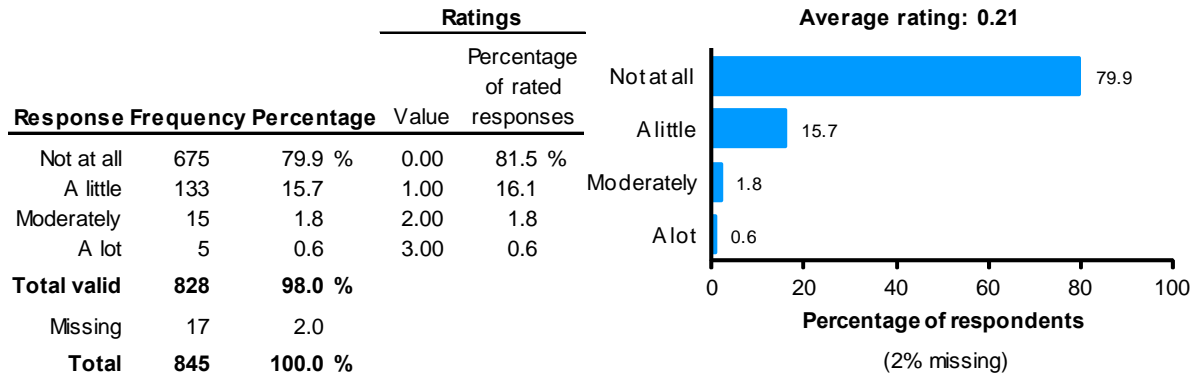


Table 19.4b. Fear of Victimization--Kidnapping: Trends 2008–2012

Question 19.4. To what extent are you fearful that you or a member of your household will be the victim of a kidnapping?

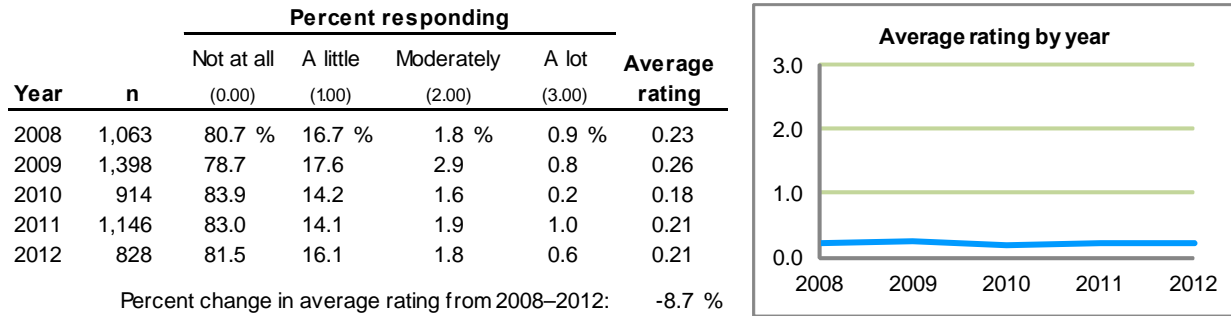


Table 19.5a. Fear of Victimization--Attack with Weapon, 2012

Question 19.5. To what extent are you fearful that you or a member of your household will be attacked with a weapon?

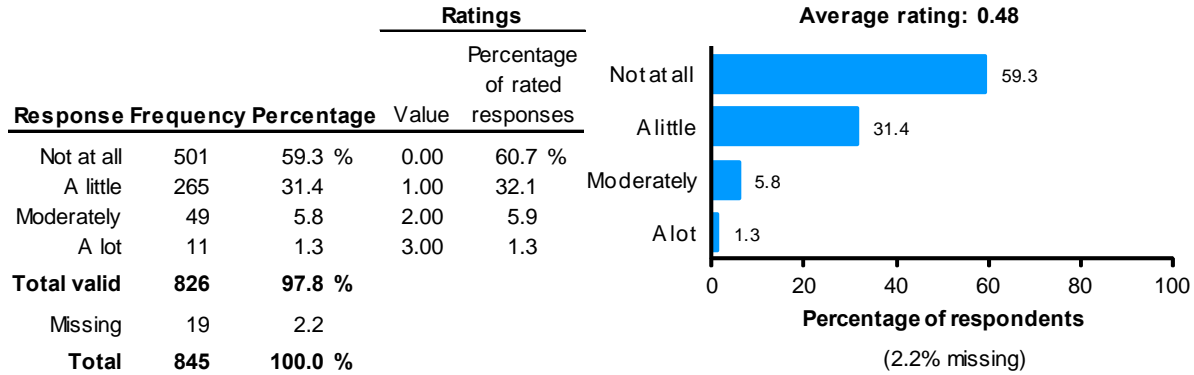


Table 19.5b. Fear of Victimization--Attack with Weapon: Trends 2008–2012

Question 19.5. To what extent are you fearful that you or a member of your household will be attacked with a weapon?

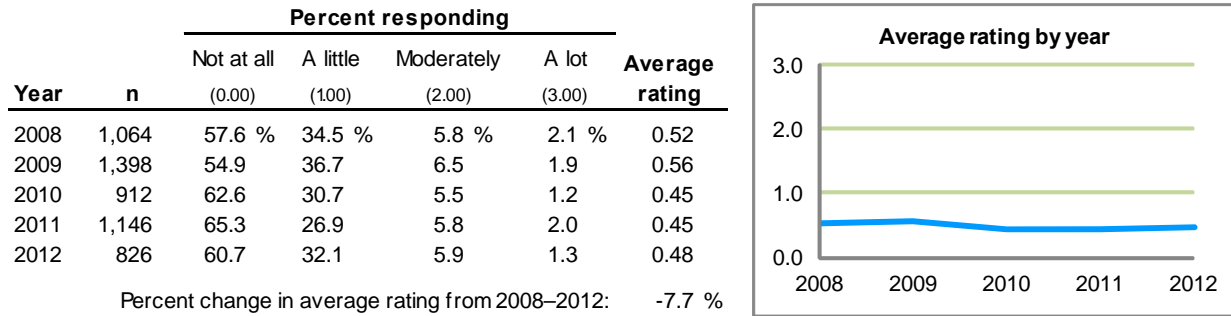
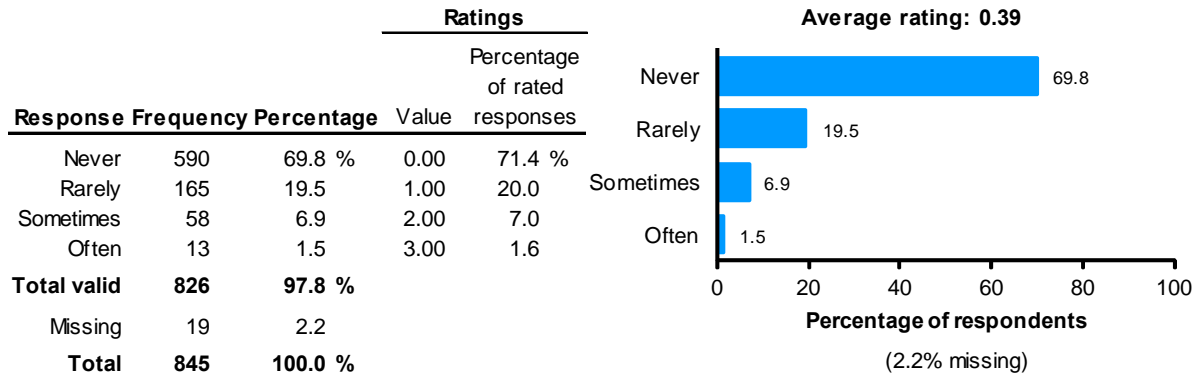


Table 19.6a. Activities in Neighborhood Prevented by Fear of Crime, 2012

Question 19.6. How often does worry about crime prevent you from doing things you would like to do in your neighborhood?



“We were burglarized in 2000 and have increased safety measures.”

Table 19.6b. Activities in Neighborhood Prevented by Fear of Crime: Trends 2008–2012

Question 19.6. How often does worry about crime prevent you from doing things you would like to do in your neighborhood?

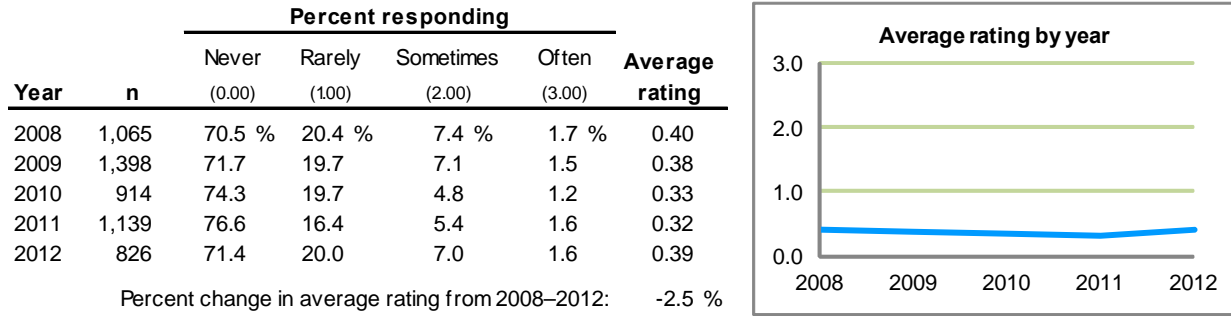
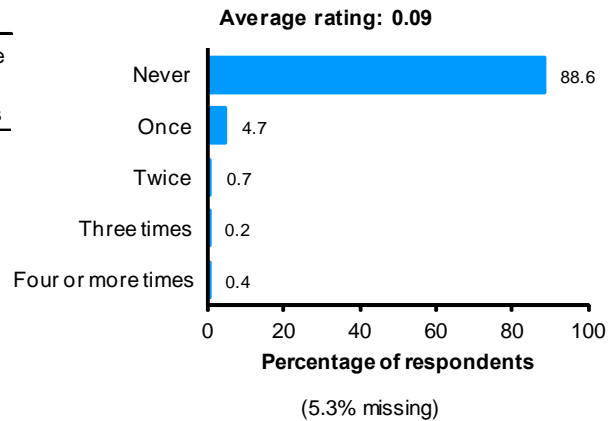


Table 20.1a. Incidence of Fights Involving Weapons in Neighborhood, 2012

Question 20.1. 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 | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 749 | 88.6 % | 0.00 | 93.6 % |
| Once | 40 | 4.7 | 1.00 | 5.0 |
| Twice | 6 | 0.7 | 2.00 | 0.8 |
| Three times | 2 | 0.2 | 3.00 | 0.3 |
| Four or more times | 3 | 0.4 | 4.00 | 0.4 |
| Total valid | 800 | 94.7 % | | |
| Missing | 45 | 5.3 | | |
| Total | 845 | 100.0 % | | |



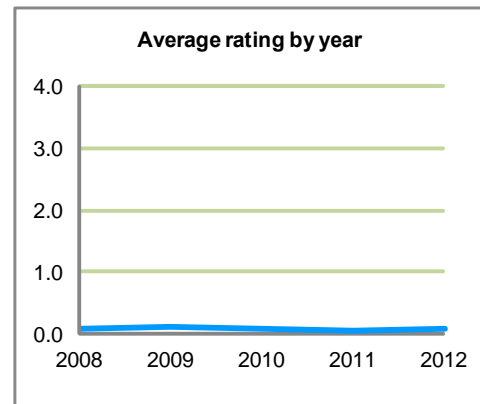
“I have heard gun shots in my neighborhood.”

Table 20.1b. Incidence of Fights Involving Weapons in Neighborhood: Trends 2008–2012

Question 20.1. 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) | Twice (2.00) | Three times (3.00) | Four or more times (4.00) | |
| 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 |
| 2011 | 1,078 | 95.2 | 3.6 | 0.8 | 0.4 | 0.0 | 0.06 |
| 2012 | 800 | 96.3 | 5.0 | 0.8 | 0.3 | 0.4 | 0.09 |

Percent change in average rating from 2008–2012: 12.5 % †

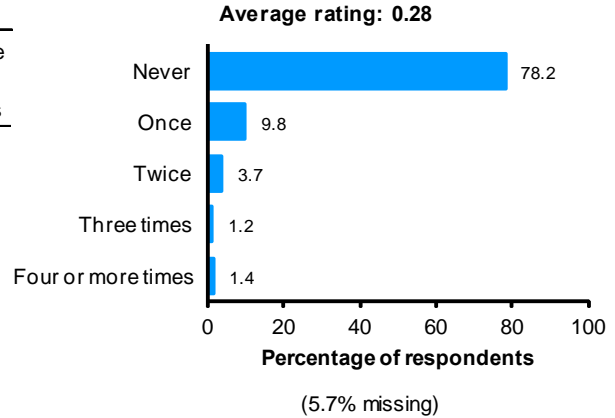


† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 20.2a. Incidence of Violent Arguments Between Neighbors, 2012

Question 20.2. How often has each of the following things happened in your neighborhood in the past 6 months?
A violent argument between neighbors

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 661 | 78.2 % | 0.00 | 82.9 % |
| Once | 83 | 9.8 | 1.00 | 10.4 |
| Twice | 31 | 3.7 | 2.00 | 3.9 |
| Three times | 10 | 1.2 | 3.00 | 1.3 |
| Four or more times | 12 | 1.4 | 4.00 | 1.5 |
| Total valid | 797 | 94.3 % | | |
| Missing | 48 | 5.7 | | |
| Total | 845 | 100.0 % | | |



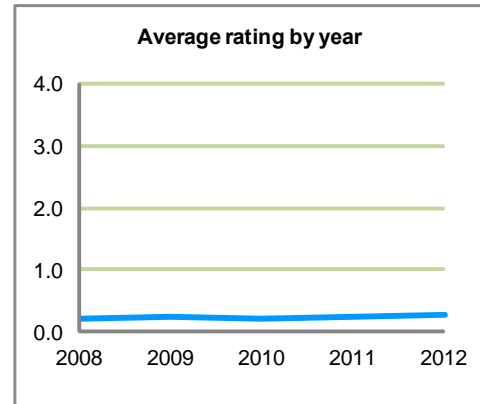
“All of the heroin drug addicts in just the borough alone is a epidemic which of course leads to stealing and violence and issues with neighbors etc.”

Table 20.2b. Incidence of Violent Arguments Between Neighbors: Trends 2008–2012

Question 20.2. How often has each of the following things happened in your neighborhood in the past 6 months?
A violent argument between neighbors

| 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) | |
| 2008 | 919 | 87.9 % | 7.6 % | 2.4 % | 0.9 % | 1.1 % | 0.20 |
| 2009 | 1,336 | 85.0 | 10.0 | 2.8 | 0.8 | 1.3 | 0.23 |
| 2010 | 893 | 86.9 | 8.3 | 3.1 | 1.0 | 0.7 | 0.20 |
| 2011 | 1,082 | 86.1 | 8.7 | 2.1 | 1.6 | 1.5 | 0.24 |
| 2012 | 797 | 82.9 | 10.4 | 3.9 | 1.3 | 1.5 | 0.28 |

Percent change in average rating from 2008–2012: 40.0 % †



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

Table 20.3a. Incidence of Gang Violence in Neighborhood, 2012

Question 20.3. How often has each of the following things happened in your neighborhood in the past 6 months?
A gang fight

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Never | 799 | 94.6 % | 0.00 | 99.8 % |
| Once | 2 | 0.2 | 1.00 | 0.2 |
| Twice | 0 | 0.0 | 2.00 | 0.0 |
| Three times | 0 | 0.0 | 3.00 | 0.0 |
| Four or more times | 0 | 0.0 | 4.00 | 0.0 |
| Total valid | 801 | 94.8 % | | |
| Missing | 44 | 5.2 | | |
| Total | 845 | 100.0 % | | |

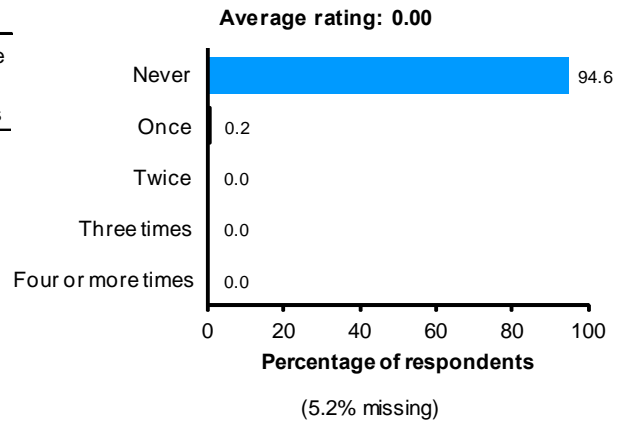


Table 20.3b. Incidence of Gang Violence in Neighborhood: Trends 2008–2012

Question 20.3. 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) | |
| 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 |
| 2011 | 1,092 | 99.5 | 0.2 | 0.1 | 0.2 | 0.0 | 0.01 |
| 2012 | 801 | 99.8 | 0.2 | 0.0 | 0.0 | 0.0 | 0.01 |

Percent change in average rating from 2008–2012: 0.0 %

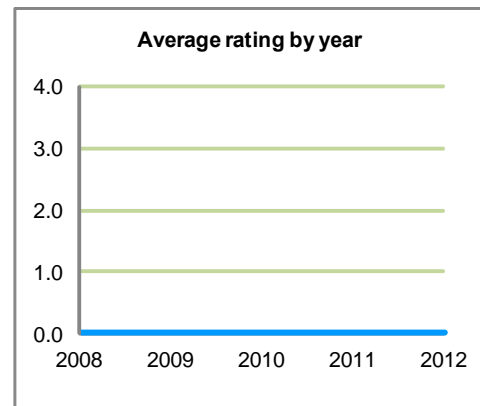


Table 20.4a. Incidence of Sexual Assaults or Rapes in Neighborhood, 2012

Question 20.4. How often has each of the following things happened in your neighborhood in the past 6 months?
A sexual assault or rape

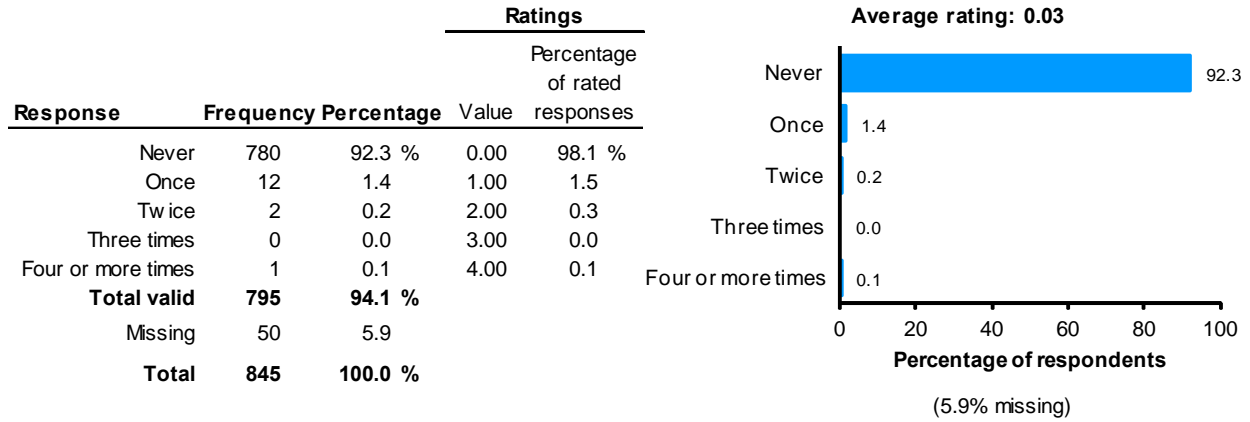
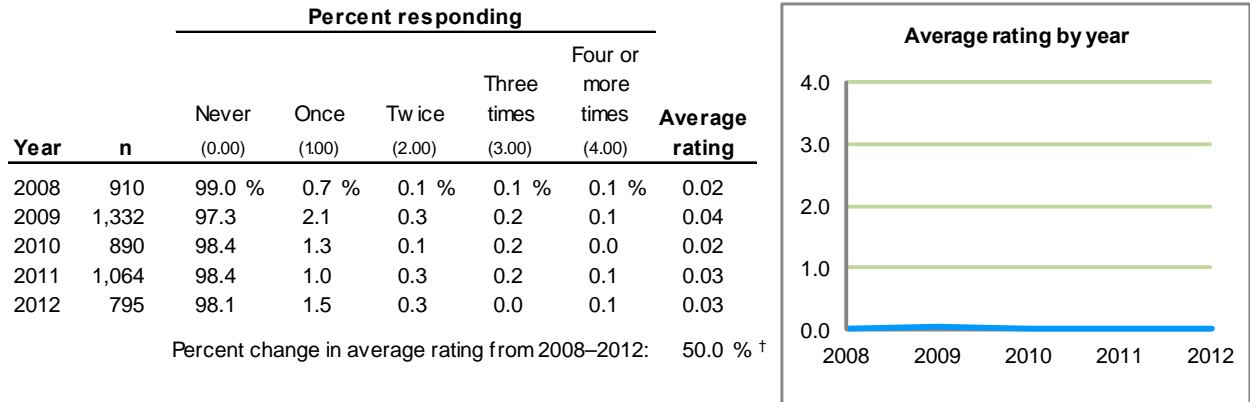


Table 20.4b. Incidence of Sexual Assaults or Rapes in Neighborhood: Trends 2008–2012

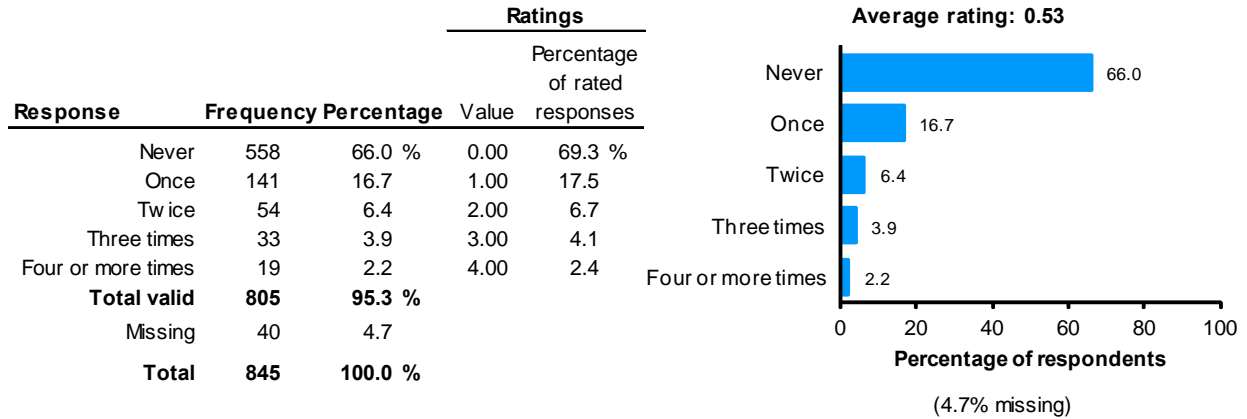
Question 20.4. How often has each of the following things happened in your neighborhood in the past 6 months?
A sexual assault or rape



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

Table 20.5a. Incidence of Robberies, Burglaries, or Muggings in Neighborhood, 2012

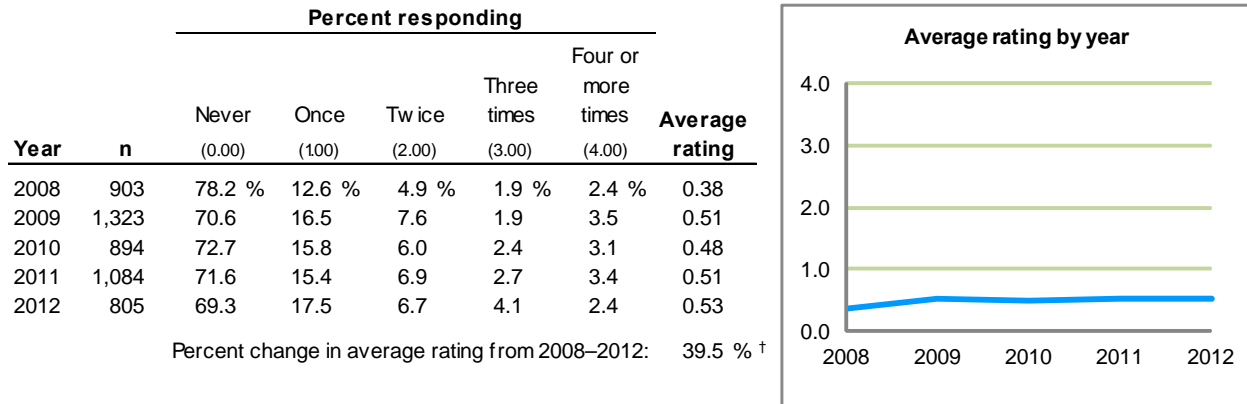
Question 20.5. How often has each of the following things happened in your neighborhood in the past 6 months?
A robbery, burglary, or mugging



“In my area, recreational homes are broken into on a regular basis with impunity. We never see anyone caught, and if they are, they are released to do it all over again.”

Table 20.5b. Incidence of Robberies, Burglaries, or Muggings in Neighborhood: Trends 2008–2012

Question 20.5. How often has each of the following things happened in your neighborhood in the past 6 months?
A robbery, burglary, or mugging



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

Table 21a. Victimization by Violence While Living in Neighborhood, 2012

Question 21. 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 | 785 | 92.9 % | 0.00 | 95.2 % |
| Yes | 40 | 4.7 | 1.00 | 4.8 |
| Total valid | 825 | 97.6 % | | |
| Missing | 20 | 2.4 | | |
| Total | 845 | 100.0 % | | |

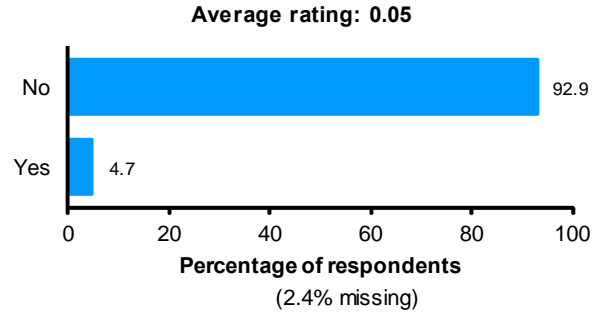


Table 21b. Victimization by Violence While Living in Neighborhood: Trends 2008-2012

Question 21. 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) | |
| 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 |
| 2011 | 1,136 | 94.4 | 5.6 | 0.06 |
| 2012 | 825 | 95.2 | 4.8 | 0.05 |
| Percent change in average rating from 2008–2012: | | | | -16.7 % |

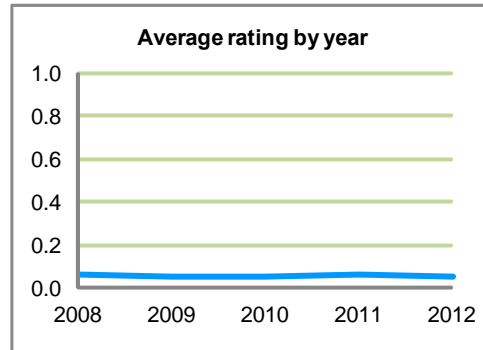
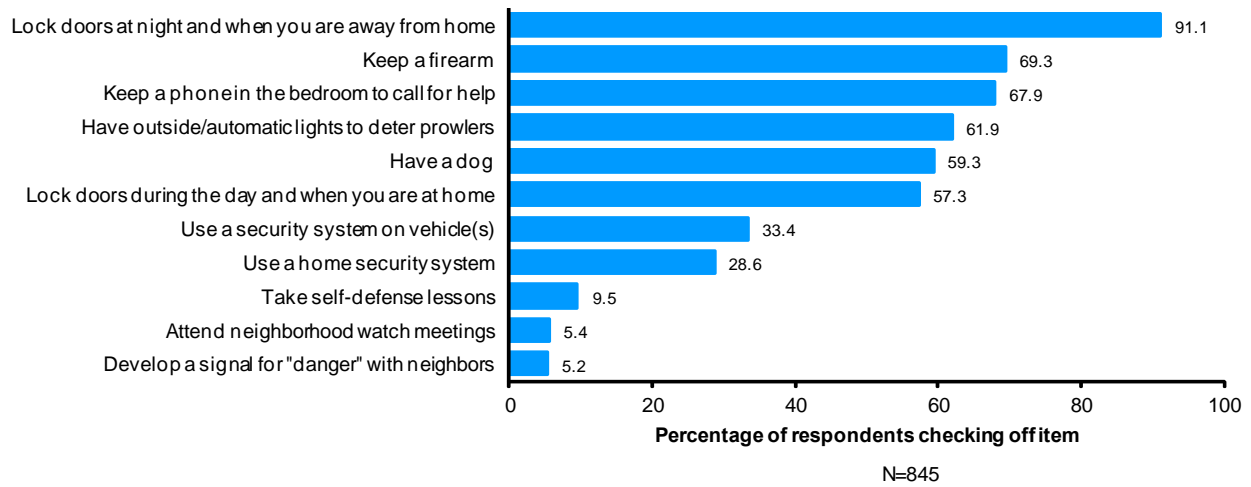


Table 22a. Strategies for Self-Protection, 2012

Question 22. 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 a gun and I know how to use it."

Table 22b. Strategies for Self-Protection: Trends 2008–2012

Question 22. 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 2008–2012: |
|---|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Lock doors at night and when you are away from home | 90.3 % | 90.8 % | 90.8 % | 90.9 % | 91.1 % | 0.9 % |
| Keep a firearm | 69.6 | 71.1 | 70.6 | 72.3 | 69.3 | -0.4 |
| Keep a phone in the bedroom to call for help | 68.2 | 70.5 | 69.2 | 69.8 | 67.9 | -0.4 |
| Have outside/automatic lights to deter prowlers | 61.4 | 65.6 | 57.0 | 61.5 | 61.9 | 0.8 |
| Have a dog | 62.6 | 63.1 | 61.4 | 63.4 | 59.3 | -5.3 |
| Lock doors during the day and when you are at home | 50.0 | 52.3 | 48.4 | 49.7 | 57.3 | 14.6 |
| Use a security system on vehicle(s) | 27.1 | 28.9 | 28.5 | 28.9 | 33.4 | 23.1 |
| Use a home security system | 14.4 | 16.8 | 21.9 | 25.2 | 28.6 | 98.9 |
| Take self-defense lessons | 7.4 | 7.7 | 10.2 | 9.6 | 9.5 | 27.9 |
| Attend neighborhood watch meetings | 7.1 | 7.0 | 7.8 | 7.7 | 5.4 | -23.3 |
| Develop a signal for "danger" with neighbors | 3.7 | 4.9 | 3.5 | 5.3 | 5.2 | 40.7 |

Part IV.

Local Government: Access, Policies, and Practices



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Local Government: Access, Policies, and Practices - Summary

Over a third of all respondents stated that they were satisfied with their opportunities to provide input on Borough decisions while 22 percent were dissatisfied. Most people agreed that when they phoned the Borough, they received the information they needed in a timely manner and from polite, professional staff. While on all these measures there have been declines in average ratings since 2008 (due to large drops in 2010), in the past two year the ratings have increased slightly.

New questions were added in 2011 asking whether people currently access or would like to access Borough information through various media. As was the case then, traditional media—radio, newspapers and television—were used with much greater frequency than e-mail news releases, YouTube videos, and Facebook. While there were slight increases in the percentages of respondents who said they would start to use these modern media in the future, on the whole there is little indication of emerging diffusion of these technologies. The Borough’s website was used more often than e-mail, YouTube, or Facebook. Low usage of more modern media may reflect the fact that the average age of *Mat-Su Survey* respondents was 52 years old and only two percent of respondents were under the age of 25.

While it seems based on the survey results thus far that most people really like living in the Mat-Su Borough, 41 percent of respondents do not believe that they are getting their money’s worth for their tax dollars generally. Another 43 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 2008. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006. There was support for the use of Borough funds to preserve open spaces; almost 46 percent agreed or strongly agreed with this idea, compared to 24 percent who disagreed or strongly disagreed. This is unchanged from last year, but since 2008, there has been a slight decline in the average rating.

The *Mat-Su Survey* asked eleven questions about support for different taxes. Over the five-year period since 2008, support for eight of these taxes increased, though in some cases by negligible amounts. The biggest increases were in support of gasoline taxes and property taxes, 31.7 percent and 46.3 percent, respectively. However, these remain by far the least two popular taxes of the eleven asked about in the survey. The strongest opposition was to a local gasoline tax (89% of respondents opposed this to some degree, though only 81% of respondents opposed such a tax if the revenues were directed towards transportation improvements rather than services in general) and an increased property tax (84% opposed).

Indeed, there was widespread lack of support for any of the taxes. A sales tax—seasonal or year-round—had the next largest opposition (54% and 61% respectively). Support for other taxes was mixed, though there was a slight preference given to “sin” taxes on tobacco and alcohol, with about 40 percent of respondents stating they “agree” or “strongly agree” with such taxes. This ranking of taxes with respect to degree of opposition is unchanged from last year. While respondents’ support for taxes has slightly increased, they continue to most strongly oppose taxes that would most likely affect them—taxes on property and gasoline and a year-round sales tax—and be middle-of-the road on support for taxes on tobacco and alcohol (which affect only the purchasers of these products), and fees related to development and real estate transfers.

Sixty-nine percent of respondents labeled traffic congestion a serious problem; although this is a six percent increase compared to 2011 (when 63% of respondents thought traffic congestion was a serious problem), overall there has been just a slight increase since 2008. A similar pattern is evident in the measure of concern about water quality in the Borough; 49 percent of respondents agreed or strongly agreed that they were concerned, compared to 45 percent in 2011. Since 2008 the average rating has increased by over five percent). Sixty-seven percent of respondents agreed or strongly agreed that the Borough needs to do a better job of managing growth and development, while 66 percent agreed or strongly agreed that the Borough should designate commercial and industrial centers to minimize land use conflicts.

New questions on the 2011 Mat-Su Borough Survey asked respondents to rate how well the Borough is doing at regulating various land use effects, specifically noise, signs and billboards, commercial lighting, natural resource extraction, and private airstrips. As was the case in 2011, the distribution of responses for each of these questions was remarkably similar. While few people strongly agreed that the Borough is doing a good job in this regard, most people did not indicate they thought the Borough is doing a bad job either. The lowest levels of satisfaction concerned the regulation of natural resource extraction (the average rating of 1.40 is slightly below “neither agree nor disagree” on a five-point scale). All other average ratings were on the positive side of neutral, that is, they were above 1.50, though in no case was the average rating about 2.00 (“agree”). The highest level of satisfaction (1.72) was for regulation of signs and billboards.

In 2011, a question was added to the survey asking respondents whether they think the Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy. Over 71 percent of people who answered this question agreed or strongly agreed, while only ten percent disagreed or strongly disagreed. Two additional questions pertaining to

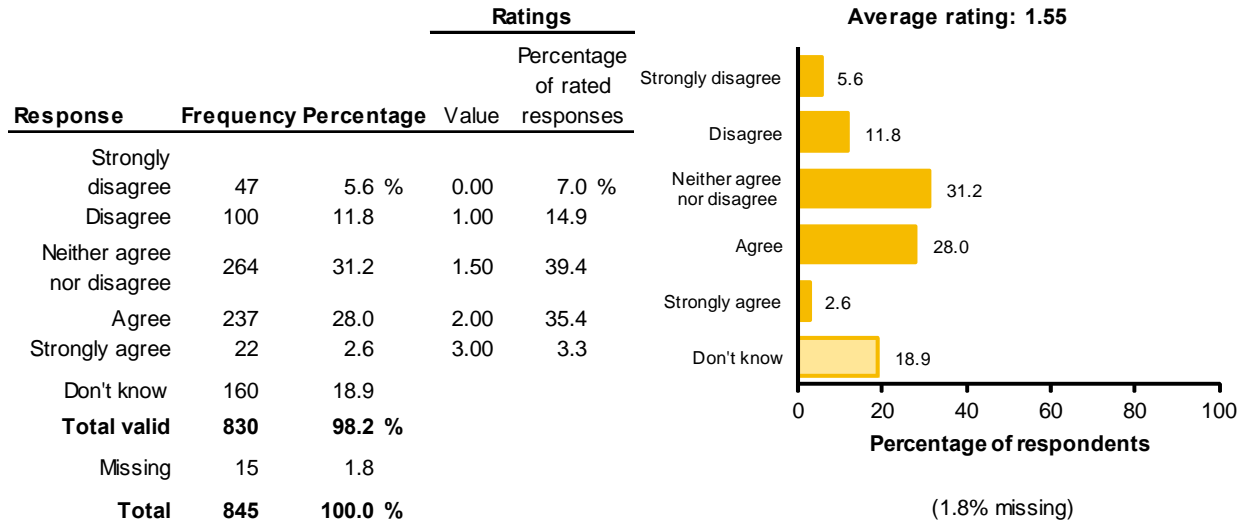
economic development were added to the survey this year. The first asked whether the Borough should “seek to develop our natural resources.” Just over one-third (64%) of respondents agreed or strongly agreed, while 19 percent disagreed or strongly disagreed. Respondents were similarly enthusiastic about developing opportunities for business development of high technology, manufacturing, and aerospace. Sixty-four percent agreed to some extent with this approach, and 19 percent disagreed or strongly disagreed.

Several questions were added to the 2011 Mat-Su Survey to assess residents’ use and awareness of emergency services, and their households’ preparation for disaster. Generally, the services that were the most used were also the services that respondents reported more awareness of. The ambulance service was both the most used and the service most people were aware of. Respondents for the most part were reasonably aware of opportunities for training in CPR, First Aid and other emergency skills (62%), prevention or preparedness programs (45%), open houses at emergency stations (36.6%), and lectures or programs detailing the operations of local emergency services (29%). Respondents were also asked if they planned to use these services in the future. Several people wrote comments in the margin that this was a strange or stupid question, that one does not ordinarily plan to use emergency services, and so on. Despite this sentiment, 56 percent of people who answered the question said they planned to use “training in CPR, first aid, or other emergency skills,” and 29 percent said they planned to engage with prevention or preparedness programs. In all seven varieties of services asked about in these questions, there were large increases in the percentages of respondents who indicated they plan to use the service in the future.

Overall, it seems that survey respondents think the borough is vulnerable to a natural or man-made disaster (57%), but only 23 percent think the borough is prepared to recover from such an event, should it be widespread. There was strong support for the statement that residents should take personal responsibility for preparing for disasters (94% agreed or strongly agreed), and much less support for the notion that the borough government is responsible for preparing residents for disaster (only 30% agreed or strongly agreed). Not surprisingly then, most respondents (57%) said they are prepared for a natural or man-made disaster, and 71 percent claim to have set aside supplies in their homes in case of disaster. Even higher percentages (86%) say they keep the area around their homes clear of wildfire hazards. There was little change in any of these measures from 2011.

Table 23.1a. Satisfaction with Opportunities for Input on Borough Decisions, 2012

Question 23.1. 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.



“When seeking public opinion let the public create the options rather than coming to the public with options.”

Table 23.1b. Satisfaction with Opportunities for Input on Borough Decisions: Trends 2008-2012

Question 23.1. 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.

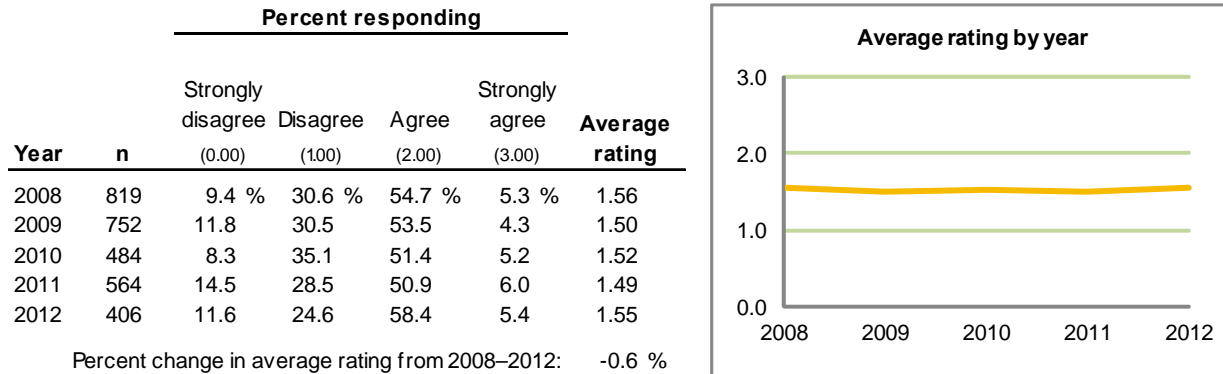
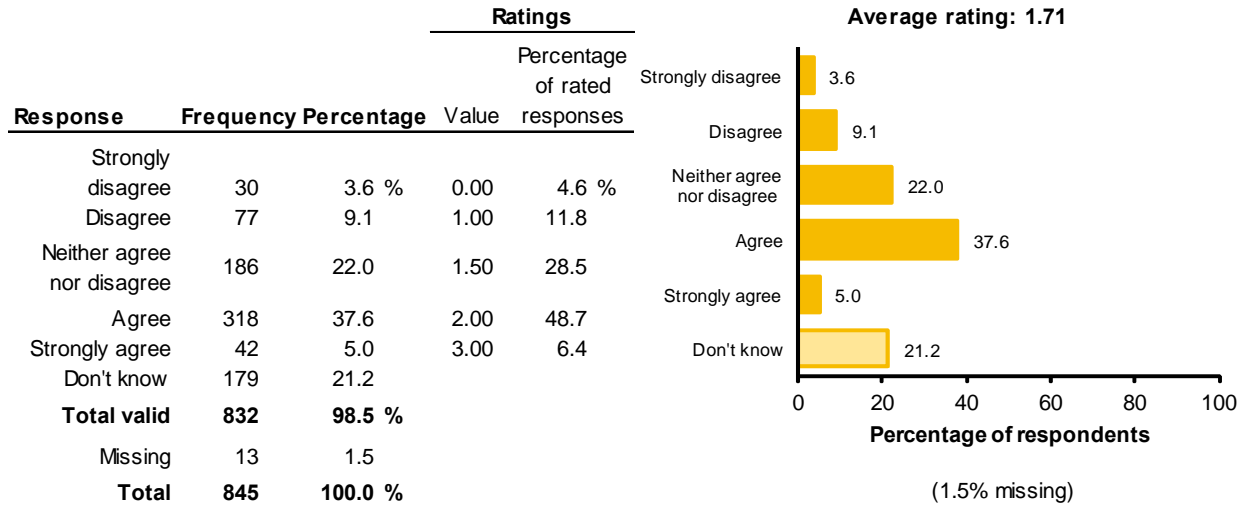


Table 23.2a. Timeliness of Borough Information, 2012

Question 23.2. 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 Borough routinely notifies the residents of plans on the last day comments are due, or after the close date.”

Table 23.2b. Timeliness of Borough Information: Trends 2008-2012

Question 23.2. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-----|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 715 | 6.3 % | 17.6 % | 64.9 % | 11.2 % | 1.81 |
| 2009 | 751 | 5.9 | 20.1 | 63.9 | 10.1 | 1.78 |
| 2010 | 483 | 5.6 | 22.6 | 63.4 | 8.5 | 1.68 |
| 2011 | 619 | 6.8 | 18.1 | 65.4 | 9.7 | 1.70 |
| 2012 | 467 | 6.4 | 16.5 | 68.1 | 9.0 | 1.71 |

Percent change in average rating from 2008–2012: -5.5 %

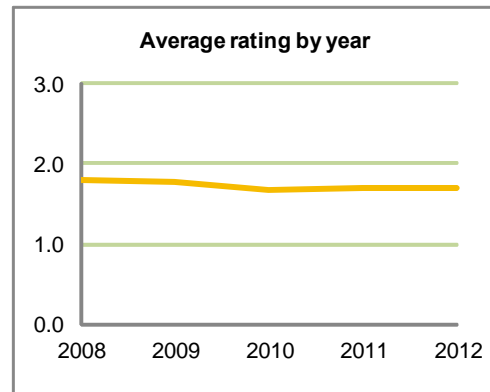
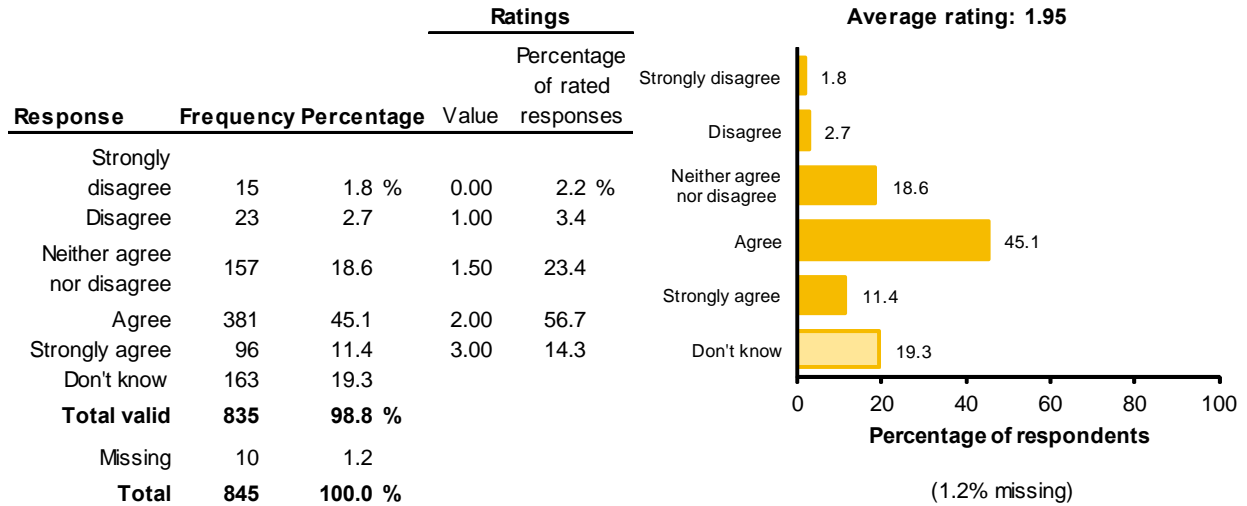


Table 23.3a. Politeness of Borough Employees, 2012

Question 23.3. 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.



“I have found that some of our Borough employees are extremely pleasant, helpful and cooperative. I have had very unfavorable impressions from other borough employees that are related to developers and make decisions favorable to those people.”

Table 23.3b. Politeness of Borough Employees: Trends 2008-2012

Question 23.3 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.

