

# City of Saint Paul: Community Survey Results, FINAL

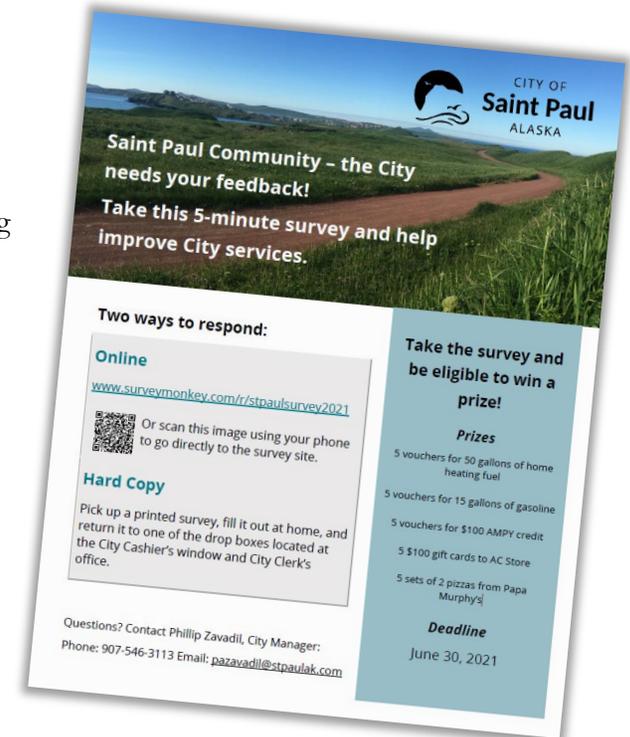
Summer 2021; survey facilitated by Agnew::Beck Consulting



## Survey Summary

### Methodology

- **Timing:** The City of Saint Paul community survey was open from May 25<sup>th</sup> through June 30<sup>th</sup>, 2021.
- **Promotion:** The survey was promoted in the following ways:
  - Posted flyers at key locations around town.
  - Announced on the City of Saint Paul's Facebook page.
  - Reached out to key partners (TDX, The Aleut Community of St. Paul Island, and Central Bering Sea Fishermen's Association) to help with promotion. Partners shared the link with their staff and in some cases, helped promote the survey on Facebook.
  - Announced over radio and promoted on the KUHB Facebook page.
- **Method:** Residents could respond electronically (computer, tablet or smart phone) or via printed copy. Printed surveys were collected at the City Cashier's window and the City Clerk's office.
- **Incentives:** The City of Saint Paul offered the following incentives to encourage residents to respond.
  - Five vouchers for 50 gallons of home heating fuel
  - Five vouchers for 15 gallons of gasoline
  - Five vouchers for \$100 AMPY credit
  - Five \$100 gift cards to AC Store
  - Five sets of two pizzas from Papa Murphy's



Survey flyer

### Response Overview

- We exceeded our goal of 60 responses, with **72 total responses**. All questions were optional, so some questions received fewer responses.
- Fifty-six residents responded online and 16 responded via hard copy.
- Saint Paul had a population of 387 people in 2020.<sup>1</sup> With 72 responses, this equates to an overall community response rate of approximately 19 percent.

