

Hastings, MN

The National Community Survey

Report of Results
2020

Report by:



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About The NCS™

The National Community Survey™ (The NCS™) report is about the “livability” of Hastings. The phrase “livable community” is used here to evoke a place that is not simply habitable, but that is desirable. It is not only where people do live, but where they want to live.

Great communities are partnerships of the government, private sector, community-based organizations and residents, all geographically connected. The NCS captures residents’ opinions considering ten central facets of a community:

- Economy
- Mobility
- Community Design
- Utilities
- Safety
- Natural Environment
- Parks and Recreation
- Health and Wellness
- Education, Arts, and Culture
- Inclusivity and Engagement

The Community Livability Report provides the opinions of a representative sample of 367 residents of the City of Hastings collected from October 1, 2020 to November 29, 2020. The margin of error around any reported percentage is 5% for all respondents and the response rate for the 2020 survey was 19%. Survey results were weighted so that the demographic profile of respondents was representative of the demographic profile of adults in Hastings.



How the results are reported

For the most part, the percentages presented in the following tabs represent the “percent positive.” Most commonly, the percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” etc.). On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data.” However, these responses have been removed from the analyses presented in most of the tabs. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Changes between survey years have been noted with an arrow and the percent difference. If the difference is greater than seven percentage points between the 2017 and 2020 surveys, the trend is statistically significant.

Comparisons to benchmarks

NRC’s database of comparative resident opinion is comprised of resident perspectives gathered in surveys from over 600 communities whose residents evaluated the same kinds of topics on The National Community Survey. The comparison evaluations are from the most recent survey completed in each community in the last five years. NRC adds the latest results quickly upon survey completion, keeping the benchmark data fresh and relevant. The communities in the database represent a wide geographic and population range. In each tab, Hastings’ results are noted as being “higher” than the benchmark, “lower” than the benchmark or “similar” to the benchmark, meaning that the average rating given by Hastings residents is statistically similar to or different (greater or lesser) than the benchmark. Being rated as “higher” or “lower” than the benchmark means that Hastings’ average rating for a particular item was more than 10 points different than the benchmark. If a rating was “much higher” or “much lower,” then Hastings’ average rating was more than 20 points different when compared to the benchmark.

Methods

Selecting survey recipients

All households within the City of Hastings were eligible to participate in the survey. A list of all households within the zip codes serving Hastings was purchased from Go-Dog Direct based on updated listings from the United States Postal Service. Since some of the zip codes that serve the City of Hastings households may also serve addresses that lie outside of the community, the exact geographic location of each housing unit was compared to community boundaries using the most current municipal boundary file. Addresses located outside of the City of Hastings boundaries were removed from the list of potential households to survey. Each address identified as being within city boundaries was further identified as being within one of four wards. From that list, addresses were randomly selected as survey recipients, with multi-family housing units (defined as those with a unit number) sampled at a rate of 5:3 compared to single family housing units.

An individual within each household was selected using the birthday method. The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys. This instruction was contained in the introduction of the survey.

Conducting the survey

The 2,000 randomly selected households received mailings beginning on October 1, 2020 and the survey remained open for eight weeks. The first mailing was a postcard inviting the household to participate, followed one week later by a reminder postcard. All mailings included a web link and instructed residents to respond to the survey online. The reminder postcard asked those who had not completed the survey to do so and those who had already done so to refrain from completing the survey again.

About 2% of the 2,000 mailed invitations or surveys were returned because the household address was vacant or the postal service was unable to deliver the survey as addressed. Of the remaining 1,968 households that received the invitations to participate, 367 completed the survey, providing an overall response rate of 19%. The response rate was calculated using AAPOR’s response rate #2* for mailed surveys of unnamed persons.

It is customary to describe the precision of estimates made from surveys by a “level of confidence” and accompanying “confidence interval” (or margin of error). A traditional level of confidence, and the one used here, is 95%. The 95% confidence interval can be any size and quantifies the sampling error or imprecision of the survey results because some residents’ opinions are relied on to estimate all residents’ opinions. The margin of error for the City of Hastings survey is no greater than plus or minus five percentage points around any given percent reported for all respondents (367 completed surveys).

In addition to the randomly selected “probability sample” of households, a link to an online “open participation” survey was publicized by the City of Hastings. This open participation survey was identical to the probability sample survey and open to all city residents. The online “open participation” survey became available to all residents on November 5, 2020 and remained open for three weeks.

The data presented in the following tabs exclude the opt-in survey data, but a tab at the end provides the complete frequency of responses to questions by the open participation respondents.

Analyzing the data

Responses from mailed surveys were entered into an electronic dataset using a “key and verify” method, where all responses are entered twice and compared to each other. Any discrepancies were resolved in comparison to the original survey form. Range checks as well as other forms of quality control were also performed. Responses from surveys completed on Polco were downloaded and merged with the mailed survey responses.

For both the probability sample and open response (non-probability) surveys, the demographics of each dataset were separately compared to those found in the 2010 Census and 2017 American Community Survey estimates for adults in the City of Hastings. The primary objective of weighting survey data is to make the survey respondents reflective of the larger population of the community. Both survey datasets were weighted independently to best match the Census. The characteristics used for weighting were age, sex, race, ethnicity, housing type, and tenure. No adjustments were made for design effects. Weights were calculated using an iterative, multiplicative raking model known as the ANES Weighting Algorithm.* The results of the weighting scheme for the probability sample are presented in the following table.

		Unweighted	Weighted	Target*
Age	18-34	8%	25%	27%
	35-54	25%	36%	35%
	55+	67%	38%	38%
Hispanic	No, not Spanish, Hispanic or Latino	99%	97%	97%
	Yes, I consider myself to be Spanish, Hispanic or Latino	1%	3%	3%
Housing type	Attached	36%	43%	43%
	Detached	64%	57%	57%
Race	Not white	5%	5%	5%
	White	95%	95%	95%
Race/ethnicity	Not white alone	5%	6%	7%
	White alone	95%	94%	93%
Sex	Female	64%	50%	49%
	Male	36%	50%	51%
Sex/age	Female 18-34	5%	13%	13%
	Female 35-54	16%	17%	16%
	Female 55+	43%	20%	20%

	Female 55+	2%	12%	14%
	Male 18-34	9%	20%	19%
	Male 35-54	25%	18%	18%
	Male 55+	88%	72%	72%
Tenure	Own	12%	28%	28%
	Rent			

The survey datasets were analyzed using all or some of a combination of the Statistical Package for the Social Sciences (SPSS), R, Python and Tableau. For the most part, the percentages presented in the reports represent the “percent positive.” The percent positive is the combination of the top two most positive response options (i.e., “excellent” and “good,” “very safe” and “somewhat safe,” “essential” and “very important,” etc.), or, in the case of resident behaviors/participation, the percent positive represents the proportion of respondents indicating “yes” or participating in an activity at least once a month.

On many of the questions in the survey respondents may answer “don’t know.” The proportion of respondents giving this reply is shown in the full set of responses included in the tab “Complete data”. However, these responses have been removed from the analyses presented in the reports. In other words, the tables and graphs display the responses from respondents who had an opinion about a specific item.

Contact

The City of Hastings funded this research. Please contact Dawn Skelly of the City of Hastings at DSkelly@hastingsmn.gov if you have any questions about the survey.

Survey Validity

See the Polco knowledge base article on survey validity at <https://info.polco.us/knowledge/statistical-vali>

* See AAPOR’s Standard Definitions for more information at <https://www.aapor.org/Publications-Media/AAPOR-Journals/Standard-Definitions.aspx>

* Pasek, J. (2010). ANES Weighting Algorithm. Retrieved from <https://web.stanford.edu/group/iriss/cgi-bin/anesrake/resources/RakingDescription.pdf>

* Targets come from the 2010 Census and 2017 American Community Survey

Highlights

Hastings continues to be a desirable place to live, with safety as a feature that contributes to quality of life.

About 87% of residents positively rated the overall quality of life in Hastings; this rating improved from 2017 to 2020. About 9 in 10 survey respondents gave high marks to Hastings as a place to live, while 8 in 10 were likely to recommend living in Hastings to someone who asked and planned to remain in the community for the next five years.

About 9 in 10 residents indicated that the overall feeling of safety in Hastings was an important focus area for the City in the coming years. About 8 in 10 gave excellent or good marks to the overall feeling of safety in Hastings. Almost all community members felt safe in their neighborhood during the day (96%) and in Hastings' downtown/commercial area during the day (96%). Assessments of crime prevention and emergency preparedness were assigned positive reviews by about three-quarters of respondents; both of these ratings improved from 2017 to 2020.

Hastings' community members praise most transportation methods, but public transportation may be an opportunity for improvement.

At least three-quarters of survey participants gave high marks to the availability of paths and walking trails, ease of public parking, and the ease of travel by car, by bicycle, and by walking. These assessments were all exceptional and higher than the national averages. More Hastings' respondents reported walking or biking instead of driving compared to respondents in other communities across the nation. Further, residents gave more positive reviews to the ease of travel by bicycle and street cleaning in 2020 compared to 2017.

However, respondents' evaluations of bus or transit services and the ease of public transportation in Hastings were lower than the national benchmark and declined from 2017 to 2020. Fewer Hastings' residents reported using bus, rail, subway, or other public transportation than residents in comparison communities.

Residents value the economy and see it as an area of focus over the coming years.

The overall economic health of Hastings was felt to be the most important issue for the community to focus on in the next two years with 94% of residents rating it as essential or very important. About 6 in 10 residents favorably rated the overall economic health of Hastings, Hastings as a place to work, and the overall quality of business and service establishments. Assessments of the cost of living in Hastings were exceptional and higher than the national benchmarks; furthermore, this rating improved from 2017 to 2020.

However, evaluations of shopping opportunities and the variety of business and service establishments were lower than the national averages. Residents' ratings of shopping opportunities declined from 2017 to 2020. Only 17% of residents in Hastings believed the economy would have a positive impact on their income in the six months following the survey; this ratings was lower than the benchmark and declined from 2017 to 2020, but these changes are likely due to the economic crisis impacting many communities due to COVID-19.

Challenges Posed by COVID-19

When asked about the challenges posed by the COVID-19 pandemic, the most common problem reported by residents was not knowing when the pandemic would end/lack of control. About 40% of respondents indicated this was a major or moderate problem for their household. Other emotional health issues such as isolation, boredom, and anxiety were common, with about 3 in 10 residents citing these as a problem for their household.

Economic impacts of the COVID-19 pandemic were also important challenges for Hastings residents. About 1 in 5 survey respondents reported a loss of employment income due to the pandemic as a major or moderate problem, while 1 in 10 residents indicated that paying for food or housing was an issue.

Other pandemic-related issues impacting Hastings residents included not knowing how safe it is for family members to participate in reopening activities (27%) and not being able to exercise (16%). Additionally, 17% felt that long wait times to get COVID-19 tests back was a major or moderate problem and 15% felt similarly about not knowing enough about COVID-19 testing locations, costs, or eligibility.

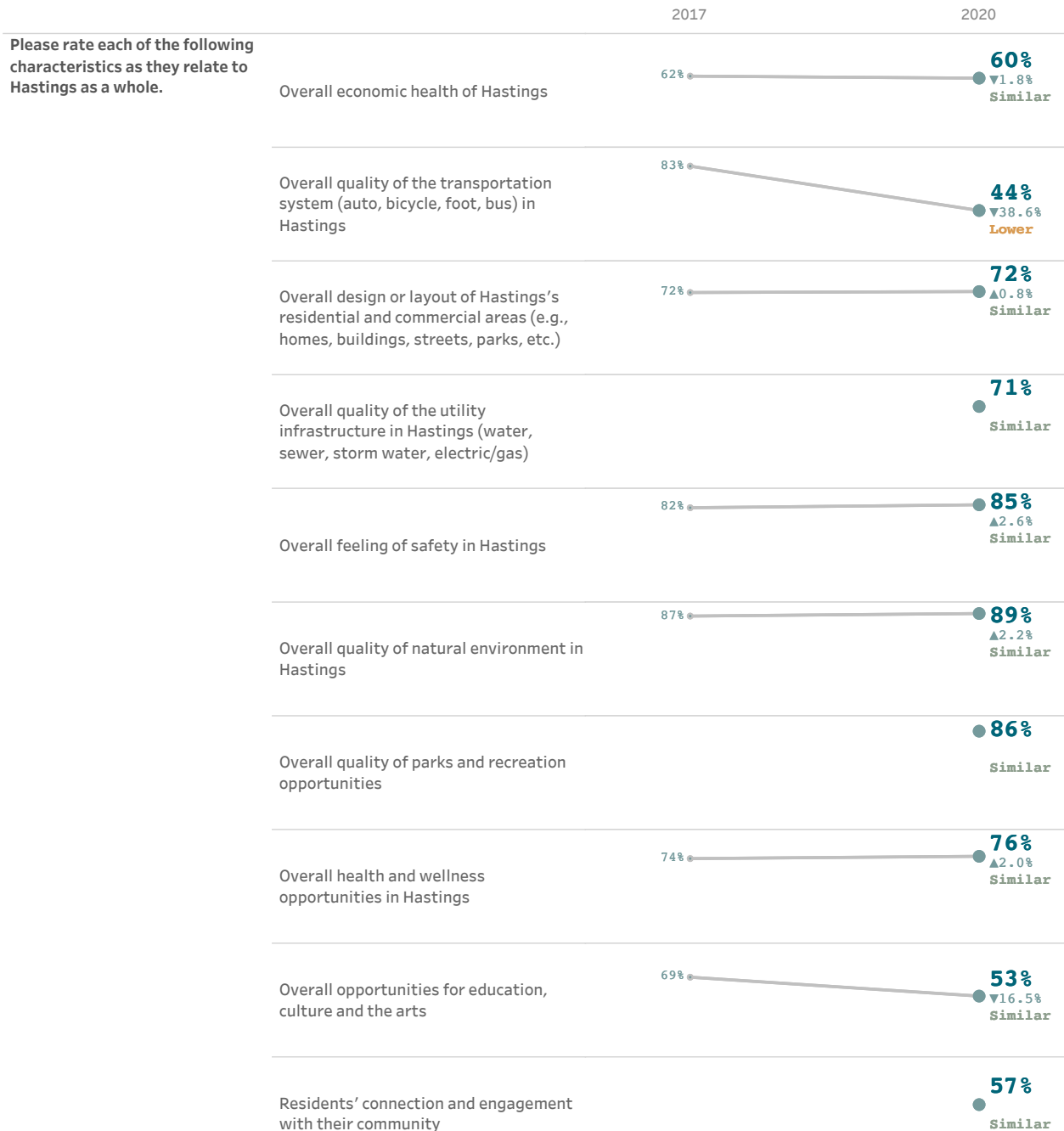
Facets of livability

Resident perceptions of quality and importance for each of the facets of community livability provide an overview of community strengths and challenges that are useful for planning, budgeting and performance evaluation.

