

FlashVote helps you make a difference in your community

# Survey Results: Communications

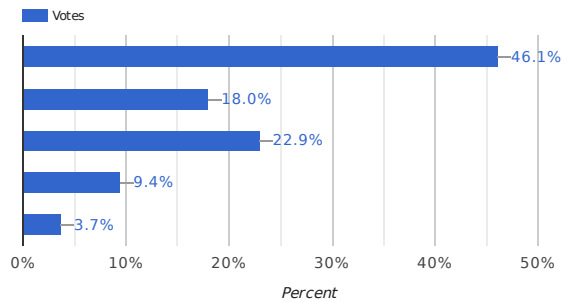
Survey Info - This survey was sent on behalf of the City of Plymouth to the FlashVote community for Plymouth, MN.

**These FlashVote results are shared with local officials**

<h2>851</h2> <p><b>Total Participants</b> 839 of 1301 initially invited (64%) 12 others Margin of error: ± 3%</p>	<p>Applied Filter: <b>All Responses</b> Participants for filter: <b>851</b></p>	<p><b>Response Time (ho...</b></p>	<p>Started: <b>Jun 11, 2019 9:06am</b> Ended: <b>Jun 13, 2019 9:06am</b> Target Participants: <b>All Plymouth</b></p>
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**Q1** The City of Plymouth is looking at new ways to allow residents to report issues and get answers to questions. These could include a phone app or texting. Which of the following best describes what you would be likely to use?

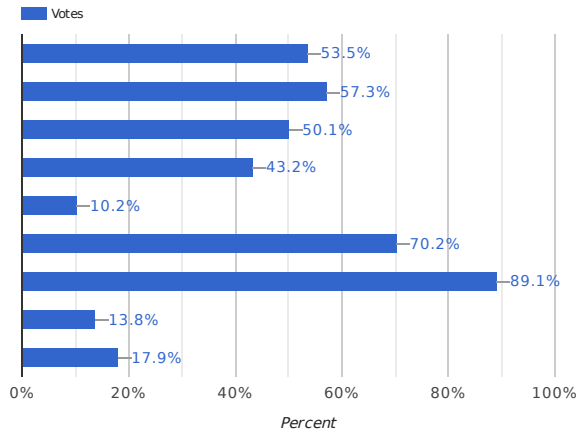
Options	Votes (849)
I probably would use both an app and text/chat	46.1% (391)
I probably would use an app	18.0% (153)
I probably would use text/chat	22.9% (194)
I probably wouldn't use either	9.4% (80)
Not Sure	3.7% (31)



**Q2** The City of Plymouth is looking at how it engages with residents. Which of the following do you expect to do regularly, if any? (Choose all that apply)

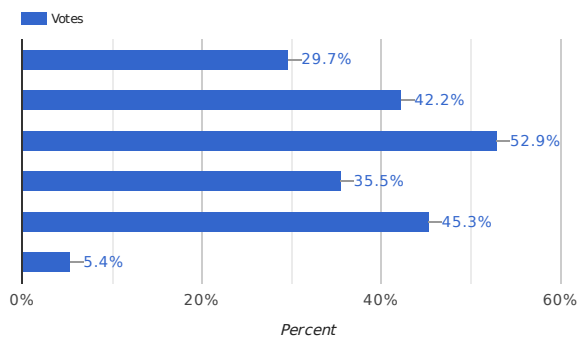
Options	Votes (783)
Complete tasks online through the city website (www.plymouthmn.gov)	53.5% (419)
Get information on city events and activities through social media	57.3% (449)
Get updates on City Council actions through the city website or social media	50.1% (392)
Provide feedback on city initiatives through the city website or social media	43.2% (338)
Watch local programming produced by CCX Media (formerly Channel 12)	10.2% (80)
Read each issue of the Plymouth News city newsletter (mailed 6 times each year)	70.2% (550)
Participate in future FlashVote surveys	89.1% (698)

Options	Votes (783)
Provide feedback in electronic forums like Social PinPoint or other interactive maps	13.8% (108)
Attend an open house	17.9% (140)



**Q3** The City of Plymouth uses Nextdoor to post information about public safety and citywide events. Nextdoor does not allow the city to view information or questions posted by residents in their neighborhood forums. Which ways do you use Nextdoor, if any? (Choose all that apply)

Options	Votes (782)
I don't use Nextdoor	29.7% (232)
I get information on city events and activities	42.2% (330)
I interact with neighbors	52.9% (414)
I check out the buy/sell marketplace	35.5% (278)
I get public safety information	45.3% (354)
Other:	5.4% (42)



didn't app go important etc interest mail events post help  
 able new **nextdoor** services use read  
 questions residents participate much prefer

Recently joined, didn't know you used it!

