



Saint Paul
Department of Public Works
Resident Expectation and Satisfaction Survey



INTRODUCTION

The Department of Public Works engaged the independent research firm of QEM to conduct a survey of residents as part of its on-going examination of winter streets maintenance and snow emergency operations. In order to more effectively serve city residents the survey sought to better understand residents' expectations concerning winter street maintenance and snow emergencies, their perception of past snow emergency activities and winter street maintenance and their level of satisfaction with these services. Results from the survey are to be used to help the Department of Public Works make better decisions and shape the development of its winter streets maintenance and snow emergency.

DEVELOPMENT

As part of the development of the survey a series of meetings and structured interviews were conducted with principal stakeholders. These stakeholders included council members from each of the seven Saint Paul wards, the Mayor of Saint Paul and members of the mayor's office, the Director of Public Works, leadership of the Streets Maintenance Division of the Department of Public Works, the City of Saint Paul Innovation Team, and representatives of various community groups.

Given the information gathered at these meetings, development of the survey proceeded by aligning best practices in public sector expectation and satisfaction surveying with the concerns and interests of these stakeholders. Drafts of the survey were circulated for feedback from key stakeholders and revisions were made in light of this feedback.

ADMINISTRATION AND RESPONSE RATE

On September 25, 2015, 1400 randomly sampled¹ residents of Saint Paul were mailed a survey² (See Appendix A) requesting input on residents' expectations about winter street maintenance and snow emergencies and level of satisfaction with these services. Reminder postcards and a follow-up survey mailing took place at one-week intervals and yielded a 30% response rate (see Table 1).

¹ Marketing Systems Group drew the sample. They did so by identifying current addresses in the seven Saint Paul wards and drawing a random sample of 200 addresses from each of these wards. Where available, names were included with the address so that mailings could be directed to a particular person ('Or Current Resident' was included after the name to decrease the likelihood of returned surveys.)

² Frank Klecker at River Print did all of the printing and mailing. River Print was given the names and addresses from the sample and reminder postcards and a second survey mailing was sent at one-week intervals.

Table 1

Response rates with distributions by ward

WARD	SENT	RETURNED COMPLETED	RESPONSE RATE WITHIN WARD	% OF TOTAL RESPONSES
1	200	50	25%	12%
2	200	59	30	14
3	200	74	37	18
4	200	76	38	18
5	200	50	25	12
6	200	55	28	13
7	200	52	26	13
	11 (returned)			
TOTAL	1389	416	30%	100.0%

DEMOGRAPHICS

Residents were fairly evenly represented across all age groups with the exception of younger residents. There were no respondents below the age of 18 and only 3 in the 18 – 22 age group.³ The age distribution of respondents was as follows (see Table 2):

Table 2

Age Distribution of Respondents

Age Group	Number	Percent of Total
18-22	3	.7
23-35	73	17.8
36-50	93	22.7
51-65	132	32.3
65 +	108	26.4
Total	409	100.0

Respondents were largely representative of long-time residents of Saint Paul (67% reported having lived in the city for more than 11 years) with only 12% having lived there three years or less. Similarly, they were typically homeowners with three-quarters reporting that they own their home. Results were fairly evenly representative of people who both work and don't work in Saint Paul (46% work in Saint Paul while the remaining 54% do not).

Of those that reported racial data (5% of respondents did not provide this information), all categories were represented (see Table 3).⁴

³ For purposes of analysis, we combined the 18 – 22 age group with the 23 – 35 age group thus creating a 35 and younger group. Subsequent reporting refers to this newly created group.

⁴ For purposes of subsequent analysis, data was weighted to more accurately represent the distribution of race within the City of Saint Paul. Census data was used to establish this weighting.

Table 3

Racial distribution of respondents

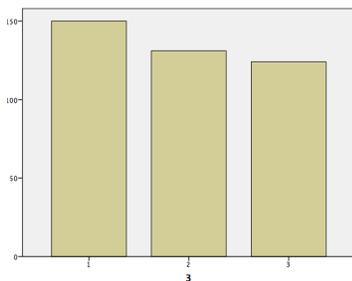
Identify As:	%
Hispanic, Latino	5.3
White	77.2
Black or African American	6.1
African	1.0
American Indian or Alaska Native	1.0
Asian or Asian American	6.6
Other	3.3

EXPECTATIONS

The expectation items on the survey asked residents about a range of topics from the goal of a snow emergency (#3), the timing of plowing during a snow emergency (#1, #2) as well as a variety of other activities during this time (#10 – 16). Their expectations around snow plowing during non snow emergencies (#28, #29) and their communication expectations (#31 – 34) were also explored.

