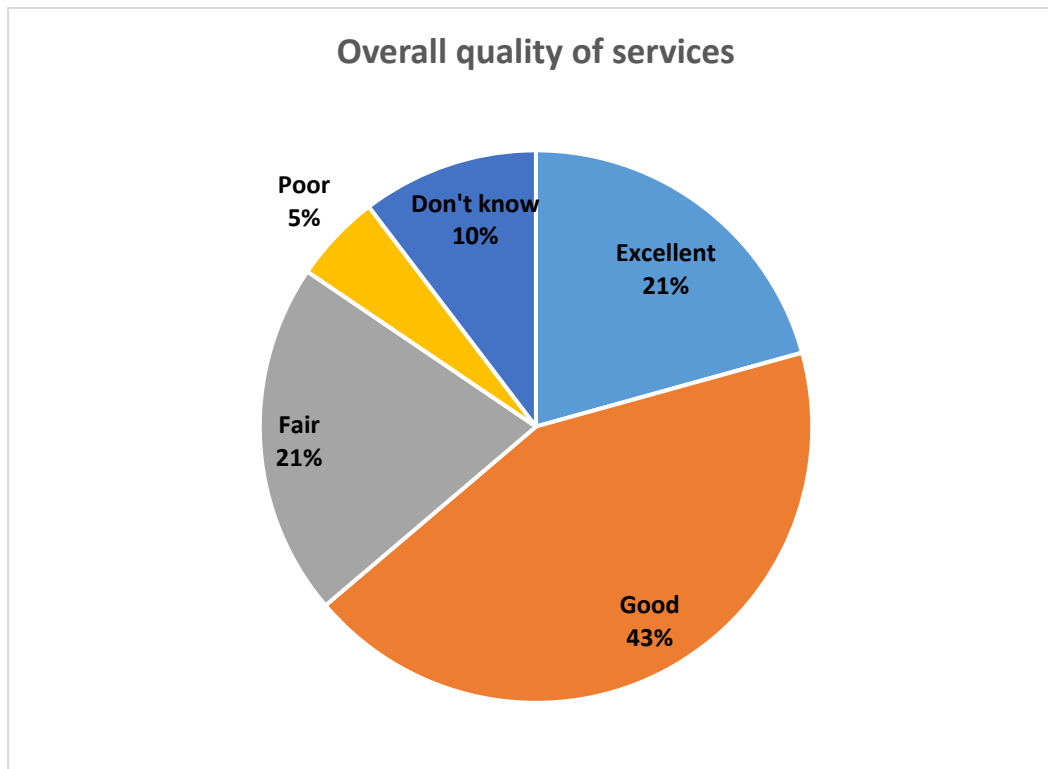




Annual Performance Measurement Survey

December, 2016

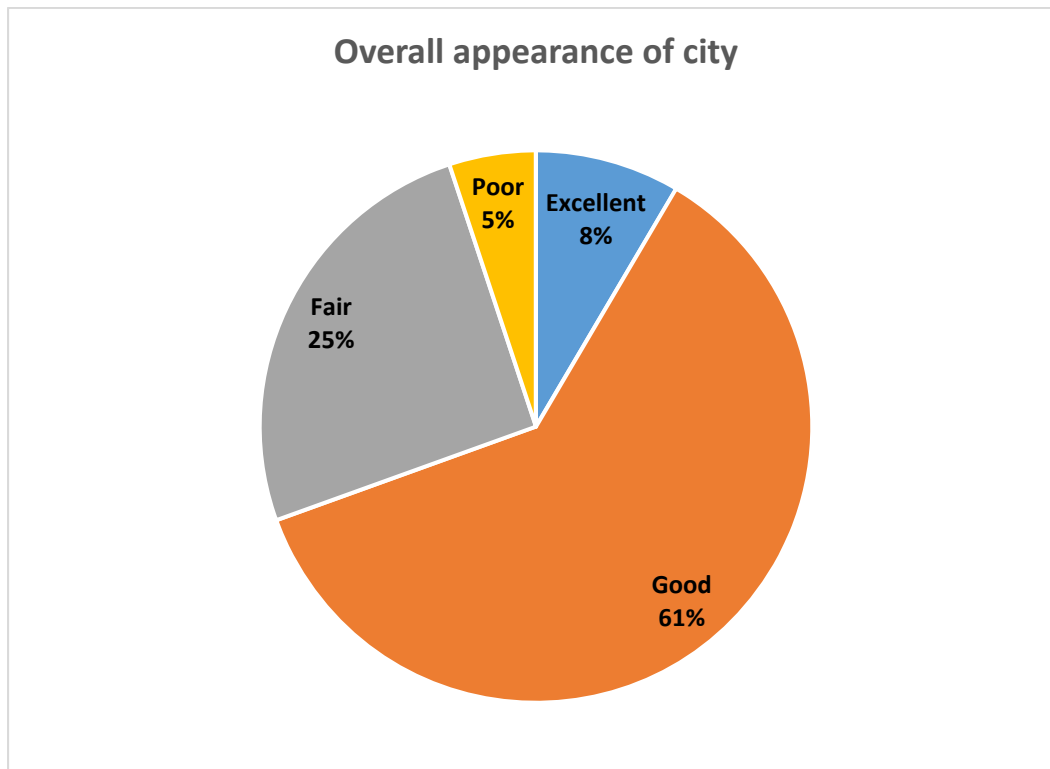
Estimated 2015 Population of Maplewood	39,742
Responses to Survey	59
Responses to Prior Year Survey	49



Comments:

- All are good except Fire and EMS. Let's bring the volunteer fire department back so we have more firefighters to draw from for coverage purposes and in case of a major emergency such as a tornado coming thru the city etc. Use CERT Team more also to help out Police and Fire Dept.
- Your communications with residents is seriously lacking. What a joke
- We do have a responsive city government. Let's keep it that way.
- property values of not rebounded and continue to slide in our area, while many other parts of the city and surrounding communities have increased.
- So far so good
- The for sale fire station should be offered to Walmart for a mini store. People south can complain all they want about what they perceive as increased traffic. All the traffic going down Londin Ln is going to shop in Woodbury and to 494. That would change in that the taxes being paid would go to Maplewood, not Woodbury and the traffic would not chnage. Keep the tax money in Maplewood.
- Poor management has turned this city into a dump.
- In general, the city provides good service of high quality in many areas. There are certainly some areas that can use improvement, but that is true in every city.