Asking questions and looking for resources.

I use it rarely, maybe once every few months

I get referrals and recommendations

I learn of concerns facing neighbors

recommendations on services

Just browse occasionally

I get Nextdoor notifications through e-mail and then read those items of interest.

Recommendations for services of various kinds

I don't know what Nextdoor is

A new user so learning and just monitoring as notices received.

I don't use it much, but it's informational when it comes to new businesses popping up.

We get recommendations for contractors and services

Plymouth Creek Center

I get referrals

Look for sources of help around the home. gardening help; painting; handyman; etc.

Look for recommendations (restaurants, lawn mowing, etc.) and crime alerts.

I am a member of the Nextdoor site but I don't think it is helpful-a waste of the City's time.

I am a part of it but don't participate. The city should be able to know what it's residents say!

I use Nextdoor but for my old neighborhood. I can't participate in two neighborhoods.

I look at it occasionally about what's happening

I briefly look at what is going on in my neighborhood

I would prefer a non-commercial "NextDoor"-type forum

NextDoor

Recommendations for services

Read-only from residents

I do read Nextdoor but I don't do much with it at all

I get emails regarding top topics but I do not usual go on app

Just read it, mostly for the weird questions

planning on starting to use Nextdoor

I didn't know about Nextdoor.

I would prefer the city events and activities not be combined with next-door, and have it's own app

Recommendations

i would like the city to be able to see nighbor responses

I seek recommendations on products and services.

Post and/or learn about events and talks put on by various organizations.

Lost and found

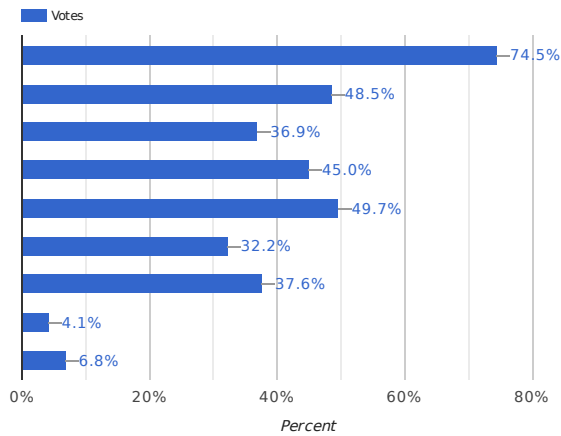
I use it to post events of interest to the neighborhood

read any important info on first page on e mail posted by next door

Learn about important conversations in my community

**Q4** Which of the following, if any, are the most valuable ways you get information about the City of Plymouth and its activities, events, and services? (You can choose up to FOUR)

Options	Votes (776)
Plymouth News city newsletter (mailed 6 times each year)	74.5% (578)
Parks and Recreation Activities Guide	48.5% (376)
Plymouth Sun Sailor or Lakeshore Weekly newspaper	36.9% (286)
City website (www.plymouthmn.gov)	45.0% (349)
Emails from the City of Plymouth	49.7% (386)
City of Plymouth social media (Facebook, Twitter, Instagram)	32.2% (250)
Nextdoor	37.6% (292)
CCX Media (formerly Channel 12)	4.1% (32)
Calling the City of Plymouth	6.8% (53)



**Q5** What, if anything, could the City of Plymouth do differently to give you the information you want and need?



Easy access to city's laws

Person answering the main phone number could be more knowledgeable as to what department to send you to.

Direct email works best for me

I feel like I am adequately informed via the current options.

I think you do a great job now.

I would like to receive emails several weeks in advance of each City Council meeting. It would be nice if each one could tell the expected agenda, how to have an issue added to the agenda, and the contact information for the mayor and each city council member.

I like the idea of a phone app to provide need-to-know information

An app would be great. I get most info from the Facebook page or website, currently.

Social media information "pushes" help be rather than needing to go looking for information. Many times I'm not even aware that there is information I need to find, so I naturally don't look. An example was the recent water main flush; our water was off when we woke up and we thought there was a main break. After calling the city to report it, and talking with neighbors, we realize it was a scheduled thing, we just didn't know that we had to look for the information. Notifications of such things on social media (twitter, facebook) pushes the information in front of viewers in a helpful way.

I love the idea of an app

post on nextdoor more often

Periodic emails highlighting upcoming events or city news - with links to details online.

Appoint neighborhood representatives to dispense information of hyper-local importance.

Seems to work now. I would never use social media as a method of communicating with the city.