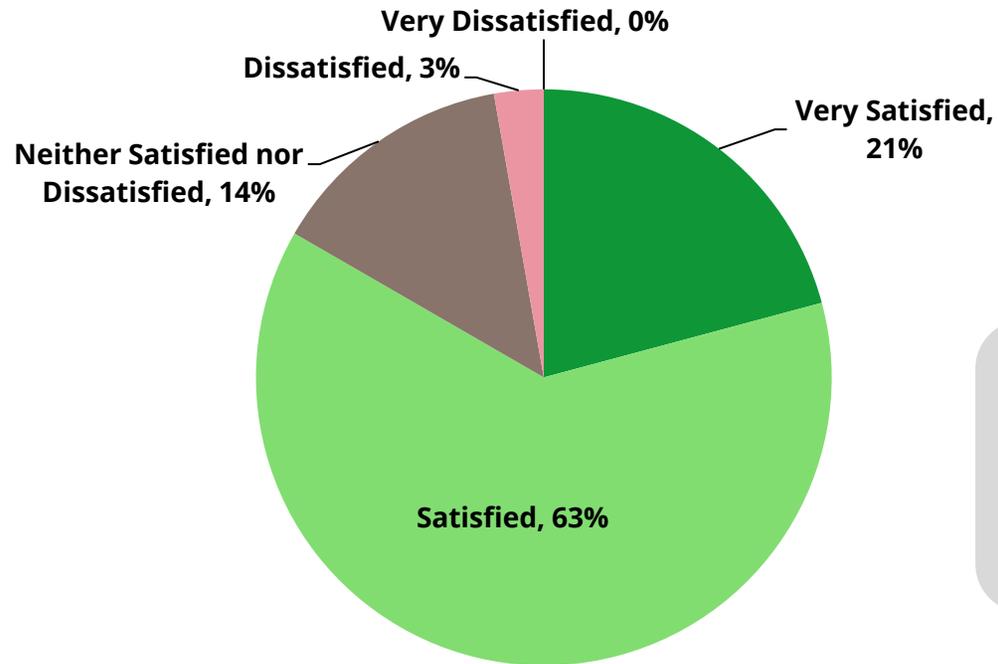
<sup>1</sup>2020 Population Estimate from the Alaska Department of Labor and Workforce Development, Research and Analysis Section.



## Question 2, What is your overall satisfaction with the City of Saint Paul?

72 total responses

What is your overall satisfaction with the City of Saint Paul  
(combined: services, staff, facilities, etc.)?

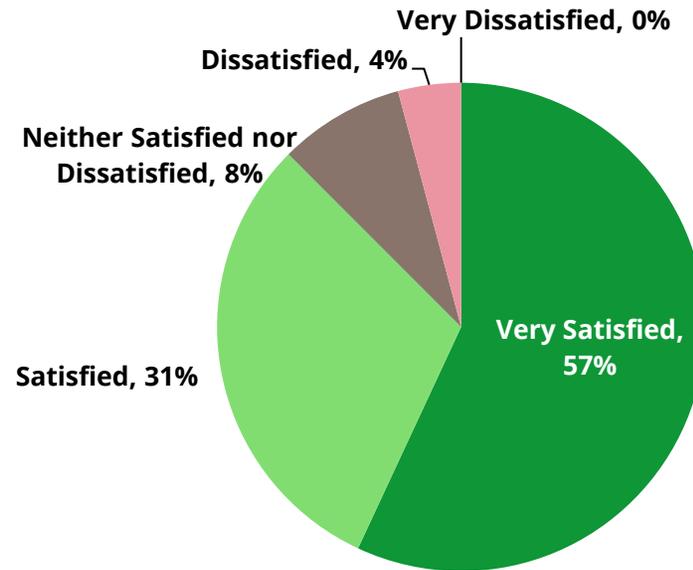


*Overall, a combined 84 percent of residents are very satisfied or satisfied with the City of Saint Paul*

### Question 3, Please rate your satisfaction with the City's response to COVID-19.

72 total responses

Please rate your satisfaction with the City's response to COVID-19.



Overall, a combined 88 percent of residents are very satisfied or satisfied with the City's response to COVID-19.

The survey included space for residents to write in optional comments after the question. Seven of the 11 respondents who wrote an answer complimented the City on its response to the pandemic. Of the critical responses, one person requested that work orders restart, one person felt the pandemic restrictions were too strict, one person requested there be more consistent enforcement of guidelines, and one person requested that all city public safety personnel be required to receive the vaccine.