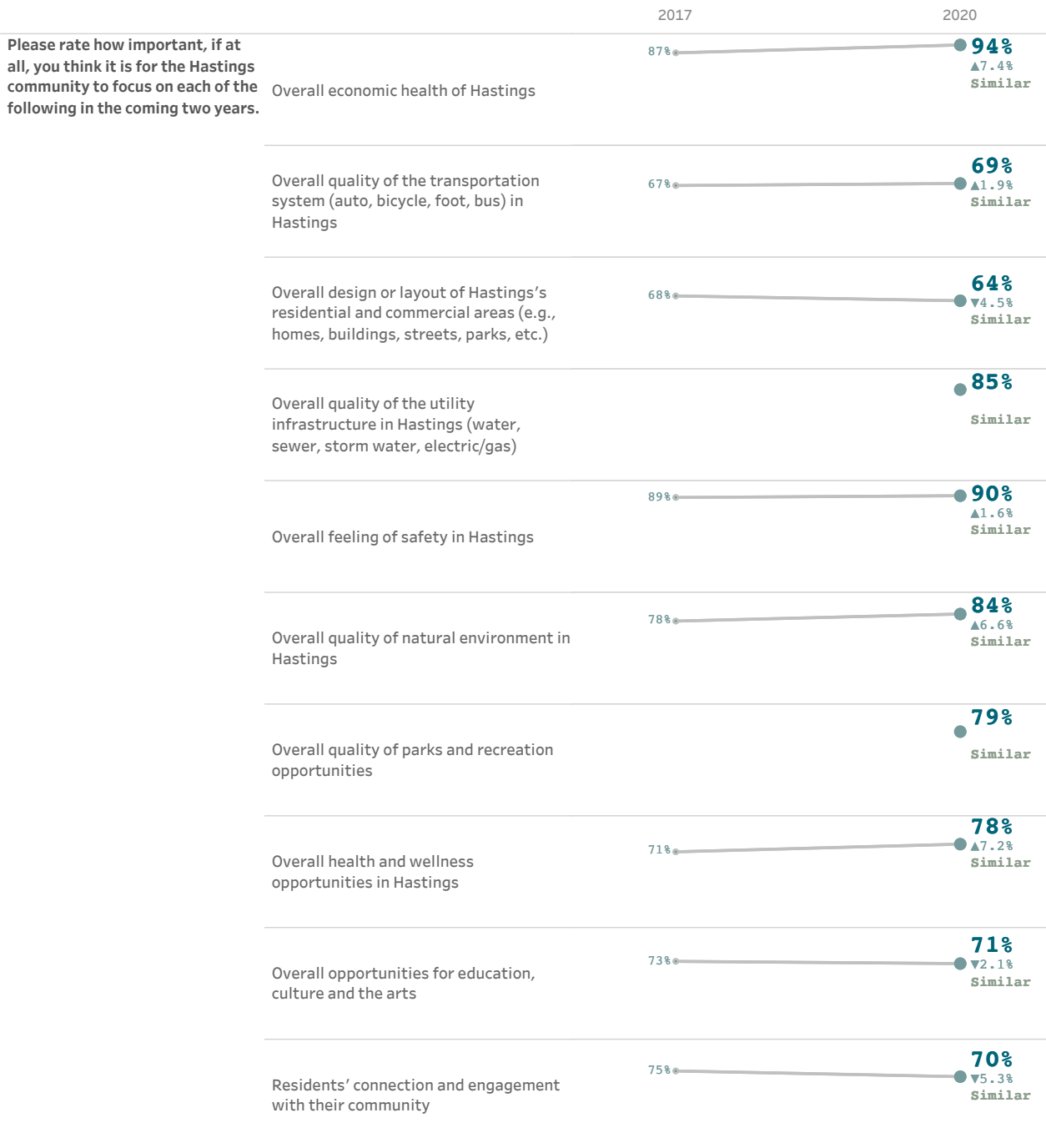
The charts below show the proportion of residents who rated the community facets positively for quality and the priority (importance) placed on each. Also displayed is whether local ratings were lower, similar, or higher than communities across the country (the National Benchmark).



Quality ratings



Importance ratings



* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Balancing performance and importance

Every jurisdiction must balance limited resources while meeting resident needs and striving to optimize community livability. To this end, it is helpful to know what aspects of the community are most important to residents and which they perceive as being of higher or lower quality. It is especially helpful to know when a facet of livability is considered of high importance but rated as lower quality, as this should be a top priority to address.

To help guide City staff and officials with decisions on future resource allocation, resident ratings of the importance of services were compared to their ratings of the quality of these services. To identify the services perceived by residents to have relatively lower quality at the same time as relatively higher importance, all services were ranked from highest perceived quality to lowest perceived quality and from highest perceived importance to lowest perceived importance. Some services were in the top half of both lists (higher quality and higher importance); some were in the top half of one list but the bottom half of the other (higher quality and lower importance or lower quality and higher importance); and some services were in the bottom half of both lists.

Services were classified as “more important” if they were rated as essential or very important by 79% or more of respondents. Services were rated as “less important” if they received a rating of less than 79%. Services receiving quality ratings of excellent or good by 72% or more of respondents were considered of “higher quality” and those with ratings lower than 72% were considered to be of “lower quality.” This classification divided the services in half.

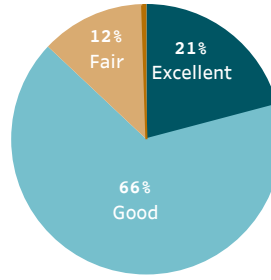
The quadrants in the figure below show which community facets were given higher or lower importance ratings (up-down) and which had higher or lower quality ratings (right-left). Services categorized as higher in importance and lower in quality may warrant further investigation to see if changes to their delivery are necessary.



Quality of life

Measuring community livability starts with assessing the quality of life of those who live there, and ensuring that the community is attractive, accessible, and welcoming to all.

The overall quality of life in Hastings, 2020

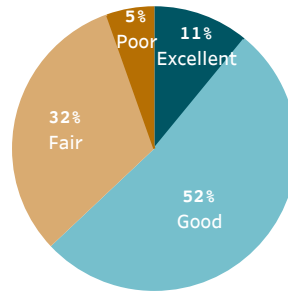


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 ** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Governance

Strong local governments produce results that meet the needs of residents while making the best use of available resources, and are responsive to the present and future needs of the community as a whole.

Overall confidence in Hastings government, 2020



	2011	2014	2017	2020
Please rate the quality of each of the following services in Hastings. Public information services			61%	67% ▲5.3% Similar
Please also rate the quality of each of the following services in Hastings. Overall customer service by Hastings employees (police, receptionists, planners, etc.)		93%	77%	86% ▲9.0% Similar
Please rate the following categories of Hastings government performance. The value of services for the taxes paid to Hastings			63%	65% ▲2.1% Similar
The overall direction that Hastings is taking			64%	62% ▼1.5% Similar
Overall confidence in Hastings government			64%	63% ▼0.6% Similar
Generally acting in the best interest of the community			66%	67% ▲1.6% Similar
Being honest			65%	65% ▼0.2% Similar
Being open and transparent to the public				61% Similar
Informing residents about issues facing the community				60% Similar
Treating all residents fairly			62%	62% ▼0.8% Similar
Treating residents with respect				73% Similar

Overall, how would you rate the quality of the services provided by each of the following?

The City of Hastings



The Federal Government



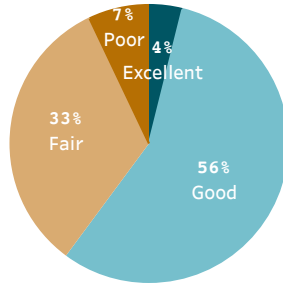
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Economy

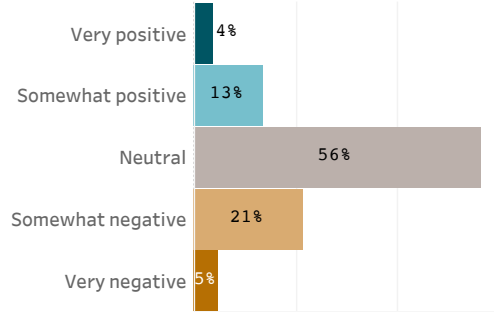
Local governments work together with private and nonprofit businesses, and with the community at large, to foster sustainable growth, create jobs, and promote a thriving local economy.



Overall economic health of Hastings, 2020



What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:



2011 2014 2017 2020

Please rate each of the following aspects of quality of life in Hastings.

Hastings as a place to work



Hastings as a place to visit



Please rate each of the following characteristics as they relate to Hastings as a whole.

Overall economic health of Hastings



Overall quality of business and service establishments in Hastings



Variety of business and service establishments in Hastings



Vibrancy of downtown/commercial area



Employment opportunities



Shopping opportunities



Cost of living in Hastings



Please rate the quality of each of the following services in Hastings.

Economic development



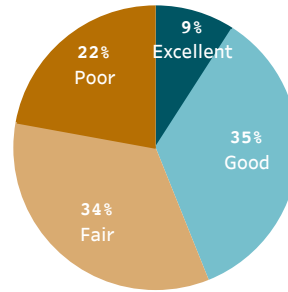
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Mobility

The ease with which residents can move about their communities, whether for commuting, leisure, or recreation, plays a major role in the quality of life for all who live, work, and play in the community.

Overall quality of the transportation system in Hastings, 2020



2011 2014 2017 2020

Please rate each of the following characteristics as they relate to Hastings as a whole.

Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings



Traffic flow on major streets



Ease of public parking



Ease of travel by car in Hastings



Ease of travel by public transportation in Hastings



Ease of travel by bicycle in Hastings



Ease of walking in Hastings



Please indicate whether or not you have done each of the following in the last 12 months.

Used bus, rail, subway or other public transportation instead of driving



Carpooled with other adults or children instead of driving alone



Walked or biked instead of driving



Please rate the quality of each of the following services in Hastings.

Traffic enforcement





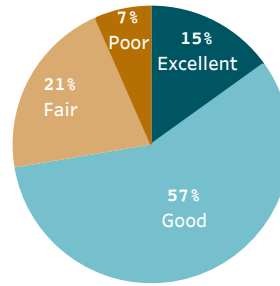
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
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Community design

A well-designed community enhances the quality of life for its residents by encouraging smart land use and zoning, ensuring that affordable housing is accessible to all, and providing access to parks and other green spaces.

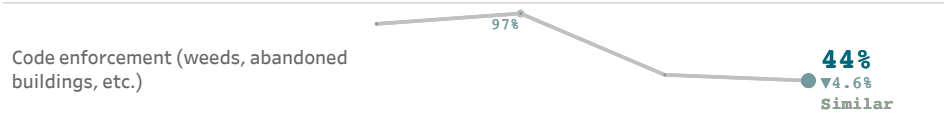


Overall design or layout of Hastings's residential and commercial areas, 2020



	2011	2014	2017	2020
<p>Please rate each of the following aspects of quality of life in Hastings.</p> <p>Your neighborhood as a place to live</p>			79%	83% ▲3.5% Similar
<p>Please rate each of the following characteristics as they relate to Hastings as a whole.</p> <p>Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)</p>			72%	72% ▲0.8% Similar
Well-planned residential growth				58% Similar
Well-planned commercial growth				34% Similar
Well-designed neighborhoods				72% Similar
Preservation of the historical or cultural character of the community				81% Higher
Public places where people want to spend time			70%	67% ▼2.5% Similar
Variety of housing options			57%	59% ▲2.1% Similar
Availability of affordable quality housing			48%	41% ▼7.9% Similar
Overall quality of new development in Hastings			55%	56% ▲1.2% Similar
Overall appearance of Hastings			78%	74% ▼4.1% Similar

Please rate the quality of each of the following services in Hastings.



* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Utilities

Services such as water, gas, electricity, and internet access play a vital role in ensuring the physical and economic health and well-being of the communities they serve.

Overall quality of the utility infrastructure in Hastings, 2020



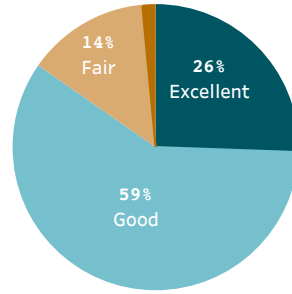
	2011	2014	2017	2020
Please rate each of the following characteristics as they relate to Hastings as a whole. Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas)				71% Similar
Please rate the quality of each of the following services in Hastings. Affordable high-speed internet access				43% Similar
Garbage collection			92%	88% ▼3.9% Similar
Drinking water			78%	45% ▼33.0% Lower
Sewer services			85%	85% ▲0.8% Similar
Storm water management (storm drainage, dams, levees, etc.)		96%	81%	81% ▲0.0% Similar
Power (electric and/or gas) utility			82%	86% ▲4.3% Similar
Utility billing			78%	81% ▲3.6% Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
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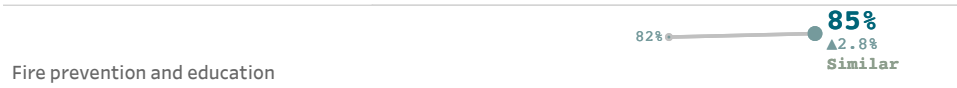
Safety

Public safety is often the most important task facing local governments. All residents should feel safe and secure in their neighborhoods and in the greater community, and providing robust safety-related services is essential to residents' quality of life.

Overall feeling of safety in Hastings, 2020



	2011	2014	2017	2020
Please rate each of the following characteristics as they relate to Hastings as a whole. Overall feeling of safety in Hastings			82%	85% ▲2.6% Similar
Please rate how safe or unsafe you feel: In your neighborhood during the day			95%	96% ▲1.7% Similar
In Hastings's downtown/commercial area during the day			94%	96% ▲1.7% Similar
From property crime				76% Similar
From violent crime				86% Similar
From fire, flood or other natural disaster				88% Similar
Please rate the quality of each of the following services in Hastings. Police/Sheriff services		96%	84%	86% ▲2.7% Similar
Crime prevention			69%	78% ▲9.2% Similar
Animal control		93%	62%	74% ▲11.7% Similar
Ambulance or emergency medical services		99%		91% ▼0.8% Similar
Fire services		100%		93% ▼0.6% Similar



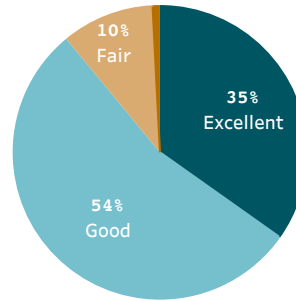
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Natural environment

The natural environment plays a vital role in the health and well-being of residents. The natural spaces in which residents live and experience their communities has a direct and profound effect on quality of life.



