

2015 City of Rifle Community Survey

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Final Report

Submitted to the City of Rifle, Colorado

by:

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July 2015



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City of Rifle Community Survey

Executive Summary Report

Purpose and Methodology

ETC Institute administered its *DirectionFinder*® survey for the City of Rifle during May and June of 2015. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of services and to gather input from the public about priorities for improvement.

Resident Survey. A five-page survey was mailed to a random sample of households in the City of Rifle. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, 477 completed the survey. The results for the random sample of 477 households have a 95% level of confidence with a precision of at least +/-4.5%.

The percentage of “don't know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the City of Rifle with the results from other communities in the *DirectionFinder*® database. Since the number of “don't know” responses often reflects the utilization and awareness of city services, the percentage of “don't know” responses has been provided in the tabular data section of this report. When the “don't know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts and graphs
- benchmarking data that show how the results for the City of Rifle compare to regional and national results
- importance-satisfaction analysis
- tabular data that show the results for each question on the survey, as well as crosstabular data that show the results by key demographic variables
- a copy of the survey instrument

Major Findings

- **Satisfaction with City services.** Eighty-two percent (82%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the effectiveness of residential trash service; 71% were satisfied with the quality of police services, and 69% were satisfied with the quality of City parks. Residents were least satisfied with enforcement of City codes and ordinances (40%) and the quality of City water utilities (34%).
- **Services That Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The areas that residents thought should receive the most emphasis from the City of Rifle over the next two years were: (1) quality of City water utilities, and (2) the maintenance of City streets.
- **Perceptions of the City.** Sixty-seven percent (67%) of the residents surveyed, *who had an opinion*, indicated that they were satisfied with overall feeling of safety in the City; 59% were satisfied with overall quality of services provided by the City, and 58% are satisfied with the overall quality of life in the City.
- **Feeling of Safety in the City.** Most residents (92%) surveyed, *who had an opinion*, felt safe in their neighborhoods during the day and 74% felt safe in their neighborhoods at night. Eighty-seven percent (87%) felt safe in public places throughout the City during the day, and 57% felt safe in public places during the night.
- **Public Safety.** Seventy-four percent (74%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the visibility of police in the community; 70% were satisfied with the overall quality of the Rifle Police Department, and 69% were satisfied with how quickly police respond to emergencies. Residents were least satisfied with the number of neighborhood patrols (45%).
- **Public Safety Services That Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The public safety areas that residents thought should receive the most emphasis from the City of Rifle over the next two years were: (1) the City's overall efforts to prevent crime, and (2) the number of neighborhood patrols.
- **Code Enforcement.** Forty-nine percent (49%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of animal control, and 43% were satisfied with the enforcement of codes designed to protect public safety and health. Residents were least satisfied with enforcing the mowing and trimming of grass and weeds (28%).

- **Code Enforcement Services That Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The code enforcement areas that residents thought should receive the most emphasis from the City of Rifle over the next two years were: (1) enforcing the cleanup of litter and debris on private property, and (2) enforcing the mowing and trimming of grass and weeds.
- **Parks.** Seventy-five percent (75%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the appearance and maintenance of existing City parks; 73% were satisfied with the quality of outdoor athletic fields. Residents were least satisfied with the availability of gym space (18%).
- **Parks Services That Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The parks items that residents thought should receive the most emphasis from the City of Rifle over the next two years were: (1) the availability of gym space, and (2) the quality of pool facility.
- **Streets.** Fifty-five percent (55%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of major City streets; 55% were satisfied with the mowing and trimming along City streets and other public areas. Residents were least satisfied with the timing of street lights (50%).
- **Street-Related Items That Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The street-related items that residents thought should receive the most emphasis from the City of Rifle over the next two years were: (1) the maintenance of major City streets, and (2) the maintenance of neighborhood streets.
- **Communication.** Forty-six percent (46%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the availability of information about City programs and services; 44% were satisfied with the overall quality of the City's website. Residents were least satisfied with the level of public involvement in local decision making (27%).
- **Communication Services That Residents Thought Should Receive the Most Emphasis Over the Next Two Years.** The communication areas that residents thought should receive the most emphasis from the City of Rifle over the next two years were: (1) City efforts to keep residents informed about local issues, and (2) the level of public involvement in local decision making.

Other Findings

- Of the 40% of respondents who contacted the City with a question, problem or complaint during the past year, 68% indicated it was “very easy” or “easy” to contact the person they needed to reach. When those residents who had contacted the City were asked to assess certain behaviors by employees, 83% indicated the employees were “always” or “usually” courteous and polite, and 68% felt they “always” or “usually” gave prompt, accurate and complete answers to questions.
- 81% of residents surveyed indicated they currently get news and information about City programs, services and events from The Post Independent. When asked from which two sources they prefer to get information from the City, the top answers were The Post Independent and the City website.
- When asked to rate the City’s current pace of development, the area that residents most felt was showing too little growth was Downtown (47%). The area that respondents most felt was showing too much growth was South Rifle (Airport Road) (12%).
- 45% of residents, *who had an opinion*, indicated they would be willing to pay more in taxes or fees to support an increase in the level of service provided by the City; 45% of residents would be willing to pay more in taxes or fees to avoid reductions in City services.
- More than two-thirds (68%) of residents, *who had an opinion*, indicated they would support a ¼-cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility. When residents were asked to name one “must have” recreation amenity, nearly half (46%), *who had an opinion*, chose “gym space.”

Opportunities for Improvement

Recommended Priorities for the Next Two Years. In order to help the City of Rifle identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each city service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with services over the next two years. If the city wants to improve its overall satisfaction rating, it should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

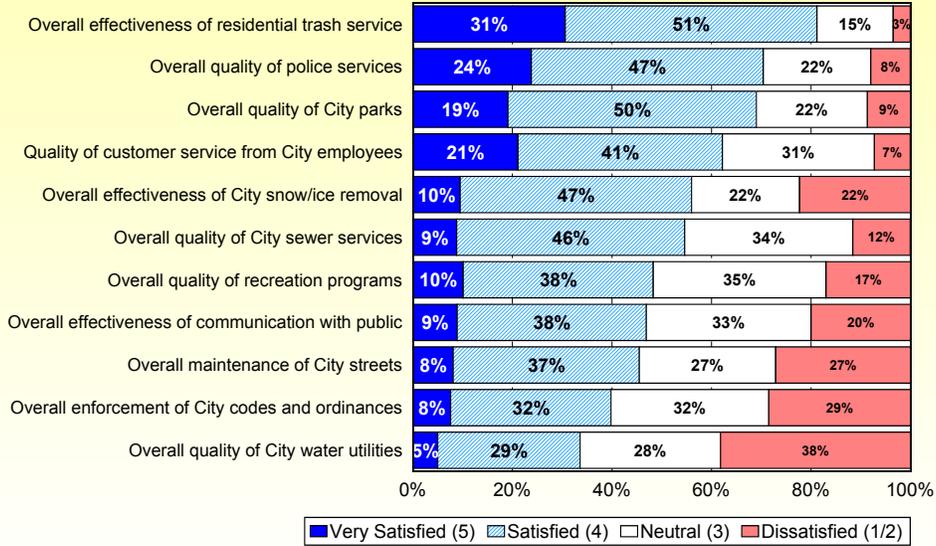
Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City:** quality of City water utilities, maintenance of City streets, enforcement of City codes and ordinances, quality of recreation programs, effectiveness of communication with the public, and effectiveness of City snow and ice removal.
- **Priorities for Specific Areas**
 - **Public Safety:** the number of neighborhood patrols.
 - **Code Enforcement:** enforcing the cleanup of litter and debris on private property and enforcing the mowing and trimming of grass and weeds.
 - **Parks:** availability of gym space.
 - **Streets:** maintenance of major City streets and maintenance of neighborhood streets
 - **Communication:** City efforts to keep residents informed about local issues and level of public involvement in local decision making.

