

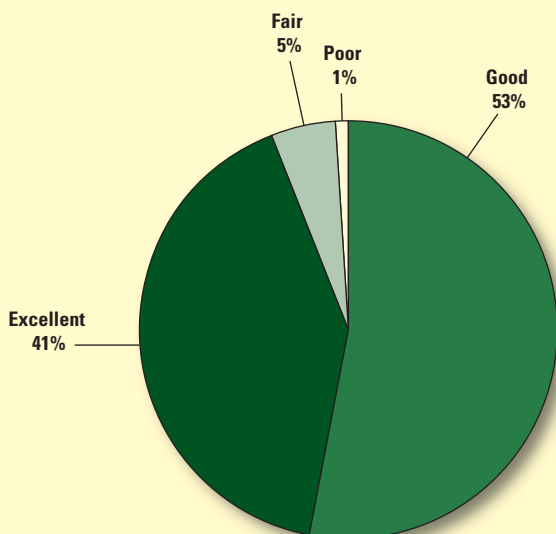
“Respondents to the survey told us their quality of life is high, the quality of service delivery that the county provides is high, and the trust in county government is high.”

– County Administrator, Jim Schug

Washington County residents are largely pleased with county government and feel they receive good value for the taxes they pay, according to the results of the 2006 Residential Survey. Washington County has conducted residential surveys every few years to provide residents the opportunity to rate the quality of government services and express their overall satisfaction or dissatisfaction with county government. The survey provides an opportunity to gain a statistically valid perspective on interests and priorities of county residents.

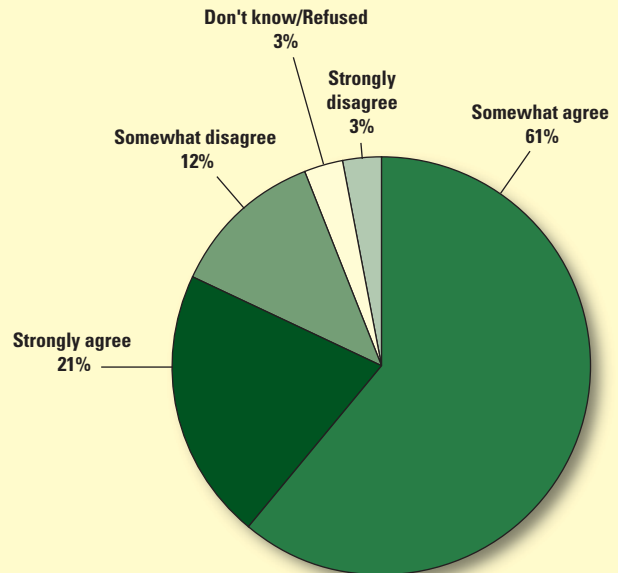
QUALITY OF LIFE

When compared to other counties across the nation, residents rated their quality of life higher than residents in most other counties surveyed. How residents perceive their overall quality of life in the county is an indication of how well Washington County is governing.



GOOD VALUE FOR TAXES PAID

When residents were asked if they feel they receive good value for the Washington County taxes they pay, they rated the county higher than the national norm.



COMMUNITY CHARACTERISTICS

When asked what one thing they liked most about living in Washington County 1 in 10 residents (22%) identified the location of the county as the thing they liked most. Other popular responses were rural character (12%) and open spaces (11%) of the county.

When given a set of seven community characteristics to rate, the highest rated characteristics were “access to parks,” “access to trails,” and “access to open space.”

When asked to rate the most serious issues facing the county “growth and development” was most frequently identified, noted by 37% of the respondents. Taxes and schools were also noted as a concern, identified by 12% and 10% of respondents.

2006 RESIDENTIAL SURVEY: WHAT YOU TOLD US

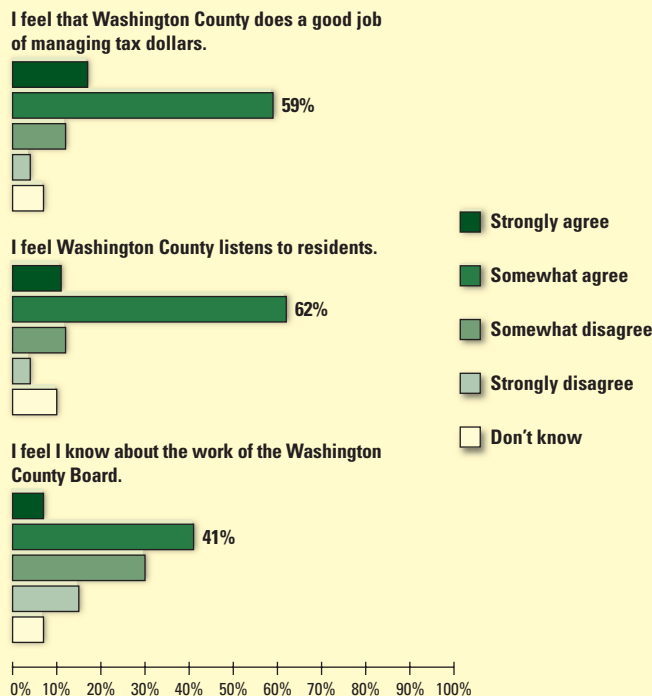
“In almost every area we were compared, we were above the norm. The county is doing well because it has done these types of surveys on a regular basis in the past, and then used the results as a road map on how to improve.”

– County Board Chair, Bill Pulkrabek

PUBLIC TRUST

Public trust is essential for achieving the Board of Commissioner’s vision for the future of the county and its mission for county government. Seventy-five percent of county residents reported “somewhat” or “strongly” approving of the job the Washington County Board is doing. Although, it’s important to note that 20% of overall respondents answered “Don’t know” or refused to answer the question.

To focus on public trust survey respondents were read statements about Washington County government and asked the extent to which they agreed or disagreed with each statement. Seventy-six percent “somewhat” or “strongly” agreed that the county does a good job of managing tax dollars, and 73% “somewhat” or “strongly” agreed that the county listens to residents. Just under half (48%) agreed they feel they know the work of the county board.



When asked to rate their impression of the Washington County employee in their most recent contact, residents rated county employees as either 1st or 2nd in knowledge, courteousness and responsiveness in comparison to all other counties surveyed.

BACKGROUND

Understanding the needs of residents is important to Washington County government. The Residential Survey allows residents to provide feedback to the county on what is working well and what is not and share priorities for planning and resource allocation. This year, Washington County joined Dakota and Scott County in contracting with the National Research Center to administer the survey which offered the opportunity to understand how Washington County compares with other counties throughout the nation who are asking their residents similar questions.

The Residential Survey was administered by telephone to a representative sample of 500 households across the county in March 2006. A total of 100 surveys were completed in each of the five County Commissioner Districts.

The full survey report can be found by visiting the Washington County website at www.co.washington.mn.us. A link to the report is on the homepage and under “Your County Government.” To request a copy of the report contact the Office of Administration at 651-430-6001.

Source: National Research Center, Inc. (Winter 2006-Washington County, MN)

OUR MISSION

To provide quality public services in a cost effective manner through innovation, leadership, and the cooperation of dedicated people.