Overall quality of natural environment in Hastings, 2020



Characteristic	2017	2020	Change	Comparison
Please rate each of the following characteristics as they relate to Hastings as a whole.				
Overall quality of natural environment in Hastings	87%	89%	▲2.2%	Similar
Cleanliness of Hastings	83%	76%	▼6.4%	Similar
Water resources (beaches, lakes, ponds, riverways, etc.)		63%		Similar
Air quality	90%	91%	▲1.2%	Similar
Please rate the quality of each of the following services in Hastings.				
Preservation of natural areas (open space, farmlands and greenbelts)	75%	79%	▲4.4%	Higher
Hastings open space	75%	76%	▲1.2%	Similar
Recycling	92%	83%	▼9.6%	Similar
Yard waste pick-up	82%	79%	▼2.4%	Similar

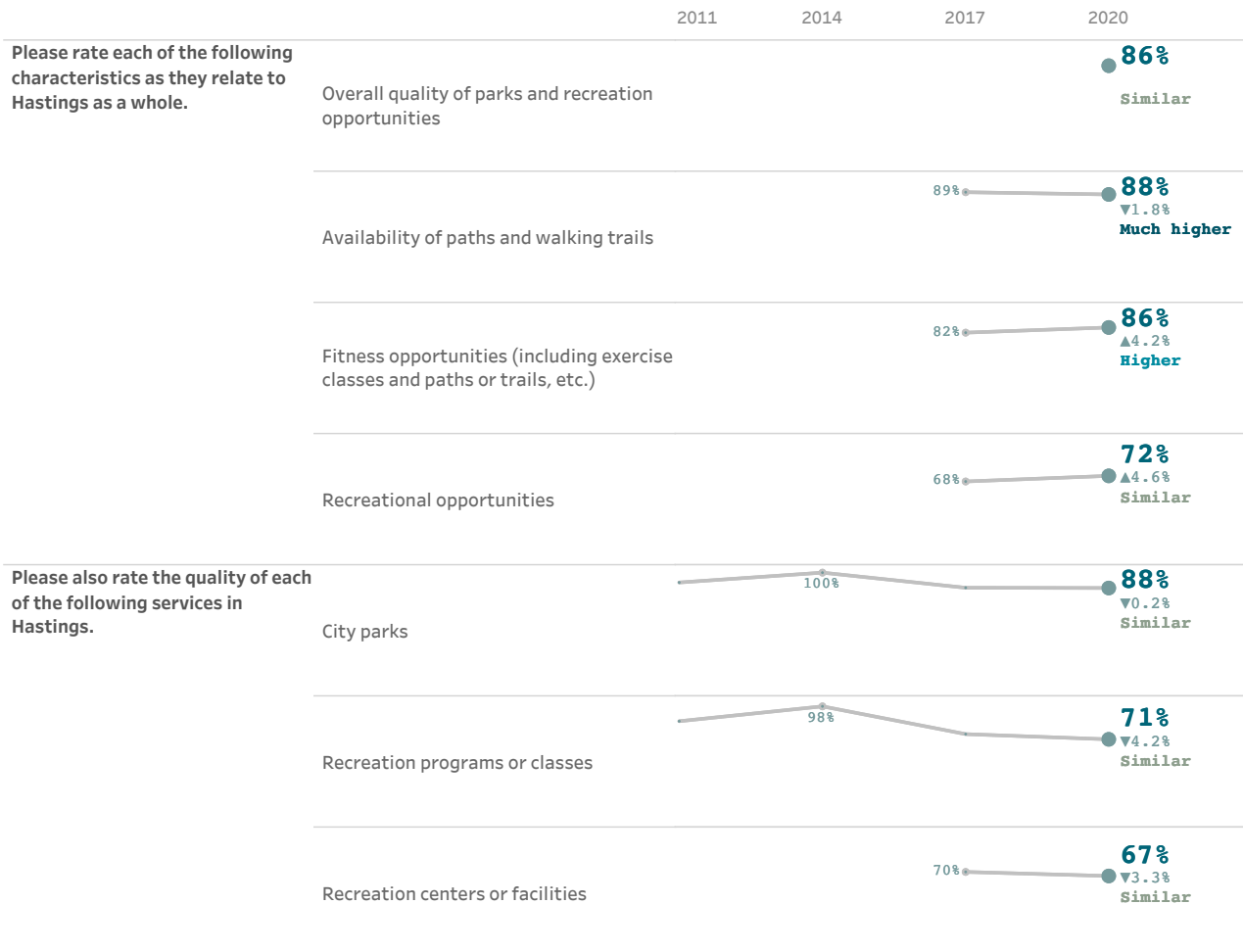
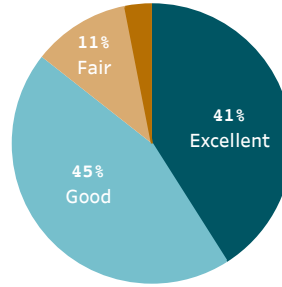
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Overall quality of parks and recreation opportunities, 2020

Parks and recreation

"There are no communities that pride themselves on their quality of life, promote themselves as a desirable location for businesses to relocate, or maintain that they are environmental stewards of their natural resources, without such communities having a robust, active system of parks and recreation programs for public use and enjoyment."

- National Recreation and Park Association



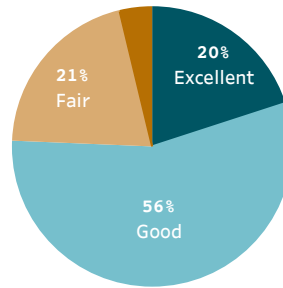
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Health and wellness

The characteristics of and amenities available in the communities in which people live has a direct impact on the health and wellness of residents, and thus, on their quality of life overall.



Overall health and wellness opportunities in Hastings, 2020



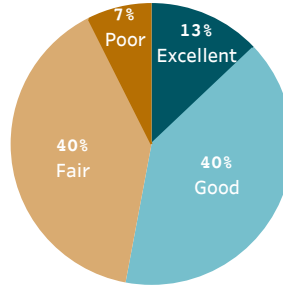
Question	2017	2020	Change	Comparison
Please rate each of the following characteristics as they relate to Hastings as a whole.				
Overall health and wellness opportunities in Hastings	74%	76%	▲2.0%	Similar
Availability of affordable quality food	62%	70%	▲8.2%	Similar
Availability of affordable quality health care	70%	69%	▼1.2%	Similar
Availability of preventive health services	71%	71%	▼0.6%	Similar
Availability of affordable quality mental health care	45%	38%	▼7.0%	Similar
Please also rate the quality of each of the following services in Hastings.				
Health services		76%		Similar
Would you say that in general your health is:				
Would you say that in general your health is:	62%	69%	▲6.9%	Similar

* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Education, arts, and culture

Participation in the arts, in educational opportunities, and in cultural activities is linked to increased civic engagement, greater social tolerance, and enhanced enjoyment of the local community.

Overall opportunities for education, culture and the arts, 2020



	2017	2020
<p>Please rate each of the following characteristics as they relate to Hastings as a whole.</p> <p>Overall opportunities for education, culture and the arts</p>	69%	53% ▼16.5% Similar
<p>Opportunities to attend cultural/arts/music activities</p>	59%	56% ▼3.3% Similar
<p>Community support for the arts</p>		63% Similar
<p>Availability of affordable quality childcare/preschool</p>	60%	58% ▼2.0% Similar
<p>K-12 education</p>	78%	80% ▲2.5% Similar
<p>Adult educational opportunities</p>	63%	59% ▼4.1% Similar
<p>Please also rate each of the following characteristics as they relate to Hastings as a whole.</p> <p>Opportunities to attend special events and festivals</p>	68%	61% ▼7.0% Similar
<p>Please also rate the quality of each of the following services in Hastings.</p> <p>Public library services</p>		93% Similar

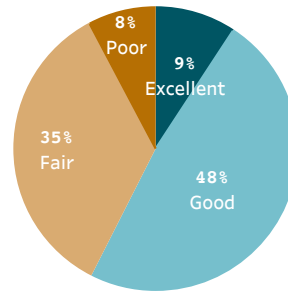
* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").
 ** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Inclusivity and engagement

Inclusivity refers to a cultural and environmental feeling of belonging; residents who feel invited to participate within their communities feel more included, involved, and engaged than those who do not.



Residents' connection and engagement with their community, 2020



Please rate each of the following aspects of quality of life in Hastings.

Hastings as a place to raise children



Hastings as a place to retire



Sense of community



Please rate each of the following characteristics as they relate to Hastings as a whole.

Residents' connection and engagement with their community



Please rate the job you feel the Hastings community does at each of the following.

Making all residents feel welcome



Attracting people from diverse backgrounds



Valuing/respecting residents from diverse backgrounds



Taking care of vulnerable residents (elderly, disabled, homeless, etc.)



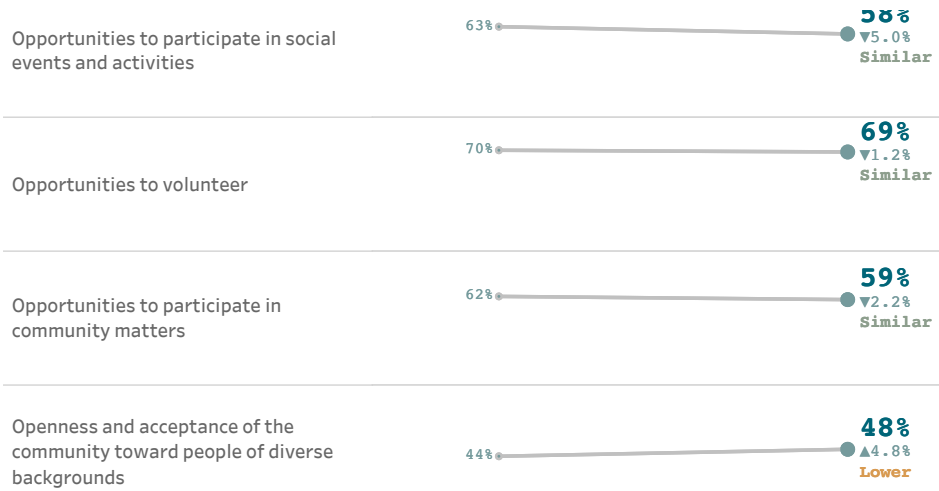
Please also rate each of the following characteristics as they relate to Hastings as a whole.

Sense of civic/community pride



Neighborliness of residents in Hastings





* The percentage of positive responses is shown. Positive responses may differ by question (e.g. "excellent" or "good", "very likely" or "somewhat likely").

** Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Residents' participation levels

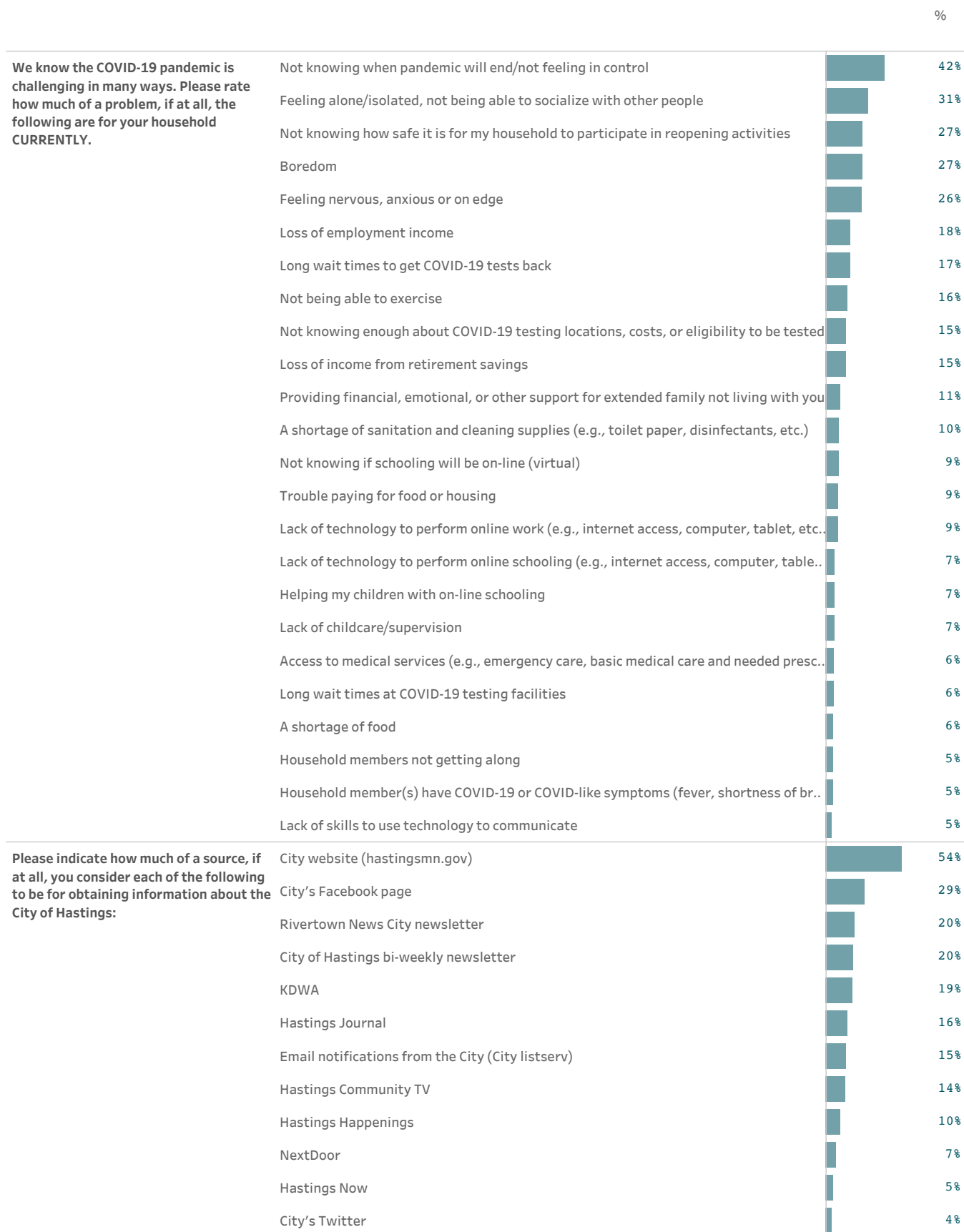
		% yes	vs. benchmark *
Please indicate whether or not you have done each of the following in the last 12 months.	Voted in your most recent local election	83%	Similar
	Contacted the City of Hastings (in-person, phone, email or web) for help or inf..	41%	Similar
	Volunteered your time to some group/activity in Hastings	40%	Similar
	Watched (online or on television) a local public meeting	34%	Higher
	Attended a local public meeting (of local elected officials like City Council or C..	19%	Similar
	Contacted Hastings elected officials (in-person, phone, email or web) to expre..	16%	Similar
	Campaigned or advocated for a local issue, cause or candidate	14%	Similar

		% a few times a week or more	
In general, how many times do you:	Use or check email	98%	Similar
	Access the internet from your home using a computer, laptop or tablet compu..	94%	Similar
	Access the internet from your cell phone	92%	Similar
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	76%	Similar
	Shop online	47%	Similar
	Share your opinions online	25%	Similar

* Comparison to the national benchmark is shown. If no comparison is available, this is left blank.

Special topics

Below are responses to each custom question on the survey. The percent "major" or "moderate" problem or the percent listing a source as a "major" or "minor" source is shown.



National benchmark tables

Taking the pulse of the community has little meaning without knowing what pulse rate is too high and what is too low. Comparisons to results from other locations across the country can help provide context to the ratings received in Hastings.