Section 1:
Charts and Graphs

Q1. Overall Satisfaction with City Services by Major Category

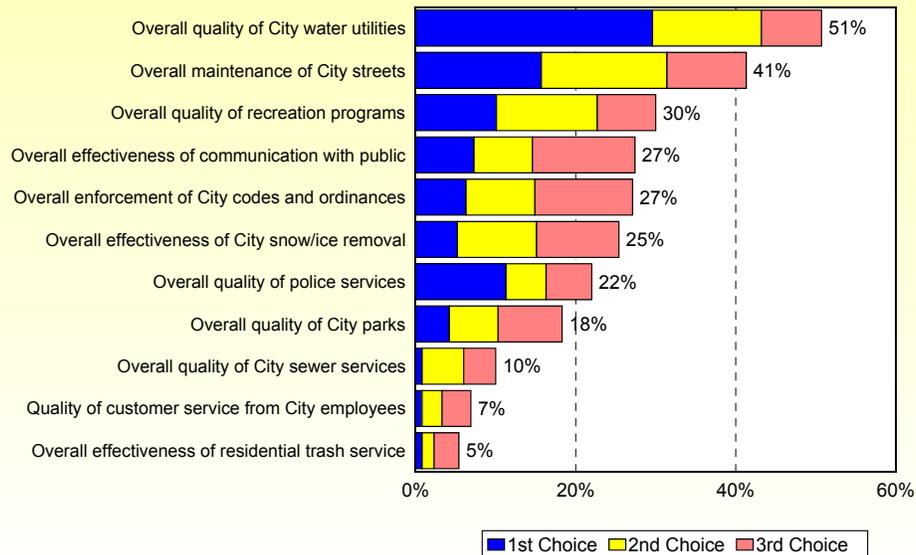
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q2. City Services That Should Receive the Most Emphasis Over the Next Two Years by Major Category

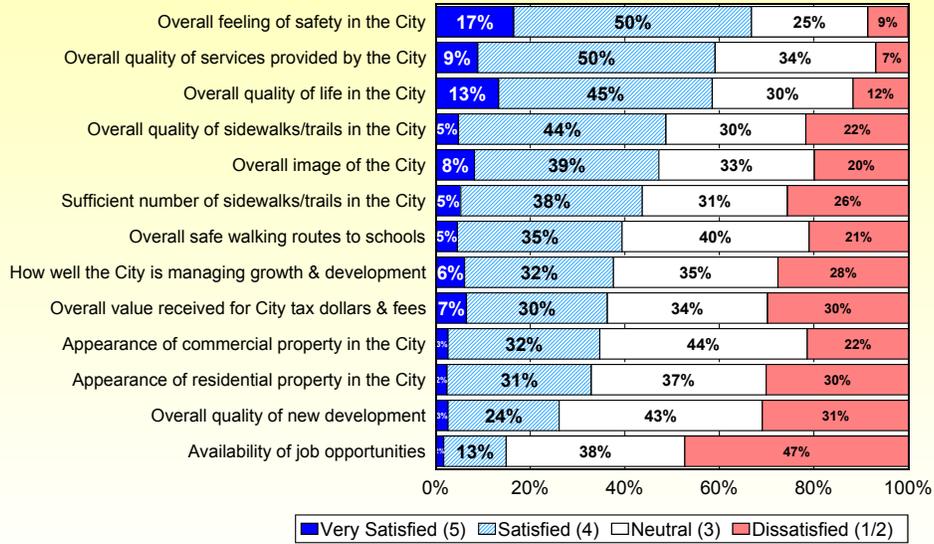
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (City of Rifle, CO - 2015)

Q3. Satisfaction with Items That Influence Perceptions Residents Have of the City

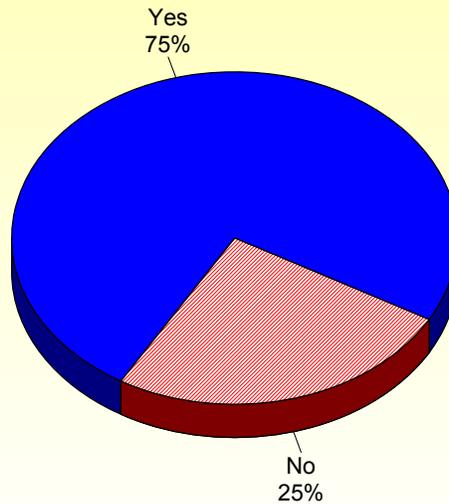
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q4. Did you vote in the Rifle municipal election in 2013?

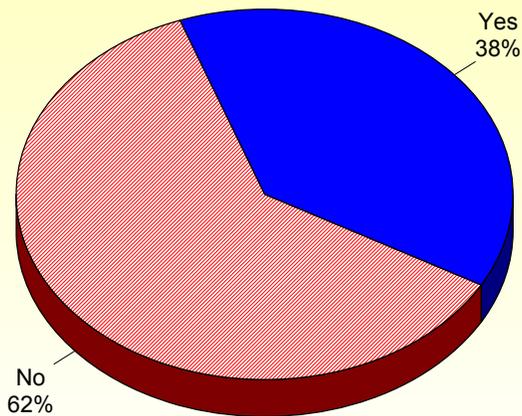
by percentage of respondents (excluding "not provided")



Source: ETC Institute (City of Rifle, CO - 2015)

Q5. Have any members of your household attended or watched any Rifle public meeting in the last year?

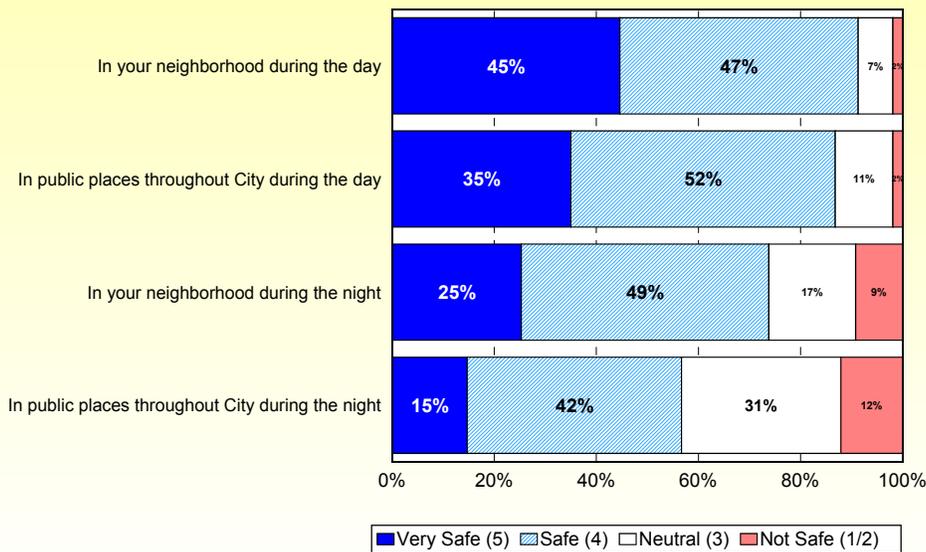
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q6. Perceptions of Safety Residents Feel in Various Situations

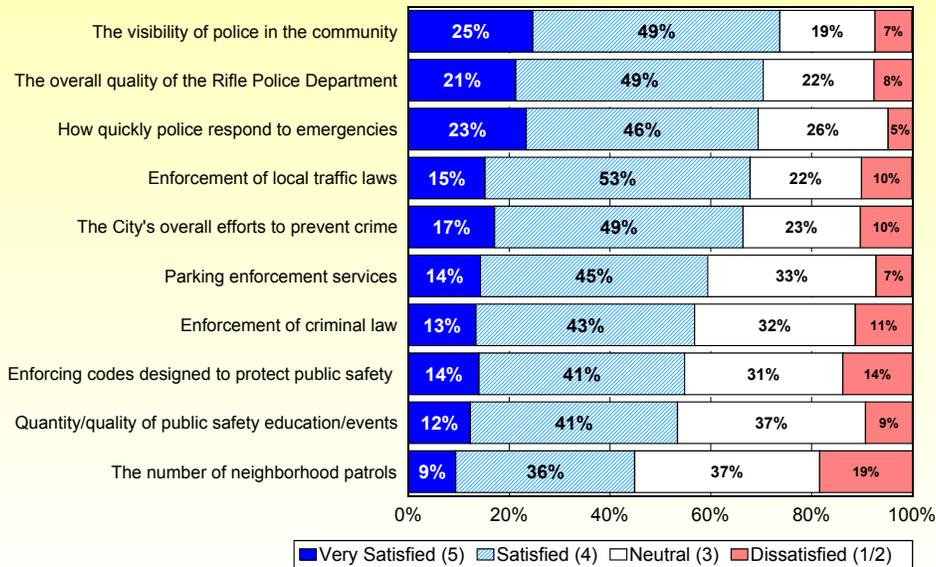
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q7. Satisfaction with Public Safety