Snow Emergencies

On average, residents expect that plowing of all arterials will be finished overnight and that the whole snow emergency event (which was defined as the plowing of both arterial streets and residential streets) will be completed in 24 hours. Given this time frame, residents typically expect both arterial and residential street to be passable (as opposed to cleared to the pavement). This was most commonly identified as the primary goal of a snow emergency however respondents were fairly evenly distributed among the possible answers with 37% providing this answer, while 32% indicated that they expected arterials to be cleared to the pavement while residential streets were passable. Another 31% expect both arterial and residential streets to be cleared to the pavement.⁵



Of the other activities that we asked residents to consider for what they might expect during a snow emergency, nearly all respondents indicated that they expect residents to move their cars according to the snow emergency schedule (90%). Further, the vast majority of respondents expect that cars not moved will be ticketed (78%) and, subsequently, towed (70%). Slightly fewer, yet still the majority of respondents (60%), expect that plows will return to clean up snow that was missed due to unmoved cars. And finally, the majority of respondents also expect plowing to occur so that school buses can get through (75%). In fact, of all the snow emergency expectations that we asked about, only coordinated private plowing and being able to patronize businesses as usual were not strongly endorsed (only 29% and 34%, respectively, expect these services).

⁵ This was potentially a question that could be revised in future iterations of the survey to get more valuable information.

When asked to prioritize the goals of a snow emergency from a list of 6 items (see question #4), residents typically identified 'Emergency vehicles can get through streets' as the number one priority of a snow emergency with 84% of respondents choosing this as priority #1. The second priority was 'School buses can drive safely on their routes'. Tied for third place was 'Public transportation runs on time' (26%) and 'People can travel to work' (26%). While 'Business can serve customers' ranked as the fifth priority, the least important among the possible responses was 'People can travel to important appointments' which was ranked at number 6.

Winter Streets Maintenance

If it snows, but there is no snow emergency called, residents expect that residential streets will be plowed once the arterial streets have been cleared. More than half of respondents (58%) had this expectation and another quarter expect that residential streets will be plowed within 24 hours of the beginning of a snowfall.

Nearly one third of respondents do not expect bike lanes to be plowed (31%). In fact, when asked to rank eleven items in terms of how important having the clearing of that item as a goal during the entire winter, bike lanes were identified as the least important snow-clearing goal for City. However, two-thirds of respondents did have bike-lane plowing expectations, but were divided as to when they expect those lanes to be cleared. 'Soon after residential streets' was the most common time frame identified (29% of respondents) and 'At the same time as residential streets' was the next most common answer (21%).

Table 4
Ranking of Goals During Entire Winter

Rank	Goal
1	Arterial streets
2	Downtown streets
2	Residential streets
4	School bus routes
5	Sidewalks near public transit
6	Pedestrian crossings at the light rail
7	Sidewalks near commercial areas
8	Sidewalk corners
9	Residential sidewalks
10	Residential alleys
11	Bike lanes

With respect to the other 10 items on 'goals of snow removal during the entire winter' list, the clearing of arterial streets, downtown streets and residential streets were identified as first, second and third priorities, respectively. The full ranking is given in Table 4.⁶

Communication

Residents' expect the City to communicate when a snow emergency is called (88%) and what the snow emergency parking rules are (61%). General policies on snow removal and getting regular updates on plowing activities during a snow emergency were seen as less important with only about half of all respondents identifying these as communication expectations.

While we did ask residents to identify the best way of receiving information about a snow emergency, the reliability of results from this item are problematic since 30% of respondents

⁶ It should be noted that this was a problematic question and the results reported here should be read with that in mind. In particular, a significant number of respondents failed to rank all items, gave some items the same ranking or merely checked items rather than rank them. As a result approximately 10% of the data was missing.

replied with multiple answers and therefore their responses were not included in the analysis. Nevertheless, residents typically reported that receiving a text message on their phone was the best way for the City to get them information that a snow emergency has been called, with television identified as the second best method.

SATISFACTION

We asked residents to identify their level of satisfaction with 19 different features of winter street maintenance and snow emergencies. Satisfaction items included whether, and to what degree, they are satisfied with snow removal services (timing, quality, effectiveness and rule enforcement) (#52 – 56, #66, #67), their ability to get around during winter in general as well as during snow emergencies (#57 – 63), the City’s communication (#64, #65, #68, #69) and the overall service they receive (#70).

To help frame our understanding of their responses to these satisfaction items, some more general information was sought. In particular, we asked residents to tell us how they evaluate the quality of their service and how it compares with other Saint Paul neighborhoods. Residents report that they typically compare the quality of their service to what they believe it should be (as opposed to a comparison with another city or past services in Saint Paul). And while twenty-three percent of respondents did not have an opinion about how the service in their neighborhood compared with other neighborhoods, the majority of those willing to compare their neighborhood to others reported believing that the quality of the services they received in their neighborhood is either the same or better.

