



The Matanuska-Susitna Borough

Community Survey, 2011* *and Trends 2007-2011

A Sourcebook of Community Attitudes

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In Partnership with
Matanuska-Susitna Borough

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Introduction

The *Matanuska-Susitna Borough Community Survey* (Mat-Su Survey) is a cooperative research effort between the Justice Center at the University of Alaska Anchorage (UAA) and the Matanuska-Susitna Borough (Borough) and has been conducted annually since 2006. During the late summer and fall of 2011, the survey was distributed to 2,577 adult heads-of-household in the Mat-Su Borough who were selected in a simple random sample: 1,159 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 *2011 Mat-Su Survey* and trends from 2007-2011. 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; another table and line graph directly below shows trends in responses to these questions during the 2007-2011 period. 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 respondents who rated the service according to

¹ The original drawn sample included 2,998 subjects; however, 421 addresses proved invalid as means of contacting the individuals in the sample.

each component of this four-point scale. Additionally, each response was assigned a numerical score (very poor=0; poor=1; good=2; very good=3) and an average rating (ranging from 0 to 3) was computed for each Borough service. Other questions used a five-point scale; numerical values assigned to responses ranged from 0 for “strongly disagree” to 3 for “strongly agree.” “Neither agree nor disagree,” the neutral response, was assigned a value of 1.5. Higher average scores indicate higher overall satisfaction and lower scores indicate lower overall satisfaction. “Don’t know” responses were counted as missing and were not included in calculations of averages. The summary tables provide proportions only (no average scores) for questions requiring just a “yes” or “no” answer.

In addition to the summary table and bar graph, for each variable there is also a table and line graph presenting the trend in the variable over five years. In the table, the first column gives the year. This is followed by the number of surveys received each year wherein there was a rated response given. For example, in 2011, 1,143 respondents answered the question about Fire Department Services, but only 758 answered either “very poor,” “poor,” “good,” or “very good.” One-third (33.2%) answered “doesn’t know;” those responses are not included in either the trend table or line graph. Percentages within each response category are in the third to sixth 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 over the years, answer choices did. In 2006, for example, Because of its placement in the middle of the scale, respondents may have interpreted the “no opinion” option as a neutral choice. In 2007 and 2008, 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 rather than in the middle (as was done in 2006). 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 four years has the potential to convey an inaccurate impression about true changes in attitudes held by Mat-Su Borough

residents. This problem was remedied by excluding responses other than those reflecting the four main levels of agreement (“strongly disagree,” “disagree,” “agree,” and “strongly disagree”) and then calculating percentages and averages assuming those four responses were the only possible responses. Readers who compare figures in the trend tables and graphs with those in the Sourcebooks for the past four surveys will notice discrepancies—this is due to the approach described here.

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 70 adult heads-of household from each of the 43 census block groups in the Mat-Su Borough.² In each tract, an attempt was made to sample 35 female heads-of-household and 35 male heads-of-household. In two block groups, the population was not large enough to sample this number; hence the final size of the sample was 2,998. This sampling strategy is different from what was used in 2010—a simple random sample of all adults in the Borough—and consequently, the characteristics of the sampled group may vary from last year’s study. Specifically, sampling from each of the census block groups results in a sample that is somewhat more rural, while a borough-wide sample results in many more respondents from the more densely-populated areas of Wasilla and Palmer. Comparing the 2010 to 2011 results shows that a slightly smaller percentage of the 2011 respondents were from Wasilla or Palmer (84.5% versus 86.0% in 2010), while representation from some of the smaller communities increased dramatically, for example, Sutton (2.8% in 2011 versus 1.2% in 2010), Houston (2.2% in 2011 versus 0.4% in 2010), and Trapper Creek (2.0% in 2011 versus 0.6% in 2010) all saw large increases in actual numbers of their residents who participated in the survey. The effect of these increases on overall responses is small, but if one looks just at the more rural communities, results are more reliable when there are more respondents.

² The 43 block groups correspond to 2000 U.S. Census boundaries. In the 2010 U.S. Census, there are 49 block groups in the Mat-Su Borough. These new boundaries were not yet available when the mailing list was generated.

The stratified random sample approach ensures more representation from all parts of the Borough, but it can also lead to “respondent fatigue;” some census block groups have so few residents that it is likely that someone in such a block group would be selected year after year to participate in the survey. To minimize this problem, sampling from each block group, as opposed to borough-wide, is done every second year. Accordingly, the results from the 2011 *Mat-Su Survey* are more comparable to the 2009 survey findings (the most recent year when a stratified 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 at the end of July, 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 a secure website and accessing the survey using a unique personal identification number (PIN). All completed surveys were delivered by mail to the UAA Justice Center, or downloaded from the Justice Center’s secure server.

Survey collection, data entry, and database management occurred on-site at the UAA Justice Center. Sharon Chamard, Ph.D., an Associate Professor at the UAA Justice Center, supervised the project. Research technicians Heather MacAlpine and Shaunda Frierson prepared the mailings, entered data from completed questionnaires into a statistical software package (SPSS), and transcribed respondent comments into a word processing program. Data entry began on July 29, 2011 and was finished on October 12, 2011. In addition to surveys received by mail, 148 surveys were completed over the Internet. A total of 1,159 completed or partially-completed surveys were received and entered into the electronic database. There were 421 surveys returned by the United States Postal Service as undeliverable for various reasons. Fifty 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. Four recipients of the survey were deceased. Overall, this represents a 45.9% response rate.³ This is exactly the same response rate as the 2010 *Mat-Su Survey*. After cleaning the data, a process that involves checking for errors, such as numbers entered outside of an acceptable range, analyses were conducted using the statistical software SPSS.

³ The response rate given here is the “maximum response rate,” as defined by the American Association for Public Opinion Research. This rate divides the total number of surveys that have been returned with answers on any items by the total number of deliverable addresses. Any addresses that were invalid (i.e., returned as “No such address,” or “Not deliverable as addressed” or “Moved – no forwarding address on file”) are not included in the calculated response rate.

Executive Summary of Survey Results

Part I. Evaluation of Current Borough Services

Based on a four-point scale, where “very poor” was equal to 0 and “very good” equal to 3, survey respondents tended to rate Borough services as “good,” with most mean scores above 2. Some services were rated between “poor” and “good,” including “Code/Zoning Enforcement Services” (1.46), “Dissemination of News and Information” (1.51), “Permitting Center” (1.67), “Community Enhancement Programs” (1.71), “Recycling Services” (1.75), “Roadway Maintenance Services” (1.83), “High Schools” (1.95), “Animal Care and Regulation Services” (1.97), and “Snowplow Services” (1.96). The overall rating of Borough services was 1.83. Residents were quite satisfied with both fire (2.36) and ambulance (2.43) emergency services and the central landfill (2.28). With the exceptions noted above, ratings for schools and recreational services were slightly above “good” on the four-point scale.

For all most Borough services measured here, there was little change in levels of satisfaction from 2007 to 2011. The highest increases were seen in “Roadway Maintenance Services” (14.4%), “Animal Care and Regulation Services” (13.2%), “Recycling Services” (12.2%), “Snowplow Services” (7.7%), and “Code/Zoning Enforcement Services” (6.6%). In general, the lowest rated services also were those with the highest increases in satisfaction.

For every item except “Roadway Maintenance Services,” “Snowplow Services,” and “Central Landfill Service,” a notable portion of respondents answered “don’t know” (ranging from 20% to 62%). Comments written on some of the surveys suggested that residents outside of Palmer and Wasilla believed that the Borough did not provide those services in their communities. Some respondents said that, in fact, none of the Borough services were relevant to their remote communities.

Part II. Use of Borough Facilities

Seventy-two percent of respondents to the *2011 Mat-Su Survey* indicated that they use the Borough’s libraries; however, since 2007 usage has declined by eight percent. With respect to individual facility use, while the libraries in Palmer and Wasilla are the most popular, libraries in the smaller communities are also used by nearby residents. The trends on library use should be interpreted with caution due to changes after 2007 in how this question was coded for purposes of data analysis. The past four years of data (2008-2011) show a large drop (10%) in use of the Wasilla Library, and insignificant changes in use of the Palmer, Big Lake, Willow, Talkeetna, Sutton, and Trapper Creek libraries.

Seventy percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Like the questions about library use, there were changes in coding of the data after 2007, which makes comparison of 2011 to 2007 unwise. Since 2008, however, there has been a decrease of about ten 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 ten percent from 2008 to 2011.

There were new questions added in 2011 that obtained more details about commuting and use of public transportation. This may have affected responses to the question on MASCOT usage: in the previous four years the survey has been conducted, the percentage of respondents who reported using this service ranged from 6.7 percent to 10.3 percent. In the *2011 Mat-Su Survey*, fewer than four percent of respondents indicated that they use MASCOT. This was still the highest level of reported usage of any of the five public transportation systems mentioned in the survey. Eighty-two percent of people who answered the question about commuting said they use a personal vehicle. Almost equal percentages reported using an aircraft (7.9%) as using Share-a-Van and transit combined (8.0%).

Part III. Life in the Matanuska-Susitna Borough Neighborhoods

Borough residents report that they are 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 increased from last year, 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 29 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 juvenile delinquency (though truancy seems less likely to produce that intervention than other forms of delinquency) and if their local fire station were threatened with budget cuts. On all measures of social interaction with neighbors, average ratings have dropped from 2007 to 2011. 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 55%) 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 10% of respondents. From 2007 to 2011, there were generally large decreases in the percentages of respondents reporting both physical and social disorder, though slight and likely insignificant increases were seen in 2011 in overgrown shrubs and trees, rundown and neglected buildings, and trash in the streets.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime are generally unchanged. Fear of crime rarely—if ever—prevents respondents from carrying out their normal activities in the neighborhood. Fewer than six percent of respondents report being victimized in their neighborhoods. This was unchanged from 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 (90.9%). Over 72 percent of respondents said they keep a firearm in the home for self-protection. In the four years since the *Mat-Su Survey* began asking about self-protection measures, there has been little change overall, although there has been a steady increase in reported use of a home security system and taking self-defense lessons.

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 27 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. On all these measures though, there have been slight declines in average ratings since 2007.

New questions were added in 2011 asking whether people currently access or would like to access Borough information through various media. Traditional media—radio, newspapers and television—were used with much greater frequency than e-mail news releases, YouTube videos, and Facebook, and further, respondents indicated little likelihood that they would start to use these modern media in the future. 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 51.5 years old and only three percent of respondents were under the age of 25. Though not shown in the tables in this report, additional analyses indicate that only 11 percent of

respondents do not use any of the eight forms of media listed on the survey to access Borough information.

Despite the positive tenor of so much of the rest of the survey to this point, 45 percent of respondents do not believe that they are getting their money's worth for their tax dollars generally. Another 44 percent believe that current road maintenance is not as good as it should be for the tax dollars invested, but similar to the satisfaction rating on how tax dollars are spent, the average rating on current road maintenance has increased gradually since 2007. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006. There was support for the use of Borough funds to preserve open spaces (although the level of support has declined over the past five years); almost 46 percent agreed or strongly agreed with this idea, compared to 24 percent who disagreed or strongly disagreed.

Several questions about support for different taxes have been asked since 2007: over that five-year period, support for all these taxes has declined or remained relatively constant. In no case has support increased. Compared to results from last year, there were increases in support for tobacco and alcohol taxes, but this seems to be due to large decreases in support for these taxes in the 2010 survey. The average ratings have climbed to their levels measured in 2007 or 2008, though over the five-year period, support for these "sin" taxes has declined.

There was widespread lack of support for any of the taxes, and the strongest opposition was to a local gasoline tax (90% 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). 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 declined, 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).

Sixty-three percent of respondents labeled traffic congestion a serious problem; although this is an increase compared to 2010, overall there has been a slight decline since 2007. A similar pattern is evident in the measure of concern about water quality in the Borough; 45 percent of respondents agreed or strongly agreed that they were concerned. This is an increase in the past year, but since 2007,

the average rating has dropped, though not by much. Sixty-eight percent of respondents agreed or strongly agreed that the Borough needs to do a better job of managing growth and development, while 62 percent agreed or strongly agreed that the Borough should designate commercial and industrial centers to minimize land use conflicts. Respondents were asked for the first time this year 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 two-thirds of people who answered this question agreed or strongly agreed, while only 13 percent disagreed or strongly disagreed.

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. 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 1.43 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 (1.77) was for regulation of signs and billboards.

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. There were low levels of awareness (below 25% of respondents aware) for “prevention or preparedness program,” “lecture or program detailing the operations of local emergency services,” “open house at an emergency station,” and “training in CPR, first aid, or other emergency skills.” 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 question, that one does not ordinarily plan to use emergency services, and so on. Despite this sentiment, 42 percent of people who answered the question said they planned to use “training in CPR, first aid, or other emergency skills,” and 35 percent said they planned to use ambulance services.

Overall, it seems that survey respondents think the borough is vulnerable to a natural or man-made disaster (54%), but only 21 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 (93% agreed or strongly agreed), and much less

support for the notion that the borough government is responsible for preparing residents for disaster (only 27% agreed or strongly agreed). Not surprisingly then, most respondents (69%) said they are prepared for a natural or man-made disaster, and 69 percent claim to have set aside supplies in their homes in case of disaster. Even higher percentages (85%) say they keep the area around their homes clear of wildfire hazards.

Part V. Sample Characteristics

Significantly more women than men returned questionnaires (58% female, 42% male, with 37 people declining to answer the gender question). The majority of respondents are white (92%), with Alaska Natives and American Indians comprising slightly under four percent of the sample. Fewer than five percent self-identified as being of Hispanic or Latino/a background or origin. The average age of respondents is 51.5 years old.

Most respondents are married (73%), and the typical household includes between two and three people, but not quite one child. The most typical level of education reported by respondents was “some college, no degree” (33%), while roughly equal numbers of respondents (19%) said they had a high school degree or equivalent or a bachelor’s degree. Sixty-four percent of respondents reported a household income of \$50,000 or more. Most are employed full time (41%) or retired (23%), and of those who answered the question, 68 percent commute within the Mat-Su Borough.

Eighty-nine percent own their own home, which is likely valued at \$200,000 or more, and only 12 percent have a second home outside the Borough. The average respondent has lived in the Borough for 17 years and in their current home for eleven years. Seventy-seven percent stated that their address is posted for emergency responders. The overwhelming majority of respondents see themselves staying in the Borough for the long term (84%).



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” (1.46), “Dissemination of News and Information” (1.51), “Permitting Center” (1.67), “Community Enhancement Programs” (1.71), “Recycling Services” (1.75), “Roadway Maintenance Services” (1.83), “High Schools” (1.95), “Animal Care and Regulation Services” (1.97), and “Snowplow Services” (1.96). The overall rating of Borough services was 1.83. Residents were quite satisfied with both fire (2.36) and ambulance (2.43) emergency services and the central landfill (2.28). With the exceptions noted above, ratings for schools and recreational services were slightly above “good” on the four-point scale.

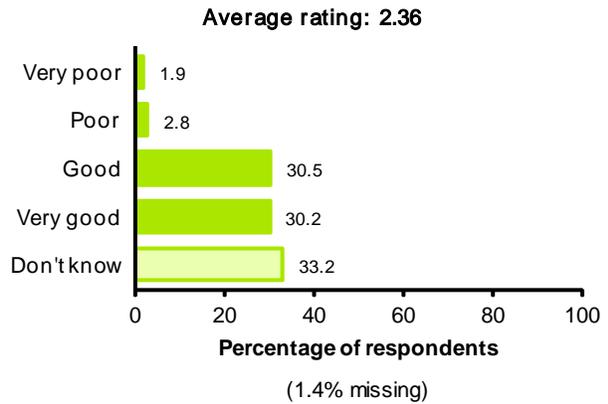
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For every item except “Roadway Maintenance Services”, “Snowplow Services,” and “Central Landfill Service,” a notable portion of respondents answered “don’t know” (ranging from 20% to 62%). Comments written on some of the surveys suggested that residents outside of Palmer and Wasilla believed that the Borough did not provide those services in their communities. Some respondents said that, in fact, none of the Borough services were relevant to their remote communities.

Table 1.1a. Evaluation of Fire Department Services, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	22	1.9 %	0.00	2.9 %
Poor	33	2.8	1.00	4.4
Good	353	30.5	2.00	46.6
Very good	350	30.2	3.00	46.2
Don't know	385	33.2		
Total valid	1,143	98.6 %		
Missing	16	1.4		
Total	1,159	100.0 %		



“I live in Trapper Creek on a well maintained road, yet have no access to fire service. Last year I watched a neighbor’s home, with everything in it, burn to the ground.”

Table 1.1b. Evaluation of Fire Department Services: Trends 2007–2011

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)	
2007	1,035	3.5 %	5.8 %	51.1 %	39.6 %	2.27
2008	792	2.5	6.3	50.1	41.0	2.30
2009	916	2.9	5.1	49.0	42.9	2.32
2010	579	1.9	4.0	50.1	44.0	2.36
2011	758	2.9	4.4	46.6	46.2	2.36

Percent change in average rating from 2007–2011: 4.0 %

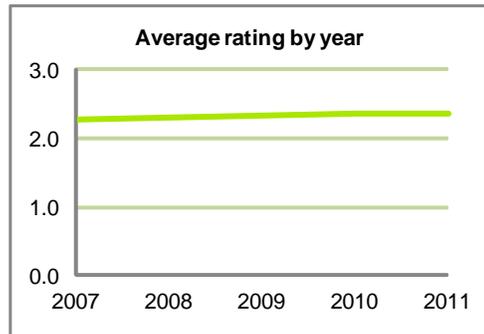
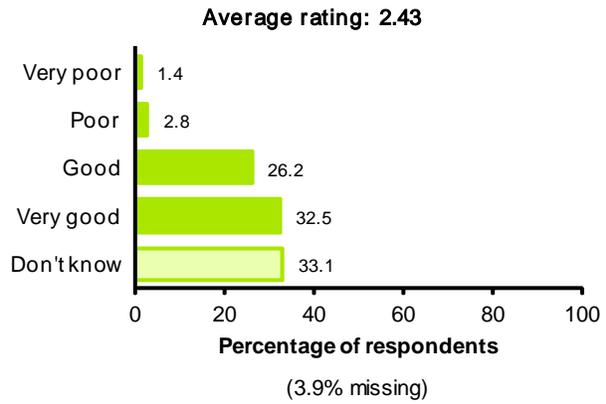


Table 1.2a. Evaluation of Ambulance Services, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	16	1.4 %	0.00	2.2 %
Poor	33	2.8	1.00	4.5
Good	304	26.2	2.00	41.6
Very good	377	32.5	3.00	51.6
Don't know	384	33.1		
Total valid	1,114	96.1 %		
Missing	45	3.9		
Total	1,159	100.0 %		



“There is a lot of waste in administration of emergency services. They are top heavy with staff. Also they seem to always get the fanciest model of vehicles. All that chrome is not needed!”

Table 1.2b. Evaluation of Ambulance Services: Trends 2007–2011

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)	
2007	1,023	1.7 %	4.9 %	47.4 %	46.0 %	2.39
2008	766	1.0	5.7	50.9	42.3	2.35
2009	928	1.5	5.4	46.6	46.6	2.38
2010	574	1.4	3.1	44.6	50.9	2.45
2011	730	2.2	4.5	41.6	51.6	2.43

Percent change in average rating from 2007–2011: 1.7 %

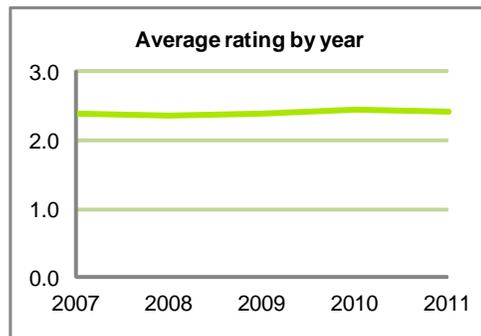
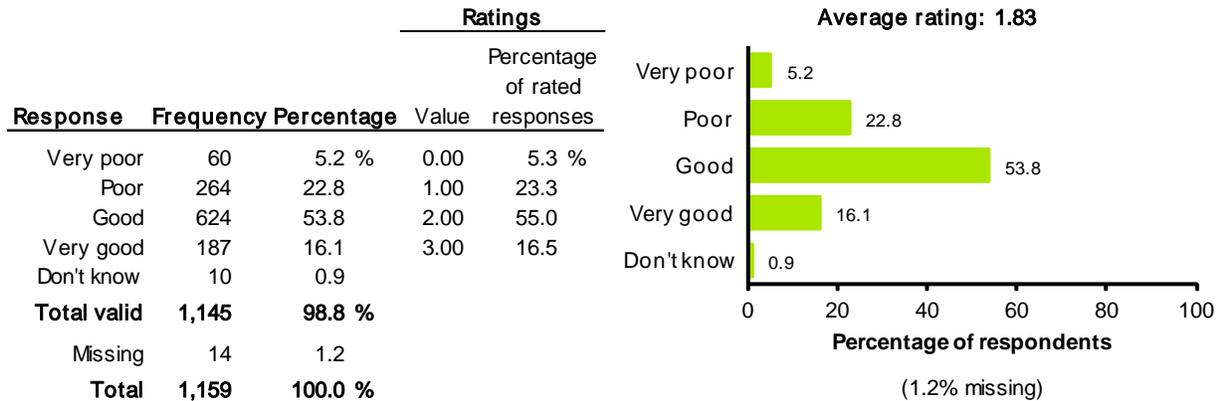


Table 2.1a. Evaluation of Roadway Maintenance Services, 2011

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



“They maintain them only about once every 60 days. There are potholes and washboards on gravel roads. The light pole at the Old Glenn intersection has been out for two years.”

Table 2.1b. Evaluation of Roadway Maintenance Services: Trends 2007–2011

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

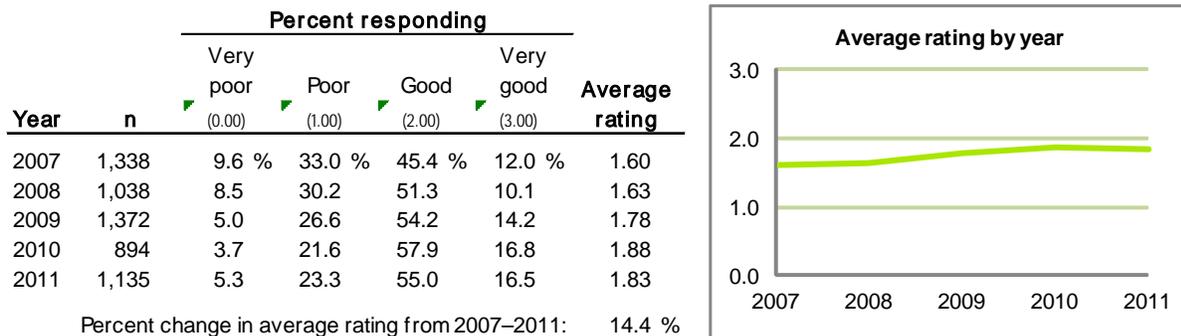
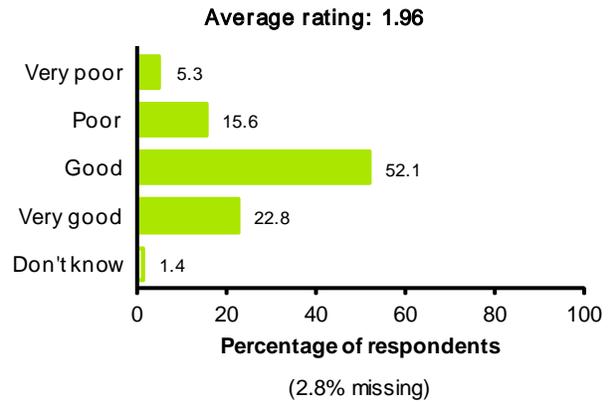


Table 2.2a. Evaluation of Snowplow Services, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	61	5.3 %	0.00	5.5 %
Poor	181	15.6	1.00	16.3
Good	604	52.1	2.00	54.4
Very good	264	22.8	3.00	23.8
Don't know	16	1.4		
Total valid	1,126	97.2 %		
Missing	33	2.8		
Total	1,159	100.0 %		



“I am very happy with road maintenance, especially snow removal. They seem to get it off the roads very quickly.”

Table 2.2b. Evaluation of Snowplow Services: Trends 2007–2011

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

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2007	1,336	9.7 %	25.6 %	44.8 %	18.7 %	1.82
2008	1,028	7.3	22.1	52.4	18.2	1.82
2009	1,363	5.9	20.4	51.1	22.5	1.90
2010	879	4.7	18.0	52.3	25.0	1.98
2011	1,110	5.5	16.3	54.4	23.8	1.96

Percent change in average rating from 2007–2011: 7.7 %

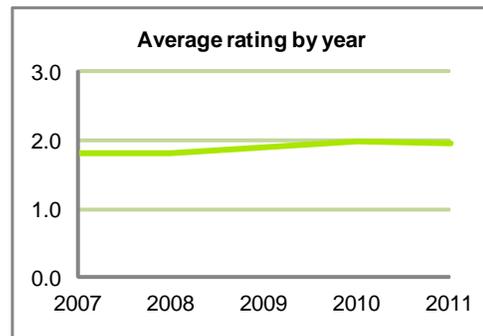
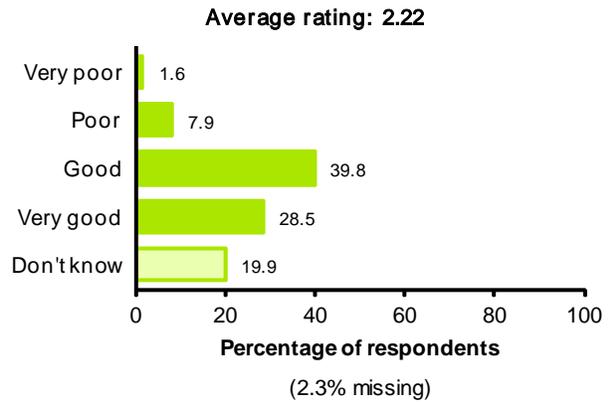


Table 3.1a. Evaluation of Library Services, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	18	1.6 %	0.00	2.0 %
Poor	92	7.9	1.00	10.2
Good	461	39.8	2.00	51.2
Very good	330	28.5	3.00	36.6
Don't know	231	19.9		
Total valid	1,132	97.7 %		
Missing	27	2.3		
Total	1,159	100.0 %		



“I have seen many people and know of many others who have driven off due to lack of parking at Wasilla Library. It seems with the amount of tax paying residents that use this facility they could provide more than ten parking spots.”

Table 3.1b. Evaluation of Library Services: Trends 2007–2011

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)	
2007	1,138	1.8 %	10.9 %	49.6 %	37.7 %	2.23
2008	848	2.1	11.0	49.4	37.5	2.22
2009	1,111	1.4	10.3	52.3	36.0	2.23
2010	746	1.5	11.0	54.6	33.0	2.19
2011	901	2.0	10.2	51.2	36.6	2.22

Percent change in average rating from 2007–2011: -0.4 %

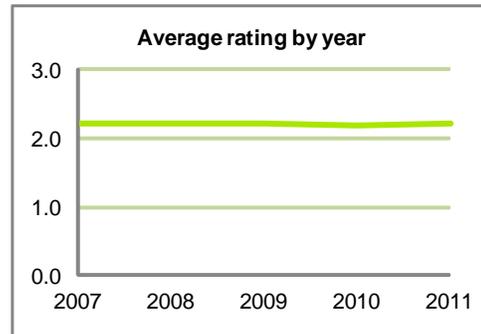
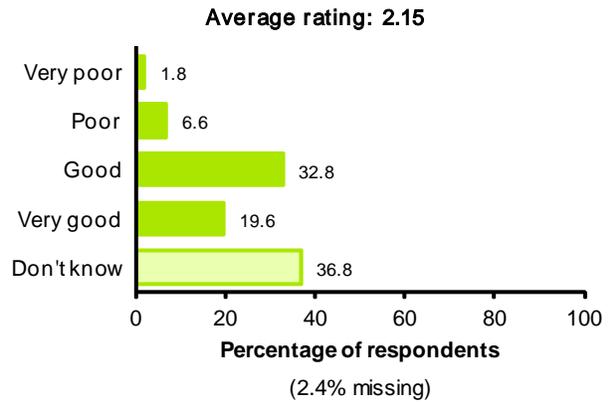


Table 3.2a. Evaluation of Elementary Schools, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	21	1.8 %	0.00	3.0 %
Poor	77	6.6	1.00	10.9
Good	380	32.8	2.00	53.9
Very good	227	19.6	3.00	32.2
Don't know	426	36.8		
Total valid	1,131	97.6 %		
Missing	28	2.4		
Total	1,159	100.0 %		



“Schools need more money. Sutton Elementary School is in sad, sad shape and there is no reason for it.”

Table 3.2b. Evaluation of Elementary Schools: Trends 2007–2011

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)	
2007	1,014	2.7 %	10.2 %	52.4 %	34.8 %	2.19
2008	728	2.7	12.1	53.3	31.9	2.14
2009	932	1.4	9.1	56.7	33.8	2.22
2010	606	1.3	9.1	55.4	34.2	2.22
2011	705	3.0	10.9	53.9	32.2	2.15

Percent change in average rating from 2007–2011: -1.8 %

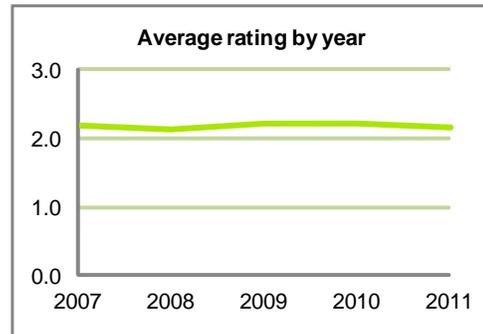
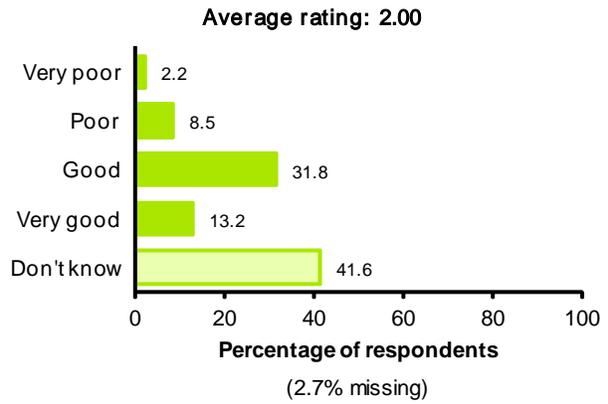


Table 3.3a. Evaluation of Middle Schools, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	26	2.2 %	0.00	4.0 %
Poor	99	8.5	1.00	15.3
Good	368	31.8	2.00	57.0
Very good	153	13.2	3.00	23.7
Don't know	482	41.6		
Total valid	1,128	97.3 %		
Missing	31	2.7		
Total	1,159	100.0 %		



“There is visible decline in the school system in terms of student motivation.”

Table 3.3b. Evaluation of Middle Schools: Trends 2007–2011

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)	
2007	933	4.3 %	16.8 %	53.7 %	25.2 %	2.00
2008	673	4.8	18.3	53.3	23.6	1.96
2009	849	2.5	15.8	56.5	26.3	2.06
2010	554	2.9	14.8	55.6	26.7	2.06
2011	646	4.0	15.3	57.0	23.7	2.00

Percent change in average rating from 2007–2011: 0.0 %

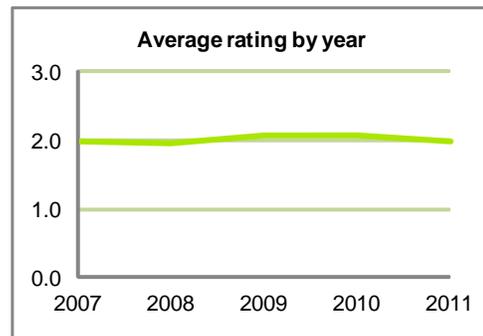
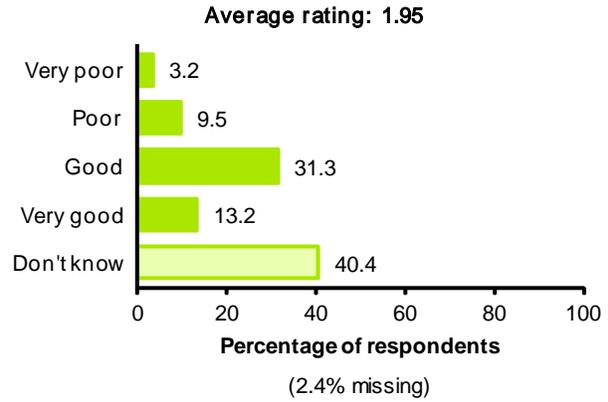


Table 3.4a. Evaluation of High Schools, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	37	3.2 %	0.00	5.6 %
Poor	110	9.5	1.00	16.6
Good	363	31.3	2.00	54.8
Very good	153	13.2	3.00	23.1
Don't know	468	40.4		
Total valid	1,131	97.6 %		
Missing	28	2.4		
Total	1,159	100.0 %		



“The Borough school district, particularly the high schools, needs much improvement. Many Borough high school ‘graduates’ lack basic math, reading, and writing skills. Basic, rigorous academics are needed, and money should not be spent on the latest, frivolous education.”

Table 3.4b. Evaluation of High Schools: Trends 2007–2011

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)	
2007	919	6.1 %	19.4 %	50.7 %	23.8 %	1.92
2008	681	6.2	21.3	50.7	21.9	1.88
2009	842	3.0	16.3	56.5	25.3	2.03
2010	553	3.3	15.6	55.3	25.9	2.04
2011	663	5.6	16.6	54.8	23.1	1.95

Percent change in average rating from 2007–2011: 1.6 %

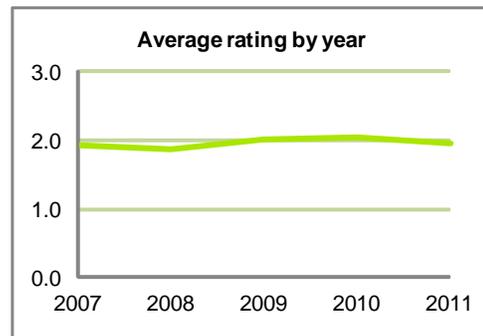
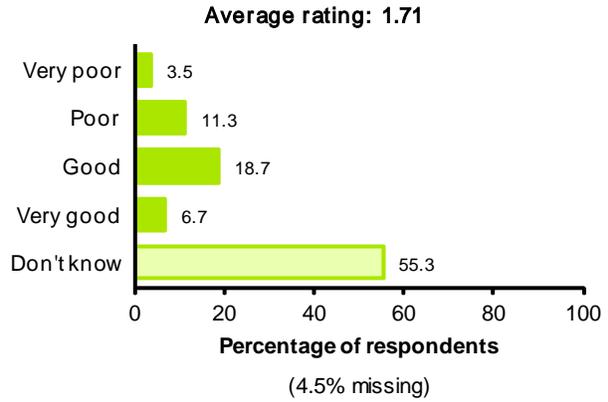


Table 3.5a. Evaluation of Community Enhancement Programs, 2011

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	40	3.5 %	0.00	8.6 %
Poor	131	11.3	1.00	28.1
Good	217	18.7	2.00	46.6
Very good	78	6.7	3.00	16.7
Don't know	641	55.3		
Total valid	1,107	95.5 %		
Missing	52	4.5		
Total	1,159	100.0 %		



“Public-private partnerships should be considered to enhance recreation/community enrichment programs.”

Table 3.5b. Evaluation of Community Enhancement Programs: Trends 2007–2011

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)	
2007	781	8.3 %	29.2 %	48.5 %	14.0 %	1.68
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

Percent change in average rating from 2007–2011: 1.8 %

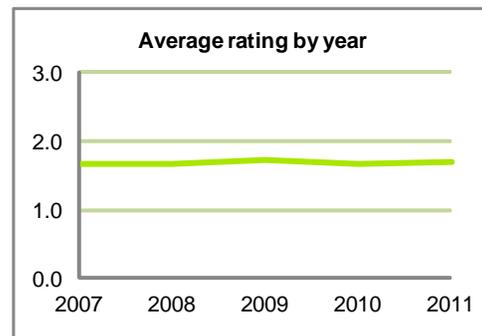
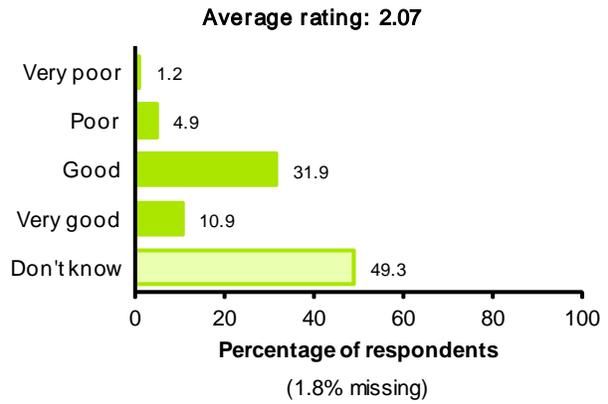


Table 4.1a. Evaluation of Wasilla Swimming Pool, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	14	1.2 %	0.00	2.5 %
Poor	57	4.9	1.00	10.1
Good	370	31.9	2.00	65.3
Very good	126	10.9	3.00	22.2
Don't know	571	49.3		
Total valid	1,138	98.2 %		
Missing	21	1.8		
Total	1,159	100.0 %		



“The Wasilla Swimming Pool is often too busy to get into.”

Table 4.1b. Evaluation of Wasilla Swimming Pool: Trends 2007–2011

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)	
2007	823	2.3 %	11.1 %	62.6 %	24.1 %	2.10
2008	588	1.4	10.2	68.2	20.2	2.07
2009	706	3.0	10.8	62.6	23.7	2.07
2010	470	1.9	10.4	67.0	20.6	2.06
2011	567	2.5	10.1	65.3	22.2	2.07

Percent change in average rating from 2007–2011: -1.4 %

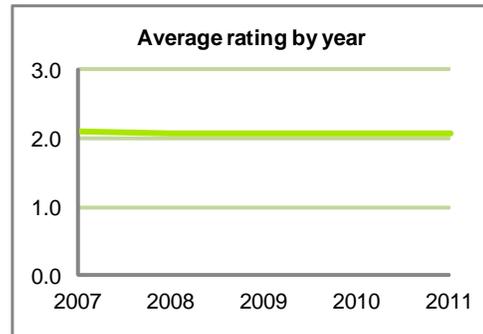
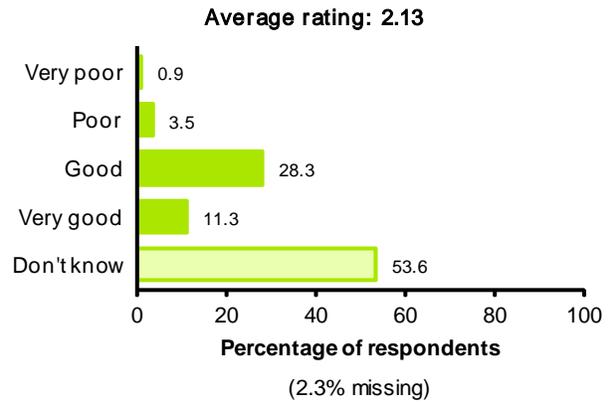


Table 4.2a. Evaluation of Palmer Swimming Pool, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	11	0.9 %	0.00	2.2 %
Poor	41	3.5	1.00	8.0
Good	328	28.3	2.00	64.2
Very good	131	11.3	3.00	25.6
Don't know	621	53.6		
Total valid	1,132	97.7 %		
Missing	27	2.3		
Total	1,159	100.0 %		



“The Palmer Pool locker rooms and showers need to be remodeled.”

Table 4.2b. Evaluation of Palmer Swimming Pool: Trends 2007–2011

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

Year	n	Percent responding				Average rating
		Very poor (0.00)	Poor (1.00)	Good (2.00)	Very good (3.00)	
2007	745	1.6 %	7.8 %	61.2 %	29.4 %	2.18
2008	514	1.4	8.0	67.1	23.5	2.13
2009	631	1.9	7.4	62.0	28.7	2.17
2010	422	0.9	5.2	67.1	26.8	2.20
2011	511	2.2	8.0	64.2	25.6	2.13

Percent change in average rating from 2007–2011: -2.3 %

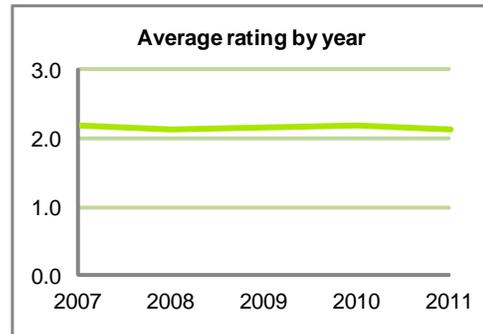
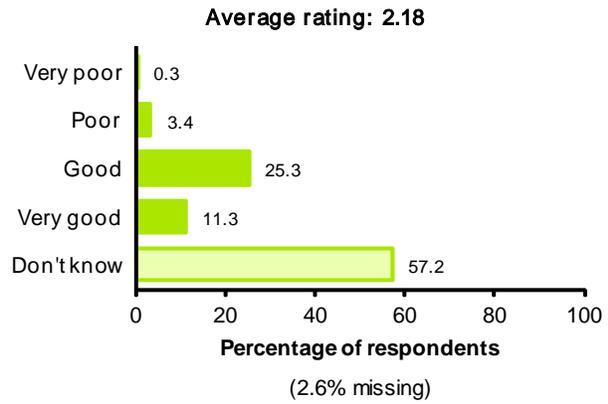


Table 4.3a. Evaluation of Brett Memorial Ice Arena, 2011

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	3	0.3 %	0.00	.6 %
Poor	39	3.4	1.00	8.4
Good	293	25.3	2.00	62.9
Very good	131	11.3	3.00	28.1
Don't know	663	57.2		
Total valid	1,129	97.4 %		
Missing	30	2.6		
Total	1,159	100.0 %		



“[The Brett Memorial Ice Arena] is too expensive.”

Table 4.3b. Evaluation of Brett Memorial Ice Arena: Trends 2007–2011

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)	
2007	718	1.5 %	7.2 %	62.4 %	28.8 %	2.19
2008	499	1.2	6.6	65.1	27.1	2.18
2009	589	0.8	5.6	61.8	31.7	2.24
2010	413	1.2	4.8	62.0	32.0	2.25
2011	466	0.6	8.4	62.9	28.1	2.18

Percent change in average rating from 2007–2011: -0.5 %

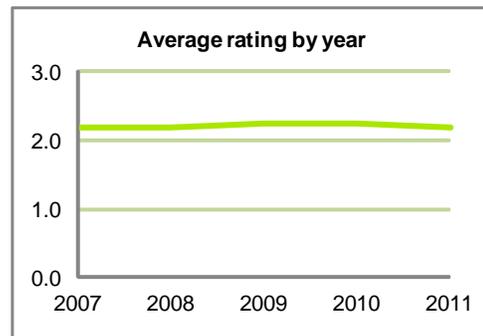
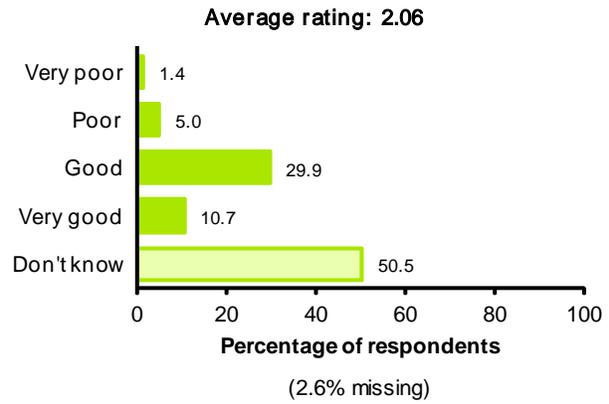


Table 4.4a. Evaluation of Athletic Fields, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	16	1.4 %	0.00	2.9 %
Poor	58	5.0	1.00	10.7
Good	346	29.9	2.00	63.6
Very good	124	10.7	3.00	22.8
Don't know	585	50.5		
Total valid	1,129	97.4 %		
Missing	30	2.6		
Total	1,159	100.0 %		



“We need turfed fields for Valley sports outdoor fields.”

Table 4.4b. Evaluation of Athletic Fields: Trends 2007–2011

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)	
2007	800	2.9 %	12.5 %	59.1 %	25.5 %	2.07
2008	589	2.2	9.0	66.7	22.1	2.09
2009	686	1.6	10.6	64.6	23.2	2.09
2010	491	2.9	9.8	61.3	26.1	2.11
2011	544	2.9	10.7	63.6	22.8	2.06

Percent change in average rating from 2007–2011: -0.5 %

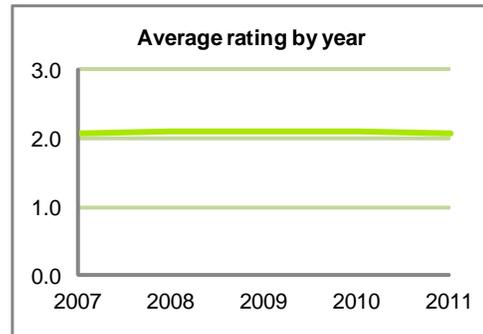
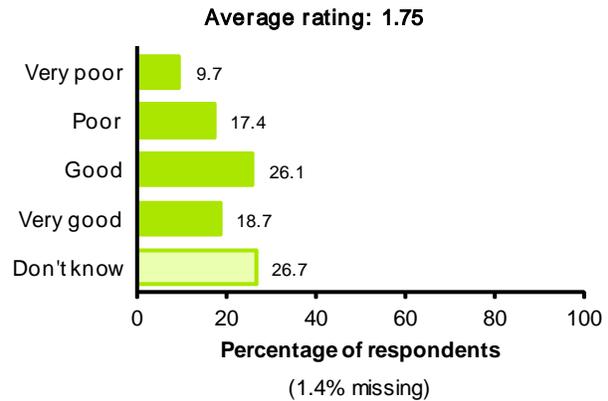


Table 5.1a. Evaluation of Recycling Services, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	112	9.7 %	0.00	13.4 %
Poor	202	17.4	1.00	24.2
Good	303	26.1	2.00	36.3
Very good	217	18.7	3.00	26.0
Don't know	309	26.7		
Total valid	1,143	98.6 %		
Missing	16	1.4		
Total	1,159	100.0 %		



“We currently pay for our recycling service through a private business. It would be nice to see the Mat-Su Borough offer recycling pick-up for the whole community.”

Table 5.1b. Evaluation of Recycling Services: Trends 2007–2011

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)	
2007	1,084	15.4 %	29.5 %	39.1 %	16.0 %	1.56
2008	842	19.1	37.9	31.6	11.4	1.35
2009	1,063	13.7	29.3	39.2	17.8	1.61
2010	700	13.9	29.3	39.9	17.0	1.60
2011	834	13.4	24.2	36.3	26.0	1.75

Percent change in average rating from 2007–2011: 12.2 %

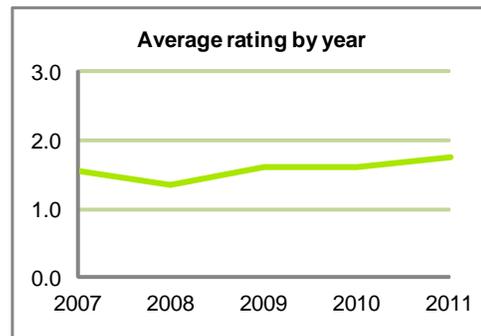
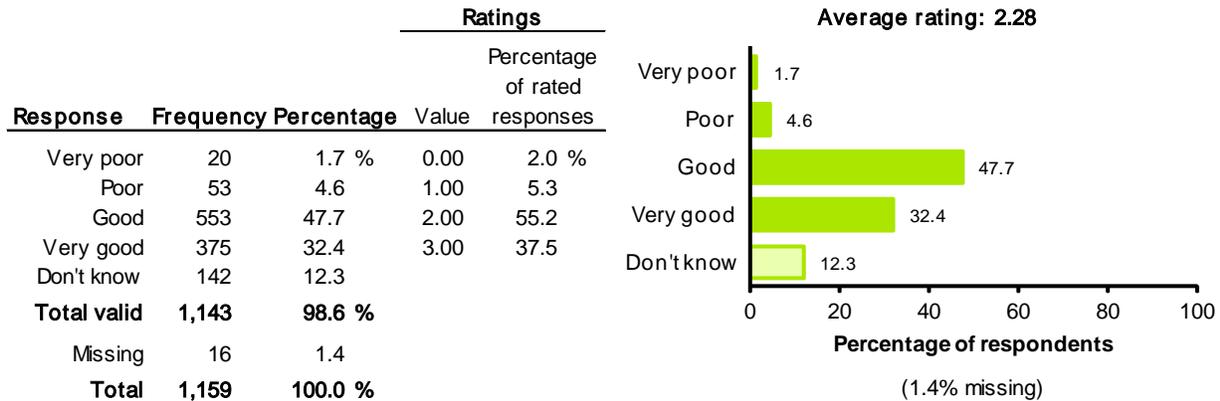


Table 5.2a. Evaluation of Central Landfill Services, 2011

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



“Trash disposal should be free at landfills to help eliminate roadside dumping.”

Table 5.2b. Evaluation of Central Landfill Services: Trends 2007–2011

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

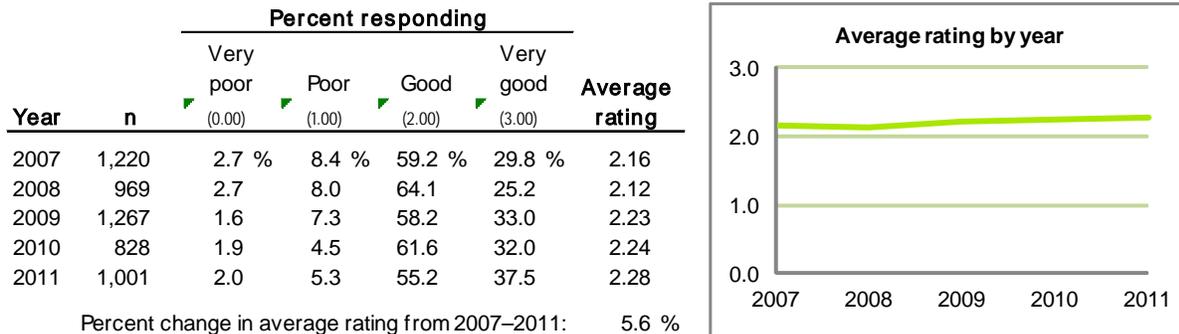
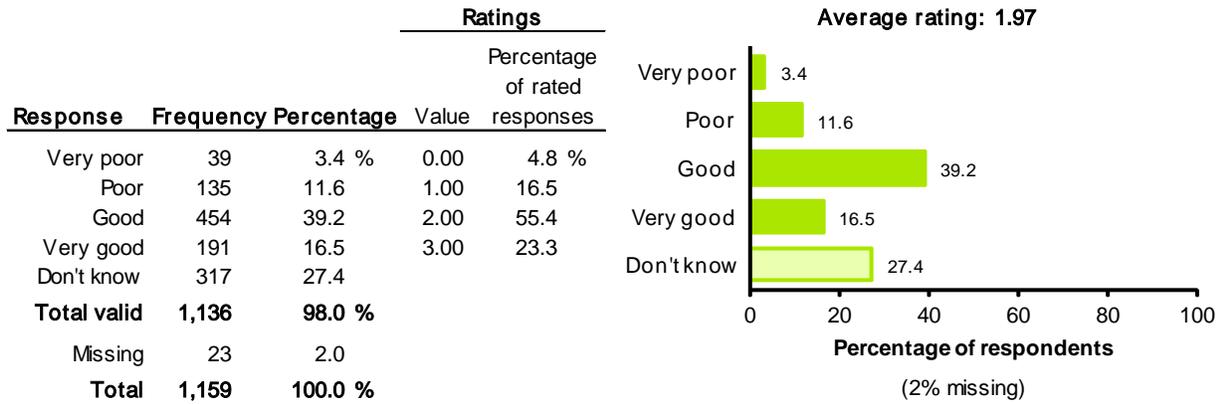


Table 6.1a. Evaluation of Animal Care & Regulation Services, 2011

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



“I think the leash law should be enforced. I’m tired of dogs being loose.”

Table 6.1b. Evaluation of Animal Care & Regulation Services: Trends 2007–2011

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)	
2007	1,081	8.8 %	23.6 %	52.6 %	15.0 %	1.74
2008	840	7.6	21.7	58.5	12.3	1.75
2009	1,039	4.8	17.2	59.3	18.7	1.92
2010	667	5.2	16.5	60.4	17.8	1.91
2011	819	4.8	16.5	55.4	23.3	1.97

Percent change in average rating from 2007–2011: 13.2 %

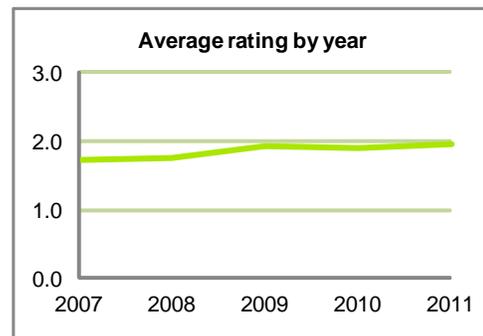
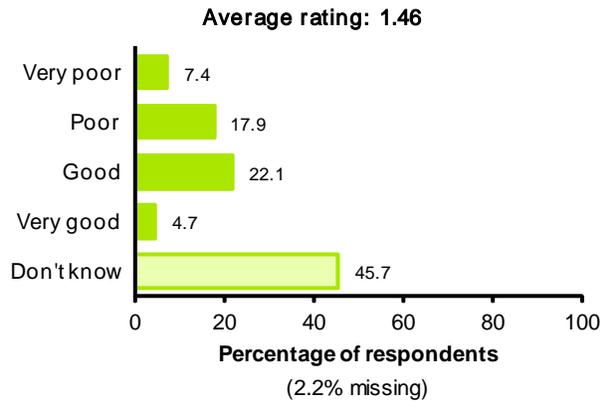


Table 6.2a. Evaluation of Code/Zoning Enforcement Services, 2011

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	86	7.4 %	0.00	14.3 %
Poor	207	17.9	1.00	34.3
Good	256	22.1	2.00	42.5
Very good	54	4.7	3.00	9.0
Don't know	530	45.7		
Total valid	1,133	97.8 %		
Missing	26	2.2		
Total	1,159	100.0 %		



“Please add zoning regulations and enforce them. Willow is 50% nice and 50% disgusting when it comes to residential property!”