An app or forum where city can post and residents can give feedback. Even a closed Facebook page is fine.

provide feedback loop

Hard to say because social media is weird and I may just not see all posts. But I often feel like I see things after the fact, like council mtg topics in regards to development, etc. could the city create a Facebook group for people to join? I seem to see posts when I'm in a group. I am on Nextdoor and don't see much from the city on there either unless it's an issue that was posted by a resident. I found it helpful during election time when a few of the candidates had a presence on Nextdoor and answered questions. I was surprised in this day that all weren't on there interacting. Maybe you could do a live Q&A session on social media when there are big topics on the table?

Send important info via email i.e. school closings, snow plowing, missing persons (text alert), police alerts

The summer activities guide needs to come out sooner. Updates on Nextdoor seem late - always see them after I get the emails from the city. I don't always know how to contact the city for various problems.

App or texts.

I would love an app as long as it was interactive and there was a real person connected on the other end

There is actually work currently being performed on my street. Supplies and equipment are parked right outside my house. I never received any communication from the city about this project - not what it is, how long it's expected to last, or the anticipated impact on residents. There are many options for providing residents with information about projects like this and none of them appear to have been used. So what could the city do differently? It's pretty simple, just communicate.

I also like the signs (like the one on Cty Rd 6 near Parker's Lake regarding upcoming events. I like that it even has info about activities that are happening not just around Parker's lake. I don't use social media unless something is automatically sent to me from social media to my e-mail. I like e-mail and text messages and signage around town. I think having things in the paper is nice too--but I don't always have time to sit down and read the paper and may miss something.

Provide a live chat in the facebook fan page.

An app would be great to allow for 2-way communication

You do a great job with communications! Thank you!!

Put more information on the website- the fact there are signs for proposed development that the only option is to call a number in this day and age is embarrassing. Get stuff on the website in an easy to find and search way, I don't want another app to download.

No suggestions.

Easier to find on website

Email/newsletter-weekly or bi-monthly

Thank you

I assume the chat option from question one would be an option on your website. If so I think that's a great idea. Text is great but should also be visible from the web site. Not sure I would text if I had to remember that as an option with my phone. I really like this survey...:-)

I think the city is doing a good job at communicating information. I have particularly liked that the city has posted on NextDoor recently.

I didn't realize the city was using Nextdoor, I'll look into that. I like the idea of an app for the city.

I like e-mails.

Improve visibility to newsletters. Send important updates through email.

Produce polls asking citizens what issues they care most about. For instance, Rank the following issues in order of importance for the city of Plymouth A. Keep taxes low B. Good parks and trails C. Replace old fuels with renewable energy in city buildings/fleet D. Good snow plowing and street repair E. Protect clean lakes and streams F. Special entertainment events like the Independence Day music and the Plymouth Parade G. Encourage building of low income housing

I want email updates on construction impacting Metrolink timeliness.

Push critical info to residents. I won't go searching for it. .

send emails

Don't assume we're all using social media.

Have a app that would have all city info

I prefer city notifications through mailings. A summer calendar of events would be nice and useful to stick on the refrigerator.

Provide more information by email or text

I really appreciate the level of communication we receive :)

I'd love council actions to be summarized in plain language. If you've approved an easement on "X" property, what does that actually mean for residents? Minutes and agendas are great, but plain language details are even better!

I need a way to give the city officials some information on my views. That doesn't seem to exist at the current time. Quit sending me this e-mail about how I get information from the city.

I didn't know the City was using the Nextdoor site for news. Now that I do, I will sign up.

Please include the assessor's house sketches on the property information page. I don't care if it's not completely accurate. It used to be very helpful for me personally as a property inspector for title insurance purposes. Thank you.

Keep posting on the sign billboards..that helps too

Use the electronic billboard at Hockey arena in a scrolling mode so you can see what is happening now and in the near future. Right now it is stationary and only tells about one future event. I see lots of cars and wonder what I am missing.

Way too many 'family' events, ie parents with small children - looking for items geared towards 50-65 year olds.

If possible, it would be great to get emails from the City with a small bit of information and a link to the website with the rest. I can then immediately decide if it is relevant to my family and , if so, click the link. And, if not, delete. I don't want to miss out on events or important information but I also don't have time to read volumes of information.

An app would be nice.

City of Plymouth app

nothing

Summarize city council meetings so that when reviewing files one need not scroll through all of the payments made, etc.

Put more information on Nextdoor.

Tell us with enough notice to make arrangements to attend, AND remind us the day or two before and again day of (on social media, where multiple listings works). I dislike seeing photos of an event I didn't know about that I would have liked to attend. Answer questions made in FB, etc., where possible, on "legitimate" questions. Encourage people to share the notices (I get messages, but my neighbor may not). Thanks for asking!