Also relevant to interpreting resident satisfaction are questions about parking. Nearly three-quarters of respondents report having reliable off-street parking for all the vehicles at their residence. Further, more than two-thirds of respondents (68%) have access to legal on-street parking for vehicles at their residence during a snow emergency. In light of these parking constraints (or lack thereof) we thought it would be important to know residents’ thoughts on the current parking ticketing system during snow emergencies. The majority of respondents (52%) endorse the current system as adequate to get people to move their cars during this time, while a significant, but minority, number (32%) endorsed a ticket price escalation system. Restricting parking to one side all winter, however, is not something residents in general find acceptable. Yet a significant number of respondents (30%) would like more details on this idea. Given this information, we turn now to a look at resident satisfaction. The following table shows results for all residents on the satisfaction items. The most frequent response on each item is marked with an X and highlighted in green. Percentage of respondents in each category is given.

Table 5

Resident Satisfaction Results

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No opinion
Timing of snow removal on arterial streets during a snow emergency	3	11	X 61%	20	4
Quality of snow removal on arterial streets during a snow emergency	4	17	X 57%	17	5
Timing of snow removal on residential streets during a snow emergency	11	26	X 49%	10	5
Quality of snow removal on residential streets during a snow emergency	15	32	X 40%	9	5
The overall effectiveness of snow emergencies	3	15	X 59%	17	6
The ability of school buses to follow their routes on time when there is a snow emergency	2	6	33	6	X 54%
My ability to access public transportation during the winter	2	10	31	10	X 47%
My access to businesses in Saint Paul during the winter	1	13	X 57%	12	17
The condition of downtown sidewalks during the winter months	2	9	32	9	X 49%
The condition of commercial area sidewalks (for example, University Avenue) during the winter months	3	16	X 42%	7	33
The condition of residential sidewalks during the winter months	9	36	X 39%	4	9
The condition of bike lanes during the winter months	2	8	12	2	X 76%
The information that I have received concerning winter street maintenance policies	3	15	X 54%	14	14
The City's communication when a snow emergency is called	3	12	X 57%	22	7
Ticketing during snow emergencies	9	19	X 39%	4	28
Towing during snow emergencies	11	21	X 34%	5	29
The response that I have received to my calls concerning street plowing	3	6	18	4	X 69%
The response that I have received to my calls concerning sidewalk clearing	3	6	16	2	X 73%
The overall service that I receive from Saint Paul Public Works during the winter	5	18	X 52%	12	14

On all items the typical resident reports satisfaction except for a number of instances where there is no opinion. The fact that the majority of residents have no opinion concerning responses to calls should not be surprising under the assumption that the majority have most likely not made such calls. Likewise having no opinion about the condition of downtown sidewalks and bike lanes is most likely due to a lack of experience with both of these. Notable, however, is the fact that residents most commonly report having no opinion on school buses following their routes during a snow emergency or access to public transportation during the winter. Perhaps these, too, reflect the nature of respondents in general – individuals who are primarily drivers and as well as those without school age children. This, of course, raises the question of how these satisfaction results look when we begin to compare responses across different age groups, different wards and different races. We turn our analysis now to just this question. We will begin with the question of differences among age groups and ask ourselves whether we find significantly different levels of satisfaction when we examine responses across those groups.⁷