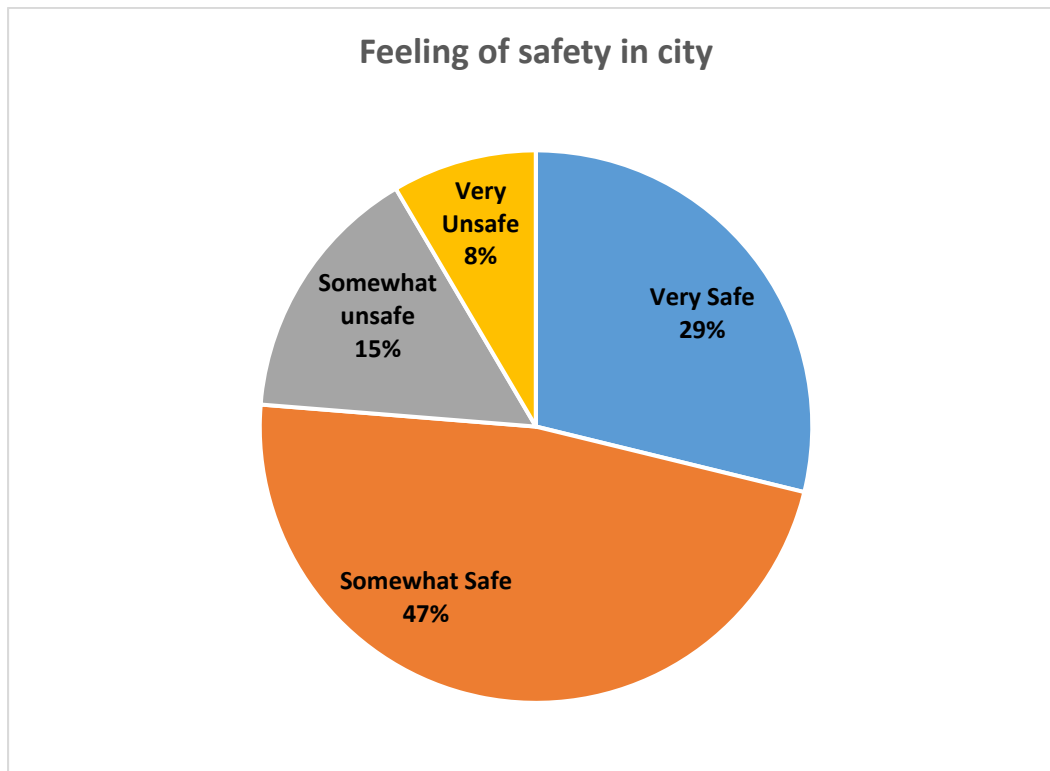
-
- I once stopped at an intersection with a stop sign, checked for incoming cars, pulled ahead and was hit by a car coming over a hill on English street. This oncoming car was clearly speeding. After I was hit I saw very long skid marks. Afterwards, I went to my local clinic and returned home. In the next day or two, I received a ticket in the mail from the officer who came to the scene. I took this up with the officer's superior; he wasn't helpful. I paid the ticket. Overall, this left a sense of distrust of my local police force. I'm guessing this was 8 or 9 years ago, so the force may have changed quite a bit, but it's left a negative impression of the Maplewood services.
 - If I could financially handle it I would move as far away from Maplewood as I could. It is nothing like our pleasant city used to be.
 - I went to talk to an engineer about my rain water run off, he was super nice, he cared about me, little old me and my yard, wow, awesome service and he really knew his stuff!
 - Thanks Maplewood for putting this out there. I think in the past year Maplewood has taken a in a great direction !! Thanks to all the city and the services they provide! I don't take them for granted
 - I try to spend as little of my time in maplewood as possible. It's just no longer safe. If I could get what I paid for my home I would move immediately. It's sad to see what this city I once loved has become.
 - Thanks for motivating me to move.



Comments:

- The City does a poor job of code enforcement in terms of junk in residential yards, too many cars in residential yards, temporary structures etc.
- But not referencing the street appearance
- It's trash
- In the area I live and the areas I travel through, the appearance is excellent. Landscaping (trees, shrubs, etc.) is great and city streets are clean and in good repair.
- Roads are cleaned appropriately and plowed quickly during the winter.
- Looking forward to further redevelopment in Gladstone, hoping for Frost Ave parkway feature to be extended all the way to White Bear Ave.
- I've seen a decline in the city overall. More crime, schools are not all that good. There is no good place to shop. We would love to sell our home and relocate but finances have us here for a few more years. Growing up in forest lake we always came to maplewood. I've seen the decline for many years.
- Some areas need some revitalization.
- Streets are not maintained well and the overall look and feel of the community has deteriorated.

- There is a lot of garbage around the park area and apartments by our place by the old champs and there has been broken glass on the sidewalk.
- Many homes turned into rental properties are not kept up, lowering property values for other home owners.
- The streets are filled with pot holes and never get fixed.
- Improved since we moved here.
- little things ARE important. we need to ENFORCE our city codes we need to enforce NO over-night parking in the street AND PARKING ON GRASS & BOULEVARDS. Trash receptacles ARE ALL over the front of homes in our neighborhoods. PLEASE be more proactive about this and HOW our neighborhoods look, it makes a difference both short and long term. Thank you.
- In some areas, housing and commercial areas are not very well maintained. This makes the city appear somewhat shabby in these places. We don't know if there are codes that can be better enforced or if the city is doing everything possible already.
- Overall there isn't much charm or attractiveness in the buildings. The park system is very handsome, by contrast.
- Looks its age. Not as nice as some communities – like Woodbury.
- roads are poor - you feel you have to build on every empty space - the police are indifferent, not friendly and caring like they used to be - the political people are serving themselves instead of the people - taxes are way to high for what we receive in return.
- Some areas around town need a little cleanup. Frost Ave. west of English street has some businesses that are quite the eye sore
- White Bear ave from city rd C south to Larpenteur has a not so nice feel. It feels like St. Paul East side. It doesn't feel very suburban, clean or taken care of. I would like to see the buildings revamped. Otherwise that northern area of White Bear Ave is very nice. I drive on that Ave. multiple times per day.
- I would like to see more sidewalks around busy areas, especially by Cub foods, Beam Ave by the mall and hospitals. Some Complexes, and town homes look so poorly maintained. Don't know if it's property managers, owners or renters. Overflowing trash, broken garage doors, vehicles with expired tabs, old siding, people parking on the grass. Townhomes on Bebee road on the south end..... it's sad to see next to a private school, well maintained townhomes off of Southwind. The apartments look much nicer on Beebe than those run down ones.
- Don't spend more money on it.
- Love the new trails and rain gardens.
- Need more code enforcement. Either enforce the codes or remove them. I am talking about residential enforcement.