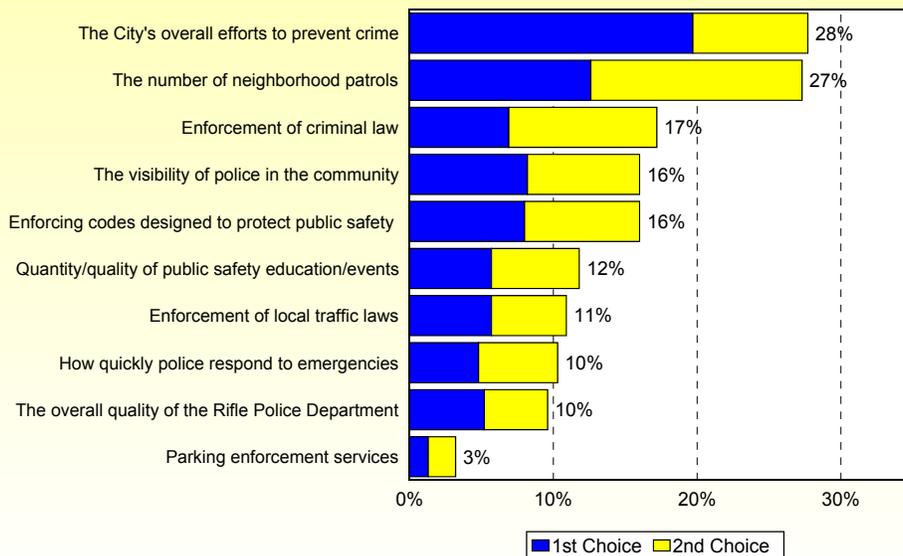
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Public Safety Items That Should Receive the Most Emphasis Over the Next Two Years

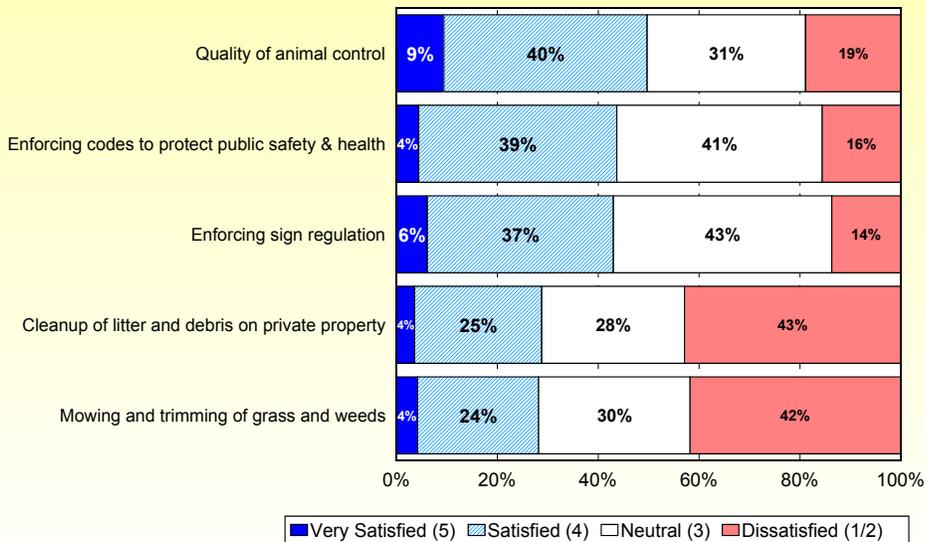
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (City of Rifle, CO - 2015)

Q8. Satisfaction with Code Enforcement

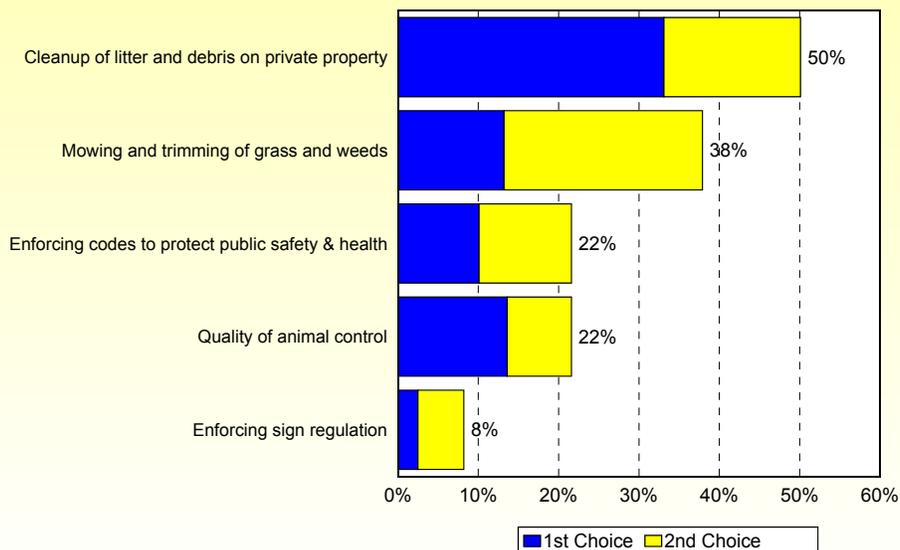
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Code Enforcement Items That Should Receive the Most Emphasis Over the Next Two Years

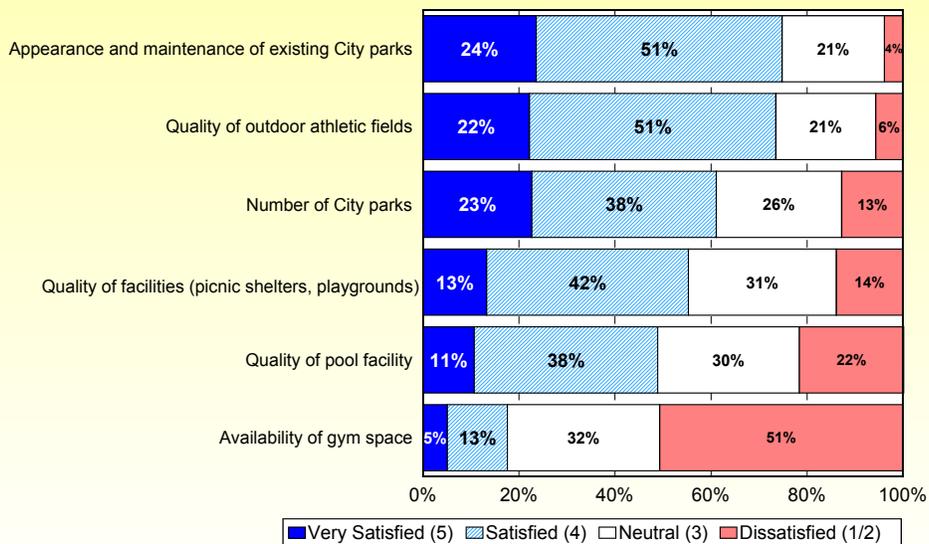
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (City of Rifle, CO - 2015)