Age

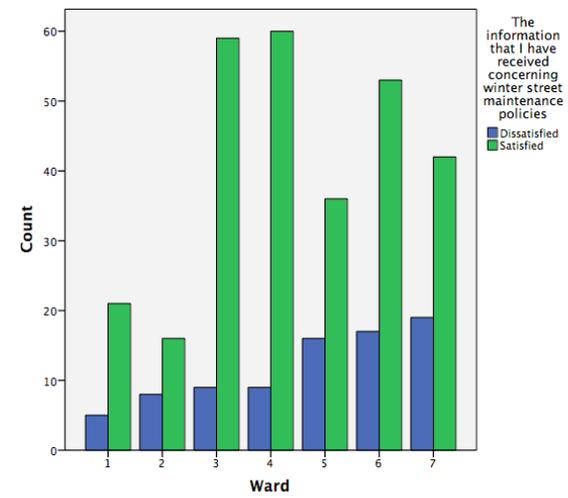
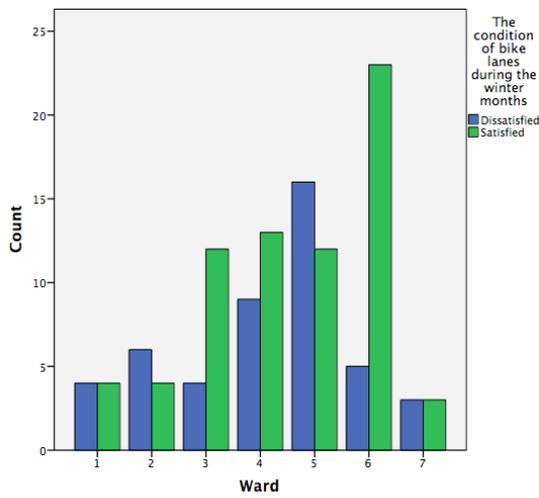
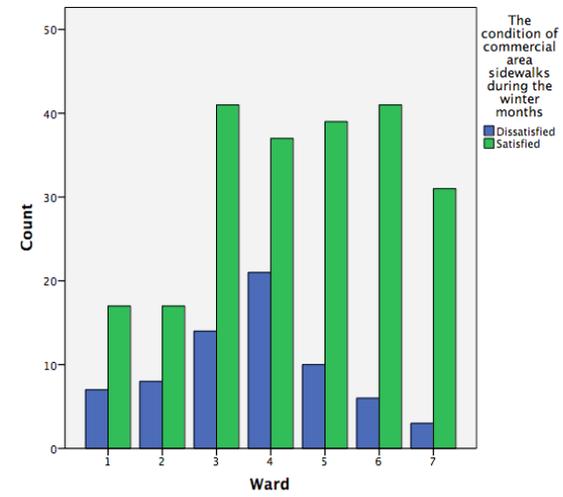
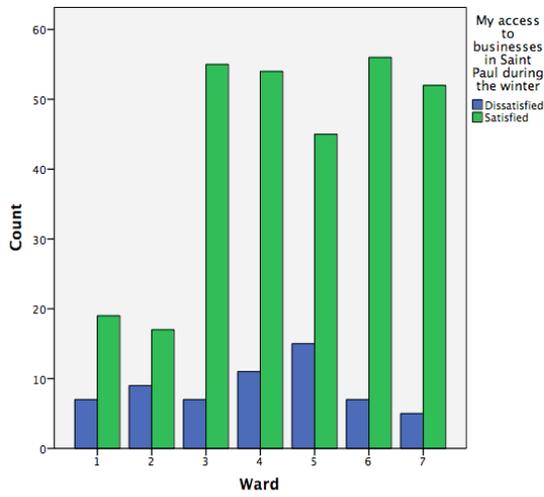
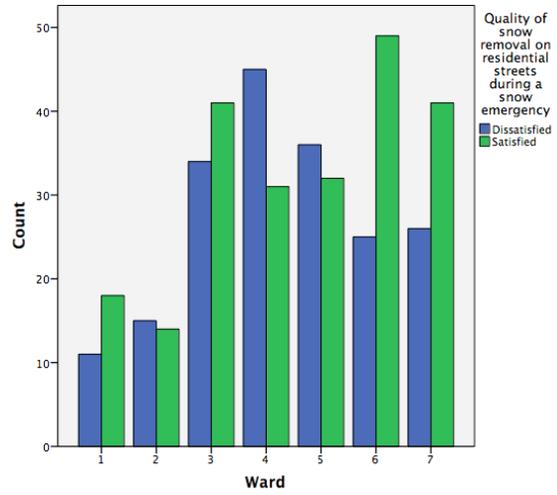
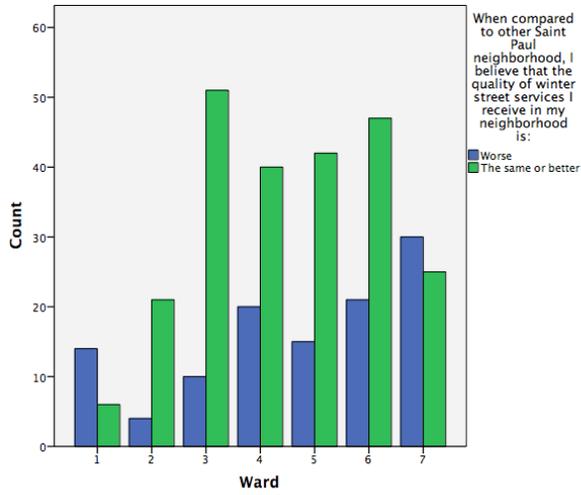
When it comes to satisfaction with snow removal during snow emergencies on residential streets, older residents are more likely to be satisfied than younger residents and, in fact more likely to report being satisfied with the overall effectiveness of snow emergencies. However, older residents are less satisfied than their younger counterparts with their ability to access public transportation during the winter months and are also less satisfied with the condition of commercial area sidewalks than are younger residents.