I would appreciate infrequent e-mail alerts

Send out more reminders for activities and events.

Plymouth WI-FI

Our neighbors and myself wish to be kept apprised of when the city intends to install two catch basins as promised at the end of our cul de sac. ( On Alvarado or Zircon near 505 Zircon)

Plymouth Sun Sailor should be more widely distributed. Stopped receiving it years ago

use robo calls to let us know when our neighborhood will be plowed

I really like the Facebook posts.

Make it easier to send emails to city departments , and get answers.

I appreciate all of the different ways the city communicates with residents, but often feel that East Plymouth is forgotten about. The Plymouth Sun Sailor seems to focus on Wayzata events. My zip code is 55441, but find that I need to source Crystal, New Hope, and Golden Valley community channels to get info for those areas (obviously), but they include east Plymouth and the Robbinsdale school district. Our roads could also use a little more attention with paving and speeding. I was surprised to learn that the city uses NextDoor, because I have never seen anything on there. Granted I do not use frequently anymore, similarly with Facebook, but use only for groups and Marketplace items.

Be more specific on the impact of input so that residents know to be engaged early rather than near the end of the process.

Better/greater social media presence

Would like to offer suggestions about traffic improvements....where could we submit those ideas. For example, three way stop signs near the city hall should be changed into round-abouts to have been flow of traffic.

More information on what city council decided to do

I don't think your Events information is very well-served on your website. Hard to explain, it just seems like there's not much on there, maybe because you're only offering true city-sponsored, free events. In that case....maybe offer more of those ;)

Keep it up - love to be "in the know" on what's going on with the City!

Please avoid using apps to distribute information - or at least provide ways other than apps and social media to get that information. The web site is a good non-push mechanism for distributing information.

Have a City of Plymouth app like Next-door where you communicate updates and there is a place to leave comments/concerns, compliments and complaints that are anonymous with the option to leave contact information.

An app or website work well. I use Facebook as well.

More social media posts

Keep us posted on where home break-ins are occurring and if any leads on suspects.

More email notices with links to city web pages.

text!!

I don't get the Sun Sailor newspaper any more, but miss it. Always read it for Plymouth and N.W. area news.

I think you are doing a pretty good job of communicating.

No need to send the hard copy of the newsletter. An email would suffice. jebarbella@gmail.com smb214@comcast.net

More electronic options like an app

All is well now!

I feel we get the best updates in the Sailor so submit more info to that source

Nothing I can think of. I really appreciate all of the ways that the city communicates. This is a great place to live!!

Make sure emails are answered promptly and accurately.

An interactive map of proposed developments, similar to Golden Valley or Bloomington.

Post more on Facebook and twitter

Send alerts concerning timely issues. E.g., the west metro crime break in spree that seemed to only be reported on the news.

I wish they posted more about safety and things happening in the city. Either on next door or Facebook

I don't think they need to do more as they are using all ways available to them to get information to us residents. I find that they do a great job in getting information to everyone in varied ways.

Not sure.

Send an email newsletter

Doing just fine.

I think they do a great job.

I keep current with city information through city employees I know and through the web site and newsletters. That works well enough for me.

App would be best

The parks staff seem intent on destroying habitat for butterflies and birds. Not cool.

I use NextDoor but have not yet linked to the City of Plymouth via Facebook (but will do that). I'd like a quick and easy way to view purposed and approved commercial and residential development activity with the ability to ask questions or provide input. Thank you !

Provide an easier means, (App?) to find out details whenever the blue 'Proposed Development changes' signs are placed.

You guys are awesome. No need to change a thing. You're on the right track.

Please refrain from using social media- app or email would be better.

Facebook has been great - an app would be awesome

Alerts via text. Updates on Facebook.

There are certain issues like dogs being walked without leash on the trail, dog poop not being picked etc...the residents need easier way to contact or inform authorities.suppose a resident is walking on a trail and a unleashed unknown dog runs at him calling 911 at that time doesnot help....there should be a page where residents can upload such pictures and let the authorities know through social media.

The city Web site should be the place to find all definitive information about Plymouth, activities, alerts, notifications, upcoming council topics, planning commission work, etc.

I like the option of text or instagram.

Provide information feed directly on issues of interest; for example, updates on the greenway, or Co 47 reconstruction projects.

Continue to have updates on the electronic signs by Parkers lake, Even if I am aware of events the electronic signs reminds me of what is going on in the city. I really like it!