Ratings are compared when there were at least five other communities in which a similar question was asked. Where comparisons are available, five columns are provided in the table. The first column shows the comparison of Hastings' rating to the benchmark. In that column, Hastings' results are noted as being "higher" than the benchmark, "lower" than the benchmark or "similar" to the benchmark, meaning that the average rating given by Hastings residents is statistically similar to or different (greater or lesser) than the benchmark. The second column is Hastings' "percent positive." Most commonly, the percent positive is the combination of the top two most positive response options (i.e., "excellent" and "good," "very safe" and "somewhat safe," etc.). The third column is the rank assigned to Hastings' rating among communities where a similar question was asked. The fourth column is the number of communities that asked a similar question. And finally, the fifth column shows the percentile for Hastings' result -- that is what percent of surveyed communities had a lower rating than Hastings.

The survey was administered during the COVID-19 pandemic, a time of challenge for many local governments. While we provide comparisons to national benchmarks, it is important to note that much of the benchmark data was collected prior to the pandemic. This may impact how your City's 2020 ratings compare to other communities' ratings from the past five years.






































			% positive	Rank	Number of communities	Percentile
Please rate each of the following aspects of quality of life in Hastings.	Hastings as a place to live	Similar	91%	220	381	43
	Your neighborhood as a place to live	Similar	83%	131	313	59
	Hastings as a place to raise children	Similar	84%	193	378	49
	Hastings as a place to work	Similar	55%	260	361	28
	Hastings as a place to visit	Similar	68%	134	296	55
	Hastings as a place to retire	Similar	71%	176	362	52
	The overall quality of life in Hastings	Similar	87%	226	438	49
	Sense of community	Similar	65%	156	309	50
Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall economic health of Hastings	Similar	60%	187	278	33
	Overall quality of the transportation system (auto, bicy..	Lower	44%	269	283	5
	Overall design or layout of Hastings's residential and co..	Similar	72%	88	273	68
	Overall quality of the utility infrastructure in Hastings (..	Similar	71%	18	38	49
	Overall feeling of safety in Hastings	Similar	85%	195	359	46
	Overall quality of natural environment in Hastings	Similar	89%	82	284	72
	Overall quality of parks and recreation opportunities	Similar	86%	16	38	56
	Overall health and wellness opportunities in Hastings	Similar	76%	136	276	51
	Overall opportunities for education, culture and the arts	Similar	53%	199	275	28
Residents' connection and engagement with their com..	Similar	57%	23	38	35	
Please indicate how likely or unlikely you ar..	Recommend living in Hastings to someone who asks	Similar	86%	166	293	44
	Remain in Hastings for the next five years	Similar	86%	125	286	57
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Similar	96%	88	352	75
	In Hastings's downtown/commercial area during the day	Similar	96%	50	326	85
	From property crime	Similar	76%	26	52	46
	From violent crime	Similar	86%	18	52	63
	From fire, flood or other natural disaster	Similar	88%	9	38	75
Please rate the job you feel the Hastings community does at each of the following.	Making all residents feel welcome	Similar	62%	31	38	12
	Attracting people from diverse backgrounds	Lower	35%	33	38	6
	Valuing/respecting residents from diverse backgrounds	Lower	50%	35	38	1
	Taking care of vulnerable residents (elderly, disabled, h..	Similar	59%	21	38	41
Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall quality of business and service establishments i..	Similar	61%	176	282	38
	Variety of business and service establishments in Hasti..	Lower	38%	32	37	6
	Vibrancy of downtown/commercial area	Similar	53%	118	258	54
	Employment opportunities	Similar	33%	236	313	25
	Shopping opportunities	Much lower	22%	268	299	11
	Cost of living in Hastings	Higher	60%	35	276	88
	Overall image or reputation of Hastings	Similar	61%	250	351	29
Please rate each of the following characteristics as they relate to Hastings as a whole.	Traffic flow on major streets	Similar	68%	76	336	78
	Ease of public parking	Higher	77%	30	244	88
	Ease of travel by car in Hastings	Higher	88%	30	312	91
	Ease of travel by public transportation in Hastings	Much lower	10%	245	248	1









































	Ease of travel by bicycle in Hastings	Much higher	82%	15	312	96
	Ease of walking in Hastings	Higher	86%	39	313	88
	Well-planned residential growth	Similar	58%	16	41	58
	Well-planned commercial growth	Similar	34%	32	41	16
	Well-designed neighborhoods	Similar	72%	14	42	65
	Preservation of the historical or cultural character of th..	Higher	81%	3	36	91
	Public places where people want to spend time	Similar	67%	127	267	53
	Variety of housing options	Similar	59%	119	286	59
	Availability of affordable quality housing	Similar	41%	129	310	59
	Overall quality of new development in Hastings	Similar	56%	131	298	56
	Overall appearance of Hastings	Similar	74%	203	344	41
	Cleanliness of Hastings	Similar	76%	161	309	48
	Water resources (beaches, lakes, ponds, riverways, etc.)	Similar	63%	15	34	52
	Air quality	Similar	91%	60	257	77
	Availability of paths and walking trails	Much higher	88%	14	314	96
	Fitness opportunities (including exercise classes and pa..	Higher	86%	38	264	86
	Recreational opportunities	Similar	72%	118	298	61
	Availability of affordable quality food	Similar	70%	123	257	52
	Availability of affordable quality health care	Similar	69%	98	271	64
	Availability of preventive health services	Similar	71%	100	253	61
	Availability of affordable quality mental health care	Similar	38%	170	247	31
	Opportunities to attend cultural/arts/music activities	Similar	56%	163	297	45
	Community support for the arts	Similar	63%	13	38	63
	Availability of affordable quality childcare/preschool	Similar	58%	94	269	65
	K-12 education	Similar	80%	118	273	57
	Adult educational opportunities	Similar	59%	131	255	49
Please also rate each of the following characteristics as they relate to Hastings as a whole.	Sense of civic/community pride	Similar	66%	20	38	43
	Neighborliness of residents in Hastings	Similar	67%	107	269	60
	Opportunities to participate in social events and activiti..	Similar	58%	170	273	38
	Opportunities to attend special events and festivals	Similar	61%	203	291	31
	Opportunities to volunteer	Similar	69%	133	276	52
	Opportunities to participate in community matters	Similar	59%	203	282	28
	Openness and acceptance of the community toward peo..	Lower	48%	274	302	9
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Hastings (in-person, phone, email ..	Similar	41%	232	336	31
	Contacted Hastings elected officials (in-person, phone, ..	Similar	16%	164	267	39
	Attended a local public meeting (of local elected official..	Similar	19%	157	273	43
	Watched (online or on television) a local public meeting	Higher	34%	35	244	86
	Volunteered your time to some group/activity in Hastin..	Similar	40%	115	275	59
	Campaigned or advocated for a local issue, cause or can..	Similar	14%	226	255	11
	Voted in your most recent local election	Similar	83%	4	38	89
	Used bus, rail, subway or other public transportation in..	Lower	6%	196	228	14
	Carpooled with other adults or children instead of drivin..	Similar	41%	140	260	46
Walked or biked instead of driving	Higher	69%	59	268	78	
Please rate the quality of each of the following services in Hastings.	Public information services	Similar	67%	183	289	37
	Economic development	Similar	48%	180	288	38
	Traffic enforcement	Similar	62%	221	360	39
	Traffic signal timing	Similar	61%	72	272	74
	Street repair	Similar	57%	107	355	70
	Street cleaning	Similar	80%	69	312	78
	Street lighting	Similar	70%	115	333	66
	Snow removal	Similar	81%	69	274	75
	Sidewalk maintenance	Similar	61%	131	312	59
	Bus or transit services	Much lower	11%	238	242	1
	Land use, planning and zoning	Similar	47%	114	303	63
	Code enforcement (weeds, abandoned buildings, etc.)	Similar	44%	250	370	33
	Affordable high-speed internet access	Similar	43%	22	35	32
	Garbage collection	Similar	88%	41	339	88
	Drinking water	Lower	45%	293	306	4
	Sewer services	Similar	85%	104	308	67
	Storm water management (storm drainage, dams, levee..	Similar	81%	40	333	88

	Power (electric and/or gas) utility	Similar	80%	53	190	61
	Utility billing	Similar	81%	54	241	78
	Police/Sheriff services	Similar	86%	199	426	54
	Crime prevention	Similar	78%	127	356	65
	Animal control	Similar	74%	66	323	80
	Ambulance or emergency medical services	Similar	91%	185	327	44
	Fire services	Similar	93%	195	366	47
	Fire prevention and education	Similar	85%	120	289	59
	Emergency preparedness (services that prepare the co..	Similar	73%	101	284	65
	Preservation of natural areas (open space, farmlands an..	Higher	79%	35	262	87
	Hastings open space	Similar	76%	50	252	81
	Recycling	Similar	83%	154	344	56
	Yard waste pick-up	Similar	79%	150	272	46
Please also rate the quality of each of the following services in Hastings.	City parks	Similar	88%	111	316	65
	Recreation programs or classes	Similar	71%	176	317	45
	Recreation centers or facilities	Similar	67%	197	285	31
	Health services	Similar	76%	68	236	72
	Public library services	Similar	93%	70	324	79
	Overall customer service by Hastings employees (police..	Similar	86%	98	378	75
Please rate the following categories of Hastings government performance.	The value of services for the taxes paid to Hastings	Similar	65%	81	389	80
	The overall direction that Hastings is taking	Similar	62%	136	324	58
	The job Hastings government does at welcoming reside..	Similar	54%	166	326	49
	Overall confidence in Hastings government	Similar	63%	80	280	72
	Generally acting in the best interest of the community	Similar	67%	76	282	73
	Being honest	Similar	65%	76	273	73
	Being open and transparent to the public	Similar	61%	18	38	49
	Informing residents about issues facing the community	Similar	60%	20	43	52
	Treating all residents fairly	Similar	62%	106	278	62
Treating residents with respect	Similar	73%	18	38	49	
Overall, how would you rate the quality of the s..	The City of Hastings	Similar	81%	169	400	58
	The Federal Government	Similar	45%	47	261	82
Please rate how important, if at all, you think it is for the Hastings community to focus on each of the following in the coming two years.	Overall economic health of Hastings	Similar	94%	55	257	79
	Overall quality of the transportation system (auto, bicy..	Lower	69%	219	257	14
	Overall design or layout of Hastings's residential and co..	Lower	64%	252	257	1
	Overall quality of the utility infrastructure in Hastings (..	Similar	85%	18	38	49
	Overall feeling of safety in Hastings	Similar	90%	147	257	43
	Overall quality of natural environment in Hastings	Similar	84%	115	257	55
	Overall quality of parks and recreation opportunities	Similar	79%	23	38	35
	Overall health and wellness opportunities in Hastings	Similar	78%	88	256	66
	Overall opportunities for education, culture and the arts	Lower	71%	219	257	14
Residents' connection and engagement with their com..	Lower	70%	240	257	6	
In general, how many times do you:	Access the internet from your home using a computer, l..	Similar	94%	19	38	45
	Access the internet from your cell phone	Similar	92%	16	38	53
	Visit social media sites such as Facebook, Twitter, What..	Similar	76%	28	38	18
	Use or check email	Similar	98%	10	38	71
	Share your opinions online	Similar	25%	32	38	6
	Shop online	Similar	47%	27	38	21
	Would you say that in general your health is:	Similar	69%	87	262	67
	What impact, if any, do you think the economy will have ..	Lower	17%	254	267	5










































Complete set of frequencies

This dashboard contains a complete set of responses to each question on the survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number.

Please rate each of the following aspects of quality of life in Hastings.	Hastings as a place to live	Excellent		28%
		Good		63%
		Fair		8%
		Poor		1%
Your neighborhood as a place to live	Excellent		46%	
	Good		37%	
	Fair		16%	
	Poor		1%	
Hastings as a place to raise children	Excellent		35%	
	Good		49%	
	Fair		14%	
	Poor		2%	
Hastings as a place to work	Excellent		11%	
	Good		44%	
	Fair		32%	
	Poor		13%	
Hastings as a place to visit	Excellent		20%	
	Good		48%	
	Fair		27%	
	Poor		5%	
Hastings as a place to retire	Excellent		20%	
	Good		51%	
	Fair		20%	
	Poor		8%	
The overall quality of life in Hastings	Excellent		21%	
	Good		66%	
	Fair		12%	
	Poor		0%	
Sense of community	Excellent		16%	
	Good		49%	
	Fair		27%	
	Poor		8%	
Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall economic health of Hastings	Excellent		4%
		Good		56%
		Fair		33%
		Poor		7%
	Overall quality of the transportation system (auto,	Excellent		9%

Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings	Good		35%
		Fair		34%
		Poor		22%
	Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		15%
		Good		57%
		Fair		21%
		Poor		7%
	Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas)	Excellent		19%
		Good		52%
		Fair		23%
Poor			6%	
Overall feeling of safety in Hastings	Excellent		26%	
	Good		59%	
	Fair		14%	
	Poor		1%	
Overall quality of natural environment in Hastings	Excellent		35%	
	Good		54%	
	Fair		10%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		41%	
	Good		45%	
	Fair		11%	
	Poor		3%	
Overall health and wellness opportunities in Hastings	Excellent		20%	
	Good		56%	
	Fair		21%	
	Poor		4%	
Overall opportunities for education, culture and the arts	Excellent		13%	
	Good		40%	
	Fair		40%	
	Poor		7%	
Residents' connection and engagement with their community	Excellent		9%	
	Good		48%	
	Fair		35%	
	Poor		8%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Hastings to someone who asks	Very likely		41%
		Somewhat likely		45%
		Somewhat unlikely		11%
		Very unlikely		3%
	Remain in Hastings for the next five years	Very likely		65%
	Somewhat likely		21%	










































Please indicate how likely or unlikely you are to do each of the following.	Remain in Hastings for the next five years	Somewhat unlikely		9%
		Very unlikely		5%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		82%
		Somewhat safe		14%
		Neither safe nor unsafe		1%
		Somewhat unsafe		2%
		Very unsafe		1%
	In Hastings's downtown/commercial area during the day	Very safe		79%
		Somewhat safe		17%
		Neither safe nor unsafe		3%
		Somewhat unsafe		0%
		Very unsafe		0%
	From property crime	Very safe		34%
		Somewhat safe		42%
		Neither safe nor unsafe		13%
		Somewhat unsafe		10%
		Very unsafe		1%
	From violent crime	Very safe		60%
		Somewhat safe		26%
		Neither safe nor unsafe		11%
		Somewhat unsafe		2%
Very unsafe			0%	
From fire, flood or other natural disaster	Very safe		59%	
	Somewhat safe		29%	
	Neither safe nor unsafe		10%	
	Somewhat unsafe		0%	
	Very unsafe		2%	
Please rate the job you feel the Hastings community does at each of the following.	Making all residents feel welcome	Excellent		17%
		Good		45%
		Fair		28%
		Poor		10%
	Attracting people from diverse backgrounds	Excellent		9%
		Good		26%
		Fair		38%
		Poor		27%
	Valuing/respecting residents from diverse backgrounds	Excellent		12%
		Good		38%
		Fair		30%
		Poor		21%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		13%
		Good		46%










