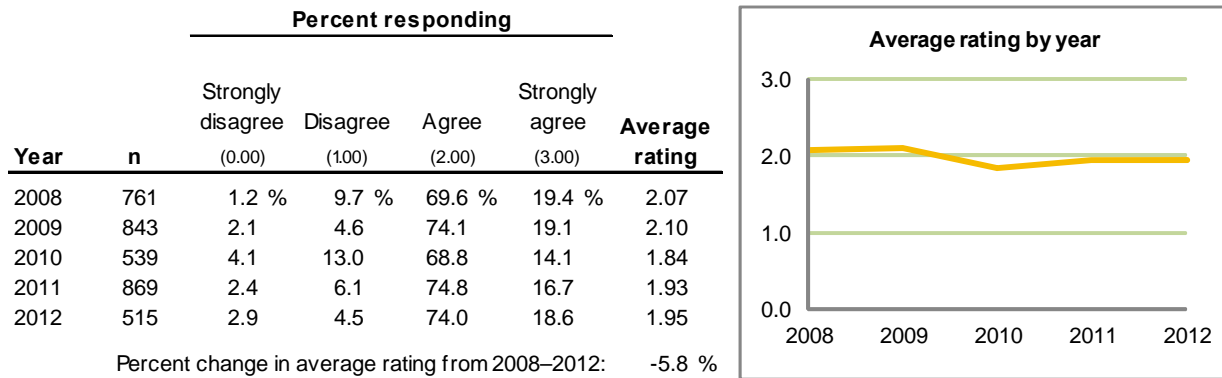
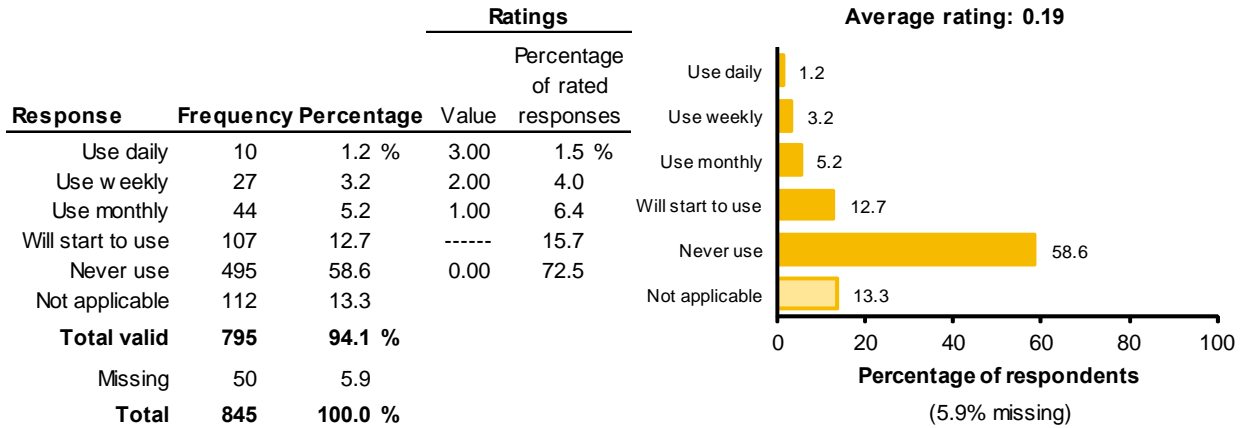


Table 24.1a. Access to Borough News Releases by Email, 2012

Question 24.1. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news release by email

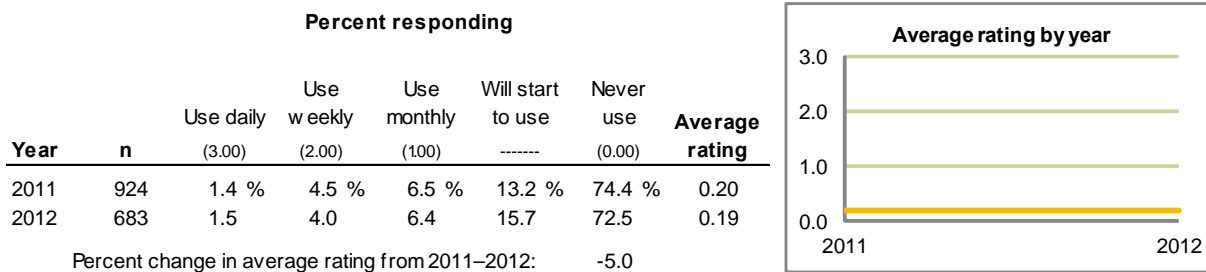


“Email may be great, but not for those who cannot afford this luxury that the world thinks everyone has.”

Table 24.1b. Access to Borough News Releases by Email: Trends 2011-2012*

Question 24.1. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news release by email

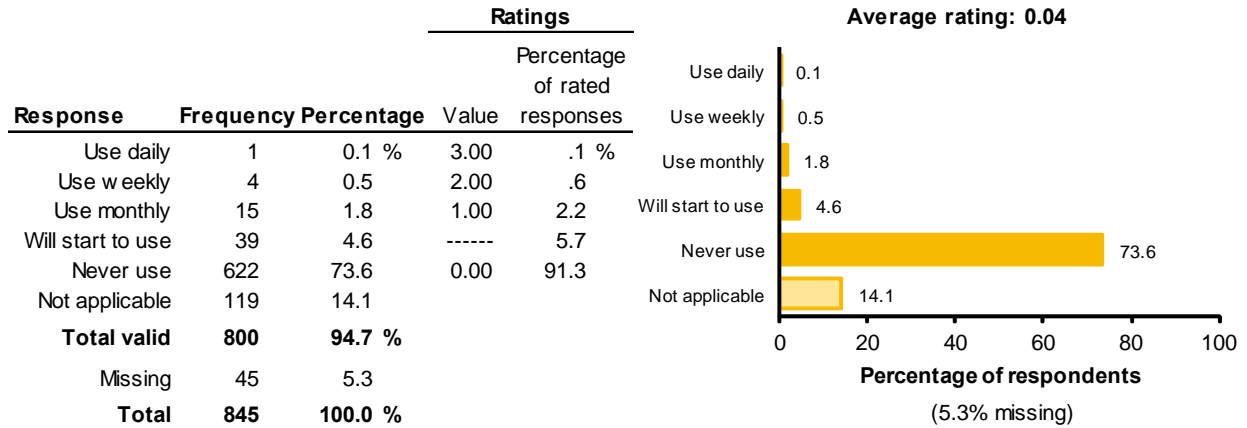


* This question was added to the survey in 2011.

Table 24.2a. Access to Borough YouTube Videos, 2012

Question 24.2. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough YouTube videos

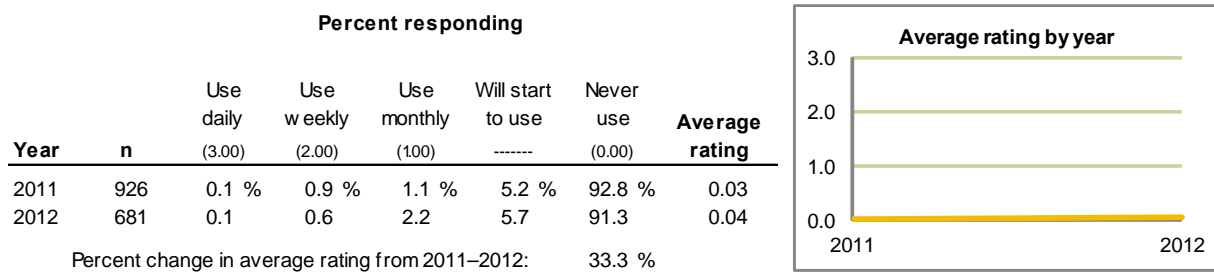


“I was unaware that I can get Borough info on YouTube.”

Table 24.2b. Access to Borough YouTube Videos: Trends 2011-2012*

Question 24.2. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough YouTube videos

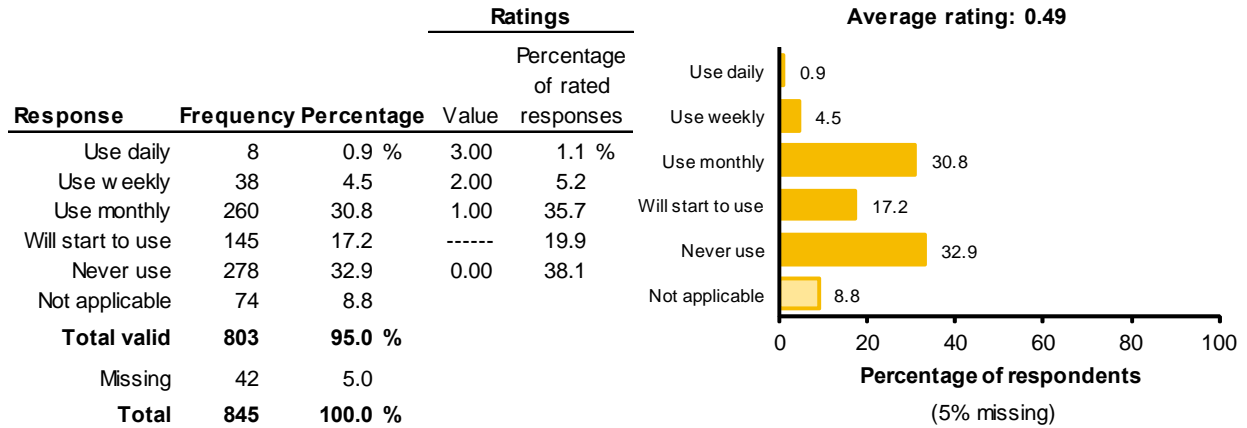


* This question was added to the survey in 2011.

Table 24.3a. Access to Borough's Website, 2012

Question 24.3. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough's website

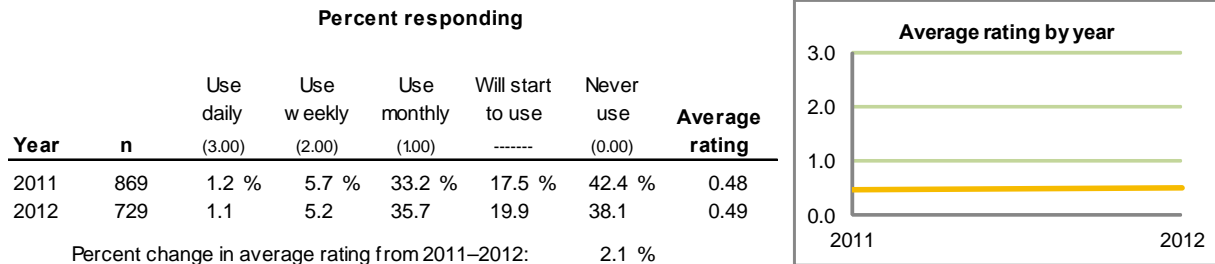


“The Borough should add a section to their website to report things like potholes, dangerous trees near power lines, plugged culverts, and similar items.”

Table 24.3b. Access to Borough's Website: Trends 2011-2012*

Question 24.3. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough's website

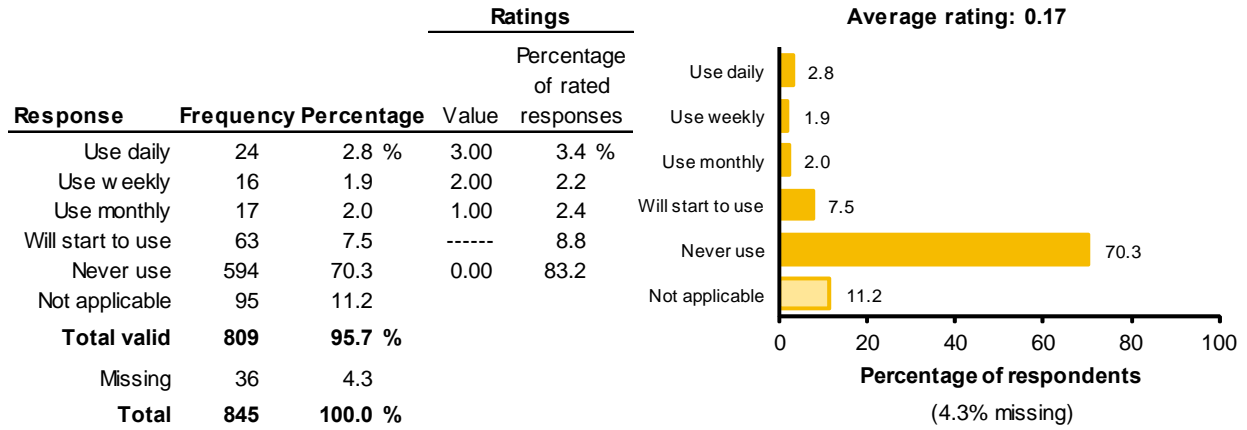


* This question was added to the survey in 2011.

Table 24.4a. Access to Borough News on Facebook, 2012

Question 24.4. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news on Facebook

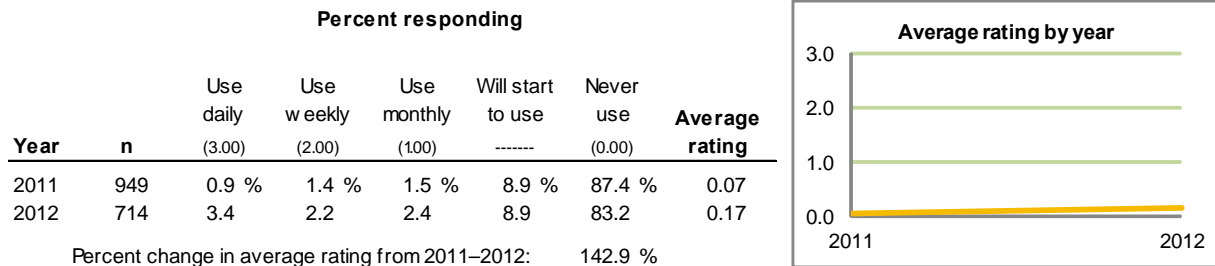


“The Borough being on Facebook has been very helpful.”

Table 24.4b. Access to Borough News on Facebook: Trends 2011-2012*

Question 24.4. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Borough news on Facebook

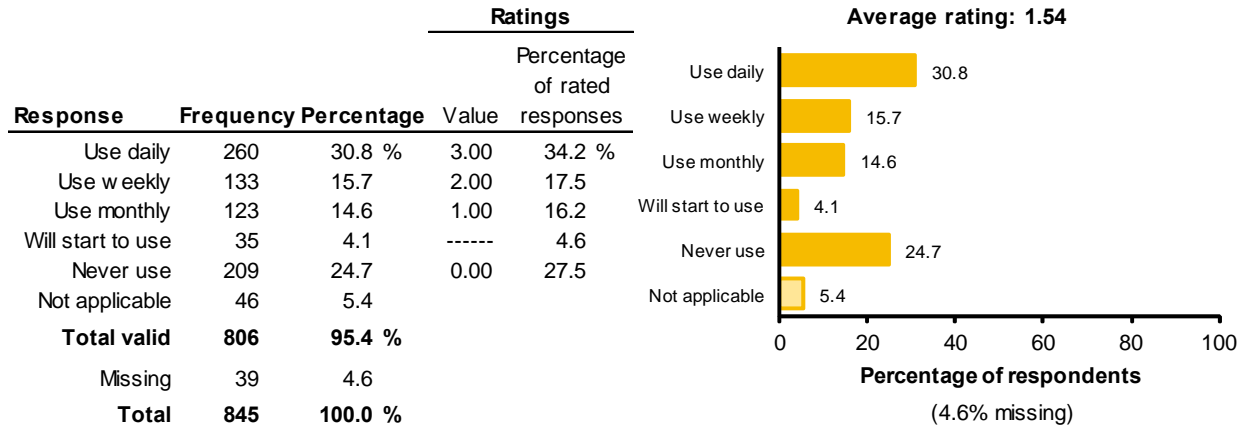


* This question was added to the survey in 2011.

Table 24.5a. Access to Local Radio, 2012

Question 24.5. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local radio

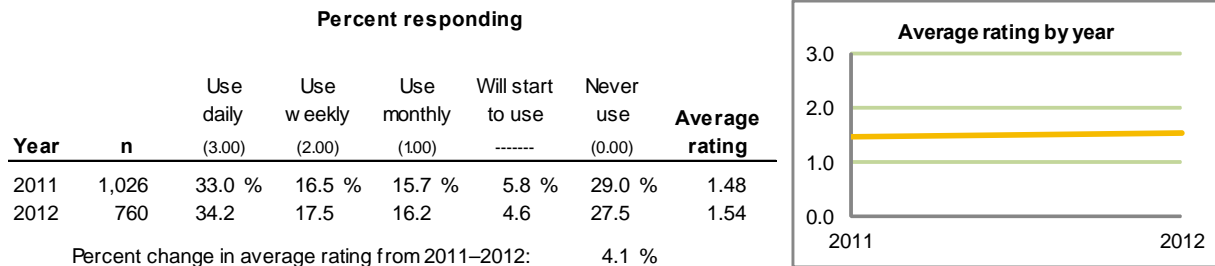


“The Borough should designate a radio station to give updates in times of power outages and other natural disasters.”

Table 24.5b. Access to Local Radio: Trends 2011-2012*

Question 24.5. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local radio

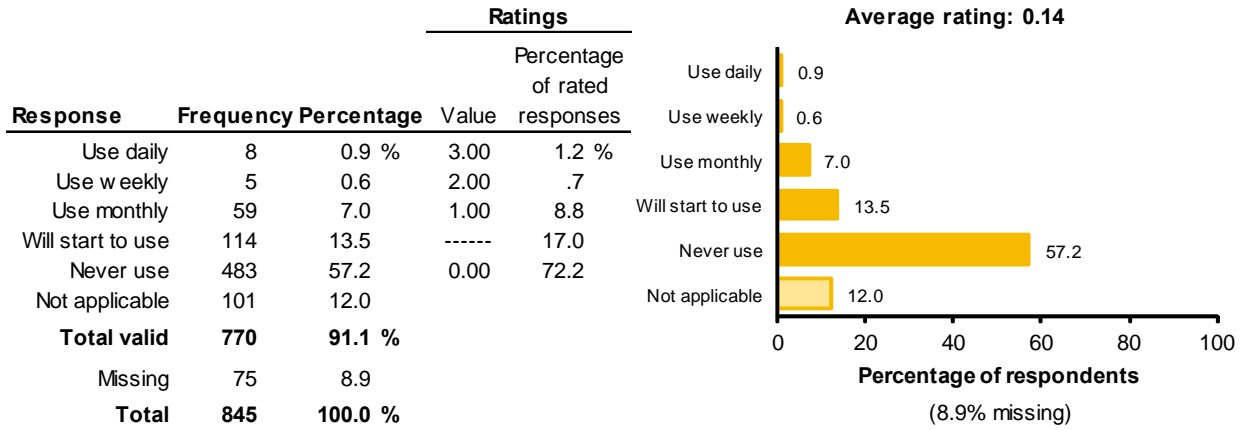


* This question was added to the survey in 2011.

Table 24.6a. Access to Mat-Su Borough Annual Report, 2012

Question 24.6. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Mat-Su Borough Annual Report

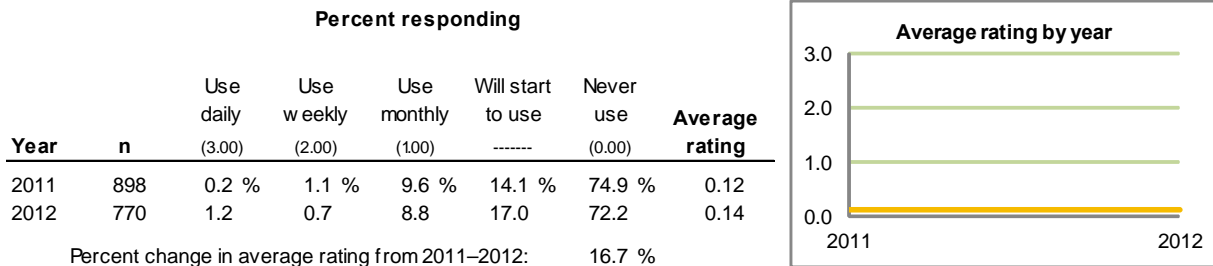


“Make it known where I can get information and how to participate.”

Table 24.6b. Access to Mat-Su Borough Annual Report: Trends 2011-2012*

Question 24.6. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Mat-Su Borough Annual Report

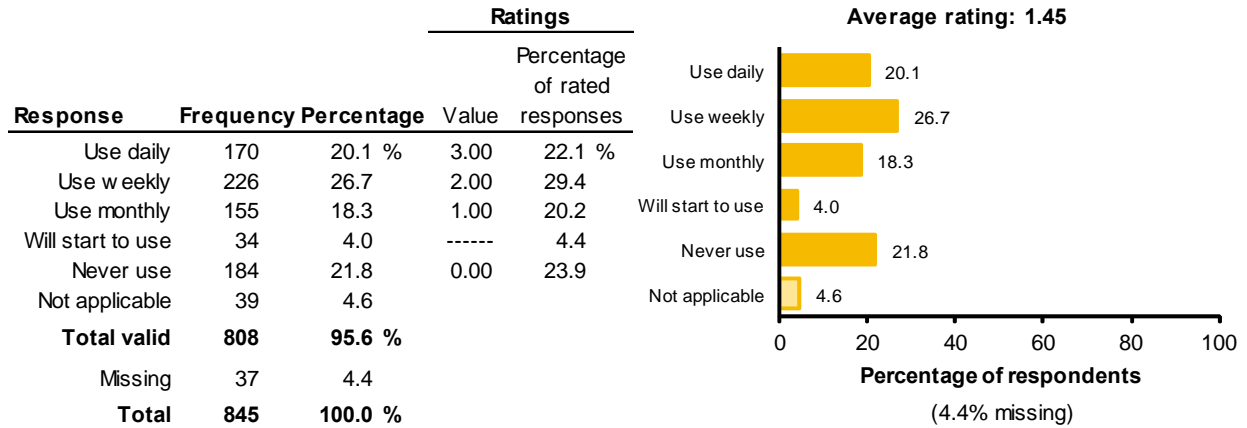


* This question was added to the survey in 2011.

Table 24.7a. Access to Local Newspapers, 2012

Question 24.7. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local newspapers

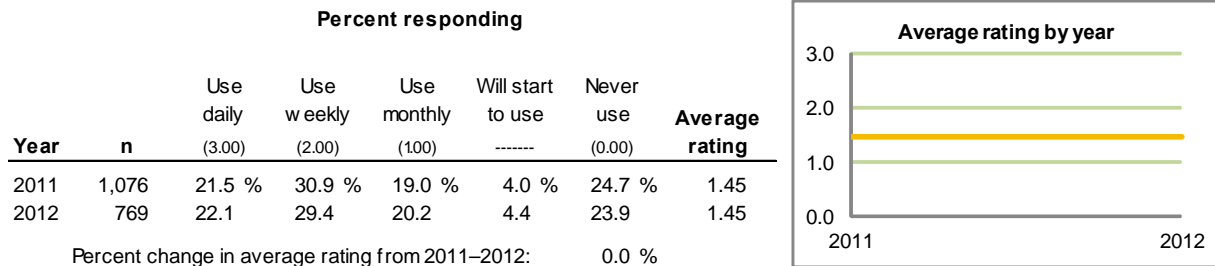


“Publish Borough expenditures in the newspaper and online for all citizens to view.”

Table 24.7b. Access to Local Newspapers: Trends 2011-2012*

Question 24.7. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local newspapers

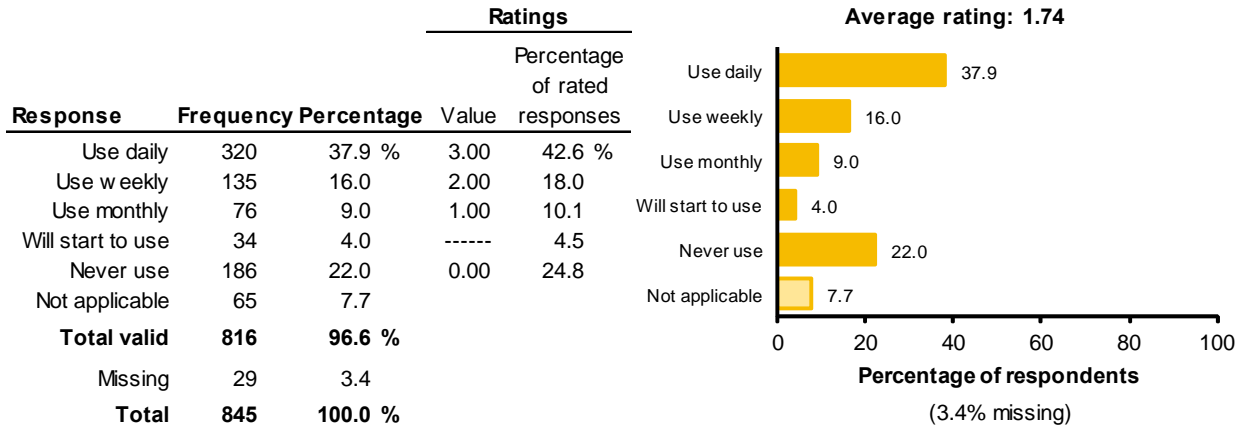


* This question was added to the survey in 2011.

Table 24.8a. Access to Local TV News Programs, 2012

Question 24.8. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local TV News Programs



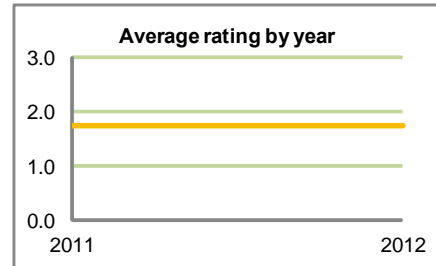
“The MSB needs to have better means of communicating with residents. More outreach needs to be done about its services. I recently tried to find online information about the mayoral race. There was no information in early August about when the election would be and how many candidates had filed.”

Table 24.8b. Access to Local TV News Programs: Trends 2011-2012*

Question 24.8. Following is a list of ways the Borough disseminates news and information. Please indicate if you currently access or would like to access Borough information using these methods.

Local TV news programs

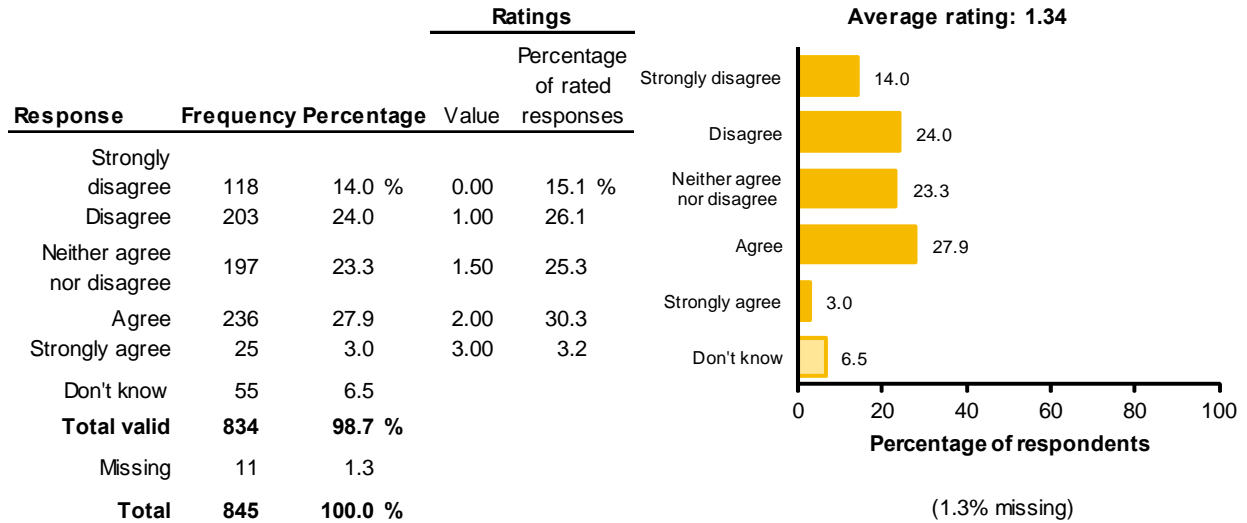
| Year | n | Percent responding | | | | | Average rating |
|--|-------|--------------------|-------------------|--------------------|-------------------------|------------------|----------------|
| | | Use daily (3.00) | Use weekly (2.00) | Use monthly (1.00) | Will start to use ----- | Never use (0.00) | |
| 2011 | 1,035 | 44.3 % | 15.6 % | 11.0 % | 3.7 % | 25.5 % | 1.75 |
| 2012 | 751 | 42.6 | 18.0 | 10.1 | 4.5 | 24.8 | 1.74 |
| Percent change in average rating from 2011–2012: | | | | | | -0.6 % | |



* This question was added to the survey in 2011.

Table 25.1a. Money's Worth for Taxes Paid to Borough, 2012

Question 25.1. 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.



“Other than library service and poor snow plowing, we get nothing from the borough. We have too few votes to be heard and ‘green’ projects seem to get everything, even if it is not common sense.”

Table 25.1b. Money's Worth for Taxes Paid to Borough: Trends 2008-2012

Question 25.1. 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.

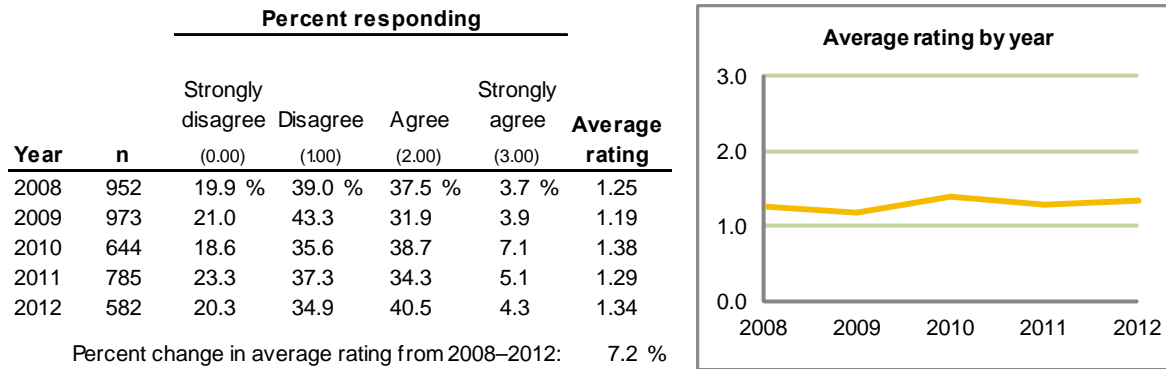
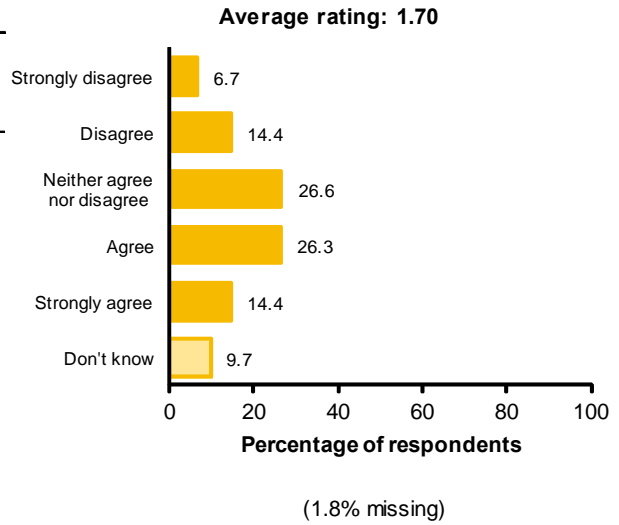


Table 25.2a. Use of Funds to Support Open Spaces in the Borough, 2012

Question 25.2. 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.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 57 | 6.7 % | 0.00 | 7.6 % |
| Disagree | 122 | 14.4 | 1.00 | 16.3 |
| Neither agree nor disagree | 225 | 26.6 | 1.50 | 30.1 |
| Agree | 222 | 26.3 | 2.00 | 29.7 |
| Strongly agree | 122 | 14.4 | 3.00 | 16.3 |
| Don't know | 82 | 9.7 | | |
| Total valid | 830 | 98.2 % | | |
| Missing | 15 | 1.8 | | |
| Total | 845 | 100.0 % | | |



“Marsh lands, flood plain areas and local creek areas need to be preserved. The lands around these areas should not be sold to developers.”

Table 25.2b. Use of Funds to Support Open Spaces in the Borough: Trends 2008-2012

Question 25.2. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-----|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 828 | 9.1 % | 23.6 % | 48.1 % | 19.3 % | 1.78 |
| 2009 | 858 | 10.3 | 20.2 | 47.7 | 21.9 | 1.81 |
| 2010 | 557 | 11.1 | 23.5 | 44.9 | 20.5 | 1.67 |
| 2011 | 695 | 14.4 | 20.1 | 40.7 | 24.7 | 1.68 |
| 2012 | 523 | 10.9 | 23.3 | 42.4 | 23.3 | 1.70 |

Percent change in average rating from 2008–2012: -4.5 %

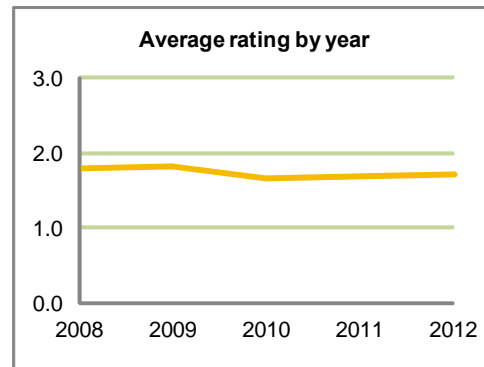
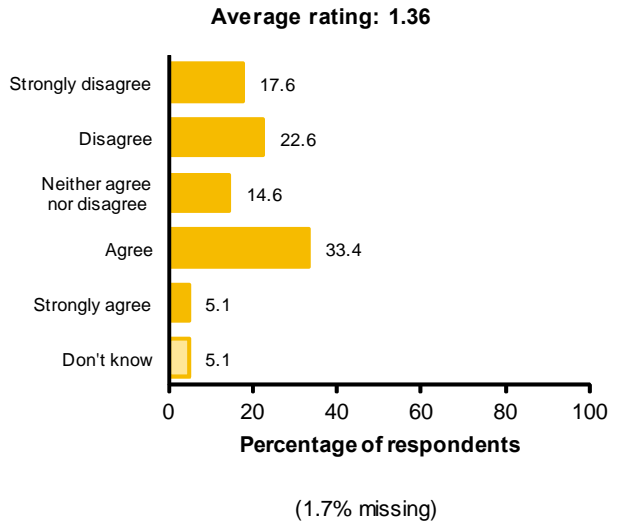


Table 25.3a. Road Maintenance and Road Service Taxes, 2012

Question 25.3. 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.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 149 | 17.6 % | 0.00 | 18.9 % |
| Disagree | 191 | 22.6 | 1.00 | 24.2 |
| Neither agree nor disagree | 123 | 14.6 | 1.50 | 15.6 |
| Agree | 282 | 33.4 | 2.00 | 35.8 |
| Strongly agree | 43 | 5.1 | 3.00 | 5.5 |
| Don't know | 43 | 5.1 | | |
| Total valid | 831 | 98.3 % | | |
| Missing | 14 | 1.7 | | |
| Total | 845 | 100.0 % | | |



“I do not feel like I am getting my money’s worth for the amount of taxes which I pay. I live on a gravel road which was never graded this summer, except by a private individual who owns a road grader (of his own accord, with no pay). Whoever manages the road service department should be fired and competent contractors should be hired who will do a great job for their money.”

Table 25.3b. Road Maintenance and Road Service Taxes: Trends 2008-2012

Question 25.3. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 983 | 24.3 % | 24.3 % | 37.6 % | 4.7 % | 1.23 |
| 2009 | 1,100 | 20.6 | 20.6 | 39.8 | 5.9 | 1.31 |
| 2010 | 687 | 18.5 | 29.3 | 44.5 | 7.7 | 1.43 |
| 2011 | 884 | 20.8 | 32.7 | 39.7 | 6.8 | 1.36 |
| 2012 | 665 | 22.4 | 28.7 | 42.4 | 6.5 | 1.36 |

Percent change in average rating from 2008–2012: 10.6 %

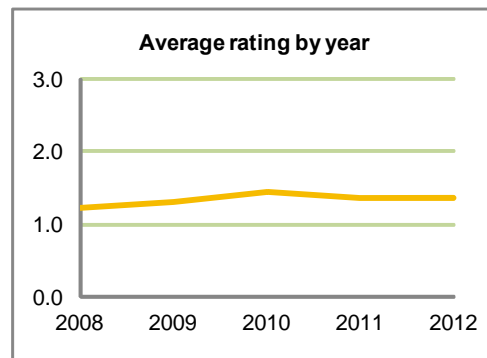
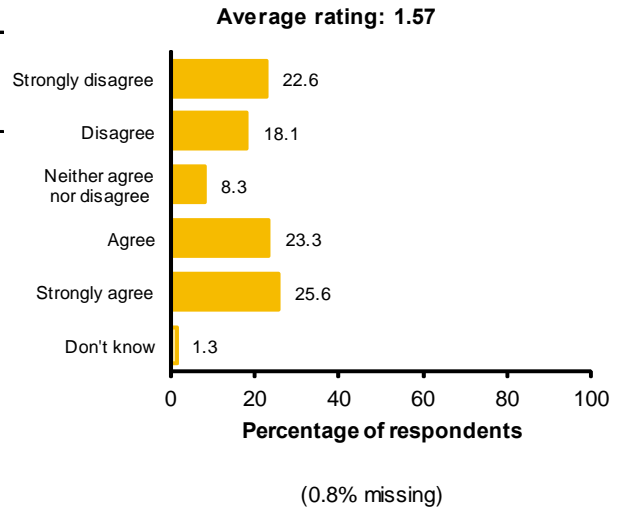


Table 26.1a. Support for Tobacco Tax Increase, 2012

Question 26.1. 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 | 191 | 22.6 % | 0.00 | 23.1 % |
| Disagree | 153 | 18.1 | 1.00 | 18.5 |
| Neither agree nor disagree | 70 | 8.3 | 1.50 | 8.5 |
| Agree | 197 | 23.3 | 2.00 | 23.8 |
| Strongly agree | 216 | 25.6 | 3.00 | 26.1 |
| Don't know | 11 | 1.3 | | |
| Total valid | 838 | 99.2 % | | |
| Missing | 7 | 0.8 | | |
| Total | 845 | 100.0 % | | |



“Taxes on cigarettes are too high now. It's not right to penalize personal use of a legal product.”

Table 26.1b. Support for Tobacco Tax Increase: Trends 2008-2012

Question 26.1. 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) | |
| 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 |
| 2011 | 1,008 | 26.8 | 17.2 | 25.6 | 30.5 | 1.59 |
| 2012 | 757 | 25.2 | 20.2 | 26.0 | 28.5 | 1.57 |

Percent change in average rating from 2008–2012: 1.9 %

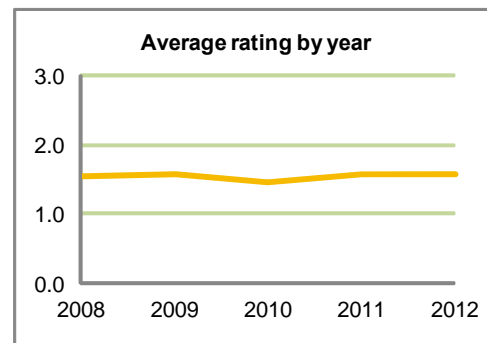
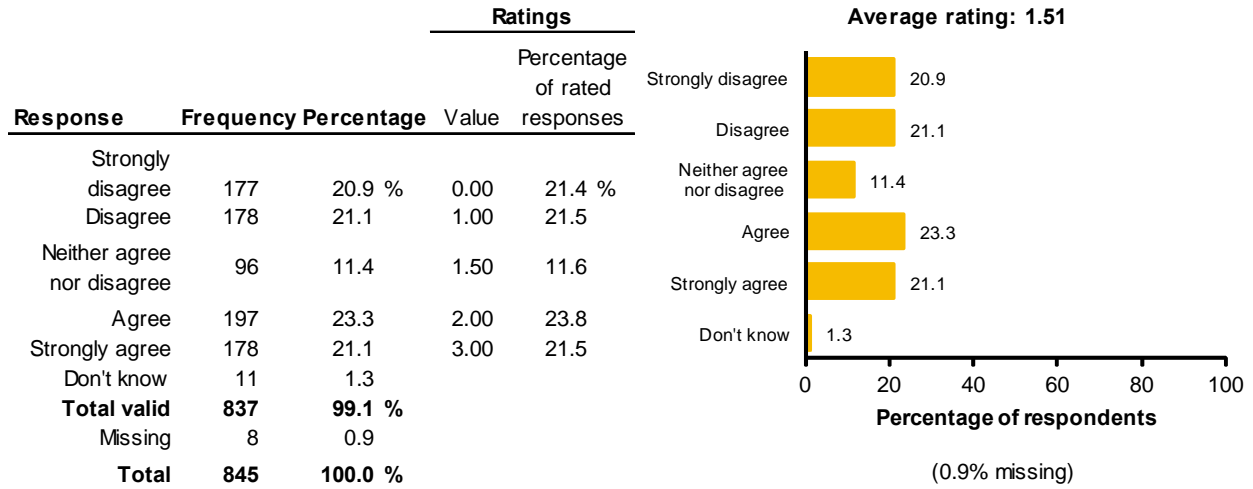


Table 26.2a. Support for Local Alcohol Tax, 2012

Question 26.2. 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.



“Stop taxing alcohol/tobacco—legalize marijuana. Tax it and that will resolve budget issues. It’s in the Valley—it’s not going away—tax it and you will see benefit.”

Table 26.2b. Support for Local Alcohol Tax: Trends 2008–2012

Question 26.2. 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.

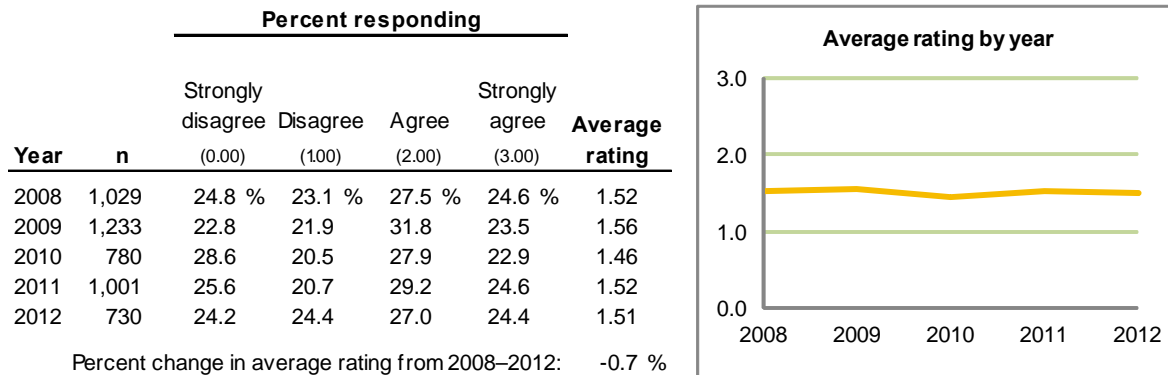
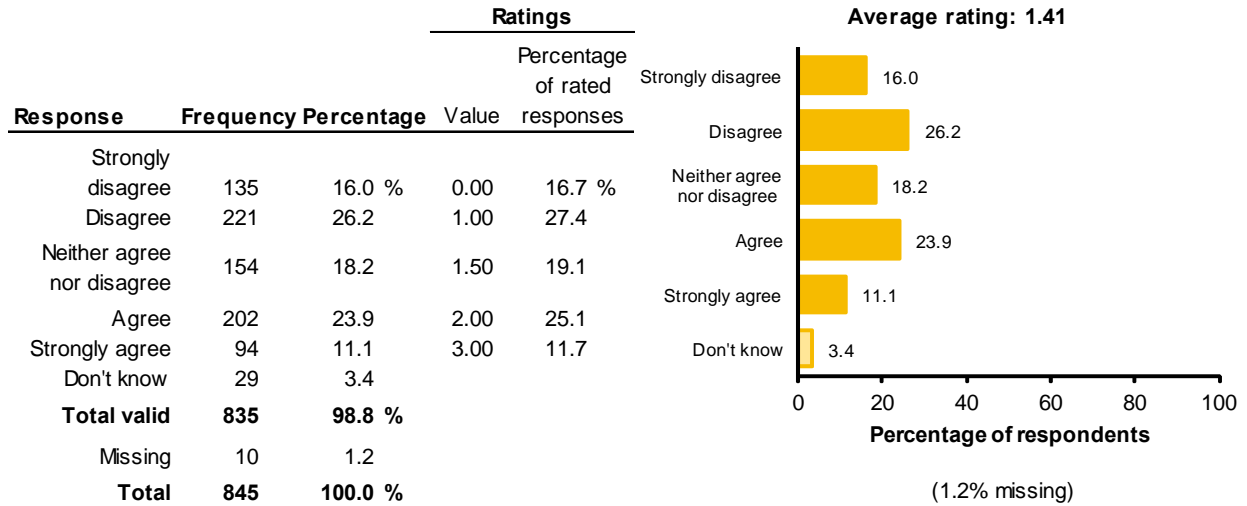


Table 26.3a. Support for Hotel Bed Tax Increase, 2012

Question 26.3. 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 don’t support raising taxes on anything! The cost is passed to the consumer – always!”

Table 26.3b. Support for Hotel Bed Tax Increase: Trends 2008–2012

Question 26.3. 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.

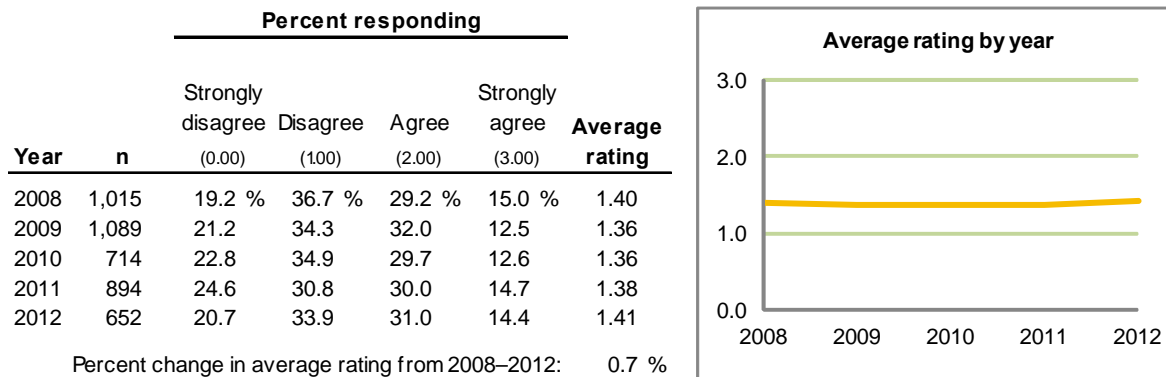
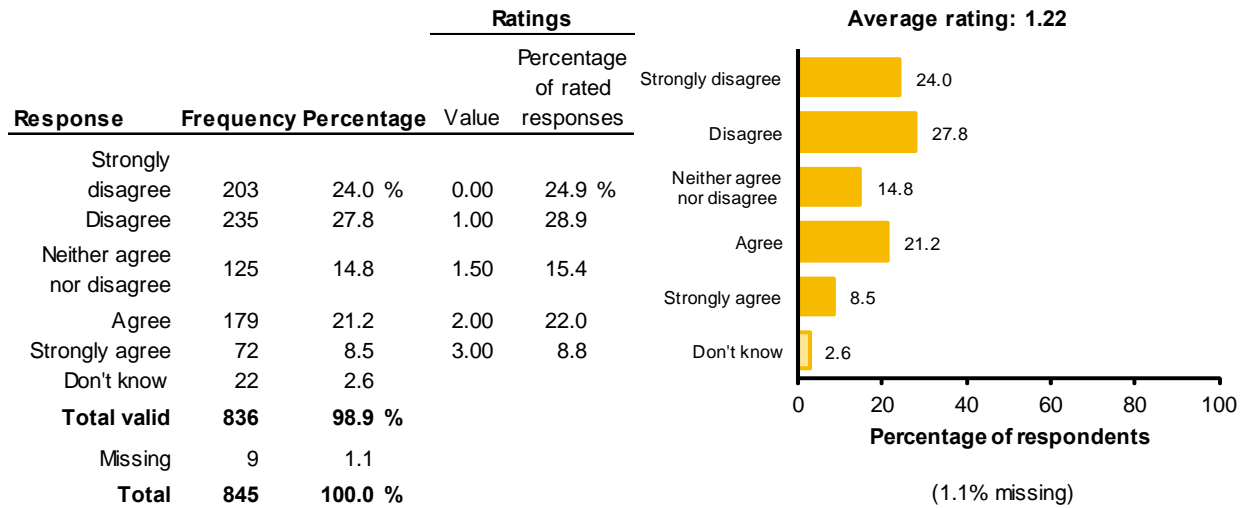


Table 26.4a. Support for Seasonal Sales Tax, 2012

Question 26.4. 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.