Comments:

- Police Department is very good. The Paramedic program should return to the Police Department as the response was faster when the Police were the primary ems responder.
- We don't seem the police patrolling in our section of Maplewood very often.
- I got my butt kicked at the mall bus stops a few years ago. Got any leads yet?
- I live in the south end and feel safe, but sometimes feel the south end is forgotten about since it is so quiet. We still need patrols. We see squads periodically, but would be nice to have more of a presence in the area.
- Safe, quiet, people look out for each other.
- Criminal activity has increased, some basic ordinances aren't enforced parking overnight, vagrancy, loitering, etc.
- Me feeling safe has nothing to do with police presence. My neighbors are amazing and the only negative interactions I have had in the years I've lived in Maplewood have been when I was pulled over for no reason.
- Police department is absolutely horrible and worthless. Routinely see them hiding out in the corner of parking lots doing nothing. They harass and try to intimate citizens. They are the real thugs in this town. No accountability. Sargent told me to come down to the station and fight him when I brought this up.

- With open rhetoric of hatred and bigotry it's hard not to feel unsafe, especially for family members who are vulnerable. We need to see the City Executives, Elected officials and law enforcement agencies to be visible and reassuring.
- I've had a vehicle break in.

- The feeling of safety varies by neighborhood. When streets are in poor condition, housing appearance is not maintained, and the ban on overnight parking of vehicles in the road is not enforced, that makes a neighborhood feel unsafe, even if that is not the case.

- I live in the south leg – we do not let our children outside without an adult.

- Nextdoor app is showing some theft in the area

- It's located too close to St. Paul to be super safe, in my experience. But it's not bad.

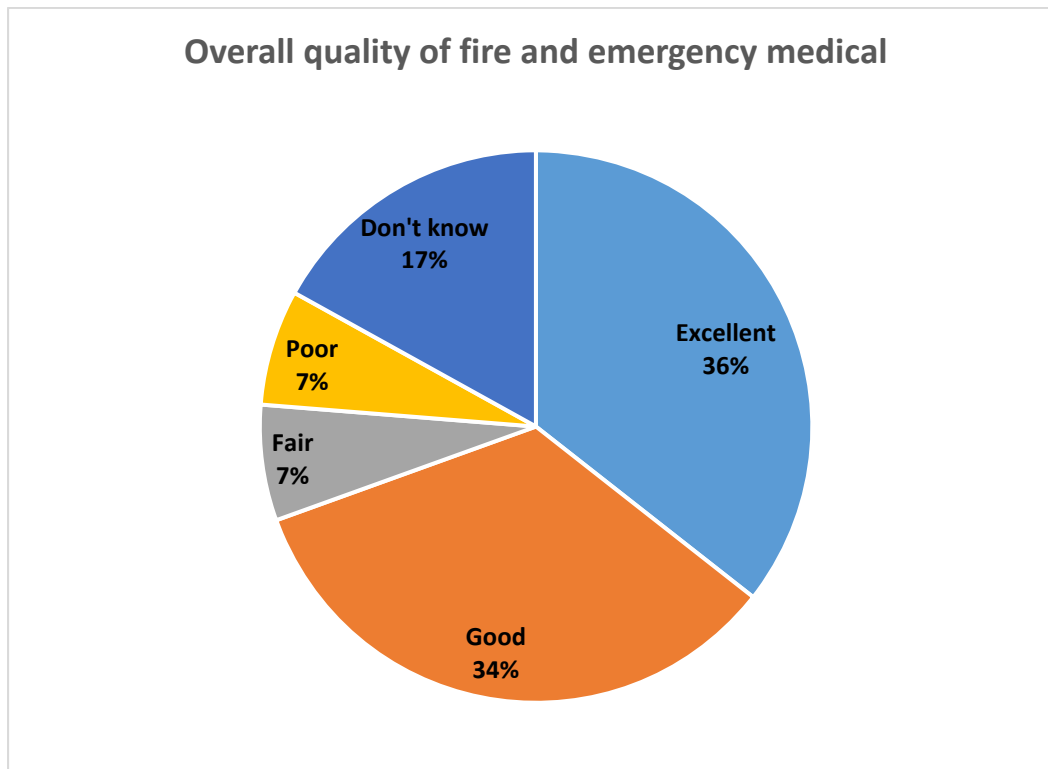
- Crime hasn't bothered me until the last 3 months. I feel like I shouldn't go for a walk when it's dark anymore. Too many weirdos walking around. Some walking, bickering and walking seem offensive. From what I've personally seen and heard. I feel it's more violent. Lots of drunks, drugged out looking people. I hear (mostly women) screaming for help, dogs getting beat, people making hand threats walking up the street. By the time I get out of bed to see what's going on I can't find where it's coming from! Noises travel so far it's hard to tell where it's coming from. Toddlers wandering without their parents, theft of all sorts. Something has to change. I've seen cops fully surrounding vehicles now 3 times in four days. I'm glad Maplewood is pulling these cars over and getting these guys!!! Go Maplewood PD and a big Thank you

- No where is "very safe"

- Maplewood has become the new Minneapolis. Crime is constant, and blatantly in your face. Police response times are deplorable, and I can see the new touch-down station from my front yard.