Table 6.2b. Evaluation of Code/Zoning Enforcement Services: Trends 2007–2011

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)	
2007	943	18.2 %	34.5 %	39.7 %	7.6 %	1.37
2008	712	14.5	33.7	45.4	6.5	1.44
2009	846	13.7	33.3	45.2	7.8	1.47
2010	556	12.1	37.5	43.5	6.8	1.45
2011	603	14.3	34.3	42.5	9.0	1.46

Percent change in average rating from 2007–2011: 6.6 %

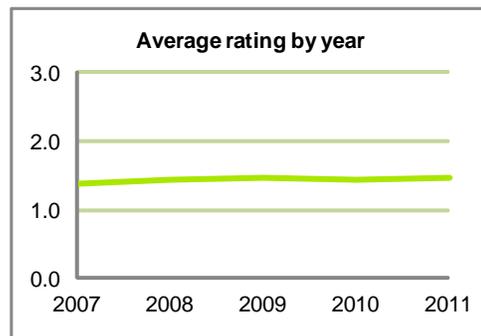
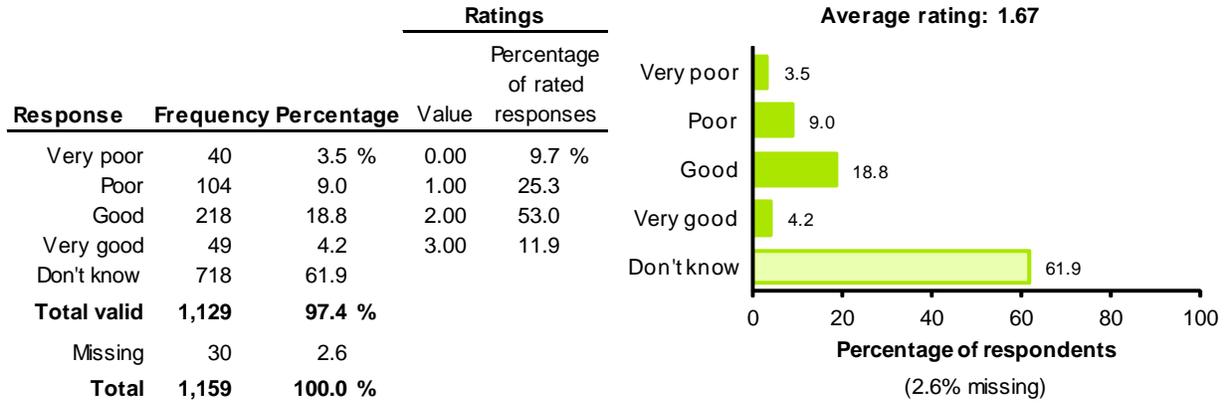


Table 6.3. Evaluation of Permitting Center, 2011

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

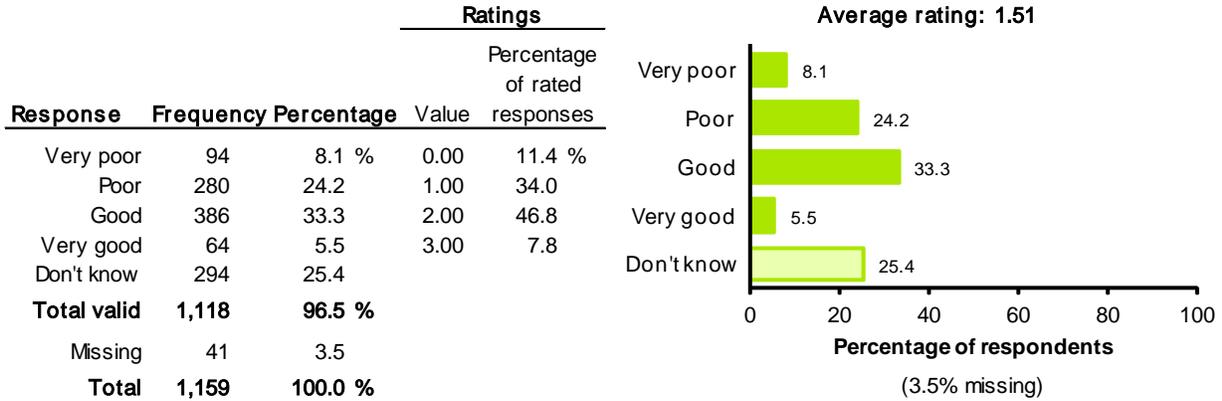


“The new permit center is awesome. I like having a place I can go and get answers in a friendly environment.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 6.4a. Evaluation of Borough News and Information Dissemination, 2011

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



“There is too much Borough fluff.”

Table 6.4b. Evaluation of Borough News and Information Dissemination: Trends 2007–2011

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

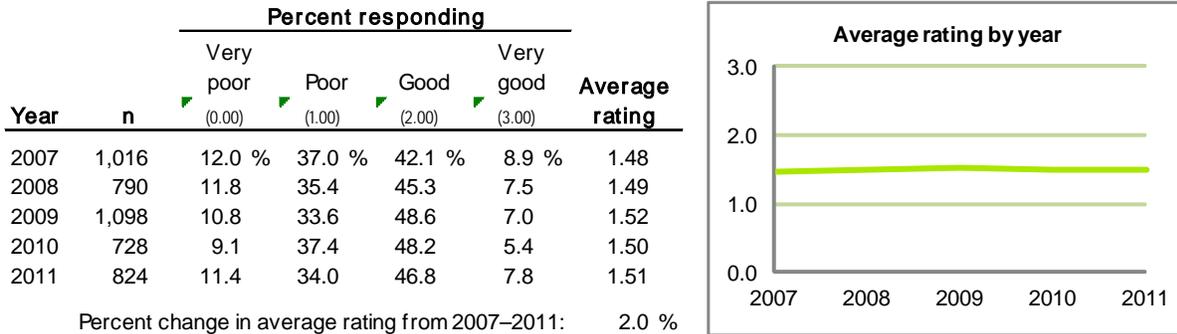
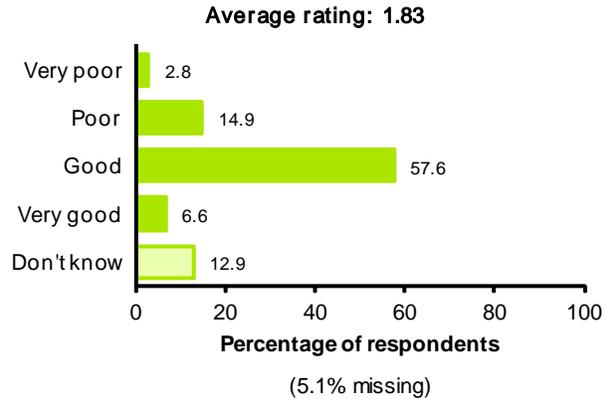


Table 6.5a. Overall Evaluation of Borough Services, 2011

Question 6.5. Your Overall Rating of Borough Services

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Very poor	33	2.8 %	0.00	3.5 %
Poor	173	14.9	1.00	18.2
Good	668	57.6	2.00	70.3
Very good	76	6.6	3.00	8.0
Don't know	150	12.9		
Total valid	1,100	94.9 %		
Missing	59	5.1		
Total	1,159	100.0 %		



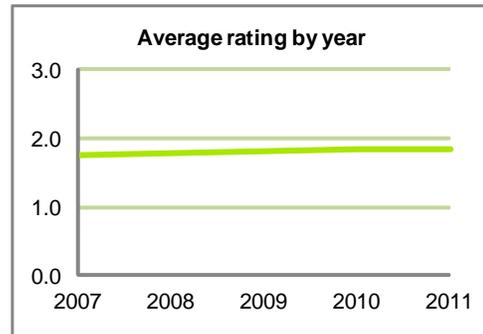
“Doing well. Could do better. Need to keep maintaining and improving – individually and collectively!”

Table 6.5b. Overall Evaluation of Borough Services: Trends 2007–2011

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)	
2007	1,208	4.8 %	25.0 %	60.4 %	9.8 %	1.75
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

Percent change in average rating from 2007–2011: 4.6 %



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Part II.

Use of Borough Facilities

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Use of Borough Facilities – Summary

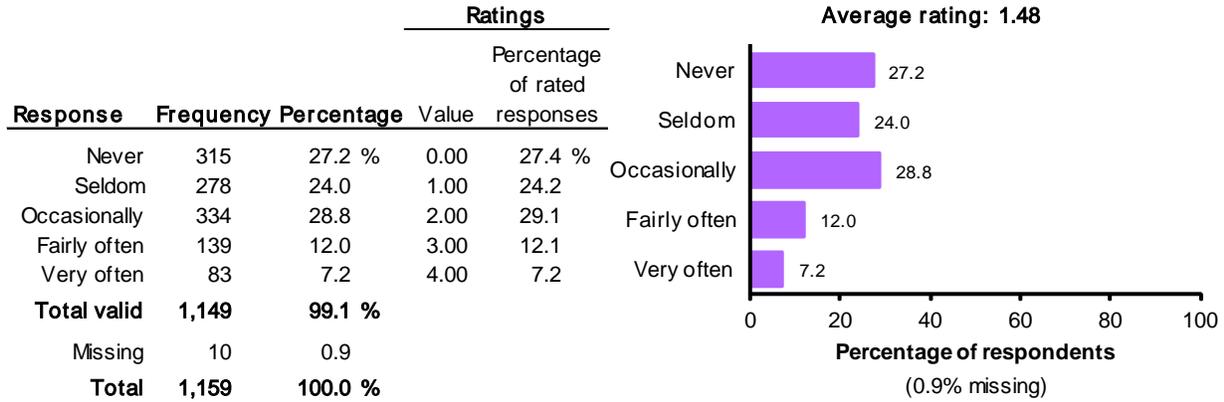
Seventy-two percent of respondents to the *2011 Mat-Su Survey* indicated that they use the Borough's libraries; however, since 2007 usage has declined by eight percent. With respect to individual facility use, while the libraries in Palmer and Wasilla are the most popular, libraries in the smaller communities are also used by nearby residents. The trends on library use should be interpreted with caution due to changes after 2007 in how this question was coded for purposes of data analysis. The past four years of data (2008-2011) show a large drop (10%) in use of the Wasilla Library, and insignificant changes in use of the Palmer, Big Lake, Willow, Talkeetna, Sutton, and Trapper Creek libraries.

Seventy percent of respondents state that they use Borough recreational areas, with the Wasilla and Palmer Pools and assorted Borough trails being the most popular. Like the questions about library use, there were changes in coding of the data after 2007, which makes comparison of 2011 to 2007 unwise. Since 2008, however, there has been a decrease of about ten 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 ten percent from 2008 to 2011.

There were new questions added in 2011 that obtained more details about commuting and use of public transportation. This may have affected responses to the question on MASCOT usage: in the previous four years the survey has been conducted, the percentage of respondents who reported using this service ranged from 6.7 percent to 10.3 percent. In the *2011 Mat-Su Survey*, fewer than four percent of respondents indicated that they use MASCOT. This was still the highest level of reported usage of any public transportation system mentioned in the survey. Eighty-two percent of people who answered the question about commuting said they use a personal vehicle. Almost equal percentages reported using an aircraft (7.9%) as using Share-a-Van and transit combined (8.0%).

Table 7a. Frequency of Public Library Use, 2011

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



“I believe library services are an important service and money should be used from Borough taxes to support them all, including Wasilla and Palmer.”

Table 7b. Frequency of Public Library Use: Trends 2007–2011

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

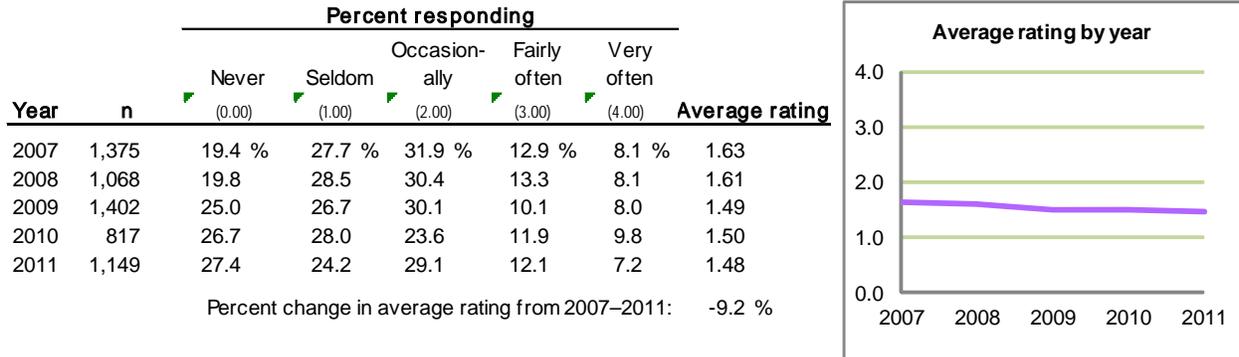
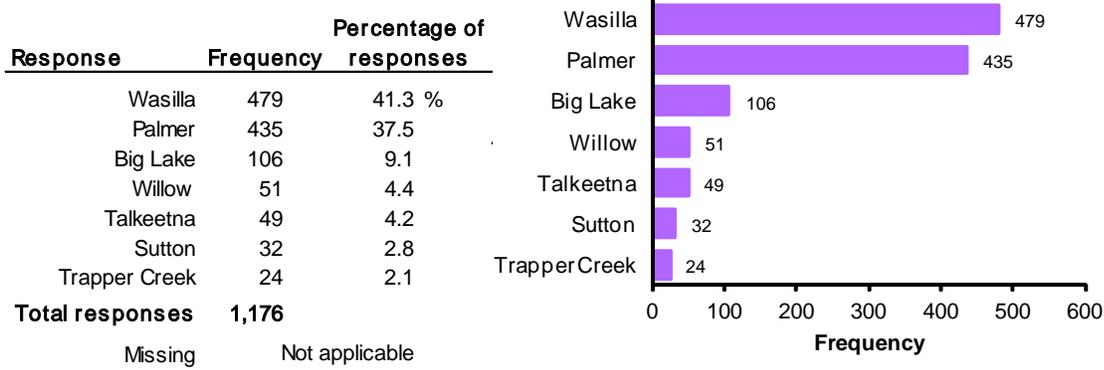


Table 8a. Public Libraries Used, 2011

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



“A large central public library would be great.”

Table 8b. Public Libraries Used: Trends 2007–2011

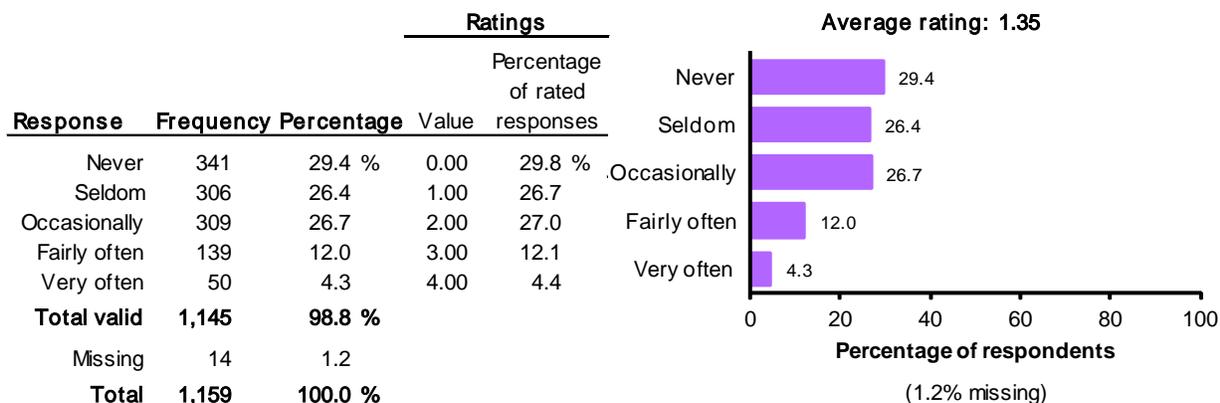
Question 8. Which (if any) of these Borough libraries do you use?
(Please check all that apply.)

Library	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Wasilla	47.1 %	51.9 %	46.4 %	44.8 %	41.3 %	-12.3 %
Palmer	34.2	37.8	37.5	34.7	37.5	9.6
Big Lake	5.3	9.8	7.6	7.7	9.1	71.7
Willow	4.3	5.3	3.6	5.6	4.4	2.3
Talkeetna	4.1	4.1	4.3	4.4	4.2	2.4
Sutton	2.6	2.2	2.2	1.9	2.8	7.7
Trapper Creek	2.3	1.4	2.1	1.0	2.1	-8.7

Note: In this question, respondents selected libraries they use from a list of seven libraries. However, in 2007 only one possible response was coded and included in the data summarized here. Caution should be used when comparing 2007 data to subsequent years.

Table 9a. Frequency of Recreational Facility Use, 2011

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



“I wish all parks could be open and have working handicapped bathrooms. This would improve my ability to get out more.”

Table 9b. Frequency of Recreational Facility Use: Trends 2007–2011

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

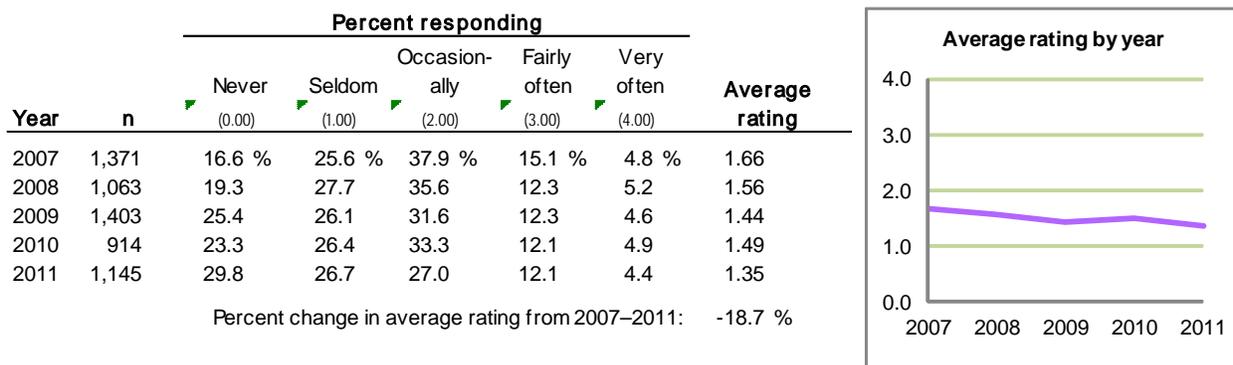
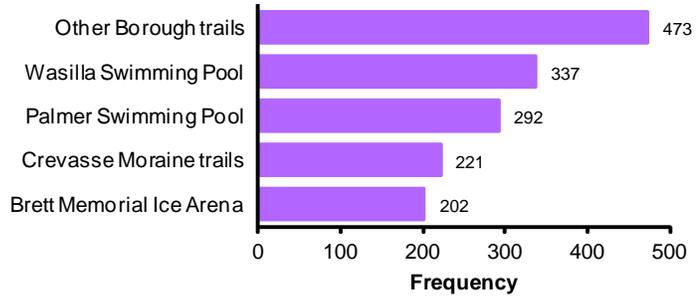


Table 10a. Recreational Facilities Used, 2011

*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	473	40.8 %
Wasilla Sw imming Pool	337	29.1
Palmer Sw imming Pool	292	25.2
Crevasse Moraine trails	221	19.1
Brett Memorial Ice Arena	202	17.4
Total responses	1,525	
Missing	Not applicable	



“I think funding of cross country ski trails needs to increase. Something that hasn’t happened yet is disc golf courses being developed on those same trails. Maintenance can be partly paid for by the ski and golf clubs – through membership fees. Many parks and disc golf clubs have worked together throughout the country to help develop public trails – look at Birch Hill in Fairbanks.”

Table 10b. Recreational Facilities Used: Trends 2007–2011

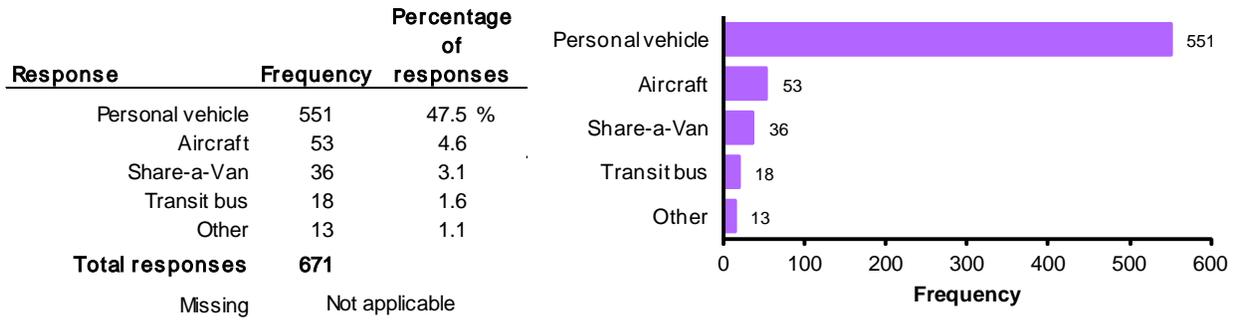
*Question 10. Which (if any) of these Borough Recreational Facilities do you use?
(Please check all that apply.)*

Recreational facility	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Other Borough trails	38.1 %	39.8 %	40.4 %	28.3 %	40.8 %	7.1 %
Wasilla Sw imming Pool	31.9	38.8	32.4	22.7	29.1	-8.8
Palmer Sw imming Pool	19.5	26.7	27.9	18.3	25.2	29.2
Brett Memorial Ice Arena	7.7	22.5	19.6	15.0	19.1	148.1
Crevasse Moraine trails	2.8	20.7	19.9	15.7	17.4	521.4

Note: In this question, respondents selected facilities they use from a list of five recreational facilities. However, in 2007 only one possible response was coded and included in the data summarized here. Caution should be used when comparing 2007 data to subsequent years, especially with respect to use of the Brett Memorial Ice Arena and the Crevasse Moraine trails.

Table 11. Modes of Commuting Outside of Borough, 2011

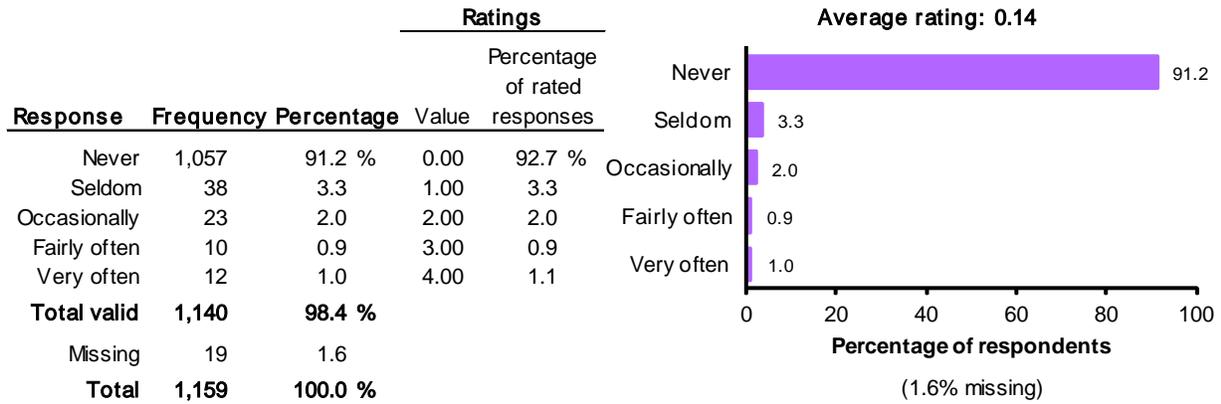
*Question 11. If you commute outside of the Borough for work, how do you commute?
(Please check all that apply.)*



“It is a problem that commuters need to depart from the Valley at 6 AM in order to catch a couple of buses to get to their job site.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 12. Frequency of Public Transportation Use, 2011
Question 12. How often do you use the Public Transportation in the Borough?

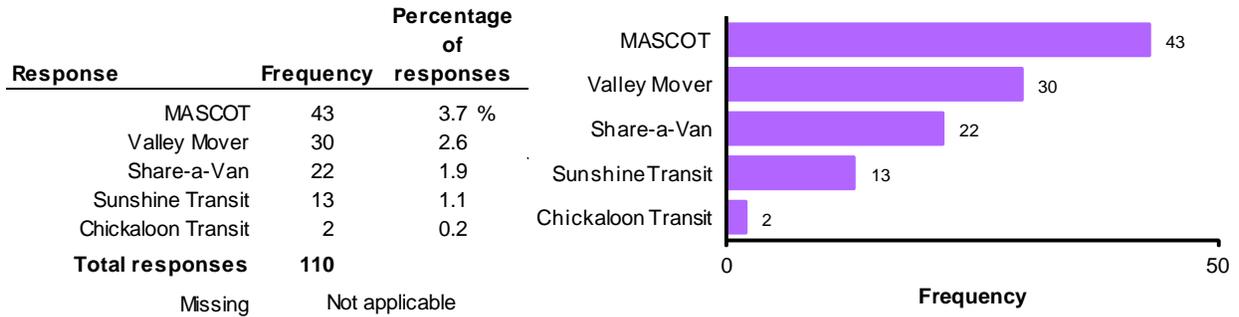


“Sometimes, we elders need quicker access to transportation for services which are, at this time, only available in the ‘downtown’ areas. I rely on my husband’s driving and consider myself lucky.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 13. Public Transportation Services Used, 2011

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



“More public transit is needed between Palmer and Wasilla as well as Talkeetna through Houston/Big Lake to Wasilla. Far too many of the communities within 60 miles of Palmer/Wasilla are in effect isolated if an individual is of low income or without a license. So much economic development is solely focused on Wasilla and Palmer with no consideration for the more remote towns.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

However, previous years’ surveys did ask 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 6.7% in 2007, 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

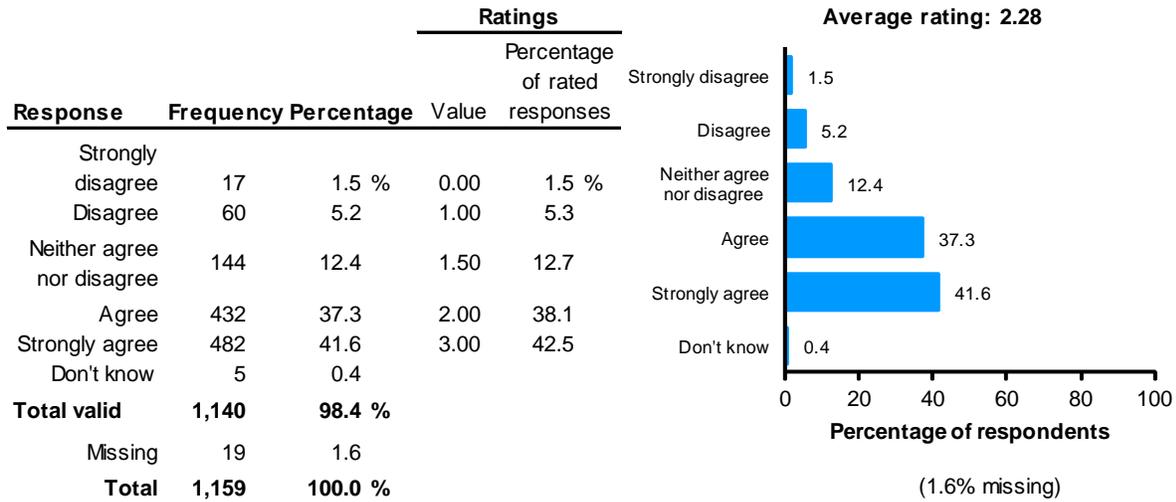
Borough residents report being generally happy with their neighborhoods and their feeling of community with neighbors. The report of the *2010 Mat-Su Borough Survey* commented on a pattern of noticeable declines from 2009 to 2010 in the average ratings for many variables in this section. This pattern is no longer evident—many ratings have increased from last year, 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 29 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 juvenile delinquency (though truancy seems less likely to produce that intervention than other forms of delinquency) and if their local fire station were threatened with budget cuts. On all measures of social interaction with neighbors, average ratings have dropped from 2007 to 2011. 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 55%) 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 10% of respondents. From 2007 to 2011, there were generally large decreases in the percentages of respondents reporting both physical and social disorder, though slight and likely insignificant increases were seen in 2011 in overgrown shrubs and trees, rundown and neglected buildings, and trash in the streets.

Respondents report little or no fear of crime in their neighborhoods, and average ratings on all measures of fear of crime are generally unchanged. Fear of crime rarely prevents respondents from carrying out their normal activities in the neighborhood. Fewer than six percent of respondents report being victimized in their neighborhoods. This was unchanged from 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 (90.9%). Over 72 percent of respondents said they keep a firearm in the home for self-protection. In the four years since the *Mat-Su Survey* began asking about self-protection measures, there has been little change overall, although there has been a steady increase in reported use of a home security system and taking self-defense lessons.

Table 14.1a. Evaluation of Neighborhood as a Place to Live, 2011

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



“I love living here and expect to continue doing so.”

Table 14.1b. Evaluation of Neighborhood as a Place to Live: Trends 2007–2011

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

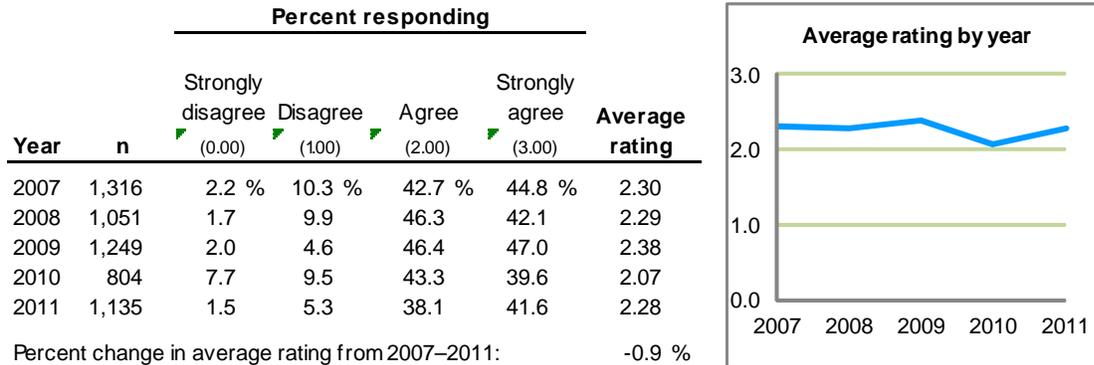
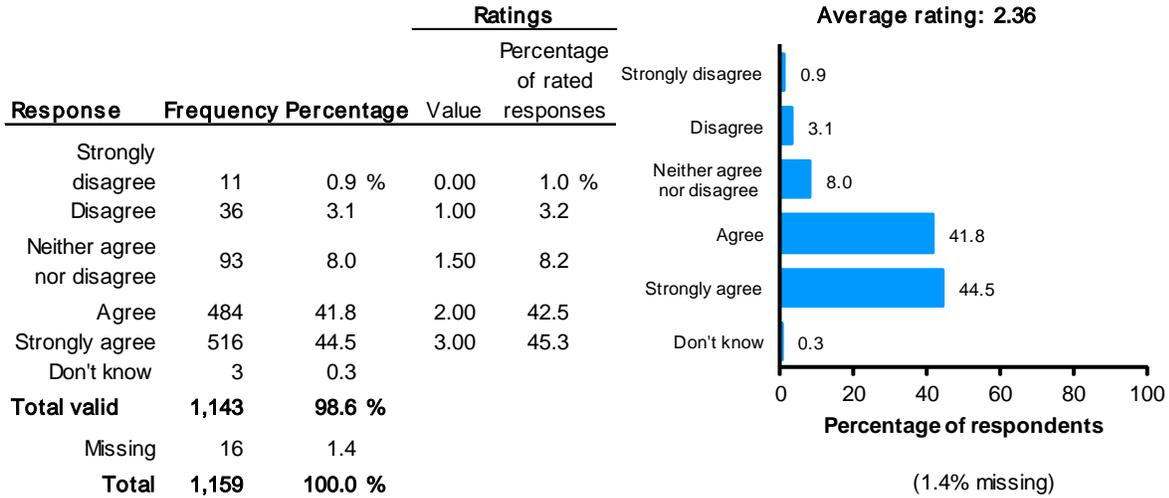


Table 14.2a. Evaluation of Neighborhood as a Place to Live, 2011

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

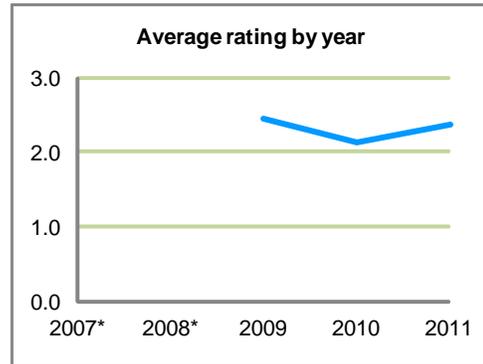


“The quality of life here in the Mat-Su Valley is much better since I first arrived here. The good outweighs the bad!”

Table 14.2b. Evaluation of Neighborhood as a Place to Live: Trends 2009–2011

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)	
2007*	—	—	—	—	—	—
2008*	—	—	—	—	—	—
2009	1,298	1.3 %	3.0 %	46.4 %	50.7 %	2.44
2010	850	7.2	8.9	43.9	40.0	2.12
2011	1,140	1.0	3.2	42.5	45.3	2.36
Percent change in average rating from 2009–2011:						-3.3 %



* This question was not asked prior to 2009.

Table 14.3a. Moving Away and Missing the Neighborhood, 2011

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 would miss my house but not the neighborhood particularly.”

Table 14.3b. Moving Away and Missing the Neighborhood: Trends 2007-2011

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?

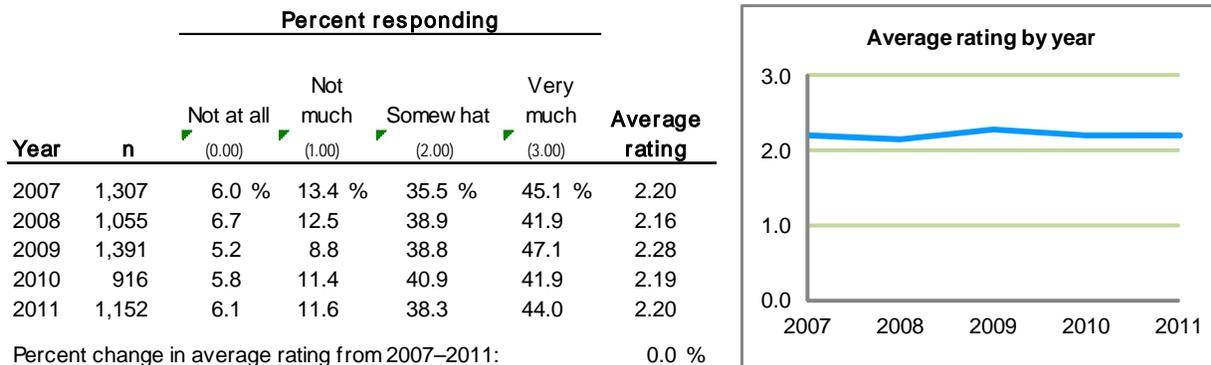
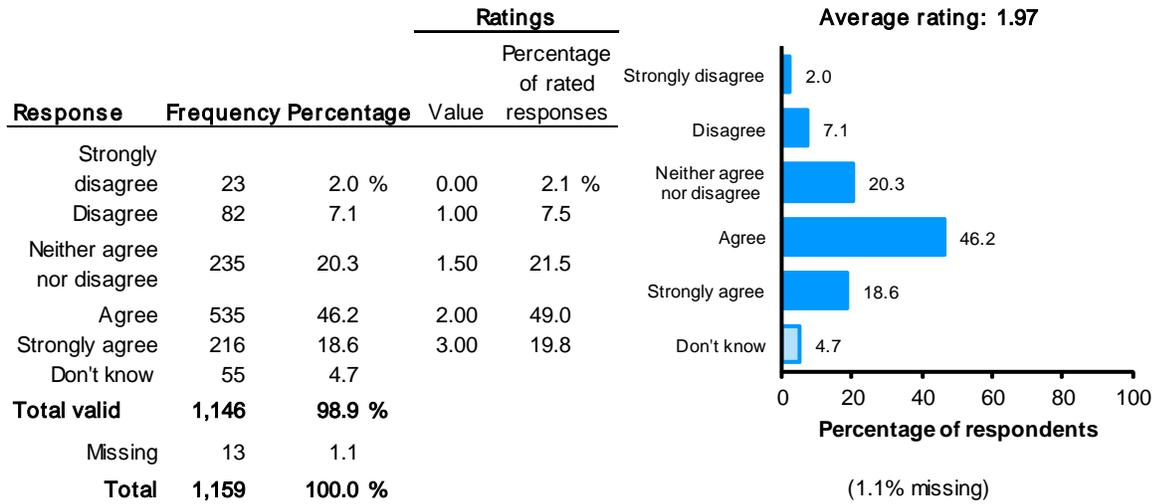


Table 15.1a. People in Neighborhood are Trustworthy, 2011

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.*



“Some neighbors are great. I’d trust them with my life. We are very close. Some not, like three out of eight.”

Table 15.1b. People in Neighborhood are Trustworthy: Trends 2007-2011

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.*

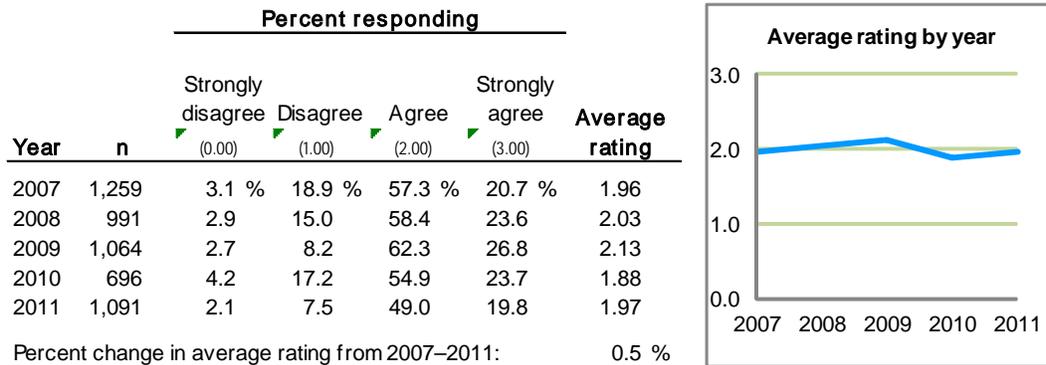
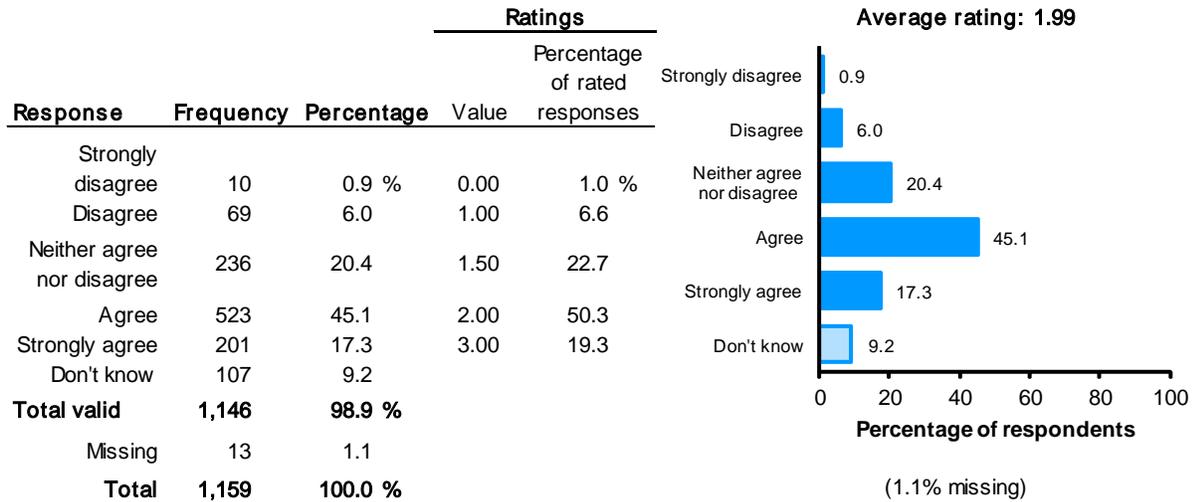


Table 15.2a. People in Neighborhood Get Along with Each Other, 2011

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.

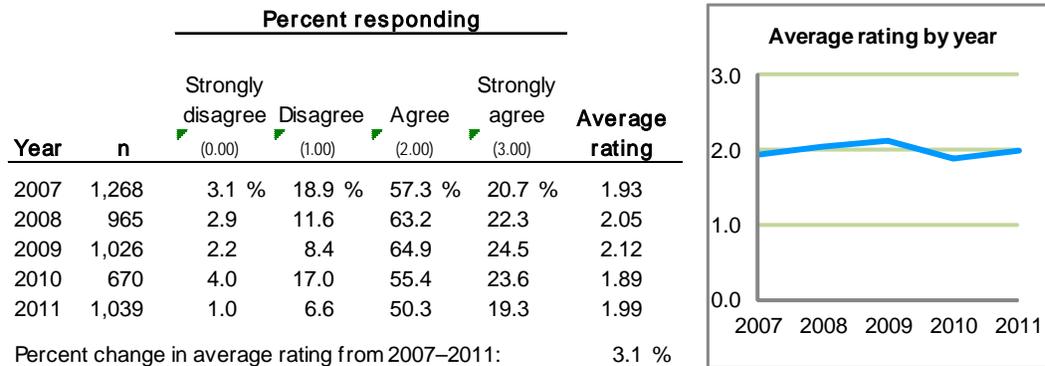


* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get along with each other." Results can be interpreted in the same manner as other variables in this section.

"We appreciate the fact that we have a lot of freedom as property owners to do what we like, however there is always the downside to this – people can destroy, neglect, or be careless and cause grief to others. We are working on good relations with our neighbors so there can be good communication."

Table 15.2b. People in Neighborhood Get Along with Each Other: Trends 2007-2011

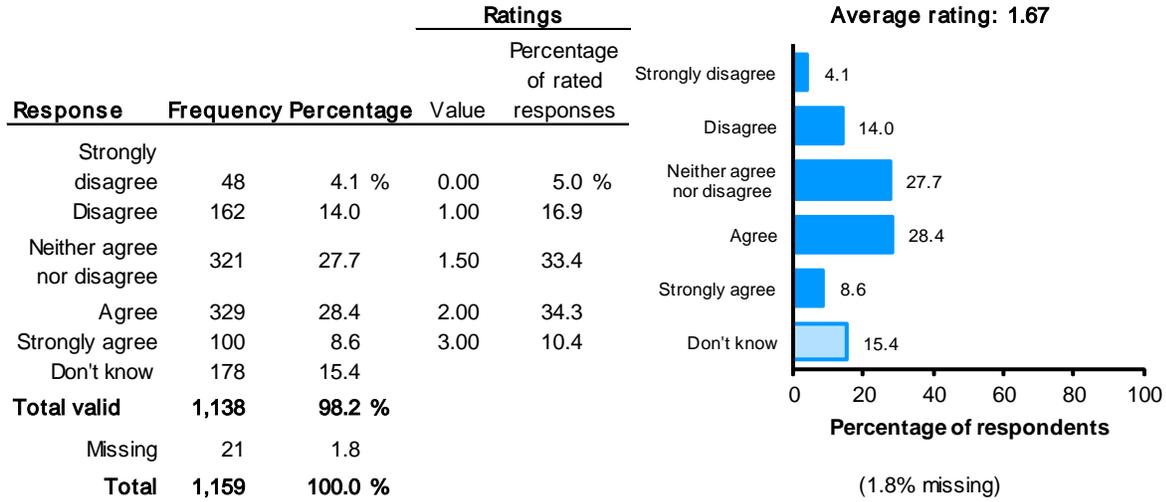
Question 15.2. Please indicate the extent to which you agree or disagree with each of the following statements: **People in my neighborhood generally get along with each other.**



* 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, 2011

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.*

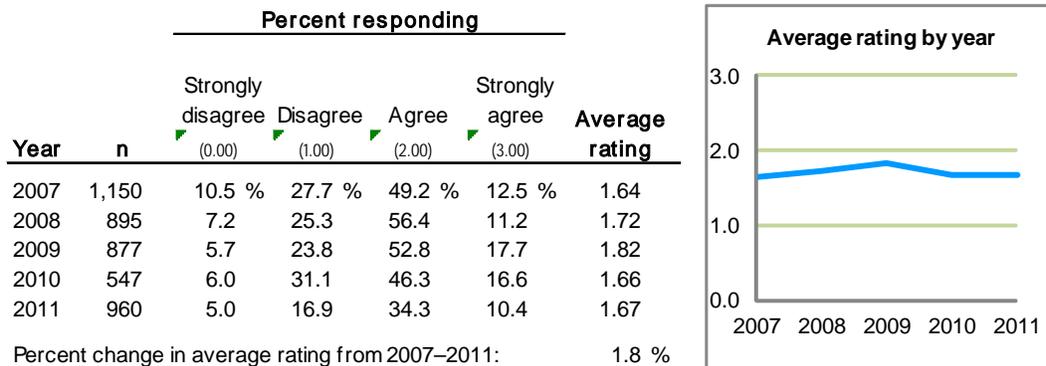


* Responses were reverse-coded. The original statement was "People in my neighborhood **do not** share the same values." Results can be interpreted in the same manner as other variables in this section.

"There is too much religion."

Table 15.3b. People in Neighborhood Share Same Values: Trends 2007-2011

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.*

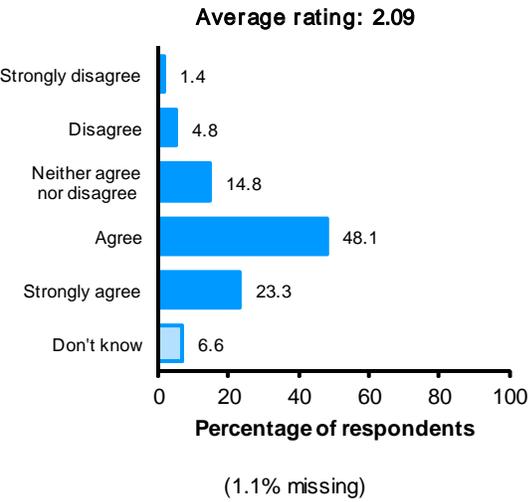


* Responses were reverse-coded. The original statement was "People in my neighborhood generally **do not** get share the same values." Results can be interpreted in the same manner as other variables in this section.

Table 15.4a. People in Neighborhood are Willing to Help Their Neighbors, 2011

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.*

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	16	1.4 %	0.00	1.5 %
Disagree	56	4.8	1.00	5.2
Neither agree nor disagree	171	14.8	1.50	16.0
Agree	557	48.1	2.00	52.1
Strongly agree	270	23.3	3.00	25.2
Don't know	76	6.6		
Total valid	1,146	98.9 %		
Missing	13	1.1		
Total	1,159	100.0 %		



“We love it here, we would like to see it be a small town for as long as possible but embrace it growing, if it is beautiful and people are generally good and kind.”

Table 15.4b. People in Neighborhood are Willing to Help Their Neighbors: Trends 2007-2011

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.*

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2007	1,266	2.4 %	14.3 %	56.1 %	27.2 %	2.08
2008	978	2.4	11.1	59.9	26.6	2.11
2009	1,130	1.8	5.0	63.8	29.4	2.21
2010	728	4.4	12.9	56.0	26.6	1.96
2011	1,070	1.5	5.2	52.1	25.2	2.09
Percent change in average rating from 2007–2011:						0.5 %

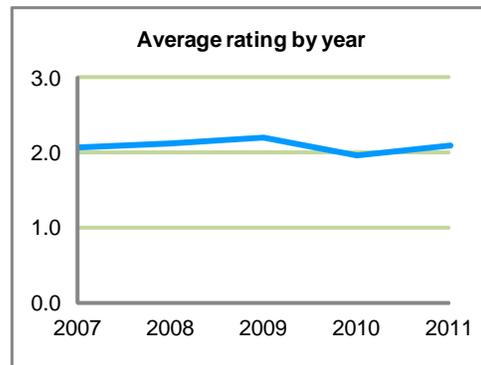
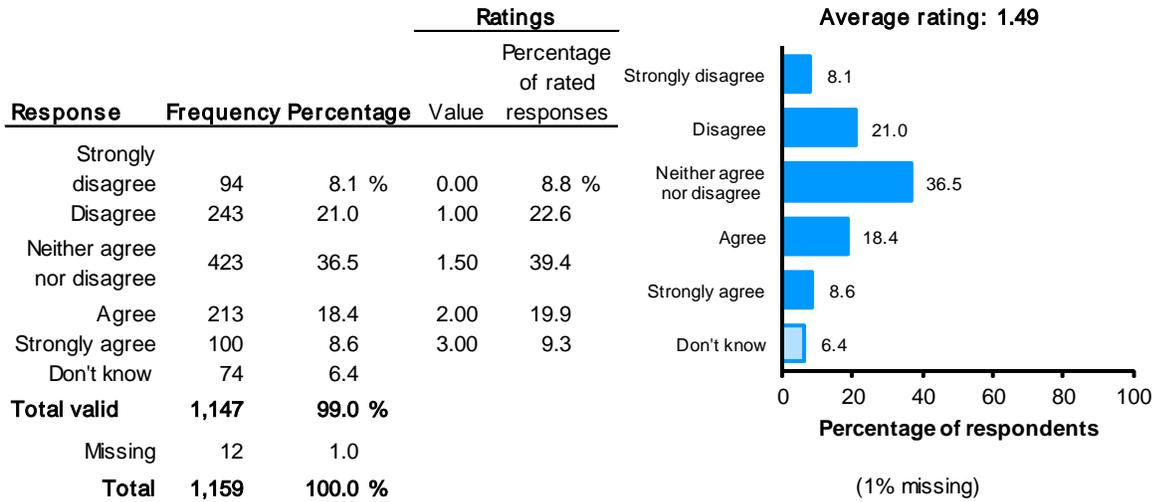


Table 15.5a. Neighborhood is Close-Knit, 2011

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.*



“While we do not know many of our neighbors, there is a close knit support system. We know, trust, and appreciate several.”

Table 15.5b. Neighborhood is Close-Knit: Trends 2007-2011

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.*

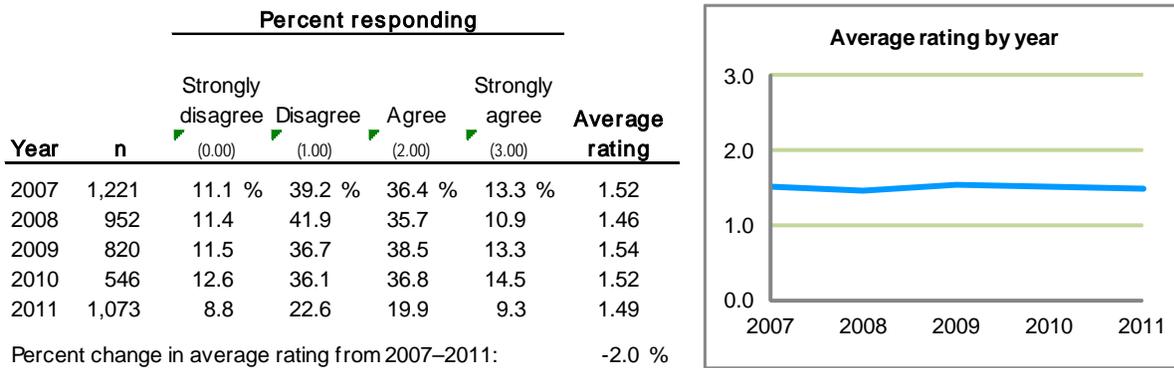


Table 16.1a. Intervention by Neighbors Against Children Spray-Painting Graffiti, 2011

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.**

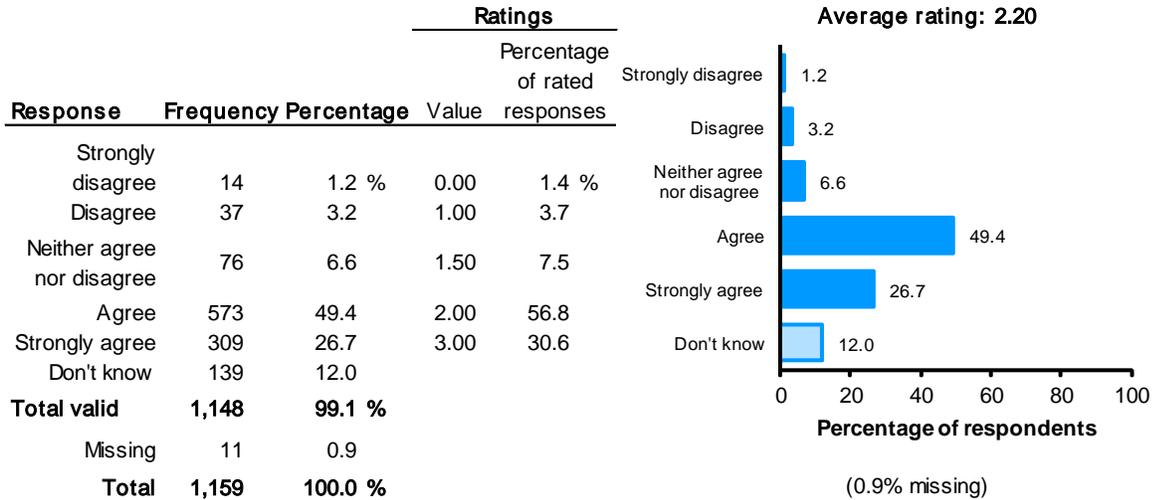


Table 16.1b. Intervention by Neighbors Against Children Spray-Painting Graffiti: Trends 2007-2011

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.**

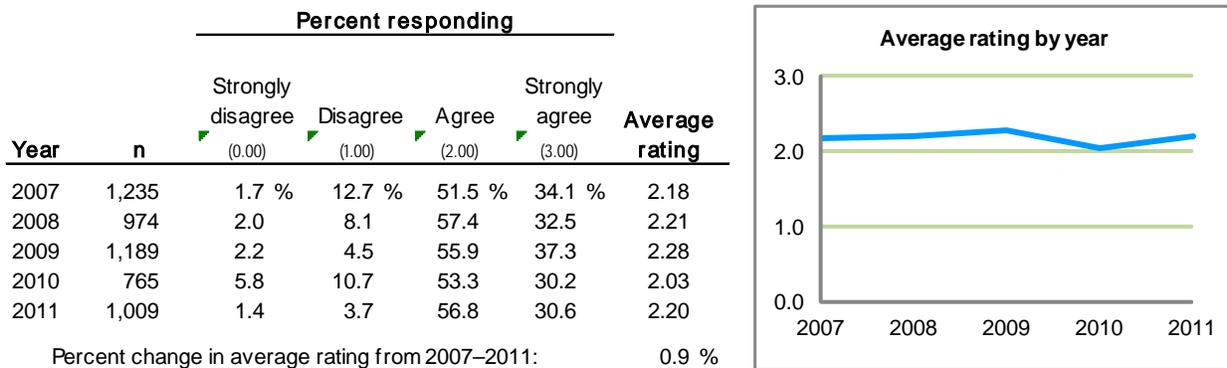
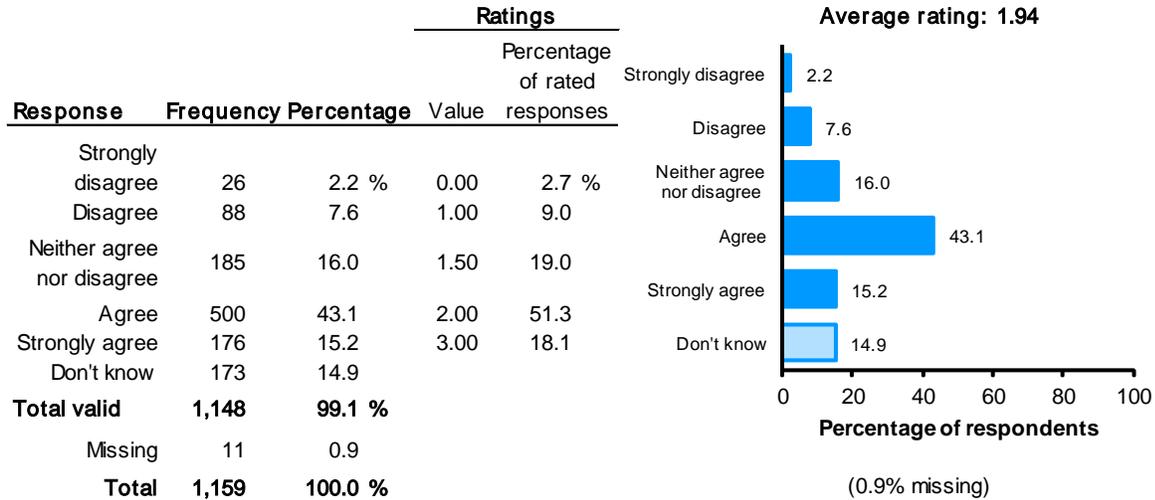


Table 16.2a. Intervention by Neighbors Against Disrespectful Children, 2011

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.**



“Too young kids on ATVs are nearly out of control. They are jumping approaches without a sideways glance. For years I would head them off and give’em hell.”