“MSB should tax as fairly as possible. Right now it is lopsided in that property owners are paying a disproportionate amount.”

Table 26.4b. Support for Seasonal Sales Tax: Trends 2008–2012

Question 26.4. 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.

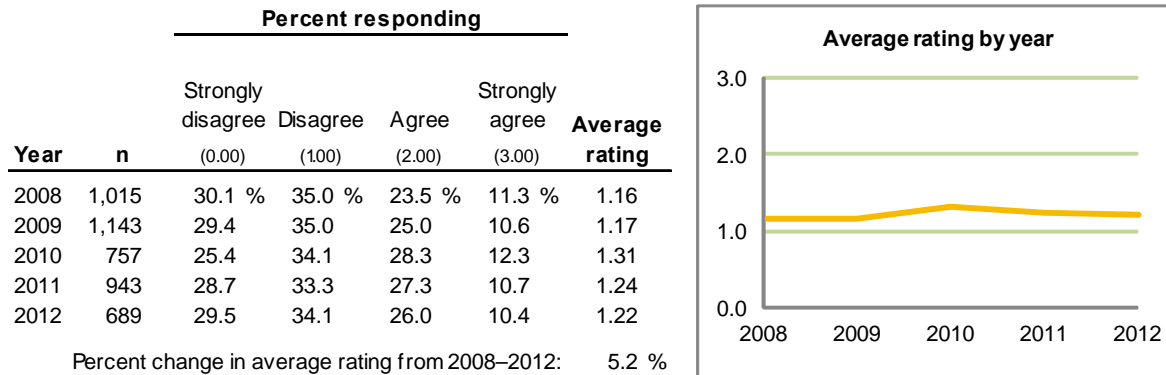
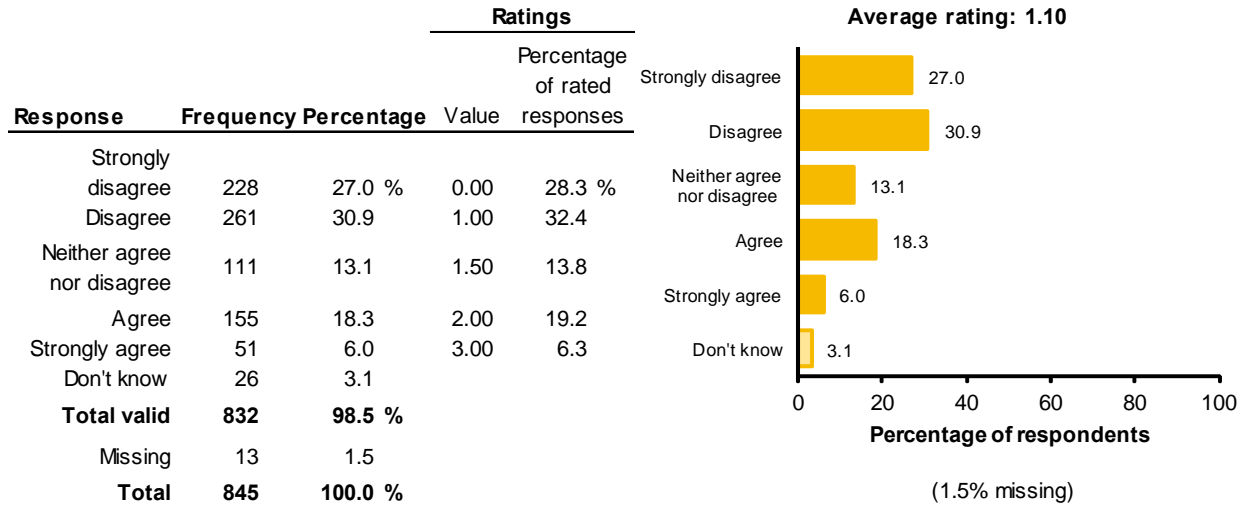


Table 26.5a. Support for Year-Round Sales Tax, 2012

Question 26.5. 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.



“I would support a sales tax if all other taxes were done away with including property taxes.”

Table 26.5b. Support for Year-Round Sales Tax: Trends 2008–2012

Question 26.5. 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.

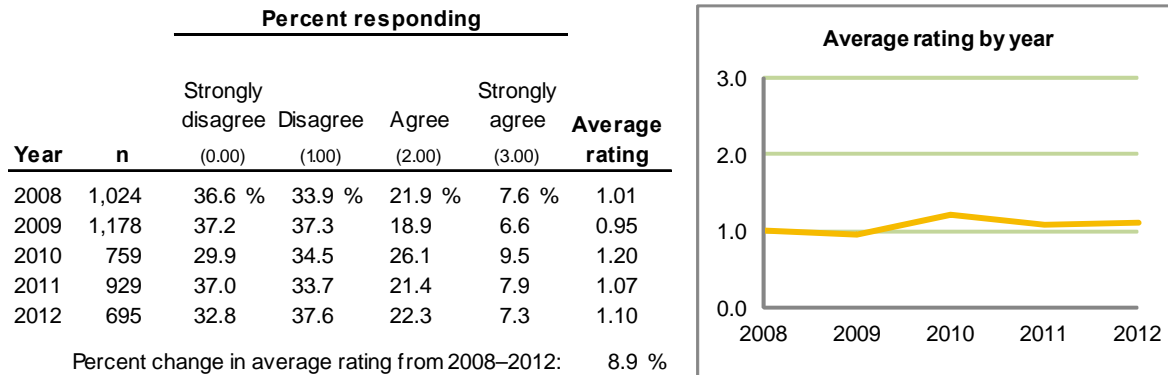
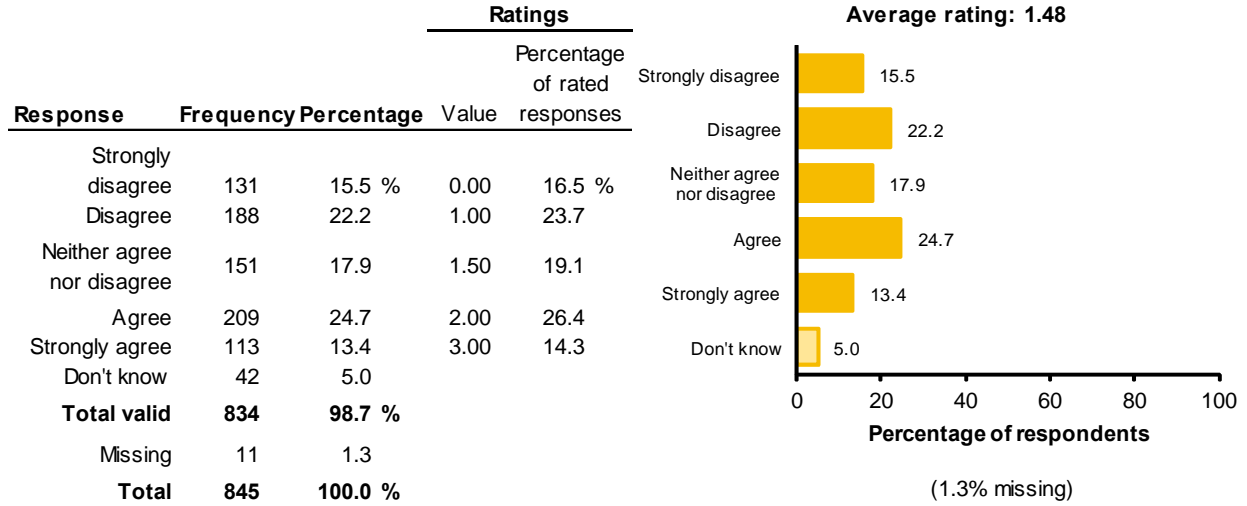


Table 26.6a. Support for Residential and Commercial Property Impact Fee, 2012

Question 26.6. 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.



“Plan for developers to pay the cost of increased services due to population growth.”

Table 26.6b. Support for Residential and Commercial Property Impact Fee: Trends 2008–2012

Question 26.6. 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.

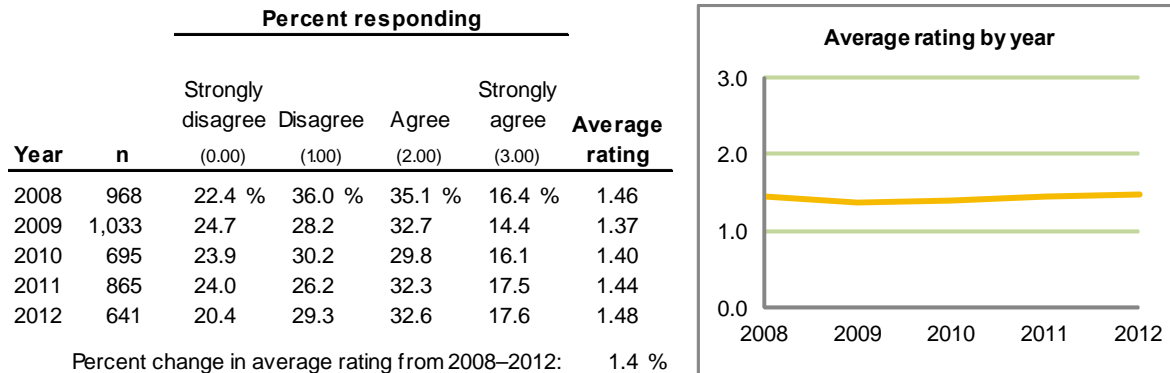
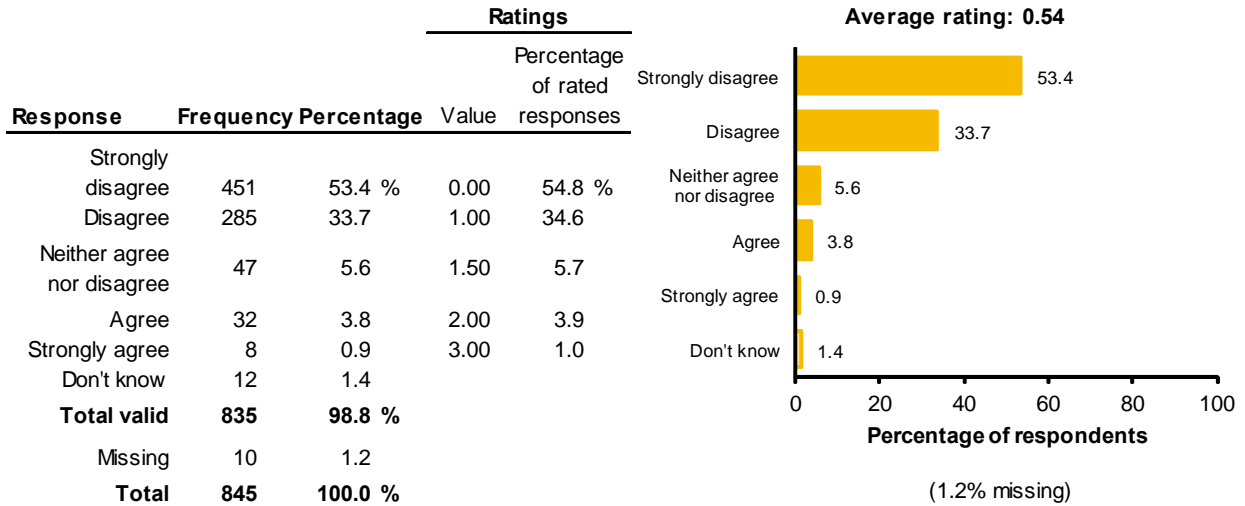


Table 26.7a. Support for Local Gasoline Tax to Support Services, 2012

Question 26.7. 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.



“Taxing gas is a terrible idea as so many people commute long distances to work. That will really hurt struggling families!”

Table 26.7b. Support for Local Gasoline Tax to Support Services: Trends 2008–2012

Question 26.7. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2008 | 1,051 | 64.3 % | 31.7 % | 2.6 % | 1.4 % | 0.41 |
| 2009 | 1,289 | 53.2 | 41.6 | 3.8 | 1.4 | 0.53 |
| 2010 | 829 | 46.2 | 37.8 | 7.5 | 8.6 | 0.84 |
| 2011 | 1,048 | 59.6 | 36.1 | 3.1 | 1.1 | 0.52 |
| 2012 | 776 | 58.1 | 36.7 | 4.1 | 1.0 | 0.54 |

Percent change in average rating from 2008–2012: 31.7 %

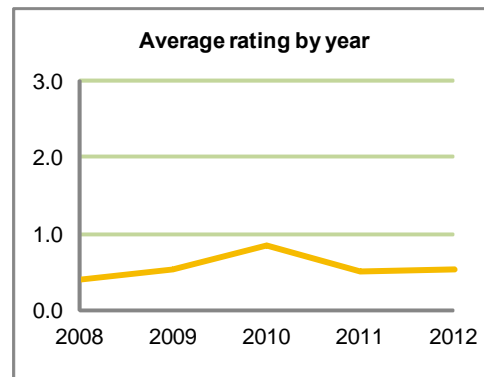
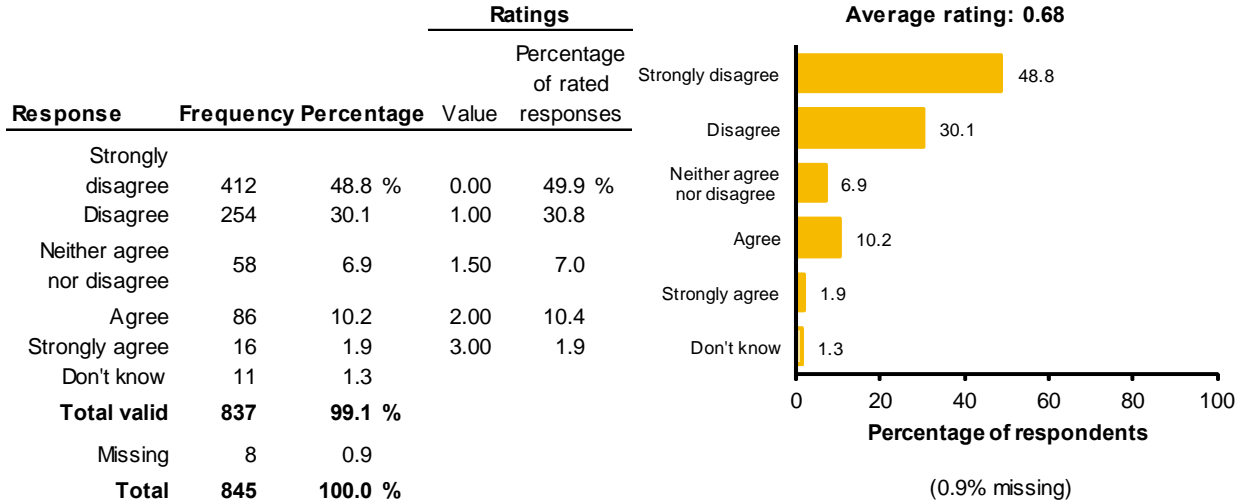


Table 26.8a. Support for Local Gasoline Tax to Support Transportation Improvements, 2012

Question 26.8. 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.



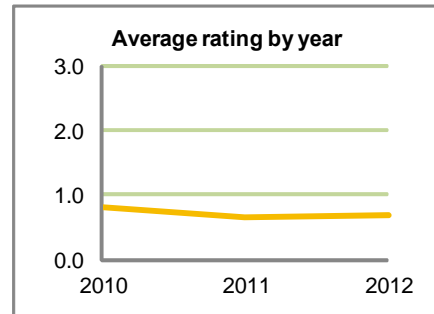
“Some roads were not repainted this year. These are all annual requirements for a safe road system. I would support a ‘user tax’ in the form of gas tax, gravel tax, etc. to pay for road upkeep.”

Table 26.8b. Support for Local Gasoline Tax to Support Transportation Improvements: Trends 2010–2012*

Question 26.8. 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.

| Year | n | Percent responding | | | | Average rating |
|------|-------|--------------------------|-----------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Agree (2.00) | Strongly agree (3.00) | |
| 2010 | 808 | 50.5 % | 32.9 % | 8.7 % | 7.9 % | 0.81 |
| 2011 | 1,021 | 56.0 | 32.6 | 8.9 | 2.4 | 0.65 |
| 2012 | 768 | 53.6 | 33.1 | 11.2 | 2.1 | 0.68 |

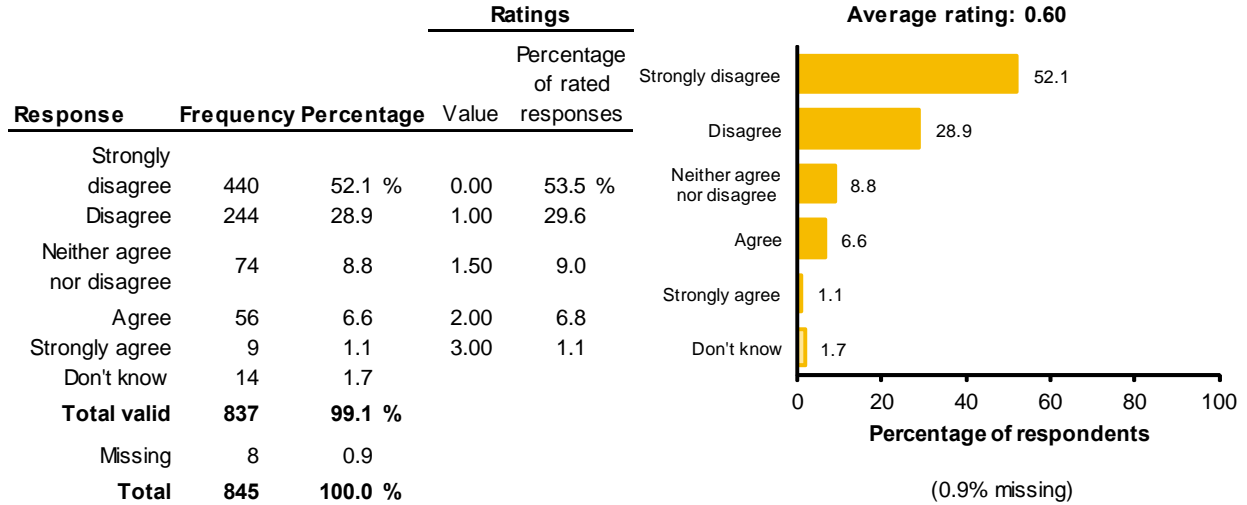
Percent change in average rating from 2010–2012: -16.0 %



*This question was added to the survey in 2010.

Table 26.9a. Support for Property Tax Increase, 2012

Question 26.9. 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.



“Property taxes are about right.”

Table 26.9b. Support for Property Tax Increase: Trends 2008–2012

Question 26.9. 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.

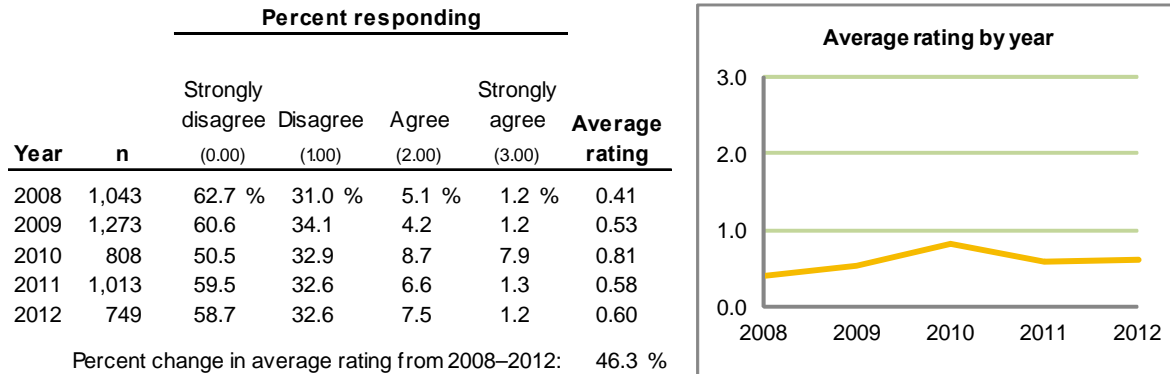
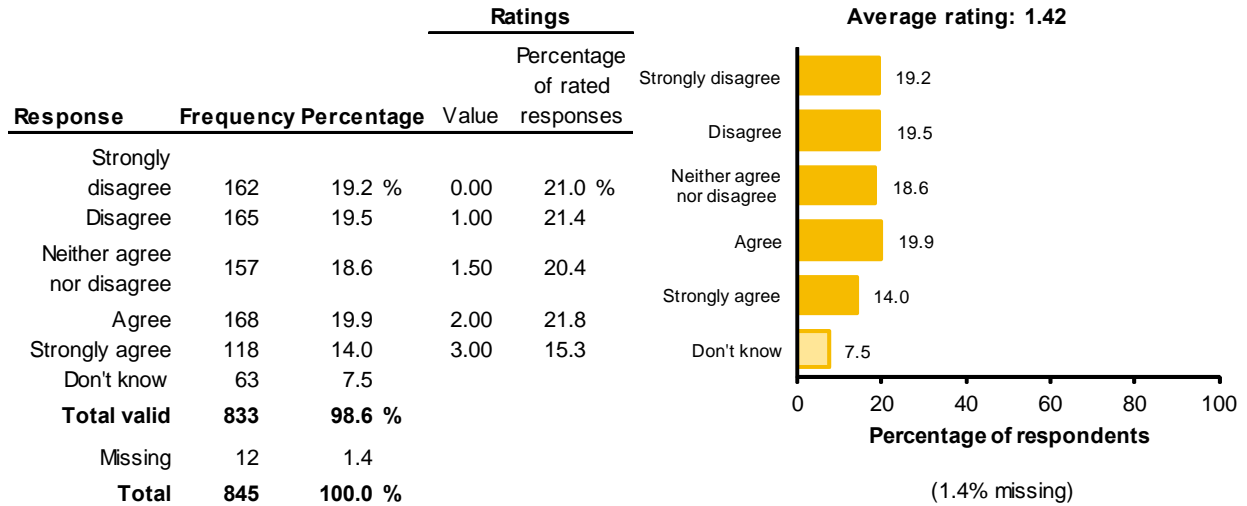


Table 26.10a. Support for Gravel Extracting Tax, 2012

Question 26.10. 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.



“Don’t hamstring miners (coal and gravel) with excess rules, regulations and fees. They both have a clean history in the Valley and provide much needed jobs and revenue.”

Table 26.10b. Support for Gravel Extracting Tax: Trends 2008–2012

Question 26.10. 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.

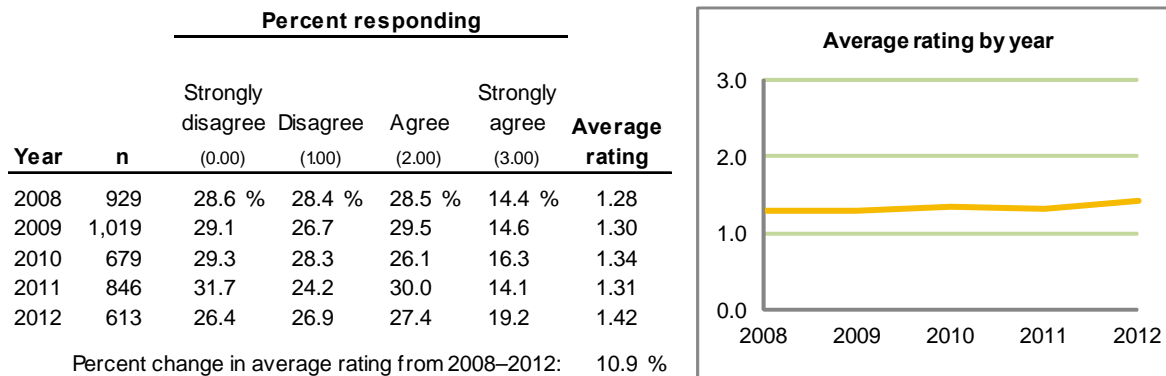
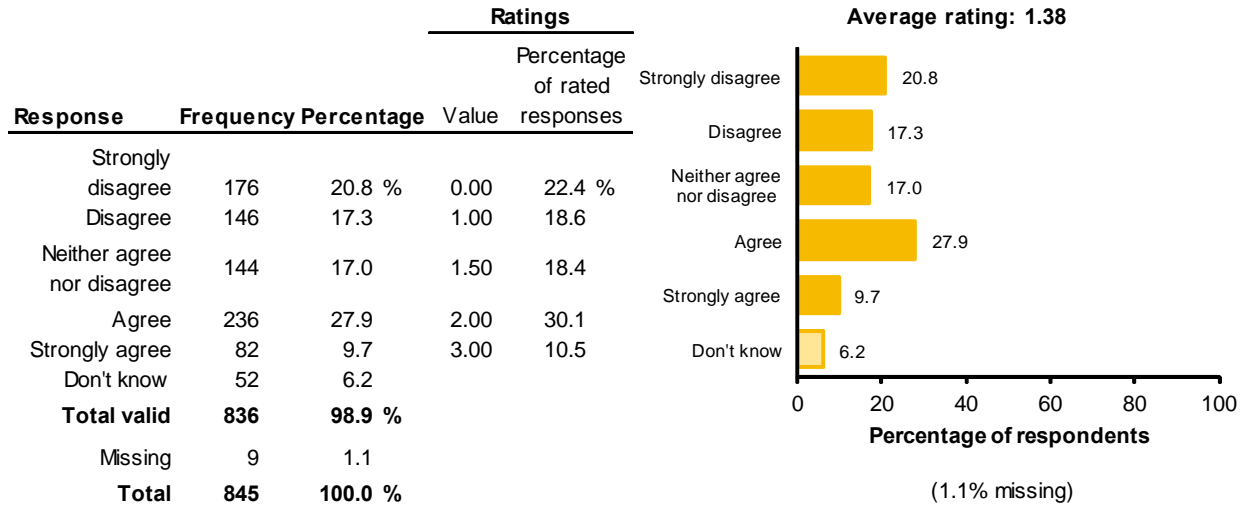


Table 26.11a. Support for Real Estate Transfer Fee, 2012

Question 26.11. 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 like to see fair taxation on businesses so they won’t locate here just because we give them a free ride then get nothing from them in return.”

Table 26.11b. Support for Real Estate Transfer Fee: Trends 2008–2012

Question 26.11. 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.

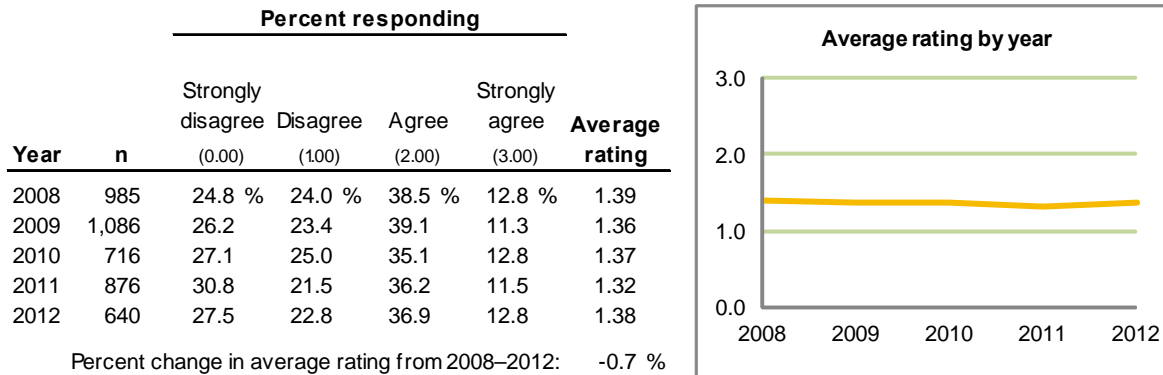
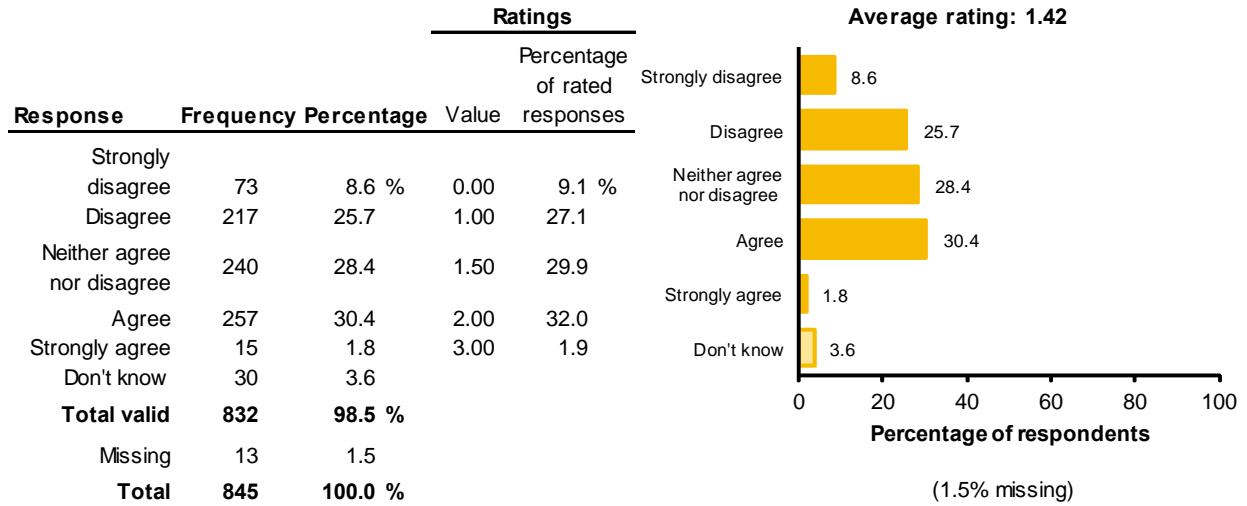


Table 27.1a. Satisfaction with Development of Mat-Su Borough, 2012

Question 27.1. 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.



“Growth planning is critical, and completely overlooked by the decision makers in the borough (not the staff). As a result, urban sprawl is quickly happening, and is going to result in significantly diminished quality of life for future generations. This is by far the largest long term issue the Borough faces.”

Table 27.1b. Satisfaction with Development of Mat-Su Borough: Trends 2008–2012

Question 27.1. 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.

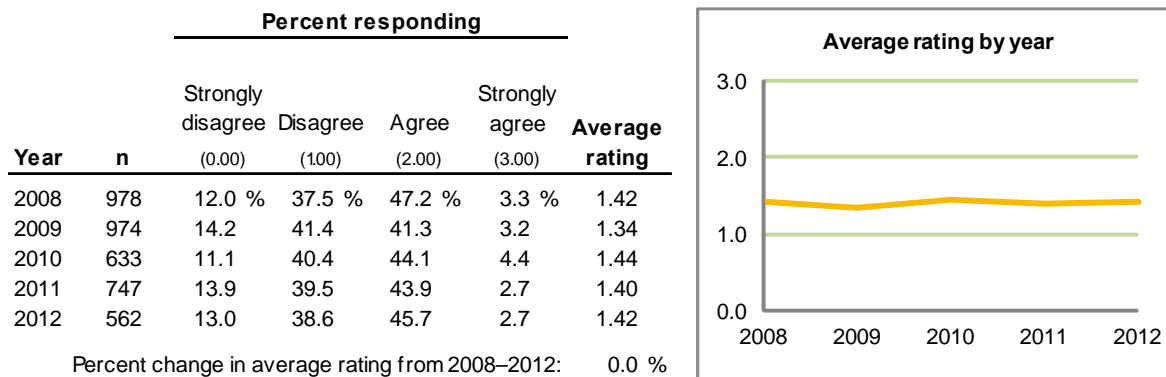
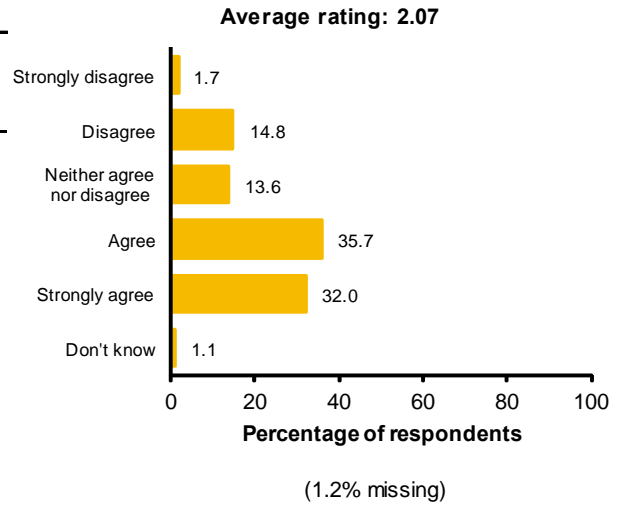


Table 27.2a. Traffic Congestion as a Problem in the Borough, 2012

Question 27.2. 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 | 14 | 1.7 % | 0.00 | 1.7 % |
| Disagree | 125 | 14.8 | 1.00 | 15.1 |
| Neither agree nor disagree | 115 | 13.6 | 1.50 | 13.9 |
| Agree | 302 | 35.7 | 2.00 | 36.6 |
| Strongly agree | 270 | 32.0 | 3.00 | 32.7 |
| Don't know | 9 | 1.1 | | |
| Total valid | 835 | 98.8 % | | |
| Missing | 10 | 1.2 | | |
| Total | 845 | 100.0 % | | |



“The population exploded before roads could be widened so I understand why there’s traffic, but wow! Traffic has gotten ridiculous!”

Table 27.2b. Traffic Congestion as a Problem in the Borough: Trends 2008–2012

Question 27.2. 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) | |
| 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 |
| 2011 | 963 | 5.2 | 21.5 | 41.7 | 31.6 | 1.93 |
| 2012 | 711 | 2.0 | 17.6 | 42.5 | 38.0 | 2.07 |

Percent change in average rating from 2008–2012: 1.5 %

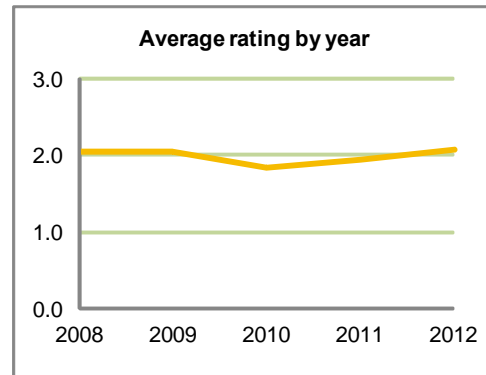
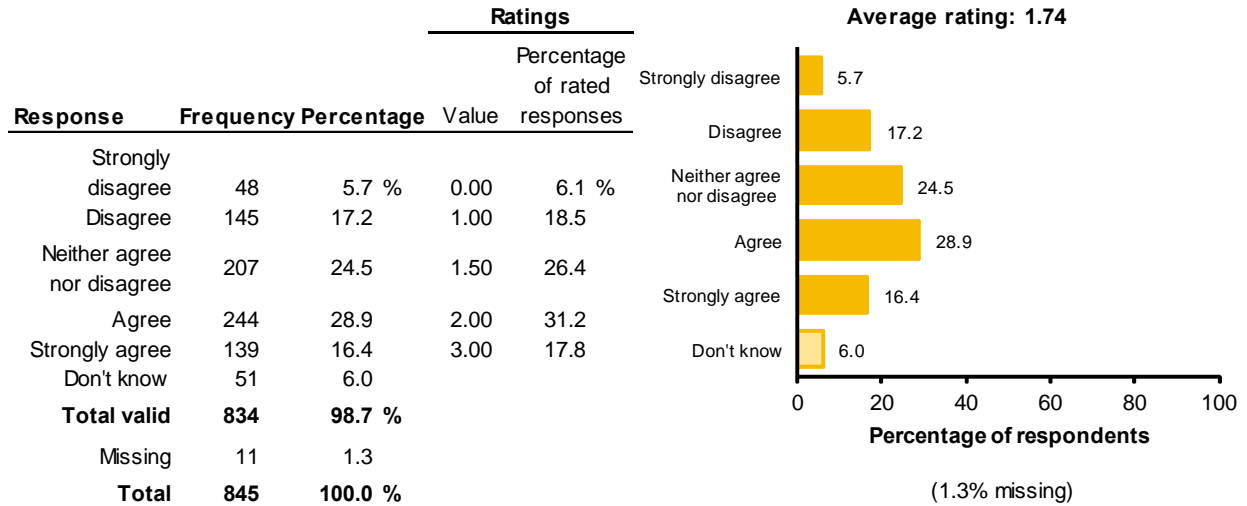


Table 27.3a. Concern about Water Quality in the Borough, 2012

Question 27.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough. (Drinking Water and Surface Water Bodies)

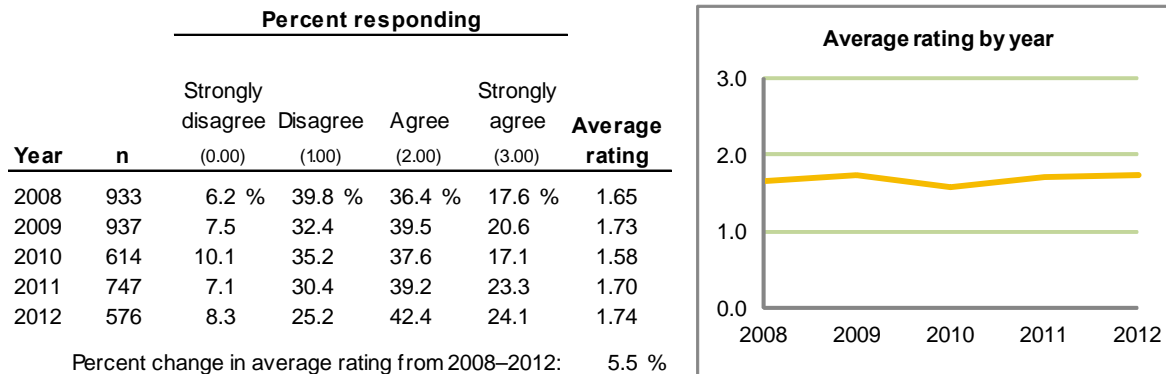


* This question was slightly changed in 2011to include this addition after the main statement: "(Drinking Water and Surface Water Bodies)"

*“My water is at maximum level for all readings.
 It would be nice to not have to purchase water.”*

Table 27.3b. Concern about Water Quality in the Borough: Trends 2008–2012

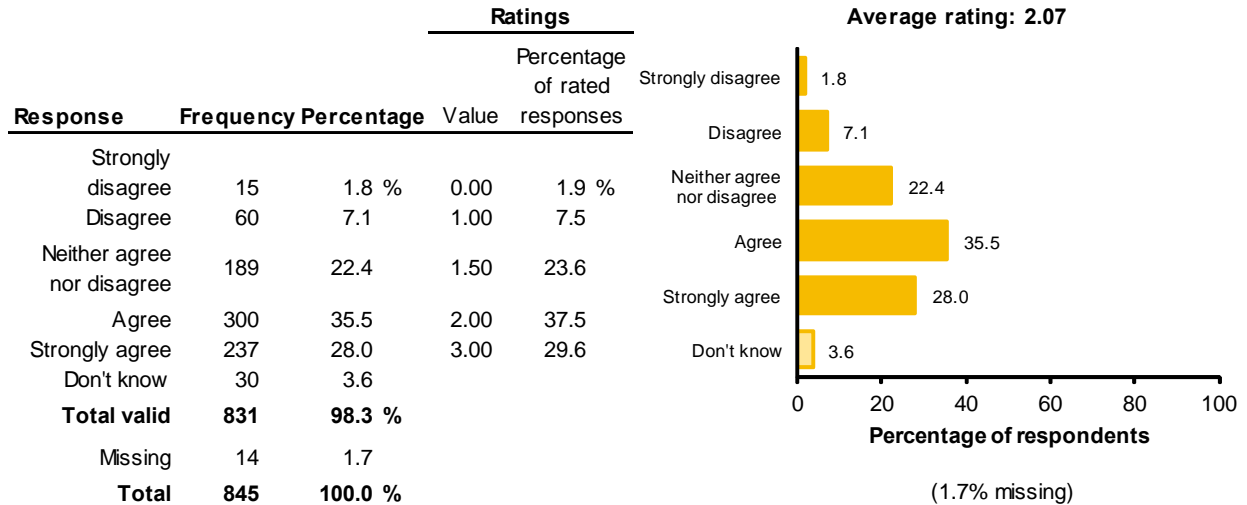
Question 27.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough. (Drinking Water and Surface Water Bodies)



* This question was slightly changed in 2011to include this addition after the main statement: "(Drinking Water and Surface Water Bodies)"

Table 27.4a. Management of Growth and Development in the Borough, 2012

Question 27.4. 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.



“The borough really needs to keep an eye on future growth and development and strive to keep a solid balance between preserving our natural environment and economic development. We need to quit cutting down so many trees in favor of buildings when there are plenty of vacant buildings and cleared areas currently available.”

Table 27.4b. Management of Growth and Development in the Borough: Trends 2008–2012

Question 27.4. 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.

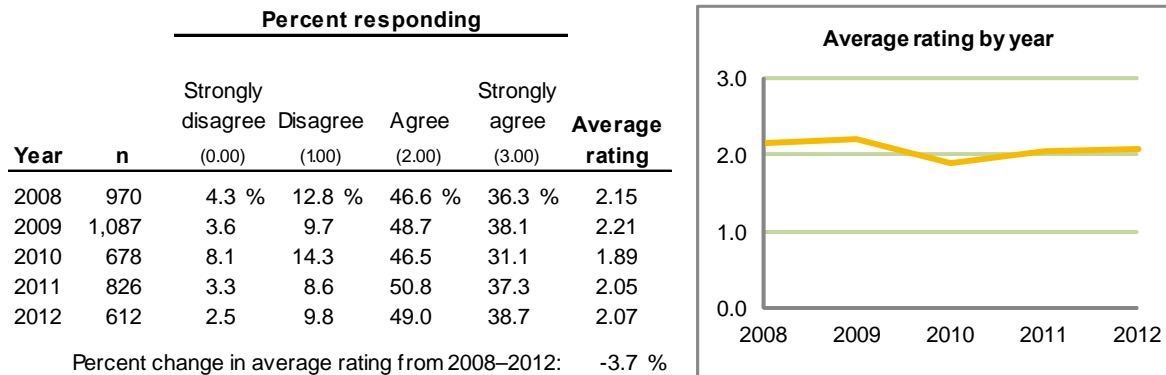
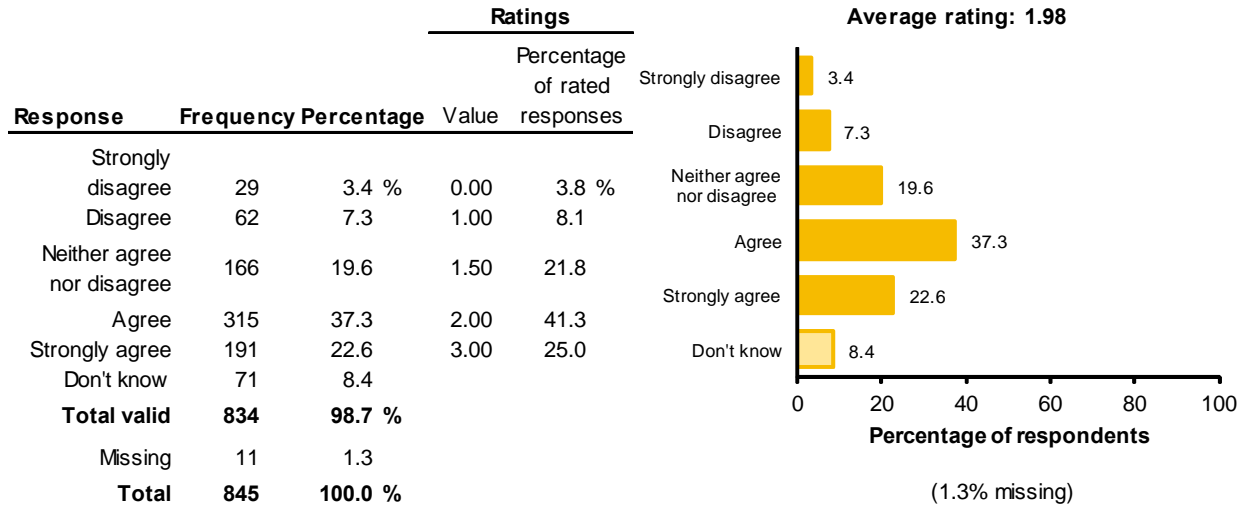


Table 27.5. Designation of Commercial and Industrial Centers, 2012

Question 27.5. Please indicate how much you agree or disagree with each of the following statements:
The Borough should designate commercial and industrial centers to minimize land use conflicts.



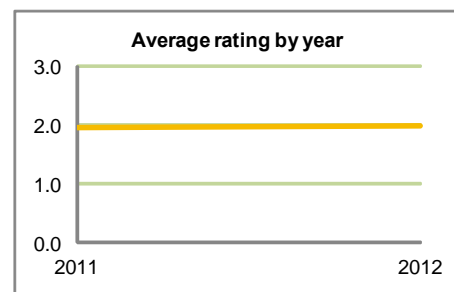
“I don’t agree with government land restrictions. People need to be able to utilize their land for capital. People need to be able to develop their land without government restrictions and regulations.”