In general, I am pleased with the communications and responses from the City of Plymouth.

I feel like the cities web page could be more user friendly if it were in an App format.

nothing

Just make it easy. If I'm already on an app I'm more likely to get the information. Creating a new one is just one more app for me to deal with.

Keep communicating frequently and in different ways. Over communicating isn't always a bad thing.

I would LOVE for there to be an app with up to date news on upcoming events and happenings. The Parks and rec website is not always easy to navigate. It would be great to also submit questions and have alert banners for when strange activities (Police in a neighborhood, helicopters, burglaries, ect) happen. This would save multiple people from calling in to see what is going on. Responses to specific questions through the app should have a fast response time if this is an option, so staff must be on point in managing app questions.

post more on Instagram

communicate clearly and concisely in multiple formats (e.g. website and app/social media/etc.) with a single calendar with all activities/events readily available.

My primary sources for info are newspaper and email. I never go on websites or check social media unless I have a reason to (like to see when farmers market starts, or dome walk/run schedule).

Info via text or app

It's great. Messaging or send notifications of events in the city.

I wish that there was more visibility to law enforcement issues or concerns. I see that other cities update their residents on crimes, but i haven't seen that on any sites in plymouth.

Post more often on Nextdoor.

I think the City does a very good job of communicating and don't perceive there to be any problems. Could things get better? Probably, but it doesn't seem a significant need.

Doing a good job already!

An app with easily organized news based on the topic such as construction (both road and municipal resources) or upcoming development proposals. Sometimes those updates and announcements get buried in current reporting formats

Website is not user friendly. Difficult to find what you are looking fir.

If you create an app it would need to have a reason to go to it regularly like city activities along with alerts/ news for residents. It will not work if it is only for info gathering.

Ability to report snow removal issues.

I love the next door app

An App would be nice to have to quickly report and photograph concerns ( potholes, street lights, plowing, etc.)

Do not know. Educate seniors on how to use some of the electronic sources you use to contact the younger, more media savvy residents.

I would t spend a lot of money on an app or text capability. Sounds like a new person would be needed to manage/direct/respond to texts on a variety of topics. Emailing or calling the city to ask about problems is the easiest and lowest cost.

Post email and phone contact information for City Council members

This is a great start.

Increase awareness of information resources

Website could be a bit more user friendly.

Write a weekly activities column in Plymouth Sun Sailor

Publicize the various communication channels more.

Doing a great job. Any more and I would feel flooded or overcommunicated with.

Regular public safety updates Data transparency on crime statistics

Email is the most reliable method. I don't always check social media or Nextdoor.

I like the idea of an app for up-to-date info and as a way to communicate with city officials.

A Plymouth app and or links via email

I would like to see the city of Plymouth show some additional attention to the area to the east of 494. I feel there is a lack of communication and initiative with regard to this area. The westside of Plymouth is booming, however, I would like to see more attention paid to the parks on the Eastside (we are very excited about Zachary's update), a solid plan to deal with Four Seasons, etc. Those of us who live on this side of Plymouth are still tax payers and voters and would like to feel that we are heard and our area is just as important as the area to the west of 494. I hear these same things echoed from people I am in contact with through my church, the schools I work in, PTA volunteers, on different youth sports boards that I serve on, in the neighborhood groups I facilitate, and on other committees on which I serve. When all areas of Plymouth are maintained and improved upon, the entire city benefits and our reputation as a desirable location to live continues to ring true.

Not sure.

I really like when you create Facebook events. That way I can add it to my events and not forget about it when the event comes up

I think the city does a pretty good job of this.

Current events e-mail blasts.

Email

I think the city does a great job of keeping residents informed!

I am not really sure. If they continue to use and improve current platforms, it should be fine

Not all residents are tech savvy.

I'm very disappointed that I can't get the Plymouth Sun sailor because I live in a townhouse with a locked mailbox. I don't use the Plymouth Library, so I don't know another easy way to get informed about Plymouth activities and news.

Email info in a newsletter format like Constant Contact.

Give info on street parking and how to complain about bad police and government officials

Would be nice to have more indoor recreation space for exercise, tennis, basketball etc. Lifetime is very overcrowded. Orono has done a great job with their new community activity center attached to the high school. It would be nice if the city of Plymouth would built something great.

Share snow plowing start plans before the actual nearest Walmart start of plowing

i would rather get information on e mail from the city. I don't use social media as i don't have time to waste!

Consistent delivery of news in one or all communocation channels: social media/nextdoor/email. At this time i am subscribed to all.

Postcards mailed and/or posted on line about important events. Smaller chunks of info about main events or happenings.