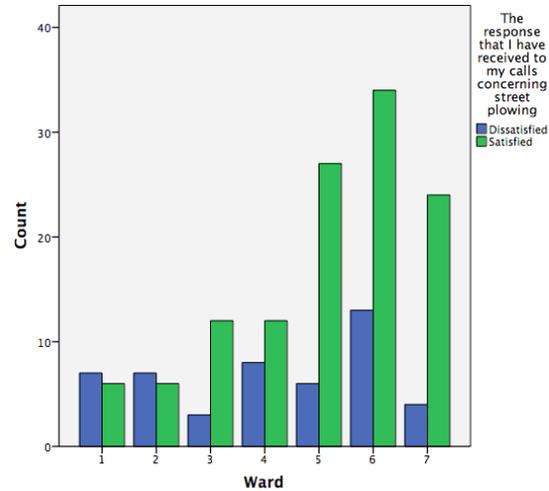
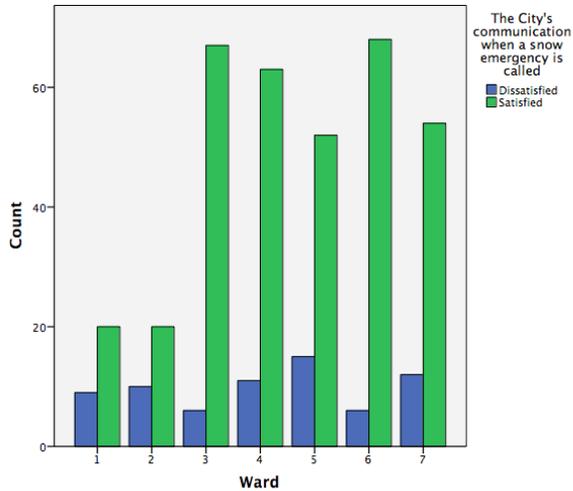
While happier than younger residents with the information they receive concerning winter street maintenance policies as well as the City's communication during snow emergencies, older residents are decidedly less happy when it comes to the response to calls they make concerning street plowing.

Ward

Comparisons at the ward level are most easily conveyed graphically because of the number of wards. Each survey item where we find significant differences among wards is presented graphically with the item given at the top right corner. For all except the first graph, the blue bars are those dissatisfied while the green bars represent the satisfied residents. It is worth noting that significant differences among wards may arise either because of differing majority opinions among wards (i.e., one ward is largely dissatisfied while another is largely satisfied) or because, while leaning in the same direction (i.e., all largely satisfied) the magnitude of the difference is significant.

⁷ Because of the nature of the analysis that needs to be done to determine the answer to these questions, responses must be divided into two categories - 'unsatisfied' and 'satisfied' – which is to collapse into one category the 'very dissatisfied' and 'dissatisfied' responses, and into another category the 'satisfied' and 'very satisfied'.





Rent/Own

When we turn our attention to residents who are renters and compare them with homeowners, we find some significant and important differences as well. In particular, renters are much less satisfied with the condition of bike lanes during the winter months than are homeowners. Similarly, they report less satisfaction with the City's communication concerning snow emergencies. However, renters are more satisfied than homeowners with ticketing and towing practices during snow emergencies and are also more satisfied with the responses they receive to their calls concerning street plowing than are homeowners.

Race

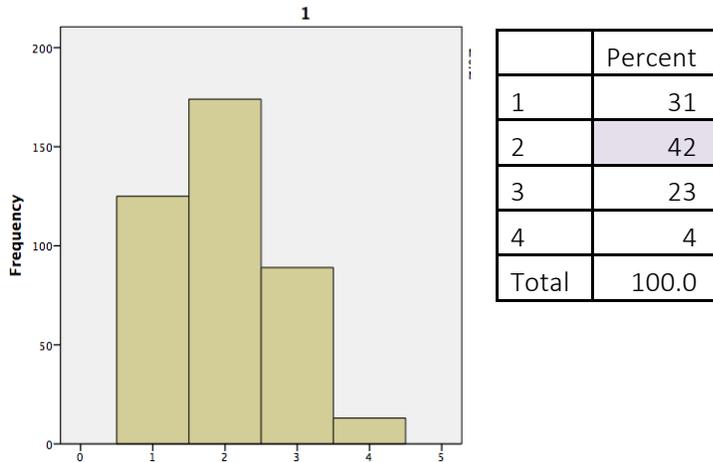
There are a number of significant differences in responses when we compare residents of color to white residents. In each case where we find such differences, residents of color are less satisfied than white residents. In particular, during snow emergency events residents of color report less satisfaction with the timing and quality of snow removal on arterial streets, as well as the timing of snow removal on residential streets. They are also less satisfied than white residents with the ability of school buses to follow routes during these events. In general, the City's communication during these events is less satisfactory to residents of color than to white residents. In the winter, in general, residents of color report being less satisfied than white residents with their access to Saint Paul businesses and also claim to be less satisfied with the information that they receive concerning winter street maintenance policies.