Table 27.5b. Designation of Commercial and Industrial Centers: Trends 2011–2012*

Question 27.5. Please indicate how much you agree or disagree with each of the following statements:
The Borough should designate commercial and industrial centers to minimize land use conflicts.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,240 | 3.5 % | 7.8 % | 26.2 % | 38.4 % | 24.1 % | 1.96 |
| 2012 | 763 | 3.8 | 8.1 | 21.8 | 41.3 | 25.0 | 1.98 |

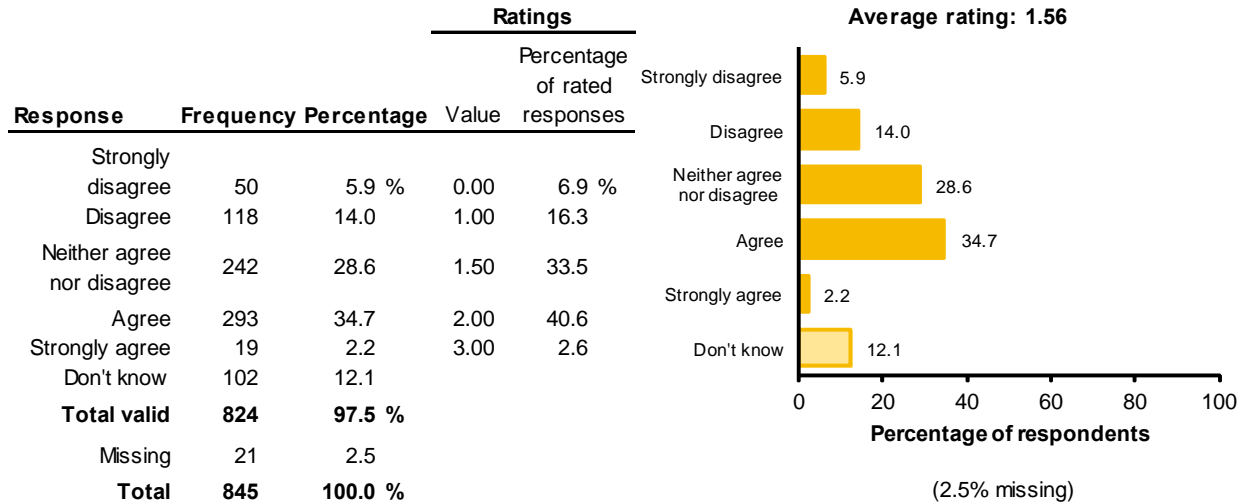
Percent change in average rating from 2011–2012: 1.0 %



*This question was added to the survey in 2011.

Table 28.1a. Regulation of Noise, 2012

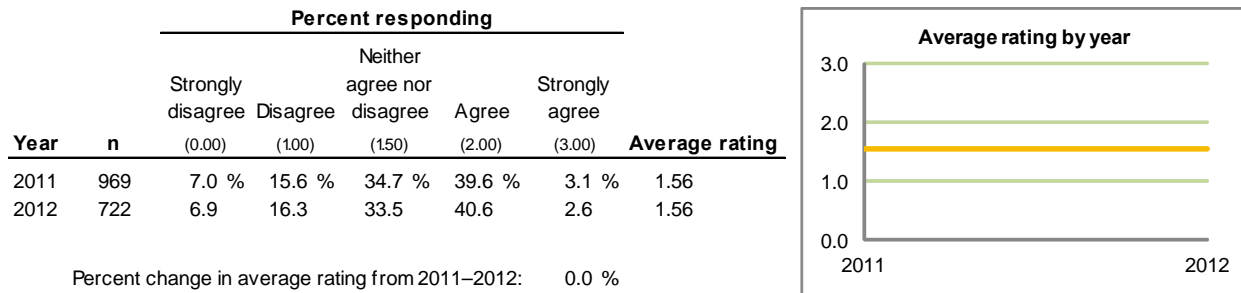
Question 28.1. I believe that the Borough is doing a good job of regulating the following land use effects:
Noise



“Noise control may be one of the most difficult dilemmas facing the MSB. A resident can be fined \$80 for a barking dog, but will a neighbor be prosecuted for stealing an annoying wind chime on private property? Gun firing ranges?? I think granting a lower airspace for military in the MSB was not a good decision. I work in a newer professional building and will have to interrupt a phone call until the jets have left the area in order to conduct business.”

Table 28.1b. Regulation of Noise: Trends 2011–2012*

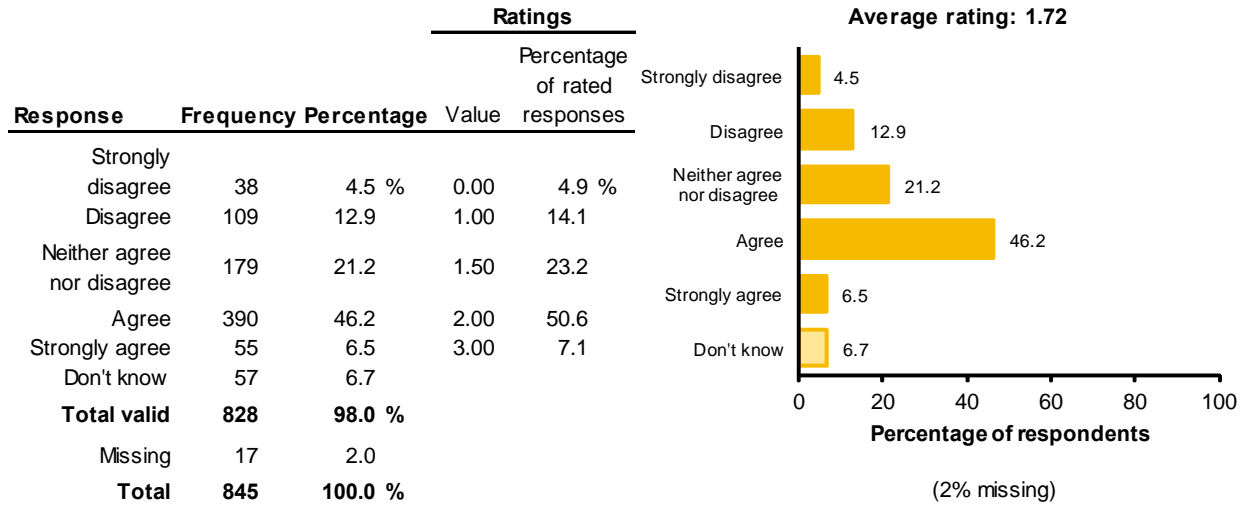
Question 28.1. I believe that the Borough is doing a good job of regulating the following land use effects:
Noise



*This question was added to the survey in 2011.

Table 28.2a. Regulation of Signs and Billboards, 2012

Question 28.2. I believe that the Borough is doing a good job of regulating the following land use effects:
Signs and billboards



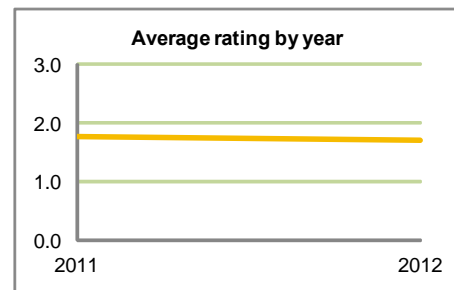
“I wish the Borough would not allow people to park their vehicles with signs on them and harass people. I.e., the ‘Impeach Obama’ guy that is always in Palmer. There needs to be an ordinance against this.”

Table 28.2b. Regulation of Signs and Billboards: Trends 2011–2012*

Question 28.2. I believe that the Borough is doing a good job of regulating the following land use effects:
Signs and billboards

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,027 | 4.3 % | 9.5 % | 25.2 % | 53.3 % | 7.7 % | 1.77 |
| 2012 | 771 | 4.9 | 14.1 | 23.2 | 50.6 | 7.1 | 1.72 |

Percent change in average rating from 2011–2012: -2.8 %

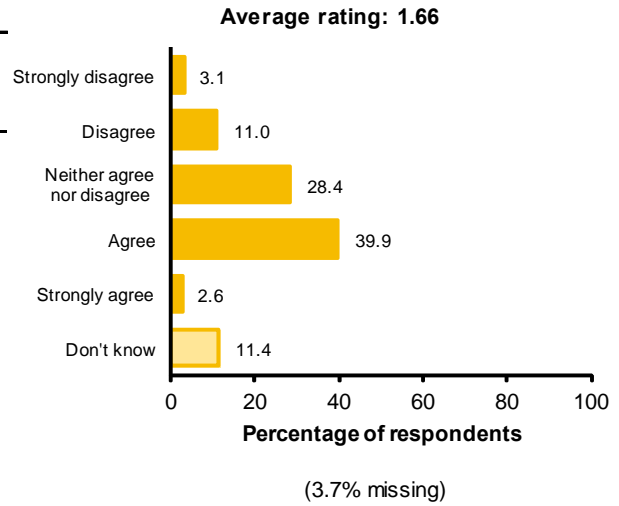


*This question was added to the survey in 2011.

Table 28.3a. Regulation of Commercial Lighting, 2012

Question 28.3. I believe that the Borough is doing a good job of regulating the following land use effects:
Commercial lighting

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 26 | 3.1 % | 0.00 | 3.6 % |
| Disagree | 93 | 11.0 | 1.00 | 13.0 |
| Neither agree nor disagree | 240 | 28.4 | 1.50 | 33.4 |
| Agree | 337 | 39.9 | 2.00 | 46.9 |
| Strongly agree | 22 | 2.6 | 3.00 | 3.1 |
| Don't know | 96 | 11.4 | | |
| Total valid | 814 | 96.3 % | | |
| Missing | 31 | 3.7 | | |
| Total | 845 | 100.0 % | | |



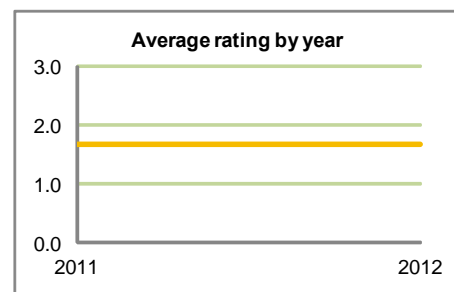
“The car dealerships have too much lighting. Do I really need to see their lights from the highway in Eklutna?”

Table 28.3b. Regulation of Commercial Lighting: Trends 2011–2012*

Question 28.3. I believe that the Borough is doing a good job of regulating the following land use effects:
Commercial lighting

| Year | n | Percent responding | | | | | Average rating |
|------|-----|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 978 | 3.7 % | 12.4 % | 31.8 % | 48.4 % | 3.8 % | 1.68 |
| 2012 | 718 | 3.6 | 13.0 | 33.4 | 46.9 | 3.1 | 1.66 |

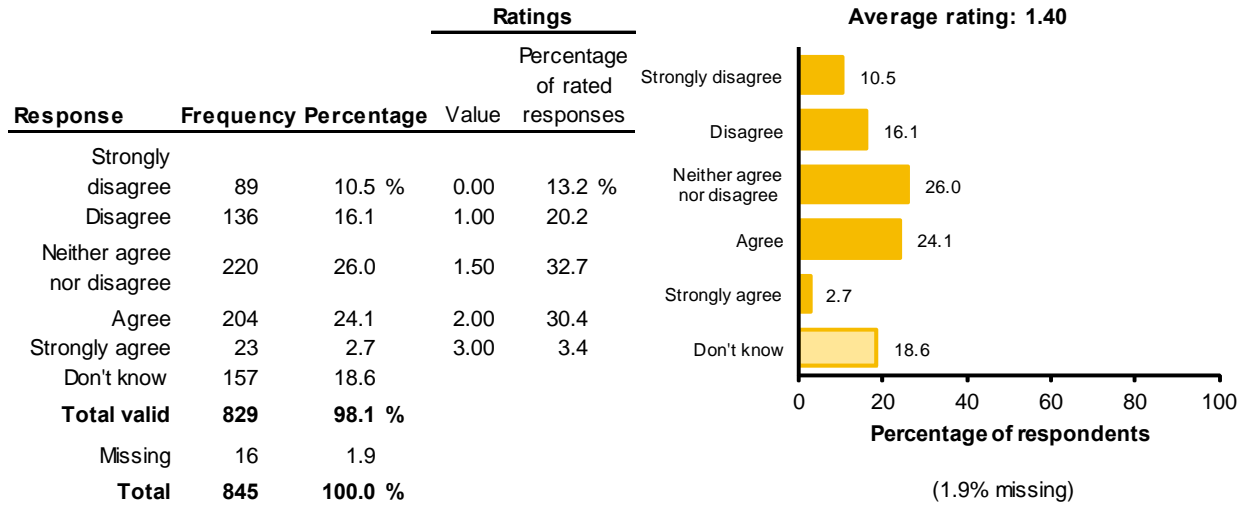
Percent change in average rating from 2011–2012: -1.2 %



*This question was added to the survey in 2011.

Table 28.4a. Regulation of Natural Resource Extraction, 2012

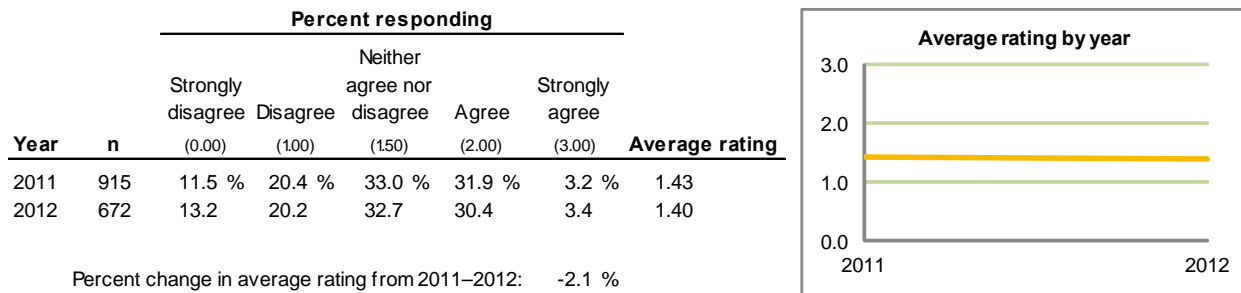
Question 28.4. I believe that the Borough is doing a good job of regulating the following land use effects:
Natural resource extraction (i.e., natural gas, timber, gravel, etc.)



*“Open things up and encourage all resource extraction.
 Government needs to get out of the way.”*

Table 28.4b. Regulation of Natural Resource Extraction: Trends 2011–2012*

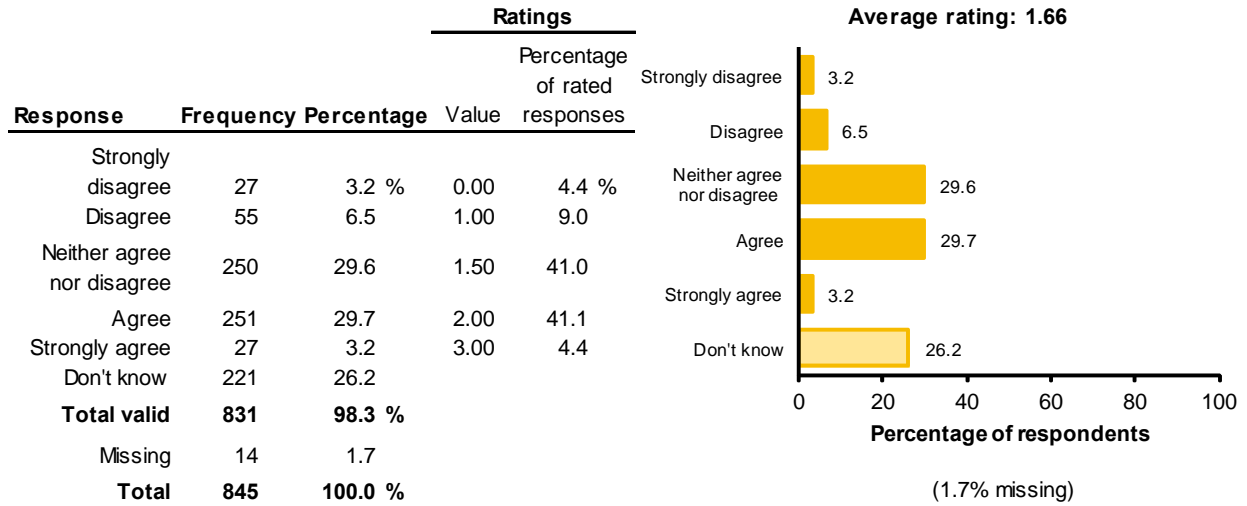
Question 28.4. I believe that the Borough is doing a good job of regulating the following land use effects:
Natural resource extraction (i.e., natural gas, timber, gravel, etc.)



*This question was added to the survey in 2011.

Table 28.5a. Regulation of Private Airstrips, 2012

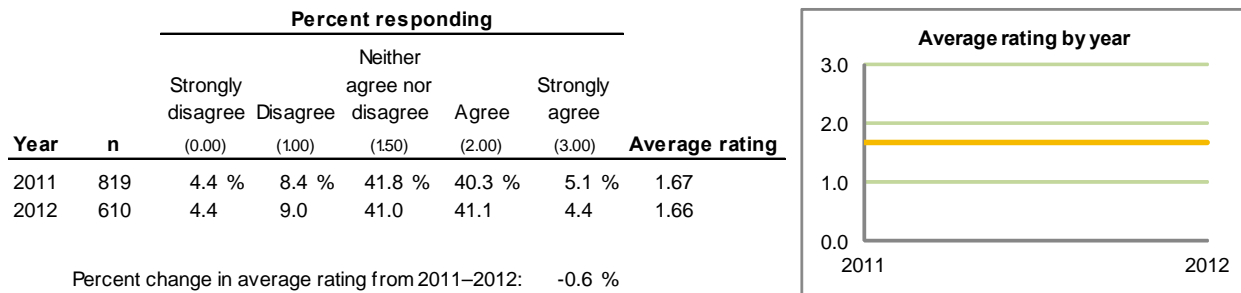
Question 28.5. I believe that the Borough is doing a good job of regulating the following land use effects:
Private airstrips



“The Borough spent half a million dollars to study private airstrips, while saying they (Borough) would not make it difficult for future airstrips. This sadly was a lie. The regulations have made so no one can comply to develop an airstrip.”

Table 28.5b. Regulation of Private Airstrips: Trends 2011–2012*

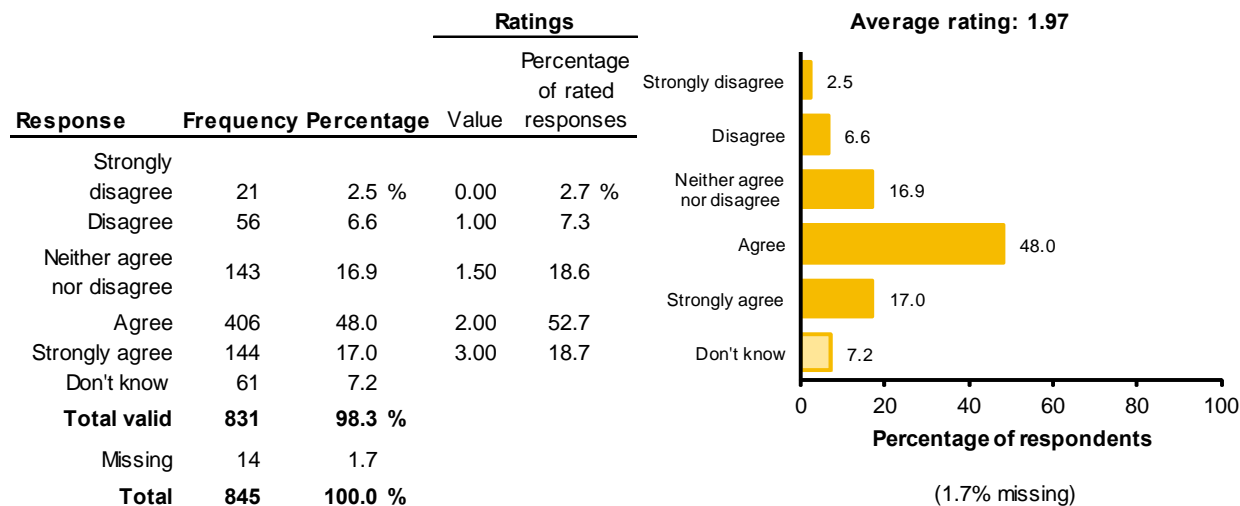
Question 28.5. I believe that the Borough is doing a good job of regulating the following land use effects:
Private airstrips



*This question was added to the survey in 2011.

Table 29.1a. Local Businesses and Non-Profits, 2012

Question 29.1. Please indicate how much you agree or disagree with the following statement:
The Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy.



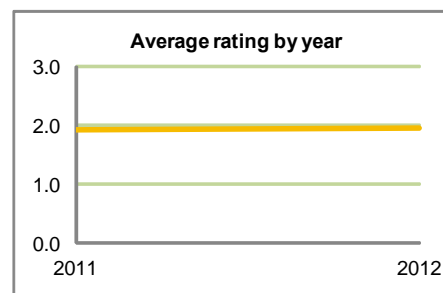
“Less government. Let the private sector determine what is viable to develop.”

Table 29.1b. Local Businesses and Non-Profits: Trends 2011–2012*

Question 29.1. Please indicate how much you agree or disagree with the following statement:
The Borough should direct more resources to working with local businesses and non-profits to grow and diversify the local economy.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,024 | 5.7 % | 7.4 % | 20.8 % | 44.2 % | 21.9 % | 1.93 |
| 2012 | 770 | 2.7 | 7.3 | 18.6 | 52.7 | 18.7 | 1.97 |

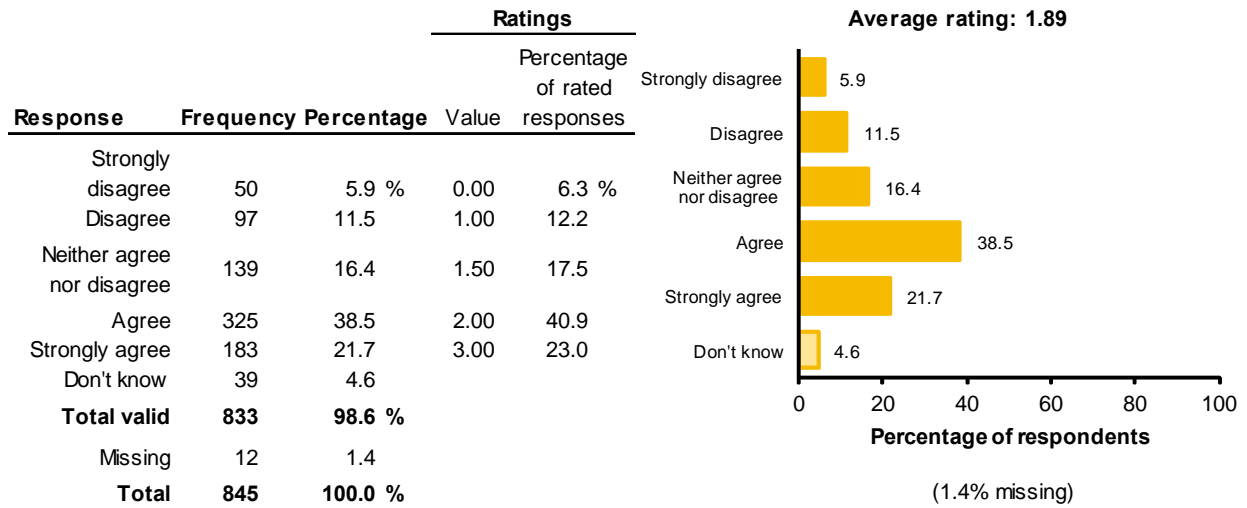
Percent change in average rating from 2011–2012: 2.1 %



*This question was added to the survey in 2011.

Table 29.2. Development of Natural Resources, 2012

Question 29.2. Please indicate how much you agree or disagree with the following statement:
The Borough should seek to develop our natural resources, such as timber, gravel, coal, and other minerals.



Note: This question did not appear in surveys prior to 2012. Thus, there is no table to show trends.

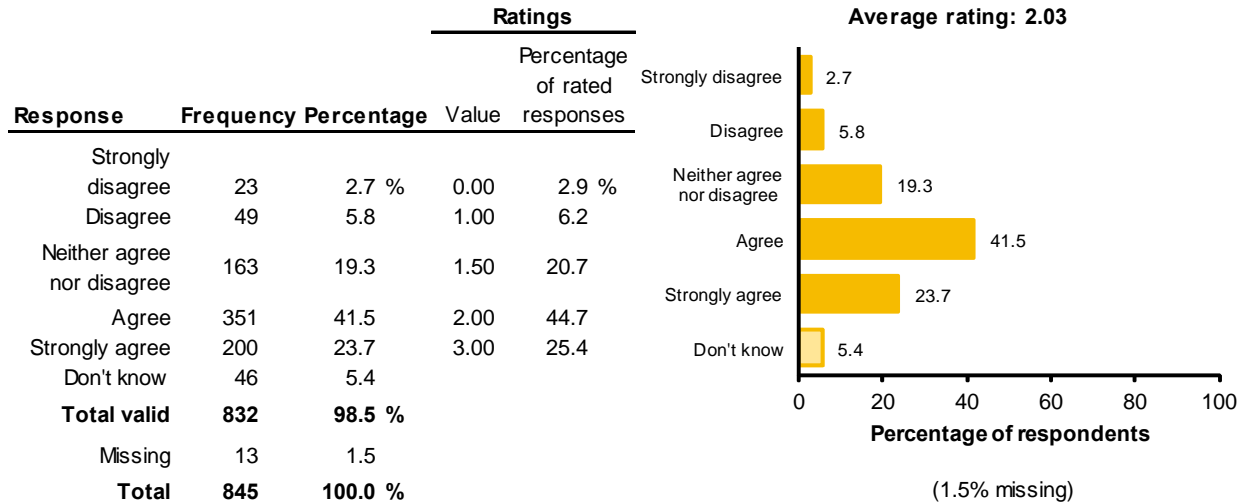
“The question about whether I support Borough resources for development of natural resource uses was impossible to answer, because I support this for some natural resources but not others. Specifically NOT COAL.”

“I would like to see more natural resource development and less regulation.”

“I think we should not be in such a hurry to destroy our area to sell natural resources to foreign countries to benefit a few businesses not even from here. We need a few intelligent politicians not the crazed few who chant ‘We are open for business!’ We need to be open for our people not corporations.”

Table 29.3. Business Development of High Tech., Manufacturing, and Aerospace, 2012

Question 29.3. Please indicate how much you agree or disagree with the following statement:
The Borough should seek to develop opportunities for business development of high technology, manufacturing, and aerospace.



Note: This question did not appear in surveys prior to 2012. Thus, there is no table to show trends.

“Mat-Su should most definitely seek development of high tech, etc. employment. All we really have is box stores and fast food employment.”

“Keep out dirty industry—those that historically leave behind waste, toxins, and damage to people or places. Evaluate business on how much ‘hidden cost’ they impose on others where they use or waste resources paid for by others, or owned publically, and don't pay back generously for that abuse of public resources.”

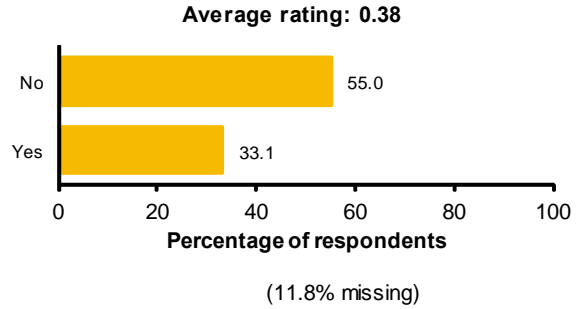
Table 30.1a. Use and Awareness of Ambulance Services, 2012

Question 30.1. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Ambulance Service

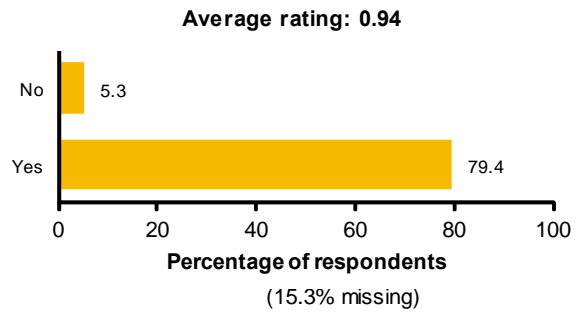
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 465 | 55.0 % | 0.00 | 62.4 % |
| Yes | 280 | 33.1 | 1.00 | 37.6 |
| Total valid | 745 | 88.2 % | | |
| Missing | 100 | 11.8 | | |
| Total | 845 | 100.0 % | | |



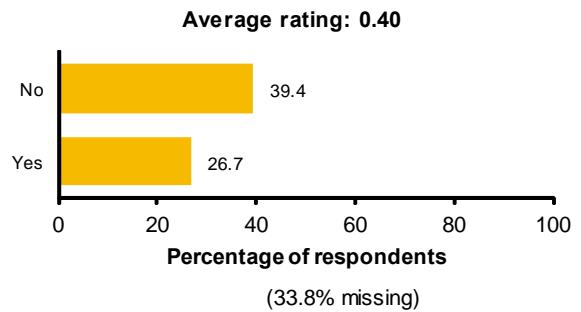
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 45 | 5.3 % | 0.00 | 6.3 % |
| Yes | 671 | 79.4 | 1.00 | 93.7 |
| Total valid | 716 | 84.7 % | | |
| Missing | 129 | 15.3 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 333 | 39.4 % | 0.00 | 59.6 % |
| Yes | 226 | 26.7 | 1.00 | 40.4 |
| Total valid | 559 | 66.2 % | | |
| Missing | 286 | 33.8 | | |
| Total | 845 | 100.0 % | | |



**Table 30.1b. Use and Awareness of Ambulance Services:
Trends 2011–2012***

Question 30.1. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 58.5 % | 62.4 % | 6.7 % |
| Yes | 41.5 | 37.6 | -9.5 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 13.1 % | 6.3 % | -52.0 % |
| Yes | 86.9 | 93.7 | 7.8 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 64.6 % | 59.6 % | -7.8 % |
| Yes | 35.4 | 40.4 | 14.3 |

* These questions were added to the survey in 2011.

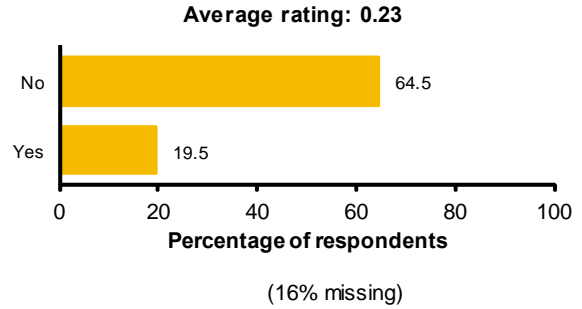
Table 30.2a. Use and Awareness of Fire Department Services, 2012

Question 30.2. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Fire Department Service

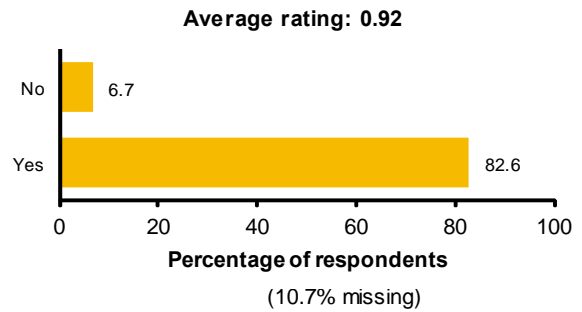
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 545 | 64.5 % | 0.00 | 76.8 % |
| Yes | 165 | 19.5 | 1.00 | 23.2 |
| Total valid | 710 | 84.0 % | | |
| Missing | 135 | 16.0 | | |
| Total | 845 | 100.0 % | | |



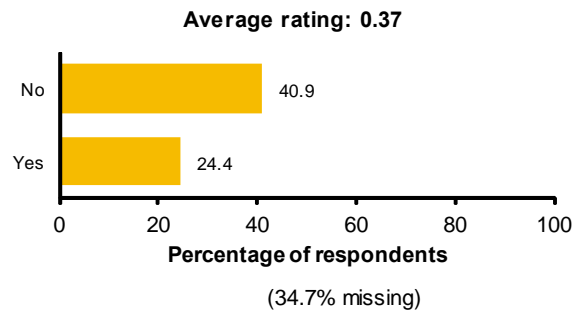
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 57 | 6.7 % | 0.00 | 7.5 % |
| Yes | 698 | 82.6 | 1.00 | 92.5 |
| Total valid | 755 | 89.3 % | | |
| Missing | 90 | 10.7 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 346 | 40.9 % | 0.00 | 62.7 % |
| Yes | 206 | 24.4 | 1.00 | 37.3 |
| Total valid | 552 | 65.3 % | | |
| Missing | 293 | 34.7 | | |
| Total | 845 | 100.0 % | | |



**Table 30.2b. Use and Awareness of Fire Department Services:
Trends 2011–2012***

Question 30.2. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Fire Department Service

I have used this service.

| Response | Percent responding | | Percent change from 2011–2012: |
|-----------------|---------------------------|--------|---------------------------------------|
| | 2011 | 2012 | |
| No | 71.3 % | 76.8 % | 7.7 % |
| Yes | 28.7 | 23.2 | -19.1 |

I am aware of this service.

| Response | Percent responding | | Percent change from 2011–2012: |
|-----------------|---------------------------|-------|---------------------------------------|
| | 2011 | 2012 | |
| No | 15.6 % | 7.5 % | -51.5 % |
| Yes | 84.4 | 92.5 | 9.5 |

I plan to use this service in the future.

| Response | Percent responding | | Percent change from 2011–2012: |
|-----------------|---------------------------|--------|---------------------------------------|
| | 2011 | 2012 | |
| No | 67.3 % | 62.7 % | -6.9 % |
| Yes | 32.7 | 37.3 | 14.3 |

* These questions were added to the survey in 2011.

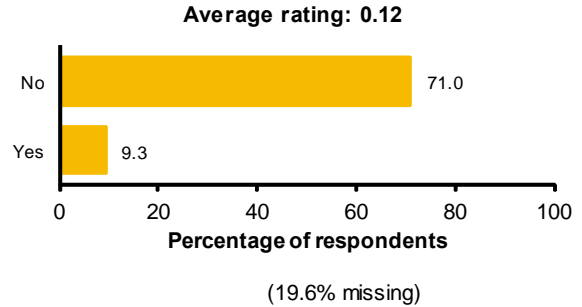
Table 30.3a. Use and Awareness of Rescue Services, 2012

Question 30.3. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Rescue Service

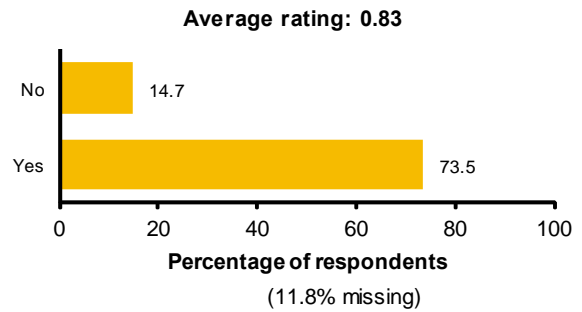
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 600 | 71.0 % | 0.00 | 88.4 % |
| Yes | 79 | 9.3 | 1.00 | 11.6 |
| Total valid | 679 | 80.4 % | | |
| Missing | 166 | 19.6 | | |
| Total | 845 | 100.0 % | | |



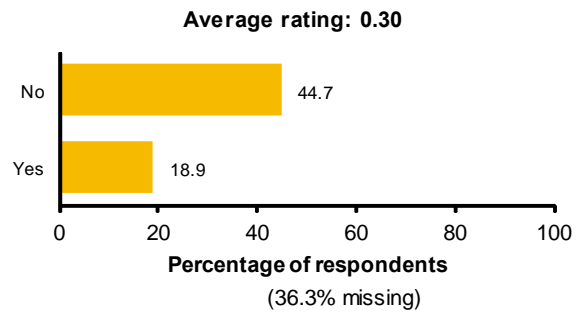
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 124 | 14.7 % | 0.00 | 16.6 % |
| Yes | 621 | 73.5 | 1.00 | 83.4 |
| Total valid | 745 | 88.2 % | | |
| Missing | 100 | 11.8 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 378 | 44.7 % | 0.00 | 70.3 % |
| Yes | 160 | 18.9 | 1.00 | 29.7 |
| Total valid | 538 | 63.7 % | | |
| Missing | 307 | 36.3 | | |
| Total | 845 | 100.0 % | | |



**Table 30.3b. Use and Awareness of Rescue Services:
Trends 2011–2012***

Question 30.3. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 82.7 % | 88.4 % | 6.9 % |
| Yes | 17.3 | 11.6 | -32.9 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 25.1 % | 16.6 % | -33.7 % |
| Yes | 74.9 | 83.4 | 11.3 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 73.9 % | 70.3 % | -4.9 % |
| Yes | 26.1 | 29.7 | 13.8 |

* These questions were added to the survey in 2011.

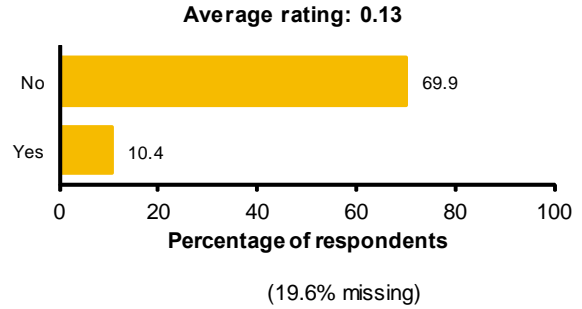
Table 30.4a. Use and Awareness of Prevention or Preparedness Programs, 2012

Question 30.4. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Prevention or Preparedness Program

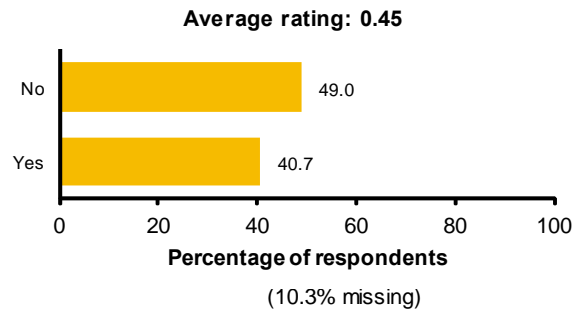
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 591 | 69.9 % | 0.00 | 87.0 % |
| Yes | 88 | 10.4 | 1.00 | 13.0 |
| Total valid | 679 | 80.4 % | | |
| Missing | 166 | 19.6 | | |
| Total | 845 | 100.0 % | | |



I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 414 | 49.0 % | 0.00 | 54.6 % |
| Yes | 344 | 40.7 | 1.00 | 45.4 |
| Total valid | 758 | 89.7 % | | |
| Missing | 87 | 10.3 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 359 | 42.5 % | 0.00 | 65.9 % |
| Yes | 186 | 22.0 | 1.00 | 34.1 |
| Total valid | 545 | 64.5 % | | |
| Missing | 300 | 35.5 | | |
| Total | 845 | 100.0 % | | |

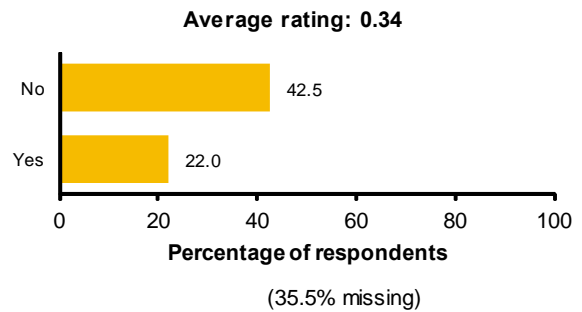


Table 30.4b. Use and Awareness of Prevention or Preparedness Programs: Trends 2011–2012*

Question 30.4. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 83.6 % | 87.0 % | 4.1 % |
| Yes | 16.4 | 13.0 | -21.0 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 61.6 % | 54.6 % | -11.3 % |
| Yes | 38.4 | 45.4 | 18.1 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 73.5 % | 65.9 % | -10.3 % |
| Yes | 26.5 | 34.1 | 28.6 |

* These questions were added to the survey in 2011.

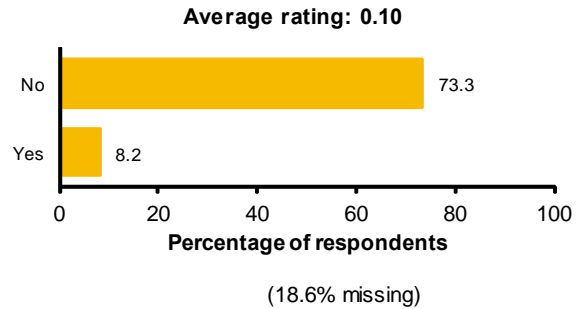
Table 30.5a. Use and Awareness of Lectures on Local Emergency Services, 2012

Question 30.5. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Lecture or programs detailing the operations of local emergency services

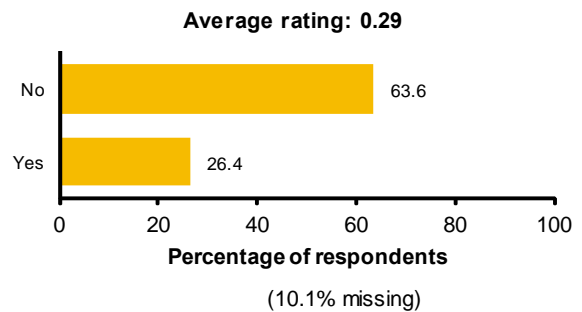
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 619 | 73.3 % | 0.00 | 90.0 % |
| Yes | 69 | 8.2 | 1.00 | 10.0 |
| Total valid | 688 | 81.4 % | | |
| Missing | 157 | 18.6 | | |
| Total | 845 | 100.0 % | | |



I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 537 | 63.6 % | 0.00 | 70.7 % |
| Yes | 223 | 26.4 | 1.00 | 29.3 |
| Total valid | 760 | 89.9 % | | |
| Missing | 85 | 10.1 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 409 | 48.4 % | 0.00 | 73.8 % |
| Yes | 145 | 17.2 | 1.00 | 26.2 |
| Total valid | 554 | 65.6 % | | |
| Missing | 291 | 34.4 | | |
| Total | 845 | 100.0 % | | |

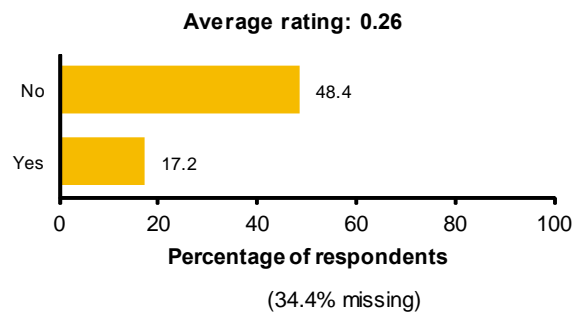


Table 30.5b. Use and Awareness of Lectures on Local Emergency Services: Trends 2011–2012*

Question 30.5. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Lecture or programs detailing the operations of local emergency services

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 85.8 % | 90.0 % | 4.8 % |
| Yes | 14.2 | 10.0 | -29.3 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 71.8 % | 70.7 % | -1.6 % |
| Yes | 28.2 | 29.3 | 4.0 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 78.9 % | 73.8 % | -6.4 % |
| Yes | 21.1 | 26.2 | 23.9 |

* These questions were added to the survey in 2011.

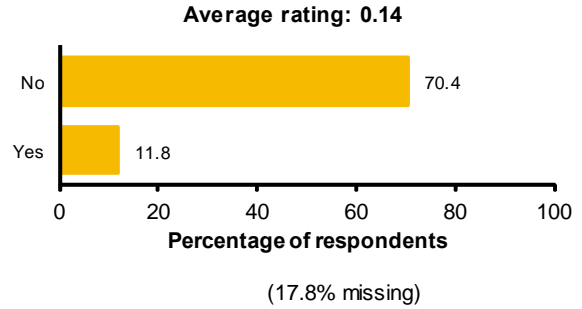
Table 30.6a. Use and Awareness of Open Houses at Emergency Stations, 2012

Question 30.6. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Open House at an emergency station

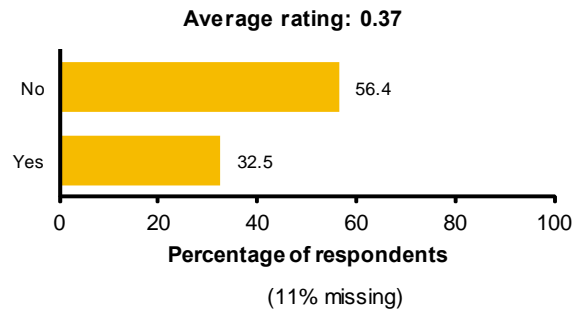
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 595 | 70.4 % | 0.00 | 85.6 % |
| Yes | 100 | 11.8 | 1.00 | 14.4 |
| Total valid | 695 | 82.2 % | | |
| Missing | 150 | 17.8 | | |
| Total | 845 | 100.0 % | | |



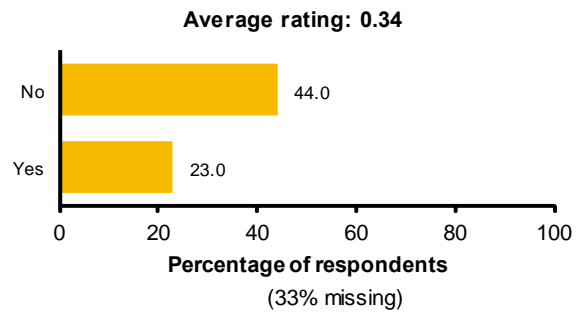
I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 477 | 56.4 % | 0.00 | 63.4 % |
| Yes | 275 | 32.5 | 1.00 | 36.6 |
| Total valid | 752 | 89.0 % | | |
| Missing | 93 | 11.0 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 372 | 44.0 % | 0.00 | 65.7 % |
| Yes | 194 | 23.0 | 1.00 | 34.3 |
| Total valid | 566 | 67.0 % | | |
| Missing | 279 | 33.0 | | |
| Total | 845 | 100.0 % | | |



**Table 30.6b. Use and Awareness of Open Houses at
Emergency Stations: Trends 2011–2012***

Question 30.6. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 81.6 % | 85.6 % | 4.9 % |
| Yes | 18.4 | 14.4 | -21.8 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 63.2 % | 63.4 % | 0.3 % |
| Yes | 36.8 | 36.6 | -0.5 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 72.5 % | 65.7 % | -9.3 % |
| Yes | 27.5 | 34.3 | 24.6 |

* These questions were added to the survey in 2011.