Please rate the job you feel the Hastings community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Fair		31%
		Poor		10%
Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall quality of business and service establishments in Hastings	Excellent		12%
		Good		49%
		Fair		31%
		Poor		8%
	Variety of business and service establishments in Hastings	Excellent		6%
		Good		32%
		Fair		44%
		Poor		17%
	Vibrancy of downtown/commercial area	Excellent		12%
		Good		40%
		Fair		35%
		Poor		12%
Employment opportunities	Excellent		1%	
	Good		32%	
	Fair		39%	
	Poor		28%	
Shopping opportunities	Excellent		2%	
	Good		21%	
	Fair		45%	
	Poor		33%	
Cost of living in Hastings	Excellent		10%	
	Good		50%	
	Fair		34%	
	Poor		6%	
Overall image or reputation of Hastings	Excellent		12%	
	Good		49%	
	Fair		32%	
	Poor		7%	
Please rate each of the following characteristics as they relate to Hastings as a whole.	Traffic flow on major streets	Excellent		10%
		Good		57%
		Fair		20%
		Poor		12%
	Ease of public parking	Excellent		20%
		Good		57%
		Fair		20%
		Poor		4%
	Ease of travel by car in Hastings	Excellent		31%
		Good		57%
		Fair		12%

Please rate each of the following characteristics as they relate to Hastings as a whole.	Ease of travel by car in Hastings		0%
		Poor	
Ease of travel by public transportation in Hastings	Excellent		1%
	Good		9%
	Fair		16%
	Poor		74%
Ease of travel by bicycle in Hastings	Excellent		31%
	Good		51%
	Fair		16%
	Poor		2%
Ease of walking in Hastings	Excellent		34%
	Good		51%
	Fair		13%
	Poor		1%
Well-planned residential growth	Excellent		15%
	Good		43%
	Fair		30%
	Poor		11%
Well-planned commercial growth	Excellent		4%
	Good		30%
	Fair		41%
	Poor		26%
Well-designed neighborhoods	Excellent		13%
	Good		59%
	Fair		27%
	Poor		1%
Preservation of the historical or cultural character of the community	Excellent		28%
	Good		53%
	Fair		18%
	Poor		1%
Public places where people want to spend time	Excellent		19%
	Good		48%
	Fair		28%
	Poor		4%
Variety of housing options	Excellent		11%
	Good		48%
	Fair		28%
	Poor		13%
Availability of affordable quality housing	Excellent		8%
	Good		32%
	Fair		39%
	Poor		20%










































Please rate each of the following characteristics as they relate to Hastings as a whole.

Overall quality of new development in Hastings	Excellent		12%
	Good		44%
	Fair		34%
	Poor		10%
Overall appearance of Hastings	Excellent		18%
	Good		57%
	Fair		19%
	Poor		7%
Cleanliness of Hastings	Excellent		23%
	Good		54%
	Fair		22%
	Poor		2%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		20%
	Good		42%
	Fair		31%
	Poor		6%
Air quality	Excellent		34%
	Good		56%
	Fair		9%
	Poor		0%
Availability of paths and walking trails	Excellent		53%
	Good		34%
	Fair		12%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		36%
	Good		50%
	Fair		12%
	Poor		2%
Recreational opportunities	Excellent		25%
	Good		47%
	Fair		22%
	Poor		6%
Availability of affordable quality food	Excellent		17%
	Good		53%
	Fair		23%
	Poor		7%
Availability of affordable quality health care	Excellent		21%
	Good		48%
	Fair		25%
	Poor		6%
Availability of preventive health services	Excellent		21%
	Good		50%








































Please rate each of the following characteristics as they relate to Hastings as a whole.	Availability of preventive health services	Fair		21%
		Poor		8%
	Availability of affordable quality mental health care	Excellent		5%
		Good		33%
		Fair		37%
		Poor		25%
	Opportunities to attend cultural/arts/music activities	Excellent		15%
		Good		41%
		Fair		34%
		Poor		10%
Community support for the arts	Excellent		20%	
	Good		43%	
	Fair		31%	
	Poor		7%	
Availability of affordable quality childcare/preschool	Excellent		17%	
	Good		41%	
	Fair		30%	
	Poor		11%	
K-12 education	Excellent		29%	
	Good		51%	
	Fair		16%	
	Poor		4%	
Adult educational opportunities	Excellent		13%	
	Good		46%	
	Fair		32%	
	Poor		9%	
Please also rate each of the following characteristics as they relate to Hastings as a whole.	Sense of civic/community pride	Excellent		13%
		Good		53%
		Fair		29%
		Poor		5%
	Neighborliness of residents in Hastings	Excellent		17%
		Good		50%
		Fair		28%
		Poor		5%
	Opportunities to participate in social events and activities	Excellent		13%
		Good		45%
Fair			35%	
Poor			7%	
Opportunities to attend special events and festivals	Excellent		14%	
	Good		46%	
	Fair		31%	










































Please also rate each of the following characteristics as they relate to Hastings as a whole.	Opportunities to attend special events and festivals	Poor		8%	
	Opportunities to volunteer	Excellent		20%	
		Good		49%	
		Fair		30%	
		Poor		1%	
	Opportunities to participate in community matters	Excellent		10%	
		Good		50%	
		Fair		33%	
		Poor		8%	
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		7%	
		Good		42%	
		Fair		29%	
		Poor		23%	
	Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Hastings (in-person, phone, email or web) for help or information	No		59%
			Yes		41%
		Contacted Hastings elected officials (in-person, phone, email or web) to express your opinion	No		84%
Yes				16%	
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..		No		81%	
		Yes		19%	
Watched (online or on television) a local public meeting		No		66%	
		Yes		34%	
Volunteered your time to some group/activity in Hastings		No		60%	
		Yes		40%	
Campaigned or advocated for a local issue, cause or candidate		No		86%	
		Yes		14%	
Voted in your most recent local election		No		17%	
		Yes		83%	
Used bus, rail, subway or other public transportation instead of driving		No		94%	
		Yes		6%	
Carpooled with other adults or children instead of driving alone		No		59%	
		Yes		41%	
Walked or biked instead of driving		No		31%	
		Yes		69%	
Please rate the quality of each of the following services in Hastings.	Public information services	Excellent		12%	
		Good		54%	
		Fair		26%	
		Poor		7%	
	Economic development	Excellent		6%	
		Good		42%	
		Fair		41%	
		Poor		11%	










































Please rate the quality of each of the following services in Hastings.

Traffic enforcement	Excellent		13%
	Good		49%
	Fair		28%
	Poor		10%
Traffic signal timing	Excellent		9%
	Good		52%
	Fair		29%
	Poor		10%
Street repair	Excellent		8%
	Good		49%
	Fair		34%
	Poor		9%
Street cleaning	Excellent		18%
	Good		62%
	Fair		15%
	Poor		5%
Street lighting	Excellent		12%
	Good		58%
	Fair		25%
	Poor		5%
Snow removal	Excellent		24%
	Good		57%
	Fair		13%
	Poor		6%
Sidewalk maintenance	Excellent		10%
	Good		51%
	Fair		32%
	Poor		7%
Bus or transit services	Excellent		2%
	Good		9%
	Fair		15%
	Poor		74%
Land use, planning and zoning	Excellent		8%
	Good		39%
	Fair		46%
	Poor		7%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		5%
	Good		39%
	Fair		34%
	Poor		22%
Affordable high-speed internet access	Excellent		13%










































Please rate the quality of each of the following services in Hastings.	Service	Rating	Percentage	
			Bar	Value
Affordable high-speed internet access		Good		30%
		Fair		32%
		Poor		25%
Garbage collection		Excellent		48%
		Good		40%
		Fair		11%
		Poor		1%
Drinking water		Excellent		11%
		Good		34%
		Fair		28%
		Poor		27%
Sewer services		Excellent		26%
		Good		60%
		Fair		13%
		Poor		1%
Storm water management (storm drainage, dams, levees, etc.)		Excellent		25%
		Good		57%
		Fair		14%
		Poor		4%
Power (electric and/or gas) utility		Excellent		28%
		Good		59%
		Fair		13%
		Poor		0%
Utility billing		Excellent		22%
		Good		59%
		Fair		15%
		Poor		3%
Police/Sheriff services		Excellent		29%
		Good		57%
		Fair		13%
		Poor		1%
Crime prevention		Excellent		25%
		Good		53%
		Fair		18%
		Poor		4%
Animal control		Excellent		26%
		Good		48%
		Fair		21%
		Poor		6%
Ambulance or emergency medical services		Excellent		38%
		Good		53%










































Please rate the quality of each of the following services in Hastings.	Ambulance or emergency medical services	Fair		9%
		Poor		0%
	Fire services	Excellent		42%
		Good		52%
		Fair		7%
		Poor		0%
	Fire prevention and education	Excellent		30%
		Good		55%
		Fair		12%
		Poor		3%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		19%
		Good		55%
		Fair		19%
		Poor		8%
	Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		27%
		Good		53%
		Fair		14%
		Poor		7%
	Hastings open space	Excellent		22%
		Good		54%
		Fair		18%
		Poor		6%
	Recycling	Excellent		29%
		Good		54%
		Fair		13%
		Poor		4%
	Yard waste pick-up	Excellent		29%
		Good		50%
		Fair		9%
		Poor		12%
Please also rate the quality of each of the following services in Hastings.	City parks	Excellent		38%
		Good		49%
		Fair		9%
		Poor		4%
	Recreation programs or classes	Excellent		18%
		Good		53%
		Fair		24%
		Poor		5%
	Recreation centers or facilities	Excellent		15%
		Good		52%
		Fair		23%

Please also rate the quality of each of the following services in Hastings.	Recreation centers or facilities	Poor		10%	
	Health services	Excellent		23%	
		Good		53%	
		Fair		21%	
		Poor		3%	
	Public library services	Excellent		46%	
		Good		48%	
		Fair		6%	
		Poor		1%	
	Overall customer service by Hastings employees (police, receptionists, planners, etc.)	Excellent		28%	
		Good		58%	
		Fair		13%	
		Poor		2%	
	Please rate the following categories of Hastings government performance.	The value of services for the taxes paid to Hastings	Excellent		14%
			Good		51%
			Fair		29%
Poor				6%	
The overall direction that Hastings is taking		Excellent		13%	
		Good		50%	
		Fair		27%	
		Poor		11%	
The job Hastings government does at welcoming resident involvement		Excellent		9%	
		Good		44%	
		Fair		33%	
		Poor		13%	
Overall confidence in Hastings government		Excellent		11%	
		Good		52%	
		Fair		32%	
		Poor		5%	
Generally acting in the best interest of the community		Excellent		13%	
		Good		54%	
		Fair		26%	
		Poor		7%	
Being honest		Excellent		15%	
		Good		50%	
		Fair		33%	
		Poor		2%	
Being open and transparent to the public		Excellent		11%	
		Good		50%	
		Fair		32%	
		Poor		7%	

Please rate the following categories of Hastings government performance.	Informing residents about issues facing the community	Excellent		15%
		Good		45%
		Fair		24%
		Poor		17%
	Treating all residents fairly	Excellent		17%
		Good		44%
		Fair		28%
		Poor		10%
	Treating residents with respect	Excellent		17%
		Good		57%
		Fair		25%
		Poor		2%
Overall, how would you rate the quality of the services provided by each of the following?	The City of Hastings	Excellent		17%
		Good		64%
		Fair		19%
		Poor		1%
	The Federal Government	Excellent		6%
		Good		38%
		Fair		42%
		Poor		13%
Please rate how important, if at all, you think it is for the Hastings community to focus on each of the following in the coming two years.	Overall economic health of Hastings	Essential		49%
		Very important		45%
		Somewhat important		6%
		Not at all important		0%
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings	Essential		22%
		Very important		47%
		Somewhat important		29%
		Not at all important		2%
	Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		18%
		Very important		46%
		Somewhat important		32%
		Not at all important		4%
	Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas)	Essential		46%
		Very important		39%
		Somewhat important		15%
		Not at all important		0%
	Overall feeling of safety in Hastings	Essential		54%
		Very important		36%
		Somewhat important		7%
		Not at all important		2%
Overall quality of natural environment in Hastings	Essential		35%	
































Please rate how important, if at all, you think it is for the Hastings community to focus on each of the following in the coming two years.	Overall quality of natural environment in Hastings	Very important		49%
		Somewhat important		15%
		Not at all important		1%
	Overall quality of parks and recreation opportunities	Essential		31%
		Very important		48%
		Somewhat important		21%
		Not at all important		1%
	Overall health and wellness opportunities in Hastings	Essential		31%
		Very important		47%
		Somewhat important		21%
		Not at all important		1%
	Overall opportunities for education, culture and the arts	Essential		27%
		Very important		44%
Somewhat important			26%	
Not at all important			3%	
Residents' connection and engagement with their community	Essential		20%	
	Very important		49%	
	Somewhat important		28%	
	Not at all important		3%	
We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough)	Major problem		1%
		Moderate problem		4%
		Minor problem		4%
		Not a problem		90%
	Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	Major problem		3%
		Moderate problem		3%
		Minor problem		9%
		Not a problem		85%
	A shortage of food	Major problem		3%
		Moderate problem		3%
		Minor problem		9%
		Not a problem		85%
	A shortage of sanitation and cleaning supplies (e.g., toilet paper, disinfectants, etc.)	Major problem		3%
Moderate problem			6%	
Minor problem			22%	
Not a problem			68%	
Loss of employment income	Major problem		8%	
	Moderate problem		10%	
	Minor problem		14%	
	Not a problem		68%	
Loss of income from retirement savings	Major problem		6%	
	Moderate problem		10%	

We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Problem Description	Severity	Percentage	
			Bar	Label
Loss of income from retirement savings		Minor problem		15%
		Not a problem		69%
Trouble paying for food or housing		Major problem		4%
		Moderate problem		5%
		Minor problem		8%
		Not a problem		83%
Not being able to exercise		Major problem		4%
		Moderate problem		12%
		Minor problem		20%
		Not a problem		64%
Feeling alone/isolated, not being able to socialize with other people		Major problem		13%
		Moderate problem		19%
		Minor problem		30%
		Not a problem		39%
Feeling nervous, anxious or on edge		Major problem		10%
		Moderate problem		16%
		Minor problem		28%
		Not a problem		46%
Boredom		Major problem		9%
		Moderate problem		18%
		Minor problem		31%
		Not a problem		43%
Not knowing when pandemic will end/not feeling in control		Major problem		16%
		Moderate problem		26%
		Minor problem		27%
		Not a problem		31%
Household members not getting along		Major problem		3%
		Moderate problem		2%
		Minor problem		8%
		Not a problem		87%
Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.)		Major problem		4%
		Moderate problem		5%
		Minor problem		10%
		Not a problem		81%
Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.)		Major problem		4%
		Moderate problem		4%
		Minor problem		6%
		Not a problem		86%
Helping my children with on-line schooling		Major problem		6%
		Moderate problem		3%
		Minor problem		8%