Q9. Satisfaction with Parks

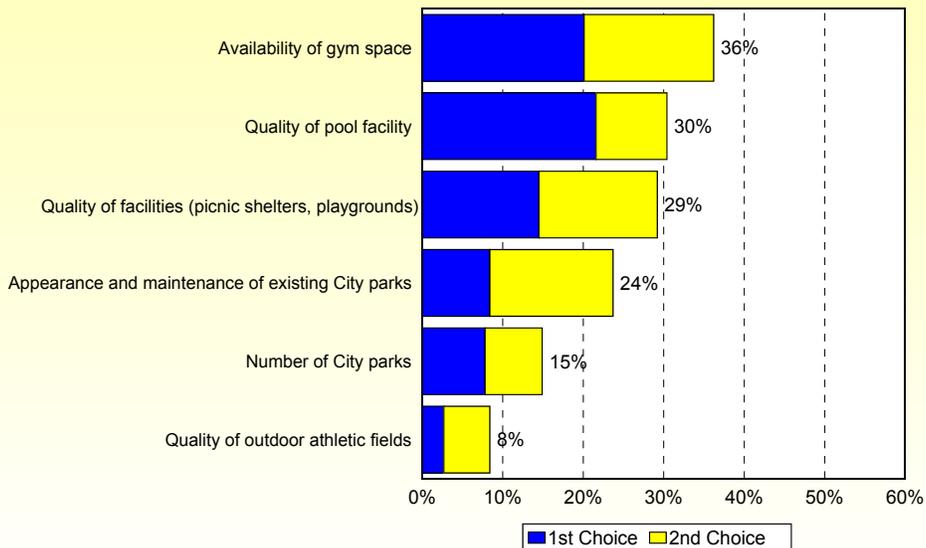
by percentage of respondents (excluding "don't know")



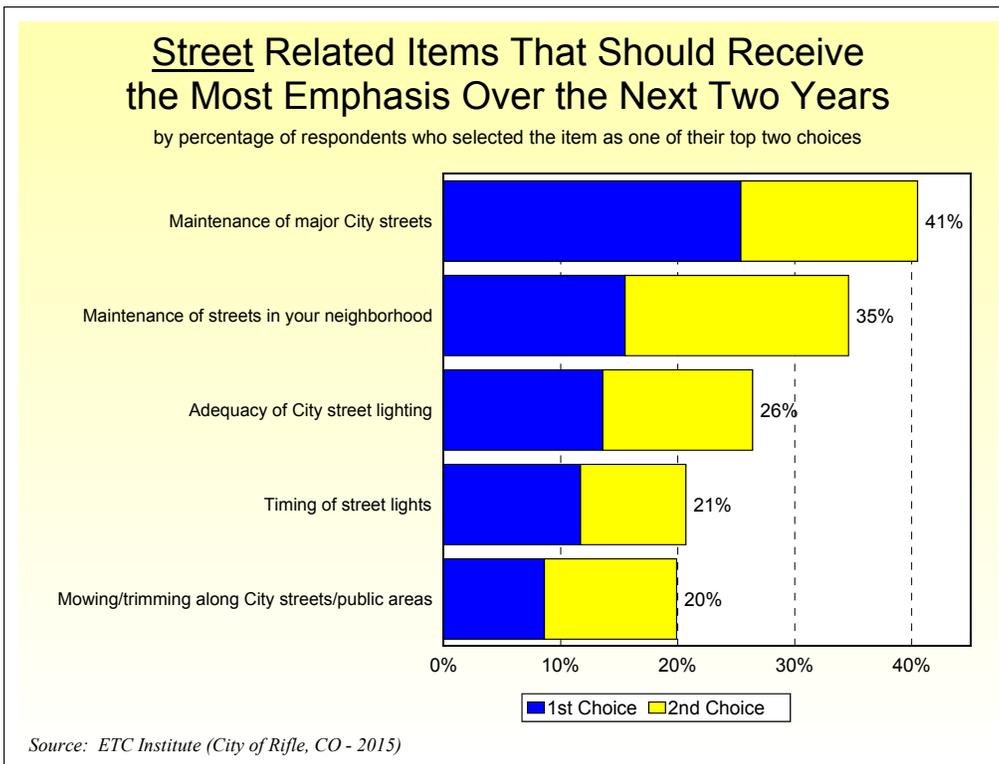
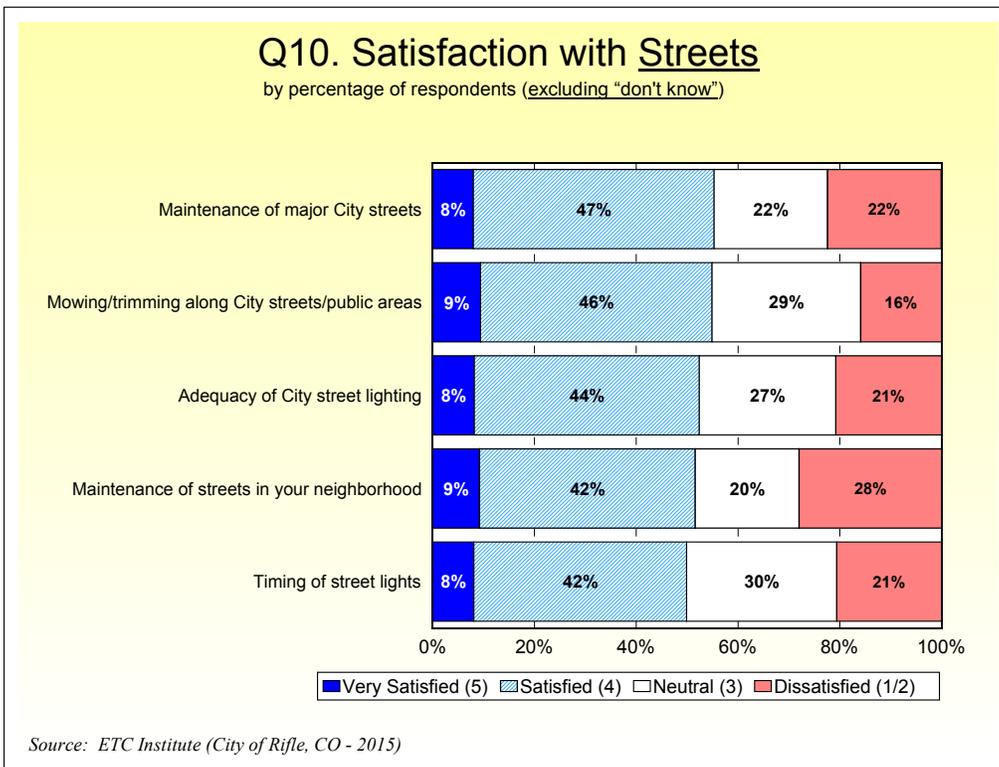
Source: ETC Institute (City of Rifle, CO - 2015)

Parks Items That Should Receive the Most Emphasis Over the Next Two Years

by percentage of respondents who selected the item as one of their top two choices



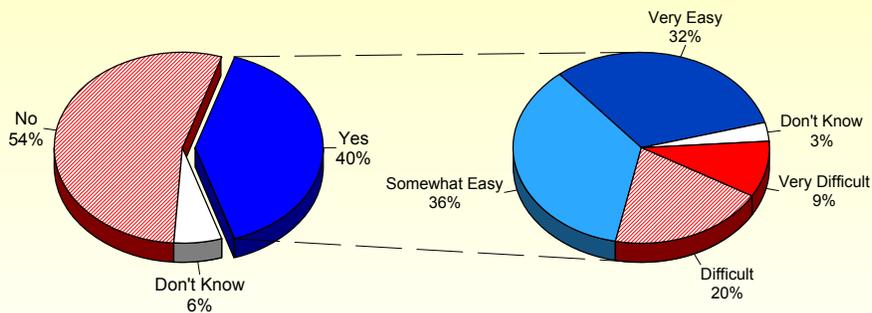
Source: ETC Institute (City of Rifle, CO - 2015)



Q11. Have you called, e-mailed or visited the City with a question, problem or complaint during the past year?