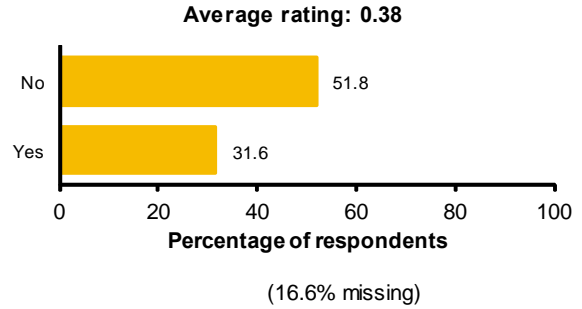
Table 30.7a. Use and Awareness of CPR and First Aid Training, 2012

Question 30.7. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

Training in CPR, First Aid, or other emergency skills

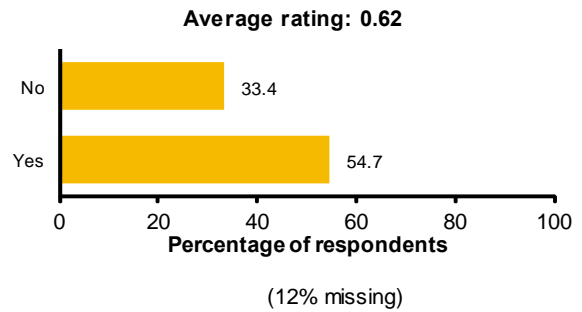
I have used this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 438 | 51.8 % | 0.00 | 62.1 % |
| Yes | 267 | 31.6 | 1.00 | 37.9 |
| Total valid | 705 | 83.4 % | | |
| Missing | 140 | 16.6 | | |
| Total | 845 | 100.0 % | | |



I am aware of this service.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 282 | 33.4 % | 0.00 | 37.9 % |
| Yes | 462 | 54.7 | 1.00 | 62.1 |
| Total valid | 744 | 88.0 % | | |
| Missing | 101 | 12.0 | | |
| Total | 845 | 100.0 % | | |



I plan to use this service in the future.

| Response | Frequency | Percentage | Ratings | |
|--------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| No | 263 | 31.1 % | 0.00 | 44.1 % |
| Yes | 334 | 39.5 | 1.00 | 55.9 |
| Total valid | 597 | 70.7 % | | |
| Missing | 248 | 29.3 | | |
| Total | 845 | 100.0 % | | |

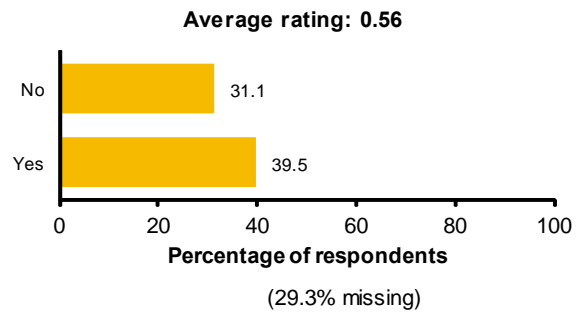


Table 30.7b. Use and Awareness of CPR and First Aid Training: Trends 2011–2012*

Question 30.7. For the emergency services listed below, please indicate whether you have used the service, whether you are aware of the service, and whether you plan to use the service in the future:

I have used this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 63.8 % | 62.1 % | -2.6 % |
| Yes | 36.2 | 37.9 | 4.6 |

I am aware of this service.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 40.7 % | 37.9 % | -7.0 % |
| Yes | 59.3 | 62.1 | 4.8 |

I plan to use this service in the future.

| Response | Percent responding 2011 | Percent responding 2012 | Percent change from 2011–2012: |
|-----------------|--------------------------------|--------------------------------|---------------------------------------|
| No | 52.7 % | 44.1 % | -16.4 % |
| Yes | 47.3 | 55.9 | 18.2 |

* These questions were added to the survey in 2011.

Table 31.1a. Household Preparation for Disaster, 2012

Question 31.1. Please indicate how much you agree or disagree with each of the following statements:
My household is prepared for a natural or man-made disaster.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 22 | 2.6 % | 0.00 | 2.7 % |
| Disagree | 155 | 18.3 | 1.00 | 19.0 |
| Neither agree nor disagree | 171 | 20.2 | 1.50 | 21.0 |
| Agree | 386 | 45.7 | 2.00 | 47.4 |
| Strongly agree | 80 | 9.5 | 3.00 | 9.8 |
| Don't know | 19 | 2.2 | | |
| Total valid | 833 | 98.6 % | | |
| Missing | 12 | 1.4 | | |
| Total | 845 | 100.0 % | | |

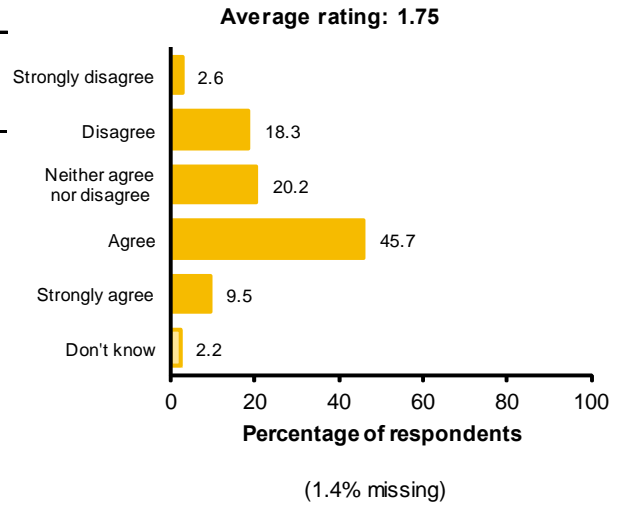
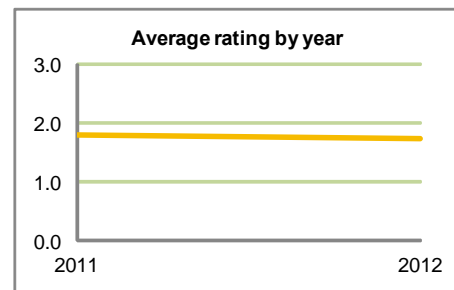


Table 31.1a. Household Preparation for Disaster: Trends 2011–2012*

Question 31.1. Please indicate how much you agree or disagree with each of the following statements:
My household is prepared for a natural or man-made disaster.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,097 | 2.1 % | 18.2 % | 20.9 % | 47.4 % | 11.4 % | 1.79 |
| 2012 | 814 | 2.7 | 19.0 | 21.0 | 47.4 | 9.8 | 1.75 |

Percent change in average rating from 2011–2012: -2.2 %



*This question was added to the survey in 2011.

Table 31.2a. Home Clear of Wildfire Hazards, 2012

Question 31.2. Please indicate how much you agree or disagree with each of the following statements:
I keep the area around my home clear of wildfire hazards.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 9 | 1.1 % | 0.00 | 1.1 % |
| Disagree | 41 | 4.9 | 1.00 | 4.9 |
| Neither agree nor disagree | 66 | 7.8 | 1.50 | 7.9 |
| Agree | 526 | 62.2 | 2.00 | 63.3 |
| Strongly agree | 189 | 22.4 | 3.00 | 22.7 |
| Don't know | 5 | 0.6 | | |
| Total valid | 836 | 98.9 % | | |
| Missing | 9 | 1.1 | | |
| Total | 845 | 100.0 % | | |

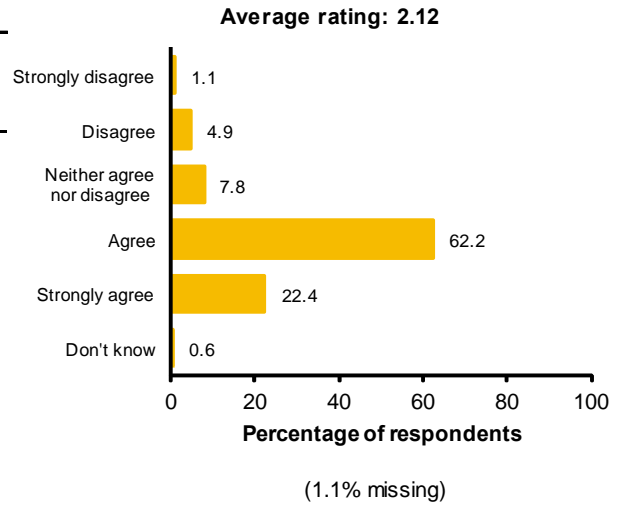
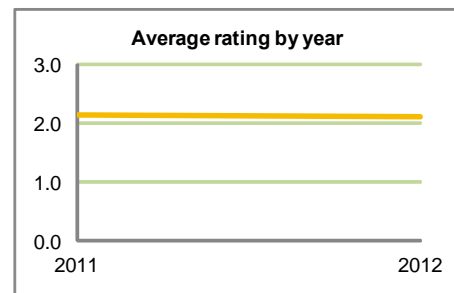


Table 31.2b. Home Clear of Wildfire Hazards: Trends 2011–2012*

Question 31.2. Please indicate how much you agree or disagree with each of the following statements:
I keep the area around my home clear of wildfire hazards.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,118 | 0.6 % | 6.0 % | 8.0 % | 60.6 % | 24.8 % | 2.14 |
| 2012 | 831 | 1.1 | 4.9 | 7.9 | 63.3 | 22.7 | 2.12 |

Percent change in average rating from 2011–2012: -0.9 %



*This question was added to the survey in 2011.

Table 31.3a. Disaster Supplies Set Aside, 2012

Question 31.3. Please indicate how much you agree or disagree with each of the following statements:
I have supplies set aside in my home for use in case of a disaster.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 16 | 1.9 % | 0.00 | 1.9 % |
| Disagree | 129 | 15.3 | 1.00 | 15.6 |
| Neither agree nor disagree | 94 | 11.1 | 1.50 | 11.4 |
| Agree | 474 | 56.1 | 2.00 | 57.3 |
| Strongly agree | 114 | 13.5 | 3.00 | 13.8 |
| Don't know | 5 | 0.6 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |

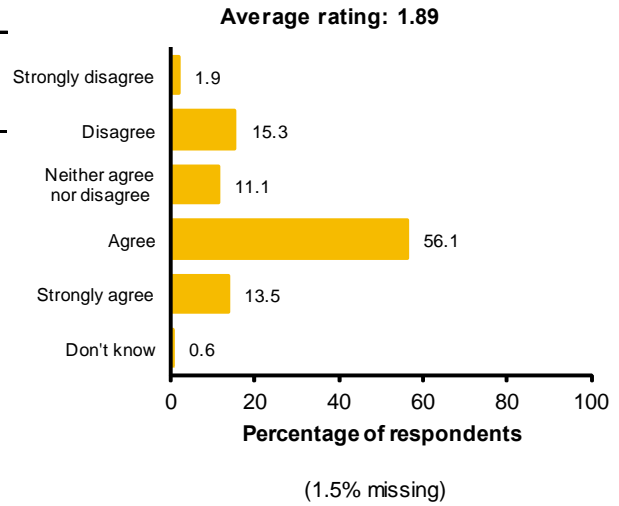
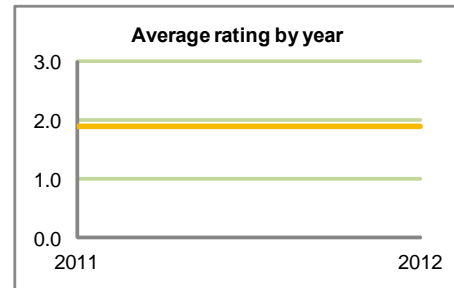


Table 31.3b. Disaster Supplies Set Aside: Trends 2011–2012*

Question 31.3. Please indicate how much you agree or disagree with each of the following statements:
I have supplies set aside in my home for use in case of a disaster.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,122 | 1.6 % | 17.4 % | 12.4 % | 53.5 % | 15.2 % | 1.88 |
| 2012 | 827 | 1.9 | 15.6 | 11.4 | 57.3 | 13.8 | 1.89 |

Percent change in average rating from 2011–2012: 0.5 %



*This question was added to the survey in 2011.

Table 31.4a. Independence from Others in a Disaster, 2012

Question 31.4. Please indicate how much you agree or disagree with each of the following statements:
In the event of a disaster I and my family will be independent of others for assistance.

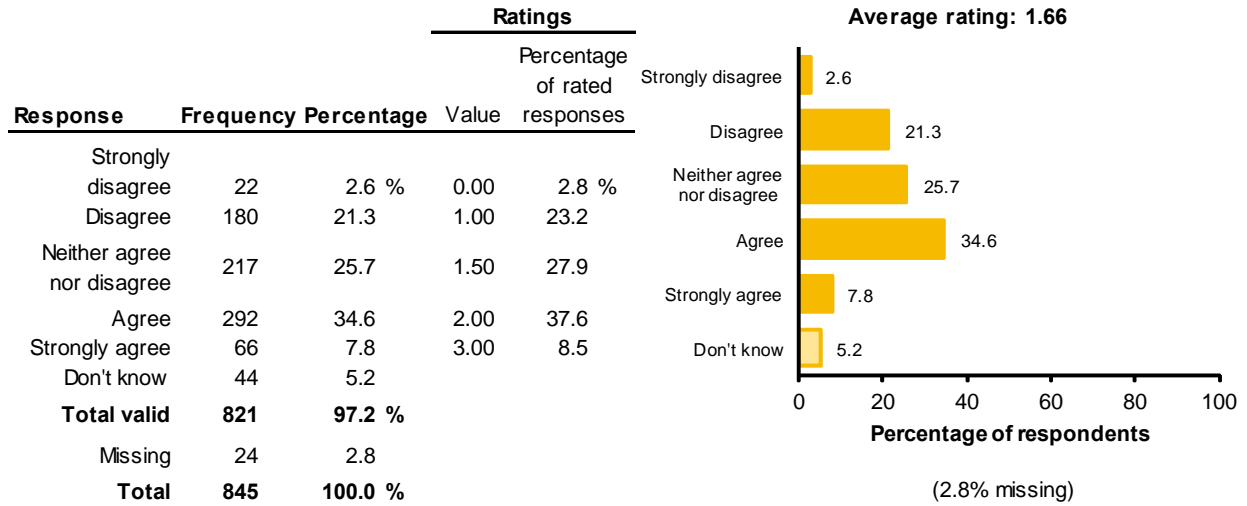
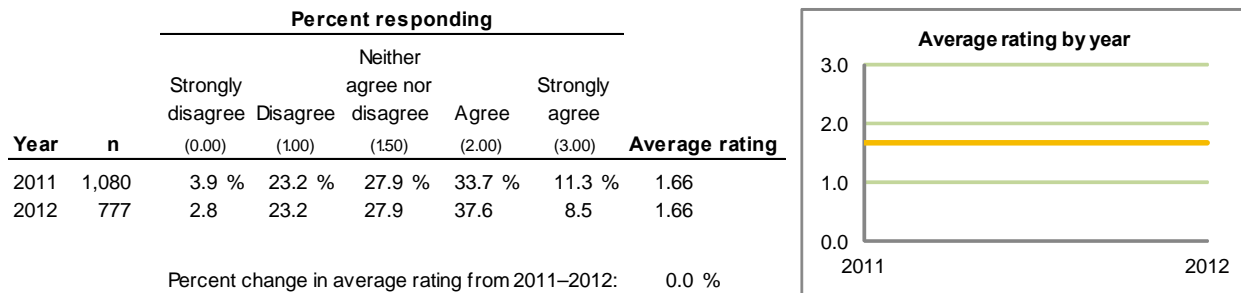


Table 31.4b. Independence from Others in a Disaster: Trends 2011–2012*

Question 31.4. Please indicate how much you agree or disagree with each of the following statements:
In the event of a disaster I and my family will be independent of others for assistance.

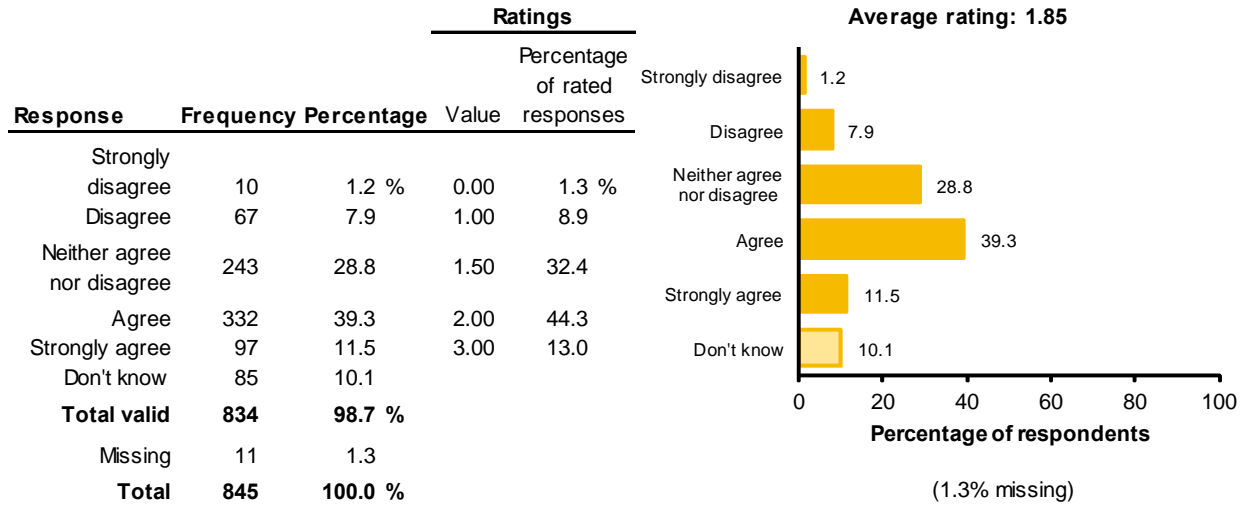


*This question was added to the survey in 2011.

Note: In 2011, this question was worded as "In the event of a disaster I and my family will be dependent of others for assistance." It was reworded in 2012 to remove ambiguity. Results from 2011 shown above have been reverse-coded.

Table 31.5a. Borough Vulnerability to Disaster, 2012

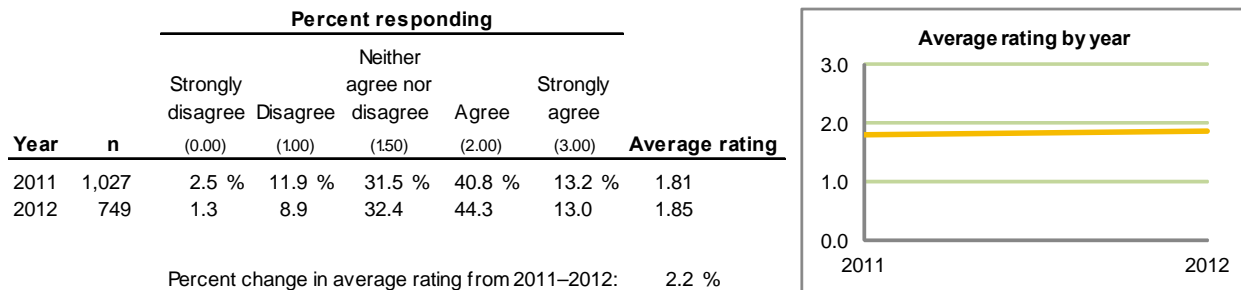
Question 31.5. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is vulnerable to a natural or man-made disaster.



“It was stated in the news this week that Governor Parnell intends to establish emergency supplies in several locations around the state. This is a great idea, but I’d like to see this go further. Alaska is very vulnerable since we are so dependent upon shipments from the Lower 48. The likelihood for an economic crisis, manmade or natural disasters is very real. It really wouldn’t take much to impact shipping to Alaska.”

Table 31.5b. Borough Vulnerability to Disaster: Trends 2011–2012*

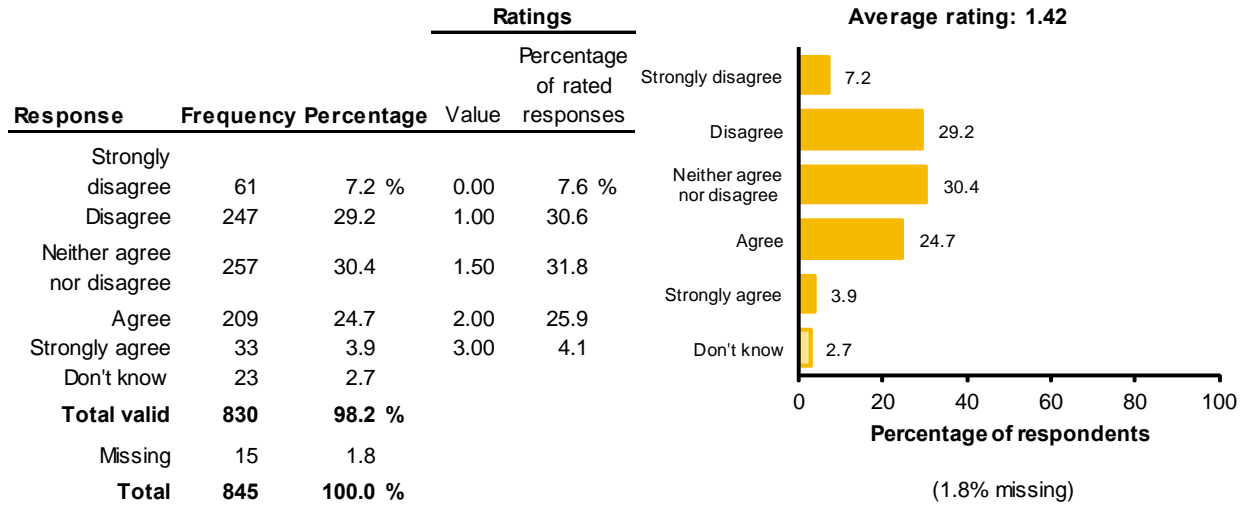
Question 31.5. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is vulnerable to a natural or man-made disaster.



*This question was added to the survey in 2011.

Table 31.6a. Borough Government Responsibility for Preparing Residents for Disasters, 2012

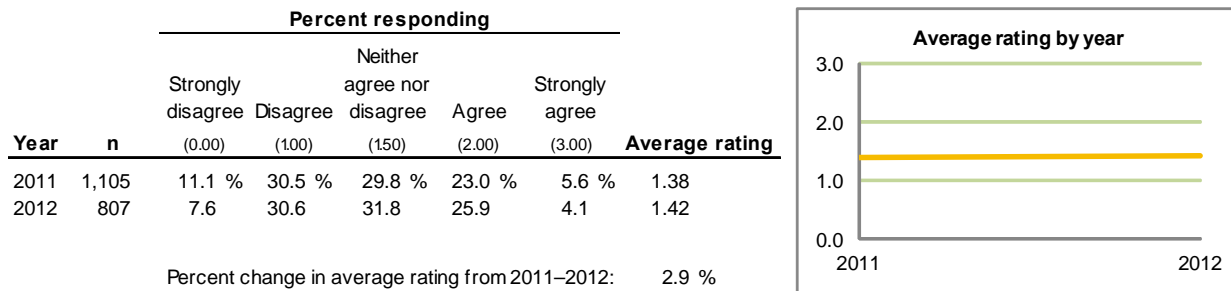
Question 31.6. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough government is responsible for preparing residents for disasters.



“I love the Mat-Su Borough and believe the preparedness for disasters is getting better.”

Table 31.6b. Borough Government Responsibility for Preparing Residents for Disasters: Trends 2011–2012*

Question 31.6. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough government is responsible for preparing residents for disasters.



*This question was added to the survey in 2011.

Table 31.7a. Personal Responsibility of Residents in Preparing for Disasters, 2012

Question 31.7. Please indicate how much you agree or disagree with each of the following statements:
I believe residents should take personal responsibility in preparing for disasters.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 4 | 0.5 % | 0.00 | .5 % |
| Disagree | 6 | 0.7 | 1.00 | .7 |
| Neither agree nor disagree | 44 | 5.2 | 1.50 | 5.3 |
| Agree | 473 | 56.0 | 2.00 | 57.1 |
| Strongly agree | 301 | 35.6 | 3.00 | 36.4 |
| Don't know | 6 | 0.7 | | |
| Total valid | 834 | 98.7 % | | |
| Missing | 11 | 1.3 | | |
| Total | 845 | 100.0 % | | |

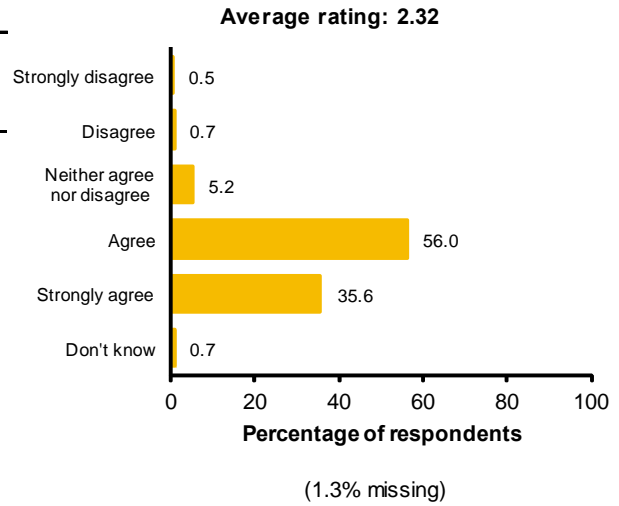
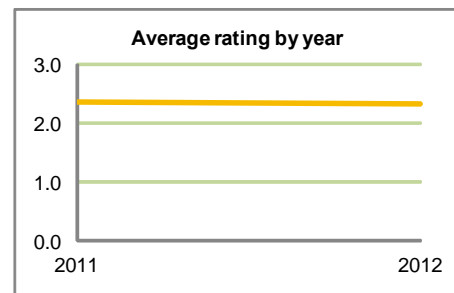


Table 31.7b. Personal Responsibility of Residents in Preparing for Disasters: Trends 2011–2012*

Question 31.7. Please indicate how much you agree or disagree with each of the following statements:
I believe residents should take personal responsibility in preparing for disasters.

| Year | n | Percent responding | | | | | Average rating |
|------|-------|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 1,128 | 0.5 % | 0.9 % | 5.4 % | 53.5 % | 39.7 % | 2.35 |
| 2012 | 828 | 0.5 % | 0.7 % | 5.3 % | 57.1 % | 36.4 % | 2.32 |

Percent change in average rating from 2011–2012: -1.3 %



*This question was added to the survey in 2011.

Table 31.8a. Borough Preparation for a Pandemic, 2012

Question 31.8. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared for an outbreak of Pandemic (influenza) disease.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 66 | 7.8 % | 0.00 | 13.1 % |
| Disagree | 159 | 18.8 | 1.00 | 31.7 |
| Neither agree nor disagree | 215 | 25.4 | 1.50 | 42.8 |
| Agree | 50 | 5.9 | 2.00 | 10.0 |
| Strongly agree | 12 | 1.4 | 3.00 | 2.4 |
| Don't know | 327 | 38.7 | | |
| Total valid | 829 | 98.1 % | | |
| Missing | 16 | 1.9 | | |
| Total | 845 | 100.0 % | | |

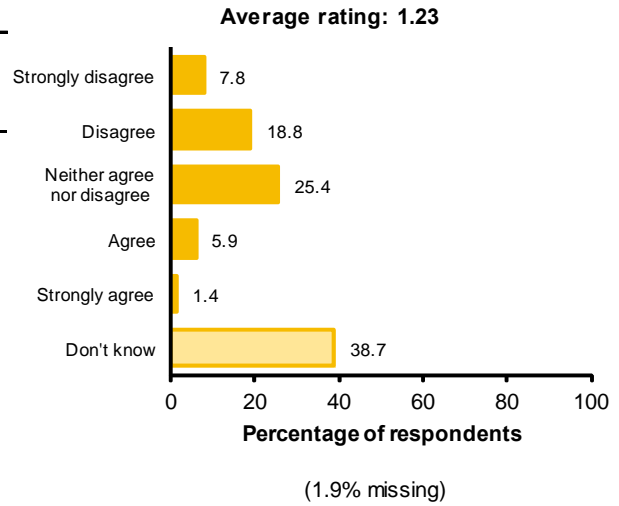
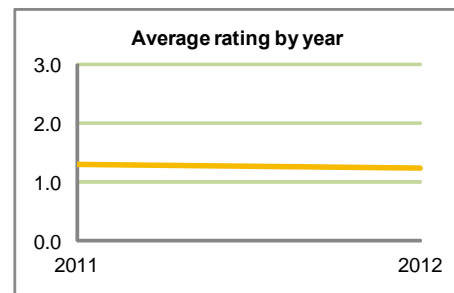


Table 31.8b. Borough Preparation for a Pandemic: Trends 2011–2012*

Question 31.8. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared for an outbreak of Pandemic (influenza) disease.

| Year | n | Percent responding | | | | | Average rating |
|------|-----|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 746 | 10.9 % | 28.0 % | 46.4 % | 12.1 % | 2.7 % | 1.30 |
| 2012 | 502 | 13.1 | 31.7 | 42.8 | 10.0 | 2.4 | 1.23 |

Percent change in average rating from 2011–2012: -5.4 %

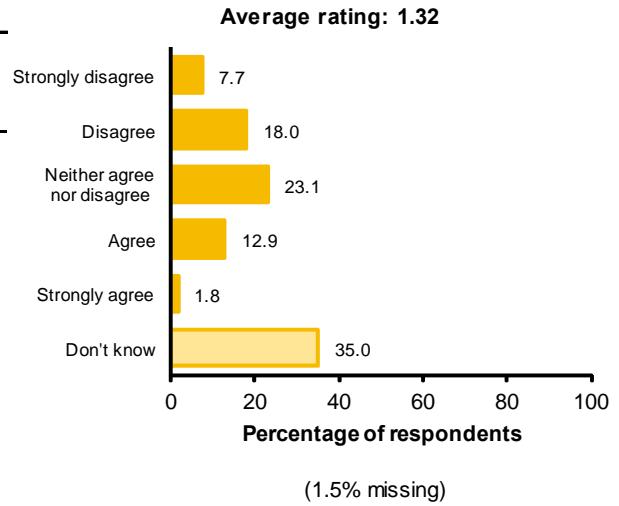


*This question was added to the survey in 2011.

Table 31.9a. Recovery of Borough from Widespread Disaster, 2012

Question 31.9. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared to recover from a widespread disaster.

| Response | Frequency | Percentage | Ratings | |
|----------------------------|------------|----------------|---------|-------------------------------|
| | | | Value | Percentage of rated responses |
| Strongly disagree | 65 | 7.7 % | 0.00 | 12.1 % |
| Disagree | 152 | 18.0 | 1.00 | 28.4 |
| Neither agree nor disagree | 195 | 23.1 | 1.50 | 36.4 |
| Agree | 109 | 12.9 | 2.00 | 20.3 |
| Strongly agree | 15 | 1.8 | 3.00 | 2.8 |
| Don't know | 296 | 35.0 | | |
| Total valid | 832 | 98.5 % | | |
| Missing | 13 | 1.5 | | |
| Total | 845 | 100.0 % | | |



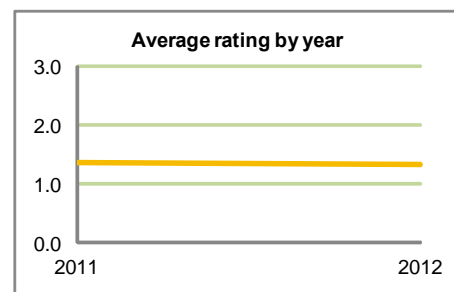
“The borough has done a disservice in adopting FEMA standards. It should be reorganized and restructured.”

Table 31.9b. Recovery of Borough from Widespread Disaster: Trends 2011–2012*

Question 31.9. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared to recover from a widespread disaster.

| Year | n | Percent responding | | | | | Average rating |
|------|-----|--------------------------|-----------------|-----------------------------------|--------------|-----------------------|----------------|
| | | Strongly disagree (0.00) | Disagree (1.00) | Neither agree nor disagree (1.50) | Agree (2.00) | Strongly agree (3.00) | |
| 2011 | 790 | 10.6 % | 22.5 % | 46.1 % | 18.6 % | 2.2 % | 1.35 |
| 2012 | 536 | 12.1 | 28.4 | 36.4 | 20.3 | 2.8 | 1.32 |

Percent change in average rating from 2011–2012: -2.2 %



*This question was added to the survey in 2011.

Part V.

Sample Characteristics



Intentionally left blank.

Sample Characteristics – Summary

More women than men returned questionnaires (53% female, 47% male, with 34 people declining to answer the gender question). The genders were more evenly balanced compared to previous years of the *Mat-Su Survey*. The majority of respondents were white (92%), with Alaska Natives and American Indians comprising about three percent of the sample. Close to six percent self-identified as being of Hispanic or Latino/a background or origin; this is a large increase from previous years, though the overall number of Hispanic or Latino/a respondents is still very low. The average age of respondents was 52 years old. Since 2008, the average age of survey takers has increased from 46 years old.

Most respondents were married (72%), and the typical household included between two and three people, but not quite one child. Families with children had an average of 1.6 of those children enrolled in Mat-Su Borough School District schools. The most typical level of education reported by respondents was “some college, no degree” (33%), while roughly equal numbers of respondents (19-20%) said they had a high school degree or equivalent or a bachelor’s degree. Consistent with previous years, about 12 percent of respondents had earned a graduate degree. About one-quarter (26%) of respondents reported a household income of less than \$50,000, and 23 percent had a household income of \$100,000 or more. Most were employed full time (44%) or retired (21%), and of those who answered the question, 69 percent commuted within the Mat-Su Borough, while 28 percent commuted either to the Anchorage Bowl, Eagle River or Chugiak.

Eighty-eight percent of survey respondents owned their own home, which is likely valued at \$200,000 or more, and only 13 percent had a second home outside the Borough. Eighty percent stated that their address is posted for emergency responders. This represents an overall increase of eight percent since 2008, when only 72 percent of survey takers reported visibly posting their street address.

The average respondent has lived in the Borough for just over 18 years; since 2008, length of residency has increased from 16 years. Respondents, on average, have lived in their current home for eleven years, though slightly over one-third (35%) have lived in their current home for five or fewer years. The overwhelming majority of respondents see themselves staying in the Borough for the long term (86%). Two-thirds of those who said they plan to leave expect to do so within the next five years.

Table 32a. Respondent Background — Age, 2012

Question 32. How old were you on your last birthday?

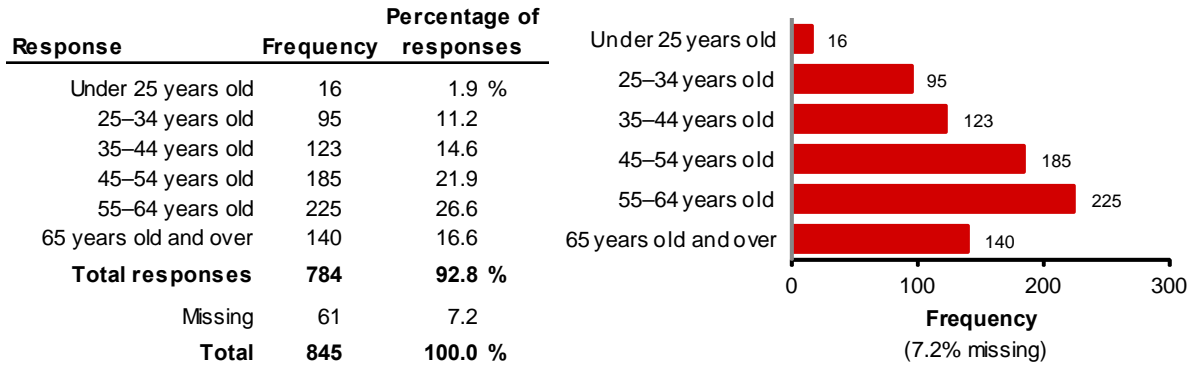


Table 32b. Respondent Background — Age: Trends 2008–2012

Question 32. How old were you on your last birthday?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------------|--------------------|-------------|-------------|-------------|-------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average age</i> | 45.88 years | 50.34 years | 50.33 years | 51.49 years | 51.95 years | 13.2 % |
| Under 25 years old | 8.8 % | 6.6 % | 1.9 % | 3.2 % | 1.9 % | -78.5 % |
| 25–34 years old | 14.0 | 12.0 | 14.2 | 12.7 | 11.2 | -19.7 |
| 35–44 years old | 18.1 | 17.7 | 17.0 | 16.6 | 14.6 | -19.6 |
| 45–54 years old | 25.7 | 25.4 | 26.8 | 22.7 | 21.9 | -14.8 |
| 55–64 years old | 21.8 | 23.8 | 25.1 | 24.0 | 26.6 | 22.1 |
| 65 years old and over | 11.6 | 14.5 | 14.9 | 20.8 | 16.6 | 42.8 |

Table 33a. Respondent Background — Gender, 2012

Question 33. What is your gender?

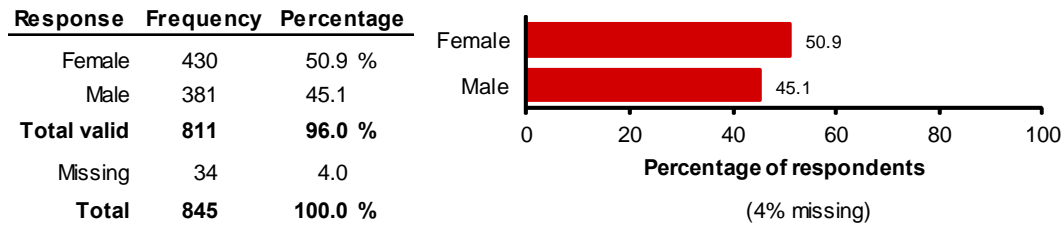


Table 33b. Respondent Background —Gender: Trends 2008–2012

Question 33. What is your gender?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|-----------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Female | 59.2 % | 58.7 % | 56.0 % | 57.7 % | 53.0 % | -10.5 % |
| Male | 40.8 | 41.3 | 44.0 | 42.3 | 47.0 | 15.2 |

Table 34a. Respondent Background — Marital Status, 2012

Question 34. What is your marital status?

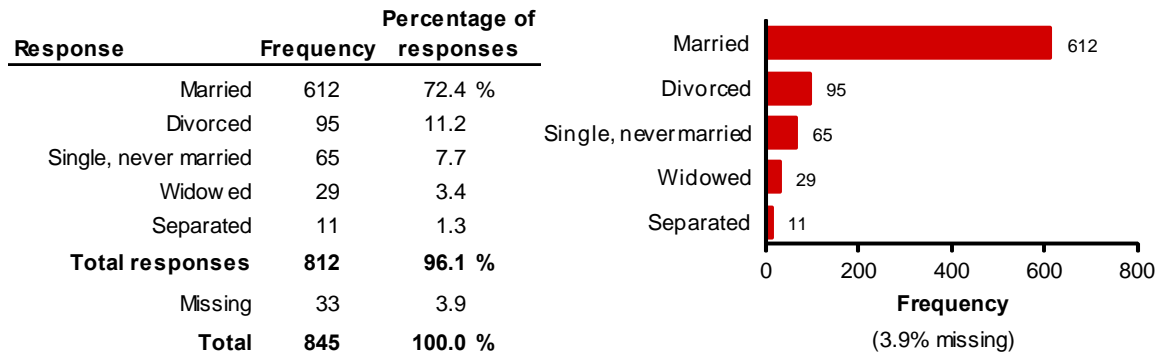


Table 34b. Respondent Background — Marital Status: Trends 2008–2012

Question 34. What is your marital status?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Married | 72.1 % | 76.0 % | 75.3 % | 73.4 % | 75.1 % | 4.2 % |
| Divorced | 12.8 | 12.0 | 10.8 | 11.3 | 11.7 | -8.6 |
| Single, never married | 9.1 | 7.5 | 7.6 | 8.9 | 8.0 | -12.1 |
| Widowed | 4.1 | 3.8 | 4.7 | 5.5 | 3.6 | -12.2 |
| Separated | 1.8 | 0.7 | 1.7 | 0.8 | 1.3 | -27.8 |

Table 35a. Respondent Background — Education, 2012

Question 35. What is your highest level of formal education?

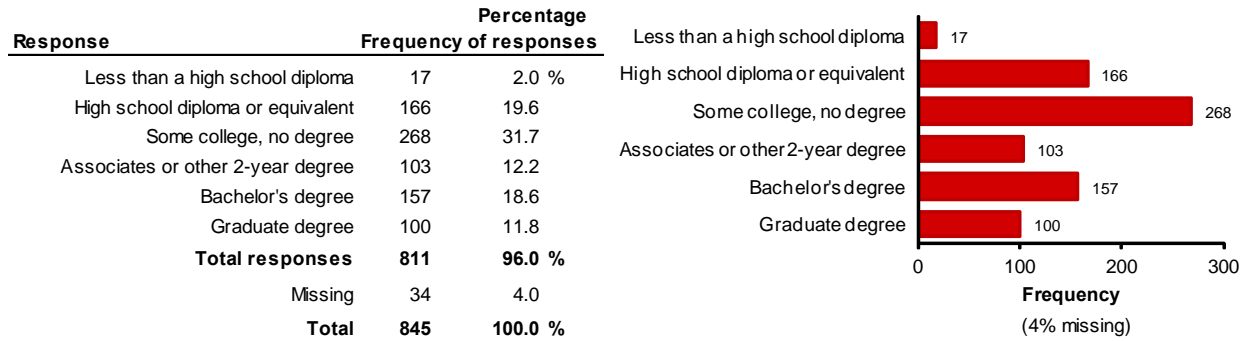


Table 35b. Respondent Background — Education: Trends 2008–2012

Question 35. What is your highest level of formal education?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------------------------|--------------------|-------|-------|-------|-------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Less than a high school diploma | 2.5 % | 2.2 % | 1.7 % | 3.2 % | 2.1 % | -16.0 % |
| High school diploma or equivalent | 20.6 | 18.7 | 20.4 | 19.0 | 20.5 | -0.5 |
| Some college, no degree | 35.9 | 35.1 | 30.1 | 33.3 | 33.0 | -8.1 |
| Associates or other 2-year degree | 13.0 | 13.0 | 13.8 | 12.1 | 12.7 | -2.3 |
| Bachelor's degree | 16.8 | 19.3 | 21.5 | 19.1 | 19.4 | 15.5 |
| Graduate degree | 11.2 | 11.6 | 12.5 | 13.2 | 12.3 | 9.8 |

Table 36a. Respondent Background — Hispanic or Latino/a Origin, 2012

Question 36. Are you of Hispanic or Latino/a background or origin ?



Table 36b. Respondent Background — Hispanic or Latino/a Origin: Trends 2008–2012

Question 36. Are you of Hispanic or Latino/a background or origin ?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|-------|-------|-------|-------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 4.4 % | 5.5 % | 2.9 % | 4.5 % | 5.9 % | 34.1 % † |
| No | 95.6 | 94.5 | 97.1 | 95.5 | 94.1 | -1.6 |

† Large changes should be interpreted with extreme caution because of the small base numbers.

Table 37a. Respondent Background — Race/Ethnicity, 2012

Question 37. What race or ethnicity would you say best describes you?

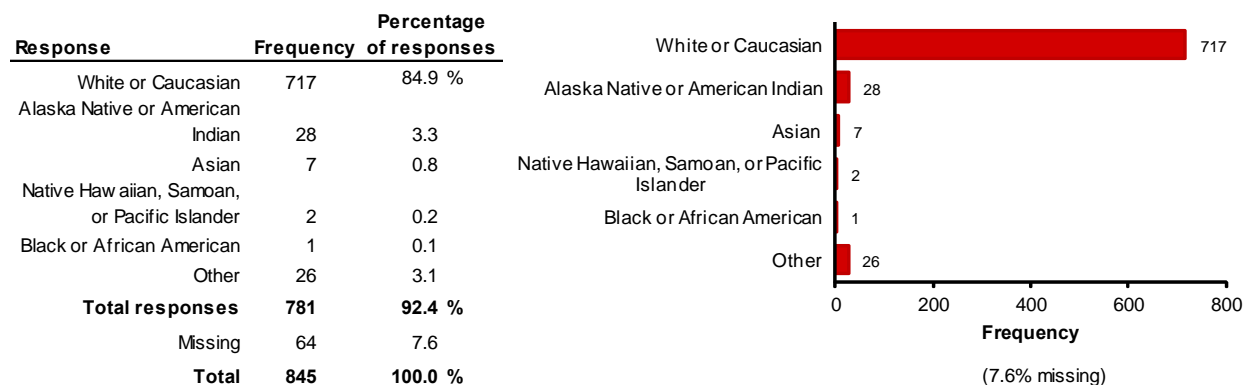


Table 37b. Respondent Background — Race/Ethnicity: Trends 2008–2011

Question 37. What race or ethnicity would you say best describes you?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--|--------------------|------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| White or Caucasian | 89.7 % | 90.2 | 90.3 % | 91.7 % | 91.8 % | 2.3 % |
| Alaska Native or American Indian | | | | | | |
| Indian | 5.1 | 3.5 | 4.4 | 3.6 | 3.6 | -29.4 † |
| Asian | 0.9 | 1.1 | 0.9 | 0.8 | 0.9 | 0.0 |
| Native Hawaiian, Samoan, or Pacific Islander | 0.4 | 0.3 | 0.2 | 0.2 | 0.3 | -25.0 † |
| Black or African American | 0.5 | 0.5 | 0.5 | 0.2 | 0.1 | -80.0 † |
| Other | 3.3 | 4.3 | 3.7 | 3.5 | 3.3 | 0.0 |

† Large changes should be interpreted with extreme caution because of the small base numbers.

Table 38a. Respondent Background — Household Income, 2012

Question 38. What is your best estimate of your total household income from last year?

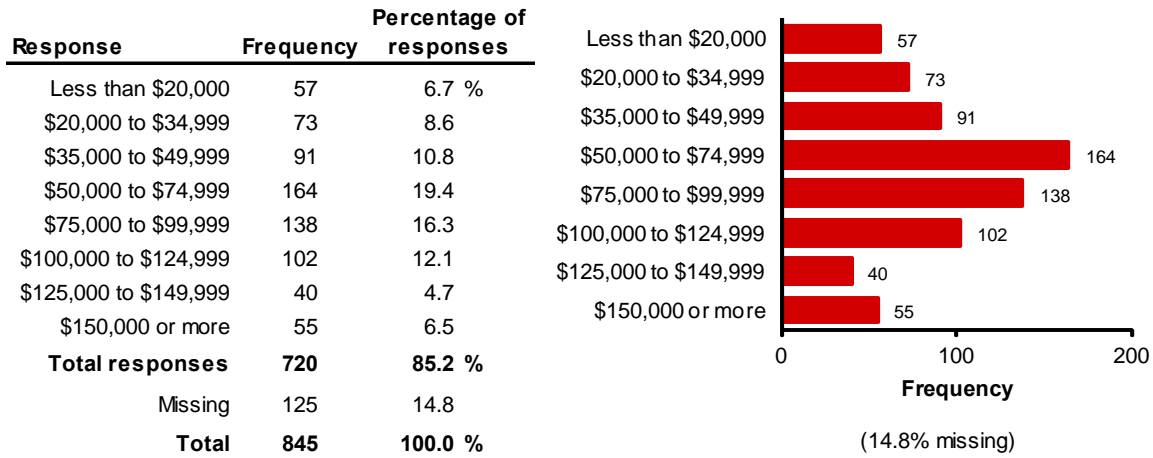


Table 38b. Respondent Background — Household Income: Trends 2008–2012

Question 38. What is your best estimate of your total household income from last year?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|------------------------|--------------------|-------|-------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Less than \$20,000 | 9.0 % | 7.7 % | 7.1 % | 11.4 % | 7.9 % | -12.2 % |
| \$20,000 to \$34,999 | 10.5 | 10.0 | 11.3 | 10.5 | 10.1 | -3.8 |
| \$35,000 to \$49,999 | 12.9 | 15.4 | 12.1 | 13.9 | 12.6 | -2.3 |
| \$50,000 to \$74,999 | 25.7 | 22.5 | 22.5 | 24.0 | 22.8 | -11.3 |
| \$75,000 to \$99,999 | 17.8 | 19.2 | 19.6 | 15.9 | 19.2 | 7.9 |
| \$100,000 or more | 24.2 | 25.2 | 27.3 | 24.4 | 27.4 | 13.2 |
| \$100,000 to \$124,999 | ----- | ----- | ----- | ----- | 14.2 % | ----- |
| \$125,000 to \$149,999 | ----- | ----- | ----- | ----- | 5.6 | ----- |
| \$150,000 or more | ----- | ----- | ----- | ----- | 7.6 | ----- |

Table 39a. Respondent Background — Number of People in Household, 2012

Question 39. Including yourself, how many people live in your household?

| Response | Frequency | Percentage of responses |
|------------------------|------------------|--------------------------------|
| 1 person | 106 | 12.5 % |
| 2 people | 347 | 41.1 |
| 3 people | 132 | 15.6 |
| 4 people | 119 | 14.1 |
| 5 people | 51 | 6.0 |
| 6 people | 28 | 3.3 |
| 7 people or more | 20 | 2.4 |
| Total responses | 803 | 95.0 % |
| Missing | 42 | 5.0 |
| Total | 845 | 100.0 % |

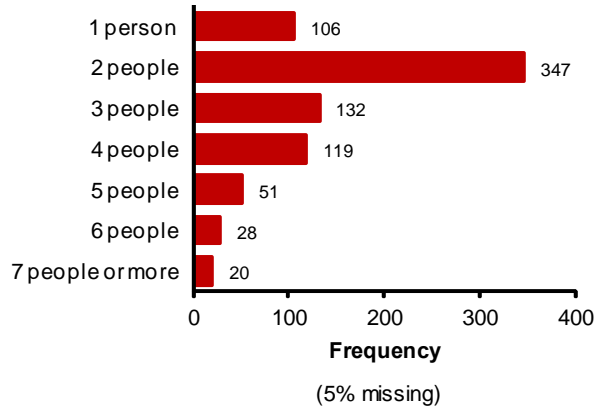


Table 39b. Respondent Background — Number of People in Household: Trends 2008–2012

Question 39. Including yourself, how many people live in your household?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|------------------|---------------------------|--------------------|--------------------|--------------------|--------------------|---------------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>2.85 people</i> | <i>2.95 people</i> | <i>2.85 people</i> | <i>2.76 people</i> | <i>2.80 people</i> | <i>-1.8 %</i> |
| 1 person | 12.9 % | 12.2 % | 12.8 % | 15.2 % | 13.2 % | 2.3 % |
| 2 people | 40.8 | 42.1 | 40.3 | 43.2 | 43.2 | 5.9 |
| 3 people | 18.6 | 17.4 | 18.8 | 15.5 | 16.4 | -11.8 |
| 4 people | 14.3 | 13.7 | 16.1 | 13.1 | 14.8 | 3.5 |
| 5 people | 7.2 | 8.9 | 6.7 | 7.1 | 6.4 | -11.1 |
| 6 people | 3.7 | 3.5 | 2.9 | 3.7 | 3.5 | -5.4 |
| 7 people or more | 2.5 | 2.2 | 2.3 | 2.3 | 2.5 | 0.0 |

Table 40a. Respondent Background — Number of Minor Children in Household, 2012

Question 40. How many children under the age of 18 currently live in your home?