- Pretty obvious to all residents.

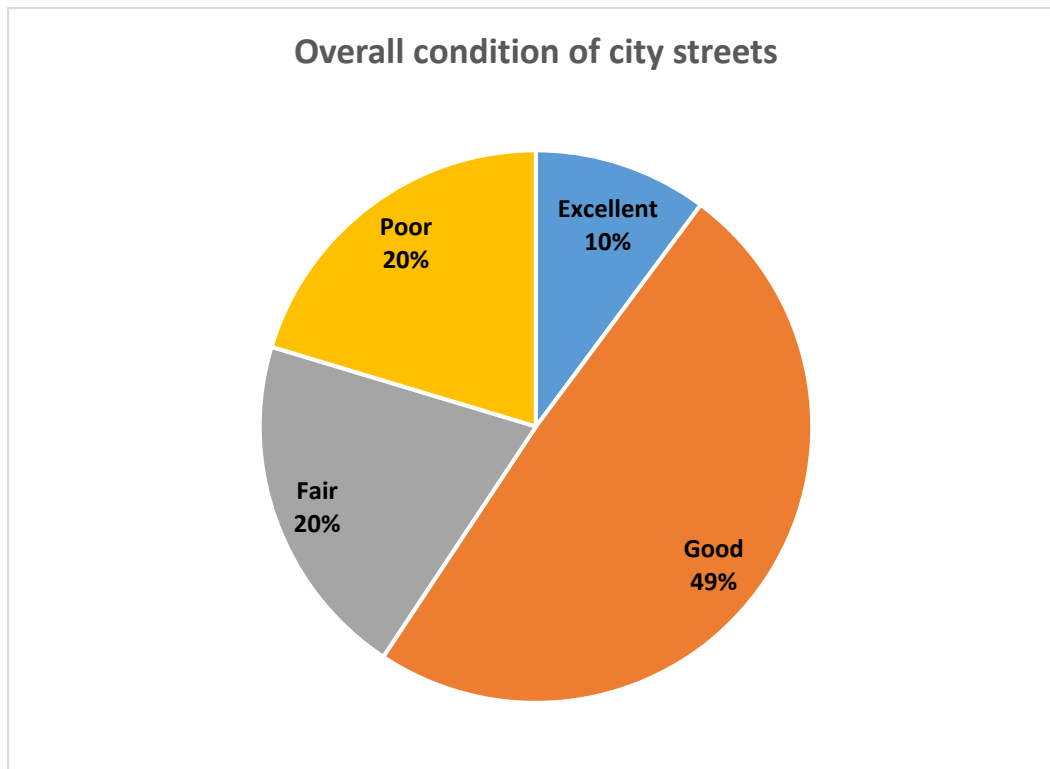
- My street has recently had break-ins. Many nights I hear cars driving at very, very high speeds on the freeway.



Comments:

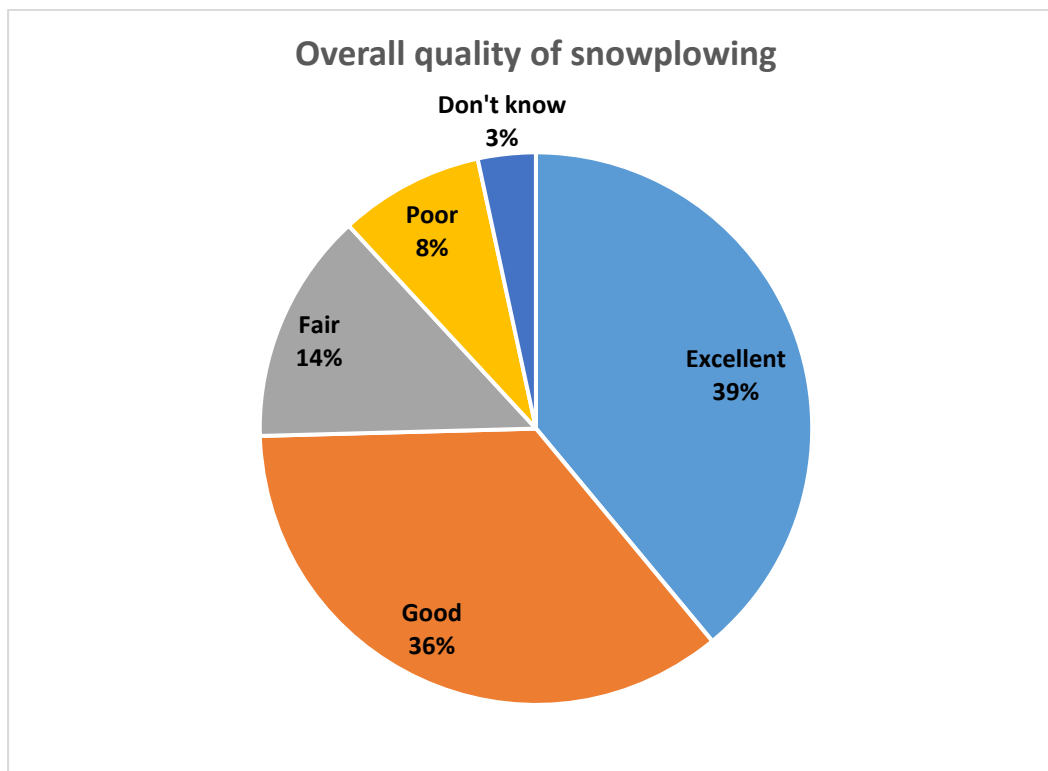
- The current full time fire department model does not provide an adequate number of firefighters, coverage or response time. Let's return to our volunteer fire department that was very successful. Why did the Fire Chief dismantle a Department that worked?
- I hope to never need to know
- I have never had ti utilize them, but my perception is that they are excellent.
- I have never had experience with them, but my perception is that they are excellent.
- I would give an excellent to this rating if the south end had its own dedicated fire station. Closing the Londin Lane and Sterling station didn't help us at all. I understand the new one was built on 3M campus, but in times of crisis, seconds count and you put critical resources farther away.
- Had an attempted break-in a few years ago; police arrived in under 5 minutes. Impressive. Appreciate EMS there to assist my mother (twice).
- Never had to use fire or medical service yet. Policing seems to be more social work than proactive engagement. Rarely see police on patrol in our area during problem time periods. Ramsey County dispatch inconsistent on following up on criminal situations.
- They came to our house when there was some weirdness with our fire alarm. They were very helpful. However, when I got into a car accident we had to wait for police for over an hour.
- I haven't had any experience with emergency services in Maplewood.