Table 16.2b. Intervention by Neighbors Against Disrespectful Children: Trends 2007-2011

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.**

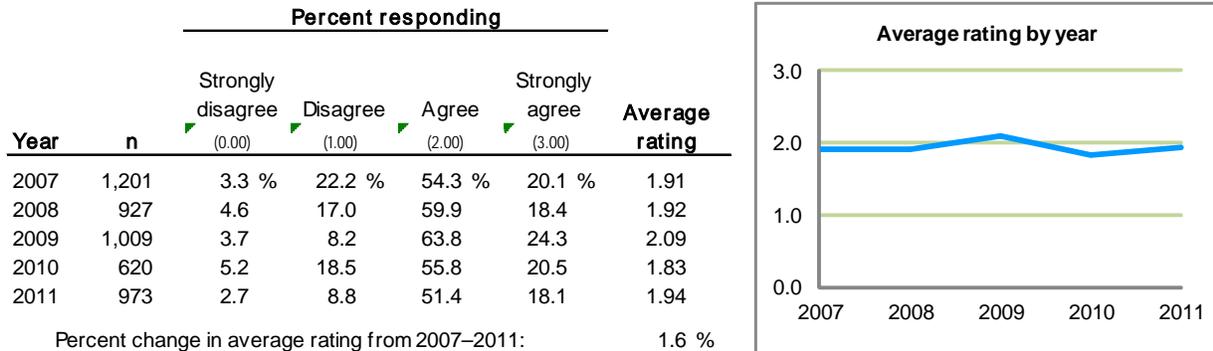


Table 16.3a. Intervention by Neighbors Against Budget Cuts to Fire Station, 2011

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.*

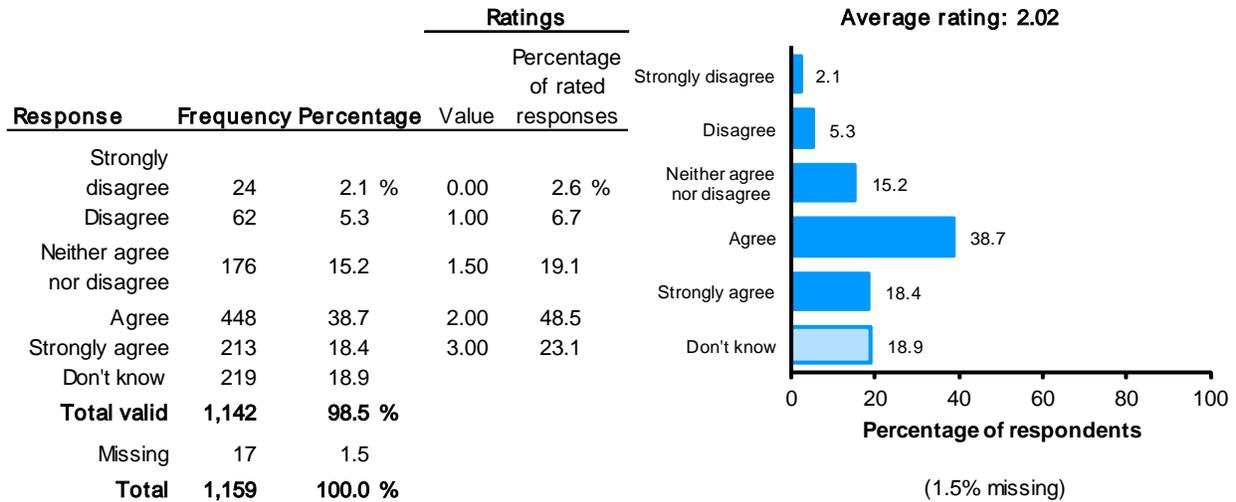


Table 16.3b. Intervention by Neighbors Against Budget Cuts to Fire Station: Trends 2007–2011

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.*

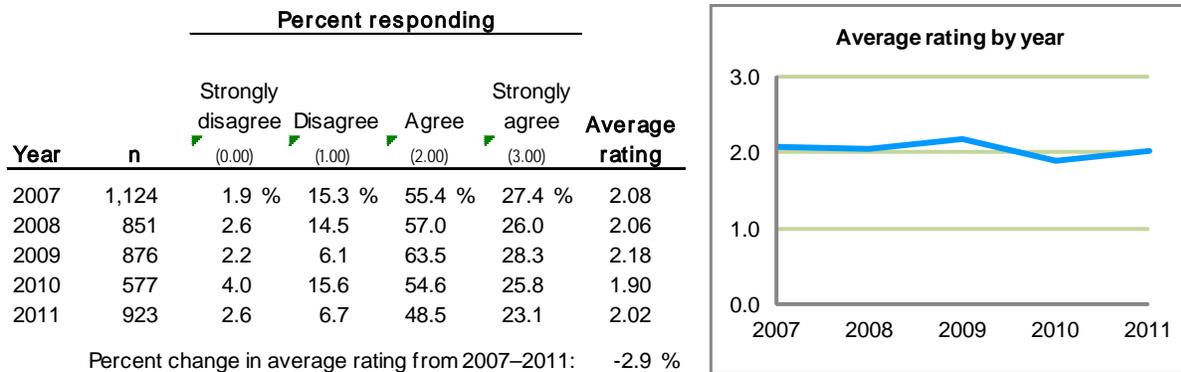


Table 16.4a. Intervention by Neighbors Against Fight Near Home, 2011

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.

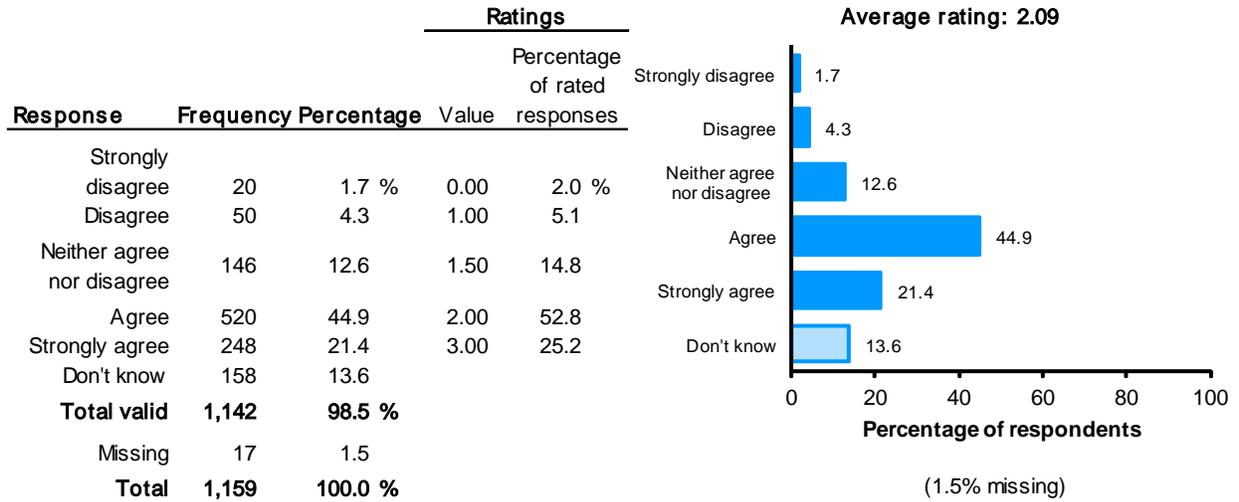


Table 16.4b. Intervention by Neighbors Against Fight Near Home: Trends 2007–2011

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.

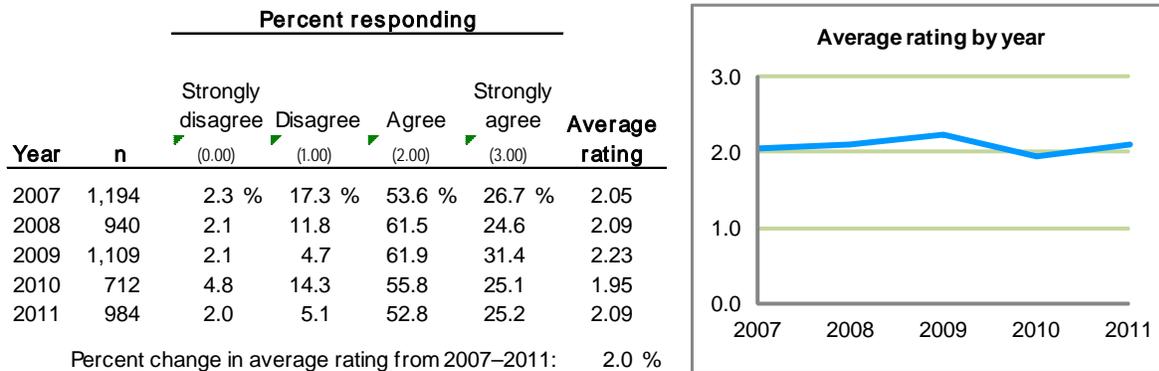
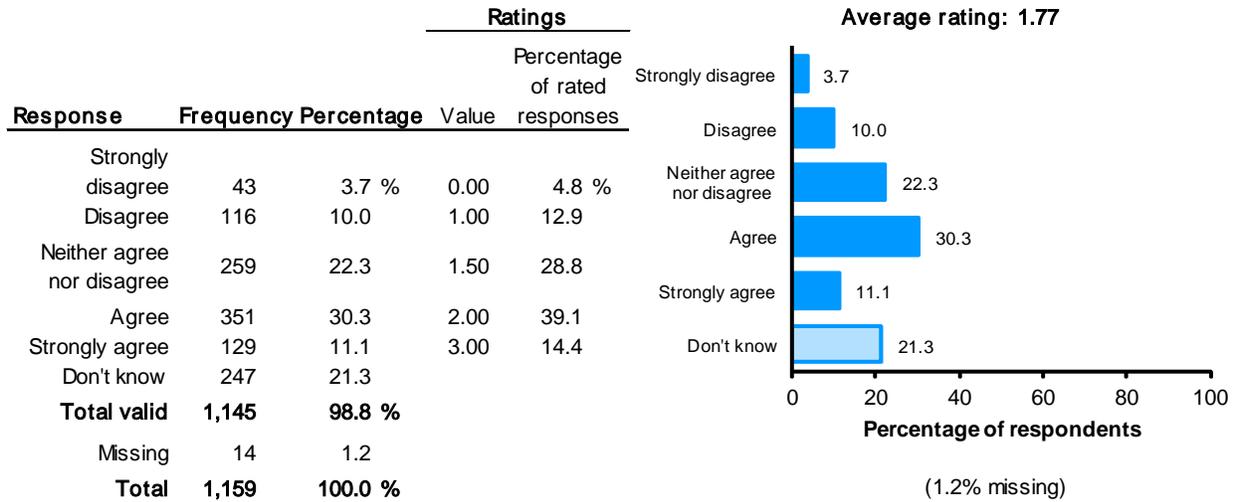


Table 16.5a. Intervention by Neighbors Against Truant and Loitering Children, 2011

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.



“There need to be more attractive, accessible outlets for Alaska’s youth, like programs, clubs, and volunteer opportunities.”

Table 16.5b. Intervention by Neighbors Against Truant and Loitering Children: Trends 2007–2011

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.

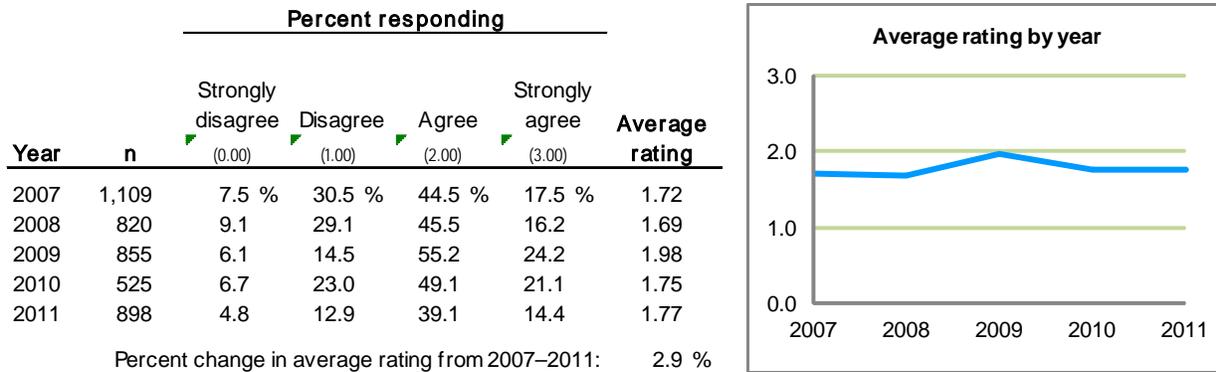


Table 17.1a. Borrowing Items from Neighbors, 2011

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	474	40.9 %	0.00	41.5 %
Less than once a month	458	39.5	1.00	40.1
Monthly	151	13.0	2.00	13.2
Weekly	55	4.7	3.00	4.8
Daily	5	0.4	4.00	.4
Total valid	1,143	98.6 %		
Missing	16	1.4		
Total	1,159	100.0 %		

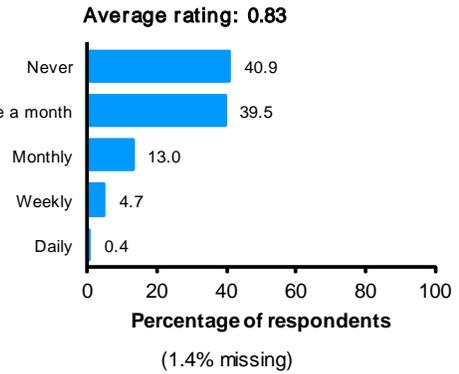


Table 17.1b. Borrowing Items from Neighbors: Trends 2007–2011

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)	
2007	1,368	35.8 %	44.3 %	13.8 %	5.3 %	0.7 %	0.91
2008	1,063	39.8	41.3	11.2	6.7	1.0	0.88
2009	1,399	33.8	45.7	14.7	5.2	0.6	0.93
2010	910	32.9	45.4	14.6	6.2	1.0	0.97
2011	1,143	41.5	40.1	13.2	4.8	0.4	0.83

Percent change in average rating from 2007–2011: -8.8 %

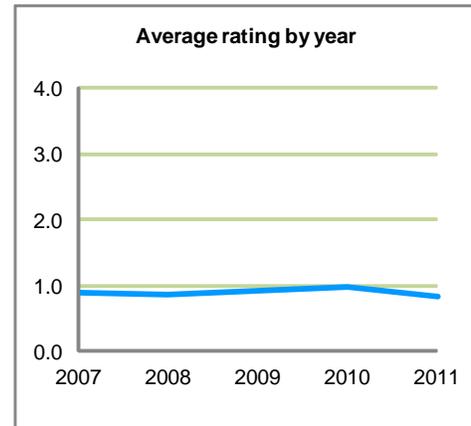
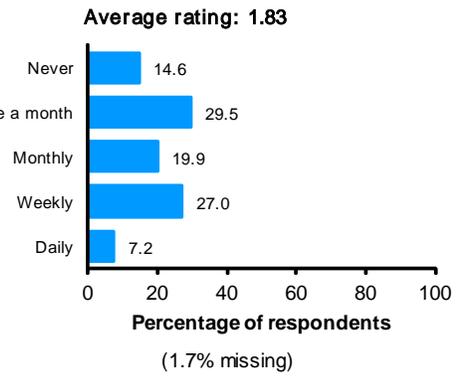


Table 17.2a. Visiting with Neighbors, 2011

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	169	14.6 %	0.00	14.8 %
Less than once a month	342	29.5	1.00	30.0
Monthly	231	19.9	2.00	20.3
Weekly	313	27.0	3.00	27.5
Daily	84	7.2	4.00	7.4
Total valid	1,139	98.3 %		
Missing	20	1.7		
Total	1,159	100.0 %		



“People generally leave each other alone which is what we want.”

Table 17.2b. Visiting with Neighbors: Trends 2007–2011

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)	
2007	1,370	11.8 %	31.8 %	19.9 %	28.5 %	8.1 %	1.89
2008	1,065	13.3	30.0	19.9	28.5	8.3	1.88
2009	1,392	11.5	30.4	22.8	28.0	7.3	1.89
2010	905	12.5	28.3	20.2	30.1	9.0	1.95
2011	1,139	14.8	30.0	20.3	27.5	7.4	1.83

Percent change in average rating from 2007–2011: -3.2 %

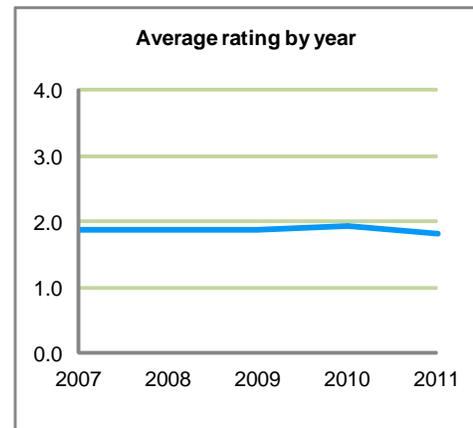
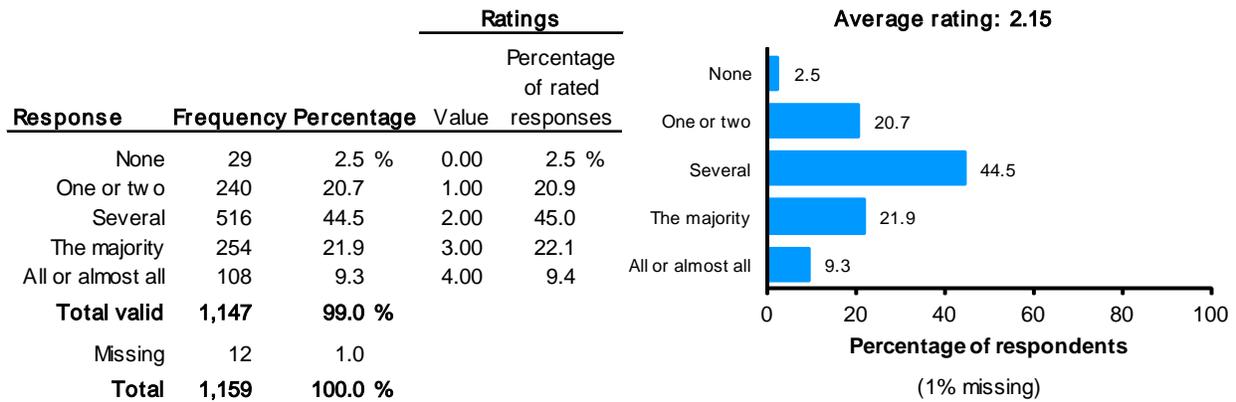


Table 17.3a. Knowing Neighbors by Sight or Name, 2011

Question 17.3. How many or your neighbors would you say that you know by sight or by name?



“I only have heard a couple of my neighbors’ names and don’t talk to them often enough to remember them.”

Table 17.3b. Knowing Neighbors by Sight or Name: Trends 2007–2011

Question 17.3. How many or your neighbors would you say that you know by sight or by name?

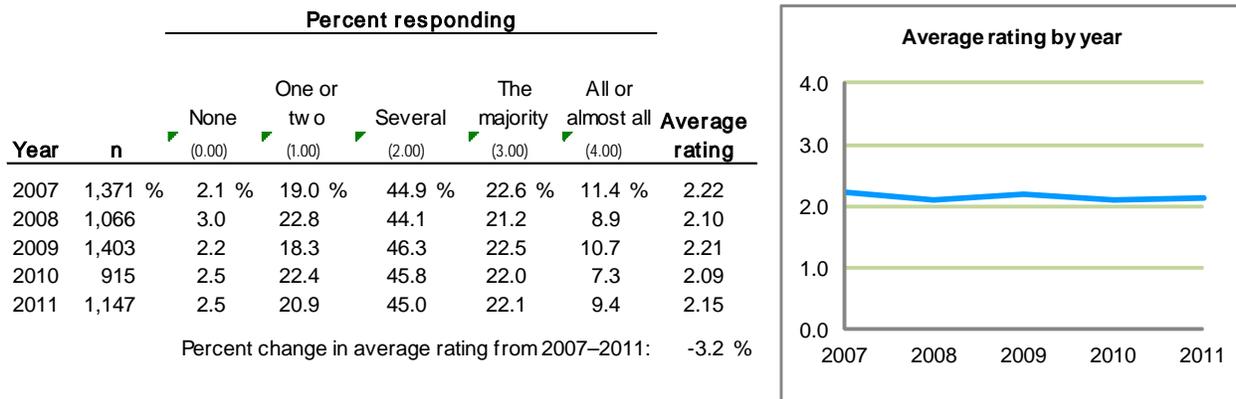
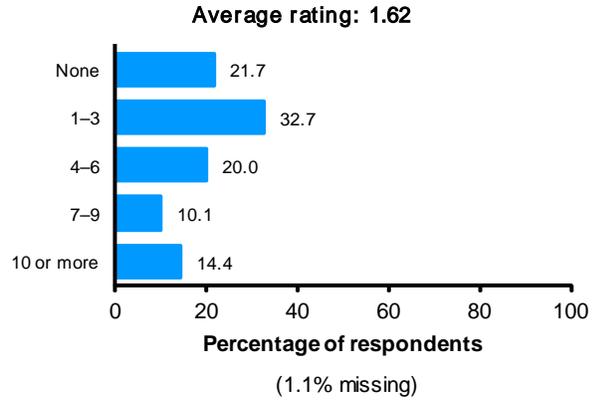


Table 17.4a. Friends and Relatives in Neighborhood, 2011

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	251	21.7 %	0.00	21.9 %
1-3	379	32.7	1.00	33.1
4-6	232	20.0	2.00	20.2
7-9	117	10.1	3.00	10.2
10 or more	167	14.4	4.00	14.6
Total valid	1,146	98.9 %		
Missing	13	1.1		
Total	1,159	100.0 %		



“It’s a mixed crowd of people up here. We’ve had some great neighbors, and are thankful for that. Most of our friends are from the Lower 48. They, like us, appreciate the elbow room, lack of traffic and taxation, and the wonderful scenery. The original locals seem more mean-spirited, arrogant, and not trusting of the Lower 48’ers. Not all of them, though. We have local friends too.”

Table 17.4b. Friends and Relatives in Neighborhood: Trends 2007–2011

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)	
2007	1,371	18.5 %	30.7 %	22.1 %	11.1 %	17.7 %	1.79
2008	1,067	23.6	29.0	21.4	11.5	14.5	1.64
2009	1,401	19.1	30.2	22.3	11.5	16.8	1.77
2010	913	22.2	32.0	21.5	9.9	14.5	1.62
2011	1,146	21.9	33.1	20.2	10.2	14.6	1.62

Percent change in average rating from 2007–2011: -9.5 %

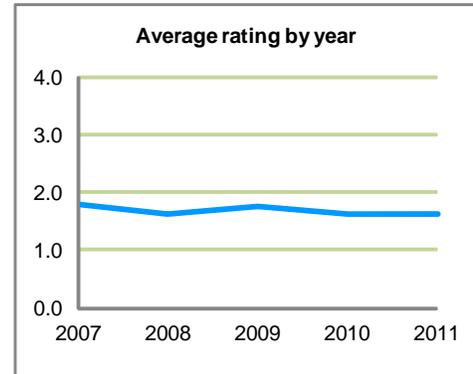
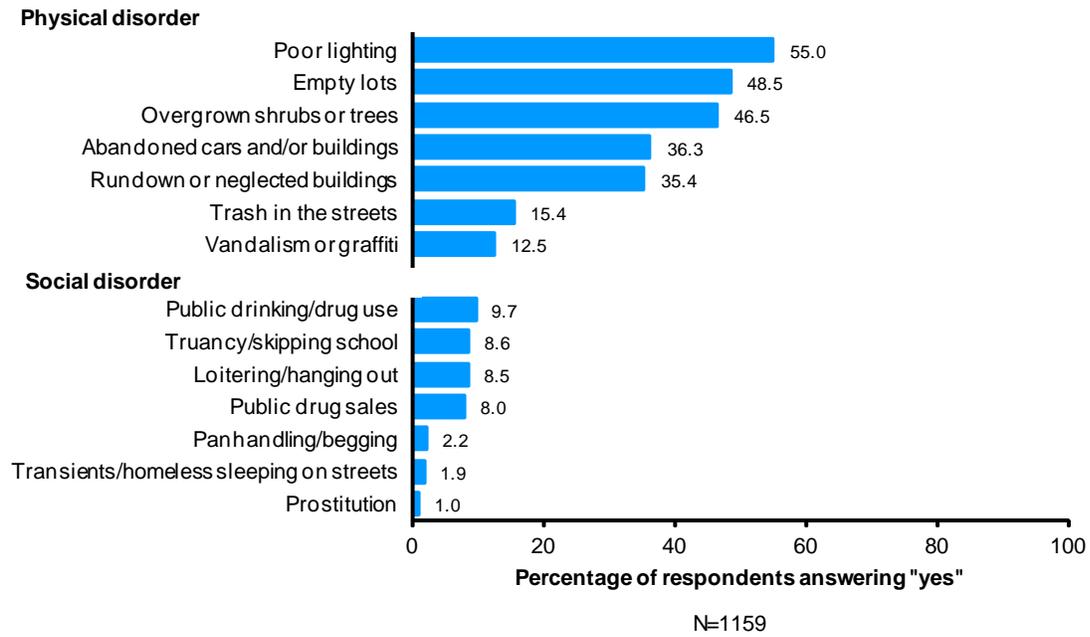


Table 18a. Neighborhood Conditions, 2011

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



"I live in a fairly rural area. I like having poor street lighting and overgrown trees."

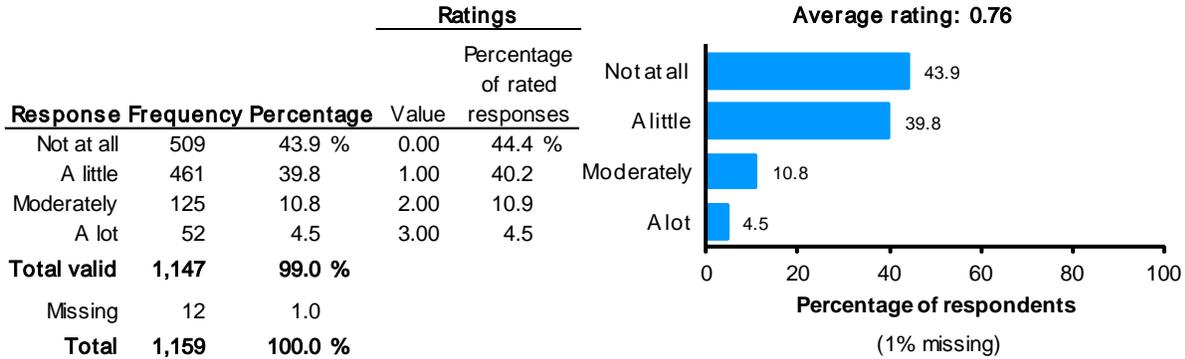
Table 18b. Neighborhood Conditions: Trends 2007–2011

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

Response	2007	2008	2009	2010	2011	Percent change from 2007–2011:
Physical disorder						
Poor lighting	55.5 %	57.6 %	62.1 %	56.2 %	55.0 %	-0.8 %
Empty lots	50.9	52.2	53.5	48.7	48.5	-4.7
Overgrown shrubs or trees	40.3	49.1	43.5	45.4	46.5	15.4
Abandoned cars and/or buildings	42.2	36.0	38.7	35.2	36.3	-13.9
Run-down or neglected buildings	39.7	35.5	36.6	33.2	35.4	-10.9
Trash in the streets	26.9	17.6	17.0	13.6	15.4	-42.6
Vandalism or graffiti	16.9	15.5	14.5	13.1	12.5	-26.0
Social disorder						
Public drinking/drug use	13.5 %	11.5 %	11.6 %	10.5 %	9.7 %	-28.1 %
Truancy/skipping school	12.4	11.5	9.0	9.1	8.6	-30.6
Loitering/hanging out	11.3	12.5	10.3	10.6	8.5	-24.8
Public drug sales	9.1	7.7	7.6	8.1	8.0	-12.1
Panhandling/begging	2.1	2.7	2.7	2.4	2.2	4.8
Transients/homeless sleeping on streets	1.7	2.7	3.1	3.4	1.9	11.8
Prostitution	1.3	1.2	1.5	1.3	1.0	-23.1

Table 19.1a. Fear of Victimization--Burglary, 2011

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)?



“We need a street light but they keep saying ‘No.’ Even after a break-in across the street from me.”

Table 19.1b. Fear of Victimization--Burglary: Trends 2007–2011

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)?

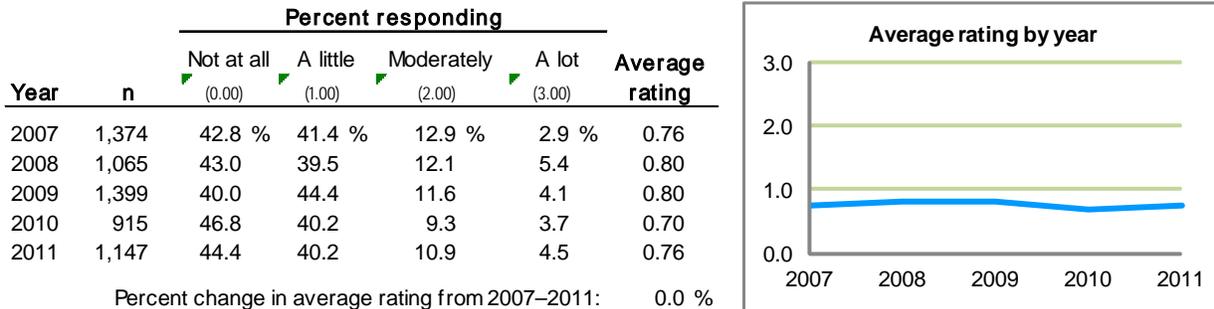
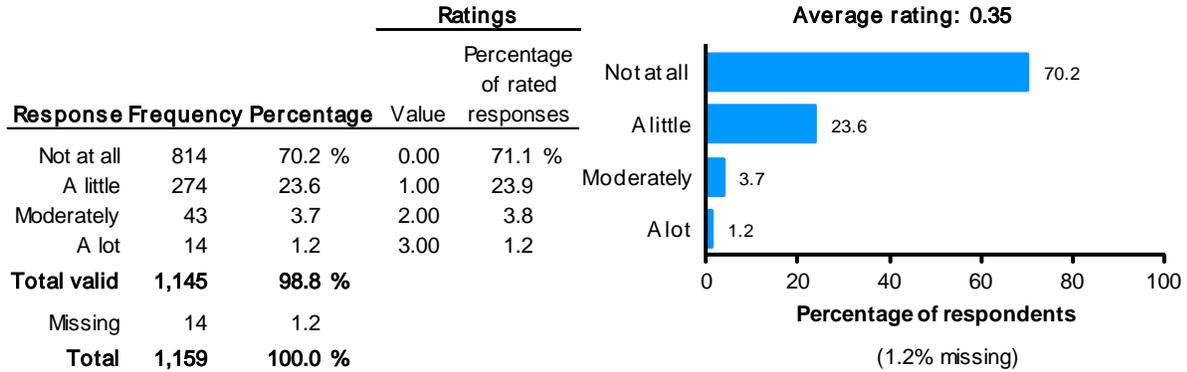


Table 19.2a. Fear of Victimization--Sexual Assault, 2011

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?



“Things could happen anywhere at any time, but I feel that this is one of the most safe places I’ve lived.”

Table 19.2b. Fear of Victimization--Sexual Assault: Trends 2007–2011

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?

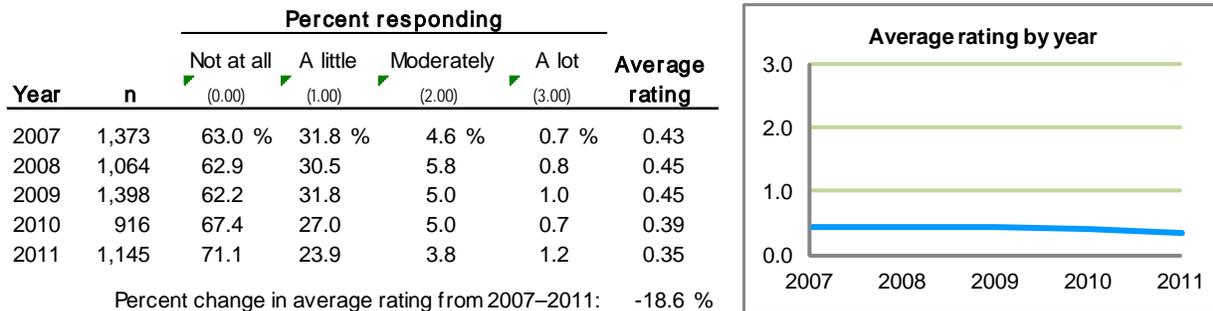


Table 19.3a. Fear of Victimization–Murder, 2011

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

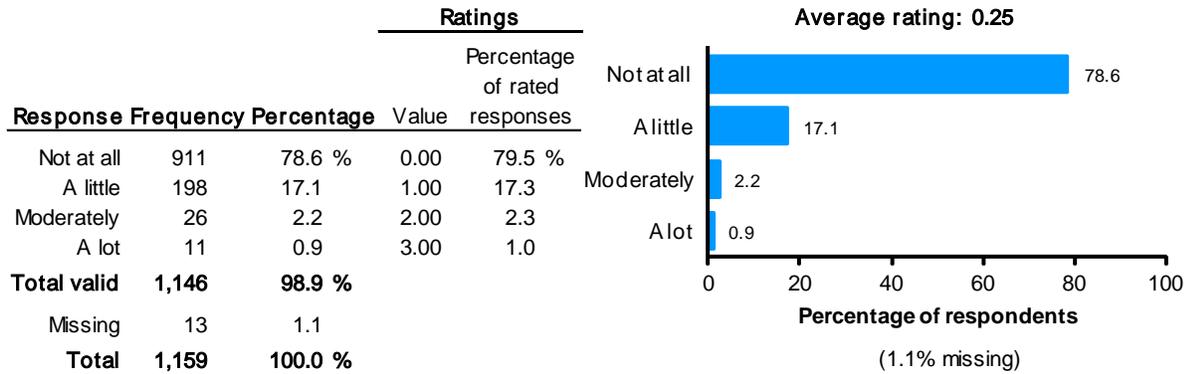


Table 19.3b. Fear of Victimization–Murder: Trends 2007–2011

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

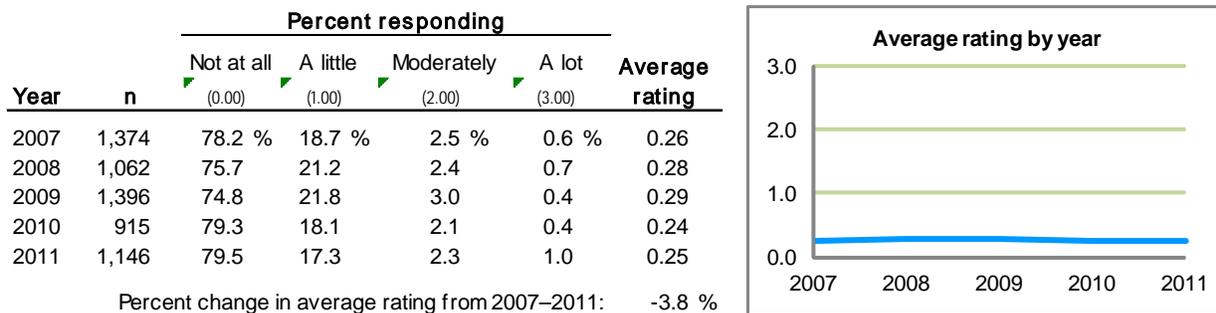


Table 19.4a. Fear of Victimization–Kidnapping, 2011

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

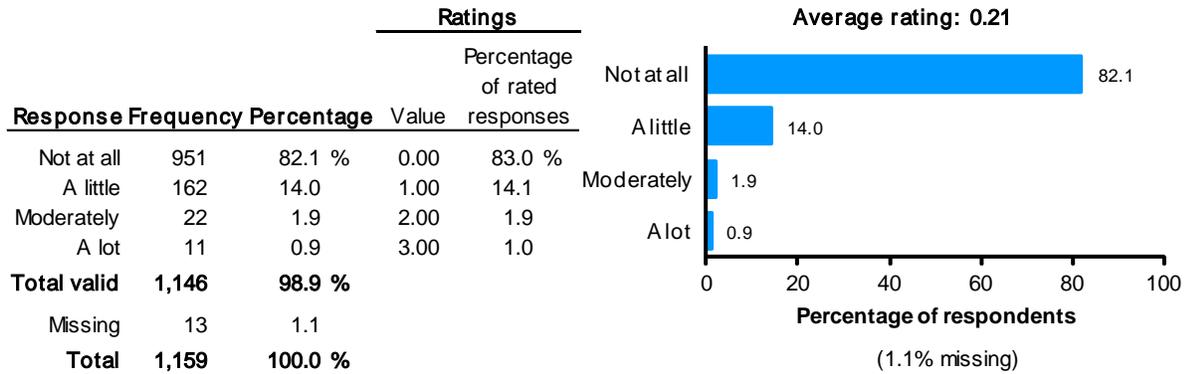


Table 19.4b. Fear of Victimization–Kidnapping: Trends 2007–2011

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

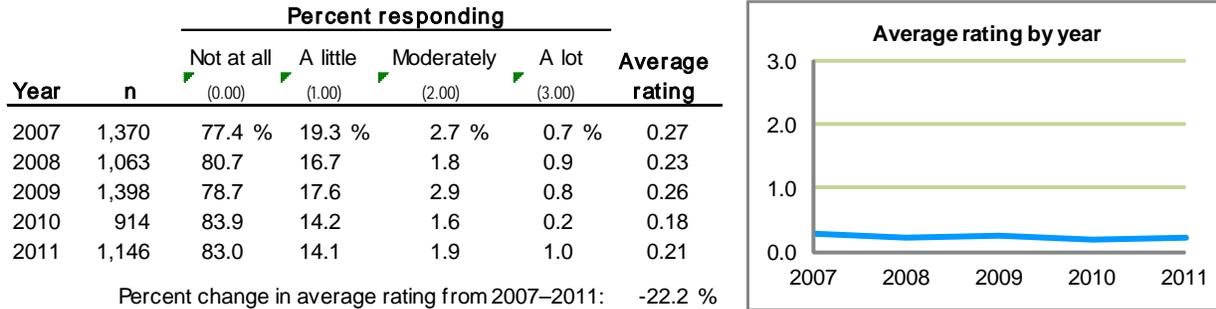


Table 19.5a. Fear of Victimization--Attack with Weapon, 2011

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

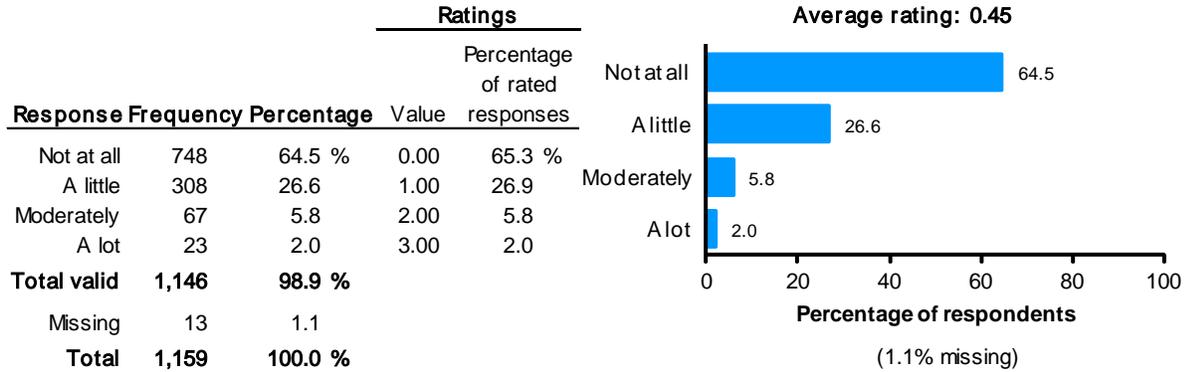


Table 19.5b. Fear of Victimization--Attack with Weapon: Trends 2007–2011

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

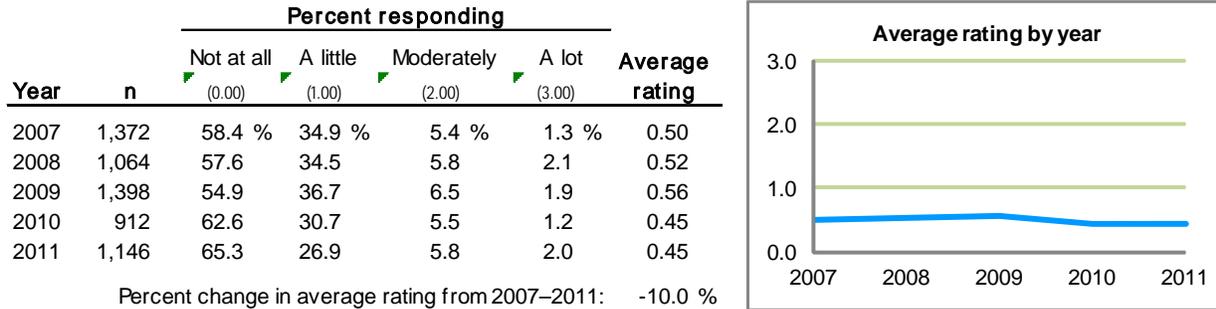
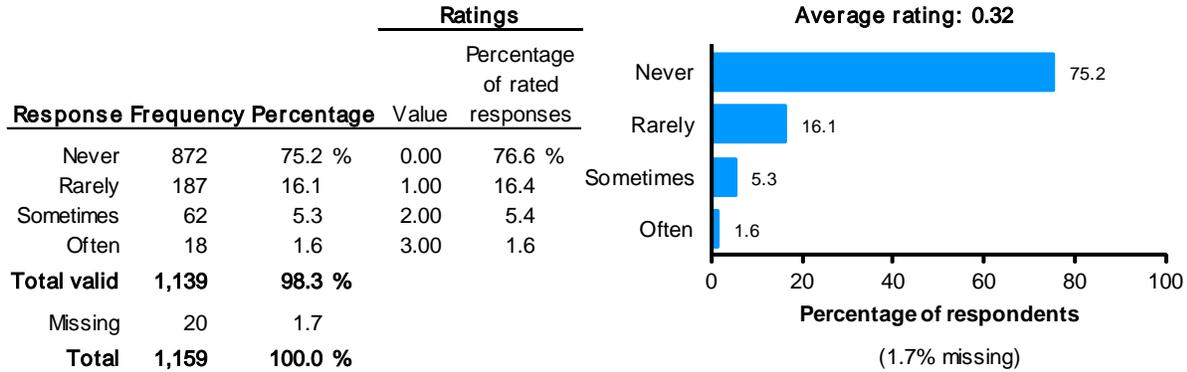


Table 19.6a. Activities in Neighborhood Prevented by Fear of Crime , 2011

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



“We feel safe and secure here, which is very important to us.”

Table 19.6b. Activities in Neighborhood Prevented by Fear of Crime: Trends 2007–2011

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

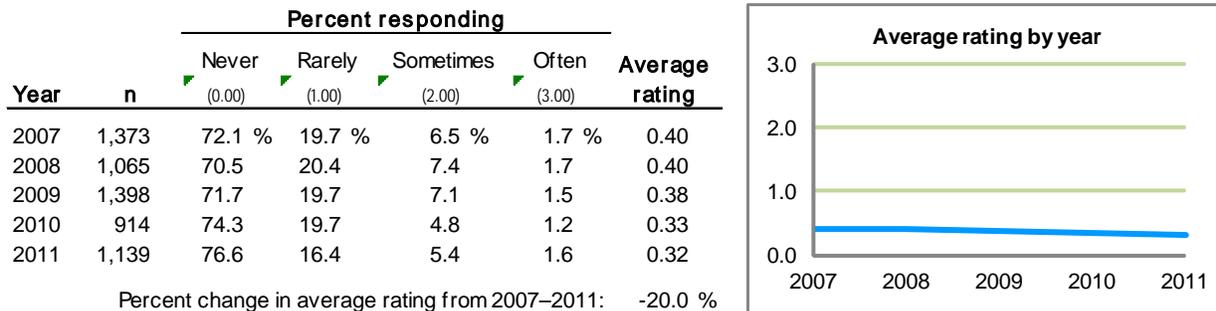


Table 20.1a. Incidence of Fights Involving Weapons in Neighborhood, 2011

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	1,026	88.5 %	0.00	95.2 %
Once	39	3.4	1.00	3.6
Twice	9	0.8	2.00	0.8
Three times	4	0.3	3.00	0.4
Four or more times	0	0.0	4.00	0.0
Don't know	41	3.5		
Total valid	1,119	96.5 %		
Missing	40	3.5		
Total	1,159	100.0 %		

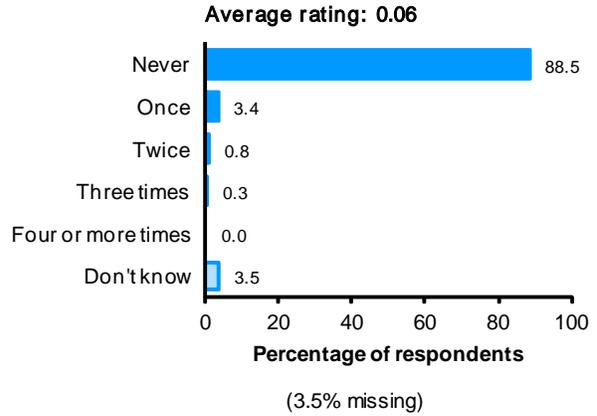
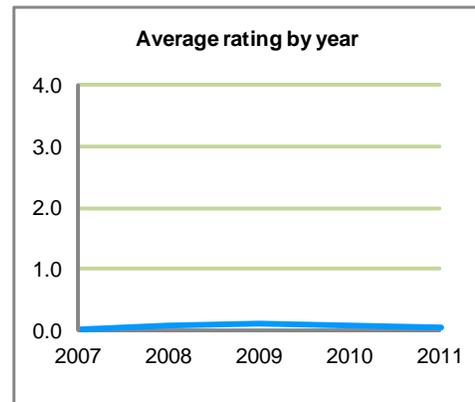


Table 20.1b. Incidence of Fights Involving Weapons in Neighborhood: Trends 2007–2011

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)	
2007	1,377	96.9 %	2.7 %	0.4 %	0.0 %	0.0 %	0.03
2008	918	94.1	4.5	1.0	0.0	0.4	0.08
2009	1,336	92.1	5.9	1.1	0.4	0.5	0.11
2010	895	93.4	5.4	0.8	0.3	0.0	0.08
2011	1,078	95.2	3.6	0.8	0.4	0.0	0.06

Percent change in average rating from 2007–2011: 100.0 %[†]

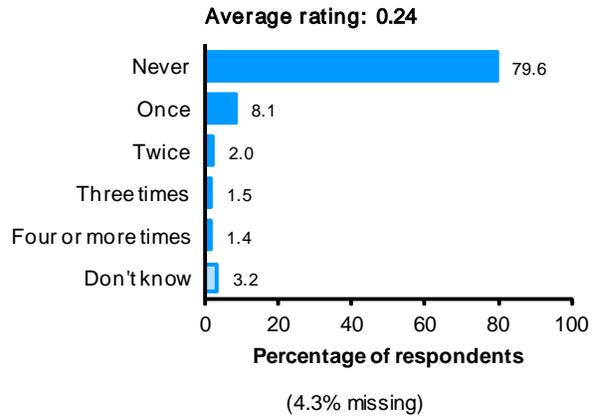


[†] This increase should be interpreted with extreme caution because the base numbers are very small.

Table 20.2a. Incidence of Violent Arguments Between Neighbors, 2011

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	922	79.6 %	0.00	86.0 %
Once	94	8.1	1.00	8.8
Twice	23	2.0	2.00	2.1
Three times	17	1.5	3.00	1.6
Four or more times	16	1.4	4.00	1.5
Don't know	37	3.2		
Total valid	1,109	95.7 %		
Missing	50	4.3		
Total	1,159	100.0 %		



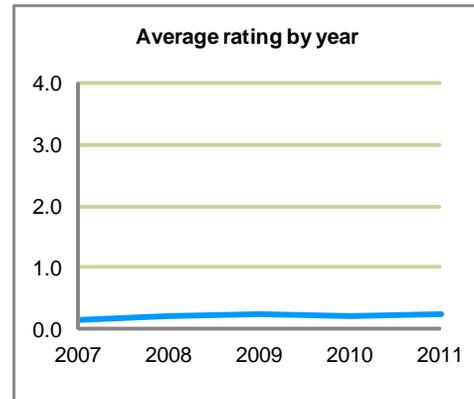
“Our neighborhood can be rough because it is a poor community with many low-income family units. Many have come straight from the shelters. It has been a good place for people if they want a new start, but problems follow. Drugs, drinking, fighting.”

Table 20.2b. Incidence of Violent Arguments Between Neighbors: Trends 2007–2011

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)	
2007	1,377	89.7 %	6.9 %	3.4 %	0.0 %	0.0 %	0.14
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

Percent change in average rating from 2007–2011: 71.4 %[†]

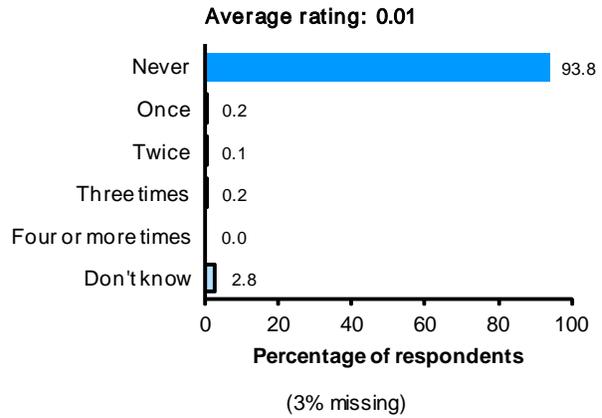


[†] This increase should be interpreted with extreme caution because the base numbers are very small.

Table 20.3a. Incidence of Gang Violence in Neighborhood, 2011

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	1,087	93.8 %	0.00	99.5 %
Once	2	0.2	1.00	0.2
Twice	1	0.1	2.00	0.1
Three times	2	0.2	3.00	0.2
Four or more times	0	0.0	4.00	0.0
Don't know	32	2.8		
Total valid	1,124	97.0 %		
Missing	35	3.0		
Total	1,159	100.0 %		



“I want to raise my children elsewhere because there is a huge drug problem here in the Valley, which also impacts the attitudes of healthcare providers who assume everyone is on drugs before they’re even seen. I am afraid to live here because drugs have already touched my teenage son, and I want to live in a place where it is safer and less prevalent in my area.”