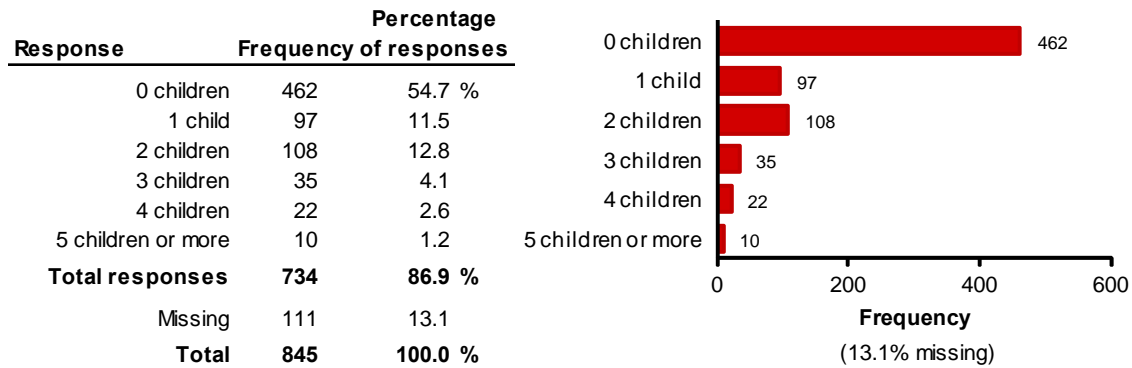


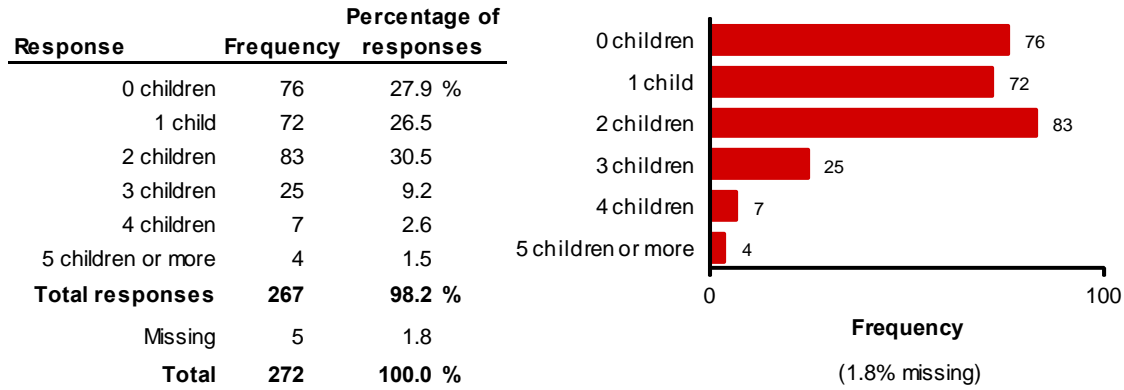
Table 40b. Respondent Background — Number of Minor Children in Household: Trends 2008–2012

Question 40. How many children under the age of 18 currently live in your home?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>0.83 children</i> | <i>0.77 children</i> | <i>0.75 children</i> | <i>0.71 children</i> | <i>0.77 children</i> | -7.2 % |
| 0 children | 60.1 % | 62.4 % | 62.7 % | 64.9 % | 62.9 % | 4.7 % |
| 1 child | 15.8 | 14.4 | 14.7 | 13.9 | 13.2 | -16.5 |
| 2 children | 13.4 | 12.3 | 14.2 | 12.1 | 14.7 | 9.7 |
| 3 children | 5.9 | 7.3 | 5.3 | 5.4 | 4.8 | -18.6 |
| 4 children | 2.8 | 2.6 | 1.3 | 2.4 | 3.0 | 7.1 |
| 5 children or more | 2.0 | 1.0 | 2.0 | 1.3 | 1.4 | -30.0 |

Table 41a. Respondent Background — Number of Children in Mat-Su Borough School District Schools, 2012

Question 41. How many of your children currently attend Mat-Su Borough School District schools?*



* Only the answers from respondents who reported having children under the age of 18 living in their homes (see Table 40a.) are included in this table.

Table 41b. Respondent Background — Number of Children in Mat-Su Borough School District Schools: Trends 2008–2012

Question 41. How many of your children currently attend Mat-Su Borough School District schools?*

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>1.35 children</i> | <i>1.35 children</i> | <i>1.32 children</i> | <i>1.29 children</i> | <i>1.60 children</i> | 18.5 % |
| 0 children | 29.5 % | 25.8 % | 27.6 % | 29.8 % | 28.5 % | -3.4 % |
| 1 child | 31.7 | 35.6 | 33.9 | 27.4 | 27.0 | -14.8 |
| 2 children | 22.6 | 23.1 | 24.8 | 31.1 | 31.1 | 37.6 |
| 3 children | 11.1 | 11.1 | 8.8 | 8.5 | 9.4 | -15.3 |
| 4 children | 2.7 | 3.0 | 3.4 | 2.1 | 2.6 | -3.7 |
| 5 children or more | 2.4 | 1.4 | 1.6 | 1.1 | 1.5 | -37.5 |

* Only the answers from respondents who reported having children under the age of 18 living in their homes (see Table 40a.) are included in this table.

Table 42a. Respondent Background — Employment Status, 2012

Question 42. Which of the following best describes your current *primary* employment status?

| Response | Frequency | Percentage of responses |
|----------------------------------|------------|-------------------------|
| Employed, full-time | 350 | 41.4 % |
| Retired | 168 | 19.9 |
| Self-employed, full-time | 87 | 10.3 |
| Employed, part-time | 69 | 8.2 |
| Full-time homemaker | 60 | 7.1 |
| Disabled, unable to work | 30 | 3.6 |
| Unemployed, looking for work | 20 | 2.4 |
| Unemployed, not looking for work | 12 | 1.4 |
| Full-time student | 8 | 0.9 |
| Total responses | 804 | 95.1 % |
| Missing | 41 | 4.9 |
| Total | 845 | 100.0 % |

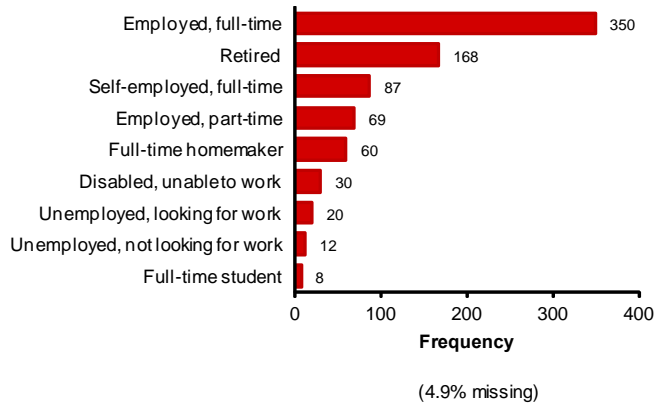


Table 42b. Respondent Background — Employment Status: Trends 2008–2012

Question 42. Which of the following best describes your current *primary* employment status?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------------------------------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Employed, full-time | 44.9 % | 43.6 % | 46.5 % | 41.0 % | 43.5 % | -3.1 % |
| Retired | 16.0 | 18.3 | 16.5 | 22.8 | 20.9 | 30.6 |
| Self-employed, full-time | 14.7 | 12.4 | 11.3 | 11.1 | 10.8 | -26.5 |
| Employed, part-time | 7.3 | 8.2 | 9.5 | 8.1 | 8.6 | 17.8 |
| Full-time homemaker | 9.1 | 8.6 | 7.5 | 9.2 | 7.5 | -17.6 |
| Disabled, unable to work | 3.8 | 3.2 | 3.5 | 3.4 | 3.7 | -2.6 |
| Unemployed, looking for work | 1.9 | 3.2 | 3.0 | 2.6 | 2.5 | 31.6 |
| Unemployed, not looking for work | 1.1 | 1.2 | 1.6 | 0.7 | 1.5 | 36.4 |
| Full-time student | 1.2 | 1.2 | 0.7 | 1.1 | 1.0 | -16.7 |

Table 43a. Respondent Background — Type of Employment, 2010-2012**Question 43a. If you are employed: What type of work do you do?*

| Response | Percent responding | | | Percent change from 2010–2012: |
|--|--------------------|----------------|----------------|-----------------------------------|
| | 2010 | 2011 | 2012 | |
| Education, Training, and Library Occupations | 4.7 % | 5.3 % | 5.4 % | 13.8 % |
| Construction Occupations | 5.1 | 3.5 | 5.0 | -1.8 |
| Community and Social Services Occupations | 1.3 | 1.9 | 3.7 | 185.9 |
| Office and Administrative Support Occupations | 3.9 | 5.1 | 3.7 | -4.7 |
| Transportation and Material Moving Occupations | 1.5 | 2.7 | 3.6 | 145.4 |
| Sales and Related Occupations | 4.1 | 4.1 | 3.1 | -23.6 |
| Personal Care and Service Occupations | 0.9 | 1.5 | 2.8 | 195.0 |
| Healthcare Support Occupations | 1.4 | 1.9 | 2.7 | 95.6 |
| Management Occupations | 3.8 | 2.0 | 2.7 | -28.9 |
| Business and Financial Operations Occupations | 2.6 | 3.4 | 2.5 | -3.4 |
| Healthcare Practitioners and Technical Occupations | 2.8 | 2.7 | 2.2 | -22.7 |
| Installation, Maintenance, and Repair Occupations | 1.8 | 2.0 | 2.2 | 21.4 |
| Computer and Mathematical Occupations | 0.3 | 0.9 | 1.9 | 634.0 |
| Extraction Occupations | 1.2 | 1.3 | 1.7 | 40.7 |
| Architecture and Engineering Occupations | 1.4 | 1.4 | 1.4 | 1.4 |
| Building and Grounds Cleaning and Maintenance Occupations | 0.9 | 0.9 | 1.4 | 47.5 |
| Protective Service Occupations | 1.3 | 1.8 | 1.1 | -15.0 |
| Life, Physical, and Social Science Occupations | 0.9 | 1.2 | 0.7 | -26.2 |
| Military Specific Occupations | 0.4 | 1.2 | 0.7 | 62.3 |
| Production Occupations | 1.0 | 1.6 | 0.7 | -32.4 |
| Farming, Fishing, and Forestry Occupations | 0.7 | 0.8 | 0.6 | -13.1 |
| Food Preparation and Serving Related Occupations | 1.2 | 1.4 | 0.6 | -50.3 |
| Arts, Design, Entertainment, Sports, and Media Occupations | 1.5 | 0.3 | 0.5 | -65.9 |
| Legal Occupations | 0.7 | 0.5 | 0.4 | -42.1 |
| Not enough information given by respondent to classify | 1.6 | 2.2 | 3.4 | 118.9 |
| Total responses | 47.0 % | 51.4 % | 54.7 % | |
| Missing | 53.0 | 48.6 | 45.3 | |
| Total | 100.0 % | 100.0 % | 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.

† Changes in this table should be interpreted with extreme caution because the base numbers are very small.

Table 43b. Respondent Background — Zip Code of Place of Employment, 2008-2012

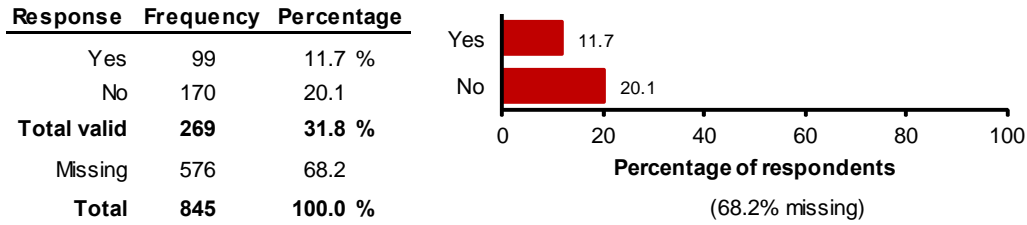
Question 43b. If you are employed: What is the zip code where you work?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-------------------------|--------------------|------------|------------|------------|------------|-----------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Mat-Su Borough | 72.6 % | 71.1 % | 66.5 % | 67.8 % | 68.7 % | -5.4 % |
| <i>Wasilla</i> | 41.0 | 34.5 | 34.5 | 29.1 | 41.2 | 0.5 |
| <i>Palmer</i> | 23.3 | 27.7 | 23.5 | 28.0 | 22.1 | -5.2 |
| <i>Willow</i> | 2.1 | 1.1 | 3.1 | 2.0 | 1.8 | -15.8 |
| <i>Big Lake</i> | 1.7 | 1.1 | 1.9 | 3.2 | 1.4 | -19.9 |
| <i>Talkeetna</i> | 3.1 | 3.2 | 3.1 | 3.7 | 0.7 | -77.5 † |
| <i>Sutton</i> | 0.6 | 1.5 | 0.0 | 0.9 | 0.5 | -14.2 |
| <i>Trapper Creek</i> | 0.0 | 1.1 | 0.0 | 0.0 | 0.5 | ----- |
| <i>Houston</i> | 0.0 | 0.9 | 0.0 | 0.9 | 0.5 | ----- |
| <i>Skwentna</i> | 0.4 | 0.0 | 0.0 | 0.0 | 0.0 | ----- |
| <i>Elsewhere in MSB</i> | 0.6 | 0.0 | 0.3 | 0.0 | 0.0 | ----- |
| Anchorage | 23.7 | 24.9 | 25.2 | 28.3 | 28.0 | 18.2 |
| Elsewhere in Alaska | 3.5 | 3.5 | 8.1 | 3.4 | 3.0 | -14.2 |
| Out of State | 0.0 | 0.2 | 0.2 | 0.5 | 0.5 | ----- |
| n | 781 | 538 | 757 | 534 | 439 | |

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

Table 44a. Respondent Background — Business Ownership, 2012

Question 44. If you are currently self-employed, do you own a business in the Mat-Su Borough?



**Table 44b. Respondent Background — Business Ownership:
Trends 2008–2012**

Question 44. If you are currently self-employed, do you own a business in the Mat-Su Borough?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|-----------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 36.6 % | 33.7 % | 30.6 % | 31.9 % | 36.8 % | 0.5 % |
| No | 63.4 | 66.3 | 69.4 | 68.1 | 63.2 | -0.3 |

Table 45a. Respondent Background — Home Ownership, 2012

Question 45. Do you own your home or do you rent?

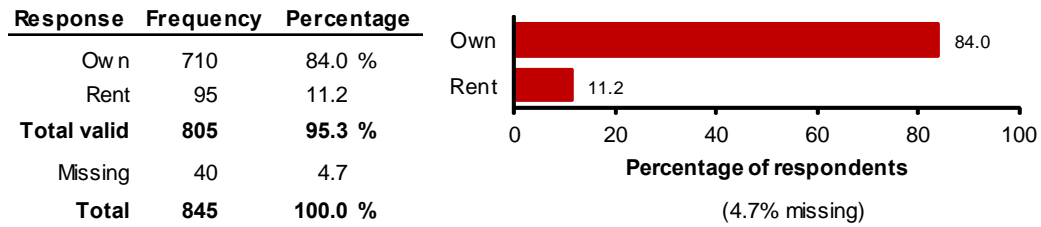


Table 45b. Respondent Background — Home Ownership: Trends 2008-2012

Question 45. Do you own your home or do you rent?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Own | 89.5 % | 92.0 % | 88.8 % | 88.7 % | 88.2 % | -1.5 % |
| Rent | 10.5 | 8.0 | 11.2 | 11.3 | 11.8 | 12.4 |

Table 46a. Respondent Background — Value of Home, 2012

Question 46. What is your best estimate of your home's current market value?

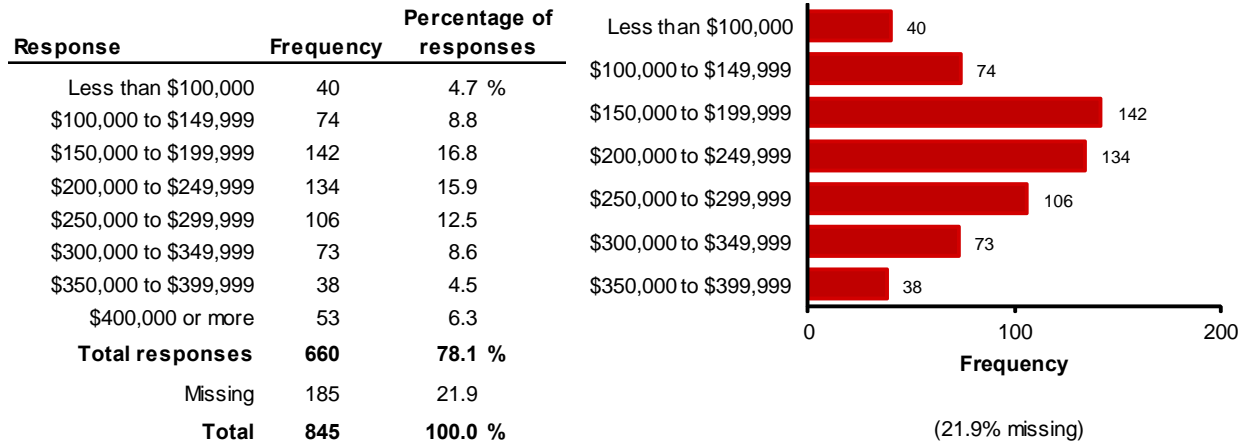


Table 46b. Respondent Background — Value of Home: Trends 2008–2012

Question 46. What is your best estimate of your home's current market value?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-------------------------|--------------------|-------|-------|-------|-------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Less than \$75,000* | 4.7 % | 5.8 % | 7.3 % | 5.3 % | ----- | ----- |
| Less than \$100,000 | | | | | 6.1 % | |
| \$75,000 to \$124,999* | 7.5 | 8.0 | 6.6 | 7.2 | ----- | ----- |
| \$100,000 to \$149,000 | | | | | 11.2 | |
| \$125,000 to \$199,999 | 29.2 | 27.1 | 28.4 | 27.7 | ----- | ----- |
| \$150,000 to \$199,999* | | | | | 21.5 | |
| \$200,000 to \$299,999* | 36.0 | 37.2 | 36.8 | 35.5 | 36.4 | 1.1 % |
| \$200,000 to \$249,999 | | | | | 20.3 | |
| \$250,000 to \$299,999 | | | | | 16.1 | |
| \$300,000 or more* | 22.7 | 21.9 | 20.9 | 24.3 | 24.9 | 9.7 |
| \$300,000 to \$349,999 | | | | | 11.1 | |
| \$350,000 to \$399,999 | | | | | 5.8 | |
| \$400,000 or more | | | | | 8.0 | |

* These categories for home value were created when the survey was first administered in 2006. They have been modified and expanded to better measure home values at the high end of the scale.

Table 47a. Respondent Background — Posting of Residential Address for First Responders, 2012

Question 47. 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?

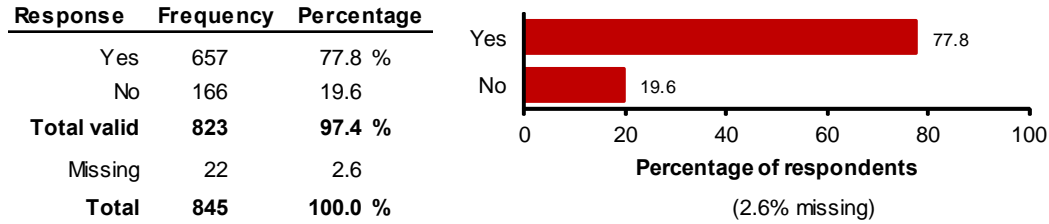


Table 47b. Respondent Background — Posting of Residential Address for First Responders: Trends 2008–2012

Question 47. 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 | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 71.7 % | 75.9 % | 77.6 % | 77.3 % | 79.8 % | 11.3 % |
| No | 28.3 | 24.1 | 22.4 | 22.7 | 20.2 | -28.6 |

Table 48a. Respondent Background — Condominium Residence, 2012

Question 48. Do you live in a condominium?

| Response | Frequency | Percentage |
|--------------------|------------------|-------------------|
| Yes | 11 | 1.3 % |
| No | 810 | 95.9 |
| Total valid | 821 | 97.2 % |
| Missing | 24 | 2.8 |
| Total | 845 | 100.0 % |

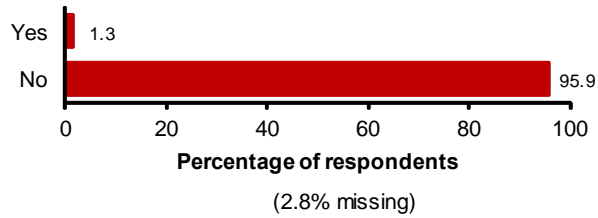


Table 48b. Respondent Background — Condominium Residence: Trends 2008–2012

Question 48. Do you live in a condominium?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|-----------------|---------------------------|-------|-------|-------|-------|---------------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 1.2 % | 1.7 % | 1.3 % | 1.4 % | 1.3 % | 8.3 % |
| No | 98.8 | 98.3 | 98.7 | 98.6 | 98.7 | -0.1 |

Table 49a. Respondent Background — Second Home Outside Borough, 2012

Question 49. Do you currently have a second home outside the Mat-Su Borough?

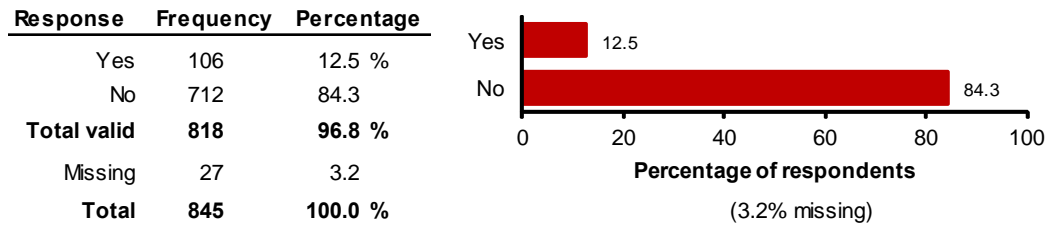


Table 49b. Respondent Background — Second Home Outside Borough: Trends 2008–2012

Question 49. Do you currently have a second home outside the Mat-Su Borough?

| Response | 2008 | Percent responding | | | | 2012 | Percent change from 2008–2012: |
|----------|--------|--------------------|--------|--------|--------|-------|--------------------------------|
| | | 2009 | 2010 | 2011 | | | |
| Yes | 12.0 % | 10.7 % | 13.4 % | 11.7 % | 13.0 % | 8.3 % | |
| No | 88.0 | 89.3 | 86.6 | 88.3 | 87.0 | -1.1 | |

Table 50a. Respondent Background — Long-term Residence in Borough, 2012

Question 50. Do you see yourself staying in the Mat-Su Borough for the long term?

| Response | Frequency | Percentage |
|--------------------|------------------|-------------------|
| Yes | 704 | 83.3 % |
| No | 112 | 13.3 |
| Total valid | 816 | 96.6 % |
| Missing | 29 | 3.4 |
| Total | 845 | 100.0 % |

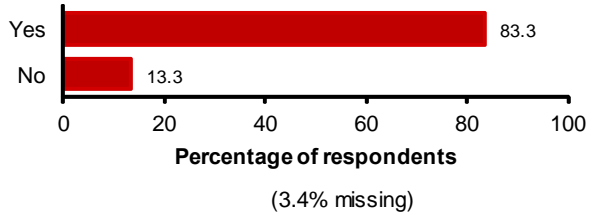


Table 50b. Respondent Background — Long-term Residence in Borough: Trends 2008–2012

Question 50. Do you see yourself staying in the Mat-Su Borough for the long term?

| Response | 2008 | Percent responding | | | | 2012 | Percent change from 2008–2012: |
|-----------------|--------|---------------------------|--------|--------|--------|-------|---------------------------------------|
| | | 2009 | 2010 | 2011 | | | |
| Yes | 84.9 % | 87.1 % | 84.2 % | 84.3 % | 86.3 % | 1.6 % | |
| No | 15.1 | 12.9 | 15.8 | 15.7 | 13.7 | -9.3 | |

Table 51a. Respondent Background — Future Plans to Leave Borough, 2012

Question 51. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

| Response | Frequency | Percentage |
|--------------------|------------|----------------|
| Yes | 163 | 19.3 % |
| No | 640 | 75.7 |
| Total valid | 803 | 95.0 % |
| Missing | 42 | 5.0 |
| Total | 845 | 100.0 % |

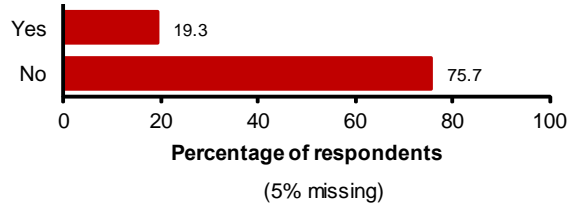


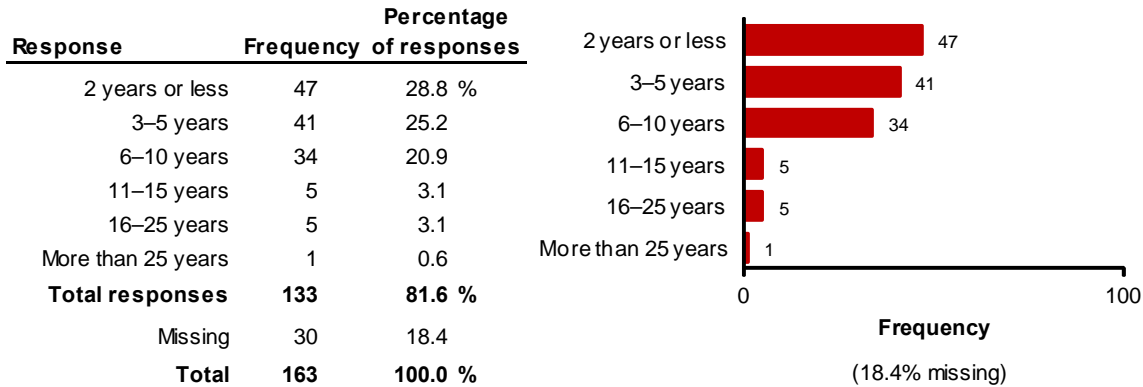
Table 51b. Respondent Background — Future Plans to Leave Borough: Trends 2008–2012

Question 51. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|----------|--------------------|--------|--------|--------|--------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| Yes | 20.2 % | 20.1 % | 22.6 % | 22.8 % | 20.3 % | 0.5 % |
| No | 79.8 | 79.9 | 77.4 | 77.2 | 79.7 | -0.1 |

Table 52a. Respondent Background — Time before Leaving Mat-Su, 2012

*Question 52. 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 163 respondents who indicated they plan to leave the Mat-Su Borough in the foreseeable future (see Table 51a.) are included here.

Table 52b. Respondent Background — Time before Leaving Mat-Su: Trends 2008–2012

*Question 52. If you do see yourself leaving, how many more years do you expect to live in the Mat-Su Borough before you leave?**

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|--------------------|------------------|------------------|------------------|------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>4.9 years</i> | <i>5.1 years</i> | <i>5.4 years</i> | <i>5.0 years</i> | <i>5.4 years</i> | <i>10.2 %</i> |
| 2 years or less | 33.5 % | 38.6 % | 37.4 % | 34.3 % | 35.3 % | 5.4 % |
| 3–5 years | 39.9 | 37.3 | 32.2 | 34.3 | 30.8 | -22.8 |
| 6–10 years | 19.7 | 19.1 | 22.2 | 26.2 | 25.6 | 29.9 |
| 11–15 years | 5.2 | 2.1 | 5.8 | 3.3 | 3.8 | -26.9 |
| 16–25 years | 1.8 | 2.1 | 1.2 | 1.4 | 3.8 | 111.1 |
| More than 25 years | 0.0 | 0.8 | 1.2 | 0.5 | 0.8 | ----- |

* Only the answers from respondents who indicated they plan to leave the Mat-Su Borough in the foreseeable future (see Table 51a.) are included here.

Table 53a. Respondent Background — Time Lived in Mat-Su, 2012

Question 53. How many years have you lived in the Mat-Su Borough?

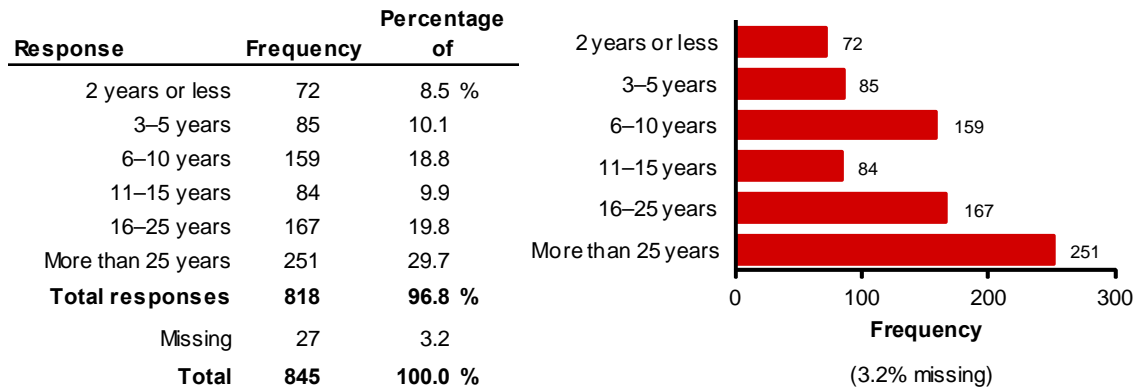


Table 53b. Respondent Background — Time Lived in Mat-Su: Trends 2008–2012

Question 53. How many years have you lived in the Mat-Su Borough?

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|--------------------|--------------------|-------------------|-------------------|-------------------|-------------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average</i> | <i>15.9 years</i> | <i>16.4 years</i> | <i>16.9 years</i> | <i>17.2 years</i> | <i>18.4 years</i> | <i>15.7 %</i> |
| 2 years or less | 10.0 % | 8.8 % | 7.6 % | 6.3 % | 8.8 % | -12.0 % |
| 3–5 years | 15.2 | 16.2 | 16.5 | 13.5 | 10.4 | -31.6 |
| 6–10 years | 17.7 | 18.5 | 19.5 | 21.2 | 19.4 | 9.6 |
| 11–15 years | 12.1 | 11.4 | 10.6 | 11.8 | 10.3 | -14.9 |
| 16–25 years | 24.3 | 21.0 | 15.5 | 20.4 | 20.4 | -16.0 |
| More than 25 years | 20.7 | 24.0 | 30.3 | 20.9 | 30.7 | 48.3 |

Table 54a. Respondent Background — Length of Residence in Current Home, 2012

Question 54. When did you move to your current home? (Please provide year and month, if known)

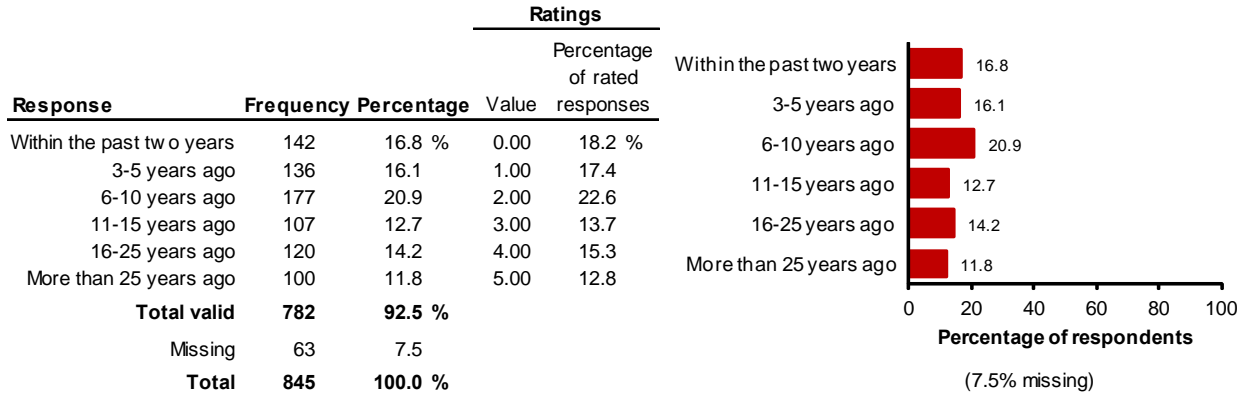


Table 54b. Respondent Background — Length of Residence in Current Home: Trends 2008–2012

Question 54. When did you move to your current home?
(Please provide year and month, if known)

| Response | Percent responding | | | | | Percent change from 2008–2012: |
|---------------------------|--------------------|-------------|-------------|-------------|-------------|--------------------------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 | |
| <i>Average year</i> | <i>1998</i> | <i>1998</i> | <i>1999</i> | <i>2000</i> | <i>2000</i> | |
| Within the past two years | 20.1 % | 15.9 % | 16.5 % | 12.0 % | 18.2 % | -9.7 % |
| 3-5 years ago | 27.3 | 25.9 | 24.5 | 19.3 | 17.4 | -36.3 |
| 6-10 years ago | 21.2 | 22.3 | 22.7 | 27.0 | 22.6 | 6.8 |
| 11-15 years ago | 10.3 | 13.4 | 13.5 | 15.5 | 13.7 | 32.8 |
| 16-25 years ago | 14.7 | 11.8 | 12.5 | 15.1 | 15.3 | 4.4 |
| More than 25 years ago | 6.5 | 10.8 | 10.4 | 11.0 | 12.8 | 96.7 |



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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. Tables shown in the following section of this report include results from previous years' derived importance-performance analyses. Graphs displaying the key drivers of satisfaction (Figure A) and derived importance (Figure B) only include data from 2012.

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 2012 was .430 (for “Commercial Lighting”). This was converted to 100 by dividing the coefficient by itself and multiplying by 100: e.g., $(.430/.430)*100 = 1*100 = 100$. Another predictor variable, let’s say “Ambulance,” had a partial correlation coefficient of -.112. Using the calculation described above, the standardized score in this case is -26.0: e.g., $(-.112/.430)*100 = -0.260*100 = -26.0$.

Variables Used in the Analysis

Criterion variable

Your overall rating of Borough services (Q. 6.5)

Predictor variables

Ratings of

- Fire Department Services (Q. 1.1)
- Ambulance Services (Q. 1.2)
- Roadway Maintenance Services (Q. 2.1)
- Snowplow Services (Q. 2.2)
- Library Services (Q. 3.1)
- Elementary Schools (Q. 3.2)
- Middle Schools (Q. 3.3)
- High Schools (Q. 3.4)
- Community Enhancement Programs (Q. 3.5)
- Wasilla Swimming Pool (Q. 4.1)
- Palmer Swimming Pool (Q. 4.2)
- Brett Memorial Ice Arena (Q. 4.3)

-
- Athletic Fields (Q. 4.4)
 - Recycling Services (Q. 5.1)
 - Central Landfill Services (Q. 5.2)
 - Animal Care & Regulation Services (Q. 6.1)
 - Code/Zoning Enforcement Services (Q. 6.2)
 - Permitting Center (Q. 6.3)
 - Dissemination of News and Information by the Borough Government (Q. 6.4)
 - Regulation of noise (Q. 28.1)
 - Regulation of signs and billboards (Q 28.2)
 - Regulation of commercial lighting (Q 28.3)
 - Regulation of natural resource extraction (Q 28.4)
 - Regulation of private airstrips (Q 28.5)

Measuring Performance

Most of 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.” Questions asking about whether the Borough is doing a good job of regulating land use effects (Q. 28) used a five-point scale ranging from “strongly disagree” to “strongly agree.” The numeric values assigned to the responses were 0 for “strongly disagree,” 1 for “disagree,” 1.5 for “neither agree nor disagree,” 2 for “agree,” and 3 for “strongly agree.” 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.

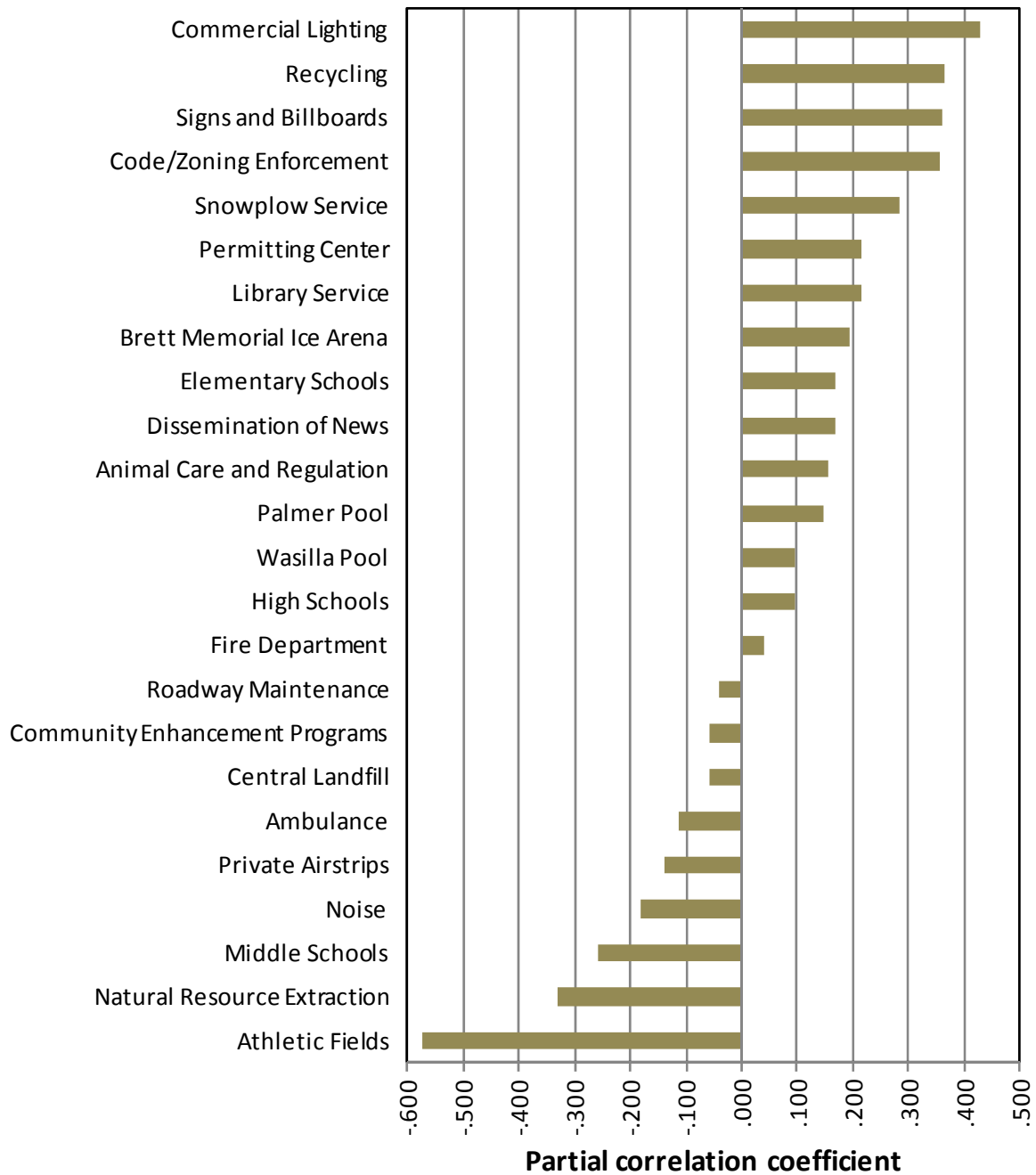
Results

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 2012. 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 regulation of "Commercial Lighting" with a coefficient of .430. This indicates a moderately strong and positive relationship between "Commercial Lighting" and overall ratings of Borough services. People who were satisfied with the job the Borough is doing on the regulation of the effects of commercial lighting also tended to be satisfied with Borough services overall. On the other hand, "Athletic Fields" had a partial correlation coefficient of -.573, which suggests a strong and negative relationship. People who rated "Athletic Fields" highly tended to rate overall Borough services poorly, while respondents who rated "Athletic Fields" poorly tended to have a high rating for 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, or side axis, the more it is a driver of satisfaction.

Figure A. Key Drivers of Satisfaction, 2012



Performance Measures

Table 55 shows the performance measures for the predictor variables for the years 2008 through 2012, sorted by the values for 2012. 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. Since 2006, “Ambulance Services” has been the highest-rated service by respondents; this continued in 2012 with a score of 81.3, itself a slight increase from 2011. Regulation of “Natural Resource Extraction” remained the lowest-rated service with a score of 46.6; all the variables associated with the new questions first asked in 2011 concerning satisfaction with the regulation of various land use effects scored low on the performance measure. Considering the variables that have been measured in all years from 2008-2012, “Code/Zoning Enforcement,” after seeing an increase in ratings in 2011, dropped back to the bottom of the list. “Dissemination of News” continues to have a very low performance score, although it has also shown a gradual increase over the past five years. “Recycling” was the lowest-rated service in 2008, and while it is still among the lowest-rated services in 2012, its rating score has increased from 45.1 percent to 58.6 percent.

The general pattern is little change in the relative rankings of services over the five years shown in Table 55, and either improvement or insignificant levels of negative change in ratings for each service.

Table 55. Performance Measures, 2008-2012

| Service | Performance | | | | |
|--------------------------------|--------------------|-------------|-------------|-------------|-------------|
| | 2008 | 2009 | 2010 | 2011 | 2012 |
| Ambulance Services | 78.2 | 79.3 | 81.6 | 80.9 | 81.3 |
| Fire Department Services | 76.6 | 77.3 | 78.6 | 78.6 | 80.6 |
| Central Landfill | 70.6 | 74.3 | 74.6 | 75.9 | 75.9 |
| Library Service | 74.1 | 74.3 | 72.9 | 73.9 | 74.9 |
| Brett Memorial Ice Arena | 72.7 | 74.7 | 74.9 | 72.6 | 72.3 |
| Elementary Schools | 71.4 | 74.0 | 73.9 | 71.6 | 72.3 |
| Palmer Swimming Pool | 70.9 | 72.3 | 73.3 | 70.9 | 70.6 |
| Athletic Fields | 69.6 | 69.7 | 70.3 | 68.6 | 70.6 |
| Wasilla Swimming Pool | 69.1 | 69.0 | 68.6 | 68.9 | 68.9 |
| Middle Schools | 65.3 | 68.7 | 68.6 | 66.6 | 68.9 |
| High Schools | 62.8 | 67.7 | 67.9 | 64.9 | 67.9 |
| Animal Care and Regulation | 58.5 | 64.0 | 63.6 | 65.6 | 66.9 |
| Snowplow Service | 60.5 | 63.3 | 65.9 | 65.3 | 65.3 |
| Roadway Maintenance | 54.3 | 59.3 | 62.6 | 60.9 | 61.6 |
| Community Enhancement Programs | 55.3 | 57.3 | 55.3 | 55.9 | 60.3 |
| Permitting Center | ----- | ----- | ----- | 55.6 | 59.3 |
| Recycling | 45.1 | 53.7 | 53.3 | 58.3 | 58.6 |
| Signs and Billboards | ----- | ----- | ----- | 58.9 | 57.3 |
| Private Airstrips | ----- | ----- | ----- | 55.6 | 55.3 |
| Commercial Lighting | ----- | ----- | ----- | 48.6 | 55.3 |
| Dissemination of News | 49.5 | 50.7 | 50.0 | 50.3 | 53.9 |
| Noise | ----- | ----- | ----- | 51.9 | 51.9 |
| Code/Zoning Enforcement | 47.9 | 49.0 | 48.3 | 56.9 | 47.6 |
| Natural Resource Extraction | ----- | ----- | ----- | 47.6 | 46.6 |

Combining Derived Importance and Performance

Figure B brings together the derived importance and performance measures in a graph that plots each of the twenty-four 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 31.9 and 64.3 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 56 shows which quadrant each Borough service fell into during 2008 to 2012. Services are sorted by their locations in quadrants in 2012. Over the five years shown in the table, there has been a fair amount of movement of services to different quadrants. Of

particular note are those that moved from Quadrant IV to Quadrant I—“Animal Care and Regulation” and “Snowplow Service.” This indicates a shift from a quadrant containing services residents think are important but rate below average, to a quadrant with services that are considered important and rated above average.

Some services (those predominantly located in Quadrants I and II) have generally been consistently rated highly, but there has been some variation in the extent to which they are seen as important. These services include elementary, middle, and high schools; both Palmer and Wasilla libraries; emergency services; central landfill, and recreational facilities.

Services that are not highly correlated with overall satisfaction and also rated below average are found in Quadrant III. These include regulation of noise, private airstrips, and natural resource extraction; “Community Enhancement Programs;” and “Roadway Maintenance.” Focusing efforts here is not expected to increase the average overall rating of Borough services.

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. Included in this category are “Dissemination of News” (which has not moved from this category in five years) and three additions to the 2011 survey, “Permitting Center” and regulation of commercial lighting and signs and billboards.