We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Helping my children with on-line schooling	Not a problem		83%
	Not knowing if schooling will be on-line (virtual)	Major problem		9%
		Moderate problem		4%
		Minor problem		8%
		Not a problem		80%
	Lack of skills to use technology to communicate	Major problem		1%
		Moderate problem		4%
		Minor problem		9%
		Not a problem		86%
	Providing financial, emotional, or other support for extended family not living with you	Major problem		5%
		Moderate problem		7%
		Minor problem		18%
		Not a problem		70%
Lack of childcare/supervision	Major problem		4%	
	Moderate problem		4%	
	Minor problem		5%	
	Not a problem		87%	
Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested	Major problem		5%	
	Moderate problem		12%	
	Minor problem		17%	
	Not a problem		67%	
Long wait times at COVID-19 testing facilities	Major problem		4%	
	Moderate problem		4%	
	Minor problem		6%	
	Not a problem		86%	
Long wait times to get COVID-19 tests back	Major problem		8%	
	Moderate problem		16%	
	Minor problem		12%	
	Not a problem		64%	
Not knowing how safe it is for my household to participate in reopening activities	Major problem		10%	
	Moderate problem		18%	
	Minor problem		28%	
	Not a problem		45%	
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Hastings:	City website (hastingsmn.gov)	Major source		54%
		Minor source		32%
		Not at all a source		13%
	City of Hastings bi-weekly newsletter	Major source		20%
		Minor source		43%
		Not at all a source		37%
	Rivertown News City newsletter	Major source		20%
		Minor source		46%





































Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Hastings:				
	Rivertown News City newsletter	Not at all a source		33%
	City's Facebook page	Major source		29%
		Minor source		31%
		Not at all a source		40%
	City's Twitter	Major source		4%
		Minor source		19%
		Not at all a source		76%
	Email notifications from the City (City listserv)	Major source		15%
		Minor source		25%
		Not at all a source		60%
	Hastings Journal	Major source		16%
		Minor source		33%
		Not at all a source		52%
	KDWA	Major source		19%
		Minor source		33%
Not at all a source			48%	
Hastings Community TV	Major source		14%	
	Minor source		34%	
	Not at all a source		52%	
Hastings Happenings	Major source		10%	
	Minor source		26%	
	Not at all a source		63%	
Hastings Now	Major source		5%	
	Minor source		19%	
	Not at all a source		76%	
NextDoor	Major source		7%	
	Minor source		31%	
	Not at all a source		62%	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		85%
		Once a day		5%
		A few times a week		4%
		Every few weeks		0%
		Less often or never		6%
	Access the internet from your cell phone	Several times a day		86%
		Once a day		4%
		A few times a week		3%
		Every few weeks		1%
		Less often or never		7%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		55%
		Once a day		16%
		A few times a week		5%

In general, how many times do you:	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Every few weeks		2%	
		Less often or never		22%	
Use or check email		Several times a day		75%	
		Once a day		18%	
		A few times a week		4%	
		Every few weeks		1%	
		Less often or never		1%	
Share your opinions online		Several times a day		10%	
		Once a day		4%	
		A few times a week		11%	
		Every few weeks		14%	
		Less often or never		61%	
Shop online		Several times a day		9%	
		Once a day		9%	
		A few times a week		28%	
		Every few weeks		32%	
		Less often or never		21%	
Would you say that in general your health is:		Excellent		25%	
		Good		24%	
		Very good		44%	
		Fair		7%	
		Poor		1%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:		Very positive		4%	
		Somewhat positive		13%	
		Neutral		56%	
		Somewhat negative		21%	
		Very negative		5%	
How many years have you lived in Hastings?		Less than 2 years		9%	
		2-5 years		14%	
		6-10 years		15%	
		11-20 years		16%	
		More than 20 years		47%	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?		Less than \$500		9%	
		\$500 to \$999		28%	
		\$1,000 to \$1,499		27%	
		\$1,500 to \$1,999		15%	
		\$2,000 to \$2,499		13%	
		\$2,500 to \$2,999		3%	
		\$3,000 to \$3,499		2%	
		\$3,500 or more		2%	
Do any children 17 or under live in your household?	No		71%		

Do any children 17 or under live in your household?	Yes		29%
Are you or any other members of your household aged 65 or older?	No		77%
	Yes		23%
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		10%
	\$25,000 to \$49,999		19%
	\$50,000 to \$74,999		16%
	\$75,000 to \$99,999		16%
	\$100,000 to \$149,999		28%
	\$150,000 or more		10%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic ..		97%
	Yes, I consider myself to b..		3%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	American Indian or Alaska..		0%
	Asian, Asian Indian or Pac..		0%
	Black or African American		1%
	Other		4%
	White		97%
In which category is your age?	18-24 years		2%
	25-34 years		23%
	35-44 years		15%
	45-54 years		21%
	55-64 years		16%
	65-74 years		14%
	75 years or older		9%
What is your gender?	Female		50%
	Male		50%
Which best describes the building you live in?	One family house detache..		57%
	Building with two or more..		42%
	Mobile home		1%
	Other		1%
Do you rent or own your home?	Rent		28%
	Own		72%










































Complete set of frequencies (open participation)

This dashboard contains a complete set of responses to each question on the open participation survey. By default, "Don't know" responses are excluded, but may be added to the table using the response filter to the right. When a table for a question that only permitted a single response does not total to exactly 100%, it is due to the common practice of percentages being rounded to the nearest whole number. The open participation survey received 138 responses.

Please rate each of the following aspects of Hastings as a place to live quality of life in Hastings.	Excellent		25%	
	Good		55%	
	Fair		18%	
	Poor		2%	
Your neighborhood as a place to live	Excellent		28%	
	Good		57%	
	Fair		8%	
	Poor		7%	
Hastings as a place to raise children	Excellent		23%	
	Good		50%	
	Fair		23%	
	Poor		4%	
Hastings as a place to work	Excellent		15%	
	Good		25%	
	Fair		43%	
	Poor		17%	
Hastings as a place to visit	Excellent		20%	
	Good		44%	
	Fair		27%	
	Poor		10%	
Hastings as a place to retire	Excellent		21%	
	Good		33%	
	Fair		33%	
	Poor		13%	
The overall quality of life in Hastings	Excellent		17%	
	Good		48%	
	Fair		31%	
	Poor		5%	
Sense of community	Excellent		13%	
	Good		48%	
	Fair		28%	
	Poor		11%	
Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall economic health of Hastings	Excellent		6%
		Good		34%
		Fair		47%
		Poor		13%

Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings	Excellent		9%
		Good		25%
		Fair		44%
		Poor		22%
	Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Excellent		10%
		Good		54%
		Fair		29%
		Poor		7%
	Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas)	Excellent		14%
		Good		42%
		Fair		28%
		Poor		16%
	Overall feeling of safety in Hastings	Excellent		22%
Good			57%	
Fair			12%	
Poor			9%	
Overall quality of natural environment in Hastings	Excellent		27%	
	Good		54%	
	Fair		18%	
	Poor		1%	
Overall quality of parks and recreation opportunities	Excellent		40%	
	Good		42%	
	Fair		13%	
	Poor		5%	
Overall health and wellness opportunities in Hastings	Excellent		18%	
	Good		50%	
	Fair		23%	
	Poor		8%	
Overall opportunities for education, culture and the arts	Excellent		17%	
	Good		42%	
	Fair		20%	
	Poor		21%	
Residents' connection and engagement with their community	Excellent		7%	
	Good		37%	
	Fair		41%	
	Poor		15%	
Please indicate how likely or unlikely you are to do each of the following.	Recommend living in Hastings to someone who asks	Very likely		42%
		Somewhat likely		37%
		Somewhat unlikely		11%
		Very unlikely		10%
	Remain in Hastings for the next five years	Very likely		55%

Please indicate how likely or unlikely you are to do each of the following.	Remain in Hastings for the next five years	Somewhat likely		31%
		Somewhat unlikely		6%
		Very unlikely		9%
Please rate how safe or unsafe you feel:	In your neighborhood during the day	Very safe		81%
		Somewhat safe		10%
		Neither safe nor unsafe		1%
		Somewhat unsafe		6%
		Very unsafe		1%
	In Hastings's downtown/commercial area during the day	Very safe		75%
		Somewhat safe		19%
		Neither safe nor unsafe		1%
		Somewhat unsafe		5%
	From property crime	Very safe		31%
		Somewhat safe		43%
		Neither safe nor unsafe		16%
		Somewhat unsafe		4%
		Very unsafe		6%
	From violent crime	Very safe		57%
		Somewhat safe		25%
		Neither safe nor unsafe		11%
		Somewhat unsafe		6%
		Very unsafe		1%
	From fire, flood or other natural disaster	Very safe		58%
Somewhat safe			36%	
Neither safe nor unsafe			4%	
Somewhat unsafe			2%	
Please rate the job you feel the Hastings community does at each of the following.	Making all residents feel welcome	Excellent		11%
		Good		42%
		Fair		34%
		Poor		14%
	Attracting people from diverse backgrounds	Excellent		9%
		Good		20%
		Fair		34%
		Poor		37%
	Valuing/respecting residents from diverse backgrounds	Excellent		17%
		Good		19%
		Fair		36%
		Poor		28%
	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Excellent		14%
		Good		39%
		Fair		33%










































Please rate the job you feel the Hastings community does at each of the following.	Taking care of vulnerable residents (elderly, disabled, homeless, etc.)	Poor		14%
	Please rate each of the following characteristics as they relate to Hastings as a whole.	Overall quality of business and service establishments in Hastings	Excellent	
Good			54%	
Fair			24%	
Poor			12%	
Variety of business and service establishments in Hastings	Excellent		7%	
	Good		33%	
	Fair		33%	
	Poor		27%	
Vibrancy of downtown/commercial area	Excellent		29%	
	Good		24%	
	Fair		28%	
	Poor		19%	
Employment opportunities	Excellent		4%	
	Good		16%	
	Fair		36%	
	Poor		44%	
Shopping opportunities	Excellent		3%	
	Good		19%	
	Fair		31%	
	Poor		48%	
Cost of living in Hastings	Excellent		5%	
	Good		34%	
	Fair		46%	
	Poor		14%	
Overall image or reputation of Hastings	Excellent		9%	
	Good		60%	
	Fair		23%	
	Poor		8%	
Please rate each of the following characteristics as they relate to Hastings as a whole.	Traffic flow on major streets	Excellent		12%
	Good		55%	
	Fair		22%	
	Poor		11%	
Ease of public parking	Excellent		17%	
	Good		54%	
	Fair		21%	
	Poor		8%	
Ease of travel by car in Hastings	Excellent		31%	
	Good		57%	
	Fair		10%	
	Poor		1%	










































Please rate each of the following characteristics as they relate to Hastings as a whole.

Ease of travel by public transportation in Hastings	Good		6%
	Fair		20%
	Poor		74%
Ease of travel by bicycle in Hastings	Excellent		36%
	Good		45%
	Fair		15%
	Poor		4%
Ease of walking in Hastings	Excellent		28%
	Good		47%
	Fair		14%
	Poor		10%
Well-planned residential growth	Excellent		6%
	Good		40%
	Fair		32%
	Poor		22%
Well-planned commercial growth	Excellent		1%
	Good		27%
	Fair		30%
	Poor		41%
Well-designed neighborhoods	Excellent		7%
	Good		40%
	Fair		37%
	Poor		16%
Preservation of the historical or cultural character of the community	Excellent		25%
	Good		57%
	Fair		15%
	Poor		3%
Public places where people want to spend time	Excellent		25%
	Good		44%
	Fair		25%
	Poor		6%
Variety of housing options	Excellent		9%
	Good		32%
	Fair		28%
	Poor		31%
Availability of affordable quality housing	Excellent		3%
	Good		21%
	Fair		25%
	Poor		50%
Overall quality of new development in Hastings	Excellent		5%
	Good		42%

Please rate each of the following characteristics as they relate to Hastings as a whole.

Overall quality of new development in Hastings	Fair		21%
	Poor		31%
Overall appearance of Hastings	Excellent		12%
	Good		50%
	Fair		32%
	Poor		7%
Cleanliness of Hastings	Excellent		19%
	Good		52%
	Fair		21%
	Poor		7%
Water resources (beaches, lakes, ponds, riverways, etc.)	Excellent		19%
	Good		49%
	Fair		24%
	Poor		8%
Air quality	Excellent		39%
	Good		50%
	Fair		10%
	Poor		1%
Availability of paths and walking trails	Excellent		62%
	Good		25%
	Fair		12%
	Poor		1%
Fitness opportunities (including exercise classes and paths or trails, etc.)	Excellent		35%
	Good		43%
	Fair		21%
	Poor		1%
Recreational opportunities	Excellent		17%
	Good		50%
	Fair		26%
	Poor		7%
Availability of affordable quality food	Excellent		17%
	Good		36%
	Fair		36%
	Poor		11%
Availability of affordable quality health care	Excellent		33%
	Good		42%
	Fair		14%
	Poor		10%
Availability of preventive health services	Excellent		30%
	Good		42%
	Fair		13%

Please rate each of the following characteristics as they relate to Hastings as a whole.	Availability of preventive health services	Poor		15%
	Availability of affordable quality mental health care	Excellent		10%
		Good		30%
		Fair		20%
		Poor		40%
	Opportunities to attend cultural/arts/music activities	Excellent		15%
		Good		37%
		Fair		31%
		Poor		17%
	Community support for the arts	Excellent		15%
Good			53%	
Fair			23%	
Poor			9%	
Availability of affordable quality childcare/preschool	Excellent		14%	
	Good		34%	
	Fair		29%	
	Poor		23%	
K-12 education	Excellent		23%	
	Good		52%	
	Fair		18%	
	Poor		8%	
Adult educational opportunities	Excellent		10%	
	Good		42%	
	Fair		31%	
	Poor		17%	
Please also rate each of the following characteristics as they relate to Hastings as a whole.	Sense of civic/community pride	Excellent		11%
		Good		47%
		Fair		33%
		Poor		10%
	Neighborliness of residents in Hastings	Excellent		9%
		Good		50%
		Fair		31%
		Poor		10%
	Opportunities to participate in social events and activities	Excellent		6%
		Good		50%
Fair			39%	
Poor			5%	
Opportunities to attend special events and festivals	Excellent		13%	
	Good		43%	
	Fair		35%	
	Poor		8%	










































Please also rate each of the following characteristics as they relate to Hastings as a whole.	Opportunities to volunteer	Excellent		22%
		Good		41%
		Fair		25%
		Poor		13%
	Opportunities to participate in community matters	Excellent		8%
		Good		51%
		Fair		22%
		Poor		20%
	Openness and acceptance of the community toward people of diverse backgrounds	Excellent		12%
		Good		21%
		Fair		37%
		Poor		29%
Please indicate whether or not you have done each of the following in the last 12 months.	Contacted the City of Hastings (in-person, phone, email or web) for help or information	No		60%
		Yes		40%
	Contacted Hastings elected officials (in-person, phone, email or web) to express your opinion	No		73%
		Yes		27%
	Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood w..	No		69%
		Yes		31%
	Watched (online or on television) a local public meeting	No		42%
		Yes		58%
	Volunteered your time to some group/activity in Hastings	No		52%
		Yes		48%
	Campaigned or advocated for a local issue, cause or candidate	No		62%
		Yes		38%
	Voted in your most recent local election	No		12%
		Yes		88%
	Used bus, rail, subway or other public transportation instead of driving	No		85%
		Yes		15%
	Carpooled with other adults or children instead of driving alone	No		62%
		Yes		38%
	Walked or biked instead of driving	No		32%
		Yes		68%
Please rate the quality of each of the following services in Hastings.	Public information services	Excellent		2%
		Good		54%
		Fair		35%
		Poor		9%
	Economic development	Excellent		6%
		Good		32%
		Fair		44%
		Poor		18%
	Traffic enforcement	Excellent		9%










































Please rate the quality of each of the following services in Hastings.








































Traffic enforcement	Good		54%
	Fair		20%
	Poor		17%
Traffic signal timing	Excellent		9%
	Good		43%
	Fair		29%
	Poor		19%
Street repair	Excellent		9%
	Good		40%
	Fair		22%
	Poor		29%
Street cleaning	Excellent		14%
	Good		61%
	Fair		12%
	Poor		13%
Street lighting	Excellent		12%
	Good		42%
	Fair		39%
	Poor		7%
Snow removal	Excellent		15%
	Good		53%
	Fair		24%
	Poor		9%
Sidewalk maintenance	Excellent		13%
	Good		39%
	Fair		22%
	Poor		25%
Bus or transit services	Excellent		0%
	Good		5%
	Fair		19%
	Poor		77%
Land use, planning and zoning	Excellent		4%
	Good		34%
	Fair		32%
	Poor		30%
Code enforcement (weeds, abandoned buildings, etc.)	Excellent		1%
	Good		38%
	Fair		23%
	Poor		38%
Affordable high-speed internet access	Excellent		10%
	Good		26%

Please rate the quality of each of the following services in Hastings.