Table 20.3b. Incidence of Gang Violence in Neighborhood: Trends 2007–2011

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)	
2007	1,377	99.6 %	0.2 %	0.1 %	0.0 %	0.0 %	0.01
2008	919	99.8	0.0	0.1	0.0	0.1	0.01
2009	1,360	99.3	0.2	0.3	0.1	0.1	0.01
2010	897	99.7	0.2	0.0	0.1	0.0	0.01
2011	1,092	99.5	0.2	0.1	0.2	0.0	0.01

Percent change in average rating from 2007–2011: 0.0 %

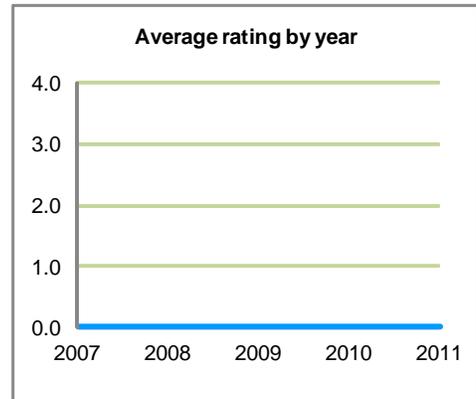


Table 20.4a. Incidence of Sexual Assaults or Rapes in Neighborhood, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Never	1,047	90.3 %	0.00	98.4 %
Once	11	0.9	1.00	1.0
Twice	3	0.3	2.00	0.3
Three times	2	0.2	3.00	0.2
Four or more times	1	0.1	4.00	0.1
Don't know	47	4.1		
Total valid	1,111	95.9 %		
Missing	48	4.1		
Total	1,159	100.0 %		

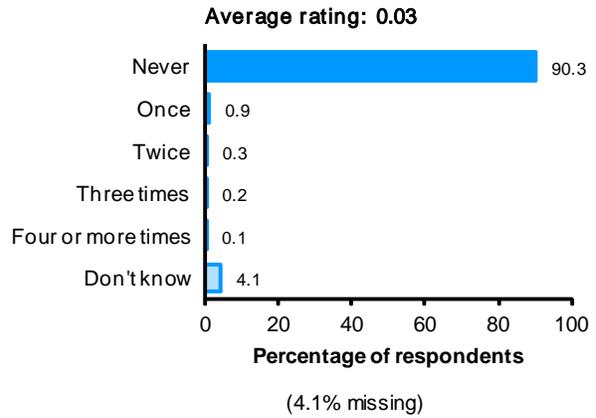
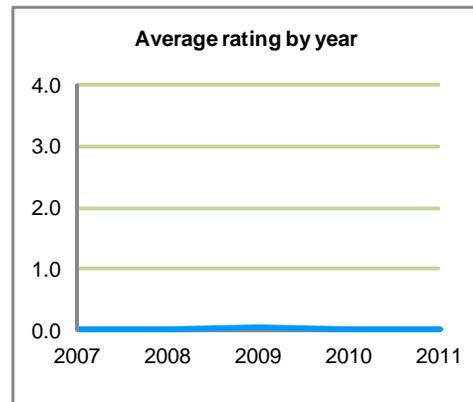


Table 20.4b. Incidence of Sexual Assaults or Rapes in Neighborhood: Trends 2007–2011

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

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)	
2007	1,371	99.1 %	0.9 %	0.1 %	0.0 %	0.0 %	0.01
2008	910	99.0	0.7	0.1	0.1	0.1	0.02
2009	1,332	97.3	2.1	0.3	0.2	0.1	0.04
2010	890	98.4	1.3	0.1	0.2	0.0	0.02
2011	1,064	98.4	1.0	0.3	0.2	0.1	0.03

Percent change in average rating from 2007–2011: 200.0 % †

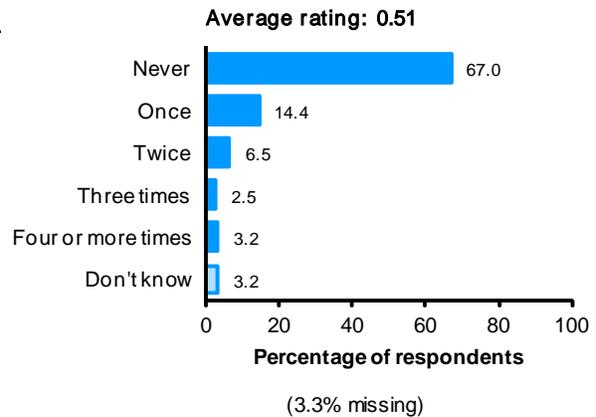


† This increase should be interpreted with extreme caution because the base numbers are very small.

Table 20.5a. Incidence of Robberies, Burglaries, or Muggings in Neighborhood, 2011

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

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Never	776	67.0 %	0.00	71.6 %
Once	167	14.4	1.00	15.4
Twice	75	6.5	2.00	6.9
Three times	29	2.5	3.00	2.7
Four or more times	37	3.2	4.00	3.4
Don't know	37	3.2		
Total valid	1,121	96.7 %		
Missing	38	3.3		
Total	1,159	100.0 %		



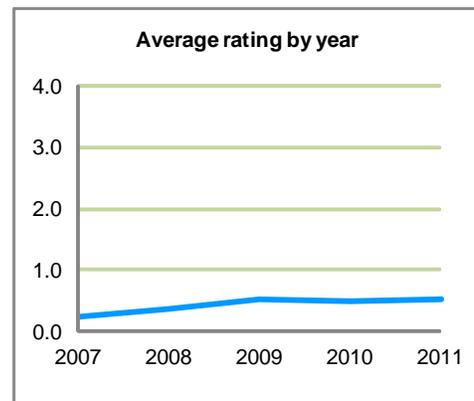
“We have a large problem with teen theft and vandalism. We need more teen programs to keep these kids off the streets and more neighborhood patrols.”

Table 20.5b. Incidence of Robberies, Burglaries, or Muggings in Neighborhood: Trends 2007–2011

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

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)	
2007	1,377	82.4 %	10.8 %	6.8 %	0.0 %	0.0 %	0.24
2008	903	78.2	12.6	4.9	1.9	2.4	0.38
2009	1,323	70.6	16.5	7.6	1.9	3.5	0.51
2010	894	72.7	15.8	6.0	2.4	3.1	0.48
2011	1,084	71.6	15.4	6.9	2.7	3.4	0.51

Percent change in average rating from 2007–2011: 112.5 %[†]



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

Table 21a. Victimization by Violence While Living in Neighborhood, 2011

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	1,072	92.5 %	0.00	94.4 %
Yes	64	5.5	1.00	5.6
Total valid	1,136	98.0 %		
Missing	23	2.0		
Total	1,159	100.0 %		

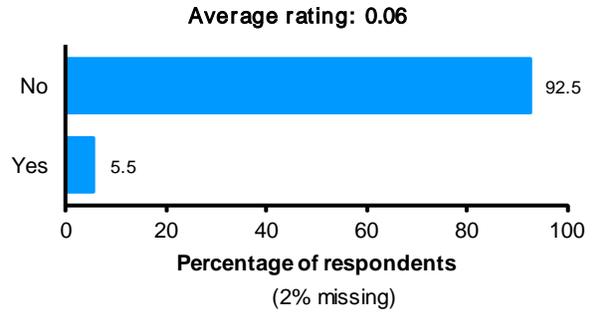


Table 21b. Victimization by Violence While Living in Neighborhood: Trends 2007-2011

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)	
2007	1,362	93.6 %	6.4 %	0.06
2008	1,046	94.2	5.8	0.06
2009	1,385	94.6	5.4	0.05
2010	909	94.6	5.4	0.05
2011	1,136	94.4	5.6	0.06
Percent change in average rating from 2007–2011:				0.0 %

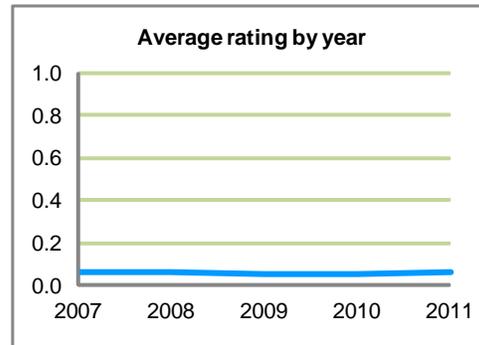
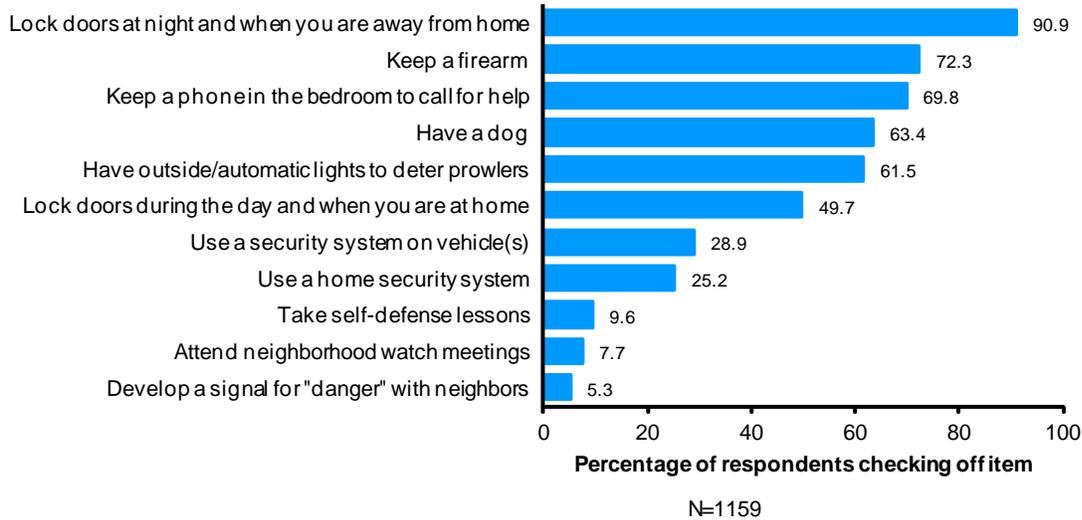


Table 22a. Strategies for Self-Protection, 2011

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.



“Do we have a Neighborhood Watch?”

Table 22b. Strategies for Self-Protection: Trends 2008–2011

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 2008–2011:
	2007*	2008	2009	2010	2011	
Lock doors at night and when you are away from home	—	90.3 %	90.8 %	90.8 %	90.9 %	0.7 %
Keep a firearm	—	69.6	71.1	70.6	72.3	3.9
Keep a phone in the bedroom to call for help	—	68.2	70.5	69.2	69.8	2.3
Have a dog	—	62.6	63.1	61.4	63.4	1.3
Have outside/automatic lights to deter prowlers	—	61.4	65.6	57.0	61.5	0.2
Lock doors during the day and when you are at home	—	50.0	52.3	48.4	49.7	-0.6
Use a security system on vehicle(s)	—	27.1	28.9	28.5	28.9	6.7
Use a home security system	—	14.4	16.8	21.9	25.2	75.0
Take self-defense lessons	—	7.4	7.7	10.2	9.6	29.4
Attend neighborhood watch meetings	—	7.1	7.0	7.8	7.7	8.2
Develop a signal for "danger" with neighbors	—	3.7	4.9	3.5	5.3	42.2

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

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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 27 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. On all these measures though, there have been slight declines in average ratings since 2007.

New questions were added in 2011 asking whether people currently access or would like to access Borough information through various media. Traditional media—radio, newspapers and television—were used with much greater frequency than e-mail news releases, YouTube videos, and Facebook, and further, respondents indicated little likelihood that they would start to use these modern media in the future. 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 51.5 years old and only three percent of respondents were under the age of 25. Though not shown in the tables in this report, additional analyses indicate that only 11 percent of respondents do not use any of the eight forms of media listed on the survey to access Borough information.

Despite the positive tenor of so much of the rest of the survey to this point, 45 percent of respondents do not believe that they are getting their money’s worth for their tax dollars generally. Another 44 percent believe that current road maintenance is not as good as it should be for the tax dollars invested, but similar to the satisfaction rating on how tax dollars are spent, the average rating on current road maintenance has increased gradually since 2007. Forty percent of respondents report that they would like to see Borough funds spent to preserve open spaces, a decline since 2006. There was support for the use of Borough funds to preserve open spaces (although the level of support has declined over the past five years); almost 46 percent agreed or strongly agreed with this idea, compared to 24 percent who disagreed or strongly disagreed.

Several questions about support for different taxes have been asked since 2007: over that five-year period, support for all these taxes has declined or remained relatively constant. In no case has support increased. Compared to results from last year, there were increases in support for tobacco and alcohol taxes, but this seems to be due to large decreases in support for these taxes in the 2010 survey. The average ratings have climbed to their levels measured in 2007 or 2008, though over the five-year period, support for these “sin” taxes has declined.

There was widespread lack of support for any of the taxes, and the strongest opposition was to a local gasoline tax (90% 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). 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 declined, 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).

Sixty-three percent of respondents labeled traffic congestion a serious problem; although this is an increase compared to 2010, overall there has been a slight decline since 2007. A similar pattern is evident in the measure of concern about water quality in the Borough; 45 percent of respondents agreed or strongly agreed that they were concerned. This is an increase in the past year, but since 2007, the average rating has dropped, though not by much. Sixty-eight percent of respondents agreed or strongly agreed that the Borough needs to do a better job of managing growth and development, while 62 percent agreed or strongly agreed that the Borough should designate commercial and industrial centers to minimize land use conflicts. Respondents were asked for the first time this year 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 two-thirds of people who answered this question agreed or strongly agreed, while only 13 percent disagreed or strongly disagreed.

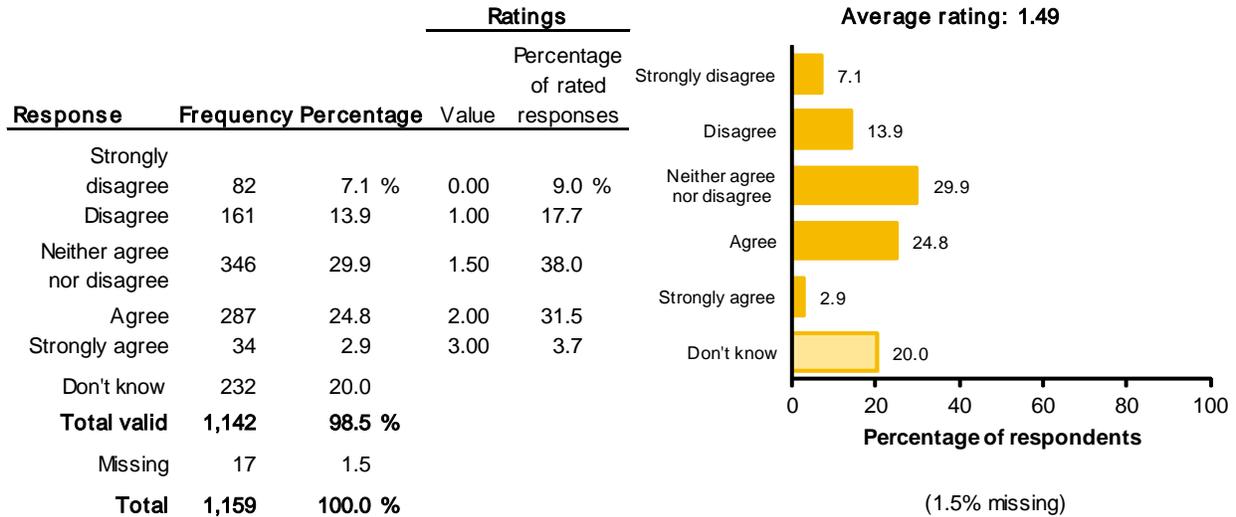
New questions on the 2011 Mat-Su Borough Survey asked respondents to rate how well the Borough is doing at regulating various land use effects, specifically noise, signs and billboards, commercial lighting, natural resource extraction, and private airstrips. The distribution of responses for each of 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 1.43 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 (1.77) was for regulation of signs and billboards.

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. There were low levels of awareness (below 25% of respondents aware) for "prevention or preparedness program," "lecture or program detailing the operations of local emergency services," "open house at an emergency station," and "training in CPR, first aid, or other emergency skills." 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 question, that one does not ordinarily plan to use emergency services, and so on. Despite this sentiment, 42 percent of people who answered the question said they planned to use "training in CPR, first aid, or other emergency skills," and 35 percent said they planned to use ambulance services.

Overall, it seems that survey respondents think the borough is vulnerable to a natural or man-made disaster (54%), but only 21 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 (93% agreed or strongly agreed), and much less support for the notion that the borough government is responsible for preparing residents for disaster (only 27% agreed or strongly agreed). Not surprisingly then, most respondents (69%) said they are prepared for a natural or man-made disaster, and 69 percent claim to have set aside supplies in their homes in case of disaster. Even higher percentages (85%) say they keep the area around their homes clear of wildfire hazards.

Table 23.1a. Satisfaction with Opportunities for Input on Borough Decisions, 2011

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.



“A way to express our opinions on-line would allow for better feedback from busy people who cannot attend Borough meetings.”

Table 23.1b. Satisfaction with Opportunities for Input on Borough Decisions: Trends 2007-2011

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.

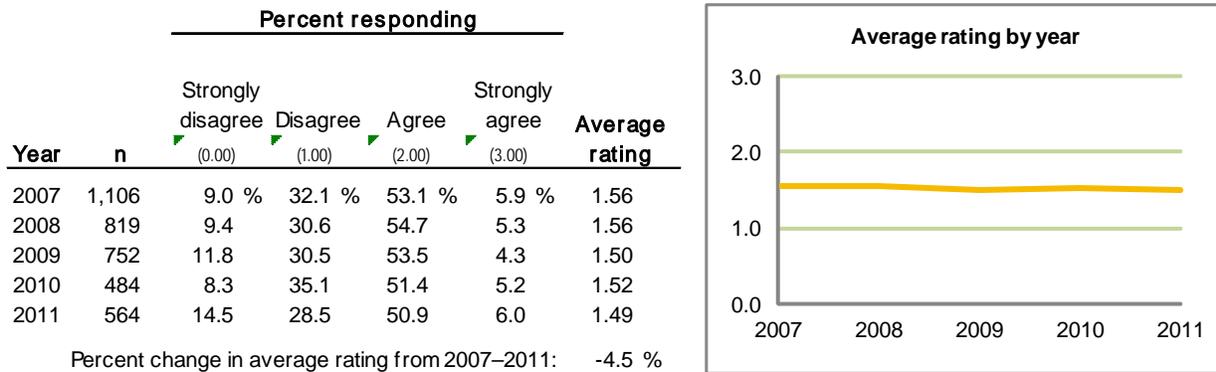
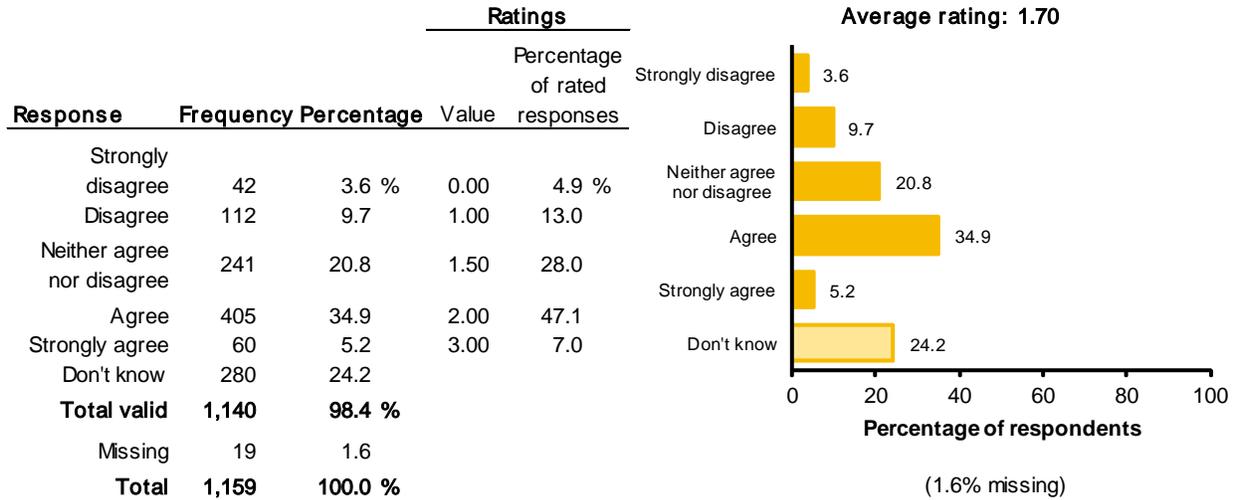


Table 23.2a. Timeliness of Borough Information, 2011

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 planning department, the economic development department and the permitting departments have all been very professional and responsive, as has the Borough Manager’s office.”

Table 23.2b. Timeliness of Borough Information: Trends 2007-2011

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.

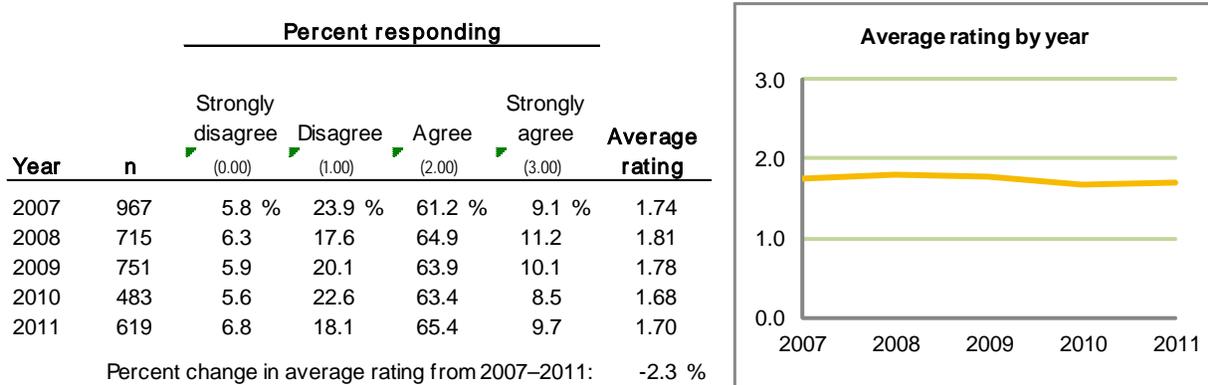
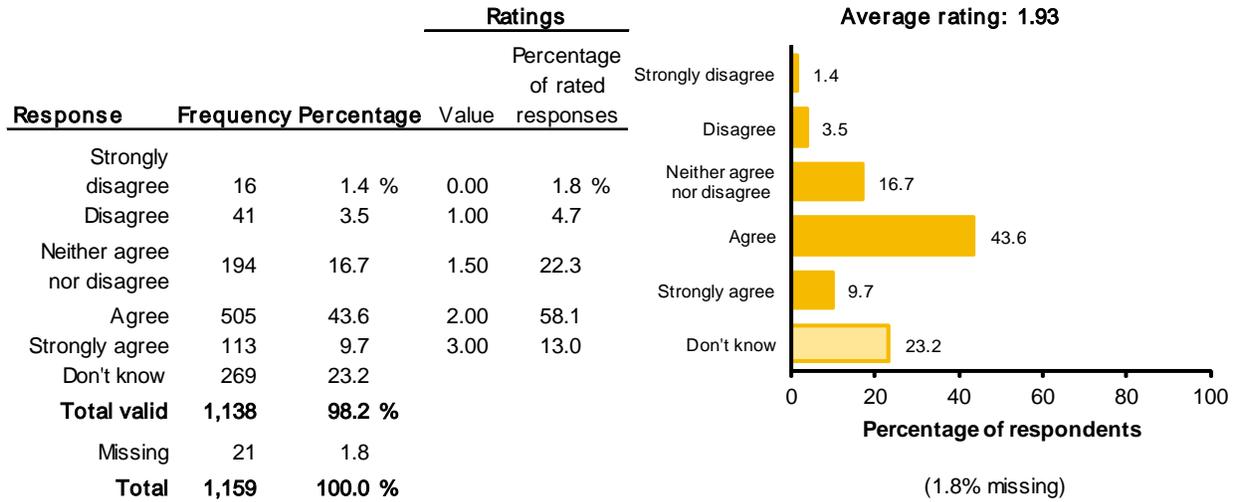


Table 23.3a. Politeness of Borough Employees, 2011

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.



“When I walk in to the Borough for information, their attitude is defensive and protective.”

Table 23.3b. Politeness of Borough Employees: Trends 2007-2011

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.

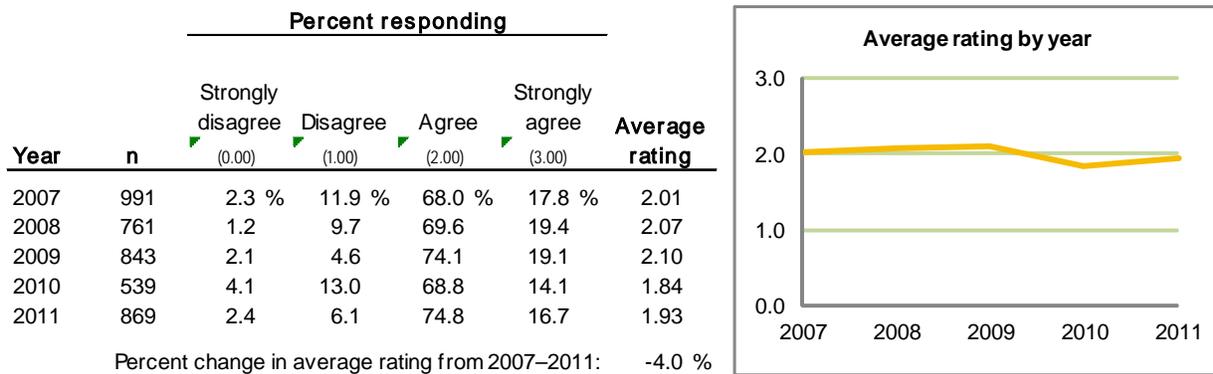
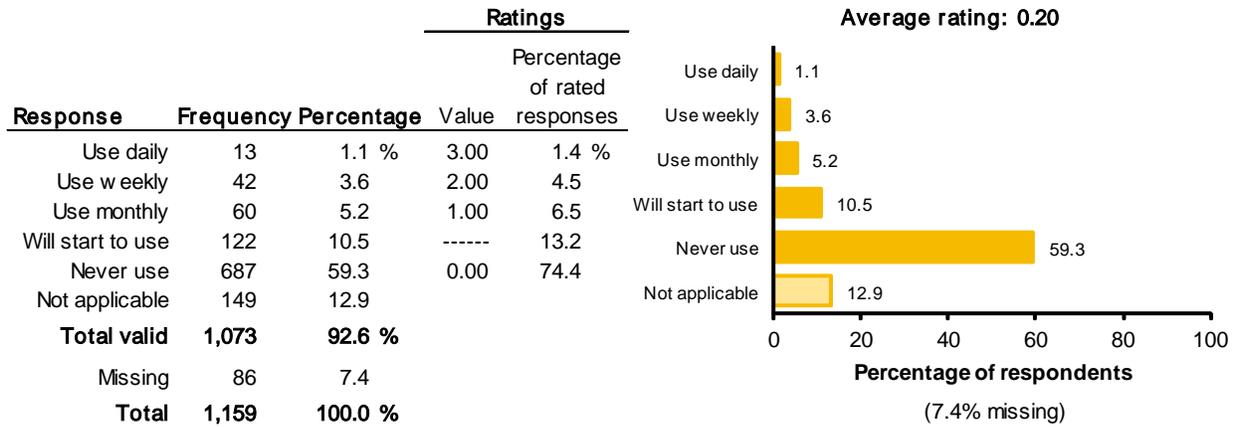


Table 24.1. Access to Borough News Releases by Email, 2011

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

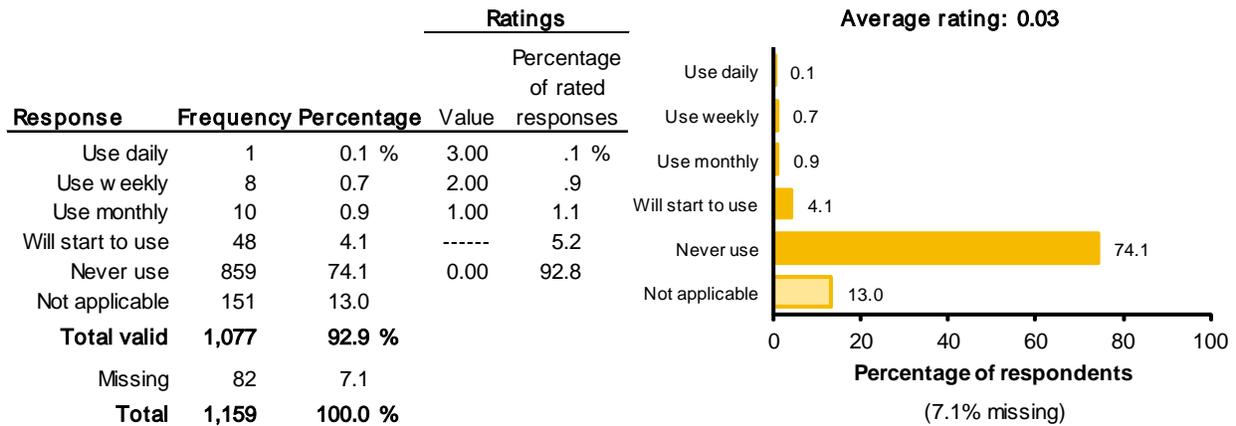


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.2. Access to Borough YouTube Videos, 2011

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

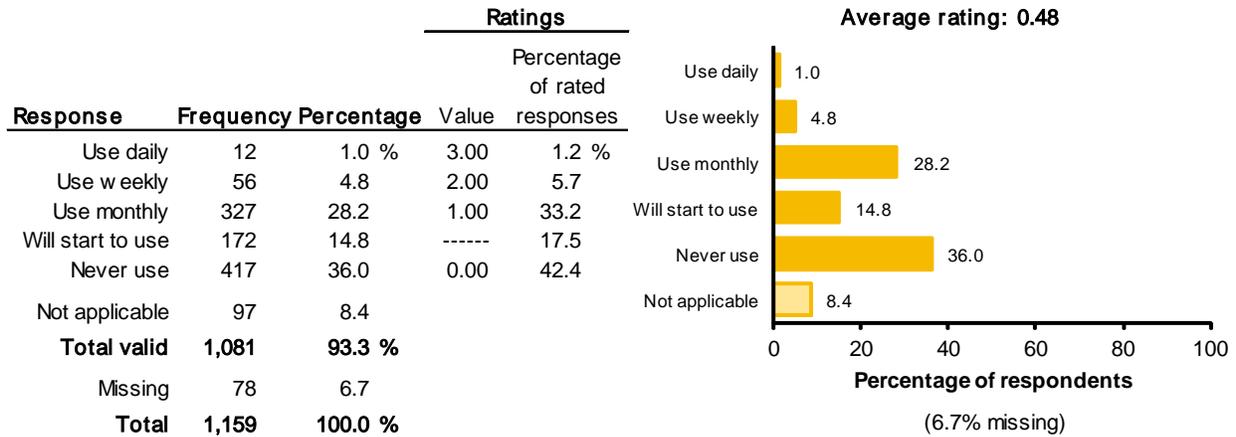


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.3. Access to Borough's Website, 2011

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

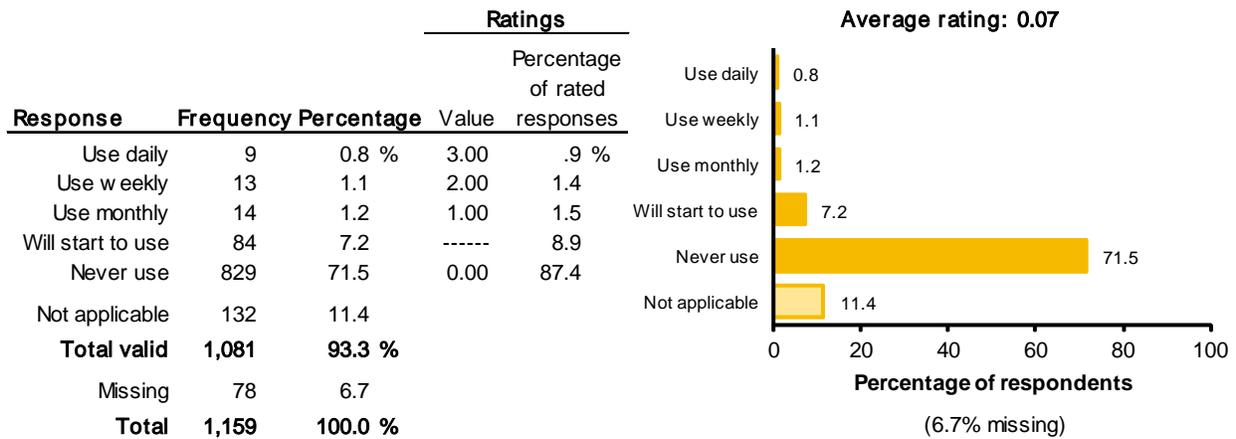


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.4. Access to Borough News on Facebook, 2011

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

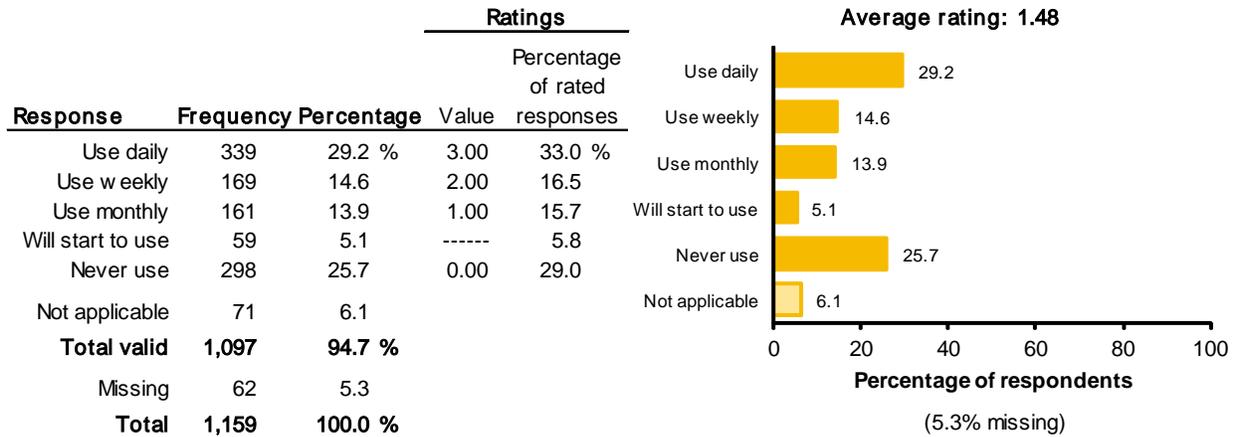


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.5. Access to Local Radio, 2011

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

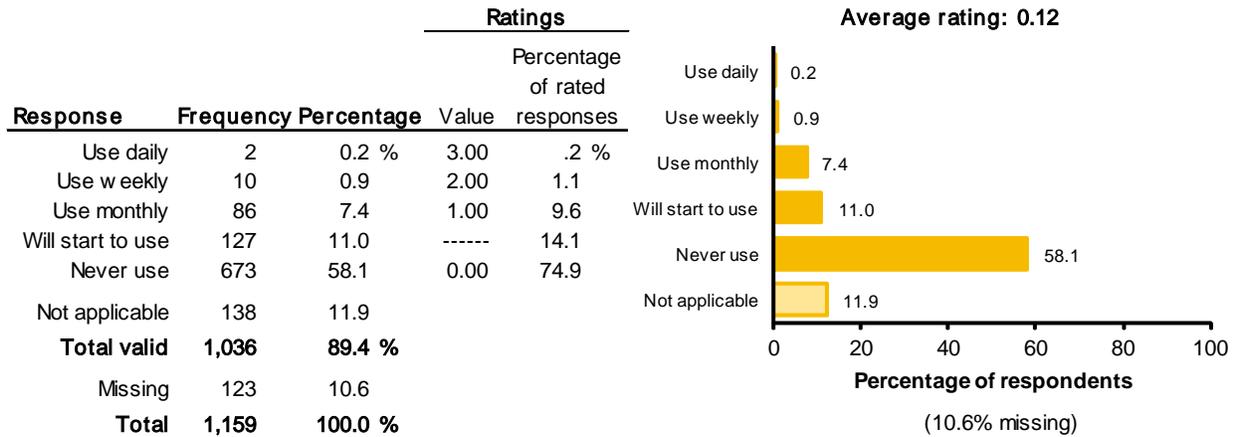


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.6. Access to Mat-Su Borough Annual Report, 2011

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

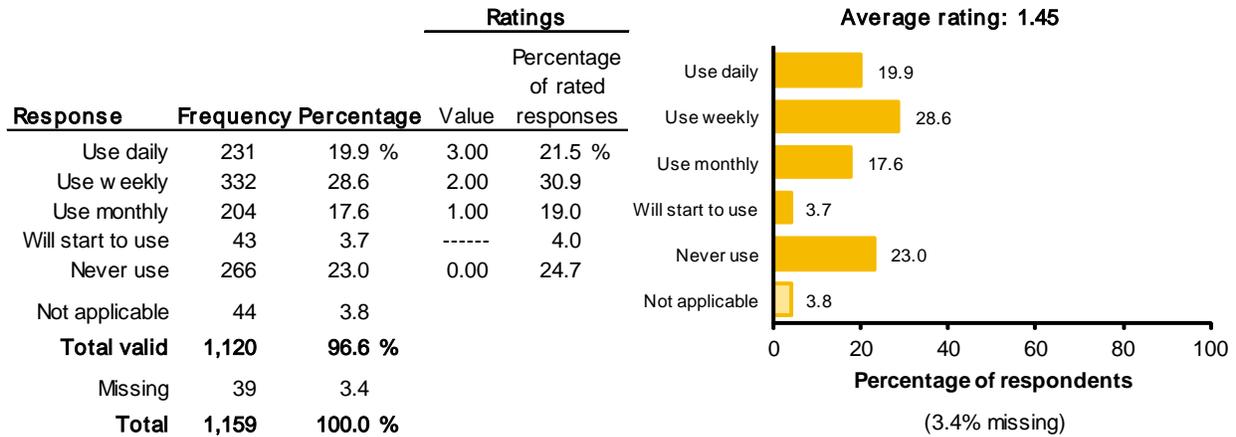


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.7. Access to Local Newspapers, 2011

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

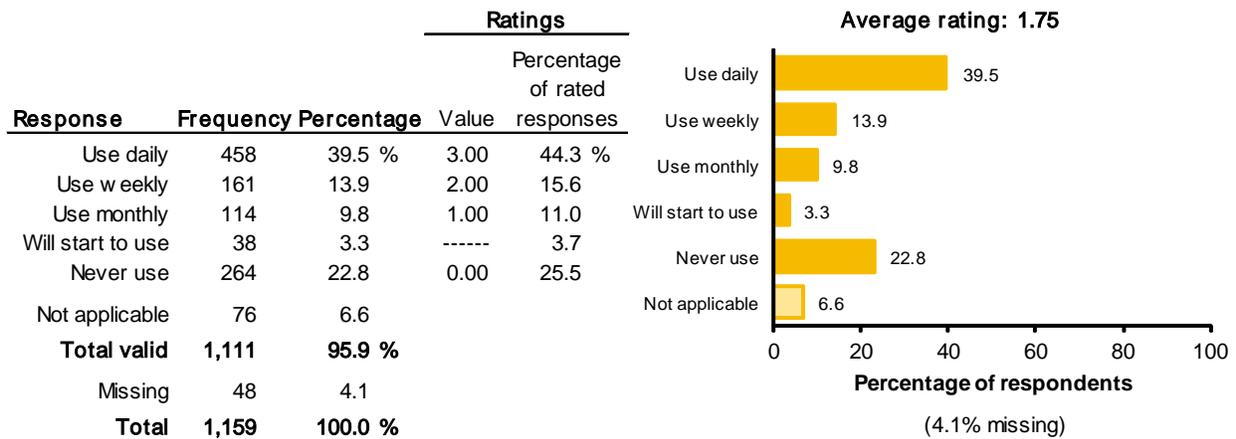


Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 24.8. Access to Local TV News Programs, 2011

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.

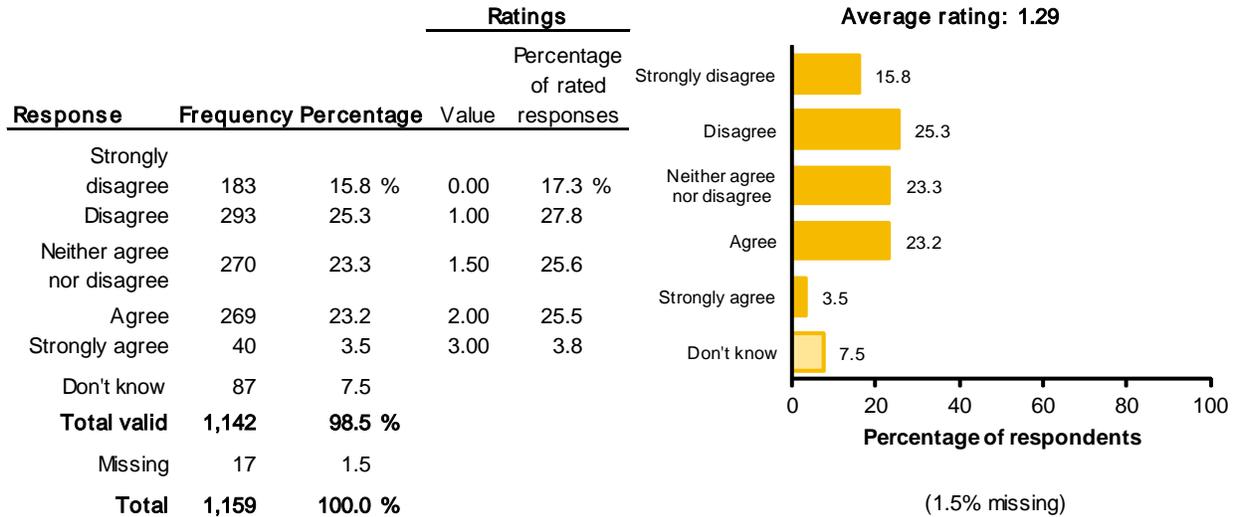
Local TV News Programs



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 25.1a. Money's Worth for Taxes Paid to Borough, 2011

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.



“I don’t think the Borough uses current funding well in our area. I wouldn’t give them more of anyone’s money to waste, especially since it goes to Palmer and Wasilla, and doesn’t filter out to our end of the deal [in Talkeetna].”

Table 25.1b. Money's Worth for Taxes Paid to Borough: Trends 2007-2011

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.

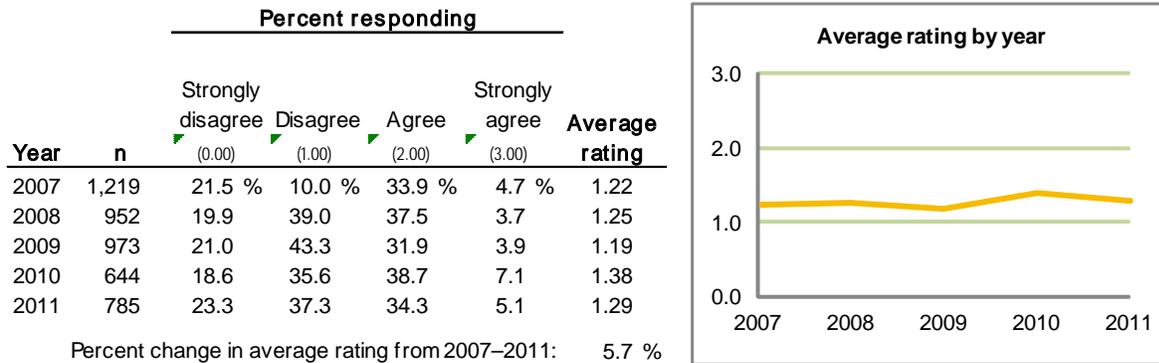
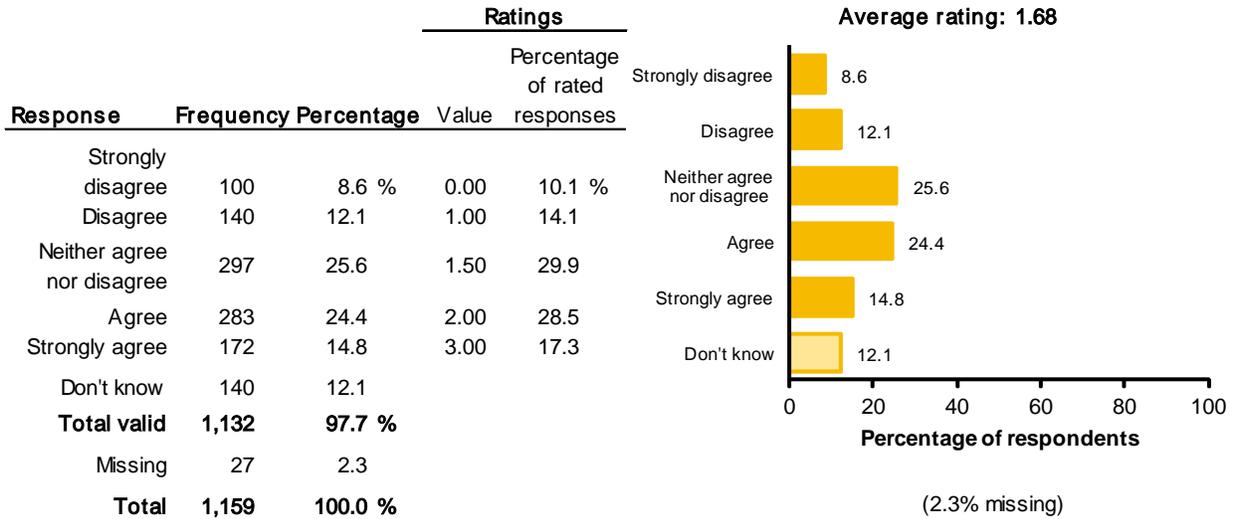


Table 25.2a. Use of Funds to Support Open Spaces in the Borough, 2011

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.



“I would like to see more large, open park space and I would like to see the open space that remains be protected.”

Table 25.2b. Use of Funds to Support Open Spaces in the Borough: Trends 2007-2011

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.

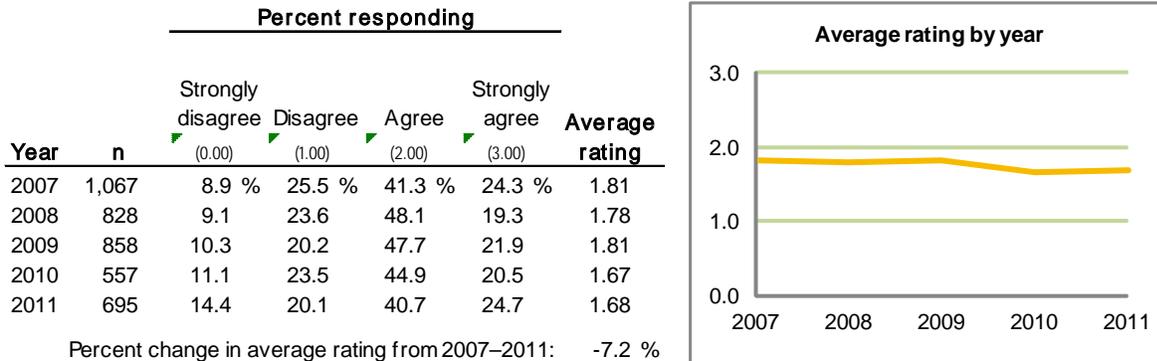
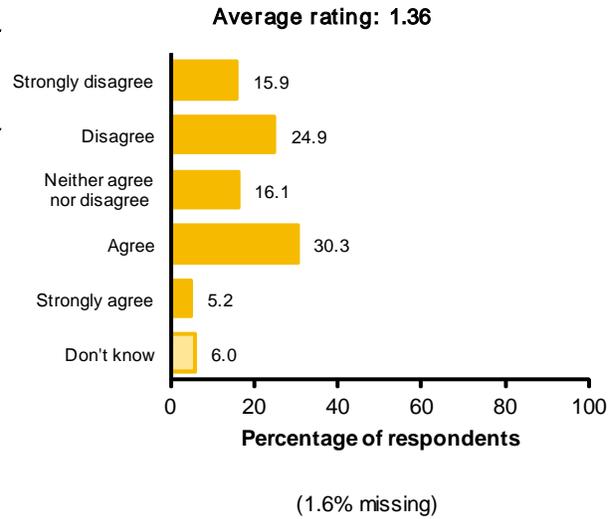


Table 25.3a. Road Maintenance and Road Service Taxes, 2011

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	184	15.9 %	0.00	17.2 %
Disagree	289	24.9	1.00	27.0
Neither agree nor disagree	187	16.1	1.50	17.5
Agree	351	30.3	2.00	32.8
Strongly agree	60	5.2	3.00	5.6
Don't know	70	6.0		
Total valid	1,141	98.4 %		
Missing	18	1.6		
Total	1,159	100.0 %		



“I would like to see our street having road maintenance. This year is the first year we haven’t seen any roadwork besides plowing in winter. If the road where there are mailboxes is not plowed, the mailman will not deliver our mail to us.”

Table 25.3b. Road Maintenance and Road Service Taxes: Trends 2007-2011

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)	
2007	1,269	27.2 %	34.9 %	32.7 %	5.2 %	1.16
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

Percent change in average rating from 2007–2011: 17.2 %

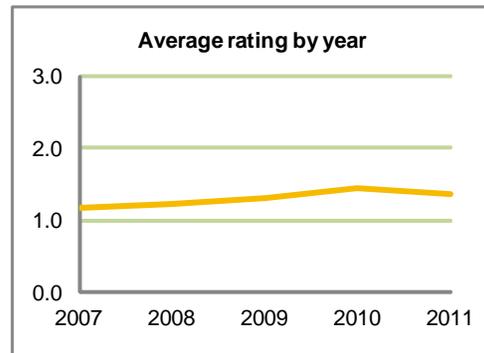
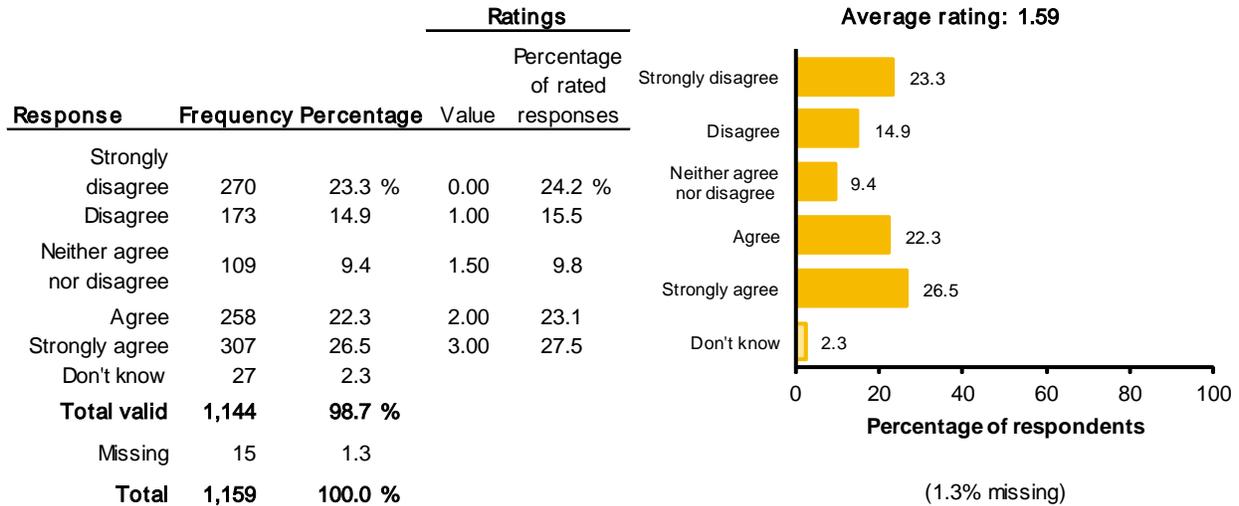


Table 26.1a. Support for Tobacco Tax Increase, 2011

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.



“Diversify the tax base: sales, alcohol, bed tax, gasoline, and cigarettes.”

Table 26.1b. Support for Tobacco Tax Increase: Trends 2007-2011

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.

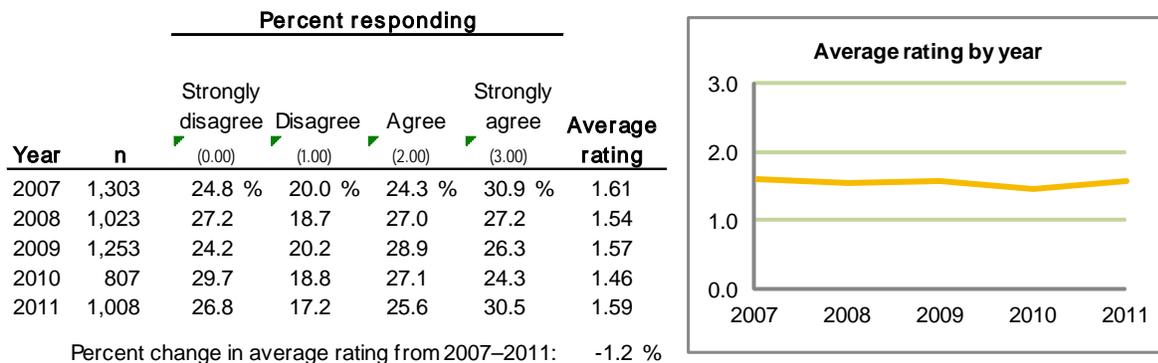
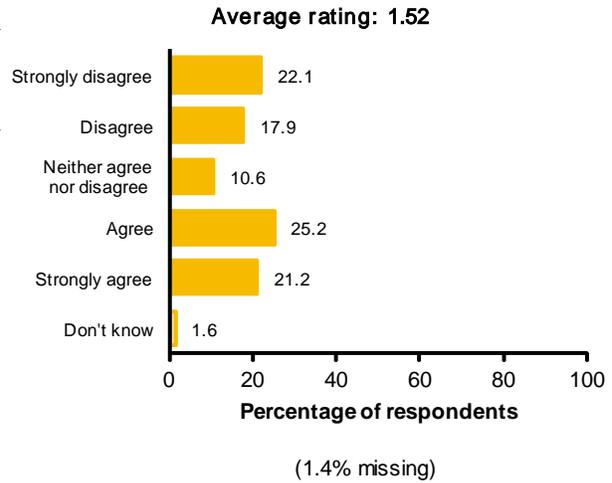


Table 26.2a. Support for Local Alcohol Tax, 2011

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.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
Strongly disagree	256	22.1 %	0.00	22.8 %
Disagree	207	17.9 %	1.00	18.4 %
Neither agree nor disagree	123	10.6 %	1.50	10.9 %
Agree	292	25.2 %	2.00	26.0 %
Strongly agree	246	21.2 %	3.00	21.9 %
Don't know	19	1.6 %		
Total valid	1,143	98.6 %		
Missing	16	1.4 %		
Total	1,159	100.0 %		



“I do support an alcohol tax, but only at bars.”

Table 26.2b. Support for Local Alcohol Tax: Trends 2007–2011

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.