-
- MPD put up the MPH to slow speeders on Londin Ln. It did no good, as a matter of fact, vehicles would speed up when they saw it. The speeding continues with no change.
 - They're always friendly. I've asked a few fire safety questions to the fire fighters if I see them in public. I'm glad they take the time to answer my questions.
 - Fire response times are not acceptable.
 - Very professional!
 - Live in S. Maplewood; 2 houses in my neighborhood have burnt to the ground after the fire dept moved away.
 - \$2500.00 for an ambulance ride 4 miles to St. Johns (fire dept) is ridiculous..... And then get threatened to get your state income tax return seized if not paid when you are already making payments to the Fire Dept.

**Comments:**

- Sidewalks need to be completed. They start and end periodically especially on Beam Ave. Let's finish the sidewalks that we started. This is a safety issue also because we have to walk on the street when there are no sidewalks.
- Drive down Lakewood Drive north off of Lydia. It is awful. I had someone visiting from out of town and said that she say ghettos with nicer streets. The pot holes are HORRIBLE.
- Really? Hahahaha
- This may already exist, but could you post a calendar or map of the city showing where future street maintenance will be done. Would be nice to know of upcoming projects involving resurfacing or sealing of the streets.
- So happy the city decided to rebuild/resurface streets. Worth paying assessment/higher taxes for this.
- The stretch between McKnight and Century, running just south of Hill Murray High School is horrible. Patch, patch, pothole, pothole. Furthermore, there are no bypass lanes to pass the 100's of vehicles holding up traffic delivering kids to Hill Murray. Horrible in the AM.
- My street is horrible. I've lodged a complaint with the city about our street and the only thing that gets done is the holes get filled over and over again. To our right there is a home who constantly pumps water from their sub pump and it freezes at the end of my driveway. I was told there is nothing that can be done. It's going to take 1 time for one of my family members to fall in the winter, in the summer the water turns slimey. It's dissapointing

- Dreadful.
- The streets are filled with pot holes and never get fixed.
- Improved over 5 years.
- Many of the city streets, including the one on which we live, are in extremely poor repair. Our street may be repaired next year, although the repair has not yet been approved by the city council. We can't even drive in the correct lane on one street because the potholes are extremely deep and cover the entire lane for a full city block. We saw a squirrel burying acorns in the potholes!
- Many areas are starting to show their age.
- the county roads are in a lot better condition WHY
- I feel like some roads are always bad, ex Prosperity Ave from Larpenteur to Frost. If you know they are always bad, perhaps something needs to be done for the long term, or at least keep up on filling the pot holes so that they don't cause pain to a driver when they accidentally drive over them. Otherwise I think the streets are fine. I like seeing the street sweeper every now and then.
- The streets are horrible. Instead of fixing problems correctly, patches are laid over old patches and they get scraped up and erode every year. The stretch of road on Larpenteur in front of Hill Murray is also extremely difficult and time consuming to drive through before and after school. The traffic backs up badly. A passing lane added to the east-bound lane would help tremendously with this problem.
- Radatz and Southlawn has so many potholes. Vandake and north St. Paul road is terrible! So happy Bebee road was taken care of
- We moved into our house with an anticipation date of the City of Maplewood re-doing our roads in our small community near 3M in 2017. I live in a 2x6 block area of Minnehaha Ave and Century on the 3M side. As I looked at the new plan, it has been moved up a couple more years. So many holes and so many patches on our roads. It just looks bad. I would also like to see curbs and better lighting on our streets.
- I don't believe Maplewood is capable enough to provide good long lasting roads
- Was charged a lot to have my street resurfaced; new curbs began crumbling that same year.



Comments:

- Salting on hills could be improved. Response to snow events is excellent
- I just want one season where they don't knock down mailboxes and dig up the lawn over the cubes. Most neighbors install big red poles at the end of their lawns so that the damage is minimal.
- Seriously.....
- Maplewood is very fast at clearing streets of snow and does an excellent job ensuring the streets are safe to drive.
- Great job! Our plow drivers are very good at what they do. No complaints from this resident.
- Snow removal is prompt and thorough, though a little more attention to detail around the Maryknoll/Summer triangle would be appreciated. I had one complaint years ago, Public Works responded promptly and took pains to correct situation. I was very impressed by that.
- I have only been in Maplewood for one year. Last winter there was not a large amount of snow. However, in years past I've noticed that Maplewood has cleared their streets a lot faster than St. Paul and did a better job.
- If there are cars parked in the street when the plows come by, they need to be towed as indicated they would.
- You should try St. Paul streets where I moved from. Terrible

- The snowplowing is excellent. The plow service is timely and they clean the streets well. A+
- For the most part, Streets near me are always plowed early and thoroughly.

- when you forced curbs on us, one of your pathetic reasons was you could plow curb to curb. I haven't seen that yet.