Affordable high-speed internet access	Fair		26%
	Poor		38%
Garbage collection	Excellent		32%
	Good		50%
	Fair		14%
	Poor		4%
Drinking water	Excellent		11%
	Good		25%
	Fair		31%
	Poor		32%
Sewer services	Excellent		17%
	Good		59%
	Fair		14%
	Poor		10%
Storm water management (storm drainage, dams, levees, etc.)	Excellent		14%
	Good		57%
	Fair		24%
	Poor		4%
Power (electric and/or gas) utility	Excellent		19%
	Good		69%
	Fair		12%
Utility billing	Excellent		17%
	Good		48%
	Fair		31%
	Poor		4%
Police/Sheriff services	Excellent		29%
	Good		44%
	Fair		16%
	Poor		11%
Crime prevention	Excellent		12%
	Good		48%
	Fair		31%
	Poor		8%
Animal control	Excellent		9%
	Good		38%
	Fair		11%
	Poor		42%
Ambulance or emergency medical services	Excellent		44%
	Good		39%
	Fair		12%
	Poor		4%

Please rate the quality of each of the following services in Hastings.	Fire services	Excellent		43%
		Good		48%
		Fair		8%
		Poor		1%
	Fire prevention and education	Excellent		18%
		Good		53%
		Fair		25%
		Poor		4%
	Emergency preparedness (services that prepare the community for natural disasters or other emergency situations)	Excellent		16%
		Good		48%
		Fair		17%
		Poor		18%
	Preservation of natural areas (open space, farmlands and greenbelts)	Excellent		17%
		Good		53%
		Fair		24%
		Poor		6%
Hastings open space	Excellent		24%	
	Good		51%	
	Fair		19%	
	Poor		6%	
Recycling	Excellent		27%	
	Good		60%	
	Fair		8%	
	Poor		5%	
Yard waste pick-up	Excellent		34%	
	Good		48%	
	Fair		11%	
	Poor		7%	
Please also rate the quality of each of the following services in Hastings.	City parks	Excellent		30%
		Good		50%
		Fair		10%
		Poor		9%
	Recreation programs or classes	Excellent		10%
		Good		50%
		Fair		33%
		Poor		6%
	Recreation centers or facilities	Excellent		10%
		Good		35%
		Fair		35%
		Poor		20%
Health services	Excellent		15%	

Please also rate the quality of each of the following services in Hastings.	Health services	Good		59%
		Fair		19%
		Poor		8%
	Public library services	Excellent		48%
		Good		37%
		Fair		12%
		Poor		3%
	Overall customer service by Hastings employees (police, receptionists, planners, etc.)	Excellent		38%
		Good		46%
		Fair		12%
		Poor		4%
	Please rate the following categories of Hastings government performance.	The value of services for the taxes paid to Hastings	Excellent	
Good				40%
Fair				31%
Poor				13%
The overall direction that Hastings is taking		Excellent		9%
		Good		39%
		Fair		34%
		Poor		18%
The job Hastings government does at welcoming resident involvement		Excellent		2%
		Good		44%
		Fair		34%
		Poor		20%
Overall confidence in Hastings government		Excellent		8%
		Good		42%
		Fair		31%
		Poor		19%
Generally acting in the best interest of the community		Excellent		11%
		Good		46%
		Fair		31%
		Poor		12%
Being honest	Excellent		15%	
	Good		53%	
	Fair		19%	
	Poor		12%	
Being open and transparent to the public	Excellent		25%	
	Good		38%	
	Fair		26%	
	Poor		11%	
Informing residents about issues facing the community	Excellent		4%	
	Good		41%	

Please rate the following categories of Hastings government performance.	Informing residents about issues facing the community	Fair		35%	
		Poor		20%	
	Treating all residents fairly	Excellent		20%	
		Good		38%	
		Fair		17%	
		Poor		26%	
	Treating residents with respect	Excellent		19%	
		Good		52%	
		Fair		19%	
		Poor		10%	
	Overall, how would you rate the quality of the services provided by each of the following?	The City of Hastings	Excellent		20%
			Good		52%
Fair				20%	
Poor				8%	
The Federal Government		Excellent		5%	
		Good		25%	
		Fair		44%	
		Poor		26%	
Please rate how important, if at all, you think it is for the Hastings community to focus on each of the following in the coming two years.	Overall economic health of Hastings	Essential		47%	
		Very important		41%	
		Somewhat important		11%	
		Not at all important		0%	
	Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings	Essential		35%	
		Very important		36%	
		Somewhat important		25%	
		Not at all important		3%	
	Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	Essential		23%	
		Very important		39%	
		Somewhat important		32%	
		Not at all important		6%	
	Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas)	Essential		42%	
		Very important		41%	
		Somewhat important		16%	
		Not at all important		1%	
	Overall feeling of safety in Hastings	Essential		47%	
		Very important		44%	
		Somewhat important		9%	
		Not at all important		0%	
	Overall quality of natural environment in Hastings	Essential		27%	
		Very important		41%	
		Somewhat important		23%	
		Not at all important		9%	









Please rate how important, if at all, you think it is for the Hastings community to focus on each of the following in the coming two years.	Overall quality of parks and recreation opportunities	Essential		25%
		Very important		46%
		Somewhat important		21%
		Not at all important		8%
	Overall health and wellness opportunities in Hastings	Essential		34%
		Very important		32%
		Somewhat important		28%
		Not at all important		6%
	Overall opportunities for education, culture and the arts	Essential		28%
		Very important		40%
		Somewhat important		23%
		Not at all important		9%
	Residents' connection and engagement with their community	Essential		25%
		Very important		45%
		Somewhat important		28%
		Not at all important		3%
We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough)	Major problem		1%
		Moderate problem		8%
		Minor problem		2%
		Not a problem		88%
	Access to medical services (e.g., emergency care, basic medical care and needed prescriptions)	Major problem		1%
		Moderate problem		11%
		Minor problem		16%
		Not a problem		72%
	A shortage of food	Major problem		3%
		Moderate problem		6%
		Minor problem		5%
		Not a problem		85%
A shortage of sanitation and cleaning supplies (e.g., toilet paper, disinfectants, etc.)	Major problem		7%	
	Moderate problem		10%	
	Minor problem		16%	
	Not a problem		67%	
Loss of employment income	Major problem		9%	
	Moderate problem		12%	
	Minor problem		17%	
	Not a problem		61%	
Loss of income from retirement savings	Major problem		6%	
	Moderate problem		5%	
	Minor problem		14%	
	Not a problem		75%	
Trouble paying for food or housing	Major problem		11%	

We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Problem Category	Percentage	
		Problem Level	Percentage
Trouble paying for food or housing	Moderate problem		6%
	Minor problem		16%
	Not a problem		66%
Not being able to exercise	Major problem		5%
	Moderate problem		22%
	Minor problem		19%
	Not a problem		54%
Feeling alone/isolated, not being able to socialize with other people	Major problem		24%
	Moderate problem		30%
	Minor problem		23%
	Not a problem		23%
Feeling nervous, anxious or on edge	Major problem		17%
	Moderate problem		23%
	Minor problem		30%
	Not a problem		30%
Boredom	Major problem		14%
	Moderate problem		22%
	Minor problem		31%
	Not a problem		33%
Not knowing when pandemic will end/not feeling in control	Major problem		32%
	Moderate problem		28%
	Minor problem		22%
	Not a problem		18%
Household members not getting along	Major problem		4%
	Moderate problem		1%
	Minor problem		25%
	Not a problem		70%
Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.)	Major problem		5%
	Moderate problem		3%
	Minor problem		6%
	Not a problem		87%
Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.)	Major problem		5%
	Moderate problem		0%
	Minor problem		7%
	Not a problem		87%
Helping my children with on-line schooling	Major problem		18%
	Moderate problem		2%
	Minor problem		14%
	Not a problem		65%
Not knowing if schooling will be on-line (virtual)	Major problem		15%
	Moderate problem		9%

We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.	Not knowing if schooling will be on-line (virtual)	Minor problem	5%
		Not a problem	70%
	Lack of skills to use technology to communicate	Major problem	6%
		Moderate problem	5%
		Minor problem	6%
		Not a problem	83%
	Providing financial, emotional, or other support for extended family not living with you	Major problem	5%
		Moderate problem	10%
		Minor problem	22%
		Not a problem	62%
	Lack of childcare/supervision	Major problem	9%
		Moderate problem	5%
		Minor problem	4%
		Not a problem	82%
	Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested	Major problem	13%
		Moderate problem	8%
Minor problem		18%	
Not a problem		60%	
Long wait times at COVID-19 testing facilities	Major problem	8%	
	Moderate problem	22%	
	Minor problem	11%	
	Not a problem	59%	
Long wait times to get COVID-19 tests back	Major problem	18%	
	Moderate problem	13%	
	Minor problem	27%	
	Not a problem	41%	
Not knowing how safe it is for my household to participate in reopening activities	Major problem	5%	
	Moderate problem	15%	
	Minor problem	42%	
	Not a problem	38%	
Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Hastings:	City website (hastingsmn.gov)	Major source	53%
		Minor source	41%
		Not at all a source	6%
	City of Hastings bi-weekly newsletter	Major source	24%
		Minor source	28%
		Not at all a source	48%
	Rivertown News City newsletter	Major source	13%
		Minor source	46%
		Not at all a source	41%
	City's Facebook page	Major source	50%
		Minor source	38%

Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Hastings:	City's Facebook page	Not at all a source		12%
	City's Twitter	Major source		3%
		Minor source		23%
		Not at all a source		74%
	Email notifications from the City (City listserv)	Major source		15%
		Minor source		31%
		Not at all a source		54%
	Hastings Journal	Major source		18%
		Minor source		34%
		Not at all a source		48%
	KDWA	Major source		24%
		Minor source		40%
		Not at all a source		36%
	Hastings Community TV	Major source		18%
		Minor source		21%
Not at all a source			61%	
Hastings Happenings	Major source		18%	
	Minor source		29%	
	Not at all a source		53%	
Hastings Now	Major source		3%	
	Minor source		30%	
	Not at all a source		67%	
NextDoor	Major source		12%	
	Minor source		24%	
	Not at all a source		64%	
In general, how many times do you:	Access the internet from your home using a computer, laptop or tablet computer	Several times a day		90%
		Once a day		2%
		A few times a week		5%
		Less often or never		3%
	Access the internet from your cell phone	Several times a day		89%
		Once a day		3%
		Less often or never		8%
	Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	Several times a day		87%
		Once a day		10%
		A few times a week		0%
		Every few weeks		0%
		Less often or never		2%
	Use or check email	Several times a day		82%
		Once a day		10%
		A few times a week		4%
		Every few weeks		2%

In general, how many times do you:	Use or check email	Less often or never		2%
	Share your opinions online	Several times a day		25%
		Once a day		10%
		A few times a week		20%
		Every few weeks		14%
		Less often or never		32%
		Shop online	Several times a day	
		Once a day		5%
		A few times a week		33%
		Every few weeks		41%
		Less often or never		4%
Would you say that in general your health is:	Excellent		20%	
	Very good		37%	
	Good		37%	
	Fair		4%	
	Poor		2%	
What impact, if any, do you think the economy will have on your family income in the next 6 months? Do you think the impact will be:	Very positive		1%	
	Somewhat positive		14%	
	Neutral		48%	
	Somewhat negative		32%	
	Very negative		5%	
How many years have you lived in Hastings?	Less than 2 years		4%	
	2-5 years		13%	
	6-10 years		14%	
	11-20 years		17%	
	More than 20 years		51%	
About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?	Less than \$500		8%	
	\$500 to \$999		15%	
	\$1,000 to \$1,499		29%	
	\$1,500 to \$1,999		33%	
	\$2,000 to \$2,499		7%	
	\$2,500 to \$2,999		3%	
	\$3,000 to \$3,499		2%	
	\$3,500 or more		3%	
Do any children 17 or under live in your household?	No		61%	
	Yes		39%	
Are you or any other members of your household aged 65 or older?	No		78%	
	Yes		22%	
How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	Less than \$25,000		10%	
	\$25,000 to \$49,999		19%	
	\$50,000 to \$74,999		17%	

How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)	\$75,000 to \$99,999		20%
	\$100,000 to \$149,999		24%
	\$150,000 or more		10%
Are you Spanish, Hispanic or Latino?	No, not Spanish, Hispanic ..		96%
	Yes, I consider myself to b..		4%
What is your race? (Mark one or more races to indicate what race you consider yourself to be.)	Asian, Asian Indian or Pac..		1%
	Black or African American		0%
	White		93%
	Other		5%
In which Ward of Hastings do you live? (Refer to map above.)	1 = Ward 1 (orange)		25%
	2 = Ward 2 (yellow)		27%
	3 = Ward 3 (pink)		21%
	4 = Ward 4 (green)		26%
	I don't live in Hastings		0%
In which category is your age?	18-24 years		2%
	25-34 years		25%
	35-44 years		26%
	45-54 years		9%
	55-64 years		18%
	65-74 years		16%
	75 years or older		3%
What is your gender?	Female		49%
	Male		51%
Which best describes the building you live in?	One family house detache..		57%
	Building with two or more..		43%
	Mobile home		0%
Do you rent or own your home?	Rent		28%
	Own		72%

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Please complete this survey if you are the adult (age 18 or older) in the household who most recently had a birthday (the year of birth does not matter). Your responses are anonymous and will be reported in group form only.