Year	n	Percent responding				Average rating
		Strongly disagree (0.00)	Disagree (1.00)	Agree (2.00)	Strongly agree (3.00)	
2007	1,300	21.7 %	21.5 %	27.6 %	29.2 %	1.64
2008	1,029	24.8 %	23.1 %	27.5 %	24.6 %	1.52
2009	1,233	22.8 %	21.9 %	31.8 %	23.5 %	1.56
2010	780	28.6 %	20.5 %	27.9 %	22.9 %	1.46
2011	1,001	25.6 %	20.7 %	29.2 %	24.6 %	1.52

Percent change in average rating from 2007–2011: -7.3 %

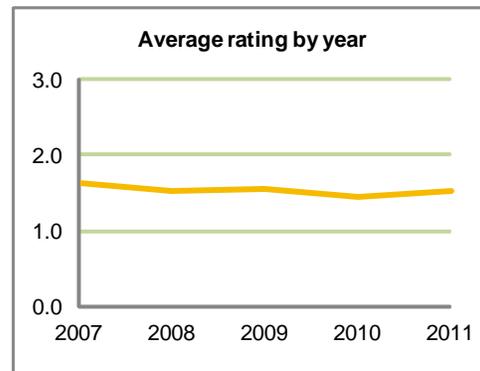
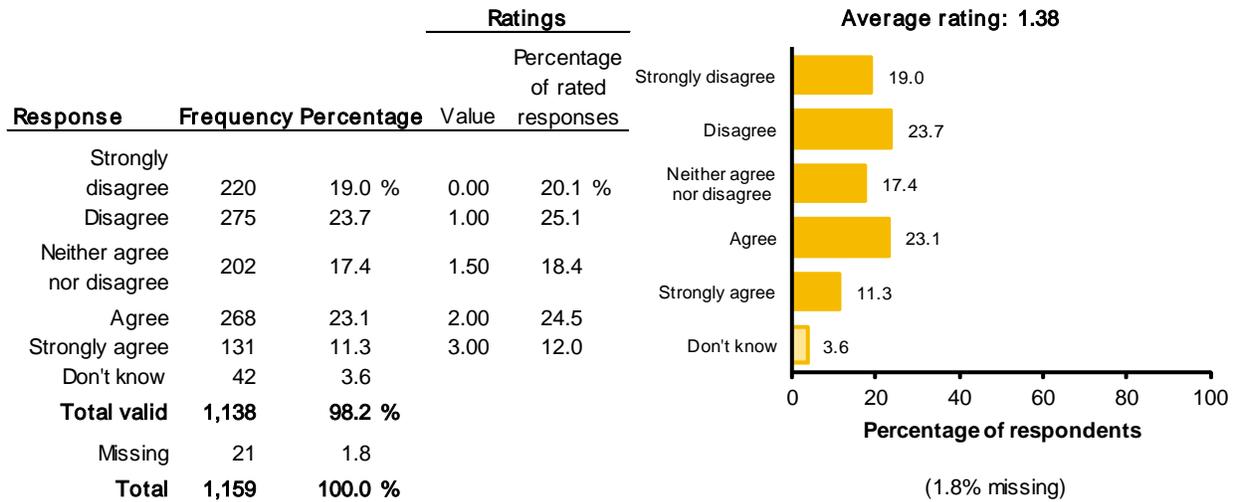


Table 26.3a. Support for Hotel Bed Tax Increase, 2011

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 think the Borough is too large, and that the northern end should be incorporated into the Denali Borough. That way our bed tax would benefit our community [Talkeetna] more, instead of the Valley.”

Table 26.3b. Support for Hotel Bed Tax Increase: Trends 2007–2011

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.

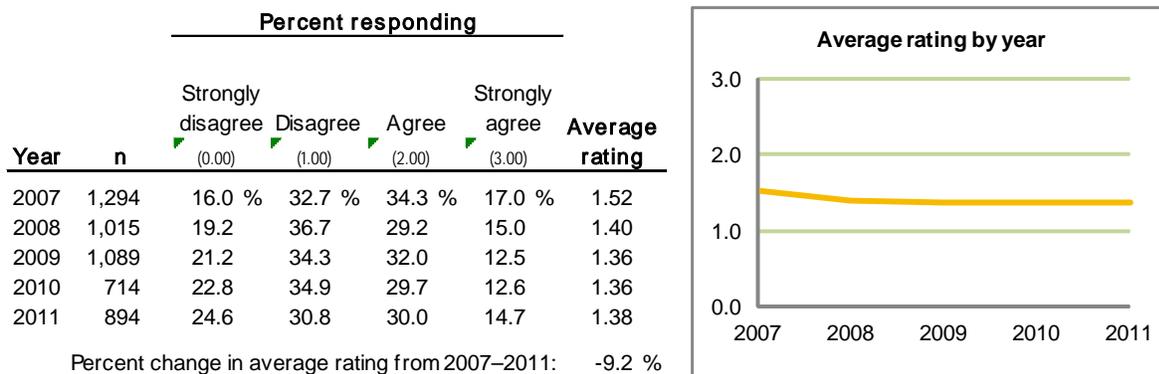
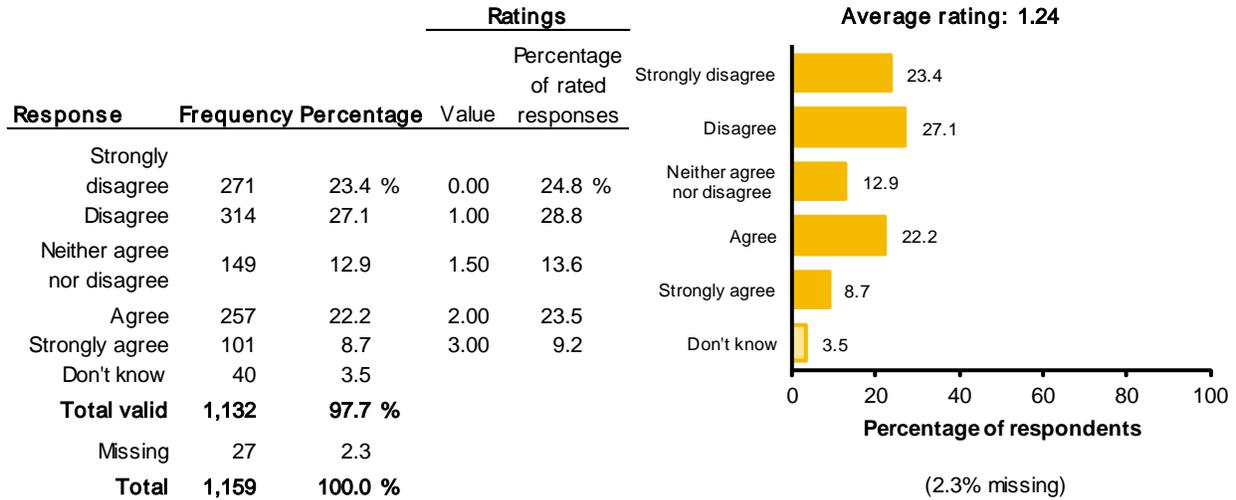


Table 26.4a. Support for Seasonal Sales Tax, 2011

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.



“Poor tourists.”

Table 26.4b. Support for Seasonal Sales Tax: Trends 2007–2011

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.

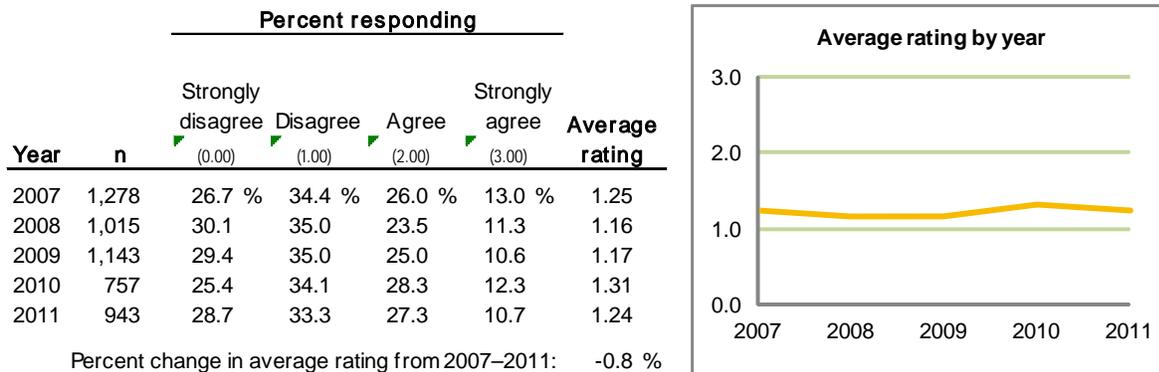
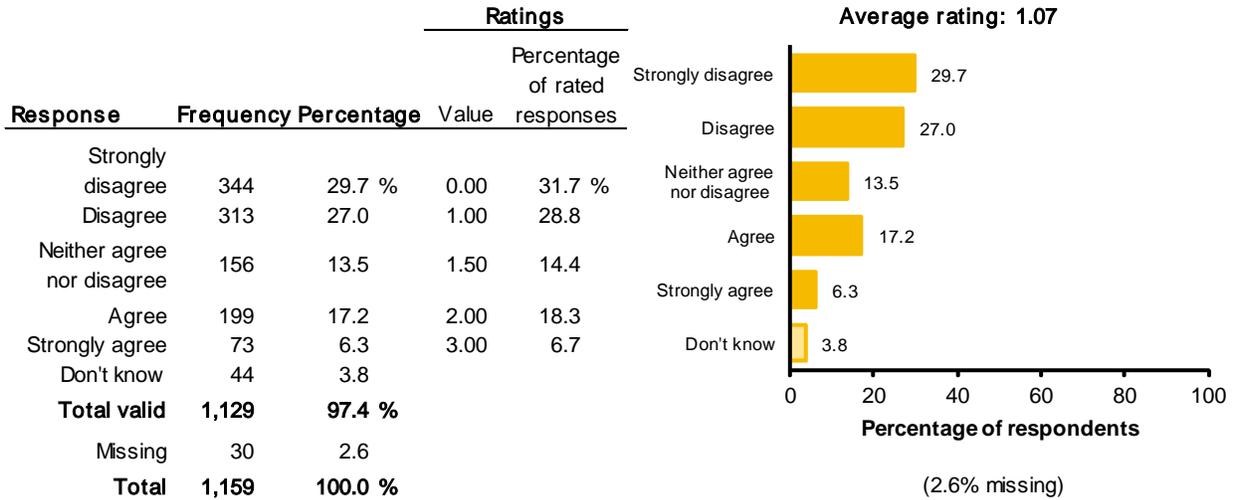


Table 26.5a. Support for Year-Round Sales Tax, 2011

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 2007–2011

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.

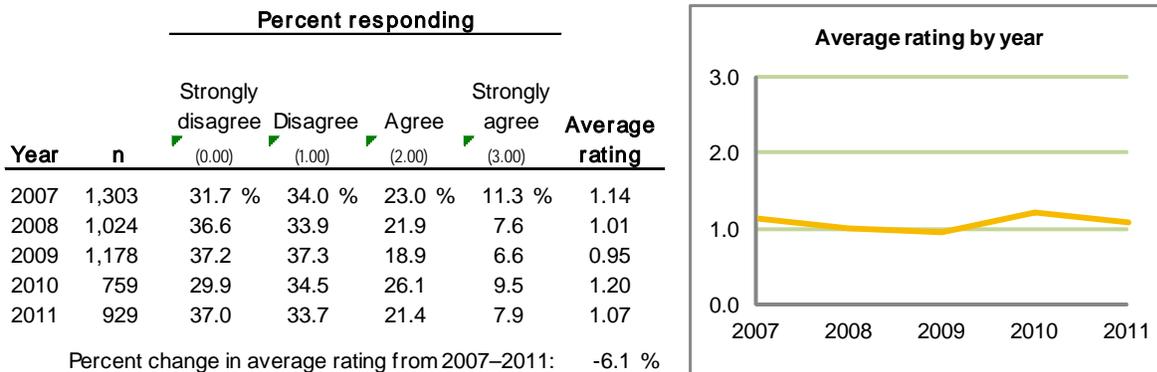
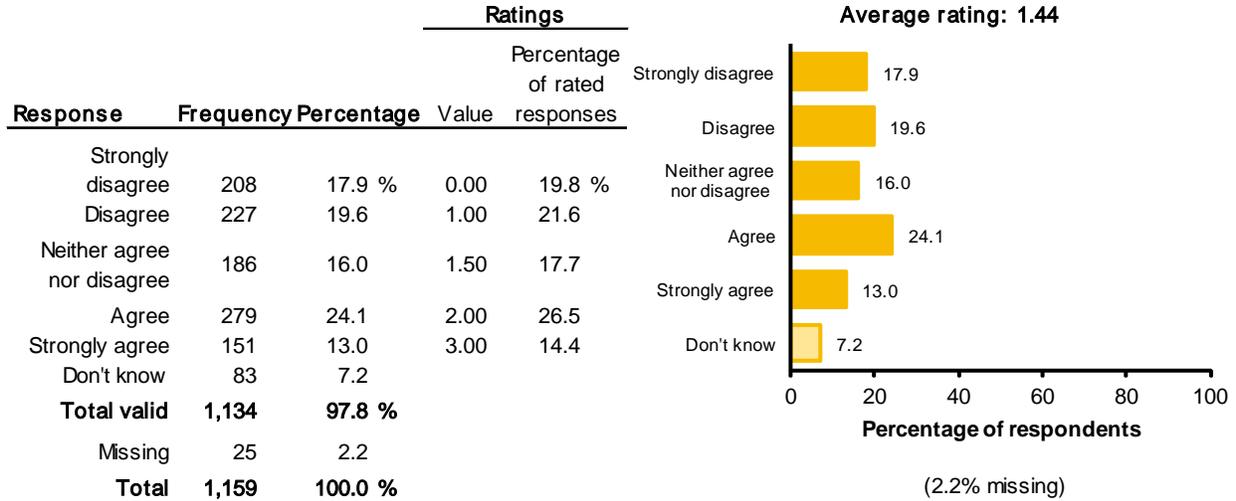


Table 26.6a. Support for Residential and Commercial Property Impact Fee, 2011

*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.*



“Raising taxes kills families. Property taxes destroy health and security because when families are sick they cannot pay, so land is confiscated from the poor. Developers and companies making money should pay all taxes.”

Table 26.6b. Support for Residential and Commercial Property Impact Fee: Trends 2007–2011

*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.*

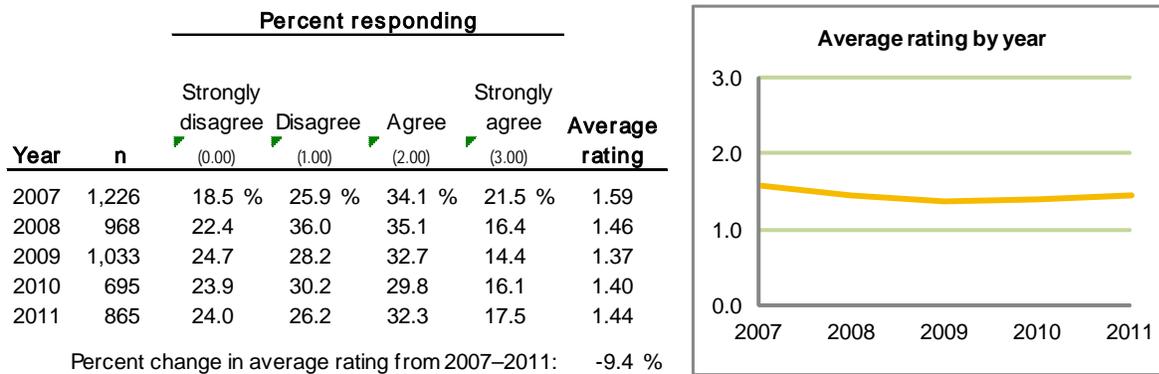
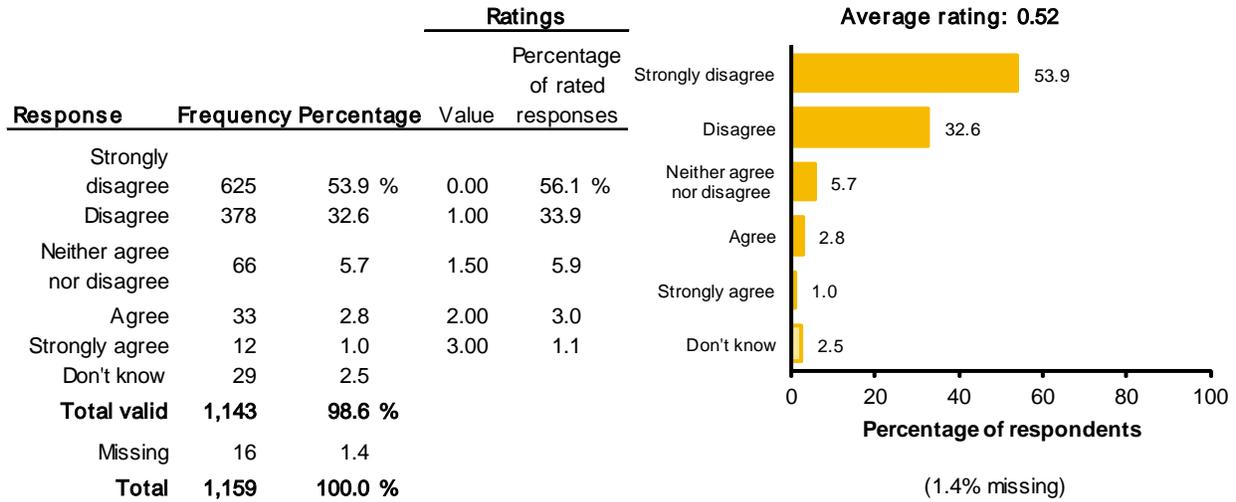


Table 26.7a. Support for Local Gasoline Tax to Support Services, 2011

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.



“The government already has too many hidden taxes on gasoline.”

Table 26.7b. Support for Local Gasoline Tax to Support Services: Trends 2007–2011

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.

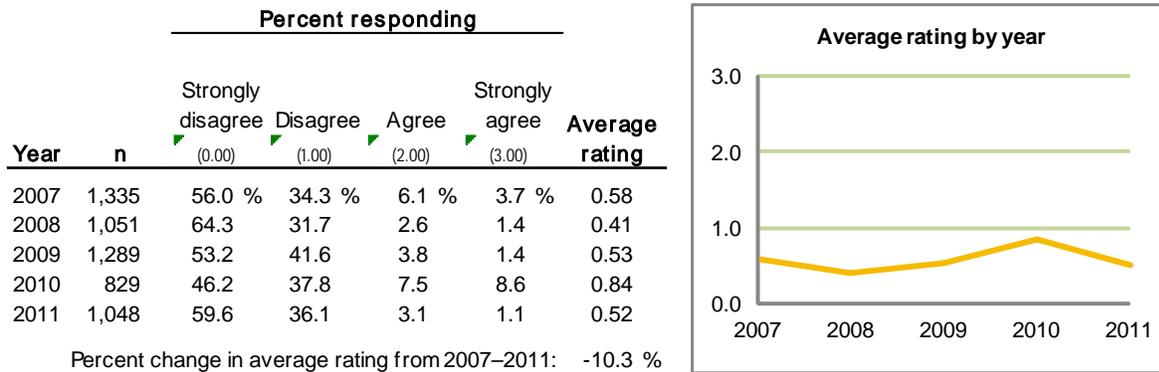
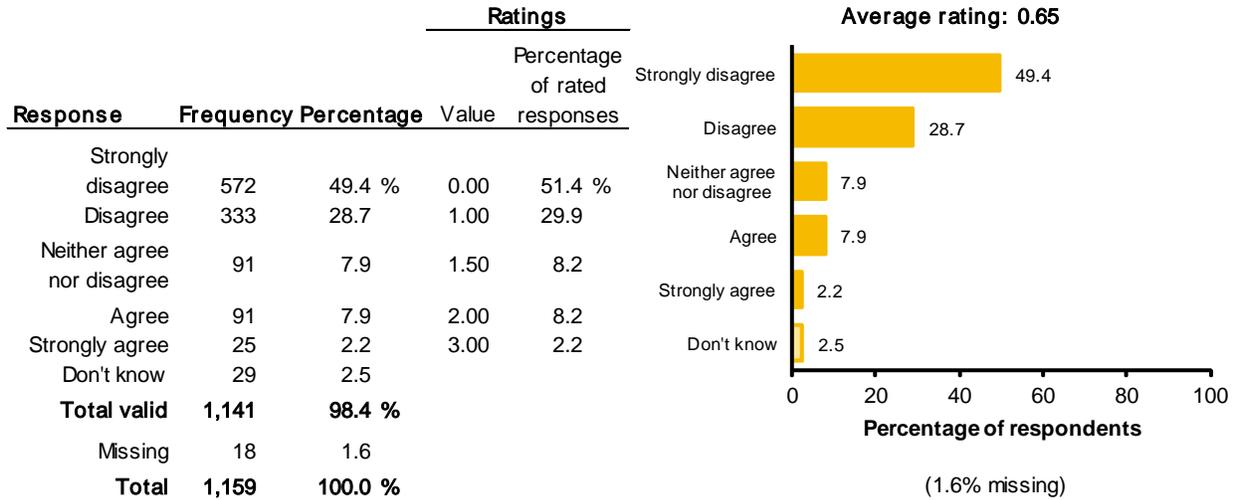


Table 26.8a. Support for Local Gasoline Tax to Support Transportation Improvements, 2011

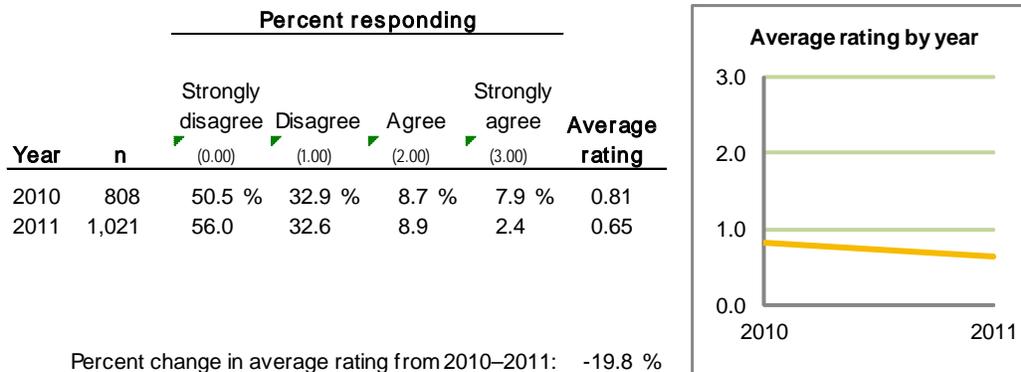
*Question 26.8. Please indicate how much you agree or disagree with each of the following statements:
I would support a local tax on gasoline to raise money to pay for transportation improvements.*



“I would like my tax dollars going toward improving the Palmer-Wasilla Hwy. Within the last year I’ve been rear-ended three times on this 'HWY' trying to make a left-hand turn into my subdivision. Could you please get us a turn lane?”

Table 26.8b. Support for Local Gasoline Tax to Support Transportation Improvements: Trends 2010–2011*

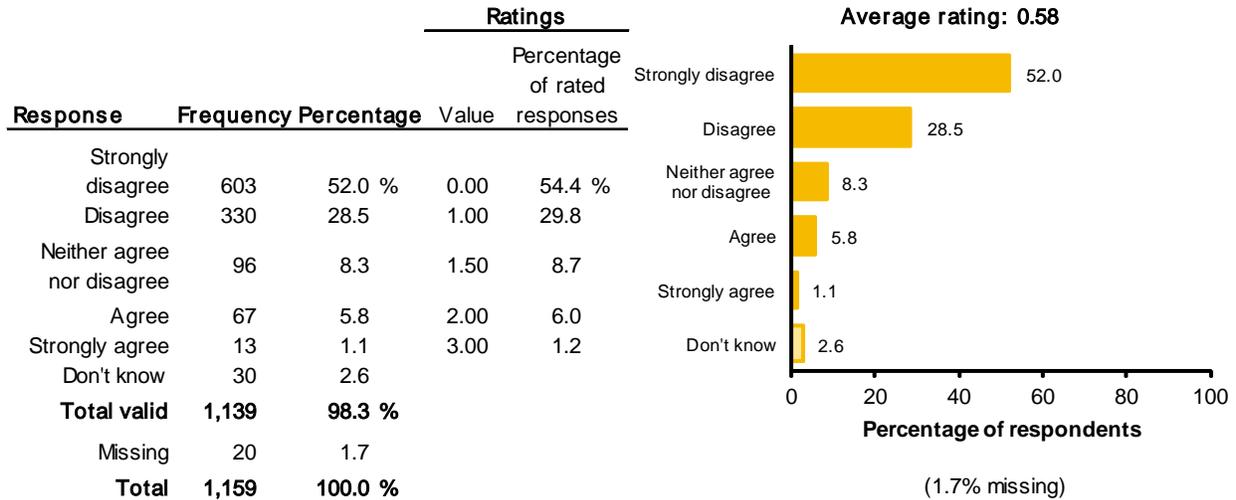
*Question 26.8. Please indicate how much you agree or disagree with each of the following statements:
I would support a local tax on gasoline to raise money to pay for transportation improvements.*



*This question was not asked prior to 2010.

Table 26.9a. Support for Property Tax Increase, 2011

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 should be abolished – when you buy your home/land you should be able to own it – not constantly be burdened to pay property taxes on your own possession or lose it. This is especially painful to older people who often are forced to lose their homes because of this constant demand on them for property tax payments.”

Table 26.9b. Support for Property Tax Increase: Trends 2007–2011

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.

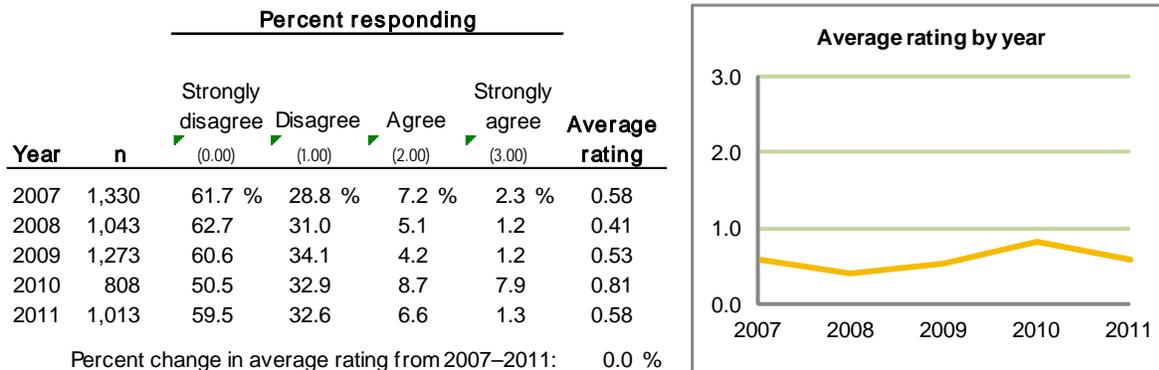
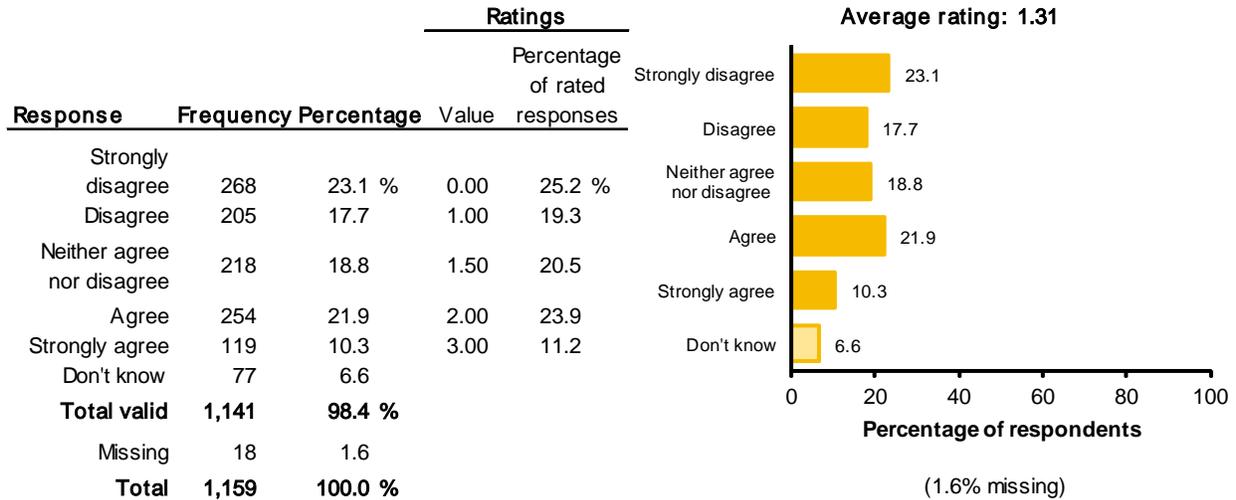


Table 26.10a. Support for Gravel Extracting Tax, 2011

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.



“So far we are generally supportive of current taxes but the Valley isn’t so great that people will tolerate many increases in taxes in the near future.”

Table 26.10b. Support for Gravel Extracting Tax: Trends 2007–2011

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.

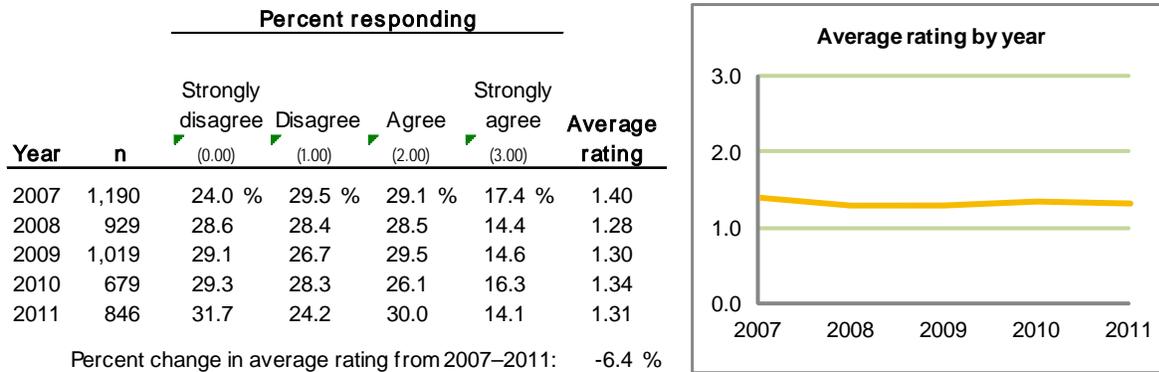
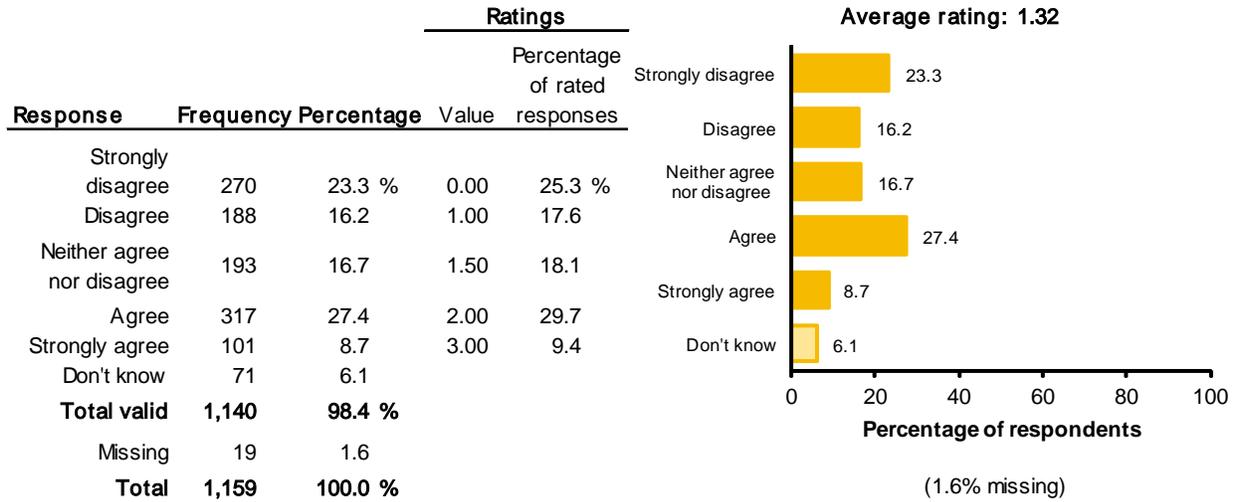


Table 26.11a. Support for Real Estate Transfer Fee, 2011

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.



“Borough tax policy gives a discount for “cabins” and for unfinished structures. This does two things- it encourages people to not finish their homes (Tyvek and blue tarps), and it increases property taxes on homeowners who take pride in their homes and community. You need to change this policy.”

Table 26.11b. Support for Real Estate Transfer Fee: Trends 2007–2011

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.

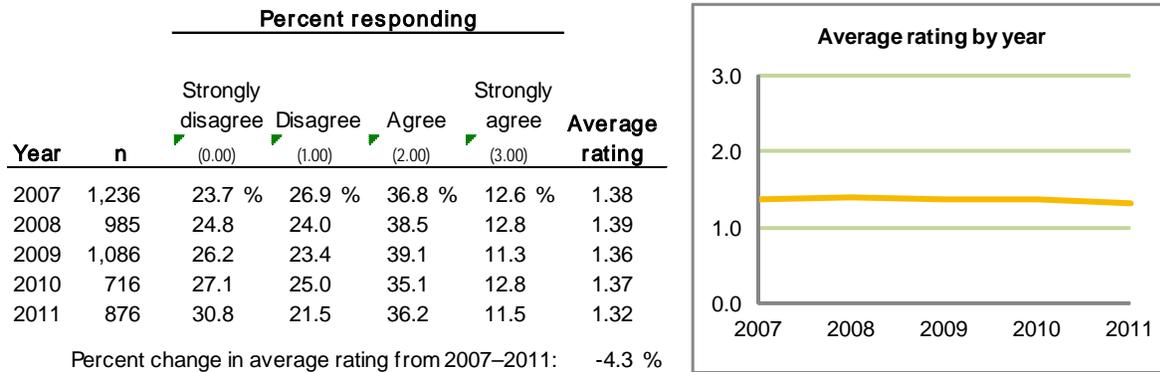
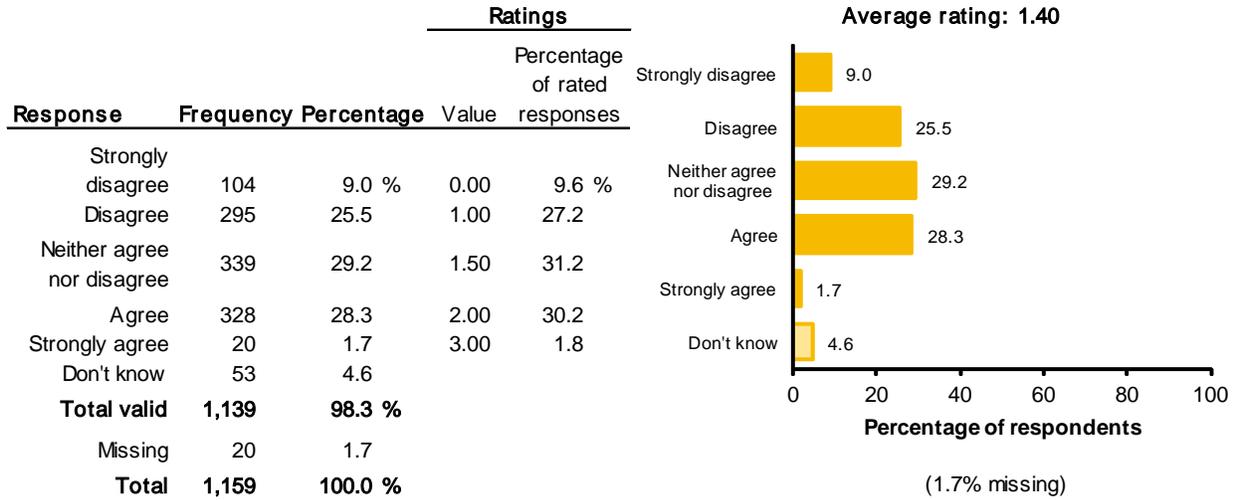


Table 27.1a. Satisfaction with Development of Mat-Su Borough, 2011

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.



“Too much growth and development and population growth is ruining the quality of life in the Mat-Su Borough, as well as destroying recreational, hunting, and fishing opportunities here. Don’t built that stupid Knik Arm Bridge or Anchorage will spill over into the Valley and consume it like cancer. Some things are more important than money and quality of life is one of them. The Valley still has that. The Borough needs to work to preserve that. If you like what’s in Anchorage, then move there, don’t bring it here.”

Table 27.1b. Satisfaction with Development of Mat-Su Borough: Trends 2007–2011

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.

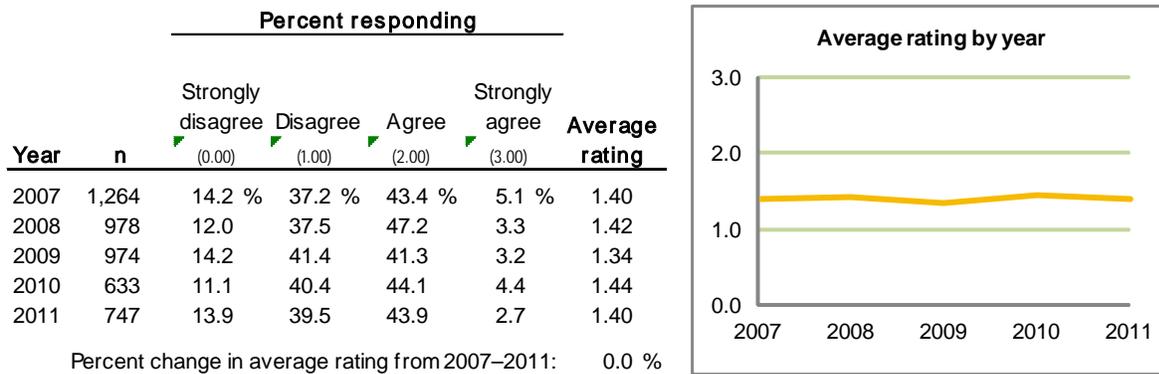
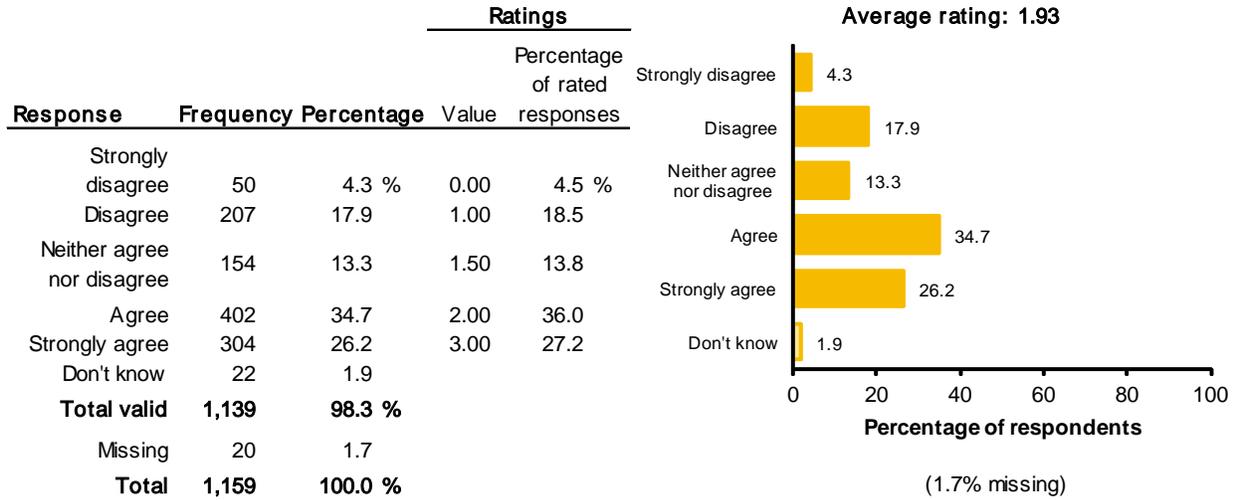


Table 27.2a. Traffic Congestion as a Problem in the Borough, 2011

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.



“I’ve not been impressed with the recent eminent domain acquisitions made to widen the Seward-Meridian. The traffic along that road didn’t warrant all those houses being torn down or moved. This is only increasing traffic in a neighborhood rather than diverting it.”

Table 27.2b. Traffic Congestion as a Problem in the Borough: Trends 2007–2011

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.

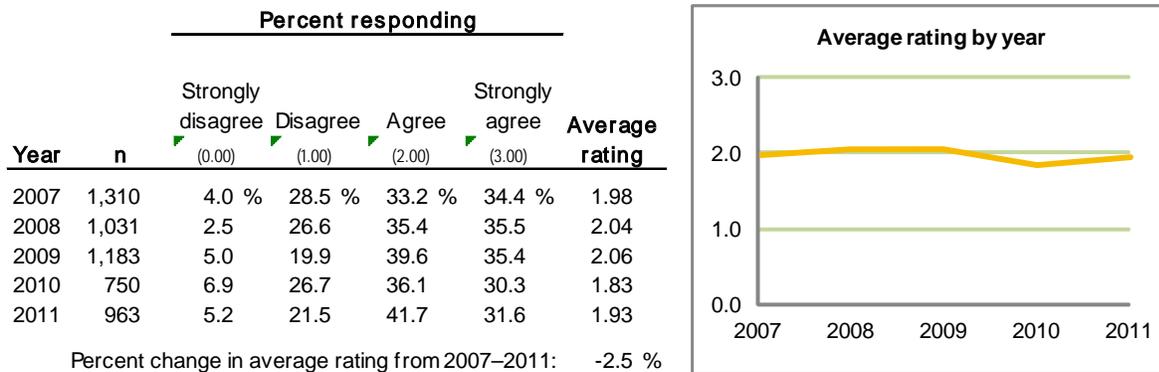
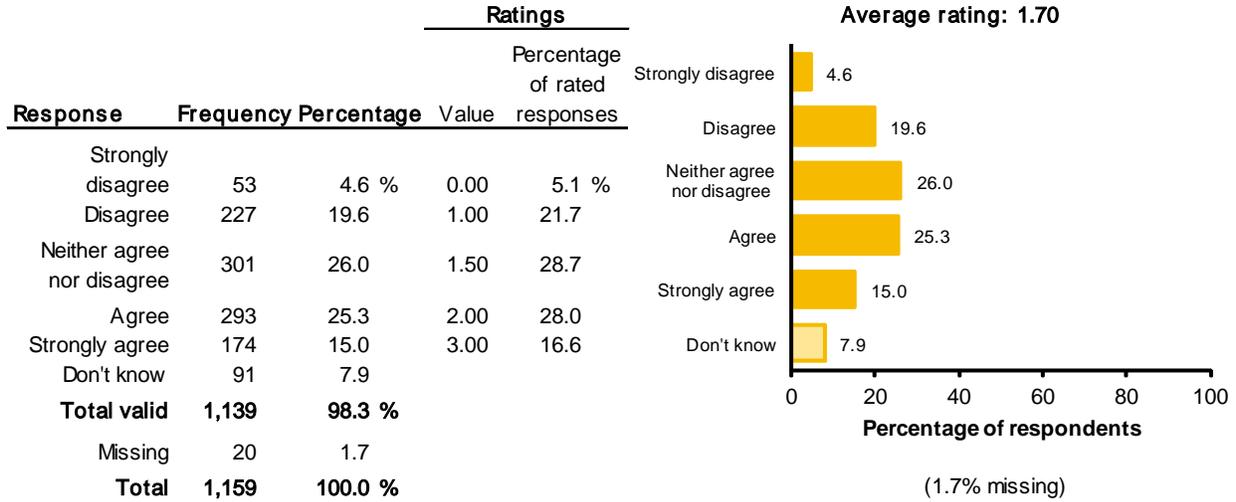


Table 27.3a. Concern about Water Quality in the Borough, 2011

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)

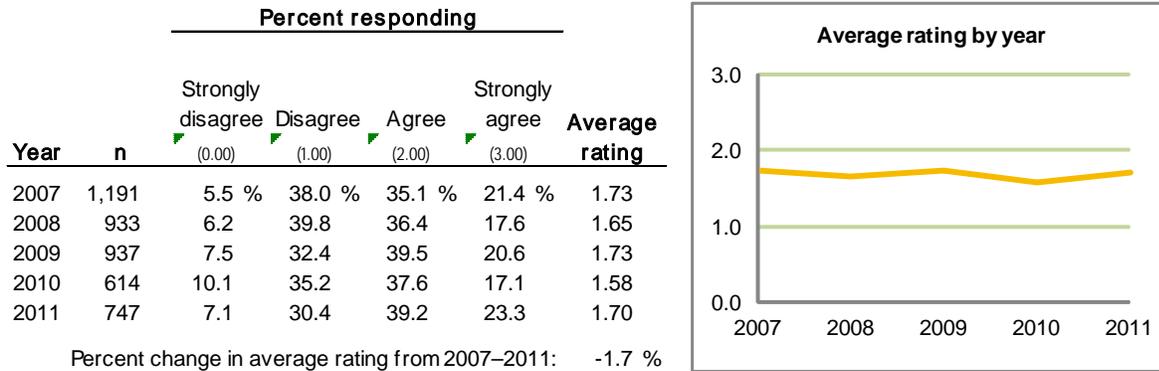


* This question was slightly changed in 2011 to include this addition after the main statement: "(Drinking Water and Surface Water Bodies)"

"I have concerns about chemicals in the ground water."

Table 27.3b. Concern about Water Quality in the Borough: Trends 2007–2011

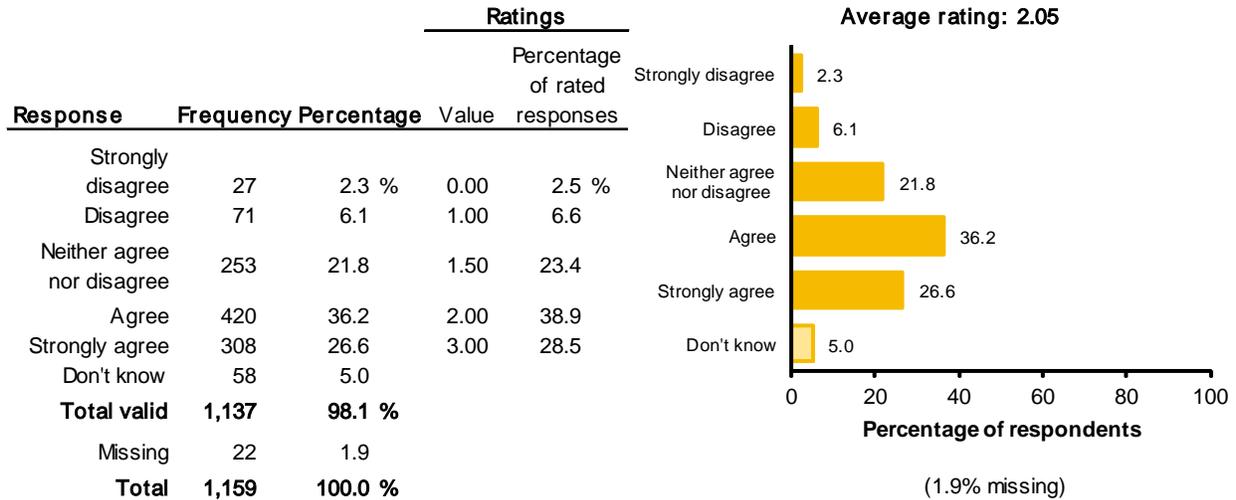
Question 27.3. Please indicate how much you agree or disagree with each of the following statements:
I am very concerned about water quality in the Borough. (Drinking Water and Surface Water Bodies)



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

Table 27.4a. Management of Growth and Development in the Borough, 2011

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.



“I think the Borough should keep on looking into the future 20, 30, 40 or more years to plan properly for increased population, main traffic arteries, a bridge across the Inlet from Anchorage (how and where will the impacts be?), etc. So far, we think the Borough is doing a pretty good job trying to get a handle on it.”

Table 27.4b. Management of Growth and Development in the Borough: Trends 2007–2011

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.

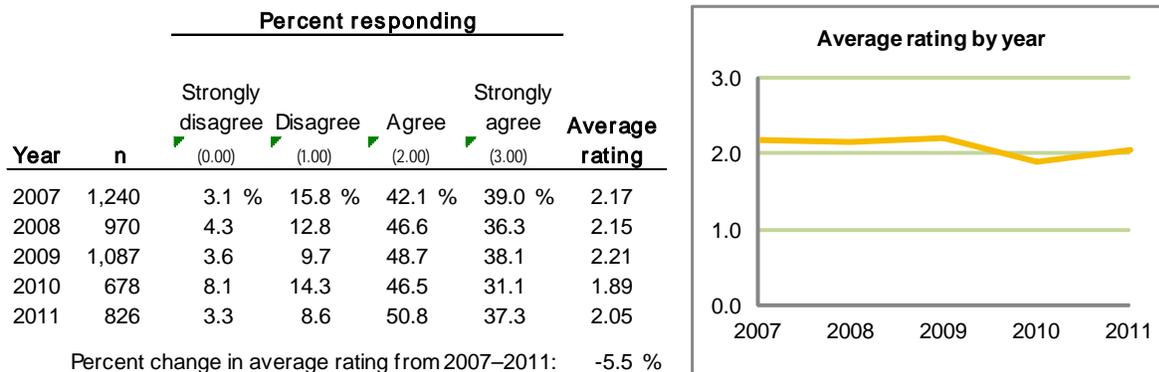
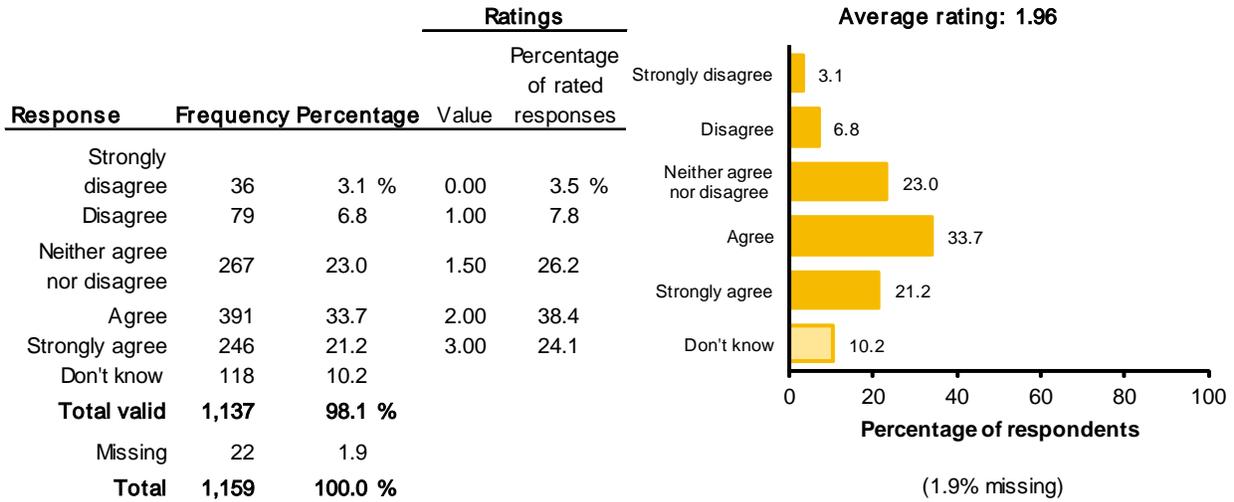


Table 27.5. Designation of Commercial and Industrial Centers, 2011

*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.*



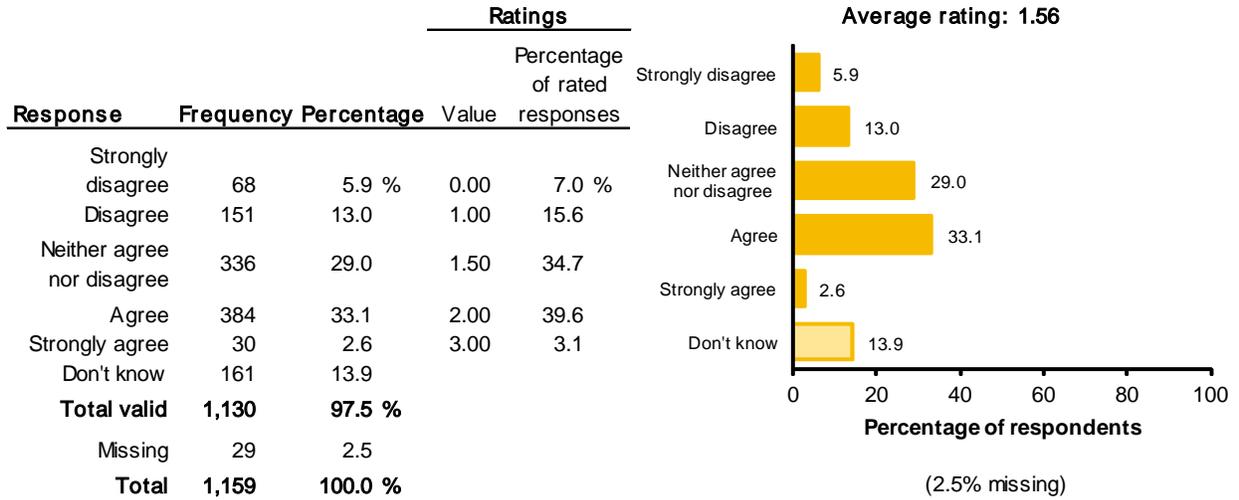
“With the rapid population increase in the borough more attention is needed on proper zoning for residential/recreational areas and commercial/industrial areas. The haphazard, jumbled zoning as seen along the Palmer-Wasilla Highway cannot continue in other areas of the borough, where gravel pits and strip malls sit alongside homes.”

“If you own the land, use it as you wish – if you buy land next to a dog kennel, get over it! You knew about it!”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 28.1. Regulation of Noise, 2011

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



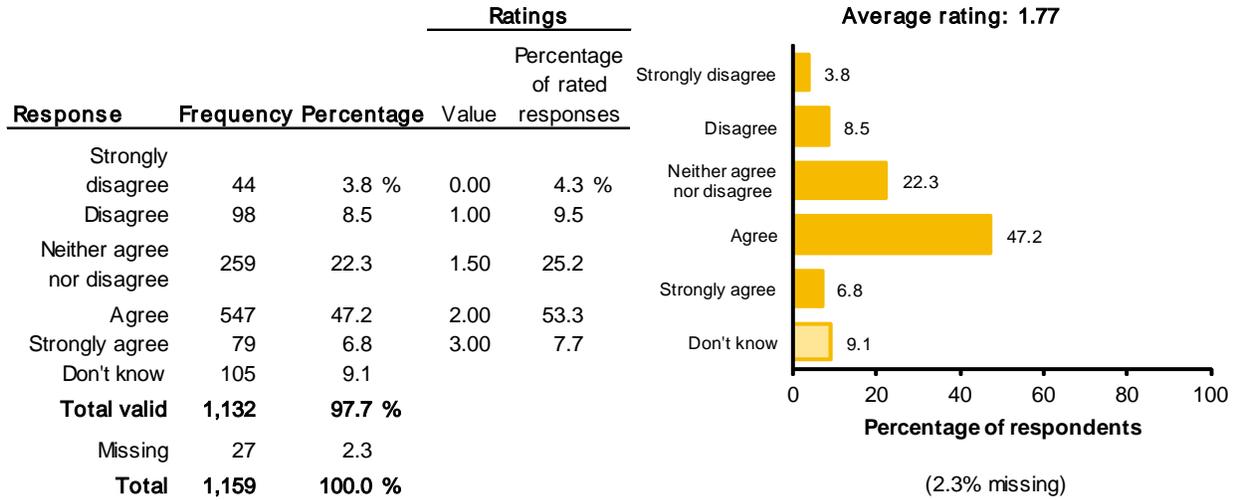
“Noise codes should restrict shooting and operation of mechanical equipment adjacent to neighbors.”