APPENDIX A: SURVEY ITEMS WITH RESULTS

1. Once a snow emergency has been declared, I expect the plowing of all arterial streets to be finished
 - a. Within a few hours
 - b. Overnight
 - c. Within 24-hours
 - d. After all of the residential streets are cleared

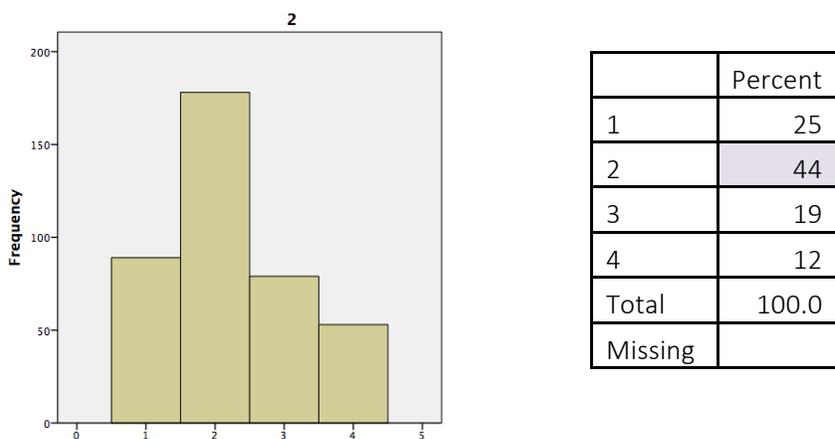
On average, residents expect that plowing of all arterials will be finished overnight.

The distribution of response was as follows:



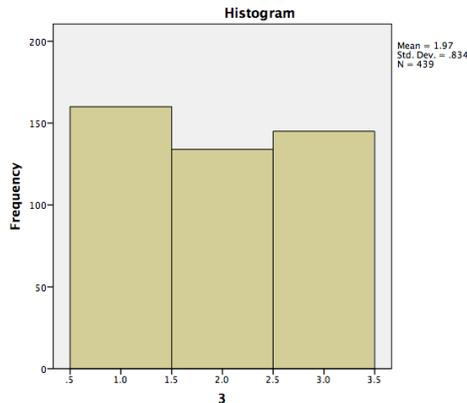
2. I expect a typical snow emergency (plowing of both arterial streets and residential streets) to be completed in
 - a. Less than 24 hours
 - b. 24 hours
 - c. 36 hours
 - d. 48 hours

Typically, respondents expect a snow emergency to be completed in 24 hours.



3. How would you define the primary goal of a snow emergency?
 - a. All arterial and residential streets passable within the time period I've designated in question #2 (above)
 - b. Arterial streets cleared to the pavement, residential streets passable
 - c. All arterial and residential streets cleared to the pavement

Resident most commonly defined the primary goal of a snow emergency as resulting in both arterial and residential street being passable (as opposed to cleared to the pavement) within a designated time period (see Question #2, above). However, respondents were fairly evenly distributed among the three possible answers.



	Valid Percent
1	36
2	31
3	33
Total	100.0
Missing	

4. If you were to prioritize the goals of snow removal during a snow emergency, how would you rank the following goals? (Place numbers 1 - 6 in the space in front of each item)
 - Emergency vehicles can get through streets
 - School buses can drive safely on their routes
 - Public transportation runs on time
 - Businesses can serve customers
 - People can travel to work
 - People can travel to important appointments

Typically, residents identified 'Emergency vehicles can get through streets' as the number one priority of a snow emergency with 84% of respondents choosing this as priority #1. The second place response was 'School buses can drive safely on their routes' with more than a third (34%) of respondents having this as their second choice. Tied for third place was 'Public transportation runs on time' (26%) and 'People can travel to work' (26%). While 'Business can serve customers' ranked as the fifth priority, the least important among the possible responses was 'People can travel to important appointments' which was ranked at number 6 by 43% of respondents.