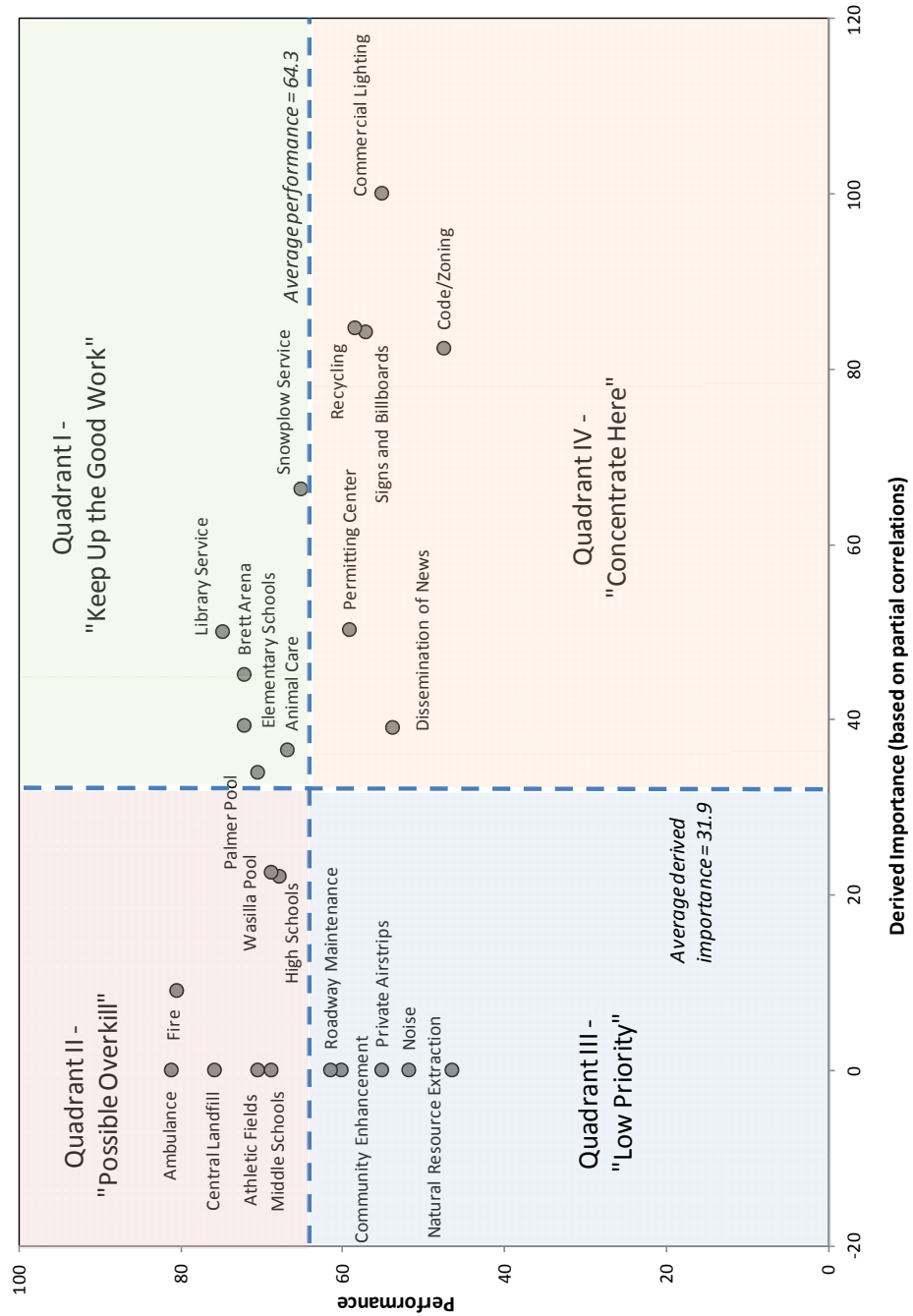
“Community Enhancement Programs” and “Code/Zoning Enforcement,” after being located fairly consistently in Quadrant IV from 2007-2010, moved to Quadrant III, indicating that residents’ level of satisfaction with these services is not as strongly associated with their level of overall satisfaction with Borough services. Satisfaction with “Snowplow Service” increased last year; it is now rated above the average rating for the first time since 2007. Similarly, “Animal Care and Regulation,” previously rated below the average rating, moved in 2011 to above the average rating, and is also the second-highest scoring service on the derived

importance measure. People who are satisfied with “Animal Care and Regulation” also tend to be satisfied overall with Borough services.

Table 56. Location of Services within Quadrants, 2008-2012

| Service | Quadrant | | | | |
|--------------------------------|----------|------|------|------|------|
| | 2008 | 2009 | 2010 | 2011 | 2012 |
| Animal Care and Regulation | III | IV | III | I | I |
| Elementary Schools | II | I | II | II | I |
| Palmer Pool | I | II | II | II | I |
| Library Service | II | II | II | II | I |
| Brett Memorial Ice Arena | II | III | II | II | I |
| Snowplow Service | IV | IV | III | II | I |
| Fire Department | II | II | I | I | II |
| Central Landfill | I | I | II | I | II |
| High Schools | III | II | II | I | II |
| Middle Schools | I | II | I | II | II |
| Wasilla Pool | II | I | II | II | II |
| Ambulance | II | I | II | II | II |
| Athletic Fields | II | III | II | II | II |
| Noise | --- | --- | --- | III | III |
| Private Airstrips | --- | --- | --- | III | III |
| Natural Resource Extraction | --- | --- | --- | III | III |
| Recycling | IV | II | III | III | III |
| Community Enhancement Programs | III | IV | IV | III | III |
| Roadway Maintenance | III | II | IV | IV | III |
| Signs and Billboards | --- | --- | --- | III | IV |
| Code/Zoning Enforcement | IV | IV | IV | III | IV |
| Commercial Lighting | --- | --- | --- | IV | IV |
| Permitting Center | --- | --- | --- | IV | IV |
| Dissemination of News | IV | IV | IV | IV | IV |

Figure B. Derived Importance, Overall Rating of Borough Services, 2012





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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. Thirty-seven percent of respondents wrote comments on the last page of the survey (or entered them into the available text field at the end of the on-line version 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 in line with those in the questionnaire: emergency services; road maintenance services; education; recreational and public facilities; quality of life; satisfaction with interaction with the Borough government; taxation policy; zoning and land use (including traffic, water quality, and land use conflicts); regulation of land use effects; economic development; and comments about the survey itself. Comments included here have been edited for spelling and grammar.

Emergency Services and Public Safety

The Mat-Su Borough Community Survey asked respondents to evaluate fire department and ambulance services. Respondents generally thought highly of these emergency services, recommended that personnel in these fields be paid more, and wanted higher service levels, especially in the rural areas of the Borough.

The Alaska State Troopers have policing responsibility for much of the Borough; the larger communities of Wasilla and Palmer have their own municipal police departments. The survey did not include any questions about satisfaction with policing services because the Borough government does not provide policing. Yet respondents offered mixed comments about policing, with several asking for more Alaska State Troopers in their area.

Fire Protection and Emergency Medical Services

- I have enjoyed living in the Palmer area and am very thankful to the fire department as they saved our home in a serious house fire.
- Central Fire department does a great job! They save me over \$400/year on insurance costs since they got a better ISO rating.
- Be more supportive of the Houston Fire Department. The HFD responds to District 2 mutual-aid calls and even Central has requested for the department to respond or stand by. HFD always has an excellent response to the calls. I encourage you to check out the numbers. I would like to see the Mat-Su Borough have a better relationship with HFD.
- The Borough could provide better incentives for firefighters and ambulance by giving them a break on their property taxes like other places do. And for people who provide life- and property-saving services, the health insurance they are offered is very poor.

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- The Firemen/Rescue staff should get paid more than the life guards at the pools. They risk their lives daily.
 - I do believe that Emergency Responders are underpaid.
 - Ambulance service is the luck of the draw depending on the crew. I know this because I was a volunteer EMT for nearly three years – and the hospital is still known as “Death Valley.”
 - I have always said that living out of the cities and needing an emergency service really required that you are able to solve the problem yourself as it takes too long for emergency services to make a speedy arrival.
 - We have no fire service that is remotely reliable and the nearest ambulance is 15 miles away
 - We need better fire protection, more mini stations.
 - We need a full- time fire and EMS service. Having been a full time paramedic in southern California and Oregon and having some familiarity with the current EMS/Fire service, this is an area that requires improvement.
 - I live in the country between Palmer and Wasilla and the fireworks in the summer scare the hell out of me. (forest fires)
 - The borough should consider an incentive discount on property tax for people who have a home sprinkler system and maintain it. This would come off the FSA mill rate on the improvements portion of the property value. It could be pro-rated or a flat rate discount. The fire department will spend less money on people with sprinklers.

Law Enforcement

- More State Troopers
- More troopers!!
- Larger police coverage
- More local police and well paid!
- Increase law enforcement presence in the core area
- We need a local police presence or local trooper to catch drug dealers.
- My house was robbed and the state troopers are incompetent on many levels. We need more and better state troopers and Palmer police. My ex-husband was talking to our children about how to kill a “person” during a time we were going through court proceedings. I was told by the Palmer Police that they weren’t going to do anything about it because my ex-husband didn’t specify “killing me.” I could go on and on about this issue but I don’t have the time or energy just note that my case at the Palmer court house is up to at least 6 volumes with more than 90 motions. Needless to say, I have a gun and I know how to use it.

- Less money should be spent of law enforcement. Too many officers to the ratio of civilians. We don't have large crime.
- I think police officers should not park on sidewalks and radar people as they drive. Sidewalks are made for people to walk on not to sit and waste our money.
- Pass a law requiring all bars close at 02:00 am, to include Palmer and Wasilla.
- Mat-Su Youth Court is an outstanding program deserving of continued support. It reduces the load on the adult court system, is very effective in reducing the number of repeat offenders, and teaches civil law, public speaking, and instills a sense of community in the youth court members.
- I think the Borough should nurture a strong relationship with the prison. The prison has the potential for being a community-building endeavor, but it will take a champion of this vision, someone who can bring people together around a complex issue and build consensus for a NEW MODEL of how we see prisoners and how we maximize the rehabilitative component and see this entity as a potential for good (besides just prison jobs), and a resource.

Roads Maintenance and Snowplow Services

Survey respondents were asked to rate roadway maintenance services and snowplow services. As in previous years, the majority of comments was very critical, and focused on issues such as driveways being plowed in and general dissatisfaction with how quickly snow is removed.

Roadway Maintenance Services

- Instead of filling the side of the roads with pothole material, use a grader to sweep the dirt up to the road level – common sense stuff instead of high-dollar fixes.
- Some roads were not repainted this year. These are all annual requirements for a safe road system. I would support a "user tax" in the form of gas tax, gravel tax, etc. to pay for road upkeep. I think we should consider not allowing studded snow tires. They make our roads very expensive to maintain.
- Please come out and at least put some gravel on our roads. None is left and the roads only have dirt and pot holes on them. This road is South Timberview Dr. in Wasilla.
- I do not feel like I am getting my moneys' worth for the amount of taxes which I pay. I live on a gravel road which was never graded this summer, except by a private individual who owns a road grader (of his own accord, with no pay). Whoever manages the road service department should be fired and competent contractors should be hired who will do a great job for their money.
- Better Road Maintenance
- Need better road services, fixing and repairing roads
- The Borough should take responsibility for public roads that they approved before the passage of current road ordinances.

- When a road service contractor has lost a contract due to non-compliance that contractor should not be allowed to bid on another contract for three years. We currently have contractors getting rich by low-bidding contracts, then doing minimal work but receiving full payment. When the contract is pulled they low-bid another and are awarded it again. Work will be substandard and the contractor grows rich at taxpayers' expense. It's pathetic the borough allows this abuse.
- Overall the borough needs to clean up their problem areas, such as road service. They continually allow some that have such poor service to continually get bids.
- Road repair was not really done this year. Many potholes were poorly repaired and kept re-opening. Ruts in the road from studded snow tires, particularly on the Glenn and Parks Highways, were not repaired this year. I predict many cars in the ditch this winter when the roads turn icy as a direct result of the ruts. Weeds were not cut back on secondary roads. Crack sealing was not done on many roads this summer.
- We very frequently have to call in on potholes on borough roads, rather than the borough being proactive. This means we've waited at a minimum a month, sometimes up to three months, for holes to be filled, before we called it in.
- Listen to our Roadway Maintenance people and give them what they need to do their job.
- The streets (S. Well Site Rd., W. Dorothy Dr., S. Letha Dr. and W. Lazy K Lane) are not paved or maintained in any way. Also they are not plowed in winter.
- Get better contractors for road services.
- Vine is extremely dangerous. Private contracting of road maintenance should be better supervised by borough.

Snowplow Services

- In general, good, but they always bury my driveway entrance.
- The only thing is being as old as I am, I dearly wish when the guys that do the plowing of snow off the gravel road to please to do leave the berms across the drive way entrances. It's hard on me and other elderly people to have to get out there and shovel it off just to be able to drive ourselves to doctors and food centers.
- I would like the snow plow not to block my driveway after they plow. I'm unable to move all the ice and snow myself, and cannot get my car out of my road and I get stuck and have to dig my car out.
- Snow removal in 2011-1012 was poor. I could not get out of my driveway several times last winter because of berms of snow left by plows.
- Snow removal is generally outstanding, but with one recurring hiccup. Neighborhood roads are plowed by the borough (or town?), but other feeder roads are plowed by the state. My neighborhood roads are great, but Maud Rd. (in particular) is plowed by the state. It is low priority, and often is not plowed until DAYS after a storm, and can be nearly impassible in a car. I think the contract needs a rewrite so the local plows can plow these secondary roads on their way to the neighborhood.

- Winter road maintenance is deplorable. Salt and sand slurry makes a terrible mess, damages vehicles and erodes the concrete floor in my garage. The snow plows "bomb" through my neighborhood (Equestrian Acres) without regard for private property. A plow truck driver once told me they are directed by their superiors to plow as fast as possible and don't worry about the property owners.
- The Borough needs to do a better job cleaning roads and parking lots of ice and snow.
- My only serious complain is about snowplow service. We are on the route for several school buses a day, yet from midwinter on it can be anywhere from a couple of days to a week before snow is plowed, or the road gets plowed on one side and the other side gets packed down and rutted.
- Tew's should not be used for road service work, they don't do good work, plow too late after a storm and don't plow road wide enough for cars to use side by side in opposite directions. Very poor performance.
- They need to get rid of Tew's for snow plowing. When they eventually show up they do a lousy job. It's the only time I feel my tax dollars are not at work.
- They do an excellent job at road clearing snow and sanding for us.
- Roads in Willow are not maintained as they were in the past in winters. Salt or sand was used and a snowpack was maintained that was reasonable. Now, they are plowing with a light snowfall, and salting and sanding unnecessarily. Wastes tax funds! We like snowpack in Willow. It is what visitors come out to see! Has worked well in the past!
- As far as snow plowing goes, for some reason my property tends to get all of the snow plowed in my front yard while all of my neighbors have very little if any at all. Having driven a plow truck before I know that the snow load can be spread out evenly. Last winter I know we had a lot of snow but I had a snow pile on my property approximately 15-20 feet high and 10-15 feet deep and 30 or more feet wide. That is ridiculous. There is no reason that the plow truck could not have put some of the snow in the other people's yards since we all have property on our lots set aside for snow removal.

Educational Services and Resources

Libraries

- Palmer Public Library has horrible hours and is always closed during downtown Palmer celebrations (i.e., Colony Days, Colony Christmas). This should be a prime opportunity to OPEN their doors and invite community members in. Additionally, they should open later in the day to accommodate working parents who would like to take their children there, but can't because it's closed.
- I'd like to see Palmer Public Library open more hours, especially on Friday and Saturday.
- Keep public libraries open during usable hours.
- WE NEED TO RESOLVE THE LIBRARY ISSUES!!! I use the library so seldom anymore, but would use it more if we had a decent one, and I absolutely feel a strong public library is an essential public

service. I am frustrated with the Borough's lack of ability to resolve its issues with the city libraries. I understand these issues but feel that the Borough can do more to resolve them.

- I would like to see more money put into community services such as a performing arts center and full time library service for Palmer and Wasilla.
- The Wasilla library is extremely underfunded! This library has more use than any other in the borough!
- The Wasilla library is too small and the Big Lake Library is full of incompetent staff and gossips.

Schools

Most comments about schools were negative. Some respondents wrote that schools are not adequately funded, while others thought teachers make too much money. A few said they think the schools are not very good. Several respondents commented on a lack of particular services, such as programs for special needs or gifted children, or before-and-after school programs.

- We have good schools! This is important!
- Mat-Su Central School - we applaud them for keeping home schooling alive and well in the Valley. We would like to see ALL homeschooled children eligible to compete and participate in school sports.
- Put more emphasis on providing the schools with principals that would be stricter in dealing with the students. Having two children that have graduated Palmer schools and also one currently attending Palmer High School as a freshman, I hear and see a lot of things that shouldn't be tolerated. Examples would be behavior, dress code, truancy, etc.
- I hope the Borough can continue to nurture a strong and positive relationship with the School District. There are so many positive things happening in the schools and yet the public sentiment is so sour. The Borough must make sure it is adequately informed about educational issues. Sometimes I feel like the Assembly members are prejudiced or uninformed or both. Schools need full support—yes, with accountability, but still support—from the Borough.
- The Borough should stop banking money and use it for something. For example, give the bond money to the school district so the district can get jobs done they promised to the public.
- Shame on the Borough for large class sizes when we are running a surplus!
- I would like to see education fully funded so that Mat Valley children can get the best education with the best teachers.
- We love the Mat-Su and for the most part think they do a reasonably good job in regards to services. An exception to this would be schools. There is way too much money going to teachers and pension/benefits, and too little actually going to student education.
- I'm "Waiting for Superman" at the school district. Vast improvement if we get rid of the unions.

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- Since 80% of property taxes go towards schools and education, people with children should pay for these services. People that do not have children should not have to pay taxes for these services.
 - The gifted and talented program in the schools has been eviscerated, and is a mockery of what we used to have. I remember one year when Wasilla High had six National Merit Scholars! In one year! Thanks to the Academy program at Wasilla Middle and the TAG program. Not a chance of that now. Instead, we fool around the International Baccalaureate program (a waste of time). At least we still have some remaining AP classes in the high schools.
 - I'd like a gifted magnet school like the Rogers Park program in Anchorage for K through 8 and ideally a gifted program at the high school level too but there needs to be gifted education and teacher training at the K-8 years and especially the K-4 years where research shows it has the highest rate of return. Gifted education and educator understanding and awareness in the Borough is severely lacking and there is a high need and demand.
 - I feel that the public schools are a joke. In my situation the elementary school is not equipped for children with special needs nor do the teachers and principle have any compassion or tolerance for children with special needs, which is why my wife home schools our son.
 - What is the deal with the school start times and lack of before/after school care? There is an hour and a half difference in my children's start times and there are NO before school options that don't cost hundreds of dollars per month.
 - The schools stink. If you live north of Wasilla they are the worst. Why can't we have a STEM school? The new rich subdivision school got one. Everything is so unequal. How can you justify the difference in education in Big Lake, Houston, and north? A retired Big Lake principal once told me, "we aren't a school for Cadillacs, we are a school for Chevys and it gets worse every year." Don't try to send a smart, motivated child to one of the schools north of Wasilla. They will not receive an appropriate education, but they will be teased for being smart! (And the school will do nothing.)
 - While I do not have children in school (my child started college outside Alaska before I moved here) the graduates of Wasilla schools whom I've met do not seem well educated; many can't even spell or use the English language properly. Palmer has better schools.
 - More scholarships for Alaskans to attend college would be great.
 - Since God and the Bible are no longer taught, we don't use schools anymore.
 - They need to finish developing the training center in the land they have on Vine Road.

Recreational Facilities

Respondents commented on issues related to pools, athletic fields, trails and parks, and though not specifically asked about in the survey, services for seniors.

Pools

- Palmer Pool needs to get fixed! It is well used and can be hard to get a lane, especially when swim teams are using it. This is a well used recreational and health resource that is not working due to a pump!
- The Wasilla Pool is not well cleaned or maintained. ‘Generally disgusting’ and ‘the diving board is always slimy’ are quotes from my kids.
- We need another swimming pool in the Mat-Su Borough. Both pools are at maximum capacity with school and team swimming. This is a great year round exercise for people of ALL ages! Great for wellness, water safety and learning!! Great community asset!

Athletic Fields

- Maintenance at Alcantra soccer fields is pretty bad. Having a very short fence around it means lots of balls heading into the woods or road. Anchorage puts much taller fences on their fields, at least behind the goals. Gates behind each goal would make a lot of sense too, for retrieving balls without jumping over the fence. A parking area was finally put in on the north side of the fields, but it has been locked all summer. If we aren't going to let people use it, why did we pay for it? It would be nice to see the soccer fields get at least as much attention as the rarely used baseball fields.

Trails and Parks

- Preserve the Parks and hunting grounds for future generations to enjoy!!!!
- We love to use Crevasse Moraine for skiing, walking and hiking. It is a treasure that we would like to see preserved.
- There is too much dog s**t on the trails.
- Bike/running trail on Palmer Fishhook Road
- The Borough should develop bike trails especially along Wasilla Fishhook and other areas. Currently bicycles have to maneuver around traffic along a narrow curvy Wasilla Fishhook road.
- I am an avid bike rider and I live on the Palmer Fishhook – I don’t ride to town either on the Wasilla or Palmer Fishhook Roads as they are too dangerous and the traffic goes too fast. I do ride up into the mountains and that is wonderful – but I find riding the trails in Anchorage more enjoyable than riding in my own community as their trails are removed from the highways. Please set aside some of our river ways for trails and opportunities for parks and green belt zones instead of building more gravel pits, Fred Meyers, and industrial sites on our waterways.

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- Parks need to be maintained and open during the summer, not waiting until July. Coyote Lake Park has been severely vandalized; it could be a great picnic area. Also since there is no longer access to the Sutton fossils, this area needs to be improved.
 - It would be nice to have sidewalks and parks in all neighborhoods. I feel like that is something we are missing living in Alaska. Anywhere in the lower 48 you can walk on a sidewalk to a cool park. Also to a coffee shop!!
 - If you set aside parks and trails, people spend money to use these areas. The Talkeetna Lakes Parks is a great example of money well spent. The tourists use it a lot.
 - Roads need bike paths so families can enjoy safe walks and bike paths without being right on major highways.
 - I would like to see more scenic bike paths.
 - More sidewalks and trails for traveling, biking and recreating. Recreation Areas: we regularly use Lazy Mt Trail & Butte Trail (and others) and appreciate the nice parking areas (with outhouse) and how well maintained the trails are. We also use the Matanuska River Park for camping and dump station in summer and cross-country skiing in winter. All very nice places, nicely maintained.
 - Would love more bike trails further out of town in the Wasilla-Fishhook area.
 - Look to the future – if you build beautiful trails and libraries, it attracts the right kind of people to your community.
 - The Borough needs better coordination with the state when it comes to trail access. For example, the Borough moved the Purinton Creek trailhead from Mile 89 to Mile 91 of the Glenn Highway. The state claims to have never vacated the easement across private property at Mile 89. Now, since the parking is extremely limited at Mile 89 people are parking at Mile 91 and driving down the utility easement through twelve private parcels to once again access the old trailhead at Mile 89. This is leading to heated confrontations between property owners and trespassers. It has also resulted in numerous instances of property damage. The Borough and the state also need to do a better job of informing the population that utility easements are not public easements no matter how convenient they may seem. This is particularly true where the public trailheads are adjacent to private property. There are older residents in this neighborhood who are worried for their safety in their own homes. This situation may lead to some very unfortunate events.
 - I would like to see ALL garbage picked up on the highways (for tourists at least) around homes and on trails.
 - I'm glad to see the development of a road to the back side of Hatcher Pass. Careful and thoughtful development of the area for skiing would bring additional dollars into the MSB. It is a pristine and beautiful area that could be carefully developed to enable many more people to access the area in all seasons.
 - I'd like to see Hatcher Pass developed for more skiing including alpine and designated areas for motorized and non-motorized use.
 - Possible development of ski resort at Hatcher's Pass.

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- The Borough could do much more to profit from recreation. Seward brings in millions of dollars with Mt. Marathon – the Borough has two world-class events, the Government Peak race and the Matanuska Peak challenge, and it doesn't even publicize them. The Borough could enhance hiking and biking opportunities, and businesses would profit and property values would increase.
 - Use natural resources to promote growth. Highlight our parks and recreational areas to draw in business.

Shooting

- I would like the MSB to have a rifle range—free to the public—staffed five days a week. I would like the unmanned DNR shooting area within the Knik Public Use Area to be closed.
- The development of a shooting facility needs to be followed through. Either a private-run development such as Birchwood Recreation and Shooting Park or a government-run operation similar to the Rabbit Creek Range is desperately needed. It boggles sensibility that Mat-Su residents need to travel outside the borough to legally sight-in a big-game rifle. The complaints from the opponents of the proposed Mack Rd facility are ludicrous when you consider the proximity to an airstrip that provides much, much more sound pollution than any shooting range would ever generate.

ATVs

Many respondents wrote that ATVs and the like are creating conflicts between trail users and damaging the trails themselves; while a few commented that there should be more opportunities for off-road trail uses.

- We must do something to regulate and reduce the impact of all-terrain vehicles. The time for crazy people and unsupervised kids ripping up private property and public right-of-way should be long passed, but, alas, it is not. We should enact licensing taxes, and use regulations for ATVs to protect property owners and public property.
- I would appreciate better surveillance of ATVs and snow machines. They mess up the bike trails and ditches and newly-seeded areas.
- ATV use has destroyed most trails for walking, creating mud holes. The Borough should develop trails for only hiking and skiing and designated areas for ATVs.
- I hate ATVs stirring up dust along the roads and tearing up the terrain.
- Special areas designated for motorized vehicles (i.e., dirt bikes, etc.) away from main roads to cut down on dust, noise, and danger to walkers and bikers.
- Road noise/ 4-wheelers/ cars speeding down our gravel road @ 50 mph. We have never opened-up our front windows because of the dust!
- I would like more regulation of ATVs and snow machines. I see unsafe operation of these vehicles daily, not just on trails but on highways.

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- Regulations and enforcement for Public Bike Trails – no motorized vehicles
 - I'd like more speed bumps and speed enforcement on neighborhood roads and bike paths without four-wheelers and snow machines. I'd like powerline passes in neighborhoods closed to public motorized use!
 - I would like to see Borough regulate the use of ATVs. I know that ATVs are popular in the Valley and there is a lot of money made in sales and related services, but unfortunately, many people do not use them responsibly. I know that property owners adjacent to roadways are frustrated with the operation of ATVs between the roadways and their property as they churn up dust, they are noisy and tear up driveways. Many operators are just disrespectful.

In the area that I live, in the summer, I daily see operators driving ATVs on and off roadways who are well under the age for a driver's permit and have no adult supervision. Perhaps there needs to be an operator's license and ATV vehicle license so unlawful operators can be reported.

I hate to see the scars on the land and the trashing of beautiful areas like the Knik River by people on ATVs. It ruins a hiking or skiing experience and destroys vegetation.

- Increase funding for ATV/snow machine trail maintenance
- I'd like the Knik River area managed with either motorized and non-motorized areas or motorized and non-motorized weeks.
- Areas that allow off-road vehicle use (like Hatcher Pass) need to continue to allow this freedom. There are plenty of other places that hikers can go- that 4-wheelers can't go. If the 4-wheel paths go away – then I am going away too. Californication has no place in AK.

Services for Seniors

- The Mat-Su Borough should consider health care powers to support senior services. The Mat-Su Borough has the fastest growing senior population in the state of Alaska and it is amazing that the Borough continues to NOT acknowledge that the Borough must provide support for organizations providing these services or risk having seniors who are a valuable asset in the community leave the Mat-Su Borough.
- Why no questions about seniors and Senior Services?
- I have to add how wonderful the Palmer Senior Center is!

Other Borough Services

The need for activities for youth was mentioned by several respondents, and a couple specifically mentioned the need for a Performing Arts Center. General comments about other Borough services are included here as well.

- Need more places for kids and teens that aren't clubs or gaming places. Just social gatherings that they can relax and not have to worry about entry fees or pressure of community interests. Self progress is self confidence.
- More effort needs to be put into keeping kids in school and off the streets. This would improve a lot of issues!
- We need a parks and recreation system that offers community enrichment classes, such as dance, sports, camps for kids, and knitting, yoga, and painting for adults. Check out Chehalem Parks and Recreation in Oregon for examples.
- The borough needs, and always has needed, things for children and teenagers to do to keep them active.
- More options for our children—things to do, places to go safely. Not much available for the 12-17 group (that I am aware of).
- I am very happy with the new movie theater, but we definitely need more activities for middle school aged children, such as an arcade, indoor skate arena, or a recreation center with Ping Pong or air hockey tables. An indoor putt and putt would be fun too. City-run and supervised!!
- In my opinion, there is one area of life in the Mat-Su Borough that has sadly been ignored by our borough government. This survey seems to have overlooked it as well since there is nothing in it asking about our "satisfaction" with this part of life in the Mat-Su. I know of many other residents in the area that agree with me on this appalling absence. Why isn't there a proper place in the "Valley" for music or dramatic arts performances? Yes, BPA has what is a sad excuse for a performance venue, the Machentanz Theater in Wasilla. Ask anyone if it is adequate. They will tell you something better is very much needed. Or, look in any of the high schools and look at the very small and inadequate "theaters" that handicap their arts programs. They aren't really theaters; they are more like small lecture halls. I see the Mat-Su not as the small towns of "Palmer" or "Wasilla" or "Big Lake" or "Sutton", but rather one community. One community that has localized identities of Palmer, Wasilla, etc. One community that really is the second largest city in our state. Many much smaller communities around our state have auditoriums that are capable of hosting or presenting fine arts events. We have Borough parks, swimming pools, libraries, sports arenas, hockey rinks, hiking trails, ski trails, and on and on....theatrical production. We don't need something as large as Anchorage PAC. Just a nice 500-600 seat theater that has good parking and appropriate stage with support/storage rooms. For that matter, each high school should have a theater at least double the seating of what they have now with much larger stages and support and storage areas. I strongly believe that Mat-Su Borough has dropped the ball on this and should be involved with providing the community (and schools) with these types of facilities.

- The Valley needs to have a Performing Arts Center so that school and private school theatrical productions and concerts can fit their audiences comfortably. A PAC would also be a good place to showcase art and dance.
- I think that recreational development decisions have been divided, even derailed at times, because people reside both in Anchorage and the MSB. MSB has long been used for Anchorage's back yard and it's now time to monitor the playground. Non-motorized activities and areas are necessary to enhance the social living climate in our communities.
- More Community Activities (well advertised!)
- I'd like the Hay Flats nature center project completed.
- I was pleasantly surprised at the professionalism and expertise I received at the permit center. Those gals rock. Good job!!
- The Permit center has shown some improvement the last years, the workers there are nice but still somewhat inefficient.
- Other than library service and poor snow plowing, we get nothing from the borough. We have too few votes to be heard and "green" projects seem to get everything, even if it is not common sense.
- We love the Mat-Su and for the most part think they do a reasonably good job in regards to services.
- My general feeling is that the Mat-Su Borough has always been slow or behind in providing services, infrastructure, protection and we residents have had to rely on ourselves and each other for support when we couldn't do/get it ourselves. The rural feeling here in Mat-Su prevails – no or LOW taxes, regulations, zoning, planning building codes, inadequate roads, boom or bust development. It seems that recovery, control, "caught up" is never quite reached.
- A big thanks to all doing a great job!
- Just thank you! We know the Borough is doing what they can with what they have.
- I love my little piece of heaven. I am overall happy with the services I receive. I approve of growth and planning.
- The landfill is too expensive.
- Even though we don't participate in many events, we love that the Mat-Su Borough has so many family/community oriented events, not just on the holidays. There is a lot to do. Newcomers can get to know neighbors and feel welcome.
- MSB regulations regarding animals need to be advertised and enforced. You have a good animal control program and I was impressed by the actions taken when I was bitten by a dog. But at least 30% of the dogs I encounter in public spaces—along neighborhood roads and in the Mat-Su River Park—are not on a leash. More needs to be done.

Public Transportation

Only five percent of respondents reported using public transportation for their commutes, perhaps because of issues mentioned by some respondents. A few people mentioned the need for commuter rail into Anchorage.

- We need a bus system between Palmer and Wasilla
- More public transit, especially to outlying areas (i.e., Big Lake, Sutton, Palmer, Houston, etc.). More times and pick-up areas. I feel this is extremely important and needed.
- The hardest part of living in Mat-Su Borough is that public transportation is lousy. You have to get a ride just to get to an area to reach public transportation. There should be services connecting to Mat-Su College and Three Bears, not just to Palmer and Wasilla. Northern areas need it, too. The hours should be more often, and regular. Rides to Anchorage and back should be better hours, and more frequent. Much more should be required of the bus services, if public money is used for them. There was a transportation survey taken at Mat-Su College in the 2011-12 school year. Bus companies should be required to use it if they get public funds.
- A nice warm bus stop for the Valley Mover at Fred Meyer would be good. It is so hard to stand outside in the cold.
- I would like to see commuter rail service to Anchorage in the future.
- We desperately need commuter rail between the Valley and Anchorage. We need the Knik Bridge. Palmer-Wasilla needs to be four-lane.
- The Borough should advocate strongly for commuter rail service to Anchorage.
- Viable (time and economy-wise) commuter options to Anchorage
- I would like to see the borough work with the state to bring a light rail system to the area, connecting Anchorage to the MSB.

Quality of Life

Comments in this area are mixed. Many people had positive things to say about living in the Mat-Su Borough. But conflicts about noise, use of firearms, and values, and some public safety concerns, were also voiced by survey respondents.

- As a longtime resident of the Mat-Su Borough I would like to say that I love where I live, my neighborhood is great, and the people who live here are great.
- We totally enjoy living in the Valley. Our kids went to school at Big Lake Elementary and Houston High and they made good life-long friends. We have several properties in the Borough and look

forward to seeing our grandkids grow up here. We are thankful for our community and the life style and values that the Valley has and we believe living out here is part of the reason our kids grew up to be such good hard working, honest, responsible, and caring adults!

- This has been a great place to raise a family.
- This is a nice quiet area and we hope that this will not change.
- I enjoy living in the Mat-Su Valley.
- I love living in Palmer. I love the small town, clean feel.
- We are grateful for friendly, reliable neighbors on our street and the large wooded lots.
- The Valley is still the best place to live with the growing business every year which equals more choice and opportunity. Other than that life in the Mat-Su Borough has been great.
- Overall I think the MSB is a beautiful place to live
- I grew up in the Valley and chose to move here. I like the peace and values here.
- Can't imagine living anywhere else.
- This is the place the Lord has called us to be. We love it here. It is full of the wonders of God's Creation.
- This is a beautiful place to live. I love the small town, family, recreational environment. Especially on the Palmer side, there is a certain level of community pride and traditional standard of living and working with one another. I am thoroughly enjoying raising my children here. I grew up in Anchorage in my early years and Soldotna in my teen years. My husband was raised here all of his life.
- It's better than Anchorage. Don't become like Anchorage or Eagle River.
- I think that the Mat-Valley is a great place to live over all. It's somewhere in between Anchorage/Big Lake (from city stand point) So you still have most of what you need but still close enough to neighbors to feel comfortable.
- I love the Mat-Su Borough and believe the preparedness for disasters is getting better. Our "small town" feel is very important to me. I'm super thankful for all the small business owners who work so hard to promote shopping local.

Noise

- Noise control may be one of the most difficult dilemmas facing the MSB. A resident can be fined \$80 for a barking dog, but will a neighbor be prosecuted for stealing an annoying wind chime on private property? Gun firing ranges?? I do think granting a lower airspace for military in the MSB was not a good decision. I work in a newer professional building and will have to interrupt a phone call until the jets have left the area in order to conduct business. However, emergency sirens are a necessary noise, and although I don't "plan" on using them, as the survey asked, I certainly would like to count on them in the unfortunate event of needing them.

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- Since the change in fireworks regulations (which were/are seldom dealt with) the times and durations of their use has increased by days and hours.
 - I have grown incredibly weary of the almost daily sound of gunfire from random parts of the neighborhood, from small caliber guns to large bore rifles. I am tired of the nerve wracking uncertainty about the carelessness of the shooter. In the past I have had to duck, take cover and try to dodge bullets shot by irresponsible people without a clue concerning the whereabouts of the projectile. Even the sound of gunfire from the newly outdoor shooting range nearby is horrible. (I applaud the indoor range.)

Firearms

- No gun shooting should be allowed!
- The borough should regulate and enforce the use of firearms, limiting them to designated areas rather than allowing it in certain neighborhoods.
- Gun regulations NEED to be in place for Mat-Su subdivisions. My neighbors were shooting high-powered rifles in our subdivision with neighborhood children out running around. When I offered the proper protocol for fire arms, such as a rifle range or out in the Bartlett Hills, they scoffed at me and said they could shoot when and whatever they wanted. They had been drinking. When I got local authorities involved, they denied it and have been rude since. Another neighbor shoots handguns late at night—scaring neighbors as who knows what’s happening. Regulations NEED to be in place for ignorant people who feel they are above the safety of others. People who have the attitude of “I am now an Alaskan. I can do whatever I want no matter your concerns or suggestions.”

Crime

- Rural area, mostly drug issues – growing pot, meth labs.
- The neighborhood is getting better. There are no more meth dealers.
- There are public drug sales at Jim Creek.
- Robberies are the biggest problem! A lot of rough people and I only trust a handful of them.
- In my area, recreational homes are broken into on a regular basis with impunity. We never see anyone caught, and if they are, they are released to do it all over again.
- I not only have motion lights on my little house, but I have a street-light type on a pole, in my yard, near street – It’s the only one around. I do believe we need another – King’s Lake area, and Shaw’s Tri-lake area.

Values

- Oh, the reason I mentioned we are not planning to stay residents in the Borough longer is that we (my wife in particular) are longing for a place with a stronger arts and intellectual culture, more sense of community (beyond just the neighborhood questions you asked) as well as a warmer

climate. The divisiveness, extreme conservatism, and ignorance has become intolerable. We ourselves are not political although we're actively engaged in community affairs.

- Palmer and Wasilla used to be nice, quiet communities where neighbors talked to each other, people didn't lock their doors at night, and everyone was happy and content with the small-town way of life they had chosen. In recent years both traffic and residential congestion has become a problem, crime is on the rise, and the town leaders stubbornly continue down a path to turn their communities into a mini-Anchorage. If I wanted the hustle and bustle of Anchorage, I'd move to Anchorage and forego the 40-mile commute. I'm leaving the borough because living here is no longer what it was a few short years ago, and it no longer reflects the way of life I chose to lead.
- So long as this Valley (community) is overrun by right-wing, Palinista, tea bagger Republican nut jobs I would never recommend anybody to consider raising children or a family in this dysfunctional society! But for the lone individual the Mat-Su is not a bad place to live.
- I wish the Borough would not allow people to park their vehicles with signs on them and harass people. I.e., the "Impeach Obama" guy that is always in Palmer. There needs to be an ordinance against this.
- Life in the Borough means shot-up road signs, ATV-rutted mud holes of trails, lack of zoning, noise, light pollution, development strung along every road making an ugly place of what should be one of the most beautiful in the world.
- What are you thinking? Please go back to the Lower 48. I lived here because it was rural woods. Now it is for s**t.

Interaction with Local Government

This section includes comments about how the Borough disseminates information and the appropriate function of Borough government. Many respondents' also remarked about the importance of fiscal responsibility on the part of Borough government.

Dissemination of Information

- The MSB needs to have better means of communicating with residents. More outreach needs to be done about its services. I recently tried to find online information about the mayoral race. There was no information in early August about when the election would be and how many candidates had filed.
- I was unaware that we can get borough info on YouTube. I would like to get emails from them and will check them out on Facebook, though I am rarely on it.
- Better Community / Borough info dissemination
- There is no deaf access
- I look at the website on an as-needed basis – once or twice a year

- The borough should add a section to their website to report things like potholes, dangerous trees near power lines, plugged culverts, and similar items.
- The Borough should designate a radio station to give updates in times of power outages and other natural disasters.
- More information would be very desirable. I like the idea of the Borough sending email updates of upcoming community meetings and the topics discussed and results.
- Make it known where I can get info and how to participate.
- The Borough being in Facebook has been helpful.
- I wouldn't mind getting an email once a month with important Borough news.
- Publish borough expenditures in the newspaper and online for all citizens to view.
- Email may be great (Yahoo, Facebook, etc.) but not for those who cannot afford this luxury that the world thinks everyone has.
- The borough routinely notifies the residents of plans on the last day comments are due, or after the close date.
- If a large number of people show up at meetings that disagree with the Borough plans it is routine to close the meeting early or reschedule at an unannounced date.

The Function of Borough Government

- I have only been to one assembly meeting. I got a sense of aloofness from most members of the assembly. I did not care for that. The tendency for assembly members, and anyone in an elected position, to lose touch with the common man, is too frequent.
- When seeking public opinion let the public create the options rather than coming to the public with options.
- We Do Not Need More Fees or your intervention in my life or the lives of others.
- Like the federal government the Borough government needs to be restricted to necessities not pie in the sky deals that are Borough admin guaranteed jobs and tax payer obligations. Shrink the number of ants in the Borough anthill!!
- It is God – not the government that will help us recover because He is good and will provide.
- I have always had the feeling that the Borough is controlled by the "good old boy" fraternity, pursuing personal interests. The proposed Knik Arm Bridge may be an example.
- I encourage the borough to get involved and actively engaged with several Coalitions in the area that have been formed to address issues more holistically. Specifically, I am aware of the Homeless Coalition, and the Mat-Su Substance Abuse Prevention Coalition.

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- Overall, the borough government seems to put the good of residents in second place to individual political ambitions.
 - I have found that some of our Borough employees are extremely pleasant, helpful and cooperative. I have had very unfavorable impressions from other borough employees that are related to developers and make decisions favorable to those people.
 - Borough government should NOT over manage OR regulate.
 - Assembly members need to visit other areas than their own so they might be made aware of issues in specific areas. Perhaps a meet-and-greet program on a semi-annual basis, where all assembly members visit other areas than their own.
 - The lack of vision and the lack of proactive measures frustrate me as a borough citizen.
 - I think the Borough finances need to be overseen by a non-partisan panel of citizens who have the ability to look at all facets of the Borough's spending habits and use of funds, and then file an annual report with every household that pays taxes.
 - The assessments need to be clarified concerning how the assessors came to arrive at a specific value. The taxpayer needs to know exactly how their assessment was arrived at.
 - River Levy - we had one or more river levies compromised/washed away this September and have been told there will be no attempt to repair. Many homes along the Old Glenn Highway have flooded and are now subject to repeat flooding. The levy(s) should be repaired by local government.
 - Homes falling into rivers: We had several homes get washed away by the Matanuska River. Houses floating down the river are unacceptable. They become a dangerous water hazard to navigation and a preventable source of pollution. I believe local government should assist with moving or disassembling the building before it floats away with the river.
 - I believe the borough assembly has been serving the interests of a narrow agenda that is limited in its response to citizens' well-considered and expressed concerns; often voting in direct contradiction to the will of the people. This is especially apparent in the concerted effort to try to abolish volunteer citizens' advisory boards, supporting business and mining carte blanche with little or no concern for the welfare and health of the communities in the borough, and continued pursuit of excessively large boondoggle public works projects (i.e., a multimillion dollar worse-than-useless ferry, a bridge and train line to be paid for by everyone but the people who stand to benefit economically the most from it, and an ill conceived, unused, and unaffordable prison) that certainly appear to be designed to line the pockets of limited special interests at the expense of borough residents, all Alaskans, and the citizens of this country all in the name of saving tax dollars, limiting government, and building the economy. It is a sorry charade that ignores the realities of a world that demands a paradigm shift in efforts towards renewable energies coupled with social and economic justice.
 - My contribution to the rebellion directed at this type of casual, apathetic decision making is to sell my home at less than the tax appraised value and leave the State. The new buyer can register the new value based on sale price and enjoy a reduced annual property tax, with my neighbors benefiting from a reduced tax on their property based on adjacent property values. A few Borough

residents thus gain monetary savings and I become a neighborhood patriot, after the fact, while spending my retirement annuity in a different local economy.

- The appeal process for land evaluation needs to be changed. If the property owners disagree with the assessment the appeal process is all in favor of the Borough. The time given the property owner to prepare for the appeal is not long enough, the Borough gets twice the time to prepare. The Board of Appeals does not give the property owner proper chances to rebut the Borough. The whole process needs to change.
- Equal protection under the law is essential and should not be based on length of residency, or personal prejudice, regardless of how much public funds are being diverted for private and/or personal use, or who is involved.
- agenda's for the most part, and not planning and moving forward for the good of the communities. We should be looking at how they deal with issue such as cell towers down south in the lower 48 and make some kind of decisions on these issues not wait until they steamroll over you. We must get modern and with the times, they can't seem to keep a planning director and we very badly need public transit, many options for people to get back and forth to jobs and at a reasonable cost. It's way past time for the state and the borough to come to grips with transit issue and alternate road issues in the state and the borough. We need mass transit, rail, road routes for cars and buses, plane and boat, all of it. This is a harsh state to live in and modern transportation is a vital issue for people to get to and from work and shopping, school/college etc. We need to support the state with deciding natural resource issues and the borough needs to get on the leading edge of that issue as well. A gravel tax is way past due as well as a sales tax. Someone needs the guts to implement them.
- The borough seems to only care about businesses, not long-term residents. The assembly members only respond to business concerns. My subdivision in Big Lake has been ruined by a business and they are allowed to use large trucks on a small dirt road. This is the worst assembly and mayor I have ever experienced in the 20 years I have lived here. I am stuck here for now due to family issues, but I cannot wait to get out of this borough.
- I feel that the borough government is overstepping its proper role in attempting to provide ever increasing services. Its role should be in upholding the law and the security of its constituents. The taxpayer cannot afford more taxes, so the government will need to trim its budgets, workforce and services to compensate. Businesses and private individuals can provide services better, cheaper and more focused on what the people really want.
- The assembly can't take an issue and decide on it and move forward, they are all on their own.
- The borough needs to do a better job interacting with the residents. They need to be better stewards of the tax money they receive. I sense the need for better representation for rural residents.
- The single greatest concern I have is the level of frustration people have with our current assembly. There is a sense of lack of vision and transparency and while I personally focus on the city government, I think the borough is in for a shake up during the upcoming election.