by percentage of respondents

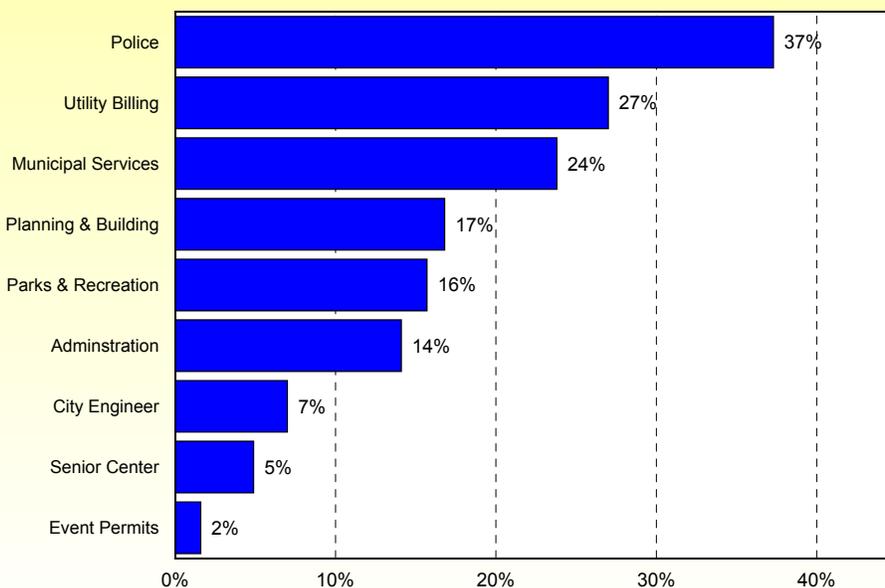
Q11a. If YES, how easy was it to contact the person you needed to reach?



Source: ETC Institute (City of Rifle, CO - 2015)

Q11b. What department did you contact?

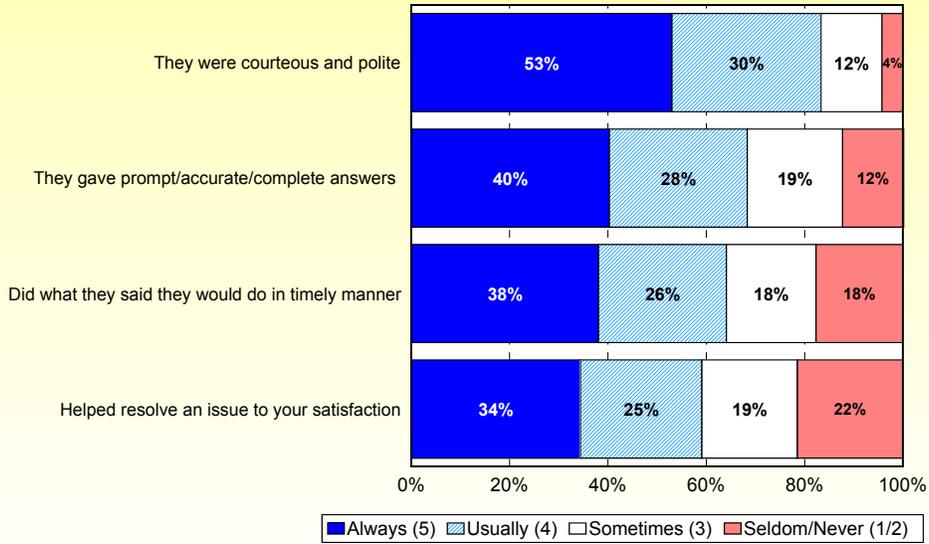
by percentage of respondents who contacted the City during the past year (excluding "none chosen")



Source: ETC Institute (City of Rifle, CO - 2015)

Q11c. Frequency That City Employees Displayed the Following Behaviors:

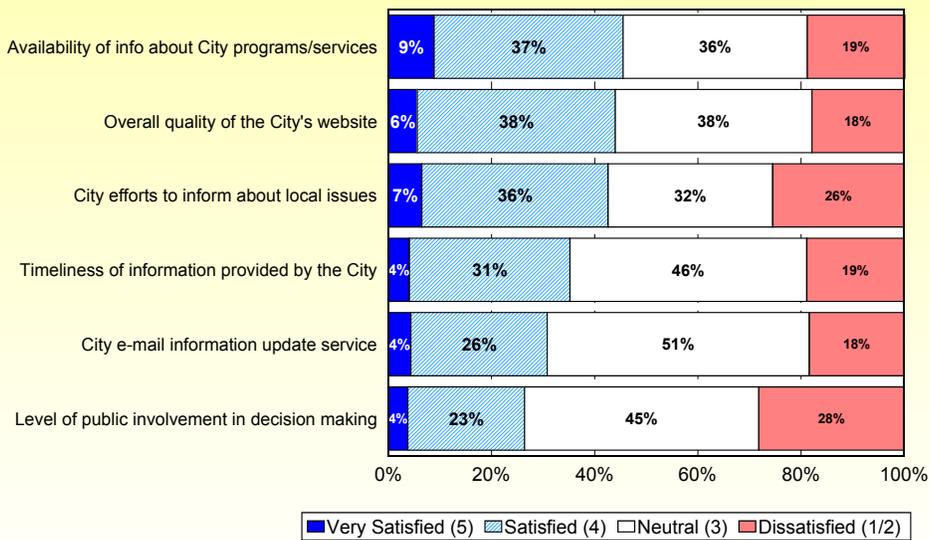
by percentage of respondents who contacted the City during the past year (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q12. Satisfaction with Communication

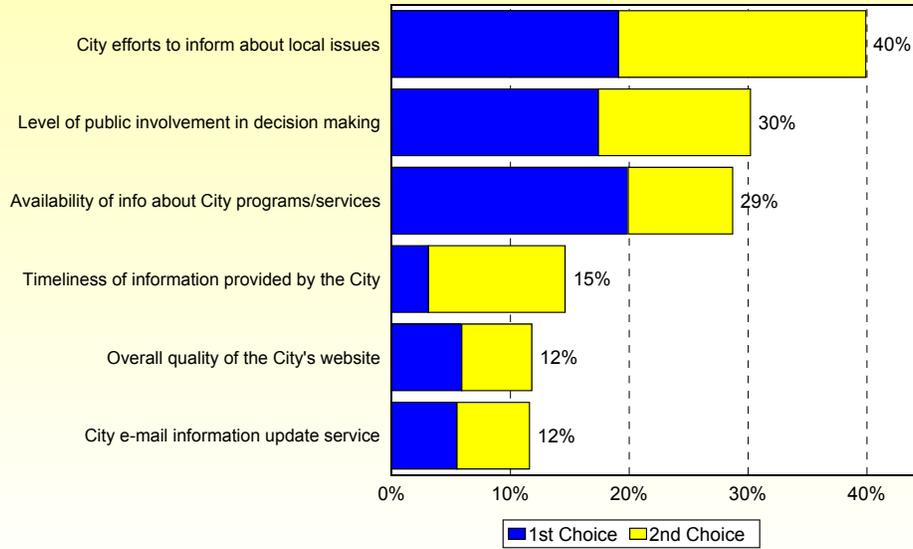
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Communication Items That Should Receive the Most Emphasis Over the Next Two Years

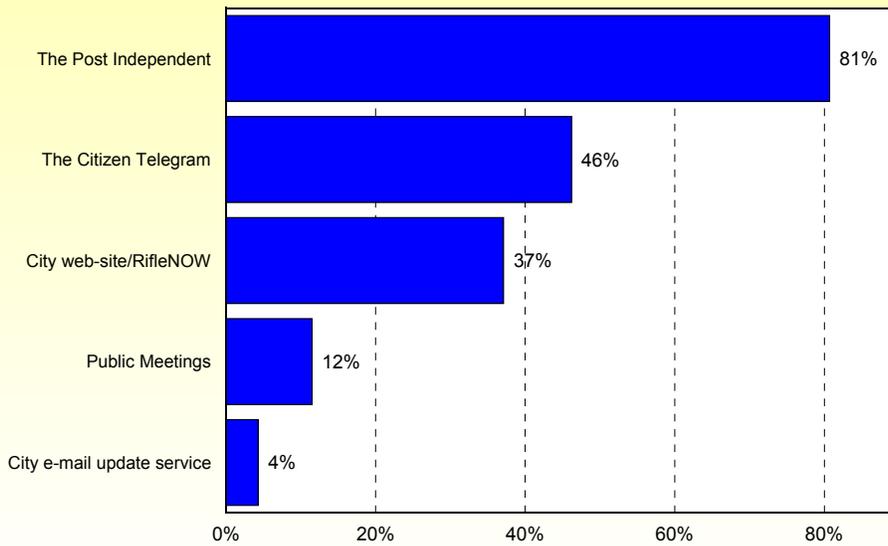
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (City of Rifle, CO - 2015)

Q13. Where do you currently get news and information about City programs, services, and events?