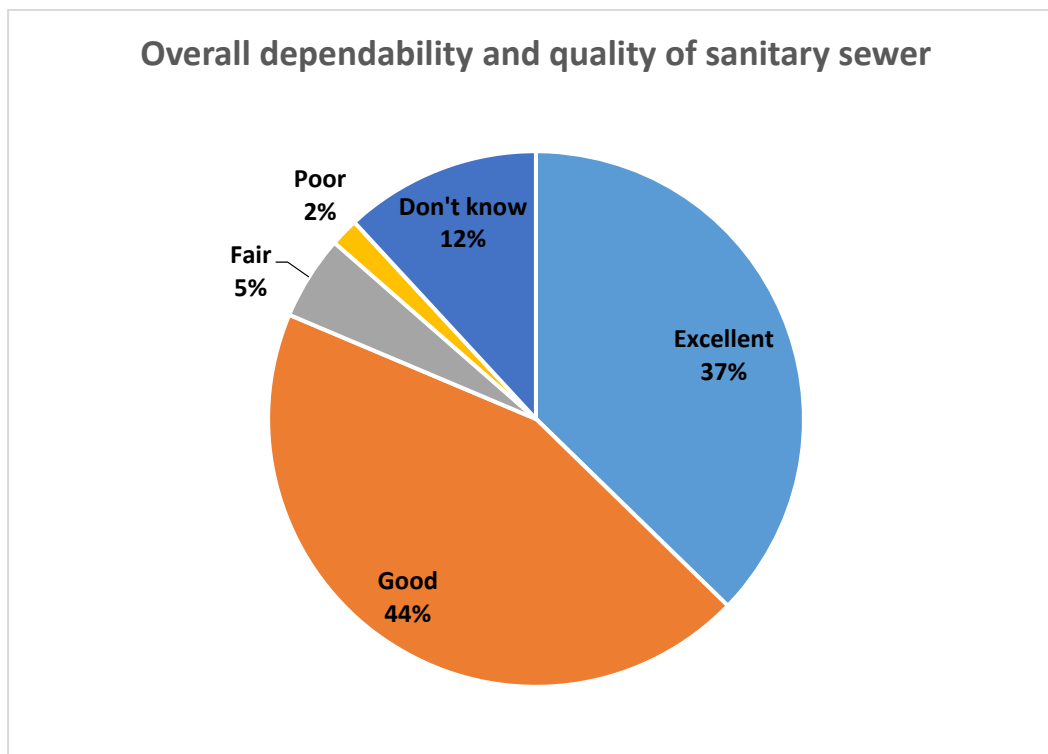
- To much snow is left on streets. ALL snow and ice should be removed (plowed, salted, sanded, whatever it takes) after every snowfall for the safety of the citizens.

- Pretty good, but there is always room for improvement. It is Minnesota! Can we really ever say we were genuinely surprised?

- Only because I see the job done in St. Paul

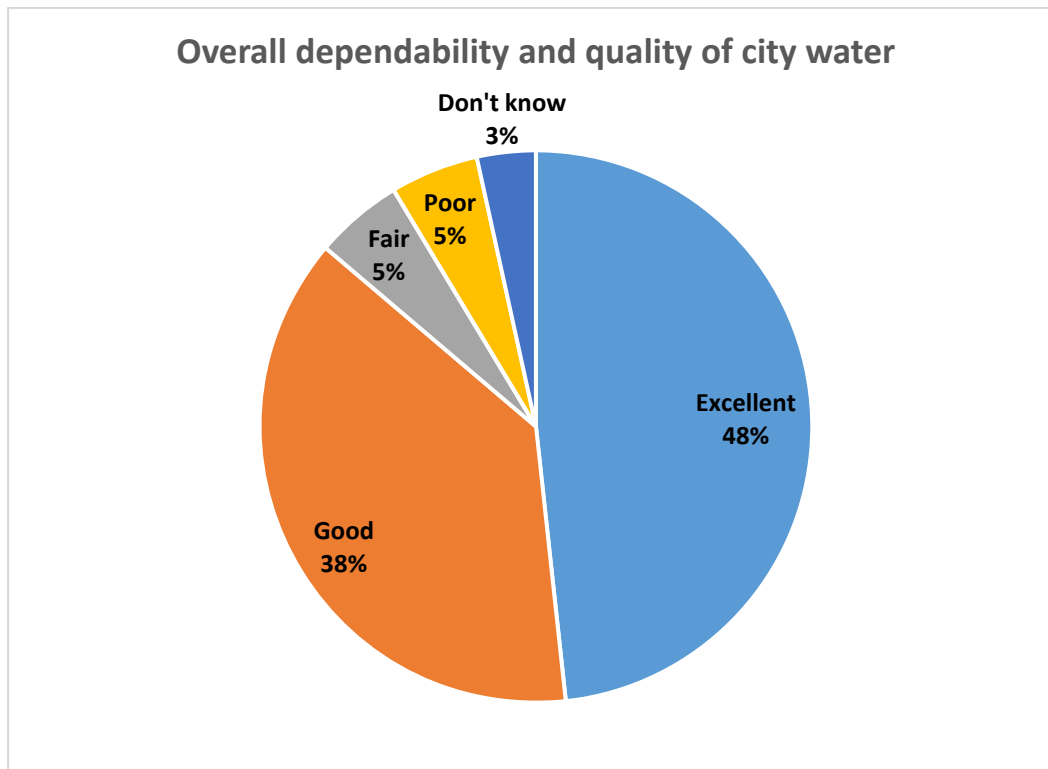
- Overnight parking needs to be enforced a lot better then it is. More so in the winter sot the streets get plowed properly

- They don't plow curb to curb on our streets, just sort of down the middle.