Rank	Goal	% Respondents
1	Emergency vehicles can get through streets	84
2	School buses can drive safely on their routes	34
3 (tie)	Public transportation runs on time; People can travel to work	26
5	Businesses can serve customers	26
6	People can travel to important appointments	4

5. Which of the following do you expect to happen during a snow emergency? (check all that apply)
 - a. Residents move cars according to the snow emergency schedule until the plows have cleared the street
 - b. Cars that are not moved during a snow emergency will be ticketed
 - c. Cars that are not moved after being ticketed during a snow emergency will be towed
 - d. Plows will return after cars are towed to clean up snow that was missed
 - e. Streets will be plowed so that school buses can get through
 - f. People can patronize businesses in Saint Paul as they typically do
 - g. Private plowing (e.g., business or church parking lots) is coordinated with street plowing

Nearly all respondents expect that, during a snow emergency, residents move their cars according to the snow emergency schedule (90%). Further, the majority of respondents expect that cars not moved will be ticketed (78%) and, subsequently, towed (70%). The majority of respondents also expect plowing to occur so that school buses can get through (75%). Slightly fewer, yet still the majority of respondents, expect that plows will return to clean up snow that was missed due to unmoved cars (60%). In fact, of all the expectations listed in this question, only coordinated private plowing and being able to patronize businesses as usual were not endorsed by the majority of respondents (only 29% and 34%, respectively, expect these services).

6. If you were to prioritize the goals of snow removal during the entire winter (not just during snow emergencies), how would you rank the importance of clearing each of the following? (Place numbers 1 - 11 on the line in front of each item)
 - Arterial streets
 - Downtown streets
 - School bus routes
 - Residential streets
 - Bike lanes
 - Sidewalks near public transit
 - Sidewalks near commercial areas
 - Pedestrian crossings at the light rail
 - Sidewalk corners
 - Residential sidewalks
 - Residential alleys

This was a problematic question and the results reported here should be read with that in mind. In particular, a significant number of respondents failed to rank all items, gave some items the same ranking or merely checked items rather than rank them. As a result approximately 10% of the data was missing. That said, respondents identify arterial streets as the #1 priority for snow removal during the entire winter. Moreover, bike lanes were identified as the lowest priority (i.e., #11). The following table provides a summary of all rankings given the available data.

Rank	Goal During Entire Winter
1	Arterial streets
2	Downtown streets
2	Residential streets
4	School bus routes
5	Sidewalks near public transit
6	Pedestrian crossings at the light rail
7	Sidewalks near commercial areas
8	Sidewalk corners
9	Residential sidewalks
10	Residential alleys
11	Bike lanes

7. If it snows but there is no snow emergency called, I expect residential streets
 - a. Will be plowed within 24 hours of the beginning of the snow fall
 - b. Will be plowed once the arterial streets have been cleared
 - c. Will be plowed only if they are priority areas such as hills and schools
 - d. Will not be plowed

If it snows, but there is no snow emergency called, residents expect that residential streets will be plowed once the arterial streets have been cleared. More than half of respondents (58%) have this expectation with another 25% expecting that residential streets will be plowed within 24 hours of the beginning of a snowfall.

8. I expect bike lanes to be plowed
 - a. At the same time as arterial streets
 - b. Soon after arterial streets
 - c. At the same time as residential streets
 - d. Soon after residential streets
 - e. Not at all

Nearly one third of respondents do not expect bike lanes to be plowed (31%). Two-thirds of residents have bike-lane plowing expectations, with 'Soon after residential streets' being the most common time frame identified (29% of respondents) and at the same time as residential streets being the next most common answer (21%).

9. The best way for the City to get me information that a snow emergency has been called is by (circle one)
 - a. Text message on my phone
 - b. Email
 - c. Television
 - d. Phone message
 - e. Radio
 - f. Web site
 - g. Social media
 - h. Other _____

Typically, residents claim that receiving a text message on their phone is the best way for the City to get them information that a snow emergency has been called, with the television identified as the second best method. It should be noted that this was another problematic question since 30% of respondents replied with multiple answers and therefore their responses were not included in the data.

10. I expect the city to provide me with the following information about winter street maintenance (check all that apply)
 - a. When a snow emergency is called
 - b. What the snow emergency parking rules are
 - c. General policies on snow removal
 - d. Regular updates on plowing activities during a snow emergency

Information Expected From the City	%
When a snow emergency is called	88
What the snow emergency parking rules are	61
General policies on snow removal	46
Regular updates on plowing activities during a snow emergency	51

11. When compared to other Saint Paul neighborhoods, I believe that the quality of winter street services I receive in my neighborhood is
- The same
 - Better
 - Worse
 - I don't know

Residents typically believe that the quality of the services they receive in their neighborhood is the same as that in other neighborhoods.

Of respondents, more than half (52%) say it is either the same or better with a quarter (26%) reporting that they believe the quality of their service is worse. Twenty two percent did not have an opinion.

12. How do you evaluate the quality of services you receive during a snow emergency?
- I compare the service to another city that I am familiar with
 - I compare the service to what I believe it should be
 - I compare the service to the city's recent past performance
 - I compare the service to how it was many years ago

When evaluating the quality of their snow emergency service, residents typically compare the service to what they believe it should be.