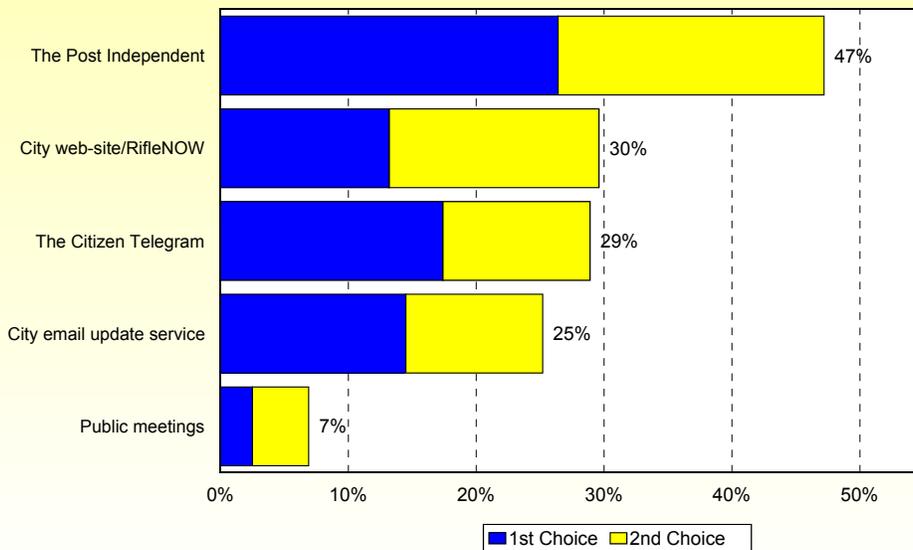
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (City of Rifle, CO - 2015)

Q13a. From which two sources do you prefer to get information from the City?

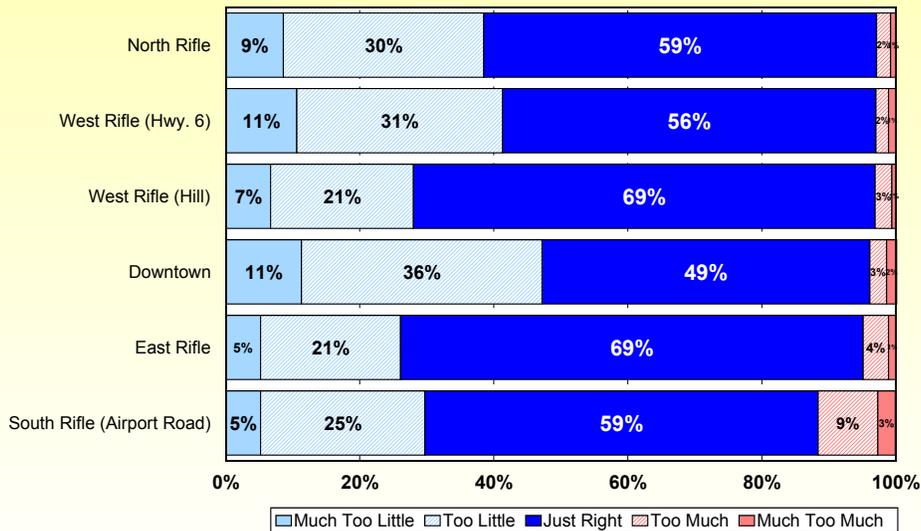
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (City of Rifle, CO - 2015)

Q14. How Residents Rate the City's Current Pace of Development

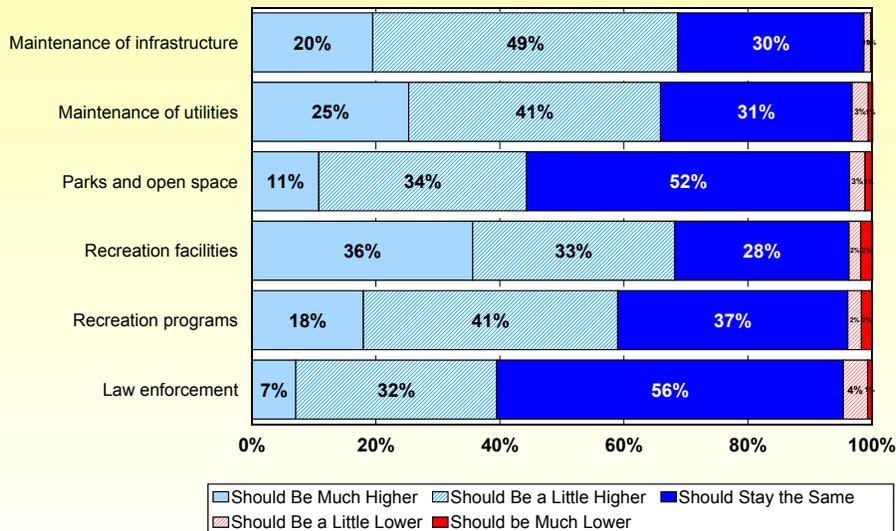
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of Rifle, CO - 2015)

Q15. Expectations for Services Provided by the City

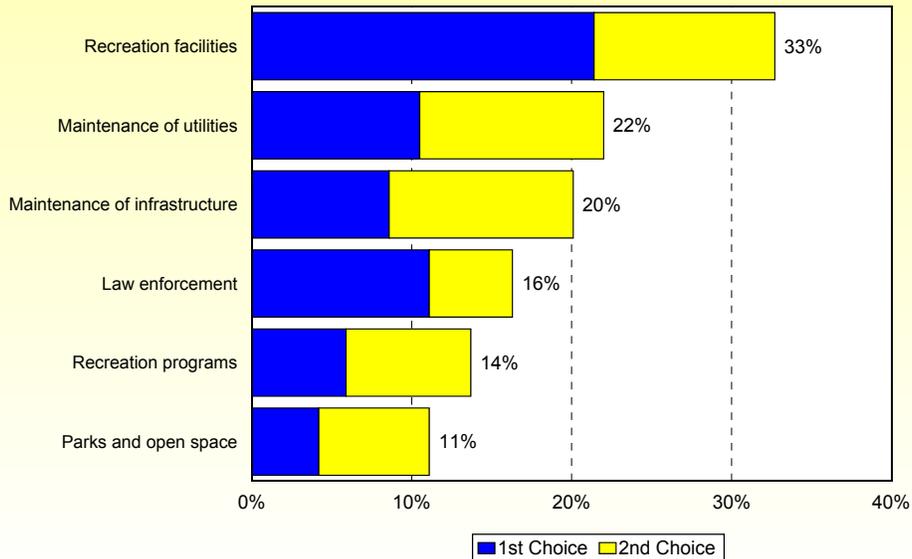
by percentage of respondents (excluding don't knows)



Source: ETC Institute (City of Rifle, CO - 2015)

Q16. Two Services That Residents Would be Most Willing to Pay More in Taxes to Increase Level of Service

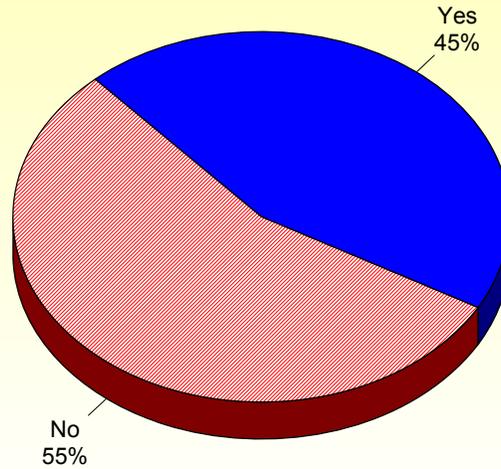
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute (City of Rifle, CO - 2015)

Q17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City?