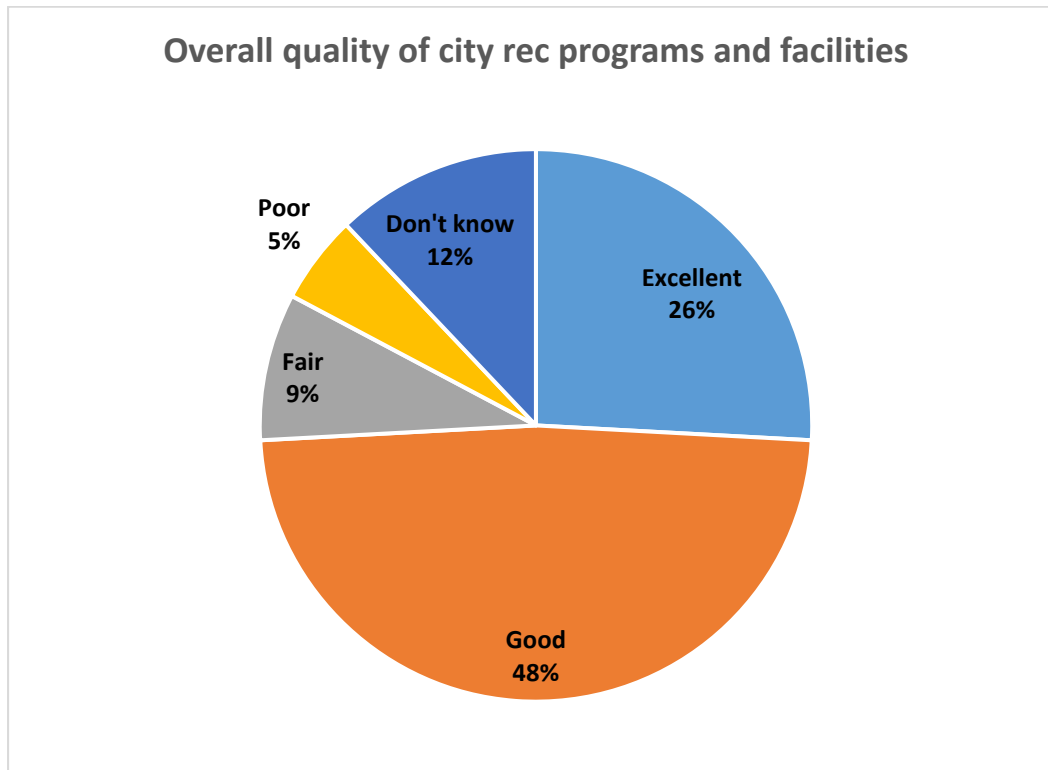


Comments:

- Haven't had a problem with the sewer.
- Well my toilet doesn't overflow
- After attending a council meeting and learning about lifting stations, I have a new appreciation for sanitary sewer service. You know, an occasional story about how certain services work/explanation of costs would probably make people feel better about fees/taxes paid.
- Although I do hear about some problems nearby. Fingers crossed.
- The openings to the sanitary sewer in our neighborhood are not large enough to accept the volumes of water that we receive in larger rainfall events. Our neighborhood streets routinely flood.
- I have not seen a problem
- Never had issues.

**Comments:**

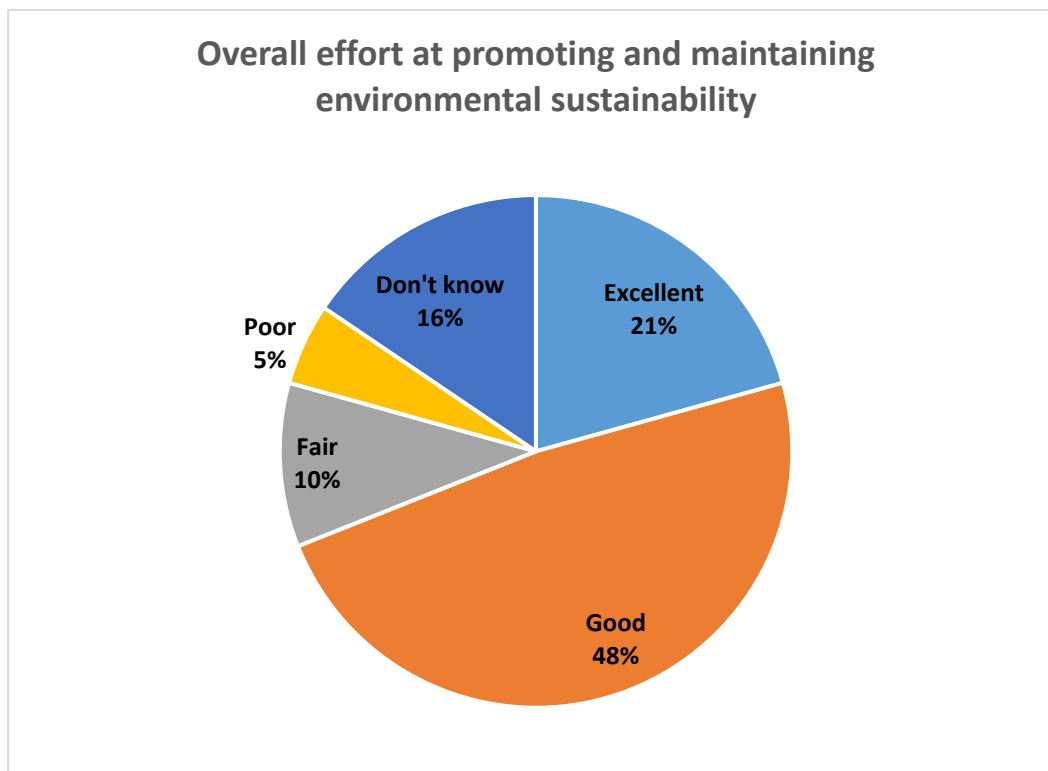
- Haven't had a problem with the water.
- It's decent I suppose
- Again, well worth paying higher rates for the improved filtration/better taste of our water.
- We filter out Fluoride. As a family, we do not authorize water fluoridation. At all!
- Although much cheaper before the decision to go with Ramsey County water rather than NSP
- The drinking water is very tasty!
- I used to be on SPWRS living near the st paul area of Maplewood and now that i live near NSP area of Maplewood, I am on NSP water. They are MUCH friendlier and nicer to deal with! Water is fine! But it sucks that it is so hard, i have to pay for a water softener.
- Overall I feel it's mostly safe to bathe in, do dishes, etc., but with the added fluoride I don't feel it's safe to drink.
- Never had issues
- Water has always had a weird taste. Pollution from 3M?