Fiscal Responsibility

- I think government is too big and gets paid too much. If we are to prosper in the future the gap between pay grades needs to be less not more. Without a middle class, society will fail.
- Why is it all government ever thinks about is raising taxes? What about tax cuts?
- I do not feel that the Borough government does a good job spending our tax dollars. They should provide essential services and not focus on controlling growth and people.
- Get rid of 90% of the bums on the pay roll.
- The Borough should not raise taxes to pay for services. There should be better management of current funds. Cut out the unions.
- Quit stealing money to blow on failed business schemes (Ferry Boat) etc.
- How about less taxes and better management of funds?
- Instead of finding ways to tax us more consider cutting some of the higher end salaries by 10% on MSB employees.
- Like all Alaska boroughs the Mat-Su will be in serious financial trouble due to falling production in the Trans Alaska Pipeline. Sarah Palin's ACES tax scheme has halted investment on the North Slope and no incentive exists for producers to increase production. The problem has been masked by high oil prices. Any drop in price puts the state and consequently its Boroughs at financial risk. The Mat-Su Borough is currently well managed but lacks vision and leadership to spur economic growth that is required to sustain current financial requirements. The difference between the coming crash and the previous one in the 80's is we had a full pipeline then. Now we don't.
- I think the borough needs to find ways to cut spending and use what it gets more frugally. It needs to get out of debt and begin to think long term on how it can be a self sustaining government being less involved in taking from those that live here. It seriously needs to get wise and use common sense like saving people's homes from flooding by letting people dredge waterways (i.e., Matanuska River) and not putting taxes on people that do not use services (i.e., RSA.).
- Try reducing the salary of the Borough mayor, managers and overpaid hierarchy
- We believe there's enough tax revenue, we would like to see more efficient use of those revenues. We do not need more government, more agencies, or more personnel. Cut, cut, cut.....just like everyone else has to do. Consolidate where necessary, cutout duplication of services or over layers.
- Yes, there is too much government and taxes. Cut spending and taxes. Go to a tax system that does not jeopardize land and home ownership.
- Borough services are limited as a result of insufficient funding. I would recommend raising corporate taxes.
- Reduce the impact of this government. Long-term recession. No end in sight. Figure it out and adapt.
- RECESSION: REDUCE SIZE OF GOV'T!!!!

- Fire all personnel that had anything to do with the ferry. Great plan in thought but the Borough's lack of follow through was majorly poor and costly to the residents of the MatSu Borough. Shame on you.
- All governments need to do with less as the taxpayers have had to do and do it NOW!
- Living in a rural area leads me to believe that the core areas get an undue amount of attention and funding.
- I feel the Borough wastes our tax dollars on BS programs or projects that do not benefit all. They are not well-thought out or resourced and focus on individual interests rather than the benefit to the community. I feel all major purchases or investments should be voted on that are over \$1 million dollars. Also, the borough should work with organizations on social programs to assist those that need help or assistance during hard times. Most government programs are nothing more than a big money pit without accountability but always require more money. I'm tired of the Borough or government continuously raising taxes to make up short falls because they has overspent money on BS programs etc. The Borough needs to keep within their budget and maintain an emergency fund for unforeseen issues. I have a budget, they should also. I feel a review board should be organized to look at programs etc. that the borough spends our tax dollars on and make requests to shrink or save money on these programs. The borough has grown so large and fast that it has lost or is losing its purpose or focus. I do not feel I get enough for the amount of money I spend or am taxed in return. I never use any of these programs or rely on them.
- After living here for 11 years, I've found the borough government to be extremely financially irresponsible, spending excessively on items like the Mat-Su Port, which has never made a profit and in fact is always in the red. The borough also has repeatedly tried to develop a ski resort, coal industry projects, etc. that most people don't want, not to mention the big prison at Point McKenzie. It is a negative, right wing government – a la idiots like Sarah Palin – intent on growth at any price. In the time I've lived here the amount of unregulated, unplanned growth on Knik Goose Bay Road has become a constant reminder of what lousy government can do. One residential homebuilder from Baltimore has built the same design home over and over again; so much of his work looks like a modern day version of the row houses in old Baltimore – and he has purchased dozens more lots to do the same. A good planning department could have stopped this before it began.
- I wish the borough could have more foresight in some projects, the ferry, the prison, the dock, to run the borough more like a business – a successful one. Not spending money – (not ours) on unprofitable ventures.
- The area is growing too fast for the Borough to be spending so many dollars on the bridge and ferry projects. Our hard earned tax dollars should be spent on protecting citizens from these coal projects, making sure each child is safe and well cared-for, and more rapidly improving our roads and schools.

Taxes

The predominant view of most respondents who wrote about taxes is that they are too high, in particular property taxes. Several people suggested adopting a sales tax to reduce the burden on property owners.

Property Taxes

- Property taxes are about right.
- Property taxes are too high.
- Property taxes are too high for the service provided or available. That money is going to someone and benefitting them. It's really unfortunate!
- Property taxes are too high. The borough wastes too much money.
- Property taxes are already too high. Firm, effective negotiation with the public service unions would do more to resolve any budgetary constraints than any additional funds. When an elementary teacher can earn \$79,000 in basic pay for 187 days of work, there are larger problems than the ability to take in revenue. Union negotiation aside, if we simply give you more money, I don't believe for a second the government will responsibly commit those funds...why should I give (more) money to someone who doesn't know how to control their spending? Did we really need to spend over \$20 million on artificial turf at the middle and high schools for a football season that lasts less than two months? This becomes even more problematic when you consider how much money is already being spent on just the interest charges for current loans undertaken by the school district. And we're constantly being told many of our facilities are sub-standard and require substantial repairs. Would that not have been a better use for \$20 million? Fix the spending problem...you do NOT have a revenue problem.
- Property taxes are horrific! They now raise them if you have a view. Who decides what a view is? In fifteen years I guess a view didn't matter – now? We bought our home because we could afford it. Our pay has not gone up for three years but taxes do. Me and several others I know are getting to the point that the rise in property tax is getting very close to taxing us out of our home.
- Increasing property taxes may force me to sell my home. I hope the exemption will be raised to reflect increase in appraisals.
- Get rid of property taxes.
- House values have dropped 40% in the last three years but property taxes remain the same or go up. Until this administration changes and the economy turns around I will vote NO against every bond proposal that comes up. So will ALL of my neighbors!!
- The more attractive one's property is, the more it is taxed. The uglier it is, the less it is taxed. That is a disincentive for attractive neighborhoods. Blue tarps abound in my neighborhood, and when I get my tax bill, I understand why. Higher taxes on the unattractive properties would be an incentive to enhance them, while lower taxes for improvements would make improvements more sensible.

- MSB should tax as fairly as possible. Right now it is lopsided in that property owners are paying a disproportionate amount.
- Stop raising my property taxes!!!! I get nothing in return. This government is as corrupt as ANY in the U. S. large or small. You are just creating jobs for Trash people to move up and take assistance and PFDs and creating another batch of social welfare kids that know nothing but government handouts and will never work for anything.
- Property taxes for homeowners are too high. There is not enough adequate tax relief for fixed income retired people. I believe that there should be a property tax that cannot change upward as long as you own your home and stay there. We could have a law similar to California's Prop 13 to hold assessments for as long as you live in your home. It would change only if you sell it or modify it.

Other Taxes

- Institute UNIFORM Road Service tax rates and Fire Service tax rates.
- A sales tax careful planned and evened out would do more than property taxes those who own and are trying to help the economy.
- Replace or significantly reduce property tax with consumption (sales) tax.
- Consumption tax, i.e., sales tax, is a more equitable way of increasing taxes versus raising property tax. If there is a year round sales tax there should not be an increase on property tax. Increased property tax leaves the burden on those who own property, not on everyone who benefits from the service.
- Sales tax is better than property tax.
- The tax burden should be shared by more MSB residents. Property owners are paying for a disproportionate amount of services. Renters, who probably have more children in the school district, aren't paying for the educational budget (bulk of MSB \$)!! It seems costs up here are high enough we probably don't need a seasonal tax to charge the tourists. I do not appreciate paying extra taxes but I do appreciate having effective and professional services to create and maintain a vibrant community. If that means more taxes then I'll pay but I think all "users" should contribute.
- Quit taxing just one type of consumer (tobacco). It's just downright wrong to do so!!
- Taxes on cigarettes are too high now, it's not right to penalize personal use of a legal product (no, I'm not a smoker).
- Stop taxing alcohol/tobacco—legalize marijuana—tax that and that will resolve budget issues. It's in the Valley—it's not going away—tax it and you will see benefit.
- Taxing gas is a terrible idea as so many people commute long distances to work. That will really hurt struggling families!
- We already pay more for gas, we should not also have a bigger gas tax!
- Taxes on gas are also high enough.

- Active borough emergency responders should have \$20,000 of their property valuation exempted from taxes (like seniors), since they are paying "tax" with their time and bodies. (I am not an active responder). We need to revisit the senior exemption overall, and establish some upper income level or property value level.
- Don't hamstring miners (coal and gravel) with excess rules, regulations and fees. They both have a clean history in the Valley and provide much needed jobs and revenue.
- Road taxes with no service is contemptible!
- I don't support raising taxes on anything! The cost is passed to the consumer – always!
- The taxes are too high for what we receive in return.
- I think the MSB should sell more of its land reserves for development and income, instead of raising taxes. I would also like all government agencies to stop taxing cigarettes and alcohol and start taxing something new! Perhaps fast food, candy, soda or any foods which create obesity in this land.
- Continuing to add more fees increases the cost to the consumer.
- I am not willing to pay more taxes for "more services" such as permanently manual fire stations vs volunteer stations.
- Tax structures to encourage business. Government should only be involved in our legal system and transportation.
- I would like to see fair taxation on businesses so they won't locate here just because we give them a free ride then get nothing from them in return.
- Wasilla is a lot more fair and equal than Anchorage, especially on taxes. Wasilla doesn't target certain population to pay taxes. It has sales tax where everyone participates and contributes to their community. Wasilla doesn't segment and single out poor people or smokers to pay taxes that others don't!
- Wasilla's Mayor has endorsed increasing sales tax to maintain community services to continue growth and prosperity. This is a good idea. Money is not being wasted but put toward valuable services which help everyone.

Development and Growth

Many respondents commented that development and growth is good for the Mat-Su Borough, while others expressed concerns that the area will become overdeveloped. This section of comments includes those on economic development, in particular what kind is preferable; natural resource development, most notably coal; agriculture; and planning.

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- Develop the Pt. MacKenzie area
 - We must continue seeking to develop the Pt MacKenzie area, including the bridge and port. A major concern for our family is the rapidly expanding KGB area without the necessary paralleling of roads, traffic management and services. Our road is not completely paved, even though there are nearly 75 homes along it.
 - Get the borough to stop the cities from being able to annex outside their current city limits.
 - The Valley is growing too fast, too much. It is very disheartening.
 - Go for low density development. Keep lot sizes large, 5+ acres.
 - All the building is ruining our beautiful mountain views, i.e., Grandview!
 - I would rather not see big development go on.

Economic Development

- I feel that the Borough governments' stance on development is hurting our economy. We cannot continue to be just a bedroom community. We need to invite industrial resource development or we will lose opportunities for growth.
- The fact that the borough is a bedroom community for Anchorage attests to the fact that job development has a low priority, and that Valley jobs pay inferior wages.
- We need good paying jobs in the Valley – our borough does an okay job but I think they could do better promoting growth.
- I think crime is on the rise in the MSB because there are too many “latch key” children being left alone in the MSB while their parents commute to work in Anchorage. MSB needs to encourage commercial office space and manufacturing in order for those jobs to exist where families are living and playing in the MSB. It has a port, a railroad and now a commercial airport needs to be established to eliminate the need of a controversial bridge.
- The Borough does not need to be involved in development or regulation of private property.
- Government does not create jobs. They do develop opportunities (i.e., create laws and policies) for the private sector to be able to develop.
- All of these items should be accomplished by private companies and citizens with encouragement from the Mat-Su Borough when needed. They should not be done BY the Borough as stated here. The amount of regulations should be kept at a minimum so that business can begin and grow.
- I love living in the Mat-Su Borough. I like the major development in Wasilla.
- I have been living here a long time and have seen a lot of changes. I hate to see things get overdeveloped.
- The Borough is currently doing a poor job of building and maintaining infrastructure and services for a healthy and robust economy. The Mat-Su College is a good start for building a capable workforce

but needs additional investment. Many businesses of maturity don't like the "wild west" anything goes profile the Borough has positioned itself as with its "Open for Business" moniker. Businesses need and desire zoning and stable infrastructure before they invest in a community. To gain our own economic dependence, we need to move from retail to professional services and industry. Only then will we stop trucking 40,000 capable workers to Anchorage every day.

- We need more avenues for senior care and alternatives for medical employment (other than MS Regional Med Center).
- I love living here. It has grown tremendously in the past ten years. I would like to see more restaurants like Applebee's or Cattle Company move out here. Also, I would like to see more department stores like JCP or Kohl's.
- We need good restaurants, perhaps a chain.
- I think we should add a Bath and Body Works and a few higher end food chains – and a Panda Express would be great!
- We need more shopping options – Hobby Lobby, J.C. Penney's, Best Buy, etc.
- We should look to bring in more large chain food companies and stores.
- Please no more box stores. No more fast food. No more strip malls!
- We need more entertainment and eating options.
- Mat-Su should most definitely seek development of high tech, etc employment. All we really have is box stores, fast food employment.
- Tourism needs to be developed in a clean way. This valley is beautiful and tourism can bring in a lot of money.
- Community development should target specific tourist populations that would generate money for the economy. Ask "what type of person/group typically visits the Mat-Su?" and design future development to accommodate some of those needs.
- The poor fish runs in our streams have been/had a negative impact on tourism. Our families are not planning any future stays until fishing improves. We are planning to visit other areas of Alaska that have better fishing. The borough must be more active in the management of these fisheries.
- We need a town center with a "no traffic" area.
- Plan for developers to pay the cost of increased services due to population growth.

Natural Resource Development

The most controversial issue concerning natural resource development was coal.

- Please do not allow coal mining right in the least of the close in settled area of the borough. The Sutton area and Wishbone Hill should not be exploited for money at the behest of all of the residents whose health will be jeopardized. My wife and I and the VAST majority of Ma-Su Borough

residents will not benefit from coal mining within sight of our retirement home. Those of us who live close to and downwind of this proposed coal mining desperately need to live our retirement years in peace and health!!!

- The question about whether I support Borough resources for development of natural resource uses was impossible to answer, because I support this for some natural resources but not others. Specifically NOT COAL.
- No coal mining!
- No coal mine!!!
- No coal mining, and start thinking about long-term issues involved here not the immediate money now. Do what is best for everyone not a small handful of people.
- No coal mines – be smart and use the wind!
- If the coal mine is developed I will have to move out of the Mat-Su.
- Please, please save Palmer—and the air and water. Do not allow a coal mine to ruin this lovely town and the health and wealth of its people, water and air! You will regret it, if you do. Please stop the coal mine from coming to town. There are better opportunities—thank you! Please develop recreational opportunities, roads, family homes, clean air and water, and alternative energy sources that we can benefit from locally. Not China’s coal that we suffer the consequences from. I don’t want to see beautiful Palmer turn into a sick, coal dust-breathing town. I love Palmer too much.
- I’m not against mining but I don’t want to see it in residential areas or anywhere close to them.
- Develop the coal.
- Get coal going.
- Would like to see more natural resource development and less regulation.
- I think we need to explore and utilize our natural resources, except wind.
- Open things up and encourage all resource extraction. Government needs to get out of the way.
- I think we should not be in such a hurry to destroy our area to sell natural resources to foreign countries to benefit a few businesses not even from here. We need a few intelligent politicians not the crazed few who chant "We are open for business!" We need to be open for our people not corporations.
- Never, never, never allow "fracking" or other oil and gas extraction in the borough. It can't be done cleanly and the public pays the price while a few elite profit.
- If the pipeline for gas doesn’t show any promise then I say drill in the valley. Drill in unpopulated areas. Wildlife will benefit from the access roads, especially moose.

-
- Alaska is a vast storehouse of natural resources. No state in the union has anything comparable. Don't let the Disneyland syndrome take over. Tourists are fine. But mining, fishing, hunting are what the real Alaska is all about.
 - The newcomers to Sutton need to grow up. They moved into an area known for coal mining for the last century. If they're surprised that it may be resurrected, they're stupid.
 - We should not allow residential development in areas resource extraction is planned or considered.

Agriculture

Several people commented on the importance of retaining agricultural land.

- I believe agriculture is a huge need for Alaska. We need to be able to feed ourselves. The Mat-Su Borough had allowed too much of our farm land to be sold for subdivision use. If we build they will come, but how will we feed them? Also, we can no longer count on fish in our freezers to feed our families. We need to quit living for today and deal with tomorrow. We now live in an attitude which respects no one. We are "me first" and rude.
- I would like to see agriculture back and stop subdividing the farm land.
- Do not develop farm land.
- Maintain and improve agricultural land.
- The Valley was conceived as a farming community. I live on a lot that was part of my grandfather's original 160-acre homestead. Anything that can be done to preserve existing or future farms needs to be done. Including tax breaks.
- It was stated in the news this week the Governor Parnell intends to establish emergency supplies in several locations around the state. This is a great idea, but I'd like to see this go further. Alaska is very vulnerable since we are so dependent upon shipments from the Lower 48. The likelihood for an economic crisis, manmade or natural disasters is very real. It really wouldn't take much to impact shipping to Alaska.
- Promote agriculture, save farmlands from development.

Planning

- I value planning! I am concerned with the lack of commitment to a sound planning process that exists in the Borough. I have observed and/or heard of too many incidents where the Borough has been unwilling to follow its own guidelines, or unwilling to open a conversation about growth and planning policies. I am equally concerned that both elected officials and staff seem willing to overlook guidelines and procedures and policies in place. The several cell tower incidents in the past five years is perhaps the most flagrant example of this, but there are other examples. It is critical that the Borough demonstrate integrity in its operations and a willingness to follow through on plans and agreements in place, and help establish them where needed.
- Growth planning is critical, and completely overlooked by the decision makers in the borough (not the staff). As a result, urban sprawl is quickly happening, and is going to result in significantly

diminished quality of life for future generations. This is by far the largest long term issue the Borough faces.

- Less government. Let the private sector determine what is viable to develop.
- Planning is important. Development does not necessarily mean progress.
- Build schools and parks (green spaces) before they are immediately needed; plan and prepare for growth, don't just react or respond.
- The Borough needs to build infrastructure with the future in mind, instead of just building to correct a current problem. Roads would be a good example of the shortsightedness. We build a three-lane highway and only prepare for those three lanes instead of preparing for the need for more lanes in the future.
- It's time for the MSB to come "out of the country" and into the reasonable & deserved position of Alaska's commercial and social center. What started as a perfect location for agriculture (deepest top soil in the state), became the bedroom commuter community for Anchorage (due to location). Now is the time to become a mature & planned central living and working community for the state. All of the prerequisites for a world class community exist here and it is time to take advantage of the opportunity.
- The only visible benefit to the inability of the governmental office responsible for making decisions on infrastructure development is the annual bottom-line of the consultants hired to conduct the various studies. Year after year "new" information is discovered, and previous studies are declared invalid, requiring more study, and more money paid to the consultant. Delays to improvement and development projects caused in whole or in part by continued tabling of committed decisions result in home and business owners not making improvements or expansions to their properties, or sale of same at lower, sometimes drastically reduced, prices. The overall effect is stultified growth, with the accompanying limits to the property tax base which affects Borough revenues.

One very real example of what I am referring to is the Parks Highway Alternative Corridor Project. In June, 2007 the State of Alaska Office of Safety and Highway Planning effectively had a single bypass route planned, with two possible tie-ins to the existing Parks Highway at the ends of that route. As of the August 9, 2012 fifth annual Mat-Su Transportation Fair held at the Curtis D. Menard Sports Center and hosted by Brooks & Associates, there are now multiple possible routes, all requiring further study. Requiring more money for the consultants. Imposing multiple years of governmental indecision on future planning by the residents of the Mat-Su Borough. Continuing to maintain the frustration and aggravation with traffic congestion of people travelling through Wasilla, who refuse to stop at Wasilla businesses in avoidance of fighting the traffic to get back on the highway to continue to their destinations. This project has regressed, producing a documentable detriment to the Borough and residents.

- The best communities, in my experience, have a town center with minimal traffic, tacky signage and buildings built right up to the road. Wasilla is an example of planning gone wrong and gives the feel of a strip mall town and a wide spot in the road. Downtown Palmer does have a better feel of community. I enjoy Palmer very much and feel that Wasilla could have been a beautiful town. Planning and zoning should be community centered as well as business center. The guests who have

visited us are always amazed by the Valley's scenery and dismayed by the ugliness of the buildings and the hodgepodge way in which development is thrown together. You can have both.

- We need to plan for the future of the residents and stop allowing the developers to set our standards. Look for the future of our grandchildren.
- Road improvement projects move too slowly in the planning phases. Borough and State government agencies/offices lack conviction and initiative to progress in a timely fashion, leaving the residents held hostage to wishy-washy indecisiveness resulting in a negative impact on long-term personal future planning and local infrastructure development and support.
- We definitely need to have more planning for the Borough and also to include Wasilla, Palmer, and other incorporated areas. Roads and property planning are keys to growth. But it is always best if it can be organized.
- Encourage local community councils in each area to come together and assist in borough planning.
- Better advertisement of Community Development Planning for resident input.
- Private airstrips—I feel that before one is built into an existing neighborhood it should be discussed first.
- The Borough spent ½ a million dollars to study private airstrips, while saying they (Borough) would not make it difficult for future airstrips. This sadly was a lie. The regulations have made so no one can comply to develop an airstrip. The government of the borough fleeced us for \$500,000 and made it impossible for future generations to have an airstrip. The Borough is sought after because people want this life style. Alaska is vast and air travel is the only way to get to other communities. Life/safety issues also enter into the need for airstrips. The borough has stopped an economic and need of the people!
- There is too much of an attitude of fostering business at the expense of the community. Whether from greed, or an immature attitude of freedom but not responsibility or an attitude of not caring because the person plans to move out of state to retire, or just plain selfishness, the community is evolving by whim and happenstance. This is currently by design of elected officials, and in the past by lack of planning and enactment of planning.
- The Borough needs better planning for Wasilla. It's too commercial and is not attractive enough to bring in tourists. There is bad planning for commercial buildings being built in the best locations, like Home Depot, Fred Meyers and Lowe's.
- I wish that there was a plan for the town of Wasilla. Industrial area, residential—it's not a pretty site. Can a bypass highway be put in?
- Planning has been treated as a dirty word in the MSB, but let's take Palmer as an example. As a New Deal government project, Palmer was a planned community from the start and it worked. People enjoy living and working in Palmer a lot because of the walk-ability and urban development like sidewalks, street lightening, bike paths, offices, retail, schools, government and planned/developed green spaces. I think it makes more sense to move the State Fairgrounds and corrections/courthouse to new locations in the MSB than to manipulate current roads and traffic to

accommodate them. Much further down the road I think “the cure” for current traffic woes will become the “disease.”

- The Mat Su Borough is past the size when a comprehensive plan including zoning must be established.
- I would like to see in “planned development” more services for homeless, mental health, and substance abuse treatment.
- Work closely with the Chamber of Commerce, city government, local business and homeowners to plan future community development.
- I like to see the borough giving the resident opportunities to have the say in how the planning is done and regulated. The more the local governments are aware of their input into protecting their own resources, the better for local neighborhoods. I LIKE THE COMPREHENSIVE PLANNING BY LOCAL GOVERNMENTS!
- We need more affordable Senior Housing as soon we cannot afford our home when our daughter retires in four years. We can hardly afford our meds or dentist or doctors.

Land Use and Zoning

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, the appropriate level of government regulation over land use, and concern about cell towers.

Code Enforcement

- There is very poor code enforcement. There is a lack of permits as well of people not following traffic laws. There needs to be more planning and development in the area and more enforcement of laws already there.
- Code compliance is very understaffed. I agree strongly with the current level of codes, however, they are very poorly enforced. One neighbor with continuing trash, shack, and abandoned vehicles has brought down our property values. This is a very small neighborhood and all neighbors work together to help each other, except for this one continuing issue. Complaints have been filed and there has been poor enforcement for the past ten years. Code compliance is improving recently and is attempting to rectify the situation but understaffing makes it necessary for us to continue constant contact with the code officer to ensure follow through.
- More should be done to get property owners to clean up their properties. As Alaskans, we tend to take pride in our independence and that extends to what we choose to do with our properties. However, this state of mind often leads to some people who don’t take pride in and care for what they have. Just drive around the Valley and you don’t have to look hard to find properties that have structures in disrepair, multiple rusted auto bodies, and some properties just look like scrap yards.

This past spring, there was a letter to the editor in the ADN from a tourist that had just completed a trip to Denali and were about to go back home. There was great praise for the beauty that was seen during the entire stay in Alaska, but they were greatly dismayed to see so many properties that were trashed as they made their way to Denali. They said that they could not understand why people would choose to live this way in such a beautiful place.

- There are too many people with junk in their yard.
- There are lots of trashy homes in the Borough with trash all over yards and people living with substandard housing, water, and services.
- I'm tired of seeing junk auto body and tire shops.
- We need to make laws on keeping your business nice and clean.
- I don't like that you can't do what you want on your own property. Code compliance seems to pick only on certain people. Land taxes are too high in the Borough. What happened to grandfather rights?
- Have a way to force home owners to take care of their land.
- The Borough wanted to put me and my husband in jail for having too much stuff on our land. What a joke. It's just more money for the State. What good would that do to put us in jail?
- Have a way to enforce home owners to take care of their surroundings. We have a neighbor with broken cars, trash, and a dumpster in his front yard.
- Regulations and enforcement covering old vehicles and other hazardous collection on private property.
- The Borough doesn't have enough control over homeowners pulling up vehicles that are not operative around their homes.
- We should have zoning in place so that we don't have hovels rented to people that have no water or sewer. (Meadow Lakes area on the Parks highway is a good example.)
- Things have been improving in our area. When we moved here we thought unrestricted meant a couple of chickens and a horse. Not junk yards, and we also have a septic pumping business two lots down from us. Really? In a residential neighborhood?
- There needs to be more planning to make our communities and towns more pleasing to the eye. The trash, gravel pits, ground up trees and brush along the roads are eyesores. The lack of planning is a big problem. Also, I see improvements like roads and sidewalks built and then no maintenance from the DOT/State/or Borough. There seems to be a lack of coordination between these groups and follow through on projects. In my neighborhood the DOT has not cleaned up after themselves and the City will not do it because the State is supposed to. There is a different standard for completing and maintaining our communities like in other places. I guess it is Alaska, but I really want it to look better. Basically, everyone needs to pick up after themselves and not leave the mess for others to look at. The Borough and cities have ordinance to address this but lack of enforcement. There are trashed lots in my neighborhood, within a city, and no one says anything

about it. This lowers my property value and makes this city less desirable. The Borough/Cities need to partner and do something to promote pride to care for their lots, businesses and homes.

- Commercial areas should be kept separate from residential areas as much as possible.
- The borough must do a better job at keeping liquor stores and bars and bingo halls away from both residential and school areas.
- There should be better planning and zoning to avoid development of commercial/industrial next to and within residential areas.
- We need to have some sort of zoning. With the current growth rate in the borough, the quality of life will go down without more regulation.
- Less regulation, less government.
- I don't agree with government land restrictions. People need to be able to utilize their land for capital. People need to be able to develop their land without government restrictions and regulations.
- More restrictive planning and zoning.
- I do not enjoy living in a community with little to no zoning. I feel it causes undue stress and conflict between competing user groups. I do appreciate the business climate in Wasilla versus Palmer. If the Mat-Su wants to keep more money in the Borough they need to have quality, family-sustaining employment. My impression of Palmer is that they are quite anti-development. Palmer doesn't look like a strip mall community though so they have been successful in that capacity.
- I should not have to pay for a permit to build or change land use.
- Lack of commercial zoning has caused some very unsightly areas along our highways and in neighborhoods. I've had a number of visitors over the past 5-10 yrs make comments about this. It's particularly bad along the Parks Highway north of Wasilla. It detracts from the natural beauty we enjoy here. In appearance looks as though we no longer care.
- I would like to see more zoning for business.
- Allow subdividing of remote parcels.
- The current process for school site selection is poor at best. Putting it on farm land on the other side of railroad tracks makes no sense. Placing a school in the middle of a neighborhood, asking parents to drive through a community of houses is just dangerous. How many schools have a turn lane for cars? Very few. As a parent of school kids, I sit on Bogard trying to turn left and there is no turn lane into Fingerlake Elementary. Pioneer Park is just a mess in the morning and when school lets out. It took moving Trunk Road to get a fix for Pioneer Park.
- No towers.
- Regulate towers – public reviews
- Remove cell towers – wind towers look better!

- I am EXTREMELY disappointed that the Assembly repealed ALL regulation of tall towers. The public has a right of notification and participation regarding such towers, especially within residential neighborhoods.
- I would like to see more zoning laws put into place so gravel pits and cell towers don't end up in people's back yards.
- New commercial/retail construction should have an American/Alaskan rural appearance and not a sterile generic box store appearance commonly found in mid-town Anchorage and now along the Parks Highway, Bogard, Palmer – Wasilla Highway and in and around Wasilla. I don't see malls and multi-store shopping centers as appropriate for a Valley setting. People move to the Valley from Anchorage to have a rural setting and lifestyle, why is the very thing that people come her to get away from being recreated here? Wasilla has seen tremendous growth, seemingly with no plan, resulting in the recreation of mid-town Anchorage in the Valley. I recently became aware of plans to build a large shopping center between the old and new Trunk Roads along the Palmer-Wasilla Highway. What a shame it is, as I suppose that it will be more of the same.

There are rural areas in the Pacific Northwest that have experienced similar growth as the Valley has. Many of those communities have required new commercial and retail builders to adhere to architectural guidelines conducive to the local rural settings, resulting in an appearance that enhances the communities appearance and promotes a rural state of mind.

Oh please, no more purple trees! I believe that they are "Red" Canadian Choke Cherry. The new Carr's store in Palmer has them throughout the parking lot. They are not only detractive, they stand out. In Anchorage they have found that the birds are spreading the seed to the local wooded areas. It's not on the invasive species list yet, but I wouldn't be surprised if it does. Anyway, purple trees???

- Any future chain store should consider building with the natural environment under consideration so the building is aesthetically pleasing and not just a "cookie cutter" model.
- The car dealerships have too much lighting. Do I really need to see their lights from the highway in Eklutna?
- I would really appreciate it if they could straighten out the address at the Glenwood Apts.! It is very hard to get packages, the police, EMS, anyone to get the right place. They always go to Big Lake! Rogers Circle is the street. This has been a problem for four years now. I have tried to talk to the person who is in charge of city addressing, and still nothing!

Traffic

Several respondents expressed concern about growth in the region outstripping road capacity, and a few stressed the need for more roads out of the area in case of emergency. The issue of getting to Anchorage was a common one—many respondents urged construction of the Knik Arm Crossing.

- The population exploded before roads could be widened so I understand why there's traffic, but wow! Traffic has gotten ridiculous!
- Our road system is way behind the pace of growth.
- The borough needs to get roads/traffic under control and anticipate growth, which, I realize, requires money.
- There has been a recent (last four years) "catch up" mentality regarding the road transportation network. This is long overdue, but is primarily the responsibility of the state.
- The borough needs to widen more roads due to traffic issues.
- There is only one way in and out of the Valley. If something ever happen like an earthquake and it took out the Parks Highway everything north or south would be affected.
- Road plans for emergency escape in case of earthquake, crashes, etc. – alternate route to Anchorage.
- Our population has grown enough that it is no longer acceptable to have only one road to move about between Anchorage and the Valley. The Glenn Highway from the Knik River Bridge south into Anchorage is way overtaxed. It's time to build the bridge or use a ferry and develop the road system to access those new ways to get to Anchorage. Also, another road is required in places where there truly is only one road, like between the Old Glenn Hwy (near Knik Bridge) to Eklutna. A third lane is needed, especially southbound (Glenn Hwy) before crossing the Eagle River Bridge. Three lanes starting at the middle Eagle River southbound on ramp and continuing over the bridge would help immensely to reduce the impact of morning rush hour traffic.
- The Mat-Su Borough needs an alternative route into and out of Anchorage. I think you know why. With only one-way in and out traffic comes to a grinding halt for something as simple as a car off the side of the road, even if it's not blocking. Commute time can be up to two hours or more to get to Anchorage.
- There are a lot of traffic jam-ups between Eagle River and the Mat-Su Borough.
- The Mat-Su needs to grow – we need another way to get to Anchorage in case something happens to the bridge.
- Get the KGB bridge to Anchorage built.
- I would like to see the bridge to Anchorage built.
- The Bridge across the Cook Inlet needs to be built ASAP!
- I feel that the Knik Arm Bridge needs to get developed. The borough and the state can easily afford the \$150M. We need that bridge.
- Forget about the bridge to nowhere (Anchorage)
- Fix and expand the highway to Anchorage.

- The road system we have is piss poor. The Park from Church to Pitman is a death trap. I travel it twice a day, there is no lighting and no turn lane. I know in the future they are upgrading it but I work construction on the road and it takes you guys too long to do anything. Go to Anchorage, if they upgrade a road it's done the next year with all the permits, not in 2016. How many more people are going to get killed on this stretch of road?
- You have allowed the Palmer Wasilla Hwy to turn into one long flat barren dirt-blown surface, reminiscent of Los Angeles in developmental stages – Trunk Road could have been bypassed without turning it into a freeway.
- Making Palmer-Wasilla a four-way highway to improve the flow of traffic.
- We live on Palmer Wasilla Highway. It is very dangerous at busy times and in winter.
- I'd like to see a reduction of the speed limit on the Parks Highway. It is far too heavily traveled with multiple intersections to justify a 65mph speed limit
- Improvements are being made to the congested Palmer-Wasilla Highway. Keep up the good work.
- More turn lanes on the P/W Hwy and the Glenn would be nice.
- I wish someone would look at making the Glenn Hwy safer. For example, there should be three lanes from Wasilla to Eagle River and four lanes from Eagle River to Anchorage. This should be seriously considered.
- Stop fixing the road north on the Parks Highway until Big Lake to Wasilla (Houston) is done!!
- Expand the road system from Big Lake to Wasilla.
- They need to route the highway around Wasilla.
- The Parks Highway from the Glenn Highway to north of Wasilla needs to be a full freeway, partially raised ASAP!
- I'd like to see Fern Rd punched thru to Edlund. This would give a clear shot from Edlunk to Knik Rd, bypassing a 4 mile – 90° corners daily drive.
- KGB Road needs more lighting and some way to cut down on traffic accidents. Too many lethal accidents happen here. Perhaps more turn lanes and more lighting, with slower speed limits would help.
- Lights are needed as a priority at the flats into Palmer as is hard to see in winter. Makes a hazard to drivers.
- I would like to see more lights put in on the Glenn Hwy from Parks to Palmer.
- Would like to see street lighting on Fairview Loop. It's very dark in the winter. Can't see moose, or anything else that might be out there.
- Please do NOT build anymore roundabouts- they are WAY too dangerous with so many residents who don't care enough to learn how to use them properly!

- The traffic conditions at Teeland Middle School are hazardous. Traffic is coming of Seldon at 50 mph into a crowded school zone. It is impossible to get out of the school back onto Seldon. Even the buses struggle to get out. This forces people to cut through the neighborhood nearby. A traffic light is clearly needed.
- There are too many stop lights. Major roads need to be designed like the Parks with overpasses and frontage roads or better turn lanes
- Additional stoplights do not fix poor street and traffic designs, and the borough needs to do much, much more to fix the Parks Highway traffic congestion occurring between Seward Meridian Parkway and Church Rd. One simple and quick, though temporary, solution would be a reduction of the speed limit from the current 45mph to 35mph, allowing more vehicles to travel more closely together. The correct, long-term solution is to either reduce the number of access points and intersections by creating frontage roads or develop a highway bypass to reduce the overall number of vehicles transiting the downtown Wasilla area.
- Fewer stop signs that are four-way! They're a waste of time.
- We have a huge problem with speeders driving by from a sub-division up above us!
- More residential speed bumps.

Environment

There were only four questions on the survey that asked specifically about the environment (concerning preservation of open spaces, drinking water quality, recycling, and landfill services). Many respondents elaborated on these issues.

- I would like to see the MSB develop public water and sewer systems-at the current rate of population growth, we are going to start seeing private wells either failing or being contaminated.
- I would like the MSB to have a monitoring program for water quality, air quality, health of humans, and noise levels.
- One thing that has always concerned me is the water quality. My water, as it sits is at max level for all readings. It would be nice to not have to purchase water.
- You allowed natural gas exploration in an area where all the wells were compromised.
- Protect water resources. Oil, gas, coal, and mineral extraction threatens ground and surface water which is a public resource.
- I think the borough should be more responsive to the citizens' health concerns regarding proposed Wishbone Hill Coal Mine by Usibelli and others who wish to mine coal.
- Keep out dirty industry - Those that historically leave behind waste, toxins, damage to people or places. Evaluate business on how much "hidden cost" they impose on others - where they use or

waste resources paid for by others, or owned publically, and don't pay back generously for that abuse of public resources.

- I would like to see greater attention given to recycling, protection of the environment and land fill issues. The new VCRS is one of the things we should be proudest of here, and its potential for doing great things for private and public entities here is tremendous. The Borough should be a very strong and competent partner with VCRS....including honoring all commitment of funds that the Borough has made in the past!
- Have a better recycle program in the Big Lake, Houston and Willow areas.
- Easier recycling access/services
- Mat-Su should promote recycling programs and make bicycling easier for residents. Mat-Su should "go green".
- Landfill is expensive. We need better recycling.
- The borough should consider giving solid waste discount coupons to people who recycle, since they are putting less in the land fill. These coupons could be handed out by Valley Recycling as people come through, and by any business that offers recycling pickup as well as trash pickup. The borough should also consider a "freecycle" program where usable but no longer wanted items could be made available (first come, first served) to others. We already do this with paint, why not with old strollers and appliances and such. We used to do this all the time informally at the dump before we had transfer stations.
- Borough trash sites should be free-of-charge, like other areas in the state. This would do wonders to clean up neighborhoods.
- I would like the MSB to partner with other entities to reduce the electrical demand of households. The MSB should be hosting classes on how to be energy efficient and should be helping those most in need to replace energy- hogging appliances.
- Invasive Plants: Of particular concern is Bird Vetch. Many people are oblivious to its spread, but I see it as a real problem. It is everywhere now and it smothers the indigenous vegetation. Once it is established it is difficult to get rid of. Each plant not only spreads thousands of seed, it's a perennial whose roots system is highly invasive.

In 2009 there was no Bird Vetch on the road leading to my home. The following year, a few plants could be seen along the roadside, now it is all along both sides of the road with only a few areas where it hasn't taken over. I'd like to see the State, Borough, Municipalities, and volunteer organizations coordinate efforts to get this under control. I know that it was spread by the large packets of mixed flower seeds (instant garden). Perhaps mixed seed packets containing Vetch should be banned from sale. Someone told me that the State was using Vetch for soil retention along highways. I don't know if that is true, but I hope not.

- We should stop open burning.
- The borough really needs to keep an eye on future growth and development and strive to keep a solid balance between preserving our natural environment and economic development. We need to

quit cutting down so many trees in favor of buildings when there are plenty of vacant buildings and cleared areas currently available.

- Stop allowing developers or landowners to CLEAR cut!
- Marsh lands, flood plain areas and local creek areas need to be preserved. The lands around these areas should not be sold to developers.
- Do not allow residential development on flood planes.
- Consider preserving green space and recreational opportunities, preservation of trails. Preserve wetlands, water resources.
- I think what the city of Palmer charges for water, sewer, and trash is not fair to seniors who live alone. The charge of \$64.06 a month for water, etc. is huge considering I use fewer than 2,500 gallons of water a month, but I have to pay the \$64.06 fee for those that can use up to 5,000 gallons. I think if a household uses less water (by 50% or more/less) it should be charged less of a fee for the water service. Someone who uses less water or reduces their trash and sewer use deserves a financial break or consideration because they are being environmentally friendly.

Thoughts about the Mat-Su Survey

- Thank you for this opportunity to express myself. I usually don't have the opportunities to go to community meetings.
- Thanks for asking for my opinion.
- Thanks for the opportunity to participate in this survey.
- Couldn't get your online to work for the survey!
- Some of the questions were subjective.
- I would like to see a copy of your survey when completed. Will it be available online?
- Thanks for asking.
- Thanks for the 2 bucks!!
- I appreciate this survey and I'm glad to see the university involved.
- Thanks for the two dollars. I have been unemployed for ten months in the last twelve and I've never been a government employee.
- Thank you for providing this opportunity to give input for the citizens of the Mat Su Borough on how we would like to see our home develop.
- Thank you again for your time and I truly hope that members of this assembly and staff give us feedback on this survey and other citizen directed initiatives.

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- This survey needs to be shorter.
 - You owe me 18 more dollars for this long dumb FORM.
 - How to manage, provide, plan, and operate the Mat-Su Borough has got to be overwhelming! I do not know the answers. Thank you for this opportunity to participate!!
 - Many of these questions are not applicable as we live on five acres in the woods in Willow. I know who my neighbors are, but like it out here for a reason! I believe we are ultimately responsible for ourselves and less government is better.

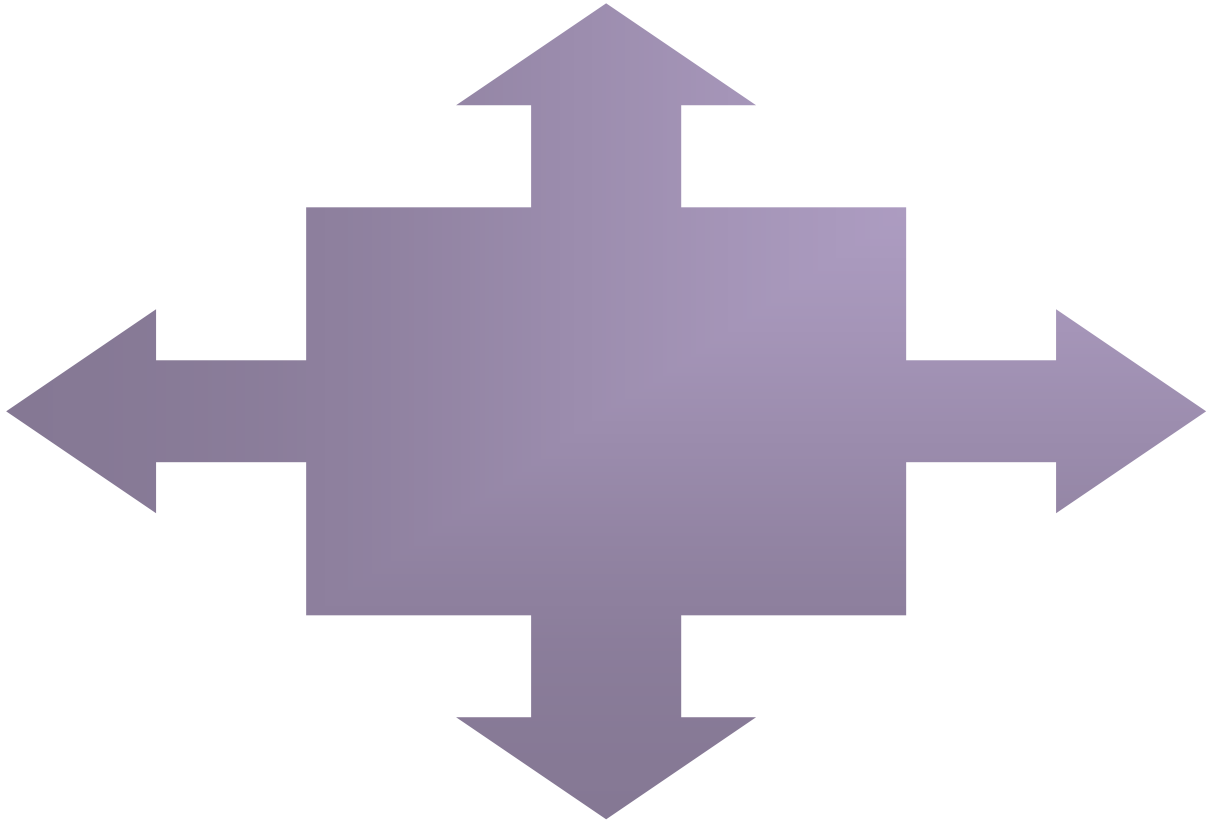


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Appendix.
Questionnaire

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Matanuska~Susitna Community Survey



Summer 2012

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

The Justice Center, University of Alaska Anchorage

3211 Providence Drive

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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, and you may skip any questions you do not want to answer. However, it would be very helpful if you take about 30 minutes to share your experiences and opinions about the Borough. You must be 18 or older to participate. There are no direct benefits for participating in this study. Whether you complete the survey or not will have no effect on the services you currently receive from the Borough. Some questions in this survey ask about your fear of being a victim of crime and about crime in your neighborhood. You may experience discomfort thinking about these issues. If you have any questions about your rights as a research participant, contact Dr. Dianne Toebe, Compliance Officer for the Office of Research and Graduate Studies, at 907-786-1099. 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"/> |
| Permitting Center | <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

17. 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"/> |

18. 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"/> |

19. Crime in the Community

To what extent are you fearful that you or members of your household will be...

| | Not at all | A little | Moderately | A lot |
|--|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |
| the victim of a sexual assault? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| the victim of a murder? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| the victim of a kidnapping? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 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"/> |

20. How often has each of the following things happened in your neighborhood during the past 6 months?

| | Never | Once | Twice | 3 times | 4 or more times |
|--------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |

21. 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

22. 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) _____

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | Don't Know |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| In the event of a disaster I and my family will be independent of others for assistance. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel the borough is vulnerable to a natural or man-made disaster. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe the borough government is responsible for preparing residents for disasters. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe residents should take personal responsibility in preparing for disasters. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe the borough is prepared for an outbreak of Pandemic (influenza) disease. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I believe the borough is prepared to recover from a widespread disaster. | <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.

32. How old were you on your last birthday? _____
33. What is your gender? Female Male
34. What is your marital status?
- Single, Never Married
 - Married
 - Separated
 - Divorced
 - Widowed
35. 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

36. Are you of Hispanic or Latino/a background or origin? No Yes

37. 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)

38. 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 to \$124,999
- \$125,000 to \$149,999
- \$150,000 or more

39. Including yourself, how many people currently live in your household?

(If you live by yourself, please enter "1" and **skip to question 42.**) _____

40. 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 42.**) _____

41. How many of your children currently attend Mat-Su Borough School District Schools? _____

42. 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 45.**
- Full-time Student ⇒ Please fill bubble then **skip to question 45.**
- Employed, Part-time
- Disabled, Unable to Work ⇒ Please fill bubble then **skip to question 45.**
- Unemployed, Looking for Work ⇒ Please fill bubble then **skip to question 45.**
- Unemployed, Not Looking for Work ⇒ Please fill bubble then **skip to question 45.**
- Retired ⇒ Please fill bubble then **skip to question 45.**

43. If you are Employed:
What type of work do you do? _____
What is the zip code where you work? _____

44. If you are currently self-employed, do you own a business in the Mat-Su Borough? No Yes

45. Do you own your home or do you rent? (If you rent, please fill the "rent" bubble, then **skip to question 47.**) Own Rent

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

- | | |
|--|--|
| <input type="radio"/> Less than \$100,000 | <input type="radio"/> \$250,000 to \$299,999 |
| <input type="radio"/> \$100,000 to \$149,999 | <input type="radio"/> \$300,000 to \$349,999 |
| <input type="radio"/> \$150,000 to \$199,999 | <input type="radio"/> \$350,000 to \$399,999 |
| <input type="radio"/> \$200,000 to \$249,999 | <input type="radio"/> \$400,000 or more |

47. 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

48. Do you live in a condominium? No Yes

49. Do you currently have a second home outside the Mat-Su Borough? No Yes

50. Do you see yourself staying in the Mat-Su Borough for the long term? No Yes

51. Do you see yourself leaving the Mat-Su Borough to live somewhere else in the foreseeable future? No Yes

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

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

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

Month _____ Year _____

55. 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?

Continue on the next page...