“The only complaint that I have is that where I live there are a lot of people who shoot very loud guns frequently. I don’t know the solution. It would be hard to control, but it’s still annoying.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 28.2. Regulation of Signs and Billboards, 2011

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



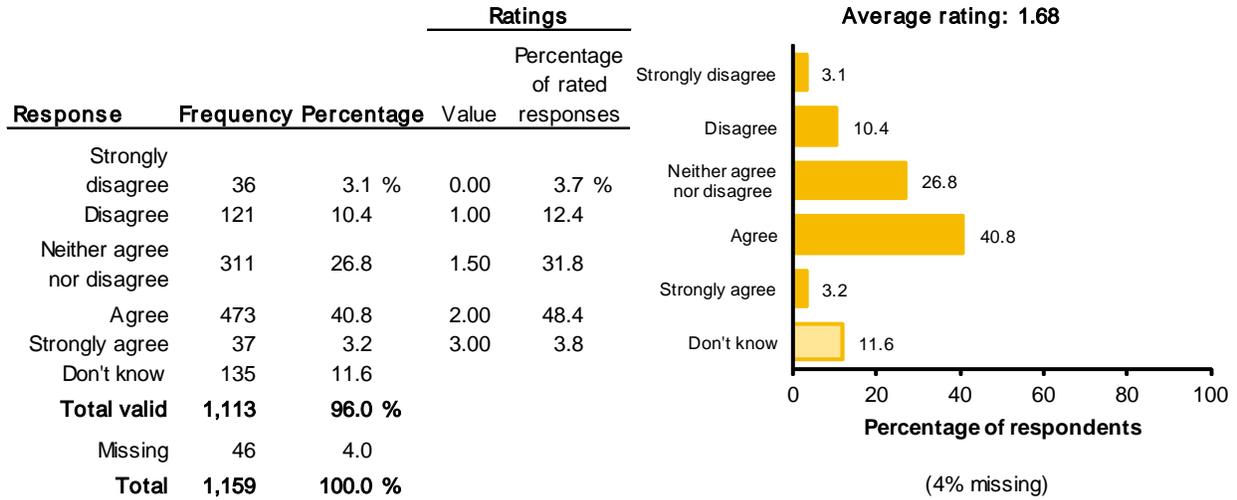
“I am unhappy with the way Wasilla has developed commercially (stores), right alongside the road. It is busy and an eyesore to drive into/through.”

“Subway Palmer - Lower your sign!”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 28.3. Regulation of Commercial Lighting, 2011

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

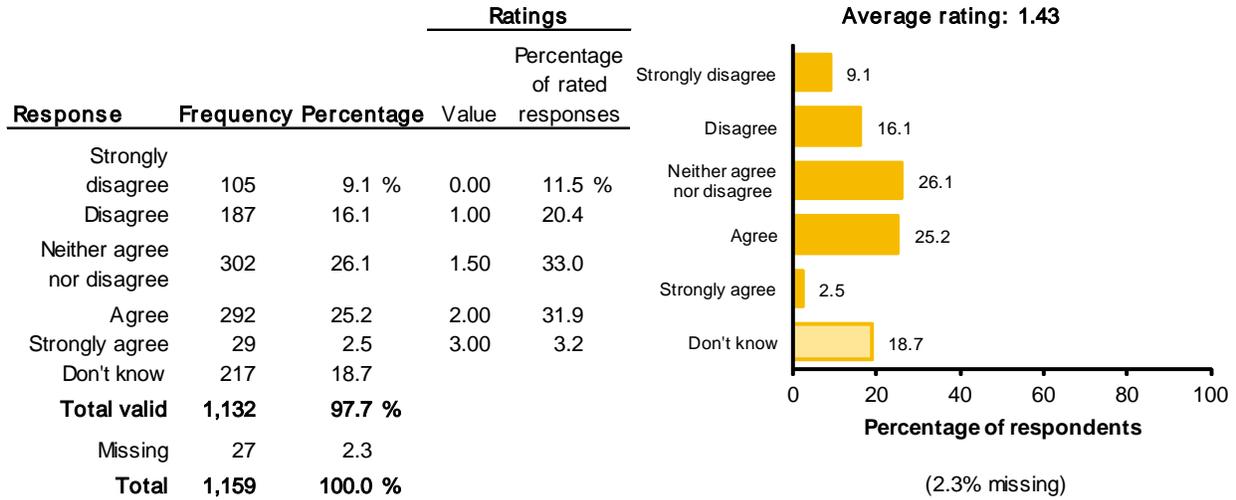


“Light pollution needs to be kept to a minimum. We came out here to have the Northern Lights.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 28.4. Regulation of Natural Resource Extraction, 2011

*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.)*



“Restrict coal mining operations to protect current residents. No loss of land values. Improve transportation infrastructure to accommodate coal movement. Force coal developers to purchase land as a buffer to communities.”

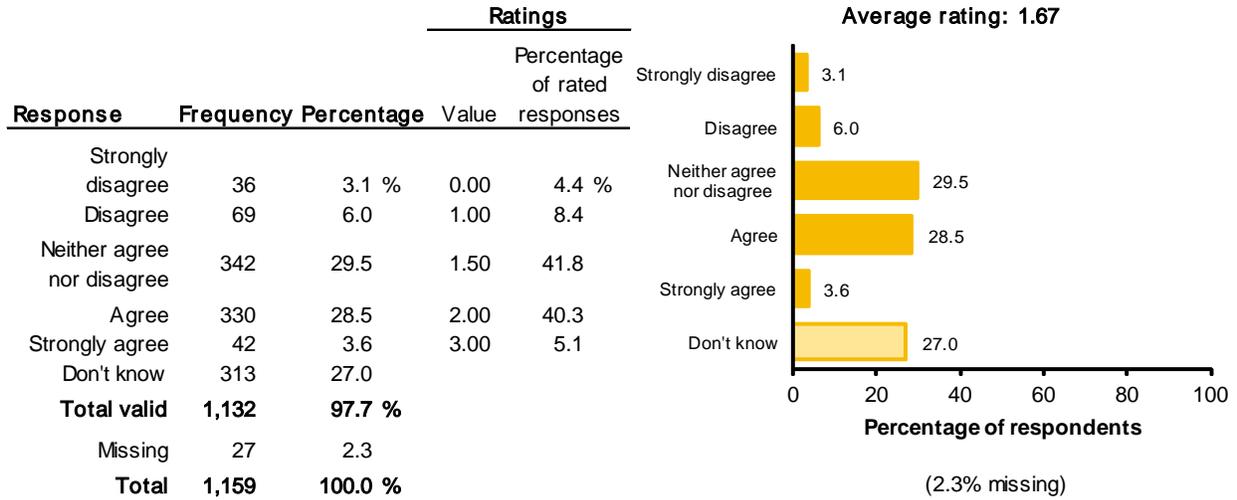
“Please diversify revenue. Economic development should not be solely dependent on resources extraction or projects like the prison.”

“Natural resource development must be pursued in order to establish a solid economic base on which community services can be built.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 28.5. Regulation of Private Airstrips, 2011

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



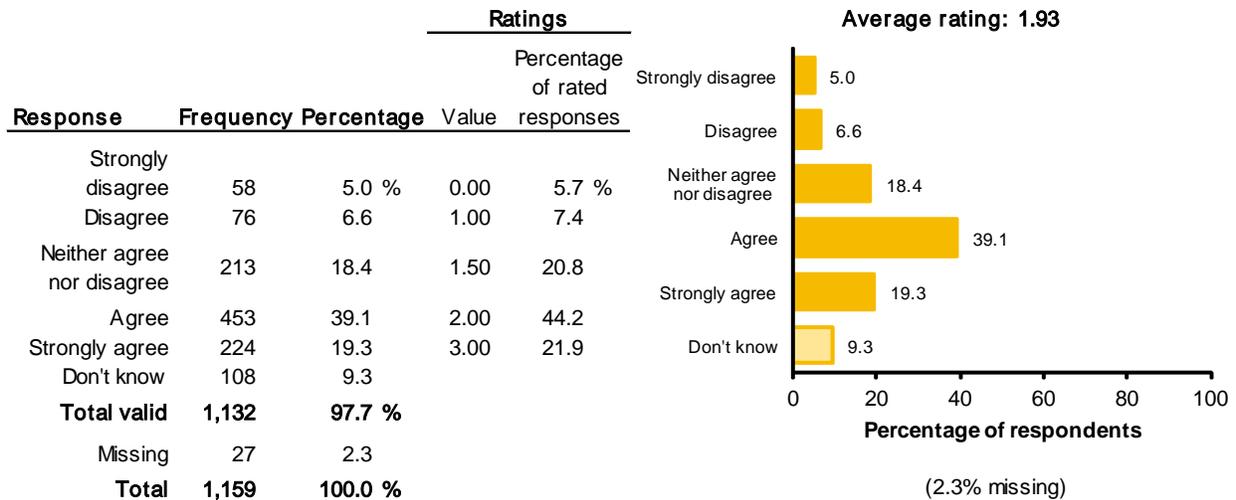
“There are too many private airstrips.”

“If they’re private, then the Borough should leave them be!”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 29. Growth and Diversification of Local Economy, 2011

*Question 29. 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.*



“It seems small business in the Borough is struggling. With the enormous growth Wasilla has seen, great care should be taken to put distance between large retail and town centers. Establishments of global corporations should be kept further away from community (local) business to provide incentive to the consumer to support small business.”

“Healthy small business is the key to a vibrant MSB.”

“Give private enterprise freedom to succeed, for example, the ski resort in Hatcher Pass. If it’s viable, let private interests build it – no Borough money.”

Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

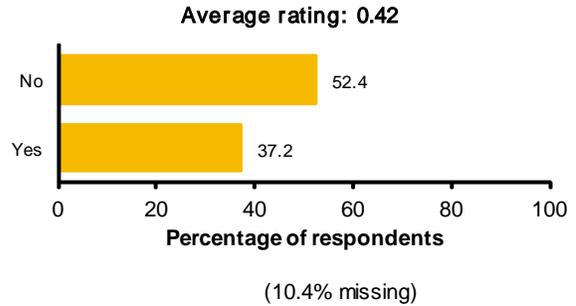
Table 30.1. Use and Awareness of Ambulance Services, 2011

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

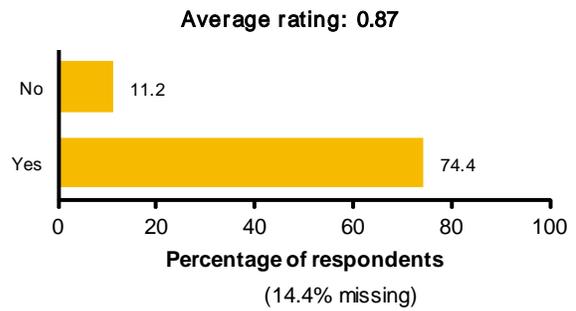
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	607	52.4 %	0.00	58.5 %
Yes	431	37.2	1.00	41.5
Total valid	1,038	89.6 %		
Missing	121	10.4		
Total	1,159	100.0 %		



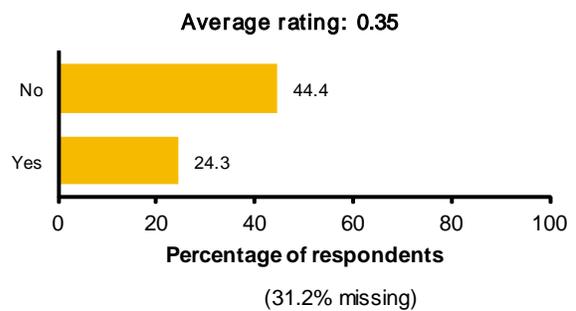
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	130	11.2 %	0.00	13.1 %
Yes	862	74.4	1.00	86.9
Total valid	992	85.6 %		
Missing	167	14.4		
Total	1,159	100.0 %		



I plan to use this service in the future.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	515	44.4 %	0.00	64.6 %
Yes	282	24.3	1.00	35.4
Total valid	797	68.8 %		
Missing	362	31.2		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

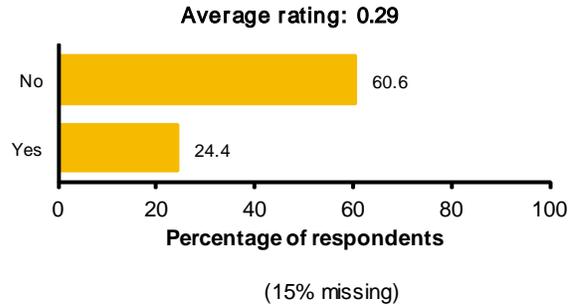
Table 30.2. Use and Awareness of Fire Department Services, 2011

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

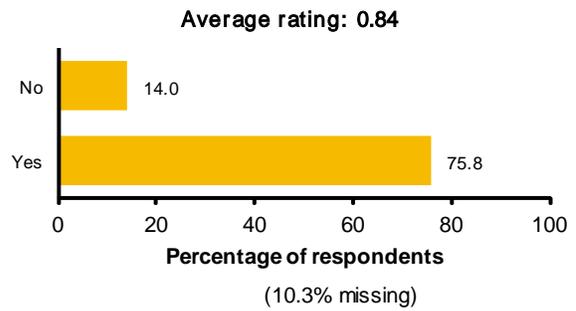
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	702	60.6 %	0.00	71.3 %
Yes	283	24.4	1.00	28.7
Total valid	985	85.0 %		
Missing	174	15.0		
Total	1,159	100.0 %		



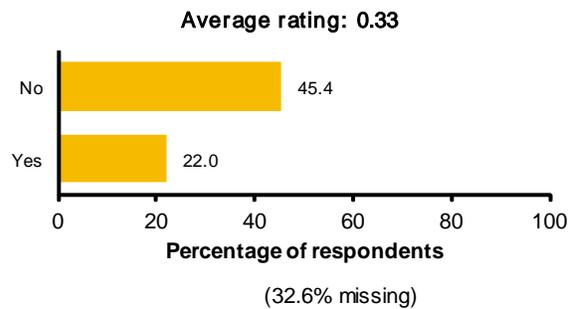
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	162	14.0 %	0.00	15.6 %
Yes	878	75.8	1.00	84.4
Total valid	1,040	89.7 %		
Missing	119	10.3		
Total	1,159	100.0 %		



I plan to use this service in the future.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	526	45.4 %	0.00	67.3 %
Yes	255	22.0	1.00	32.7
Total valid	781	67.4 %		
Missing	378	32.6		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

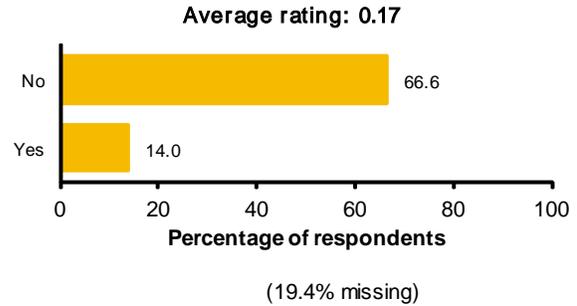
Table 30.3. Use and Awareness of Rescue Services, 2011

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

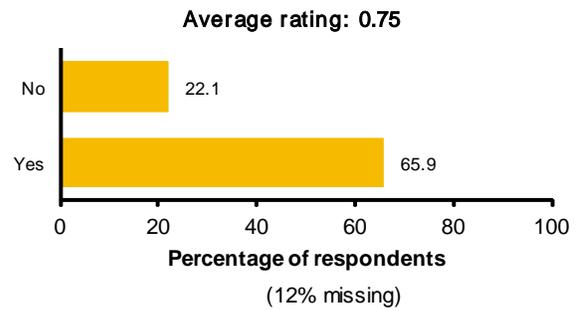
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	772	66.6 %	0.00	82.7 %
Yes	162	14.0	1.00	17.3
Total valid	934	80.6 %		
Missing	225	19.4		
Total	1,159	100.0 %		



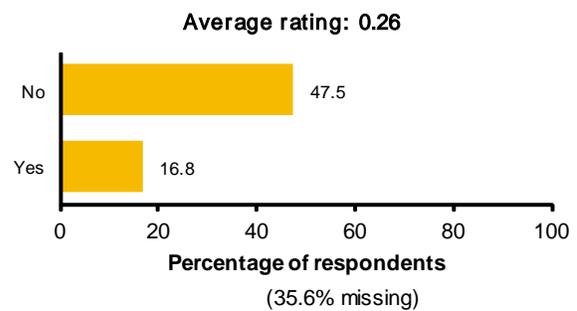
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	256	22.1 %	0.00	25.1 %
Yes	764	65.9	1.00	74.9
Total valid	1,020	88.0 %		
Missing	139	12.0		
Total	1,159	100.0 %		



I plan to use this service in the future.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	551	47.5 %	0.00	73.9 %
Yes	195	16.8	1.00	26.1
Total valid	746	64.4 %		
Missing	413	35.6		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

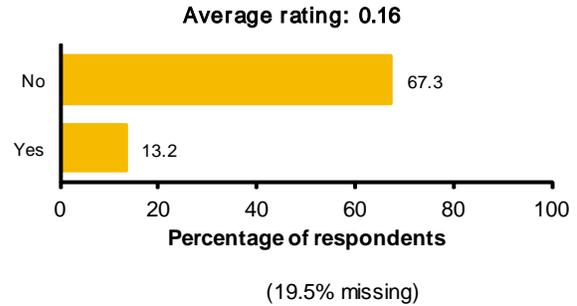
Table 30.4. Use and Awareness of Prevention or Preparedness Programs, 2011

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

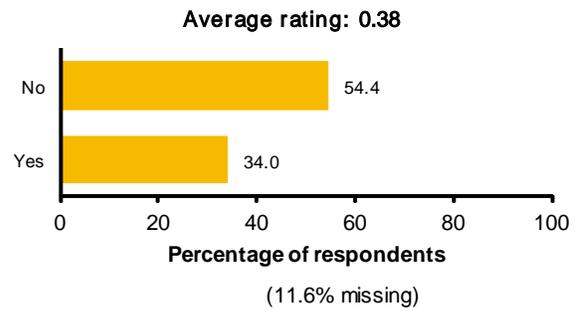
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	780	67.3 %	0.00	83.6 %
Yes	153	13.2	1.00	16.4
Total valid	933	80.5 %		
Missing	226	19.5		
Total	1,159	100.0 %		



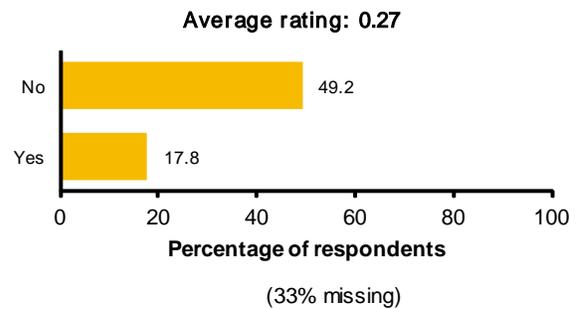
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	631	54.4 %	0.00	61.6 %
Yes	394	34.0	1.00	38.4
Total valid	1,025	88.4 %		
Missing	134	11.6		
Total	1,159	100.0 %		



I plan to use this service in the future.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	570	49.2 %	0.00	73.5 %
Yes	206	17.8	1.00	26.5
Total valid	776	67.0 %		
Missing	383	33.0		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

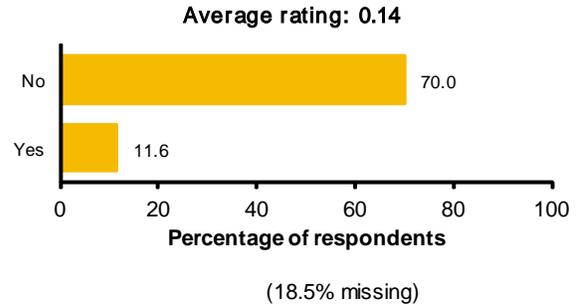
Table 30.5. Use and Awareness of Lectures on Local Emergency Services, 2011

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

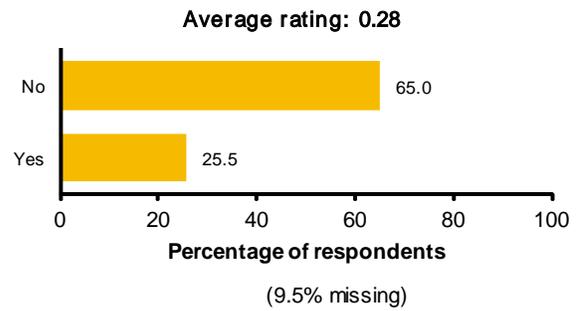
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	811	70.0 %	0.00	85.8 %
Yes	134	11.6	1.00	14.2
Total valid	945	81.5 %		
Missing	214	18.5		
Total	1,159	100.0 %		



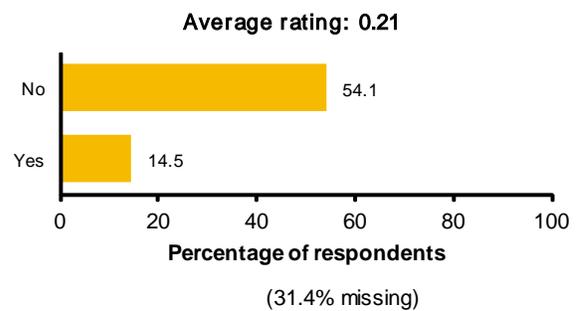
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	753	65.0 %	0.00	71.8 %
Yes	296	25.5	1.00	28.2
Total valid	1,049	90.5 %		
Missing	110	9.5		
Total	1,159	100.0 %		



I plan to use this service in the future.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	627	54.1 %	0.00	78.9 %
Yes	168	14.5	1.00	21.1
Total valid	795	68.6 %		
Missing	364	31.4		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

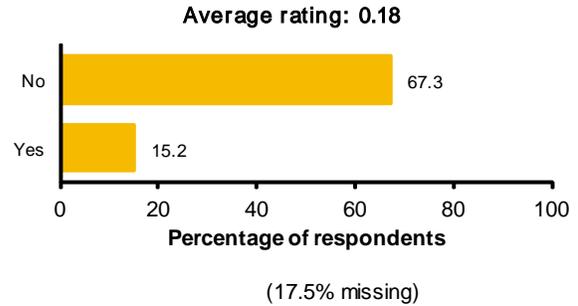
Table 30.6. Use and Awareness of Open Houses at Emergency Stations, 2011

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

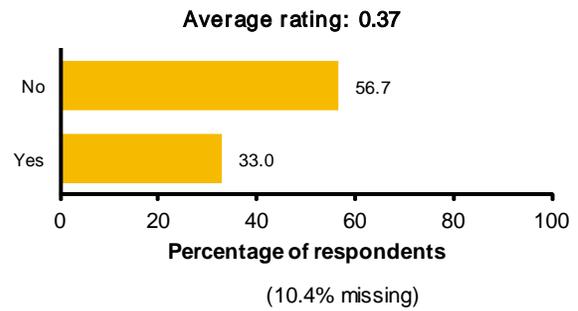
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	780	67.3 %	0.00	81.6 %
Yes	176	15.2	1.00	18.4
Total valid	956	82.5 %		
Missing	203	17.5		
Total	1,159	100.0 %		



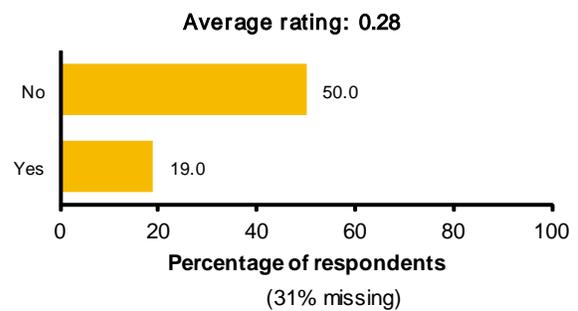
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	657	56.7 %	0.00	63.2 %
Yes	382	33.0	1.00	36.8
Total valid	1,039	89.6 %		
Missing	120	10.4		
Total	1,159	100.0 %		



I plan to use this service in the future.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	580	50.0 %	0.00	72.5 %
Yes	220	19.0	1.00	27.5
Total valid	800	69.0 %		
Missing	359	31.0		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

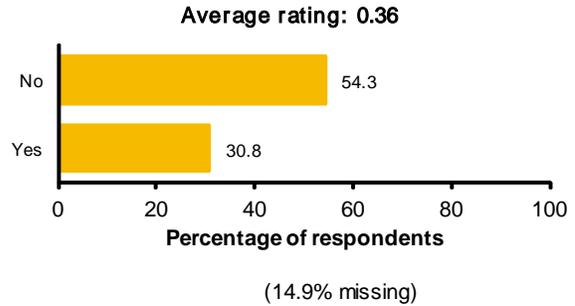
Table 30.7. Use and Awareness of CPR and First Aid Training, 2011

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

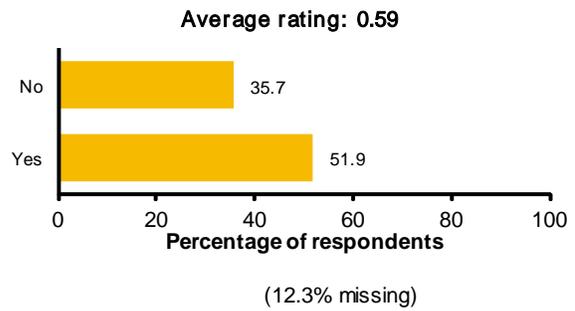
I have used this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	629	54.3 %	0.00	63.8 %
Yes	357	30.8	1.00	36.2
Total valid	986	85.1 %		
Missing	173	14.9		
Total	1,159	100.0 %		



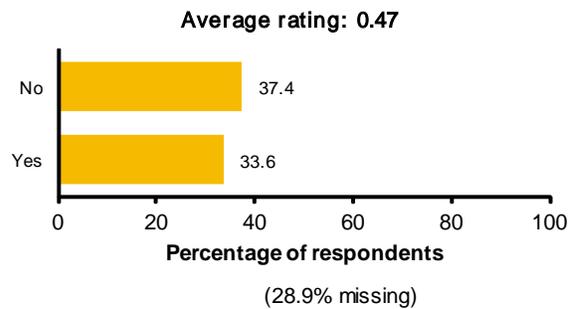
I am aware of this service.

Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	414	35.7 %	0.00	40.7 %
Yes	602	51.9	1.00	59.3
Total valid	1,016	87.7 %		
Missing	143	12.3		
Total	1,159	100.0 %		



I plan to use this service in the future.

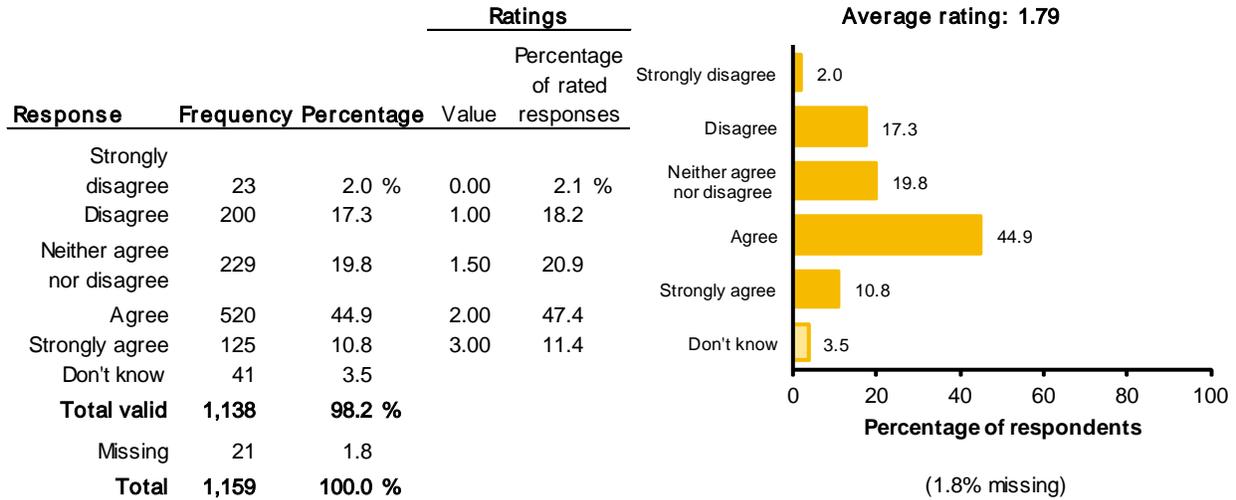
Response	Frequency	Percentage	Ratings	
			Value	Percentage of rated responses
No	434	37.4 %	0.00	52.7 %
Yes	390	33.6	1.00	47.3
Total valid	824	71.1 %		
Missing	335	28.9		
Total	1,159	100.0 %		



Note: These questions did not appear in surveys prior to 2011. Thus, there are no tables to show trends.

Table 31.1. Household Preparation for Disaster, 2011

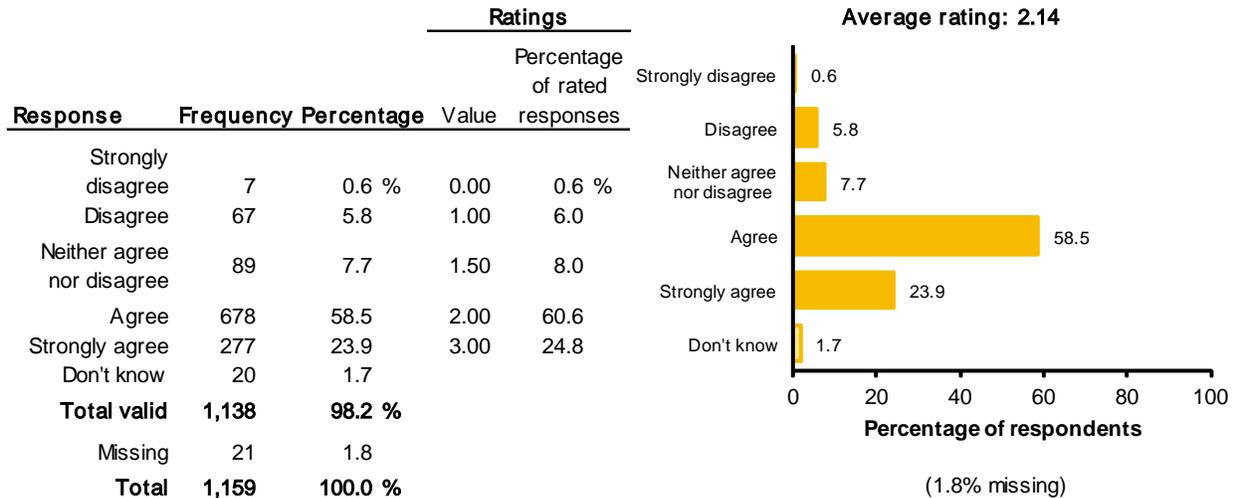
Question 31.1. Please indicate how much you agree or disagree with each of the following statements:
My household is prepared for a natural or man-made disaster.



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.2. Home Clear of Wildfire Hazards, 2011

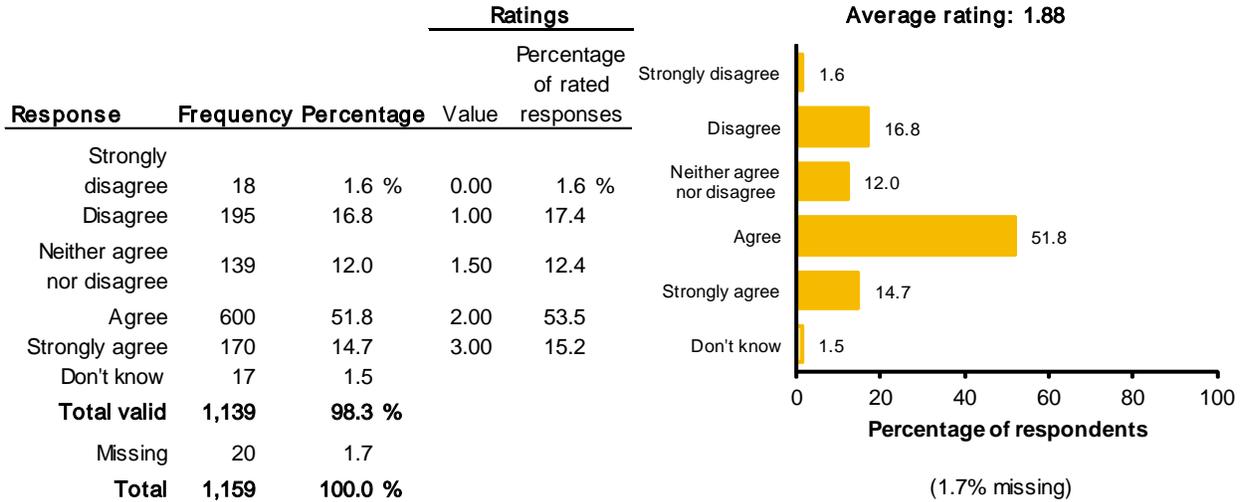
Question 31.2. Please indicate how much you agree or disagree with each of the following statements:
I keep the area around my home clear of wildfire hazards.



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.3. Disaster Supplies Set Aside, 2011

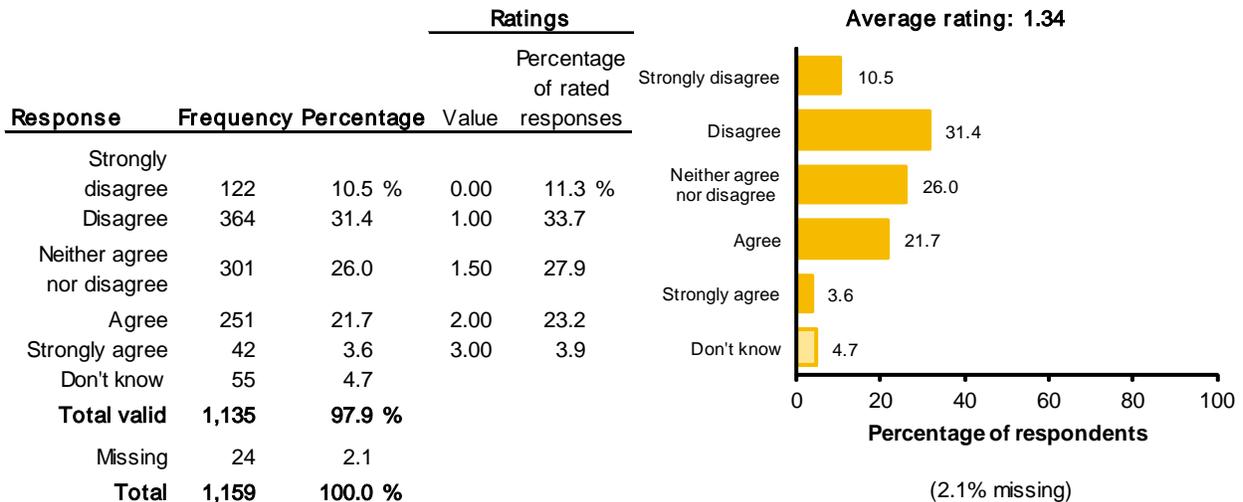
*Question 31.3. Please indicate how much you agree or disagree with each of the following statements:
I have supplies set aside in my home for use in case of a disaster.*



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.4. Dependency on Others in a Disaster, 2011

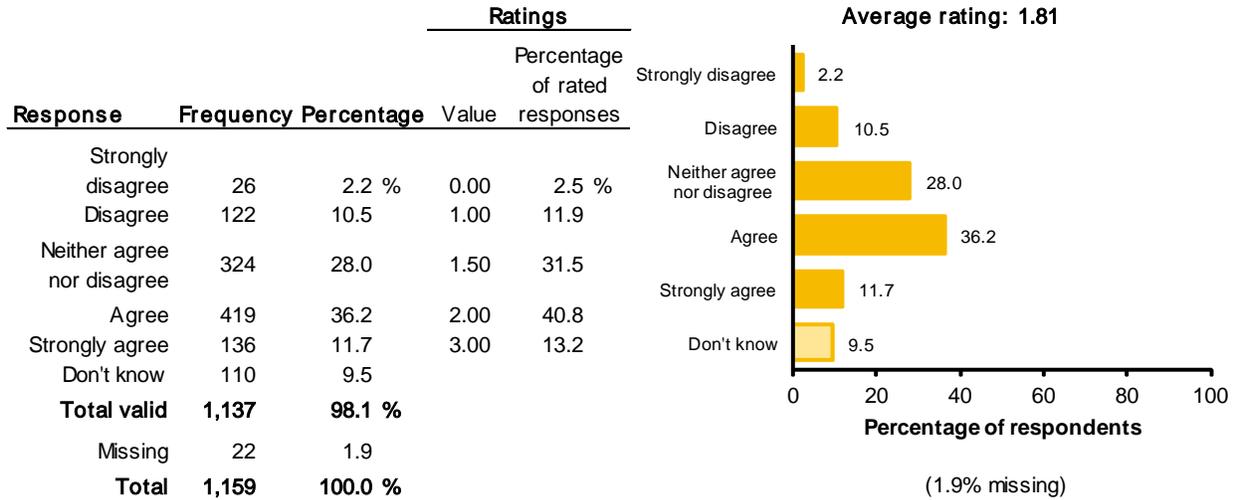
*Question 31.4. Please indicate how much you agree or disagree with each of the following statements:
In the event of a disaster I and my family will be dependent on others for assistance.*



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.5. Borough Vulnerability to Disaster, 2011

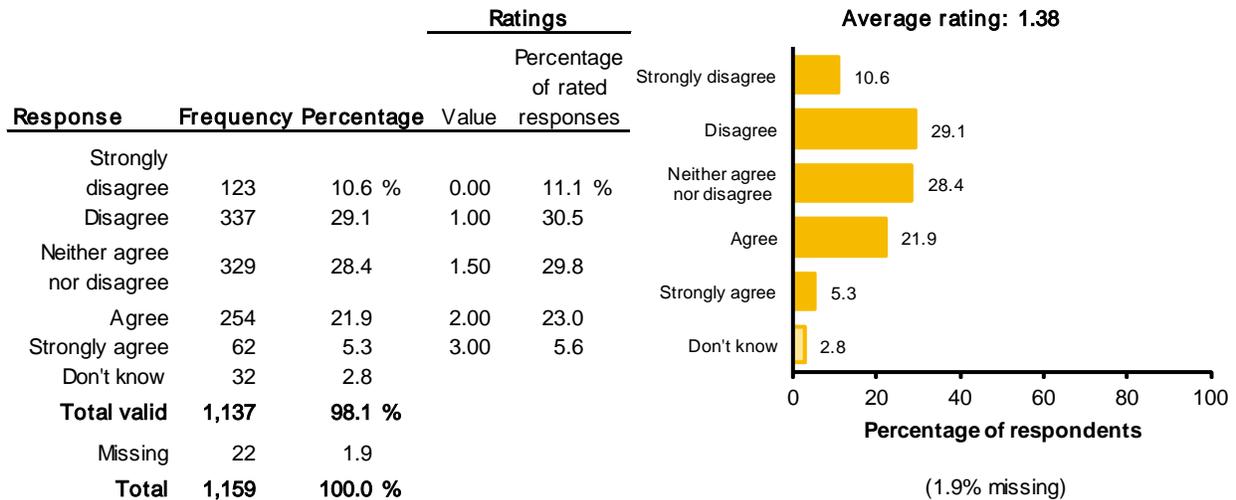
Question 31.5. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is vulnerable to a natural or man-made disaster.



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.6. Borough Government Responsibility for Preparing Residents for Disasters, 2011

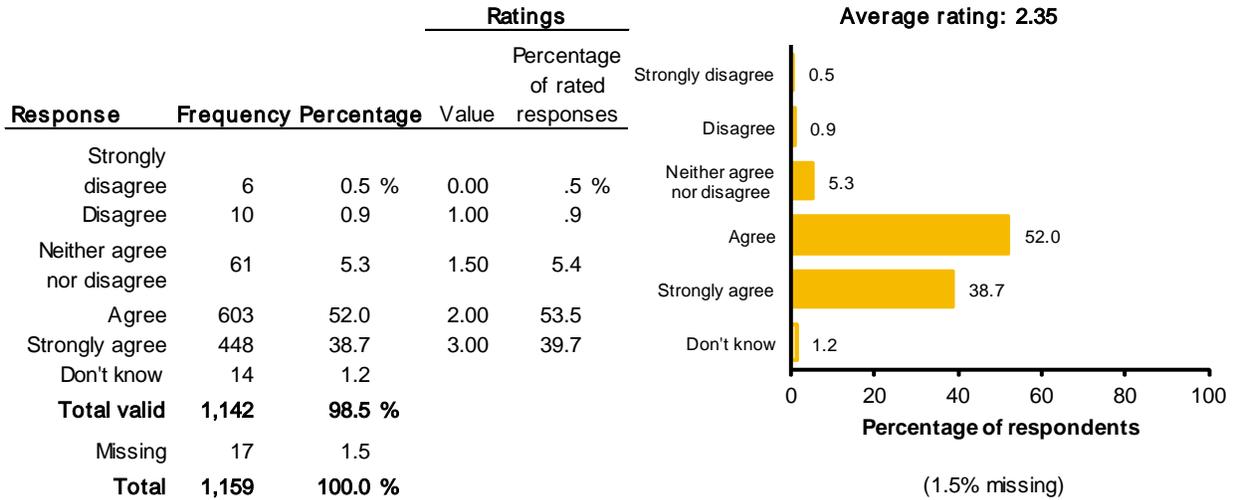
Question 31.6. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough government is responsible for preparing residents for disasters.



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.7. Personal Responsibility of Residents in Preparing for Disasters, 2011

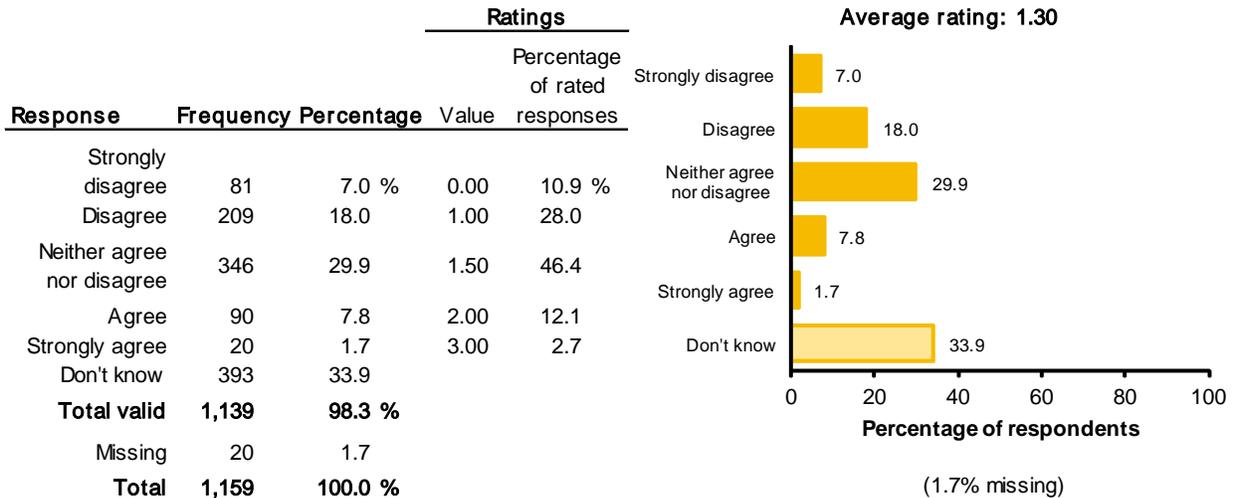
*Question 31.7. Please indicate how much you agree or disagree with each of the following statements:
I believe residents should take personal responsibility in preparing for disasters.*



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.8. Borough Preparation for a Pandemic, 2011

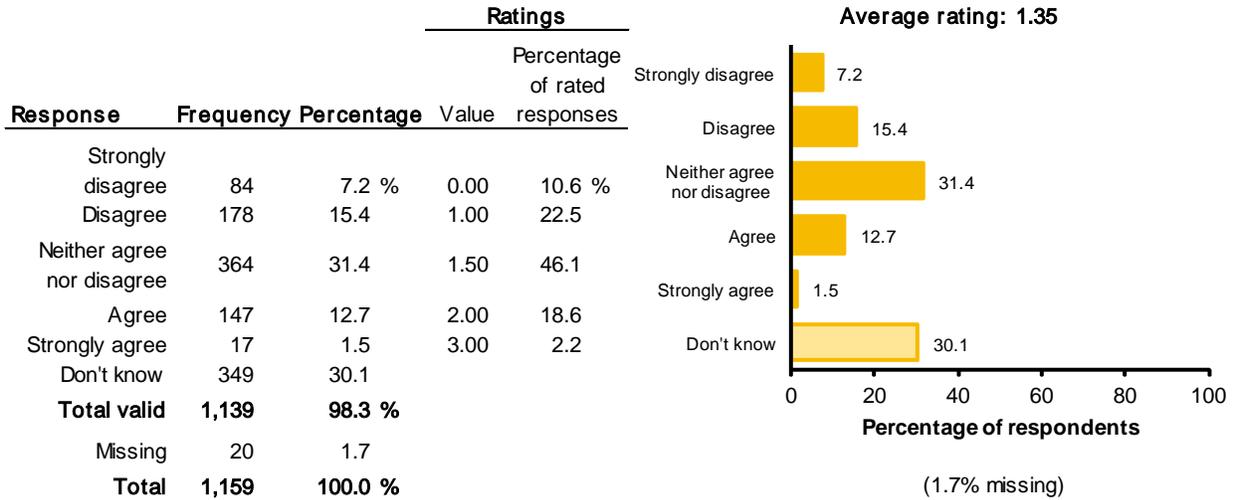
*Question 31.8. Please indicate how much you agree or disagree with each of the following statements:
I believe the borough is prepared for an outbreak of Pandemic (influenza) disease.*



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

Table 31.9. Recovery of Borough from Widespread Disaster, 2011

*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.*



Note: This question did not appear in surveys prior to 2011. Thus, there is no table to show trends.

“Part of personal responsibility is electing Borough government and paying taxes so the government is prepared. I could not have fought the Big Lake fire on my own.”

Intentionally left blank.

Part V.

Sample Characteristics

Intentionally left blank.

Sample Characteristics – Summary

Significantly more women than men returned questionnaires (58% female, 42% male, with 37 people declining to answer the gender question). The majority of respondents are white (92%), with Alaska Natives and American Indians comprising slightly under four percent of the sample. Fewer than five percent self-identified as being of Hispanic or Latino/a background or origin. The average age of respondents is 51.5 years old.

Most respondents are married (73%), and the typical household includes between two and three people, but not quite one child. The most typical level of education reported by respondents was “some college, no degree” (33%), while roughly equal numbers of respondents (19%) said they had a high school degree or equivalent or a bachelor’s degree. Sixty-four percent of respondents reported a household income of \$50,000 or more. Most are employed full time (41%) or retired (23%), and of those who answered the question, 68 percent commute within the Mat-Su Borough.

Eighty-nine percent own their own home, which is likely valued at \$200,000 or more, and only 12 percent have a second home outside the Borough. The average respondent has lived in the Borough for 17 years and in their current home for eleven years. Seventy-seven percent stated that their address is posted for emergency responders. The overwhelming majority of respondents see themselves staying in the Borough for the long term (84%).

Table 32a. Respondent Background — Age, 2011

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

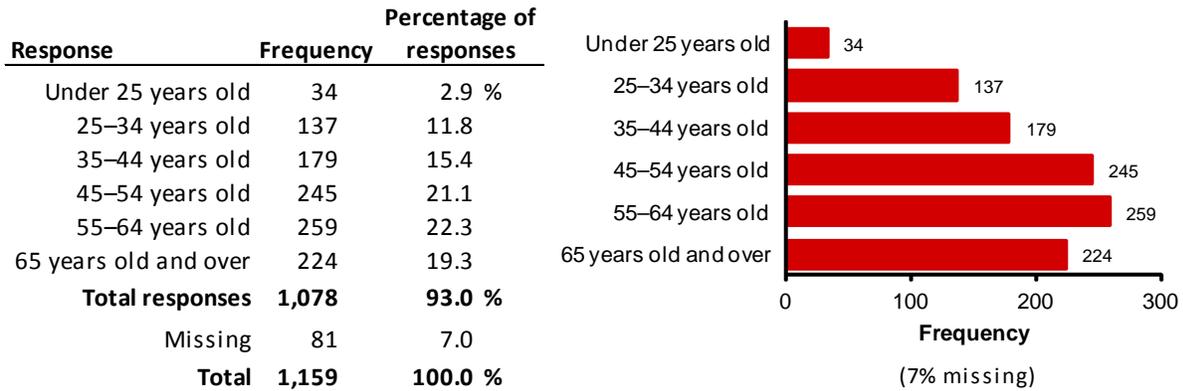


Table 32b. Respondent Background — Age: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average age</i>	<i>46.85 years</i>	<i>45.88 years</i>	<i>50.34 years</i>	<i>50.33 years</i>	<i>51.49 years</i>	9.9 %
Under 25 years old	7.9 %	8.8 %	6.6 %	1.9 %	3.2 %	-59.5 %
25–34 years old	13.3	14.0	12.0	14.2	12.7	-4.5
35–44 years old	19.8	18.1	17.7	17.0	16.6	-16.2
45–54 years old	27.5	25.7	25.4	26.8	22.7	-17.5
55–64 years old	20.0	21.8	23.8	25.1	24.0	20.0
65 years old and over	11.4	11.6	14.5	14.9	20.8	82.5

Table 33a. Respondent Background — Gender, 2011

Question 33. What is your gender?

<u>Response</u>	<u>Frequency</u>	<u>Percentage</u>
Female	647	55.8 %
Male	475	41.0
Total valid	1,122	96.8 %
Missing	37	3.2
Total	1,159	100.0 %

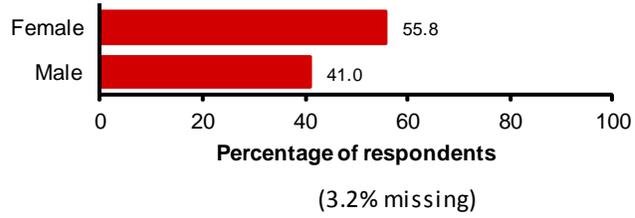


Table 33b. Respondent Background —Gender: Trends 2007–2011

Question 33. What is your gender?

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2007–2011:</u>
	2007	2008	2009	2010	2011	
Female	53.4 %	59.2 %	58.7 %	56.0 %	57.7 %	8.1 %
Male	46.6	40.8	41.3	44.0	42.3	-9.2

Table 34a. Respondent Background — Marital Status, 2011

Question 34. What is your marital status?

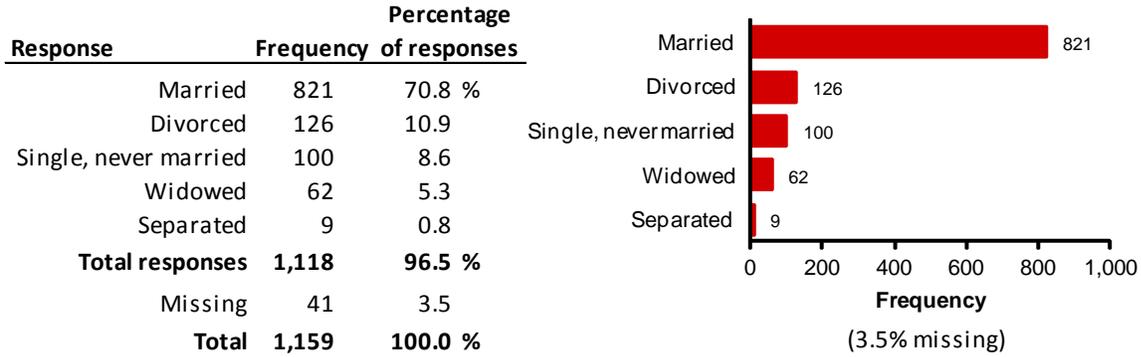


Table 34b. Respondent Background — Marital Status: Trends 2007–2011

Question 34. What is your marital status?

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Married	74.1 %	72.1 %	76.0 %	75.3 %	73.4 %	-0.9 %
Divorced	10.1	12.8	12.0	10.8	11.3	11.9
Single, never married	10.6	9.1	7.5	7.6	8.9	-16.0
Widowed	3.9	4.1	3.8	4.7	5.5	41.0
Separated	1.4	1.8	0.7	1.7	0.8	-44.5

Table 35a. Respondent Background — Education, 2011

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

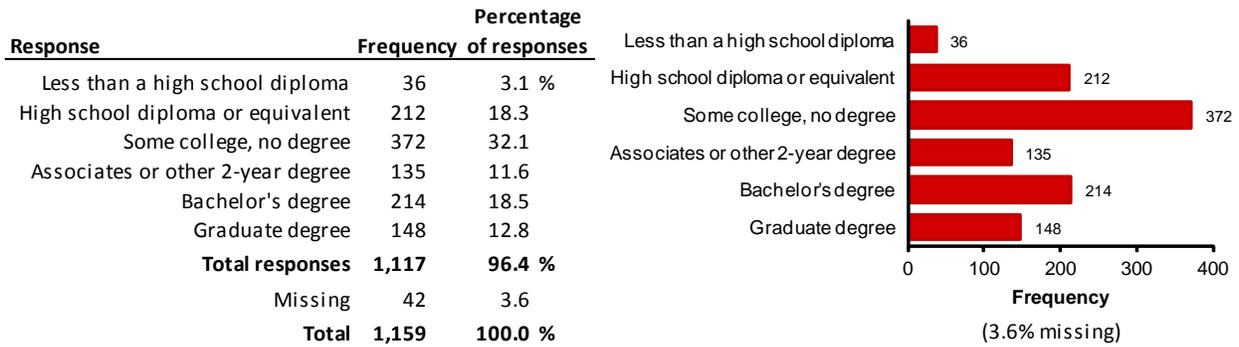


Table 35b. Respondent Background — Education: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Less than a high school diploma	4.9 %	2.5 %	2.2 %	1.7 %	3.2 %	-34.7 %
High school diploma or equivalent	22.2	20.6	18.7	20.4	19.0	-14.4
Some college, no degree	32.7	35.9	35.1	30.1	33.3	1.8
Associates or other 2-year degree	13.1	13.0	13.0	13.8	12.1	-7.6
Bachelor's degree	17.4	16.8	19.3	21.5	19.1	9.8
Graduate degree	9.6	11.2	11.6	12.5	13.2	37.5

Table 36a. Respondent Background — Hispanic or Latino/a Origin, 2011

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

Response	Frequency	Percentage
No	1,041	89.8 %
Yes	49	4.2
Total valid	1,090	94.0 %
Missing	69	6.0
Total	1,159	100.0 %

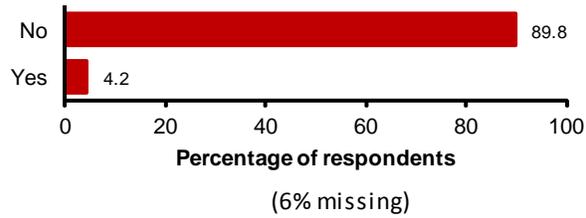


Table 36b. Respondent Background — Hispanic or Latino/a Origin: Trends 2008–2011

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

Response	2007 *	Percent responding				Percent change from 2008–2011:
		2008	2009	2010	2011	
Yes	----	4.4 %	5.5 %	2.9 %	4.5 %	2.3 %
No	----	95.6	94.5	97.1	95.5	-0.1

* This question was not asked in 2007.