1. Please rate each of the following aspects of quality of life in Hastings.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Hastings as a place to live.....	1	2	3	4	5
Your neighborhood as a place to live	1	2	3	4	5
Hastings as a place to raise children.....	1	2	3	4	5
Hastings as a place to work	1	2	3	4	5
Hastings as a place to visit.....	1	2	3	4	5
Hastings as a place to retire	1	2	3	4	5
The overall quality of life in Hastings.....	1	2	3	4	5
Sense of community.....	1	2	3	4	5

2. Please rate each of the following characteristics as they relate to Hastings as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall economic health of Hastings	1	2	3	4	5
Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings	1	2	3	4	5
Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.)	1	2	3	4	5
Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas)	1	2	3	4	5
Overall feeling of safety in Hastings.....	1	2	3	4	5
Overall quality of natural environment in Hastings	1	2	3	4	5
Overall quality of parks and recreation opportunities.....	1	2	3	4	5
Overall health and wellness opportunities in Hastings.....	1	2	3	4	5
Overall opportunities for education, culture and the arts.....	1	2	3	4	5
Residents' connection and engagement with their community	1	2	3	4	5

3. Please indicate how likely or unlikely you are to do each of the following.

	<u>Very likely</u>	<u>Somewhat likely</u>	<u>Somewhat unlikely</u>	<u>Very unlikely</u>	<u>Don't know</u>
Recommend living in Hastings to someone who asks	1	2	3	4	5
Remain in Hastings for the next five years	1	2	3	4	5

4. Please rate how safe or unsafe you feel:

	<u>Very safe</u>	<u>Somewhat safe</u>	<u>Neither safe nor unsafe</u>	<u>Somewhat unsafe</u>	<u>Very unsafe</u>	<u>Don't know</u>
In your neighborhood during the day.....	1	2	3	4	5	6
In Hastings's downtown/commercial area during the day	1	2	3	4	5	6
From property crime.....	1	2	3	4	5	6
From violent crime.....	1	2	3	4	5	6
From fire, flood or other natural disaster	1	2	3	4	5	6

5. Please rate the job you feel the Hastings community does at each of the following.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Making all residents feel welcome	1	2	3	4	5
Attracting people from diverse backgrounds.....	1	2	3	4	5
Valuing/respecting residents from diverse backgrounds.....	1	2	3	4	5
Taking care of vulnerable residents (elderly, disabled, homeless, etc.).....	1	2	3	4	5

6. Please rate each of the following characteristics as they relate to Hastings as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Overall quality of business and service establishments in Hastings	1	2	3	4	5
Variety of business and service establishments in Hastings.....	1	2	3	4	5
Vibrancy of downtown/commercial area	1	2	3	4	5
Employment opportunities	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Cost of living in Hastings	1	2	3	4	5
Overall image or reputation of Hastings.....	1	2	3	4	5

7. Please rate each of the following characteristics as they relate to Hastings as a whole.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Traffic flow on major streets.....	1	2	3	4	5
Ease of public parking.....	1	2	3	4	5
Ease of travel by car in Hastings.....	1	2	3	4	5
Ease of travel by public transportation in Hastings.....	1	2	3	4	5
Ease of travel by bicycle in Hastings.....	1	2	3	4	5
Ease of walking in Hastings.....	1	2	3	4	5
Well-planned residential growth.....	1	2	3	4	5
Well-planned commercial growth.....	1	2	3	4	5
Well-designed neighborhoods.....	1	2	3	4	5
Preservation of the historical or cultural character of the community.....	1	2	3	4	5
Public places where people want to spend time.....	1	2	3	4	5
Variety of housing options.....	1	2	3	4	5
Availability of affordable quality housing.....	1	2	3	4	5
Overall quality of new development in Hastings.....	1	2	3	4	5
Overall appearance of Hastings.....	1	2	3	4	5
Cleanliness of Hastings.....	1	2	3	4	5
Water resources (beaches, lakes, ponds, riverways, etc.).....	1	2	3	4	5
Air quality.....	1	2	3	4	5
Availability of paths and walking trails.....	1	2	3	4	5
Fitness opportunities (including exercise classes and paths or trails, etc.)... ..	1	2	3	4	5
Recreational opportunities.....	1	2	3	4	5
Availability of affordable quality food.....	1	2	3	4	5
Availability of affordable quality health care.....	1	2	3	4	5
Availability of preventive health services.....	1	2	3	4	5
Availability of affordable quality mental health care.....	1	2	3	4	5
Opportunities to attend cultural/arts/music activities.....	1	2	3	4	5
Community support for the arts.....	1	2	3	4	5
Availability of affordable quality childcare/preschool.....	1	2	3	4	5
K-12 education.....	1	2	3	4	5
Adult educational opportunities.....	1	2	3	4	5
Sense of civic/community pride.....	1	2	3	4	5
Neighborliness of residents in Hastings.....	1	2	3	4	5
Opportunities to participate in social events and activities.....	1	2	3	4	5
Opportunities to attend special events and festivals.....	1	2	3	4	5
Opportunities to volunteer.....	1	2	3	4	5
Opportunities to participate in community matters.....	1	2	3	4	5
Openness and acceptance of the community toward people of diverse backgrounds.....	1	2	3	4	5

8. Please indicate whether or not you have done each of the following in the last 12 months.

	<u>No</u>	<u>Yes</u>
Contacted the City of Hastings (in-person, phone, email or web) for help or information.....	1	2
Contacted Hastings elected officials (in-person, phone, email or web) to express your opinion.....	1	2
Attended a local public meeting (of local elected officials like City Council or County Commissioners, advisory boards, town halls, HOA, neighborhood watch, etc.).....	1	2
Watched (online or on television) a local public meeting.....	1	2
Volunteered your time to some group/activity in Hastings.....	1	2
Campaigned or advocated for a local issue, cause or candidate.....	1	2
Voted in your most recent local election.....	1	2
Used bus, rail, subway or other public transportation instead of driving.....	1	2
Carpooled with other adults or children instead of driving alone.....	1	2
Walked or biked instead of driving.....	1	2

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9. Please rate the quality of each of the following services in Hastings.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
Public information services.....	1	2	3	4	5
Economic development.....	1	2	3	4	5
Traffic enforcement.....	1	2	3	4	5
Traffic signal timing.....	1	2	3	4	5
Street repair.....	1	2	3	4	5
Street cleaning.....	1	2	3	4	5
Street lighting.....	1	2	3	4	5
Snow removal.....	1	2	3	4	5
Sidewalk maintenance.....	1	2	3	4	5
Bus or transit services.....	1	2	3	4	5
Land use, planning, and zoning.....	1	2	3	4	5
Code enforcement (weeds, abandoned buildings, etc.).....	1	2	3	4	5
Affordable high-speed internet access.....	1	2	3	4	5
Garbage collection.....	1	2	3	4	5
Drinking water.....	1	2	3	4	5
Sewer services.....	1	2	3	4	5
Storm water management (storm drainage, dams, levees, etc.).....	1	2	3	4	5
Power (electric and/or gas) utility.....	1	2	3	4	5
Utility billing.....	1	2	3	4	5
Police/Sheriff services.....	1	2	3	4	5
Crime prevention.....	1	2	3	4	5
Animal control.....	1	2	3	4	5
Ambulance or emergency medical services.....	1	2	3	4	5
Fire services.....	1	2	3	4	5
Fire prevention and education.....	1	2	3	4	5
Emergency preparedness (services that prepare the community for natural disasters or other emergency situations).....	1	2	3	4	5
Preservation of natural areas (open space, farmlands and greenbelts).....	1	2	3	4	5
Hastings open space.....	1	2	3	4	5
Recycling.....	1	2	3	4	5
Yard waste pick-up.....	1	2	3	4	5
City parks.....	1	2	3	4	5
Recreation programs or classes.....	1	2	3	4	5
Recreation centers or facilities.....	1	2	3	4	5
Health services.....	1	2	3	4	5
Public library services.....	1	2	3	4	5
Overall customer service by Hastings employees (police, receptionists, planners, etc.).....	1	2	3	4	5

10. Please rate the following categories of Hastings government performance.

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The value of services for the taxes paid to Hastings.....	1	2	3	4	5
The overall direction that Hastings is taking.....	1	2	3	4	5
The job Hastings government does at welcoming resident involvement.....	1	2	3	4	5
Overall confidence in Hastings government.....	1	2	3	4	5
Generally acting in the best interest of the community.....	1	2	3	4	5
Being honest.....	1	2	3	4	5
Being open and transparent to the public.....	1	2	3	4	5
Informing residents about issues facing the community.....	1	2	3	4	5
Treating all residents fairly.....	1	2	3	4	5
Treating residents with respect.....	1	2	3	4	5

11. Overall, how would you rate the quality of the services provided by each of the following?

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>	<u>Don't know</u>
The City of Hastings.....	1	2	3	4	5
The Federal Government.....	1	2	3	4	5

12. Please rate how important, if at all, you think it is for the Hastings community to focus on each of the following in the coming two years.

	<u>Essential</u>	<u>Very important</u>	<u>Somewhat important</u>	<u>Not at all important</u>
Overall economic health of Hastings.....	1	2	3	4
Overall quality of the transportation system (auto, bicycle, foot, bus) in Hastings.....	1	2	3	4
Overall design or layout of Hastings's residential and commercial areas (e.g., homes, buildings, streets, parks, etc.).....	1	2	3	4
Overall quality of the utility infrastructure in Hastings (water, sewer, storm water, electric/gas).....	1	2	3	4
Overall feeling of safety in Hastings.....	1	2	3	4
Overall quality of natural environment in Hastings.....	1	2	3	4
Overall quality of parks and recreation opportunities.....	1	2	3	4
Overall health and wellness opportunities in Hastings.....	1	2	3	4
Overall opportunities for education, culture and the arts.....	1	2	3	4
Residents' connection and engagement with their community.....	1	2	3	4

13. We know the COVID-19 pandemic is challenging in many ways. Please rate how much of a problem, if at all, the following are for your household CURRENTLY.

	<u>Major problem</u>	<u>Moderate problem</u>	<u>Minor problem</u>	<u>Not a problem</u>	<u>Don't know</u>
Household member(s) have COVID-19 or COVID-like symptoms (fever, shortness of breath, dry cough).....	1	2	3	4	5
Access to medical services (e.g., emergency care, basic medical care and needed prescriptions).....	1	2	3	4	5
A shortage of food.....	1	2	3	4	5
A shortage of sanitation and cleaning supplies (e.g., toilet paper, disinfectants, etc.).....	1	2	3	4	5
Loss of employment income.....	1	2	3	4	5
Loss of income from retirement savings.....	1	2	3	4	5
Trouble paying for food or housing.....	1	2	3	4	5
Not being able to exercise.....	1	2	3	4	5
Feeling alone/isolated, not being able to socialize with other people.....	1	2	3	4	5
Feeling nervous, anxious or on edge.....	1	2	3	4	5
Boredom.....	1	2	3	4	5
Not knowing when pandemic will end/not feeling in control.....	1	2	3	4	5
Household members not getting along.....	1	2	3	4	5
Lack of technology to perform online work (e.g., internet access, computer, tablet, etc.).....	1	2	3	4	5
Lack of technology to perform online schooling (e.g., internet access, computer, tablet, etc.).....	1	2	3	4	5
Helping my children with on-line schooling.....	1	2	3	4	5
Not knowing if schooling will be on-line (virtual).....	1	2	3	4	5
Lack of skills to use technology to communicate.....	1	2	3	4	5
Providing financial, emotional, or other support for extended family not living with you.....	1	2	3	4	5
Lack of childcare/supervision.....	1	2	3	4	5
Not knowing enough about COVID-19 testing locations, costs, or eligibility to be tested.....	1	2	3	4	5
Long wait times at COVID-19 testing facilities.....	1	2	3	4	5

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Long wait times to get COVID-19 tests back	1	2	3	4	5
Not knowing how safe it is for my household to participate in reopening activities	1	2	3	4	5

14. Please indicate how much of a source, if at all, you consider each of the following to be for obtaining information about the City of Hastings:

	Major source	Minor source	Not at all a source
City website (hastingsmn.gov).....	1	2	3
City of Hastings bi-weekly newsletter	1	2	3
Rivertown News City newsletter	1	2	3
City's Facebook page	1	2	3
City's Twitter	1	2	3
Email notifications from the City (City listserv).....	1	2	3
Hastings Journal.....	1	2	3
KDWA.....	1	2	3
Hastings Community TV	1	2	3
Hastings Happenings.....	1	2	3
Hastings Now.....	1	2	3
NextDoor	1	2	3

Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.

D1. In general, how many times do you:

	Several times a day	Once a day	A few times a week	Every few weeks	Less often or never	Don't know
Access the internet from your home using a computer, laptop or tablet computer	1	2	3	4	5	6
Access the internet from your cell phone.....	1	2	3	4	5	6
Visit social media sites such as Facebook, Twitter, WhatsApp, etc.	1	2	3	4	5	6
Use or check email.....	1	2	3	4	5	6
Share your opinions online.....	1	2	3	4	5	6
Shop online.....	1	2	3	4	5	6

D2. Would you say that in general your health is:

- Excellent
 Very good
 Good
 Fair
 Poor

D3. What impact, if any, do you think the economy will have on your family income in the next 6 months?

Do you think the impact will be:

- Very positive
 Somewhat positive
 Neutral
 Somewhat negative
 Very negative

D4. How many years have you lived in Hastings?

- Less than 2 years
 2-5 years
 6-10 years
 11-20 years
 More than 20 years

D5. Which best describes the building you live in?

- One family house detached from any other houses
 Building with two or more homes (duplex, townhome, apartment or condominium)
 Mobile home
 Other

D6. Do you rent or own your home?

- Rent
 Own

D7. About how much is your monthly housing cost for the place you live (including rent, mortgage payment, property tax, property insurance and homeowners' association (HOA) fees)?

- Less than \$500
 \$2,000 to \$2,499
 \$500 to \$999
 \$2,500 to \$2,999
 \$1,000 to \$1,499
 \$3,000 to \$3,499
 \$1,500 to \$1,999
 \$3,500 or more

D8. Do any children 17 or under live in your household?

- No
 Yes

D9. Are you or any other members of your household aged 65 or older?

- No
 Yes

D10. How much do you anticipate your household's total income before taxes will be for the current year? (Please include in your total income money from all sources for all persons living in your household.)

- Less than \$25,000 \$75,000 to \$99,999
 \$25,000 to \$49,999 \$100,000 to \$149,999
 \$50,000 to \$74,999 \$150,000 or more

D11. Are you Spanish, Hispanic or Latino?

- No, not Spanish, Hispanic or Latino
 Yes, I consider myself to be Spanish, Hispanic or Latino

D12. What is your race? (Mark one or more races to indicate what race you consider yourself to be.)

- American Indian or Alaskan Native

- Asian, Asian Indian or Pacific Islander
 Black or African American
 White
 Other

D13. In which category is your age?

- 18-24 years 55-64 years
 25-34 years 65-74 years
 35-44 years 75 years or older
 45-54 years

D14. What is your gender?

- Female
 Male
 Identify in another way

Thank you! Please return the completed survey in the postage-paid envelope to:
National Research Center, Inc., PO Box 549, Belle Mead, NJ 08502