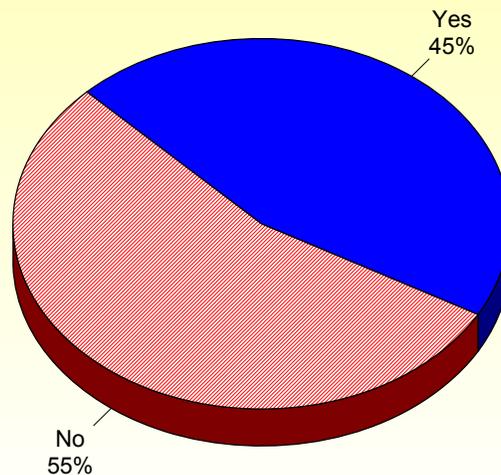
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services?

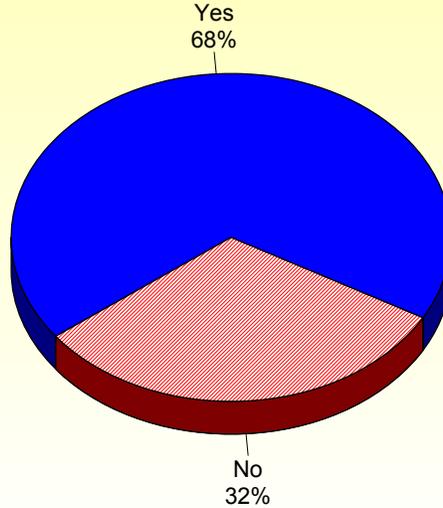
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q19. Would you support a ¼-cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility?

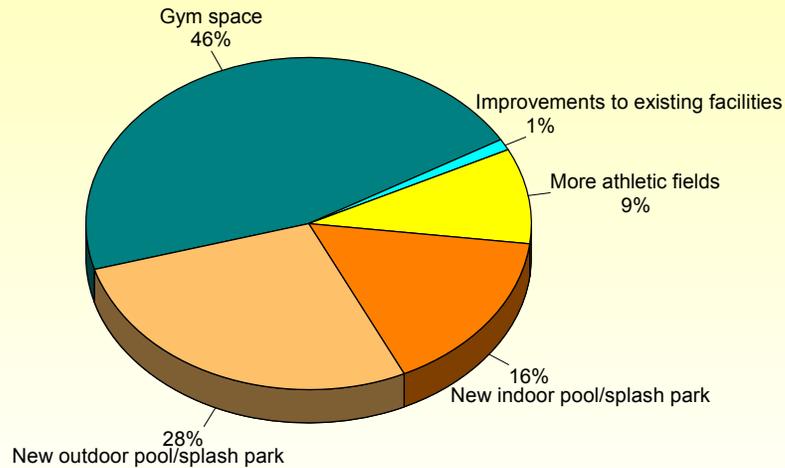
by percentage of respondents (excluding "don't know")



Source: ETC Institute (City of Rifle, CO - 2015)

Q20. If you could choose only one "must have" recreation amenity, what would you choose?

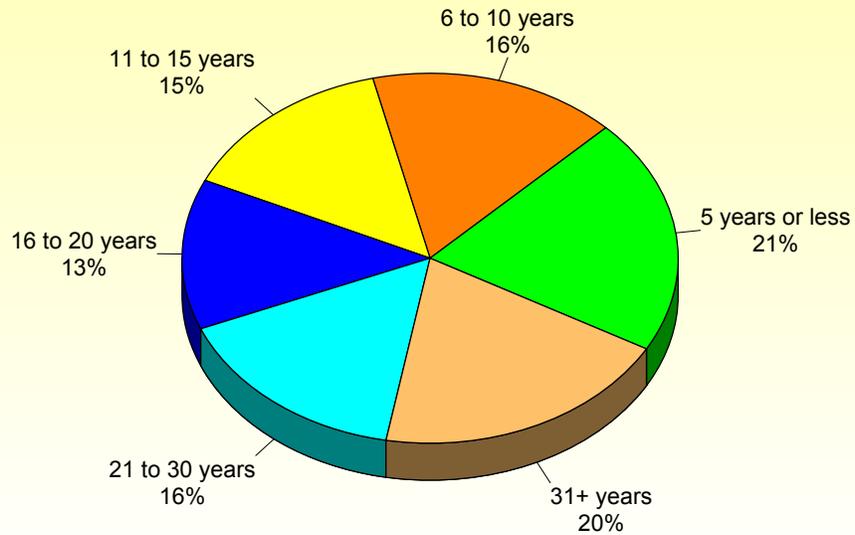
by percentage of respondents (excluding "don't know" or "none")



Source: ETC Institute (City of Rifle, CO - 2015)

Q21. Demographics: Approximately how many years have you lived in Rifle?

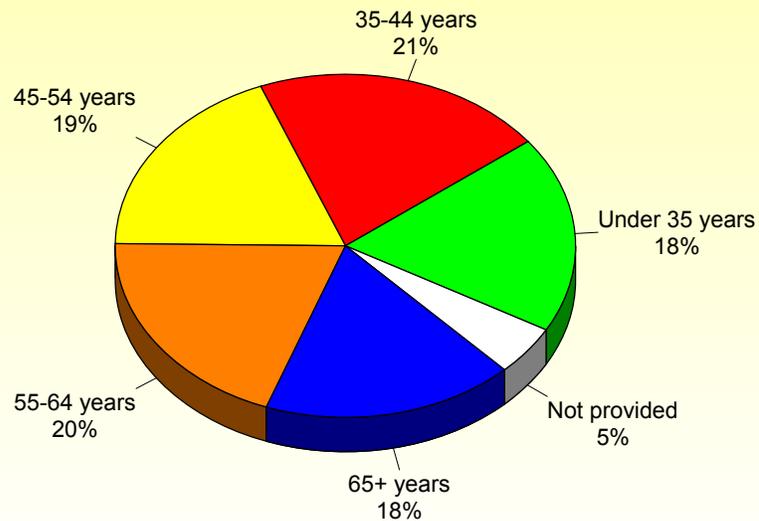
by percentage of respondents



Source: ETC Institute (City of Rifle, CO - 2015)

Q22. Demographics: What is your age?

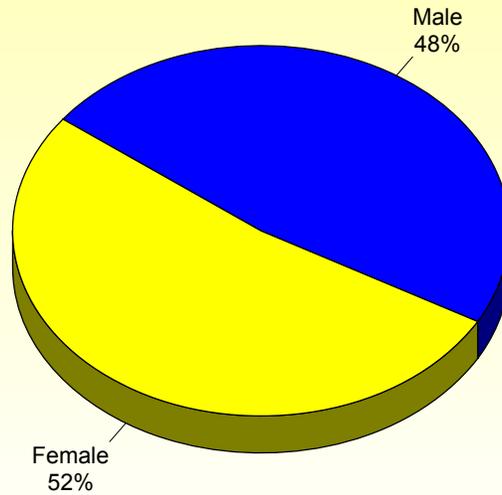
by percentage of respondents



Source: ETC Institute (City of Rifle, CO - 2015)

Q23. Demographics: Gender

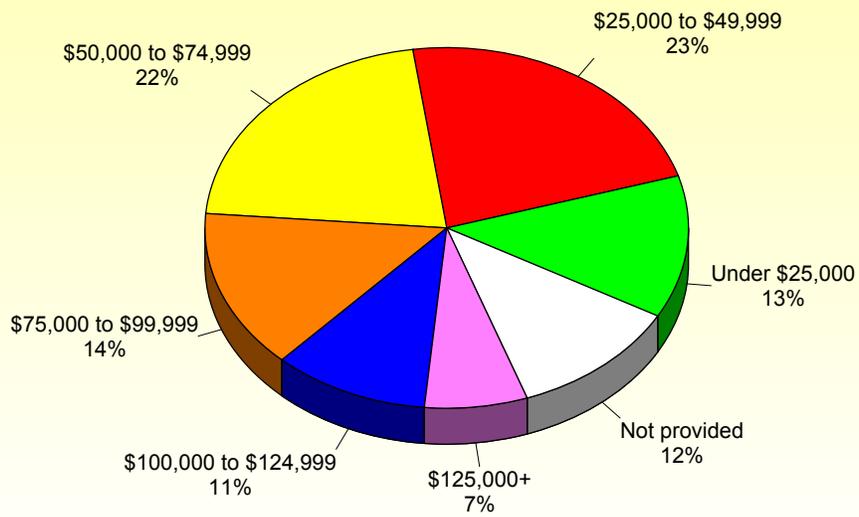
by percentage of respondents



Source: ETC Institute (City of Rifle, CO - 2015)

Q24. Demographics: Annual Household Income

by percentage of respondents



Source: ETC Institute (City of Rifle, CO - 2015)

Section 2:
Benchmarking Analysis

DirectionFinder[®] Survey

Year 2015 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 400 cities and counties in 43 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute to a random sample of more than 4,000 residents across the United States and (2) a regional survey administered to 400 residents living in the Northwest Region of the United States, which includes the states of Idaho, Colorado, Montana, Oregon, Utah, Washington, Nevada and Wyoming.