13. In your opinion, is the current parking ticketing system adequate to get people to move their cars during a snow emergency?
- Yes
 - No, the tickets should be higher than \$56.
 - No, the ticket should escalate for each additional parking violation by the same car.
 - There should be no ticketing.

It is residents' opinion that the current parking ticketing system is adequate to get people to move their cars during a snow emergency.

The majority of respondents endorse the current system (52%) while a large minority (32%) endorsed a ticket price escalation system.

14. If a simple way of addressing residential winter street maintenance concerns were to limit parking to one side on all residential streets all winter, would you think this is an acceptable solution?
- Yes
 - No
 - Would need more details

Restricting parking to one side all winter is not something residents, in general, find acceptable. However, a significant number of respondents (30%) would like more details.

15. Do you work in Saint Paul?

- a. Yes
- b. No

Of the respondents to this survey, 46% work in Saint Paul while the remaining 54% do not.

16. Is there reliable access to off-street parking for all of the vehicles at your residence?

- a. Yes
- b. No

Saint Paul residents most commonly have reliable off-street parking for all the vehicles at their residence. Nearly three-quarters of respondents report that they do.

17. Is there reliable access to legal on-street parking during a snow emergency for all of the vehicles at your residence?

- a. Yes
- b. No

More than two-thirds of respondents (68%) have access to legal on-street parking for vehicles at their residence during a snow emergency.

18. Do you own or rent your home?

- a. Own
- b. Rent

Saint Paul residents are typically homeowners with three-quarters of respondents reporting that they own their home.

19. How long have you lived in Saint Paul?

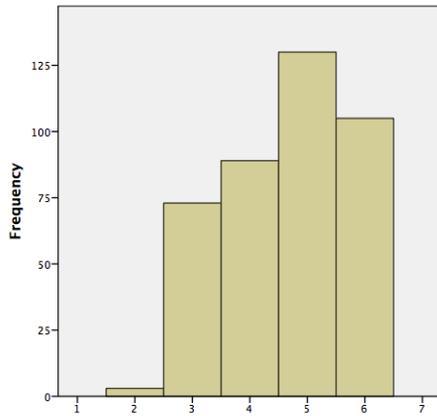
- a. Less than one year
- b. 1 - 3 years
- c. 4 - 10 years
- d. More than 11 years

An impressive 67% of respondents have lived in Saint Paul for more than 11 years. Only 12% have lived there three years or less (and of those only 3% less than one year).

20. Age

- a. Less than 18
- b. 18 - 22
- c. 23 - 35
- d. 36 - 50
- e. 51 - 65
- f. 65 or over

The age of respondents was nicely distributed among four of the six age groups. There were no respondents under the age of 18 and only 3 respondents in the 18 – 22 age group. The distribution was as follows:



Age Group	Number	Percent of Total
18-22	3	.7
23-35	73	17.8
36-50	93	22.7
51-65	132	32.3
65 +	108	26.4
Total	409	100.0

21. Which of the following do you identify as (circle all that apply)

- a. Hispanic, Latino
- b. White
- c. Black or African American
- d. African
- e. American Indian or Alaska Native
- f. Asian or Asian American
- g. Other: _____

Identify As:	%
Hispanic, Latino	5.3
White	77.2
Black or African American	6.1
African	1.0
American Indian or Alaska Native	1.0
Asian or Asian American	6.6
Other	3.3

Satisfaction

Please rate your overall level of satisfaction with the following by putting an X in one box per row.

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	No opinion
Timing of snow removal on arterial streets during a snow emergency			X 61%		
Quality of snow removal on arterial streets during a snow emergency			X 57%		
Timing of snow removal on residential streets during a snow emergency		(26%)	X 49%		
Quality of snow removal on residential streets during a snow emergency		(31%)	X 40%		
The overall effectiveness of snow emergencies			X 59%		
The ability of school buses to follow their routes on time when there is a snow					X 54%
My ability to access public transportation during the winter			(31%)		X 48%
My access to businesses in Saint Paul during the winter			X 58%		
The condition of downtown sidewalks during the winter months			(32%)		X 49%
The condition of commercial area sidewalks (for example, University Avenue)			X 42%		(34%)
The condition of residential sidewalks during the winter months		(37%)	X 40%		
The condition of bike lanes during the winter months					X 77%
The information that I have received concerning winter street maintenance			X 54%		
The City's communication when a snow emergency is called			X 57%		
Ticketing during snow emergencies			X 39%		(28%)
Towing during snow emergencies			X 34%		(29%)
The response that I have received to my calls concerning street plowing					X 70%
The response that I have received to my calls concerning sidewalk clearing					X 74%
The overall service that I receive from Saint Paul Public Works during the winter			X 52%		