Table 37a. Respondent Background — Race/Ethnicity, 2011

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

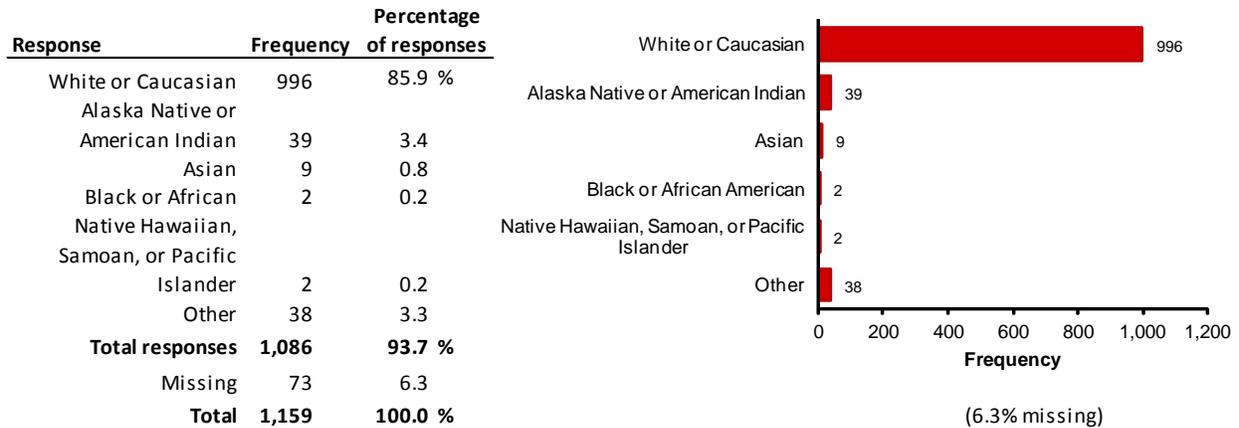


Table 37b. Respondent Background — Race/Ethnicity: Trends 2008–2011

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

Response	2007*	Percent responding				Percent change from 2008–2011:
		2008	2009	2010	2011	
White or Caucasian	----	89.7 %	90.2	90.3 %	91.7 %	2.2 %
Alaska Native or American Indian	----	5.1	3.5	4.4	3.6	-29.4 †
Asian	----	0.9	1.1	0.9	0.8	-11.1
Black or African American	----	0.5	0.5	0.5	0.2	-60.0 †
Native Hawaiian, Samoan, or Pacific Islander	----	0.4	0.3	0.2	0.2	-50.0 †
Other	----	3.3	4.3	3.7	3.5	6.1

* This question was not asked in 2007.

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

Table 38a. Respondent Background — Household Income, 2011

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

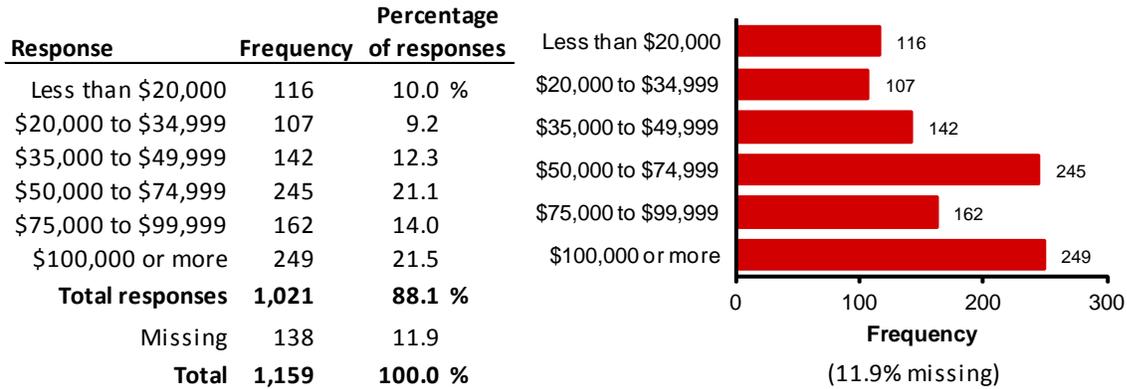


Table 38b. Respondent Background — Household Income: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Less than \$20,000	8.5 %	9.0 %	7.7 %	7.1 %	11.4 %	34.1 %
\$20,000 to \$34,999	10.9	10.5	10.0	11.3	10.5	-3.7
\$35,000 to \$49,999	12.6	12.9	15.4	12.1	13.9	10.3
\$50,000 to \$74,999	24.9	25.7	22.5	22.5	24.0	-3.6
\$75,000 to \$99,999	20.0	17.8	19.2	19.6	15.9	-20.5
\$100,000 or more	23.1	24.2	25.2	27.3	24.4	5.6

Table 39a. Respondent Background — Number of People in Household, 2011

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

Response	Frequency	Percentage of responses
1 person	169	14.6 %
2 people	480	41.4
3 people	172	14.8
4 people	145	12.5
5 people	79	6.8
6 people	41	3.5
7 people or more	25	2.2
Total responses	1,111	95.9 %
Missing	48	4.1
Total	1,159	100.0 %

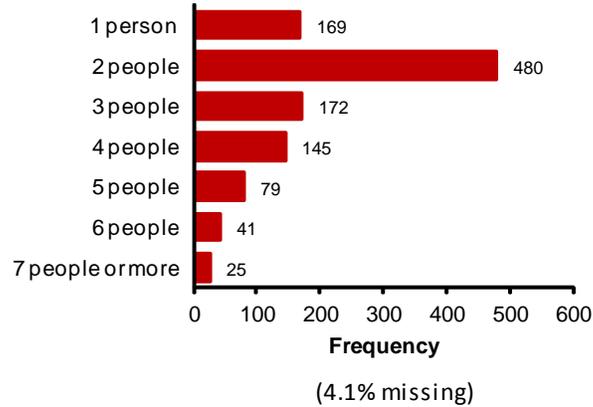


Table 39b. Respondent Background — Number of People in Household: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average</i>	<i>3.08 people</i>	<i>2.85 people</i>	<i>2.95 people</i>	<i>2.85 people</i>	<i>2.76 people</i>	-10.4 %
1 person	9.3 %	12.9 %	12.2 %	12.8 %	15.2 %	63.4 %
2 people	37.8	40.8	42.1	40.3	43.2	14.3
3 people	17.9	18.6	17.4	18.8	15.5	-13.4
4 people	17.5	14.3	13.7	16.1	13.1	-25.1
5 people	10.6	7.2	8.9	6.7	7.1	-33.0
6 people	4.3	3.7	3.5	2.9	3.7	-14.0
7 people or more	2.6	2.5	2.2	2.3	2.3	-11.5

Table 40a. Respondent Background — Number of Minor Children in Household, 2011

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

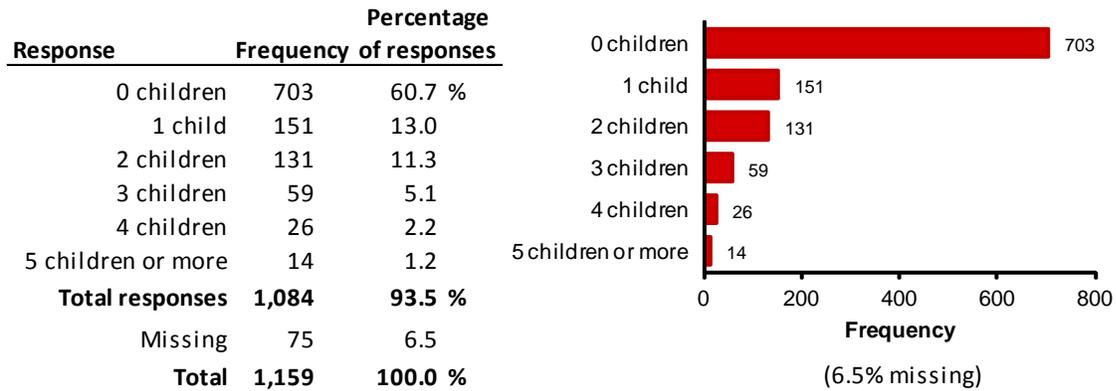


Table 40b. Respondent Background — Number of Minor Children in Household: Trends 2007–2011

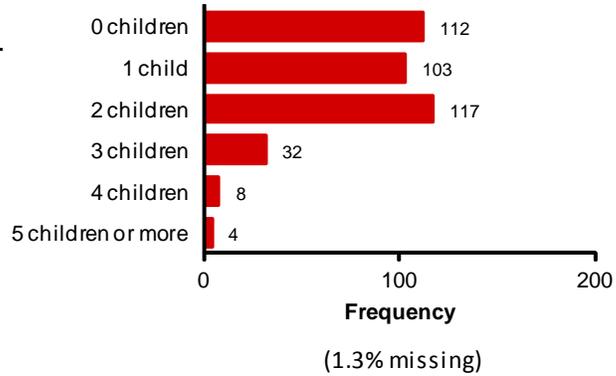
Question 40. How many children under the age of 18 currently live in your home?

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average</i>	<i>0.95 children</i>	<i>0.83 children</i>	<i>0.77 children</i>	<i>0.75 children</i>	<i>0.71 children</i>	-25.3 %
0 children	55.0 %	60.1 %	62.4 %	62.7 %	64.9 %	18.0 %
1 child	15.8	15.8	14.4	14.7	13.9	-12.0
2 children	15.8	13.4	12.3	14.2	12.1	-23.4
3 children	8.7	5.9	7.3	5.3	5.4	-37.9
4 children	3.0	2.8	2.6	1.3	2.4	-20.0
5 children or more	1.7	2.0	1.0	2.0	1.3	-23.5

Table 41a. Respondent Background — Number of Children in Mat-Su Borough School District Schools, 2011

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

Response	Frequency	Percentage of responses
0 children	112	29.4 %
1 child	103	27.0
2 children	117	30.7
3 children	32	8.4
4 children	8	2.1
5 children or more	4	1.0
Total responses	376	98.7 %
Missing	5	1.3
Total	381	100.0 %



* 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 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average</i>	<i>1.37 children</i>	<i>1.35 children</i>	<i>1.35 children</i>	<i>1.32 children</i>	<i>1.29 children</i>	-5.8 %
0 children	26.8 %	29.5 %	25.8 %	27.6 %	29.8 %	11.2 %
1 child	30.1	31.7	35.6	33.9	27.4	-9.0
2 children	28.5	22.6	23.1	24.8	31.1	9.1
3 children	10.5	11.1	11.1	8.8	8.5	-19.0
4 children	2.8	2.7	3.0	3.4	2.1	-25.0
5 children or more	1.4	2.4	1.4	1.6	1.1	-21.4

* 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, 2011

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

Response	Percentage	
	Frequency	of responses
Employed, full-time	441	38.1 %
Retired	245	21.1
Self-employed, full-time	119	10.3
Full-time homemaker	99	8.5
Employed, part-time	87	7.5
Disabled, unable to work	37	3.2
Unemployed, looking for work	28	2.4
Full-time student	12	1.0
Unemployed, not looking for work	8	0.7
Total responses	1,076	92.8 %
Missing	83	7.2
Total	1,159	100.0 %

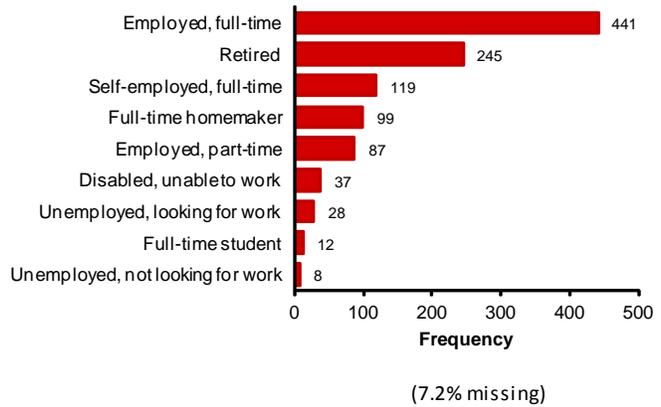


Table 42b. Respondent Background — Employment Status: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Employed, full-time	44.4 %	44.9 %	43.6 %	46.5 %	41.0 %	-7.7 %
Retired	15.7	16.0	18.3	16.5	22.8	45.0
Self-employed, full-time	13.0	14.7	12.4	11.3	11.1	-14.9
Full-time homemaker	10.2	9.1	8.6	7.5	9.2	-9.8
Employed, part-time	7.3	7.3	8.2	9.5	8.1	10.8
Disabled, unable to work	3.4	3.8	3.2	3.5	3.4	1.1
Unemployed, looking for work	1.9	1.9	3.2	3.0	2.6	37.0
Full-time student	2.6	1.2	1.2	0.7	1.1	-57.1
Unemployed, not looking for work	1.4	1.1	1.2	1.6	0.7	-46.9

Table 43a. Respondent Background — Type of Employment, 2010 and 2011**Question 43a. If you are employed: What type of work do you do?*

Response	Percent responding	
	2010	2011
Education, Training, and Library Occupations	4.7 %	5.3 %
Office and Administrative Support Occupations	3.9	5.1
Sales and Related Occupations	4.1	4.1
Construction Occupations	5.1	3.5
Business and Financial Operations Occupations	2.6	3.4
Healthcare Practitioners and Technical Occupations	2.8	2.7
Transportation and Material Moving Occupations	1.5	2.7
Installation, Maintenance, and Repair Occupations	1.8	2.0
Management Occupations	3.8	2.0
Community and Social Services Occupations	1.3	1.9
Healthcare Support Occupations	1.4	1.9
Protective Service Occupations	1.3	1.8
Production Occupations	1.0	1.6
Personal Care and Service Occupations	0.9	1.5
Architecture and Engineering Occupations	1.4	1.4
Food Preparation and Serving Related Occupations	1.2	1.4
Extraction Occupations	1.2	1.3
Life, Physical, and Social Science Occupations	0.9	1.2
Military Specific Occupations	0.4	1.2
Building and Grounds Cleaning and Maintenance Occupations	0.9	0.9
Computer and Mathematical Occupations	0.3	0.9
Farming, Fishing, and Forestry Occupations	0.7	0.8
Legal Occupations	0.7	0.5
Arts, Design, Entertainment, Sports, and Media Occupations	1.5	0.3
Not enough information given by respondent to classify	1.6	2.2
Total responses	47.0 %	51.4 %
Missing	53.0	48.6
Total	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.

Table 43b. Respondent Background — Zip Code of Place of Employment, 2007-2011

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

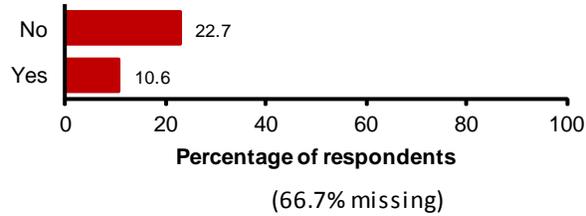
Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Mat-Su Borough	65.2 %	72.6 %	71.1 %	66.5 %	67.8 %	3.9 %
<i>Wasilla</i>	33.9	41.0	34.5	34.5	29.1	-14.0
<i>Palmer</i>	22.7	23.3	27.7	23.5	28.0	23.1
<i>Talkeetna</i>	2.1	3.1	3.2	3.1	3.7	-----
<i>Willow</i>	3.0	2.1	1.1	3.1	2.0	-33.3
<i>Big Lake</i>	1.8	1.7	1.1	1.9	3.2	-----
<i>Sutton</i>	1.4	0.6	1.5	0.0	0.9	-36.2
<i>Trapper Creek</i>	0.0	0.0	1.1	0.0	0.0	-----
<i>Houston</i>	0.0	0.0	0.9	0.0	0.9	-----
<i>Skwentna</i>	0.4	0.4	0.0	0.0	0.0	-----
<i>Elsewhere in MSB</i>	0.0	0.6	0.0	0.3	0.0	-----
Anchorage	27.2	23.7	24.9	25.2	28.3	4.2
Elsewhere in Alaska	7.6	3.5	3.5	8.1	3.4	-55.2
Out of State	0.2	0.0	0.2	0.2	0.5	183.6 †
n	781	538	757	534	561	

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

Table 44a. Respondent Background — Business Ownership, 2011

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

<u>Response</u>	<u>Frequency</u>	<u>Percentage</u>
No	263	22.7 %
Yes	123	10.6
Total valid	386	33.3 %
Missing	773	66.7
Total	1,159	100.0 %



**Table 44b. Respondent Background — Business Ownership:
Trends 2007–2011**

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

<u>Response</u>	<u>Percent responding</u>					<u>Percent change from 2007–2011:</u>
	2007	2008	2009	2010	2011	
Yes	35.5 %	36.6 %	33.7 %	30.6 %	31.9 %	-10.1 %
No	64.5	63.4	66.3	69.4	68.1	5.6

Table 45a. Respondent Background — Home Ownership, 2011

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

Response	Frequency	Percentage
Own	969	83.6 %
Rent	124	10.7
Total valid	1,093	94.3 %
Missing	66	5.7
Total	1,159	100.0 %

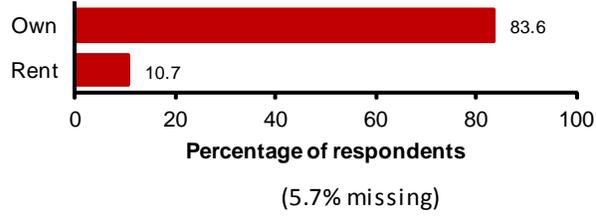


Table 45b. Respondent Background — Home Ownership: Trends 2007-2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Own	91.3 %	89.5 %	92.0 %	88.8 %	88.7 %	-2.8 %
Rent	8.7	10.5	8.0	11.2	11.3	29.9

Table 46a. Respondent Background — Value of Home, 2011

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

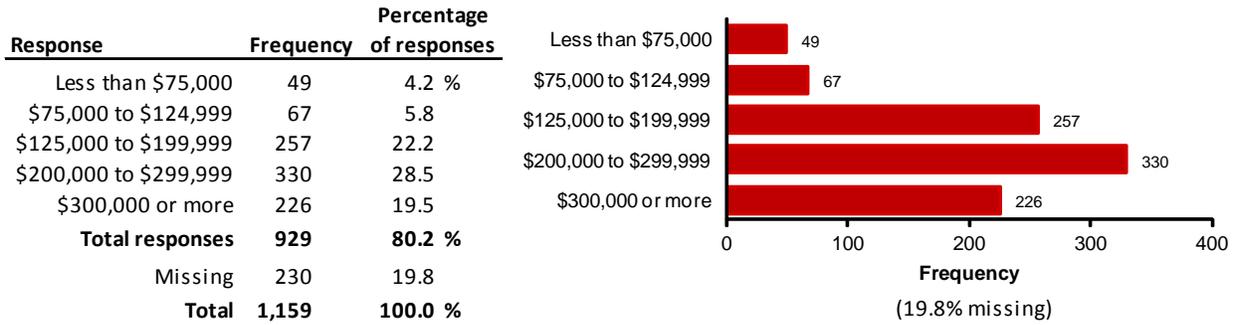


Table 46b. Respondent Background — Value of Home: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Less than \$75,000	7.9 %	4.7 %	5.8 %	7.3 %	5.3 %	-32.9 %
\$75,000 to \$124,999	8.2	7.5	8.0	6.6	7.2	-12.2
\$125,000 to \$199,999	30.6	29.2	27.1	28.4	27.7	-9.5
\$200,000 to \$299,999	33.7	36.0	37.2	36.8	35.5	5.3
\$300,000 or more	19.6	22.7	21.9	20.9	24.3	24.0

Table 47a. Respondent Background — Posting of Residential Address for First Responders, 2011

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?

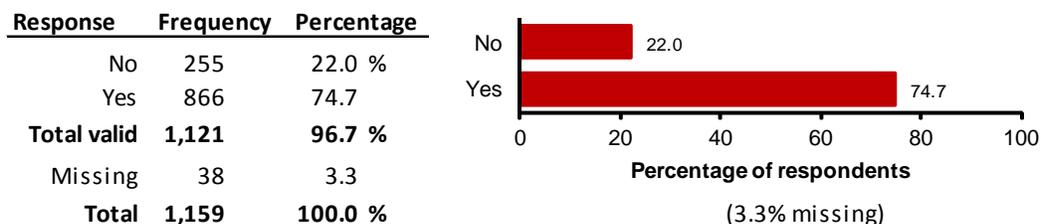


Table 47b. Respondent Background — Posting of Residential Address for First Responders: Trends 2007–2011

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 2007–2011:
	2007	2008	2009	2010	2011	
Yes	73.1 %	71.7 %	75.9 %	77.6 %	77.3 %	5.7 %
No	26.9	28.3	24.1	22.4	22.7	-15.6

Table 48a. Respondent Background — Condominium Residence, 2011

Question 48. Do you live in a condominium?

Response	Frequency	Percentage
No	1,105	95.3 %
Yes	16	1.4
Total valid	1,121	96.7 %
Missing	38	3.3
Total	1,159	100.0 %

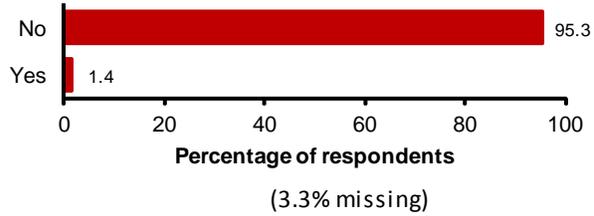


Table 48b. Respondent Background — Condominium Residence: Trends 2007–2011

Question 48. Do you live in a condominium?

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Yes	0.7 %	1.2 %	1.7 %	1.3 %	1.4 %	100.0 %
No	99.3	98.8	98.3	98.7	98.6	-0.7

Table 49a. Respondent Background — Second Home Outside Borough, 2011

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

Response	Frequency	Percentage
No	982	84.7 %
Yes	130	11.2
Total valid	1,112	95.9 %
Missing	47	4.1
Total	1,159	100.0 %

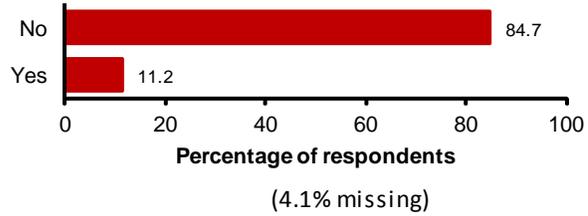


Table 49b. Respondent Background — Second Home Outside Borough: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Yes	8.6 %	12.0 %	10.7 %	13.4 %	11.7 %	36.0 %
No	91.4	88.0	89.3	86.6	88.3	-3.4

Table 50a. Respondent Background — Long-term Residence in Borough, 2011

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

Response	Frequency	Percentage
No	176	15.2 %
Yes	946	81.6
Total valid	1,122	96.8 %
Missing	37	3.2
Total	1,159	100.0 %

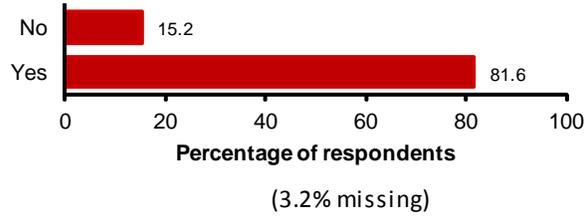


Table 50b. Respondent Background — Long-term Residence in Borough: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
Yes	84.4 %	84.9 %	87.1 %	84.2 %	84.3 %	-0.1 %
No	15.6	15.1	12.9	15.8	15.7	0.6

Table 51a. Respondent Background — Future Plans to Leave Borough, 2011

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

Response	Frequency	Percentage
No	862	74.4 %
Yes	255	22.0
Total valid	1,117	96.4 %
Missing	42	3.6
Total	1,159	100.0 %

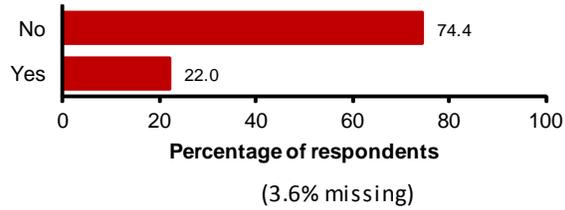


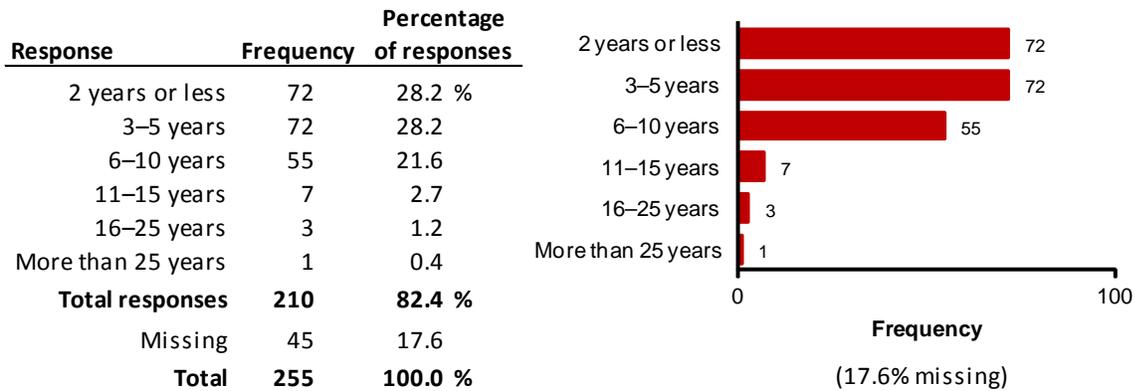
Table 51b. Respondent Background — Future Plans to Leave Borough: Trends 2007–2011

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 2007–2011:
	2007	2008	2009	2010	2011	
Yes	22.3 %	20.2 %	20.1 %	22.6 %	22.8 %	2.2 %
No	77.7	79.8	79.9	77.4	77.2	-0.6

Table 52a. Respondent Background — Time before Leaving Mat-Su, 2011

*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 255 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 2007–2011

*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 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average</i>	<i>3.6 years</i>	<i>4.9 years</i>	<i>5.1 years</i>	<i>5.4 years</i>	<i>5.0 years</i>	<i>38.9 %</i>
2 years or less	47.6 %	33.5 %	38.6 %	37.4 %	34.3 %	-27.9 %
3–5 years	30.3	39.9	37.3	32.2	34.3	13.2
6–10 years	18.7	19.7	19.1	22.2	26.2	40.1
11–15 years	2.4	5.2	2.1	5.8	3.3	37.5
16–25 years	1.0	1.8	2.1	1.2	1.4	40.0
More than 25 years	0.0	0.0	0.8	1.2	0.5	-----

* 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, 2011

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

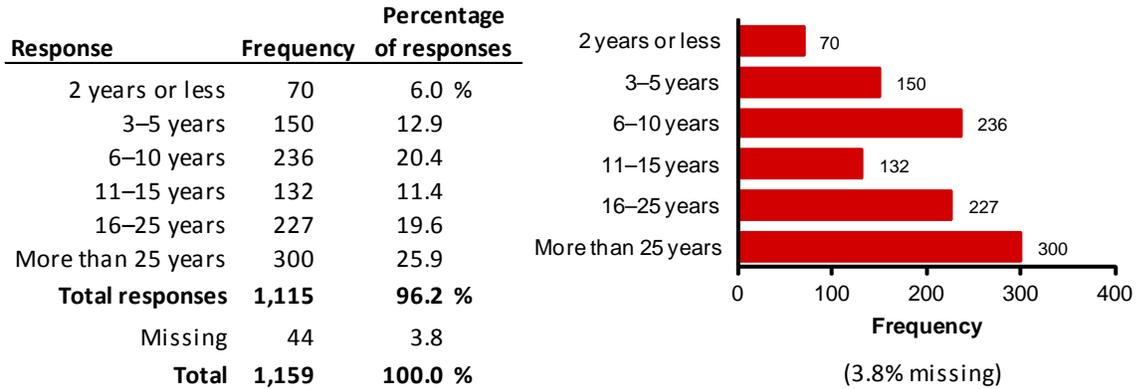
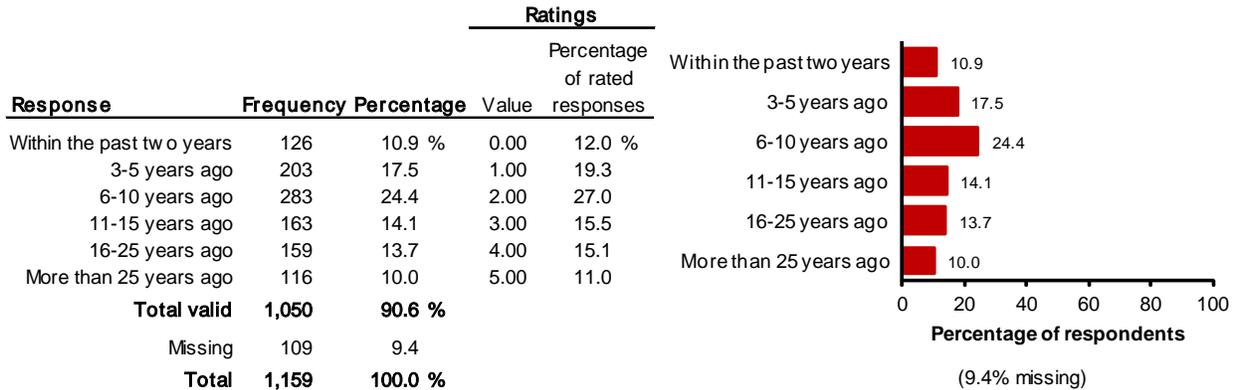


Table 53b. Respondent Background — Time Lived in Mat-Su: Trends 2007–2011

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

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average</i>	<i>18.2 years</i>	<i>15.9 years</i>	<i>16.4 years</i>	<i>16.9 years</i>	<i>17.2 years</i>	-5.5 %
2 years or less	15.2 %	10.0 %	8.8 %	7.6 %	6.3 %	-58.6 %
3–5 years	14.4	15.2	16.2	16.5	13.5	-6.3
6–10 years	15.5	17.7	18.5	19.5	21.2	36.8
11–15 years	11.7	12.1	11.4	10.6	11.8	0.9
16–25 years	23.1	24.3	21.0	15.5	20.4	-11.7
More than 25 years	20.1	20.7	24.0	30.3	20.9	4.0

Table 54a. Respondent Background — Length of Residence in Current Home, 2011
Question 54. When did you move to your current home? (Please provide year and month, if known)



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

Table 54b. Respondent Background — Length of Residence in Current Home: Trends 2007–2011

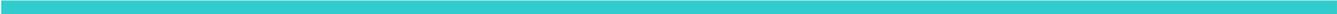
*Question 54. When did you move to your current home?
(Please provide year and month, if known)*

Response	Percent responding					Percent change from 2007–2011:
	2007	2008	2009	2010	2011	
<i>Average year</i>	<i>1996</i>	<i>1998</i>	<i>1998</i>	<i>1999</i>	<i>2000</i>	
Within the past two years	22.0 %	20.1 %	15.9 %	16.5 %	12.0 %	-45.5 %
3-5 years ago	18.7	27.3	25.9	24.5	19.3	3.2
6-10 years ago	22.2	21.2	22.3	22.7	27.0	21.6
11-15 years ago	13.4	10.3	13.4	13.5	15.5	15.7
16-25 years ago	16.8	14.7	11.8	12.5	15.1	-10.1
More than 25 years ago	6.8	6.5	10.8	10.4	11.0	61.8

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Part VI.

Respondents' Comments



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The last question of the survey asked recipients if they had any comments they wished to add. Over 35 percent of respondents wrote comments on the last page of the survey, and some also wrote comments next to questions throughout the questionnaire. This section of the report includes many of the comments offered by respondents, organized into several broad areas: policing and emergency services; traffics, roads, and snow removal; education; recreational and public facilities; quality of life; taxes, government, and services; development and growth; planning and zoning; and comments about the survey itself. Comments included here have been edited for spelling and grammar.

Policing and Emergency Services

The *Mat-Su Borough Community Survey* did not include any questions about satisfaction with policing services because the Borough government does not provide policing. The Alaska State Troopers have responsibility for much of the Borough; Wasilla and Palmer have their own municipal police departments. Yet many respondents made comments about policing, as well as other emergency services, some quite critical. There were several requests for increased police presence. While many respondents indicated that they hoped to never need emergency services, others said they hoped the service would be available if and when needed.

Police

"I noticed that there are no questions about police, either local or state. Was this an omission? There are issues with police NOT responding in timely manner. Other than police I believe living in the Mat-Su is good."

"Need to see more a visible trooper presence in neighborhood."

"I would like to see more patrolling of the neighborhoods to enforce the 25-mph speed limit. I also would like to see fewer 4-wheelers in town."

"I would like to see the parks being monitored more closely. Kids speeding and screaming and having sex in their vehicles is getting to be a serious problem. There is drug use and drinking at night. Wonderland is in downtown Wasilla practically and it is becoming the party hang out. Parents are getting nervous about taking their young children to the park – so sad. Please do something."

"A lot of drinking and driving happens on KGB and in the Butte-Jim Creek. We need more surveillance by patrolmen. "

"Terrible police departments, both local and state. I cannot support the way they treat people. I'm more afraid of police than the criminals. Police are the criminals here! The court system is the same. There are too many judges running their own agenda, not being the fair and impartial person doing what they were elected to do! To be fair, we also do have some good judges. Weed out the bums an it would be an improvement."

“Too many cops are reactive rather than proactive. Cops are only out for revenue not protection. Too many people, like responders, being trained to act like paramilitary!”

“Palmer Police are very aggressive without provocation. They are too aggressive for no good reason. Example: No license plate light in January = pull over! Not too much for them to do I guess. So they prey on non-crime victims.”

“I had a conflict with the local police in 2004. This ended up in an assault charge on my record. I accepted what I look back and see now as bad advice from the district attorney. I regret my decision, as the charge should have been defended, and most likely dropped. The end result is I don’t trust the judgment or intention of the local law enforcement group. I am looking forward to the move out of Alaska.”

Fire and Ambulance

“I would like to see permanent staff at the Sutton Fire/EMT House/Dept. For people to wait 20+mins for dispatch out of Palmer could be potentially life-threatening. A lot of things and situations can change drastically in that amount of time.”

“I think we [in Palmer] need a full-time fire department and emergency services like Anchorage has.”

“A fire truck in Trapper Creek would be great.”

“I live in Trapper Creek on a well-maintained road, yet have no access to fire service. Last year I watched a neighbor’s home, with everything in it, burn to the ground. The 911 operator advised us the Talkeetna fire truck would only come if a person were trapped in the house, or the forest were endangered. That sounds like a Joke. Home and possessions worth perhaps a quarter- million dollars went up in flames and all we could do was watch it go. I suggest that is a sick priority.”

“Your emergency responders need to be in decent physical shape so they actually assist people. My mother required an ambulance and the EMTs who responded were unable to physically lift her. One even got out of breath climbing up the stairs to the house and had a difficult time. My mother had to wait about half an hour for people from Search and Rescue to show up and was lucky she was not seriously injured as a result.”

“More training for volunteer fire services. (It took them 23 min. to respond to our chimney fire-we live 1 ½ miles from station)”

“Ambulance – very poor and slow, it took 40 min to get here”

“I am just glad Emergency Services are there if I need them.”

“There is a lot of waste in administration of emergency services. They are top heavy with staff. Also they seem to always get the fanciest model of vehicles. All that chrome is not needed!”

“Emergency room at the hospital needs improvement in caring for people coming in. We would like to be able to trust the emergency care in the Valley and not have to drive to Anchorage.”

Traffic, Roads, and Snow Removal

Road conditions in the Borough were a major issue. Multiple concerns were expressed related to unpaved roads, lack of turning lanes, deficient lighting, and poor maintenance. Many respondents

had specific requests regarding major roadways, such as the Palmer-Wasilla Highway and Knik-Goose Bay Road (KGB).

Unpaved Roads

"Pave our street! Please."

"More paved roads."

"I am surprised to see so many dirt, city-owned roads in such a modern civilization. I am more surprised at how well the city takes care of these dirt roads, it is very well appreciated."

"The only weak point would be the road conditions in the Williwaw subdivision. Dirt roads hold brake dust as well as other toxins and get into homes and of course our lungs. Poor drainage could cause health problems as well. So, pave the roads. Also there is very poor lighting."

Turning Lanes

"The Valley needs more turn lanes off major roads to help lessen auto collisions."

"Plan and build turning lanes."

"Developers need to extend roads by providing turn lanes into new developments. "

"Traffic congestion in most places could be easily fixed by providing turn lanes-left and right lanes allowing thru traffic to move."

"Knik-Goose Bay needs a middle lane all the way down for persons turning."

"I would like my tax dollars going toward improving the Palmer-Wasilla Hwy. Within the last year I've been rear end 3 times on this "HWY" trying to make a left-handed turn into my subdivision. Could you please get us a turn lane?"

Lighting

"Better lighting on Knik at street turnoffs for winter driving."

"I think lighting on KGB should be seriously thought about as well as more police enforcing speed limits and watching for police enforcing speed limits and watching for drunk drivers."

"More street lights would be useful with all the moose & children waiting for buses in the dark."

"We just struggle with the lack of street lighting and sidewalks, especially around the roads and intersections leading to Colony Middle and High School. It's so dark and feels so unsafe for so many months each year. More so with all the teenage drivers and lack of visibility."

"Lights on the Parks Highway."

Road Maintenance

“Paint lines on roads in late summer, so as to last the winter. Cut back brush on sides of roads, where possible, to better see possible moose.”

“A main concern would be the fact that I receive no maintenance on my cul-de-sac, because I am the only house. I have contacted the Borough and was told the cul-de-sac does not meet current codes as it was put in many years ago; unless I bring it to current code (culverts, ditches, etc.) they will not maintain it. If the Borough would like to designate it as my driveway I would be fine with that. But they own it and I maintain it.”

“They maintain the roads only about once every 60 days. There are potholes and washboards on gravel roads. The light pole at the Old Glenn intersection has been out for two years.”

“I love living here. The one thing I see lacking is the lack of maintaining the road right-of-ways during the summer. I do believe a lot of this responsibility should fall to the homeowner. In our neighborhood there is no trail for walking, there is also nowhere to get off the road because of the overgrown weeds and trees. I called the Borough about cutting this but nothing has been done in two weeks time. I believe road right-of-ways need to be kept neat and trim, not wild and overgrown. This would make the neighborhood and the Borough more appealing. Wildflowers are nice to look at but not in the right-of-way. It blocks people vision coming out of driveways and side roads. “

“As far as the streets go- we have some huge potholes that need to be filled. I hit a hole in a parking lot when it was raining, and nearly threw my back out. You might think that is funny. I don't!!! They need to be filled.”

“Road maintenance is a joke! Service is non-existent and does not comply. The Borough does not enforce its own contracts.”

“Our road Mulchatna is always having problems with potholes during breakup.”

“Our Borough road Services in Talkeetna are okay, but could be better.”

“From the many years I have lived in the Palmer area, the Borough has had a bad reputation concerning the residential roadways. Most times on the streets I live, one particular road will be graded and the other continues to be neglected.”

Signage

“My only complaint after living in the core area of the Borough for three years is the unusual absence of street signs. I.e., No signs at the major corners of Bogard and Trunk, Bogard and Seward Meridian, as well as many others. This combines with the fact that the “street with three names” Colony, Bogard and Sheldon now has a fourth name: “Veteran’s Memorial Highway.” It is hard for new people to find their way around. But other than that, we love it.”

“Street signs!”

Major Roadways

“There is a definite need for wider road improvements on the Parks Highway. On your way to Church there is a merge that vehicles abuse using. The merging from the right has gotten worse this summer/year.”

“The Borough is slow to respond to needed road upgrades and improvements. Parks Highway should be four lanes to Big Lake. Ditto Palmer-Wasilla Highway and Seward Meridian just to name a few.”

“Living off the Knik-Goose Bay Road I see too many accidents. I would like a four-lane highway with a median planted with trees and/or flowers. I know that you are planning the bridge from Port Anchorage to Port McKenzie and since we go to Anchorage a lot it doesn’t help us, or Wasilla, very much. I would like one bridge from Eagle River. “

“Palmer-Wasilla Hwy is a nightmare getting worse everyday.”

“The Palmer-Wasilla Hwy is a nightmare. I would move if I could.”

“Palmer-Wasilla Hwy needs improvement –more lanes!”

“A more direct Palmer-Fishhook to Wasilla Road with smoother traffic flow, four-lane Palmer-Wasilla Hwy., four lanes north of Wasilla – Houston.”

“Roads need improvement for the amount of people living in the Matsu. We should have four lanes from Wasilla to Palmer and Wasilla to Houston.”

“The Palmer-Wasilla Hwy needs help! Too many (or so it seems) people won’t travel over 45 mph –where it is posted and safe to travel at 55 mph. I don’t think people should drive faster than they are comfortable- but they need to pull over so those of us that desire to drive the speed limit may do so. A slow lane (or passing lane) would be a great help!”

“The number of traffic lights for “country” driving is ridiculous! I go through 14 in a little over 10 miles and it’s not unusual to have to stop at 7 of them. I’ve tried to go on the Palmer-Wasilla Hwy from a side road and know it can take several minutes to do so, but lights at every road is a bit much. A frontage road could do wonders. I understand this would be costly, but think it worth saving for, or using available funds.

Other Traffic and Road Comments

“The Sheldon expansion to Parks Hwy. via Pittman Rd. is critical to alleviating traffic. Move this project to the top of the list!”

“Promote Glenn Hwy improvements north of Parks Hwy.”

“I wish they would finish road projects like Fern Rd. from Edlund-KGB.”

“Fix the Maud Road dyke before it takes out the whole Butte area.”

“I am more and more concerned about the volume of traffic, and lack of alternate routes to travel.”

“More road planning.”

“I don’t think children should be allowed to ride alone on any motor bike or ATV. Also the speed limit signs are not posted a lot, and there’s way too many speeding traffic along Mulchatna, you guys need to put speed bumps to slow traffic down.”

“The intersection at Lucille at Seldon in Wasilla is extremely dangerous. A four-way stop or stop light might increase safety for cars and pedestrians alike.”

Snow Removal

On a subject closely related to road maintenance, many residents weighed in on the subject of snow removal in the winter. Some were pleased with the services, but snow berms left by snowplows in front of residents' driveways were a major source of complaint. This was a particular concern for older homeowners.

"I am very happy with road maintenance, especially snow removal; they seem to get it off the roads very quickly."

"Snow crews do a great job."

"The snow plow services are excellent."

"The Borough does do a good job on snow plowing KGB, but a little too late in the mornings. They should start when traffic is going or be prepared/proactive when snow is heavy."

"Everything is focused on Wasilla, Palmer and Big Lake. The northern part of the borough gets lost and ignored. The area up here is booming. Many of us work for a living and need to be able to travel to the highway during winter months, and because we live further out we need to leave early! Roads not being plowed means lost work hours, lost revenue and ticked off people. When my jeep won't make it through the drifts, that's sad. One of the worst things is the sanding not being adequate on corners and curves. Caswell Lakes area was a nightmare the last two years. Scoring the roads doesn't do the job as soon as people drive on it or the sun hits it. It's shot!"

"Snow berms and large rocks always block my drive. Plus grading makes the road better for only a day."

"Plow services in winter suck, they plow you in your driveway. Always. So I'm moving to another state."

"Please have your snowplowing subcontractors slow down on side roads and quit berming up our driveways. Last time I left for a one week I had a three-foot frozen-solid berm. I was unable to remove it by myself and had to hire someone to clean it out. I am partially disabled and almost a 60-year-old single woman. This happens constantly."

"Snow removal in our street pushed to the end of our driveway. It made it look like a mountain, making it look like a bump in the road."

"I would like to see our street having road maintenance. This year is the first year we haven't seen any roadwork besides the road doing the plowing in winter. If the road where there are mailboxes is not plowed, the mailman will not deliver our mail to us."

"The borough has a hard time moving snow off the roads."

"Leaving a berm over one-foot high in a self-plowed driveway is very difficult for two old women to remove and expensive to pay someone to remove. We are old and retired."

"It would be nice if local snow plowing services did not create mounds of snow that block my driveway every time they plow. Other than that, most everything else is peachy."

"Snow plowing sucks in my subdivision."

"Better cleaning of snow on Knik and residential areas."

"Better snow removal!"

"I feel snow removal should be 24 hours/day"

"This year is the first year we haven't seen any roadwork besides doing the plowing in winter."

Education and Youth Services

Many residents expressed concerns about education and other opportunities for the youth of the Borough. Several respondents had harsh criticism for Mat-Su schools, while others offered suggestions. Comments about the cost-effectiveness of public schools were abundant. A recurring theme was the need for pro-social activities for young people in the Borough.

Schools—Complaints and Suggestions for Improvement

"Schools are not preparing students. Not enough students are graduating."

"Schools don't teach (my son graduated but can't read or write)."

"The Borough school district, particularly the high schools, needs much improvement. Many Borough high school 'graduate'" lack basic math, reading, and writing skills. Basic, rigorous academics are needed, and money should not be spent on the latest, frivolous education 'theories' by administrators trying to make themselves famous. The borough's future will be a difficult one with an uneducated, ignorant workforce."

"Encourage seniors to get involved with the schools, providing lunch & transportation for those who volunteer."

"There is visible decline in the school system in terms of student motivation."

"Fewer students per classroom. Lowering the teacher ratio should be a priority."

"I was a school bus driver for 13+ years in the Mat-Su Borough. Native kids and poor kids are discriminated in middle and high schools big time. There are too many Native drop outs today. Native Corporations need to build their own school for their shareholders."

"The young generation needs some type of Vocational Education, along with the elderly. Help people out of work, by getting training and placement within the Borough community."

"Community schools program used to work well when it first started. But there needs to be cooperation between the school district and MSB to make this program or similar work – keep the cost to the public low and increase accessibility for all residents. Use Mat-Su Tech High facility for Adult Ed at night to train/retrain work force."

"Community schools are desperately needed for families."

"I think more vocational type courses should be offered to students who, much like myself, were not collodge [sic] material-see what I mean? I don't know how to spell it but I wasted time there. I could have been a great plumber or electrician if courses were offered."

"The Career and Technical High School is the best high school I've ever seen and dealt with. They have great goals and objectives for kids and community."

"Expand Mat-Su College."

“The borough should devote more resources to Mat-Su College.”

“School transportation should have ‘zero tolerance’ for children that are late, and for poor language, fighting, etc. Put the burden on the parents, not the rest of the kids or driver on the bus.”

“The Borough school district has an attitude against special schools. Special schools like Pathways and Burchell do not get the same quality of furniture or facilities and get shorted teachers. These schools are important. Also, I found it very hard to get my students tested for special education in the district.”

“I am thankful for all the family services you provide for my single-parent daughter and grandchildren. Your alternative schools are very helpful for my grandkids with learning issues. That is a service that will pay for itself in the long run.”

“I would like to see the schools improve in the following ways: 1) I want textbooks available to all children (my children had very few and it makes it difficult to help them with homework). 2) More physical education for elementary and middle school students, as well as art and music programs. 3) The lunches at school are not nutritious or balanced, and very costly for the low quality. 4) All of the up front fees to enroll and supplies which we buy for them (and they don’t get to keep) are costly. 4) Free preschool for middle class would be a huge improvement.”

“Less bike paths so more books/tech can be bought for schools. More teachers. More places for teenagers to be. Safe places.”

“The change to start high school slightly later was great! The schedule on when they get out and go back to school needs to be readjusted. Whatever happened to Memorial Day through Labor Day summer vacation?”

“I wish the Mat-Su School District and UAA schools (Mat-Su) would start at the same/or later times so students at UAA with children do not have conflicts. The Mat-Su elementary schools start at 9:15.”

Schools—Funding

“Schools need more money. Sutton Elementary School is in sad, sad shape and there is no reason for it. Paying taxes is fine. I’m just worried about the future of my children.”

“The public schools need more work and funding; education should be our highest priority. I would love to see more community activities—helps keep them out of trouble.”

“You should do a study about how the Borough poorly funds the school district. Here are some points of interest: The Borough charges 6-8% ‘handling’ fee to move money from their account to the district; the Borough will not allow the district to create a savings account so all money not spent has to returned to the Borough—even if it was state money; the Borough funds schools the least of all districts-making Juneau laugh at our District request for more funds because our local government charges so much in taxes and still funds so low. Most Valley voters have no idea this is how it operates.”

“Increase funding to the School District.”

“Individual schools are struggling with funding. In efforts to avoid cutting school programs (i.e., arts, athletics) consider a borough-supported conglomerate. Perhaps a music program for several elementary and middle schools in the borough.”

“I believe the MSB should change the ordinance or regulation prohibiting schools from having carry-over funding. The school district should be allowed to maintain a saving security net without penalty, which

would enable them to become more fiscally responsible instead of having to spend every dollar each year or lose it. This is common-sense, healthy business practice.”

“Too much of the Borough’s money is going to support pensions-401K matching is the way to go. We don’t need to be building new schools all the time. With proper maintenance they last a long time.”

“I think the property taxes I pay are on the high side, compared to other places I have traveled to. I think the biggest draw on revenue from property taxes is the school district. I applaud the job many of the ‘teacher friends’ I know do, but the poor performance of students on the whole is not worth the percentage of Borough funds spent on the direction of education as it exists. Parents could and should be more responsive to the needs of a child who is prepared to learn.”

“Decrease school budgets and expenditures-overpriced and low quality of instruction.”

“Get the schools under cost controls. Get rid of school unions and civil servant unions. Get rid of bad teachers. Get good proven old timey teaching practices. No more ‘fluff’ in schools, i.e., fireplaces, wood stove boilers, and climbing walls. Be careful not to raise any taxes and focus on how money is spent. Get rid of waste—wasted jobs, duplicated jobs and ineffectual employees.”

“The Mat-Su Borough spends over \$14,000 per student per year on education. I am given \$2,000 to do the same. My children score in the ‘Advanced’ category on every subject each year tested...Looks like a waste of \$12,000 per student per year. I would support spending less on education.”

“Spend too much on education per pupil.”

“Mat-Su schools waste too much money in the school district main office!!”

“Too much money is spent on schools. In Colorado, for the same sized student population \$64 million is spent vs. \$214+ million spent here and the students in Colorado receive a far superior education compared to what we have encountered here.”

“The schools could save money by going to a longer day and going to a four-day school week giving teachers a work day each week. Buses run only four days. Sports are done on the off days, so no school is missed. I loved this as a parent when our child was young.”

“Charter schools save the Borough tons of money. Save money treating all public schools like charter schools.”

“Reduce charter school funding and fix ‘public’ schools.”

Opportunities for Youth

“An issue that needs to be addressed is facilities which our youth so desperately need. Our young people have every right to have a social facility to go to and experience a safe, fun environment. This would need the energy of the borough— family members and a host of teachers, coaches and church congregations. It is time for a village to help raise our youth, the community too. Parents need to be plugged in and engaged with their children.”

“There need to be more attractive, accessible outlets for Alaska’s youth—programs, clubs, volunteer opportunities.”

“You DO NOT have enough programs or places For TEENS.”

“We need MUCH MORE support for kids’ activities, schools, post high school education/opportunities and homeless/and near homeless kids.”

“We need services for the homeless population-especially youth.”

“Drug problems are severe, so many kids are using here! It’s crazy we need drug programs & Office of Children’s services needs to be doubled in size in the valley!”

“We have a large problem with teen theft and vandalism. We need more teen programs to keep these kids off the streets. More neighborhood patrols.”

“I think police need to impose laws regarding delinquent children hanging out at stores at late evening hours.”

“There is no clear leadership-no plan with any ideas on where this Borough is to go. There isn’t anything for kids to do in the valley if they don’t do sports and people wonder why drug use and suicide is so high in the valley. Play grounds are locked over the summer. And finally, we need a bus route so kids can go to library. Other than Skateland and the library, there is not much for the 14 to 17 year old group. I was hoping that a school like Mat-Su Central would have summer programs, but no. I don’t know why some schools aren’t open year round.”

“It’s not very culturally stimulating. We have one small museum and a rundown theater. It feels quite isolating and boring. It would be nice have more places to take the kids to in the winter besides dim jump houses. A well-lit indoor park with a track around it would be a nice gathering place. It would be cool to have a children’s museum in town or a rainforest exhibit like at the Omaha Zoo. “

“We need something other than skate parks for teens to hang out at. Maybe build an arcade? Living here as a teenager was so boring. We need somewhere for the younger adults to hang out at.”

“More community functions and when we have them advertise better.”

Borough Services

Residents who commented on the Borough services of recycling and libraries generally liked the services, and had specific requests for increasing or improving them. In contrast, the multiple comments about animal control were universally critical of the level of enforcement of codes and regulations. Loose dogs were a particular concern for many people, sometimes even causing a disruption in residents’ enjoyment of their neighborhoods. Finally, while there were no questions on the *2011 Mat-Su Borough Survey* concerning services for the handicapped or elderly, a few respondents wrote in comments, primarily about barriers to mobility.

Recycling

“We need recycling containers that don’t have to be pre-sorted but are picked up in front of homes like the trash cans.”

“We should have curbside recycling.”

“I would really like and use curbside recycling. Thank you.”

“We currently pay for our recycling service through a private business. It would be nice to see the Mat-Su Borough offer recycling pick-up for the whole community.”

“Kudos on the new recycling center and future plans for ZERO waste. I’m all for it. I would also be in favor of eliminating availability of plastic bags at grocery/box stores/retail stores over a period of time. First, a charge for them would be effective—a borough tax? That could/should encourage people to bring their own bags. Unsightly garbage after the winter is mostly plastic grocery bags.”

“We need recycle bins like Anchorage has for boxes, soda aluminum cans, plastics, glass and magazines. There are recycle bins in the Carr’s grocery store that are provided, but they are not always visible to the public.”

“I would really like to recycle in Talkeetna at the transfer station.”

“We need glass recycling.”

“I wish they’d take glass.”

“We need a way to recycle/reuse major appliances like refrigerators, stoves, etc.”

“We need to make refrigerator drop-off free (there are too many on the back roads).”

“Local schools need to recycle ALL recyclables. “

“We wish to recycle but it’s not very user-friendly or advertised in any way. We don’t know where to start or how to do it or how expensive it is.”

“In Palmer they charge for recycling and then just dump with the rest.”

Libraries

“I believe library services are an important service and think money should be used from Borough taxes to support them all including Wasilla and Palmer.”