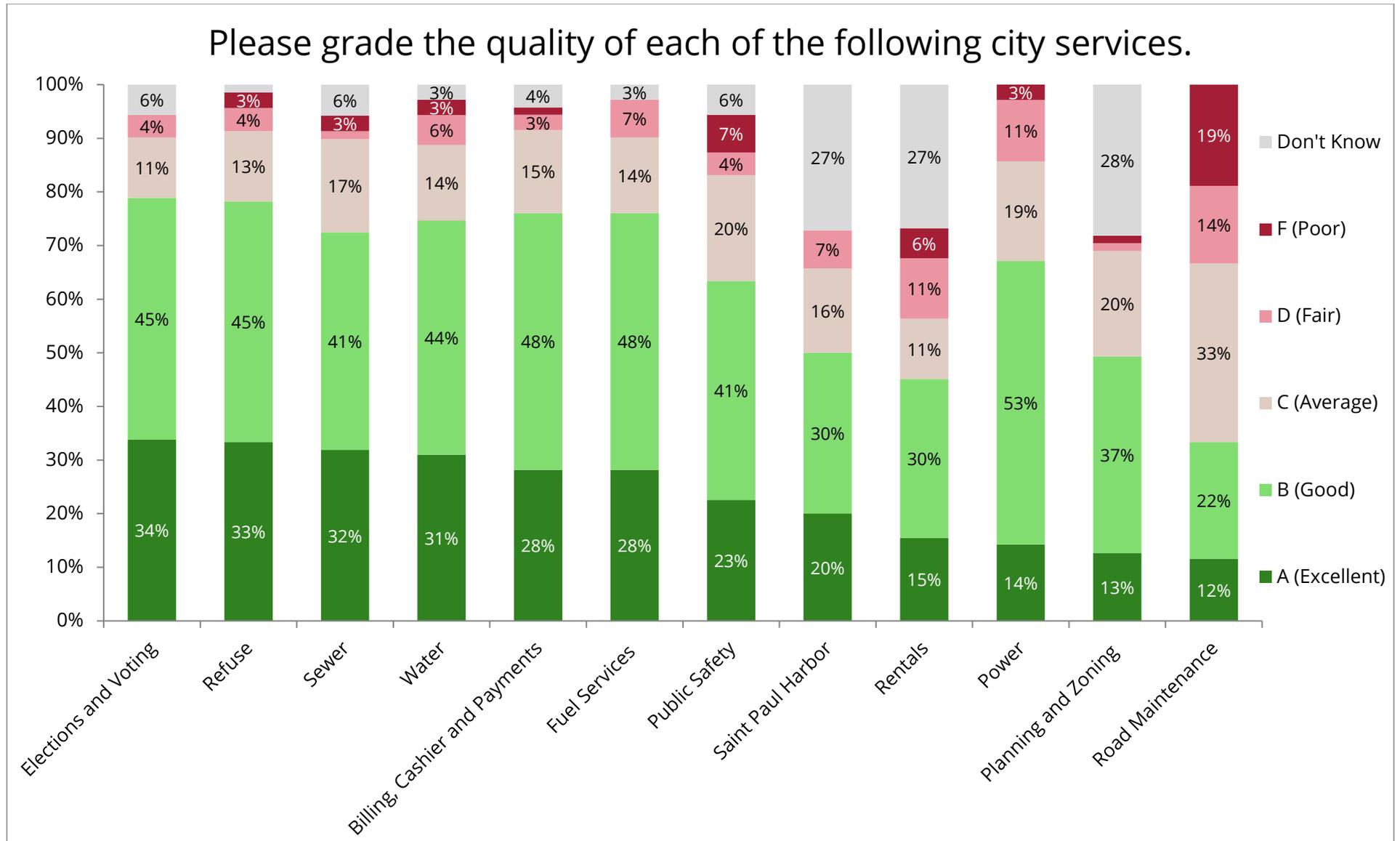
*"The commitment and organized approach to keeping the community safe was phenomenal!"*