Comments:

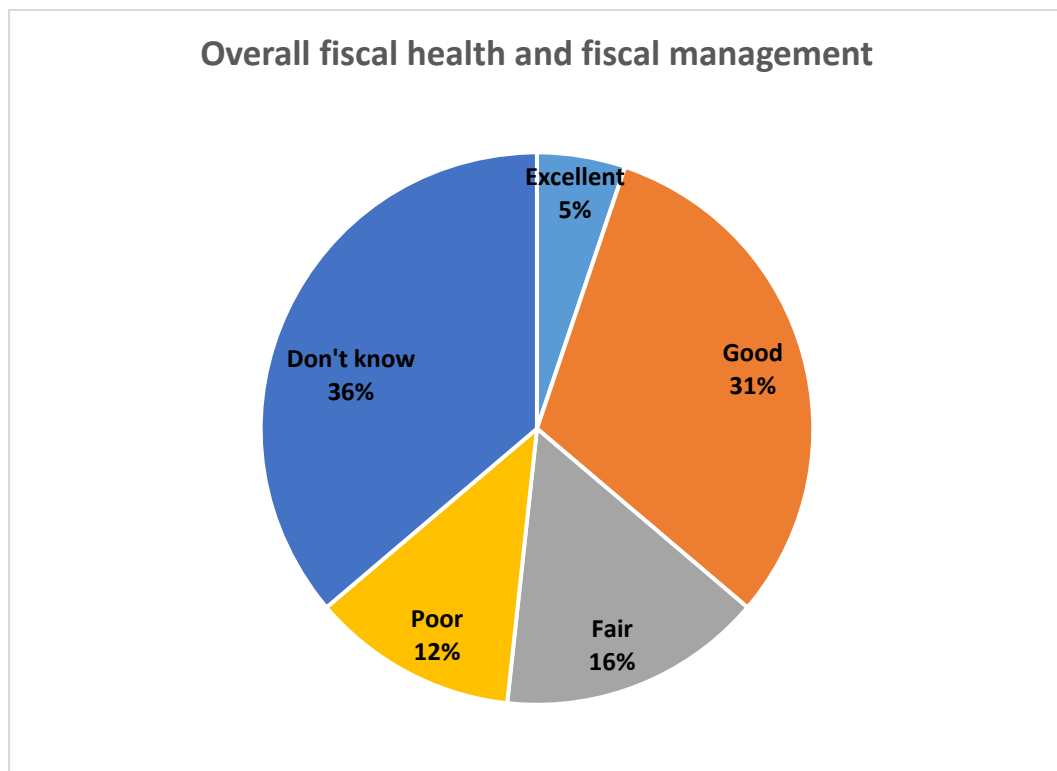
- One of the reasons we live in Maplewood is the great parks, trails and recreation programs and athletics for kids. We chose Maplewood to build our home over other locations because of the abundant parks and trails in our wonderful city.
- This city spends more money on this than on our streets, and that's a fact... otherwise our neighborhood streets wouldn't look so horrible.
- I could only guess
- I only wish we could do more to clean up Wakefield Lake. And maybe restore creek to it by removing culvert some day.
- The city needs to show more of a commitment to financing rec programs and facilities. Maplewood Parks and Rec has done a good job with what they have but I have my six year old son participating in Roseville sports because they are structured better. I feel that the citizens, and more importantly, the kids of Maplewood deserve better.
- The parks in Maplewood are beautiful! I only have one comment. The signs for the parks, you know the brown signs with the yellow placard... they are so ugly! Can't we do it a different signs with the nice Mapleleaf on them? Sorry if I offended the person who designed them. But seriously they are bad.
- Could be more things for children under 5, parents groups or women's groups

-
- We were extremely disappointed in the recent transfer of the MCC to the YMCA. The cost of our couples membership will increase by \$550 per year, almost an 80% increase in cost. That seems a bit much for the few services that we use at the MCC and likely means that we will discontinue our long-term membership once the current one expires. (It will be cheaper to purchase a couple of pieces of exercise equipment for home than to pay that much more each year.) City Parks need attention to remove buckthorn and other invasive species.
 - I have access to the Phalen park system, and two walking trails, as well as the savanna. I do with the missing light on Walter street (over sidewalks) would be put in.
 - Many parks are really starting to show their age. Probably could use a bit of a facelift here and there.
 - Let's keep our great trails - including the Vento trail as a recreational trail and not a light trail route.
 - Glad to see Goodrich playground get revamped. Basketball seems popular with the youth in Maplewood- Great improvements within the mcc and YMCA. The pool is so much cleaner then it was two years ago. I visit the playgrounds. They're nice.
 - We would like to see sidewalks!
 - Are parks are not a safe place to bring your kids too, they are over run with lowlifes now.
 - Maplewood Athletic Association is a great organization!
 - Would like a bike path or sidewalk on linwood ave.



Comments:

- How do you promote this stuff? I haven't seen anything
- This is something I mention to coworkers, that we are working to reduce stormwater runoff and even offer financial incentive to take part by installing rain gardens. Approved of move to narrow/standardize street widths to reduce hard surface area (my street was formerly much wider before it was properly rebuilt).
- Not sure what this all entails. Maybe some funds could be shifted to the troubled areas noted above.
- Thank you thank you thank you for offering recycling carts to its residents.
- I wish there were much more. What about fruit trees / bushes in one of the Savannas? Or other food bearing plants.
- Too much emphasis on this sometimes.
- Love the rain gardens! Raising the bar! It amazes me some ppl dont know what that even is!
- Maplewood is a liked name. One of the thing people Liked then money incentives and ease for businesses and schools and so on to go green/environmentally friendly. It would be nice to see more picking up of litter. Possibly having trash cans skillfully placed. It's so discouraging for businesses be irresponsible. Cleaning up properties that are notorious for trash. Self serve car washes (by Woodwinds Church), gas stations, grocery and big parking lots.
- Far beyond what's necessary. Don't spend more on it.

**Comments:**

- I really don't know, since there isn't much put out by the city about these things
- I have recently become more involved to understand this aspect, but don;t feel like I have a good grasp quite yet.
- I hope I'm not in the minority here, but I am happy to pay taxes/approve increases to maintain our levels of service and support. I'm aware our finances got into a state of disarray a few years back, but trust that corrections have been made.
- We're taxed ENOUGH.
- Consistently ask for more tax dollars from the contributors to the city with minimal or no expectations from the non-contributors. Perhaps could look for some ways to reduce funding in some areas and shift to more critical areas of need.
- Bad management
- Stop raising taxes, some of us don't get a raise every year and have difficulties keeping up with the city and schools continually raising taxes.
- Glad to hear about the YMCAs partnership. It seems as if no one ever have enough money and inflation is hard. Tha it seems as if no one ever have enough money and inflation is bad
- Unable to effectively reduce crime

- If you can't manage a community center properly you'll never manage a city properly.