“As a person with children (one due in February) who uses the public library services, I would like to see more of my tax dollars go to expansion of both the Wasilla Library facility and parking. There are times I must park several blocks away in another business’s parking lot and walk with my young child to use the Library. I have seen many people and know of many others who have driven off due to lack of parking at Wasilla Library. It seems with the amount of tax-paying residents that use this facility they could provide more than ten parking spots. It is ridiculous to expect moms/dads of very young children to walk through busy intersections just to check out a book. More and more people are using other (online) services and will no longer use library should this continue.”

“Library fees need a cap. I’ve stopped using the library because fees have cost more than the value of the book.”

“A borough library would be nice.”

“Libraries are not open enough.”

Animal Care and Regulation

“Unrestrained dogs are a real problem throughout Alaska. Everywhere you go there are loose dogs. Last year my wife was bitten twice while trying to walk. She now carries pepper spray and as a last resort, a weapon. Sad day for Alaska. There is no personal responsibility or accountability.”

“The neighbor across from our house has dogs wandering around and when I take my walking exercise they let them go outside and they keep barking at me. It’s very annoying and bothersome. How would you like a dog barking at you all the time when you are doing your walking exercise anytime of the day?”

“The problem I have and share with many in my neighborhood is the number of aggressive dogs that run loose. I quit taking my baby for walks and bike rides. My teenager and his friends have to bike a longer route to avoid a loose Rottweiler. I have heard of other residents who have stopped taking walks and runs, and riding with small children. Calling police and even knocking on their door after being chased by a dog has not changed anything. I know that we are not the only neighborhood that has a dog problem. It is just unfortunate because ours is such a great place to live aside from the dogs. I would like to be able to take a stroll after dinner with my kids and I would like to see other families do the same again.”

“We need stronger regulation on dogs. Our biggest problem is neighbors with barking and loose dogs. People who own a dog should be required to attend and graduate obedience school, have a large fenced area, and use dog-bark collars.”

“Neighbors let dogs run year-round chasing moose, rabbits, etc. I’d like to see education of animal owners on rules, perhaps using PSA’s: tell people it is illegal to allow dogs to run wild, run neighborhoods, get in garbage, become mean.”

“Loose scary dogs.”

“I wish the Borough would have stricter laws on pets, especially Pit Bulls. Enforce the leash zones. No Pit Bulls in the state of Alaska. Have the dog rescue team pick the dogs up and put the Pit Bulls to sleep. The pit bulls are getting interbred with other dogs. “

“I think the leash law should be enforced – I’m tired of dogs being loose.”

“I would like to see enforcement of leash laws and pets running loose.”

“Pick up loose and stray dogs or let me shoot them.”

“We need stricter animal abuse laws and closer regulations of dog mushing kennels.”

Code/Zoning Enforcement

“Better supervision of neglected property is needed. For example, on Credo Dr., two vehicles and garbage have been in the roadway for over one year, interfering with plowing. I reported this but there has been no action. Regarding lake management, on Crystal Lake, there are boats speeding and the lake front is eroding. A loon was killed last summer but no action was taken. A moose was killed and the gut pile left next to the road in what is considered a subdivision. No action has been taken after several reports to agencies.”

“The Borough should impose fines for littering. This is a good resource for extra money.”

“Littering is becoming more of an issue each year.”

“Get people to clean up trash. Trash disposal should be free at landfills to help eliminate roadside dumping.”

“Please add zoning regulations and enforce them. Willow is 50% nice and 50% disgusting when it comes to residential property!”

“We need zoning regulations and enforcement!”

“You don’t enforce junk car removal and yard cleanup enough in my neighborhood or in the Valley.”

"I would like to see better enforcement of laws concerning junk on properties. There are many properties in and around Wasilla containing junk machinery and vehicles. I have concerns about chemicals in the ground water and aesthetics."

"Make people keep their yards clean. Junk yards belong in commercial areas behind fences!"

"I have personally reported dozens of junk cars to Code compliance with Vin #'s. They do nothing. The last owner of the vehicle should be held responsible. Let local residents salvage and be able to charge the owners."

"I don't like junk yards at every turn. I don't like roads widened and improved for no reasons other than revenue, especially when a majority of public is opposed. I don't like gravel pits that are just left unrestored. I don't like the Borough's all or nothing approach on various issues: lot sizes, coal mining, port development, resource extraction--even when a majority is opposed. I don't like to see schools built in a location because a developer donated the land. Some of these things don't appear to be a democracy at all, but a group of good ol' boys who are self-serving and very short-sighted to say the least. The current approach will only degrade life here. Times have changed, and we don't have to be desperate for any and everything, unless more trash is the goal. It seems they don't realize they have a gem."

"I enjoy many things about living in the Borough: the large lots, privacy, quality of life, outdoor recreational opportunity (fishing, hunting, snow machine, four wheeling, boating, etc.). I do believe it is a great place to raise a family. Some of the issues I have are not easily fixed because for the same reason I like Borough life it brings problems. Such as a lot next to me was bought and cleared very poorly with trees just pushed over. Then the years since it has been used as nothing more than a place to drop junk. Such as refrigerators, paint cans, cars, construction debris, etc. The Borough does nothing about this! I like having the option to live life as I like (no covenants). But this dumping does no good for anybody including the Borough. It hurts our reputation and resale. Hence the Valley 'Trash' reputation."

Services for Handicapped and Elderly People

"On the whole the Borough is doing OK. But as a disabled person not all places are accessible."

"There is a need for supervision of handicap/van accessible parking places. I drive a van with passenger side ramp that folds down. Often there is not one of these places at all, or the space for access is too narrow to be usable if a car parks next to it, or it is just used by non-handicap vehicle. Handicap cars often use the one van accessible parking place, leaving the other handicap parking open. It is nice for me to be able to drive to the grocery store alone, but I am often blocked from re-entry to my van. I have to wait until that driver returns to the car or truck. I have tried having someone paged but in 8 ½ years, not once has the offender answered the page! Wasilla has several older malls that have just a small black top ramp that is not well marked --no sign--no van access--and marked parking places are just plain ignored. People often park on the ramps. I would love to see some enforcement or at least education of what those blue parking signs mean, as well as van access. Thanks!"

"I wish all parks would be open and have working handicapped bathrooms. This would improve my ability to enjoy getting out more. Thank you."

"Sometime, we elders are going to need quicker access to transportation for services which are, at this time, only available in the 'downtown' areas. I rely on my husband's driving and consider myself lucky."

“The Med-Valley Senior Center in Big Lake needs a remodel, badly. They need offices for the people who work there. There needs to be an updated and inviting kitchen and dining area. The gym and exercise equipment should be in an area designated for just that, not sharing space with the office computers. There should be an inviting and comfortable common area for doing puzzles, games or just visiting. This should include tables, chairs, and sofa. The current bathroom is for both men and women and offers little privacy and is not sound proof. There should be two bathrooms, one for men and the other for women. This senior center has old flooring and walls; it is broken down and depressing. Our senior center should be a place where seniors enjoy meeting and socializing—a place to be proud of. The folks in charge now do what they can with what is currently available; I have no complaints with their efforts.”

“I feel the Borough should help improve our senior center.”

Borough Facilities

Some respondents requested improved sports fields and structured facilities. There was a large demand for more walking and bike trails.

“I believe Talkeetna is in desperate need of a rec center (pool, weight room, class room) and community center (or at least a public place where residents can get water). Wasilla has two pools. We could really use one.”

“The borough should have central rec center with staff – maybe link up with YWCA to develop a program – MASCOT for transportation. Get other groups to join in [martial Arts, Yoga, other athletic facilities [ATT Center] so that classes can be offered at reasonable/lower costs – this would open opportunities for all income levels to participate It could lower obesity rates for teens and young children. Offer a variety of activities that are ‘family-friendly’ year round.”

“There is a need for athletic facilities at high schools--turf fields, tracks, 2nd gyms. DO IT!”

“Colony soccer fields need huge improvements! Someone will get very hurt one day!”

“Build a warming house on Wasilla Lake for ice skaters. Sell food and rent skates to pay for the building maintenance. Build a second outdoor rink down on Lake Keplar, in Keplar Bradley Lake subdivision.”

“We need turfed fields for valley sports outdoor fields.”

“I would like to see the gun range built.”

“Public-private partnerships should be considered to enhance recreation/community enrichment programs.”

“This is a hard community to raise children. No easy access to walking sidewalks. Always competing with 4-wheelers.”

“I would like to see tighter controls on 4-wheelers on roads and bike paths.”

“We need to secure access to existing recreational trails –motorized as well (snow machine, 4-wheeler).”

“Expand Borough trails. Increase ski trail grooming please.”

“I am very impressed at how well the city takes care of its trail systems and parks in the summer and the winter. Thank you for giving our family multiple places to enjoy outside.”

"I have over 200 (bike) miles on our bike trails on Palmer-Wasilla Hwy, and 90 running miles on the same paths."

"I love living in the Mat-Su Borough and love living on the Springer system. However, there are no sidewalks on the Springer system. Every day there are 5-15 pedestrians walking along the side of the road with NO shoulder at ALL. The Road is very busy and at times there is no choice to move over or slow down without causing a life-altering crash! Eventually a child or adult will be hit by a car— it is just a matter of time."

"We need a sidewalk on Springer System!"

"I would like to see some paved trails outside of Palmer next to the Glenn Highway. I live by the fairgrounds and it seems to me that the trails would be used by many of us that live in the inner and outer Springer area, not to mention the people using the camping areas and lake in the area. They have trails all over the Palmer/Wasilla area but nothing out our way. We feel left out!!"

"Want more bike paths! Around Springer Loop."

"More paved trails (or better maintained) near main roads. I.e., Bogard/Seward Meridian, Glenn Hwy into Palmer, Trunk Rd."

"Need sidewalks. The road improvements are good, keep'em coming."

"More bike paths in the core areas, on Bogard for example, and on Wasilla Fishhook/Palmer Fishhook."

"I would like to see more bike trails, especially on the Palmer Fishhook and Wasilla Fishhook roads-they are too narrow for safe bike travel."

"Fishhook and Trunk need safe bike trails to connect the Valley. Also along the Glenn up Bailey Hill. It's very dangerous with trucks and traffic."

"It would be nice to have a biking/walking path next to Bogard and Seward Meridian. I would also like somewhere to play tennis in the winter. Other than that, I'm very happy with life in the Mat-Su Borough."

"We would like to see the area become walker/biking friendly. It would be neat to have a district where you can just enjoy walking around or shopping."

"We would love to see more bike paths on well-traveled roads for safety and health of the rider."

Public Transportation

"More public transit is needed between Palmer and Wasilla as well as Talkeetna through Houston/Big Lake to Wasilla. Far too many of the communities within 60 miles of Palmer/Wasilla are in effect isolated if an individual is of low income or without a license. So much economic development is solely focused on Wasilla and Palmer with no consideration for the more remote towns."

"More bus stops on Fairview Loop, KGB, Vine, Trunk."

"Valley Mover is awesome."

"Create real mass transit in the Valley."

"Every neighborhood including new subdivisions need to have lit bus stops for safety reasons. It's so dark in Alaska during school season and there's getting to be more and more child molesters, less and less

space for moose, more traffic from parents driving their kids to school because of fear for their kids safety, and more kids standing outside in the cold as the population grows in the Valley. “

“Buses need to coordinate parking lots in Eagle River and Anchorage with Valley parking lots. It takes two hours to get to work by bus. If folks could leave a second vehicle in Anchorage or Eagle River and have electrical outlets available to plug them in during the winter, then more folks would bus into town.”

“The parking lots used for commuters need to have fences put around them and charge a fee that’s just enough to pay for an attendant. The attendants could sell newspapers and magazines and coffee too (reducing overhead costs). They also need bathrooms and plug-ins!”

Quality of Life

Overall, general comments about life in the Mat-Su Borough were quite positive, though there were multiple complaints about non-local “weekenders” who lack respect for Valley residents. Critical comments focused on specifics, such as government, taxes, and growth. These are presented in following sections.

“All things considered I rate the Matanuska-Susitna Borough a 4 on a 1/10 scale. But that’s still better than Anchor town.”

“We appreciate the fact that we have a lot of freedom as property owners to do what we like, however there is always the downside to this – people can destroy, neglect, or be careless and cause grief to others. We are working on good relations with neighbors so there can be good communication.”

“People in my neighborhood are great people.”

“Coming from New Jersey, it’s peaceful and beautiful.”

“Overall, Mat-Su is a great place to live but there is always room for improvement.”

“The quality of life here in the Mat-Su Valley is much better since I first arrived here. The good outweighs the bad!”

“My wife and I think the Borough does a pretty darn good job. We love living here.”

“I love living here and expect to continue doing so.”

“It has been a good place to raise a family. We live on a lake which is a big plus.”

“The Mat-Su is a perfect mixture of rural and city life.”

“Clean and quiet not busy and crowded.”

“It is getting more crowded.”

“I like Palmer, Wasilla not so much.”

“I live in Houston and love the attitude people around here have, of taking care of what they can. We as a family try to do as much as we can on our own, without depending too much on Borough services, though greatly appreciate them.”

“Doing well. Could do better. Need to keep maintaining and improving—individually and collectively!”

“I like the area but really wanted Eagle River. Homes here are bit cheaper than Anchorage area, though you maintain your roads very well during the winter months. I truly appreciate this due to living in the south for so many years.”

“There’s a lot of bias and protectionism everywhere, in the schools, local clubs and businesses. As a result, we home school our children, keep them from the local organizations, and are considering a move out of state. By placing them in a more competitive environment, we’re confident they’ll be more welcomed and accepted than they are up here.”

“I am leaving just in time.”

“Just disrespectful weekenders from Anchorage and the Valley who are ruining the peace and serenity of our neighborhood, and crapping in the woods near Montana Creek Bridge.”

“I love the Mat-Su, and feel truly fortunate to live here. I wish there was some way we could control, discourage, and inhibit the Anchorage folks who seem to think that as soon as they get north of Palmer or Wasilla they are in the wilderness where no one lives, and they can do anything they want. All weekend, every weekend, we are inundated by non-resident ATVs and guns. I’m sure there are pockets of ‘favored destinations’ for these activities. Could the Borough request greater Trooper coverage of these areas? Perhaps if these revelers received a few tickets for reckless driving or had their automatic rifles confiscated these areas would not be so attractive. Maybe some well-worded signage would be helpful. I am willing to share our beautiful area with visitors, but all I ask is that they respect the rights of the local residents. I don’t want to find any more bullets embedded in my deck. The only time I am nervous in my own yard is when I can hear automatic weapons fire less than ½-mile away. “

“What I do not like is folks on snowmobiles think they can go anywhere. They think little of the property of others. Some folks have the mindset that homes in the bush are for their use. The gold miners are often rude and inconsiderate when it comes to use of public trails and it seems the government has no ability to encourage them to act otherwise.”

“We need to do a better job at providing services for those who recreate in valley and at same time, protect the privacy and well-being of Valley residents from the ill effects of those who recreate here.”

“More regulation of 4-wheelers, bikes, etc. on rights-of-way-crossing private properties. There is very little open land out there for recreational vehicles to play on. I’d like to see respect to neighborhoods from weekenders.”

“I have a big Issue with people from out of Valley (Anchorage) coming into the area on weekends and holidays...especially with nearly non-existent police/trooper presence.”

Local Government

The diversity of Borough residents was quite apparent in responses regarding the local government and services. Strong opinions ranging from “less government” to “more services” were received. Some government entities received strong criticism, while other responses centered on suggestions for improvements.

Attitudes about Government

Residents expressed dissatisfaction with the Borough's receptiveness to input from citizens. Other common themes were complaints about the employees or elected officials of the Borough, and negative opinions about the size of government and its apparent intrusion in people's lives. A few respondents made positive comments.

"A way to express our opinions on-line would allow for better feedback from busy people who cannot attend Borough meeting."

"They don't listen to the people!"

"Planning/zoning and assembly members need to listen to the people! Or at least have the assembly listen to the P&Z's recommendations."

"Rein the Department of Natural Resources in and make them protect public land against rampant pillaging. Respect public hearings, post notices where residents will see them. Ask for advice from people in neighborhoods that will be effected by recreational and gun traffic, instead of clear-cutting without a public hearing."

"Borough management of natural resources, and decisions on natural resource management, need to be much more open and transparent."

"Members of Mat-Su Borough government are not very objective when reviewing issues. Most are deeply rooted and have many personal relationships that prevent them from effectively working for all borough residents. They often have problems viewing what is best for the borough as a whole and not just a select group."

"The Borough is in the pocket of influences, such as Regional Hospital. This corruption causes inefficiency in all borough services."

"Borough Officials do not get out and know their community. Never see the representatives unless it is election year."

"I believe it is a waste of time and money to have the residents vote on projects that the Borough has decided we need, i.e., Bridge, Ferry, prison (all to nowhere). We vote No and they go forward anyway!"

"I don't believe the Borough has been completely honest in the wording on some of the ballot measures. As an example if the approval of a road project will increase property taxes \$30.00 a year, they need to say if it's for one, five or ten years. It appears to be purposely omitted in order to get the measure passed-deceitful! Honesty is always the best policy and sadly it is missing within our Borough."

"People in our neighborhood (Fairview Loop, East End) learned firsthand of politics within the Borough over a road issue. It was both very disappointing and disgusting, and as yet is not resolved."

"I think that our neighborhood should be able to complain about noise disturbances."

"When I walk in to the Borough for information, their attitude is defensive and protective. They act like little gods! Especially in the Platting Department!"

“The Borough Assessor’s office is a joke, there is no accountability, reprieve or justification for their alleged property evaluations, and in many cases they are outright arrogant and rude when confronted with their unfactual finding and determinations.”

“I find the Assessment Department corrupt as my home value has been assessed higher in every year since 2008 and NO improvements have been done. The assessor’s and mayor’s home values have decreased. Don’t pass the smell test!!”

“I only see them about once a year when they do their drive by to see if (they can) squeeze more money out of me. Tax assessment. It would be nice to feel as if the Borough actually cared about its taxpayers and doesn’t just try to squeeze more money out of them. Thank you.”

“I think government does a miserable job of anything it takes on. All the Borough can do is make promises it can’t keep and generally aggravate the people. ‘Give me liberty or give me death.’ Each year that goes by only confirms my opinion that Government is the problem. Rid us of the community council, the Borough, the state and the Fed.”

“The Borough should keep its [deleted] nose out of private enterprise. Property taxes are too high. Government growth should be stopped. Government is the problem and not the solution.”

“Private is just that private, the government should stay out of my home as much as possible.”

“I homesteaded in the valley (Meadow Lakes area) in 1960 and love Alaska and our independent living and do not wish government to grow so big with rules and laws to take away our independence.”

*“**Less** Government is the **Best!**”*

“The less government the better!!!”

“I see the Borough bureaucracy growing-costs going up, taxes going up and freedoms leaving. I live here because I like the freedoms. We need good roads, police and fire equipment NOT more rules on how to build a shed or greenies telling us coal will kill us-and taking away less expensive power and many jobs. Cut the government jobs and you get rid of people continuously finding new things to control and the retirement they feel they have earned.”

“CUT WASTE! Cut influence of unions who usually advocate against worker productivity!! Cut salaries and benefits so you are more equivalent with private sector! Keep a friendly attitude toward residents who contact Borough offices!”

“Overhaul the Borough! Get some new faces/ideas in. ASAP!”

“We need to elect higher quality persons to the Assembly.”

“The MSB Planning Department and Platting Department were greatly expanded in early 2000. The ‘bubble’ has popped and the development activity is down to pre-2000 levels. Those departments need to be reduced. The current staffing does not do a more efficient job. If anything, the service is more muddled with too many micro-managers.”

“The organization within the Borough needs re-structuring. Employees are overworked and stressed and it shows.”

“The Borough does not force maintenance contractors to adhere to contract specs. The contractors are capable, but with hard money bids, the less they ‘do’ the more they make. Borough heads think you are a jerk when you call and complain. I spend \$1400/year on RSA and don’t receive [deleted] for service. Not the contractors’ fault. “

“We also feel that the Borough is way over-staffed. The Borough could be run more efficiently with fewer people.”

“Has the Borough had an independent firm conduct a study of the Borough operations to determine if they could be run more efficiently with fewer employees?”

“I see our Mat-Su Borough Government (School District especially) growing larger administratively without benefit to Borough residents. Our Borough services are unmanageable and growing, instead of doing a limited number of things well, we continue to try to do too much that residents themselves should be accountable for. Our school district had a town hall meeting and was told to cut administration jobs rather than classroom teachers. They have hired more administrators (not principals) that do not work with students at the expense of our building specialists and school nurses. It’s crazy! Can we look at Borough Government and see if the same trade-offs are being made there also?”

“I think the Borough government is too big and we are wasting tax dollars supporting department and enforcing unnecessary regulations. Down-size the top heavy government; eliminate a lot of the duplicitous regulations and annoying burdens that really do not improve quality of life but only serve as a control trip for whoever put them in place. Reduce the overall administrative BS and you’ll have plenty of money to support the current services.”

“Spend more of our tax dollars building good community support and less being a communist group trying to gain power and/or control. Clean up the corruption within the Borough.”

“The Mat-Su Borough needs to concentrate on building our community into a stronger community financially. The Mat-Su Borough and ‘Friends of Mat-Su’ need to stop being ‘busy bodies’ and destroying local businesses and people’s livelihoods. The Borough often acts unprofessionally and allows ‘members’ personal views to ruin local businesses. I love my home and Wasilla, Alaska. The Borough however is an embarrassment to themselves and I strongly disagree with most of the actions they bring forward.”

“The Planning department, the economic development department and the permitting departments have all been very professional and responsive, as has the Borough Manager’s office.”

Spending Priorities, Taxation, and Revenue

The prevailing sentiment evident in respondents’ comments was dissatisfaction with the level of taxation and how public funds are expended. Many residents argued for spending only on core services. Taxes in general, but particularly property taxes, were a source of displeasure for many respondents. Residents who lived outside of the “main” population centers expressed an even greater sense of dissatisfaction with paying taxes for services that they felt were often not available to the more “rural” residents. Some residents offered constructive criticism, while others voiced significant hostility.

“The Borough should not put any more money into their main office bldg and it would be a mistake to add on to it. Besides the Borough office bldg needs to be more centrally located, (not in Palmer because it is out of the way. “

“First priority should be keeping taxes low. Second priority should be roads. Third is emergency services.”

“Focus on public safety, education and infrastructure. Leave all the other stuff to private industry/sector.”

“Government should help people achieve self-reliance, not dependency.”

“Leave us alone unless we need something.”

“Limited government and self-reliance is the best recipe for survival.”

“We need overall increased support for marginalized populations: socio-economic, racial, etc.”

“Lots of taxes...where does it go? Schools should see it and roads improvement as they are very important.”

“Suggestion: Do not over plan, over require and over provide for residents of Mat-Su. Please let residents provide whatever they need...only fill in what an individual cannot provide himself, whether this be transportation facilities, etc., and/or services for the needy and elderly.”

“Let people be more responsible! Less government. Less taxes.”

“I feel services should focus on core services: fire, police, roads, schools (not spend more-spend more efficiently).”

“The Mat-Su Borough needs to spend tax dollars on VITAL SERVICES (emergency services, road maintenance, education) and stop wasting on ski resorts, ports and other worthless pet projects!”

“The Borough should provide infrastructure, police, fire, and basic regulations. Not social welfare programs, environmental protection, and Neo Nazi regulations. “

“I agree the MSB should NOT be paying to upgrade service, or improve state-maintained roads.”

“Keep taxes low, and maintain minimal government services. People live here because it is more like living in the country, as opposed to living in the city. We don’t want to become Anchorage.”

“Cut back on employees then services first, don’t raise taxes anywhere.”

“Where are the cuts? Don’t want your services. I will pay for services I use.”

“I feel that the Borough may be spending more time/energy trying to ‘raise funds’ than simply cutting back and managing its resources better.”

“Cut spending!”

“No more taxes-balance your budget.”

“Government needs to use its money more efficiently. Because we as taxpayers are not a bottomless pit. Live within your means.”

“We are taxed for so many things that I don’t see how you think we should be taxed more. Sometimes you have to cut services that aren’t really needed instead of thinking of ways to get more money from the people. Taxation and spending is ruining our way of life.”

“Part of personal responsibility is electing borough government and paying taxes so the government is prepared. I could not have fought the Big Lake fire on my own.”

“Don’t be afraid to really lead and if it means raising taxes for a good cause—especially a quantifiable issue/resolution then step up to the plate and lead!”

“So far we are generally supportive of current taxes but the valley isn’t so great that people will tolerate many increases in taxes in the near future.”

“Raising taxes kills families... property taxes destroy health security because when families are sick they cannot pay, so land is confiscated from the poor... developers and companies making money should pay all taxes.”

“Over the years taxes have gone up-up-up and services have gone down-down-down.”

“Property taxes should be abolished – when you buy your home/land you should be able to own it – not constantly be burdened to pay property taxes on your own possession or lost it. This especially is painful to older people who often are forced to lose their homes because of this constant demand on them for property tax payments.”

“Tax break if your house is paid off! Tax is way too high for my house!”

“Borough tax policy gives a discount for “cabins” and for unfinished structures. This does two things—it encourages people to not finish their homes (Tyvek and blue tarps), and it increases property taxes on homeowners who take pride in their homes and community. You need to change this policy.”

“It seems there should be a tax on uncompleted houses, rather than all of the taxes on the completed houses. There are so many not contributing to the neighborhoods worth because they choose to live in a plywood house.”

“Too much already on our 16 acres.”

“Considering selling due to increase in property taxes, insurance fuel, etc.”

“Services suck, they are not worth the money we pay.”

“The government already has too many hidden taxes on gasoline.”

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

“Borough property taxes are too high. I dislike the property tax system. I would support a sales tax system as long as it had a clause that negated it if any other form of taxes were instituted by the Borough.”

“Diversify tax base including: sales, alcohol, bed tax, gasoline, cigarettes.”

“I think it is time to consider a seasonal sales tax and more strict zoning laws.”

“Any taxes should go to designated funds, i.e. tobacco—to healthcare, fuel to road and motorized trail etc.”

“I pay \$1875 per year and they don’t grade or plow my road. My house is 80% done, and I have no kids in school.”

“As a homeowner, I feel my taxes (and other taxes from homeowners) are carrying the Borough budget. My house is valued for far more than it could be sold for. Revenue needs to come from a more diverse source. We have a great community, but I don’t see it staying great without creative funding and relief for homeowners.”

“I feel the property tax is quite high, and realize much of it goes to schools. I do not think it is fair that in non-Borough areas of the state people pay nothing to support education.”

“I’m taxed too much.”

“I’m overtaxed as it is!”

“The home taxes are sky high and this will be the last year I will be paying overwhelming property taxes. This is nothing short of robbery. Therefore I am moving to the lower 48 along with my hard earned money.”

“Mine [taxes] are way too high as it is.”

“Raising taxes should be done so everyone pays equal . I’m not sure you know this but this world is upside down. Who pays the bills? The working man and woman.”

“I have remote property in Mat-Su Borough and I believe the taxes we currently pay are way too much for services that we get, which is none. I realize that we have to pay something, but all of us that have property there believe in the concept of “No Taxation without Representation.” There should be a way to tax these properties at a different rate as to their access.”

“We should not be in the Borough. We pay taxes and receive NO services at all. Oh well, such is life. The Borough is too large and should be trimmed way back.”[Trapper Creek respondent]

“Services are inconsistent depending on who you are and here you live. I strongly object to being told that I live ‘so far from Palmer’ when I request Borough assistance.” [Willow respondent]

“I would like to see more services. The tax rate out here is out of proportion to what services we get.” [Trapper Creek respondent]

“I don’t think the Borough uses current funding well in our area, I wouldn’t give them more of anyone’s money to waste, especially since it goes to Palmer and Wasilla, and doesn’t filter out to our end of the deal.” [Talkeetna respondent]

“We feel left out for the taxes we pay the Borough for services. I am a long time resident here and I am ashamed of how the Borough treats this area. Other than the school we should not be taxed for any other services.” [Sutton respondent]

“Property tax and tobacco taxes are out of control. You need to find other income or cut out some services. The core area reaps the benefits of Borough services. Trapper Creek and Talkeetna receive very few services for our property tax dollars, and income from bed taxes in northern Borough areas goes to mainly core areas for services. Thanks.”

Economic Development

Some respondents supported the idea of government support for business, but the predominant view, consistent with other sentiments expressed about the role of government, was that the best way for the Borough to encourage economic development is to stay out of it by cutting back on taxes and regulations. Some people commented on the high cost of living.

“Keep the Borough out of local businesses. Decrease taxes. Decrease regulation. Let the market create jobs by getting out of the way and creating opportunity. Allow resource development. Create a mandatory economics class for all Borough employees so our government is competent in its decision makings. People who do not understand how the free market and economics work destroy jobs and create wasteful spending.”

“Government needs to let private industry grow the economy instead of trying to prop it up by funding non-profits and businesses with grants. Don’t over regulate and businesses can grow. Personal accountability and responsibility should be the backbone of our society, not government.”

“Keep local owned and operated businesses in business.”

“The Borough should give the local shop owners more of a voice and freedom be express themselves.”

“Make it more feasible to do business.”

“Too high taxes and government regulations to own my own business!”

“Offer incentives for new start up companies to locate in the area. Create a ‘business incubator’ and partner with Small Business Development Center”

“The Borough should do all it can to enhance tourism by encouraging local historic appreciation and education, and enhancing recreational areas and opportunities.”

“I would like to see some taxable manufacturing move in to supply jobs. Too many mom and pop businesses are the only thing (and too many fail) for people who want to move here.”

“The Borough should open the area to LARGE manufacturing and factory and mining jobs, farming and logging. Mom and Pop retail hires few people at low wages, and only make money for the owner. The Mat-Su areas should have jobs that hire large number of people, such as airplane, ATV, and boat factories. A smelter for recycling scrap metal. Mining of natural resources not just small gravel pits. People must embrace large-scale business to provide good jobs for those who did not inherit a 140 acre homestead that they can subdivide into another housing subdivision.”

“I would like to see better prices at the local grocery store. Maybe a Costco or Sam’s club.”

“Too high grocery prices.”

“I guess you can tell that the Mat-Su Borough has left a bitter taste in my mouth. The borough needs an overhaul- ASAP! I made my money in Alaska, and I can’t wait to leave it also. Alaska is beautiful, but the high cost of nearly everything doesn’t justify me keeping my family here any longer. I am now stepping down from my soap box! Have a great day. “

“As I stated we are planning on living in Alaska for 5-7 years. It’s a very beautiful state, but your cost of living here is WAY TOO EXPENSIVE. Most people don’t stay here due to the cost of living.”

Natural Resource Extraction

“Regarding resource extraction: many leases are let with a small amount of dollars per acre on \$1.00 per acre, with the State and Borough receiving these dollars. The neighborhoods located by or strongly affected by this type of leasing should first collectively be allowed to own the lease, if the dollar amount is the same as the Corporation wanting to lease the same lease. Why should hard working people who have worked very hard for the ownership of their homes and property lose this equity and value of their property because a Corporation like ‘Usabelli’ wants to mine coal on or from a lease that is around \$1.00 per acre per year? Collectively they lose many thousands, if not millions of dollars, while the corporation gains millions. This is an unjust action. The neighborhood should at least have first chance to buy the lease so as to prevent property value loss. They are the ones mostly affected by the leases.”

“I am very concerned about the impact of possible coal development. I feel the mayor and many assembly members care more about the resource extractors and maximizing their profits at the expense of the residents’ quality of life, air and water quality, and the environmental impact.”

"I would definitely like to see healthcare here improve. I have had negative experiences everywhere I've been. I am moving to find better healthcare."

Planning and Zoning

"In general there needs to be more planning for future growth."

"Keep planning for a livable borough for both citizen and business."

"The worst planning in the U.S.A."

"Friends of Mat-Su are destroying the jobs and economy."

*"The rules in the rural part of the Borough are really somewhat **VERY** ridiculous!! This is not Russia you guys !!!!"*

"Alaska is notorious for lack of zoning or enforcement. Blatant 'junk' visible to others needs to be enforced. Better future planning on commercial and Industrial areas in major population areas (Palmer-Wasilla) I'm not pro-growth in my area. No more rules. No more taxes. No more federal money."

"If I move, lack of zoning and planning might be one of the reasons. Property taxes are depended on too much to fund borough expenses. Please diversify revenue. Economic development should not be solely dependent on resources extraction or projects like the prison. The Borough should work more closely with Wasilla and Palmer. This area should be treated as a region; the Borough should work more closely with Anchorage."

"With the rapid population increase in the borough more attention is needed on proper zoning for residential/recreational areas and commercial/industrial areas. The haphazard, jumbled zoning as seen along the Palmer-Wasilla Highway cannot continue in other areas of the borough, where gravel pits and strip malls sit alongside homes."

"Improvements to the Palmer-Wasilla Hwy will be necessary. Land-use planning is essential to develop an attractive and healthy place to live. Lots cleared along the Parks-Wasilla Hwy and others should be required to leave a buffer of trees along the highway. There are too many underdeveloped/flattened/graveled lots. It is very unsightly, not to mention the gravel pits themselves. Clear-cuts require a buffer; so should gravel pits and cleared lots."

Development and Growth

"The Valley is a nice place to live-there are many businesses to support your needs. One thing-there are businesses strung out all over the place, half you do not realize they exist without driving down roads out of the way. I was surprised at the miss match of things here and there!"

"Please don't make it like San Francisco!! Or any city in the 'Lower 48.' It's Alaska-we like it the way it is."

"Most of my concerns or disappointments lie within Wasilla boundaries. If Wasilla could develop the pride and organization I have seen in Palmer things could be better."

"My husband and I moved out here from Anchorage due to overpopulation and crime in the Anchorage area. We love the Mat-Su Borough as it is now and would hate to see it end up like Anchorage. If my

husband and I start to see an increase in crime or overpopulation as with Anchorage, we shall have no reservations about moving elsewhere, sadly.”

“I like it the way it is. We mind our own business along with everyone else. We like being able to do what we want and not having everything regulated like they are in Anchorage. If we need help we know where to find it, but my family is self-sustaining. I would like to see the Valley grow and I don’t want it to grow. If it does grow I just hope the Borough can handle it. If it grows too much I may have to move further into the sticks.”

“Too much growth and development and population growth is ruining quality of life in the Mat-Su Borough, as well as destroying recreational, hunting, and fishing opportunities here. Don’t built that stupid Knik Arm Bridge or Anchorage will spill over into the Valley and consume it like cancer. Some things are more important than money and quality of life is one of them. The Valley still has that. The Borough needs to work to preserve that. If you like what’s in Anchorage, then move there, don’t bring it here.”

“I wish that gas prices keep soaring as to discourage people from moving to the Valley.”

“I don’t want the Mat-Su area to become Anchorage. If people move here to live a ‘country’ lifestyle, they should be prepared to smell livestock, hear dog kennels and roosters, and not be upset if farm equipment can’t go 45 mph on the road! Mat-Su should have good jobs and be a rural-life-style all in one.”

“I have been very annoyed in the last 14 years to see large amount of land clear-cut of trees, then allowed to sit idle for years. Developers should be required to pay a penalty if the land is cleared and not developed appropriately after all the trees are cut.”

Some of the longer-term residents shared their views on how things have changed in the Valley.

“I moved to Wasilla (Meadow lakes Area) in 1978. It was very rural. The area was sparsely populated with well-kept homes. As the area grew a lot of the area has deteriorated. Now there is a lot of run down places with garbage and junk in the yards. Most offensive to me is right on the highway at the Pittman turn off! The shacks and junk that have accumulated there is an unbelievable eye-sore. It really needs to be seen to be appreciated. I think the Borough needs to look into this. It is unfair to the rest of us that have worked hard to keep our homes and land looking nice. It definitely reduces our property value!”

“Life in the MatSu has dramatically changed since 1969. Many more people and businesses, many more homes have been built, traffic is much heavier. Crime is up. The drug problem wasn’t here years ago—it has been responsible for much of the crime committed, murders and thefts, auto accidents and other things. There is more littering on our roadways. Lack of morals is increased in the way people dress, use foul language and disgrace their bodies with multiple tattoos and piercing their bodies. There is a lack of respect for schoolteachers and people in authority, policeman, teachers, and parents. I believe the Valley is in worse shape than I ever remember in the past.”

“I have loved living in the Mat-Su for over 25 years. I have lived in the Butte, Palmer, Wasilla and Big Lake, for the most part. I think the people I have met and lived with and lived near are ‘stand-up’ type of people. As a homeowner trying to sell a house, I find it a hard road because of my surroundings—lack of code compliance is a major problem. I really don’t think being called ‘valley trash’ is offensive, because the Valley is just that. I realize the Mat-Su is a huge area with growing pains. You can’t satisfy everyone—I’m out of here because of lack of light in winter and lack of summer in summer—did I mention I loved living in the valley for 25 plus years?”

“I came to this area in 1959 – There are many changes – many improvements. The Borough has become more cooperative and understanding as time passes – many feel animosity because of past experiences but I think time will teach us all cooperation w/each other. “

“I have lived in the Mat-Su Borough nearly my entire life. The original appeal of Wasilla was that it was a small town. Wasilla and Palmer are growing into “the new Anchorage” but the outlying areas are still simple and small. Areas such as Willow, Talkeetna, Sutton, and Chickaloon would be more appealing as small towns if they were better kept up. Willow and Talkeetna do fine because of fishing and tourism, but Sutton and Chickaloon are rundown and in need of attention. Many of the Valley’s long-term residents enjoy small town life and would be willing to live in outlying Borough towns, if they were better kept up. Also, if people were more willing to live in these areas it would help alleviate the congestion that is quickly overtaking Palmer and Wasilla.”

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Part VII.

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 2011.

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 2011 was .476 (for “Permitting Center”). This was converted to 100 by dividing the coefficient by itself and multiplying by 100: e.g., $(.476/.476)*100 = 1*100 = 100$. Another predictor variable, let’s say “Elementary Schools,” had a partial correlation coefficient of -.018. Using the calculation described above, the standardized score in this case is -3.8: e.g., $(-.018/.476)*100 = -0.038*100 = -3.8$.

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

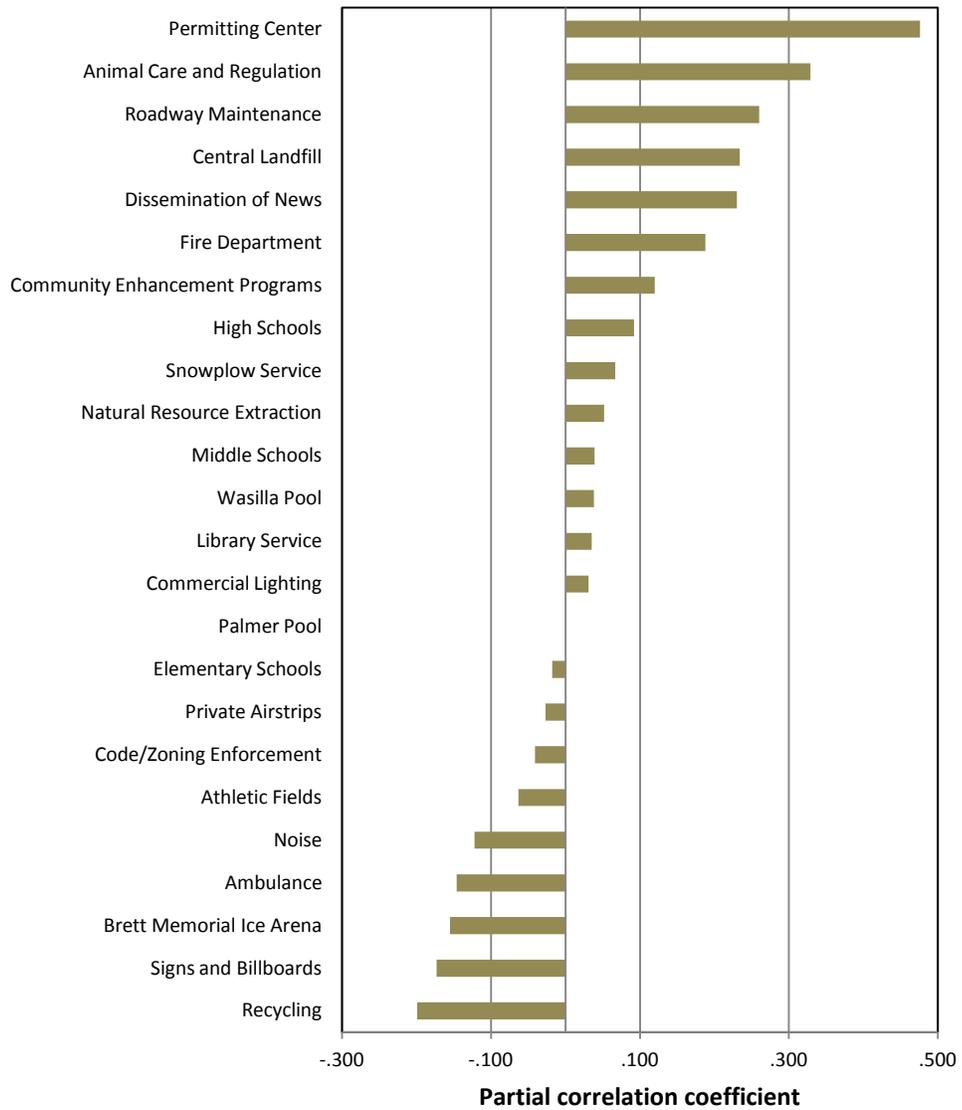
Most of the variables listed above used the same scale when asking people for their opinion about the Borough service: “very poor”, “poor,” “good” and “very good.” Each of these possible responses was assigned a numeric value for purposes of analysis: 0 for “very poor,” 1 for “poor,” 2 for “good,” and 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 2011. 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 “Permitting Center” with a coefficient of .476. This indicates a moderately strong and positive relationship between “Permitting Center” and overall ratings of Borough services. People who were satisfied with the Borough’s Permitting Center also tended to be satisfied with Borough services overall. On the other hand, “Recycling” had a partial correlation coefficient of -.199, which suggests a weak and negative relationship. People’s rating of “Recycling” was not linked to their level of satisfaction with Borough services overall. Bars to the right of the center line (labeled “.000”) indicate positive associations, while bars to the left of the center line show negative relationships. The higher a variable is on the vertical, or side axis, the more it is a driver of satisfaction.

Figure A. Key Drivers of Satisfaction, 2011



Performance Measures

Table 55 shows the performance measures for the predictor variables for the years 2007 through 2011, sorted by the values for 2011. Again, for a particular variable, this measure was calculated by multiplying the average of all survey responses, which ranged from 0 to 3, by 33.3. A variable where every respondent rated the service as “very good” would have a performance score of 100.0; if every respondent rated the service as “very poor” the score would be 0.0. As in all previous years, “Ambulance Services” was the highest-rated service by respondents in 2011 with a score of 80.9. Regulation of “Natural Resource Extraction” was the lowest-rated service with a score of 47.6; all the variables associated with the new questions 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 2007-2011, “Dissemination of News” continues to have a very low performance score, as does “Code/Zoning Enforcement” and “Community Enhancement Programs.” Satisfaction with “Recycling,” “Code/Zoning Enforcement,” “Animal Care and Regulation,” “Roadway Maintenance,” and “Snowplow Services” has increased fairly steadily since 2007.

Table 55. Performance Measures, 2007-2011

Service	Performance				
	2007	2008	2009	2010	2011
Ambulance Services	79.3	78.2	79.3	81.6	80.9
Fire Department Services	75.6	76.6	77.3	78.6	78.6
Central Landfill	72.0	70.6	74.3	74.6	75.9
Library Service	74.4	74.1	74.3	72.9	73.9
Brett Memorial Ice Arena	72.8	72.7	74.7	74.9	72.6
Elementary Schools	73.1	71.4	74.0	73.9	71.6
Palmer Swimming Pool	72.8	70.9	72.3	73.3	70.9
Wasilla Swimming Pool	69.5	69.1	69.0	68.6	68.9
Athletic Fields	69.1	69.6	69.7	70.3	68.6
Middle Schools	66.6	65.3	68.7	68.6	66.6
Animal Care and Regulation	57.9	58.5	64.0	63.6	65.6
Snowplow Service	60.5	60.5	63.3	65.9	65.3
High Schools	64.1	62.8	67.7	67.9	64.9
Roadway Maintenance	53.2	54.3	59.3	62.6	60.9
Signs and Billboards	-----	-----	-----	-----	58.9
Recycling	51.9	45.1	53.7	53.3	58.3
Code/Zoning Enforcement	45.6	47.9	49.0	48.3	56.9
Community Enhancement Programs	56.0	55.3	57.3	55.3	55.9
Permitting Center	-----	-----	-----	-----	55.6
Private Airstrips	-----	-----	-----	-----	55.6
Noise	-----	-----	-----	-----	51.9
Dissemination of News	49.3	49.5	50.7	50.0	50.3
Commercial Lighting	-----	-----	-----	-----	48.6
Natural Resource Extraction	-----	-----	-----	-----	47.6

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 19.2 and 63.5 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 2007 to 2011. Services are sorted by 2011 quadrants. There is a high degree of consistency across all five years. Some services (those predominantly located in Quadrants II and III) were seen as relatively unimportant during most time periods, for example, libraries, athletic fields, and the Brett Memorial Ice Arena. Other services were consistently rated highly with respect to satisfaction, as indicated by their location in Quadrants I and II, including ambulance and fire, middle and elementary schools, central landfill, libraries, and the Wasilla and Palmer pools.

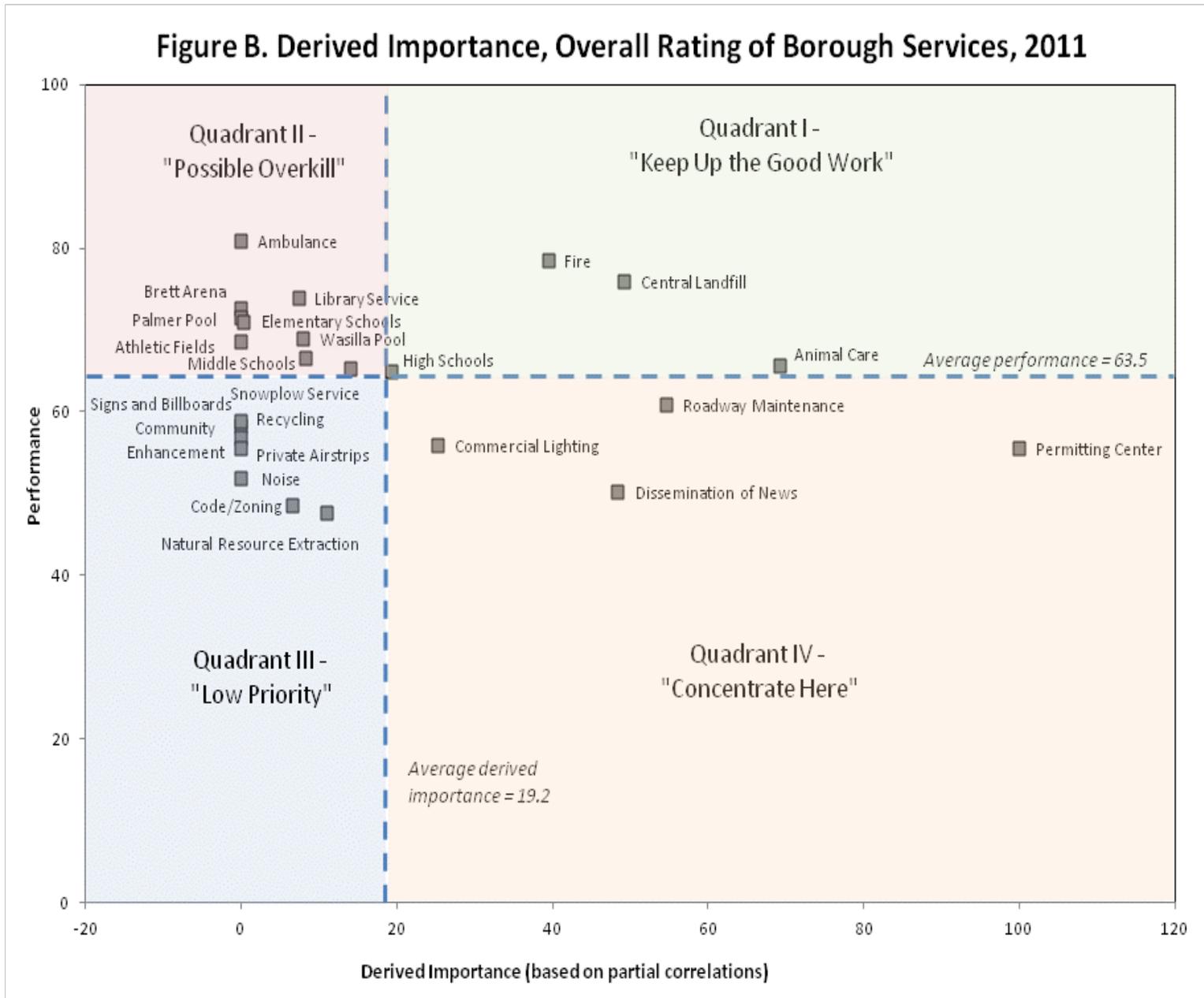
Quadrant IV contains the services that could benefit from increased attention. Residents consider these services to be important, but rate them low. Relative to other services, increasing resident satisfaction in these areas should result in greater overall satisfaction with Borough services. Included in this category are “Dissemination of News” (which has not moved from this category in five years) and “Roadway Maintenance,” and two additions to the 2011 survey, “Permitting Center” and regulation of commercial lighting.

“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, 2007-2011

Service	Quadrant				
	2007	2008	2009	2010	2011
Fire Department	II	II	II	I	I
Central Landfill	II	I	I	II	I
High Schools	III	III	II	II	I
Animal Care and Regulation	III	III	IV	III	I
Middle Schools	I	I	II	I	II
Ambulance	I	II	I	II	II
Elementary Schools	II	II	I	II	II
Wasilla Pool	II	II	I	II	II
Palmer Pool	II	I	II	II	II
Library Service	II	II	II	II	II
Brett Memorial Ice Arena	I	II	III	II	II
Athletic Fields	II	II	III	II	II
Snowplow Service	IV	IV	IV	III	II
Signs and Billboards	---	---	---	---	III
Noise	---	---	---	---	III
Private Airstrips	---	---	---	---	III
Natural Resource Extraction	---	---	---	---	III
Recycling	III	IV	II	III	III
Community Enhancement Programs	IV	III	IV	IV	III
Code/Zoning Enforcement	IV	IV	IV	IV	III
Commercial Lighting	---	---	---	---	IV
Permitting Center	---	---	---	---	IV
Roadway Maintenance	III	III	II	IV	IV
Dissemination of News	IV	IV	IV	IV	IV

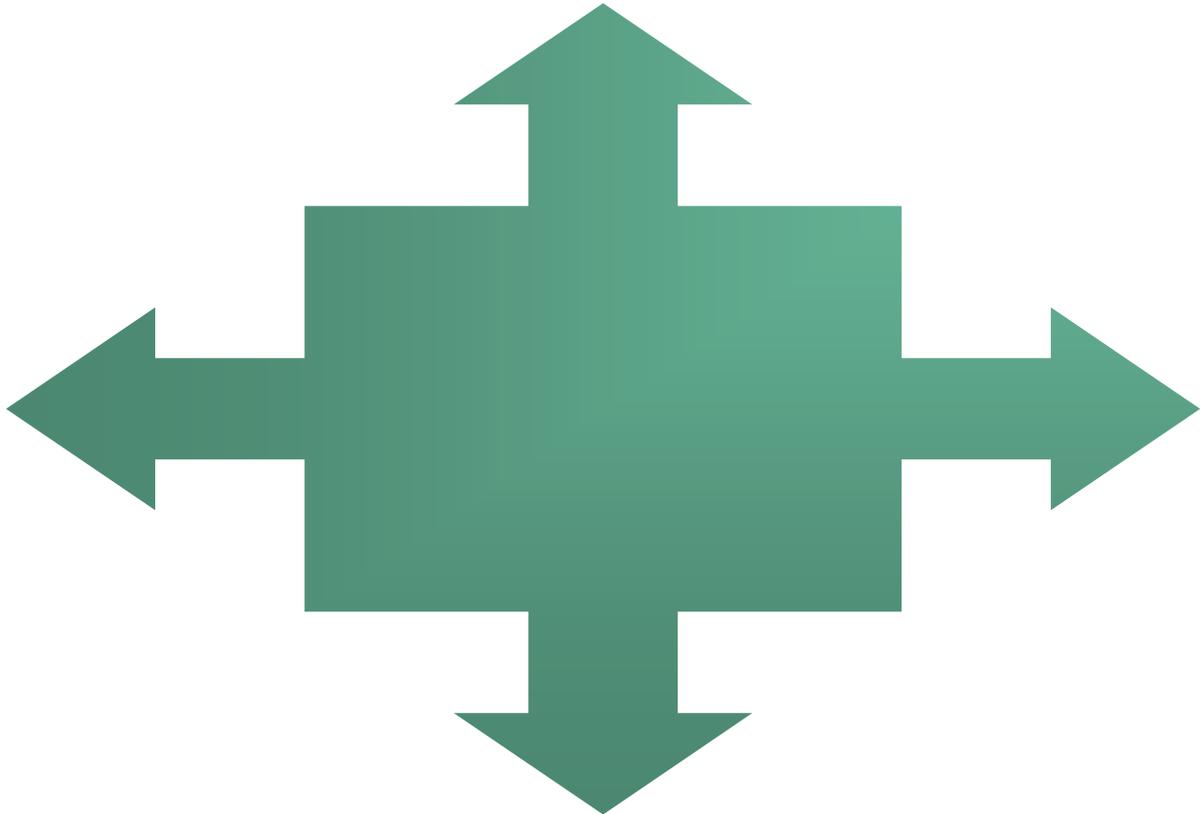
Figure B. Derived Importance, Overall Rating of Borough Services, 2011



Appendix.
Survey Instrument

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Matanuska~Susitna Community Survey



Summer 2011

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. 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. Claudia Lampman, 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"/>				
Ambulance Services	<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"/>				
Snowplow Services	<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"/>				
Elementary Schools	<input type="radio"/>				
Middle Schools	<input type="radio"/>				
High Schools	<input type="radio"/>				
Community Enhancement Programs	<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"/>				
Palmer Swimming Pool	<input type="radio"/>				
Brett Memorial Ice Arena	<input type="radio"/>				
Athletic Fields	<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"/>				
Central Landfill Services	<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"/>				
Code/Zoning Enforcement Services	<input type="radio"/>				
Permitting Center	<input type="radio"/>				
Dissemination of news and information by the Borough government	<input type="radio"/>				
Your Overall Rating of Borough Services	<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"/>				
A violent argument between neighbors	<input type="radio"/>				
A gang fight	<input type="radio"/>				
A sexual assault or rape	<input type="radio"/>				
A robbery, burglary, or mugging	<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) _____

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 or more

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

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?

- Less than \$75,000
- \$75,000 to \$124,999
- \$125,000 to \$199,999
- \$200,000 to \$299,999
- \$300,000 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...