*"The City has done an incredible job staying up-to-date with CDC recommendations and making sure our community stays safe."*

*"I appreciate that the City took Covid-19 very seriously and is very proactive in its approach in continuing to provide services while keeping the safety of its employees and community members foremost."*

## Question 4, Please grade the quality of each of the following city services.

71 total responses; answers sorted in descending order of A (Excellent) percentages



Fuel Services = gas station, marine dock & heating fuel sales | Planning and Zoning = construction & land use permits, building standards, approval process  
 Public Safety = police, fire, emergency medical services, search & rescue, emergency preparedness & management | Refuse = garbage collection & disposal  
 Rentals = housing, Rec Hall, Community Hall, equipment, vehicles | Saint Paul Harbor = moorage & wharfage

### Highest Scoring Service Categories from Question 4

Over 75 percent of residents gave these services an A or B grade:

- Elections and Voting: 79% selected A or B
- Refuse: 78% A or B
- Billing, Cashier and Payments: 76% A or B
- Fuel Services: 76% A or B
- Water: 75% A or B

### Lowest Scoring Service Category from Question 4

Only one service received a high number of D or F grades from residents:

- Road Maintenance: 33% selected D or F

## Question 5, What do you think the top priority should be for the City?

66 total responses

### Top Themes

**Maintain Status Quo (12 responses):** The City is doing a great job and/or the respondent did not provide a specific area for improvement.

*To be honest, the city is already doing an amazing job. Keep up the great work.*

*What you're already doing.*

*To keep services affordable. To continue to work with community entities to bring and provide the best services to our community.*

*Thank you for all you do!*

**Road Maintenance (10 responses):** Improve road conditions and maintenance.

*Fixing road conditions and parking lots throughout the city.*

*Road drainage and filling of road material.*

*Road drainage and filling of road material.*

*The roads.*

*You guys are doing great, I think the top priority is maintain the roads.*

**Housing (9 responses):** Expand the availability of affordable housing and assist with home repair.

*Having housing available to those who need it.*

*Housing - more homes and upgrading the standards of older ones.*

*Building and/or repairing houses and existing structures... in my case a family of 6 in a 2-bedroom house because there is absolutely nowhere else to live.*

*Homes for rent and sale.*

### Other Themes with Three or More Responses

- Continue to take precautions to prevent the spread of COVID-19 in the community.
- Reinstate work orders.
- Invest in harbor improvements such as cleaning the boat dump and adding more dock space.
- Create more activities for youth, such as a skate park or recreational center.

## Question 6, Final Thoughts: Any other questions, comments or concerns?

43 total responses

The final question in the survey asked respondents if they had any additional comments, questions, or concerns. About one-third of respondents wrote “none,” “n/a” or a similar response, for a revised total of 29 substantive comments. Themes that emerged in the final question not already captured in previous response summaries above include:

- Top response: Thank you!
  - *“Great job, keep it up.”*
  - *“The municipal government is on top of local services - local employment and communicating with community.”*
  - *“Thank you to the City of St. Paul for always being on top of everything, and ensuring the community is safe during the pandemic.”*
- Continue to seek ways to bring down the cost of utilities through innovation, grants, and partnerships.
  - *“With City sharing power with TDx to customers, will the price of electricity drop anytime soon?”*
  - *“Continue to look for grants to improve local water and sewer.”*
  - *“Commercial prices for garbage disposal are pretty high.”*
- Promote education and workforce development for City staff and residents.
  - *“Please remember we're all in this together as a community. Let's empower each other to do our best for our people and let's help the new generation :) close the gap between education and community needs.”*
  - *“Providing training opportunities/higher education for employee advancements, so they can in turn provide better quality services and feel empowered in their ability to do so.”*
- Increase the use of communication tools beyond Facebook (e.g., more frequent website updates).
  - *“Letting the community know about any changes coming up without only posting on Facebook.”*
  - *“Keep your webpage updated more often about everything going on in town.”*