Interpreting the Charts

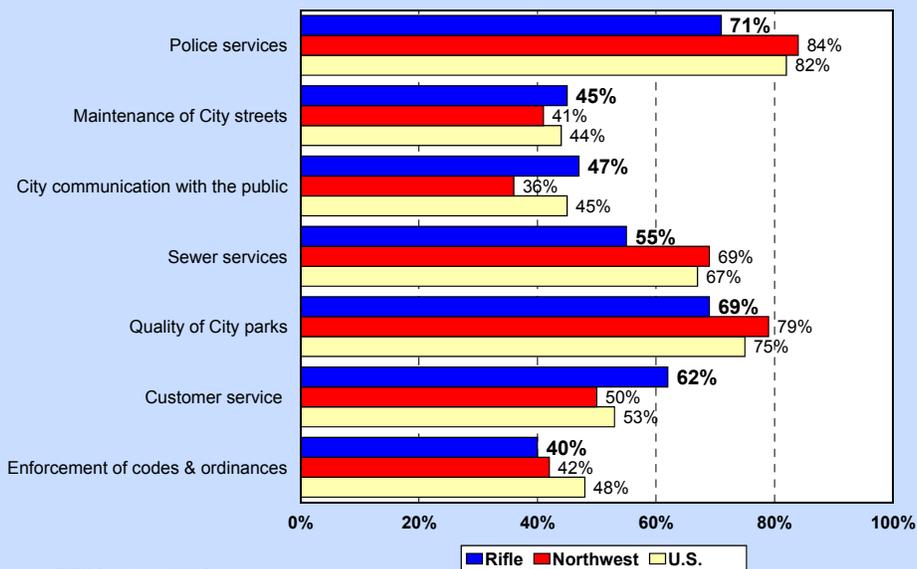
The charts on the following pages show how the overall results for Rifle compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. residents and the regional survey administered to 400 residents living in the Northwest Region of the United States. The City of Rifle's results are shown in blue, the Northwest region's results are shown in red, and the National Averages are shown in tan in the charts on the following pages.

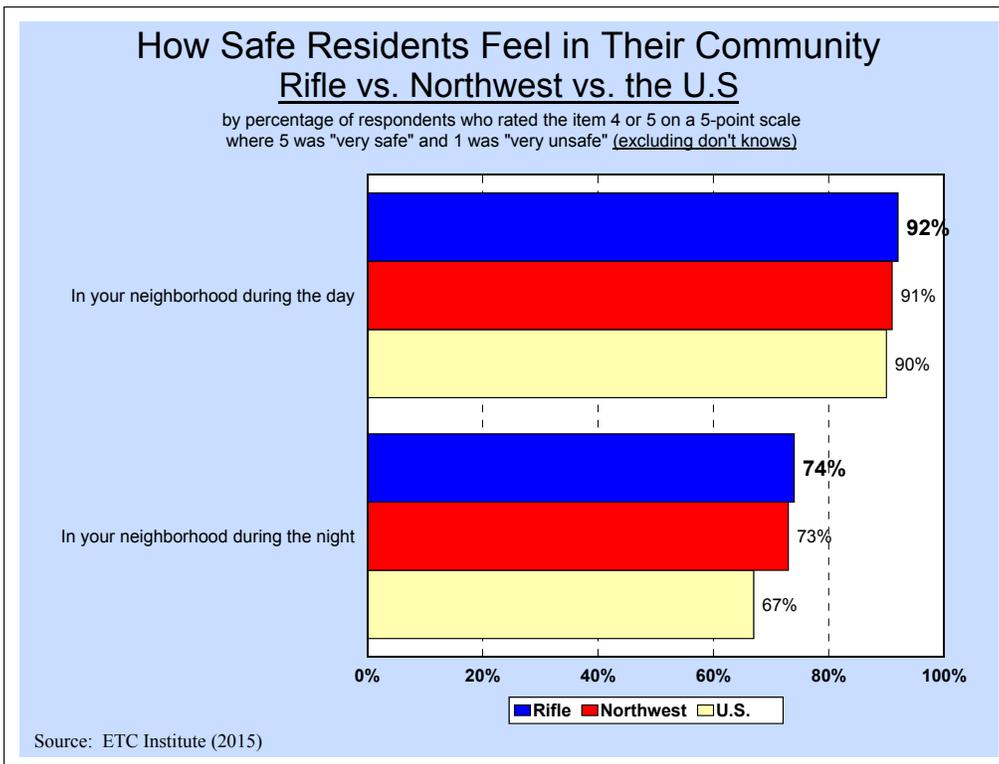
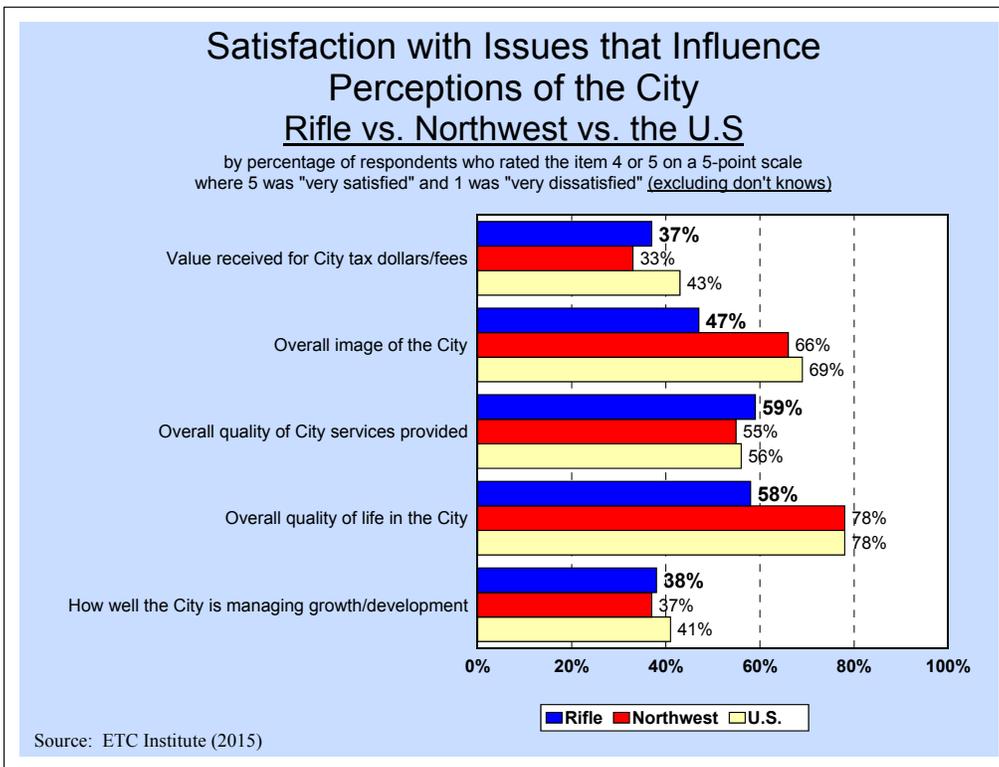
National Benchmarks

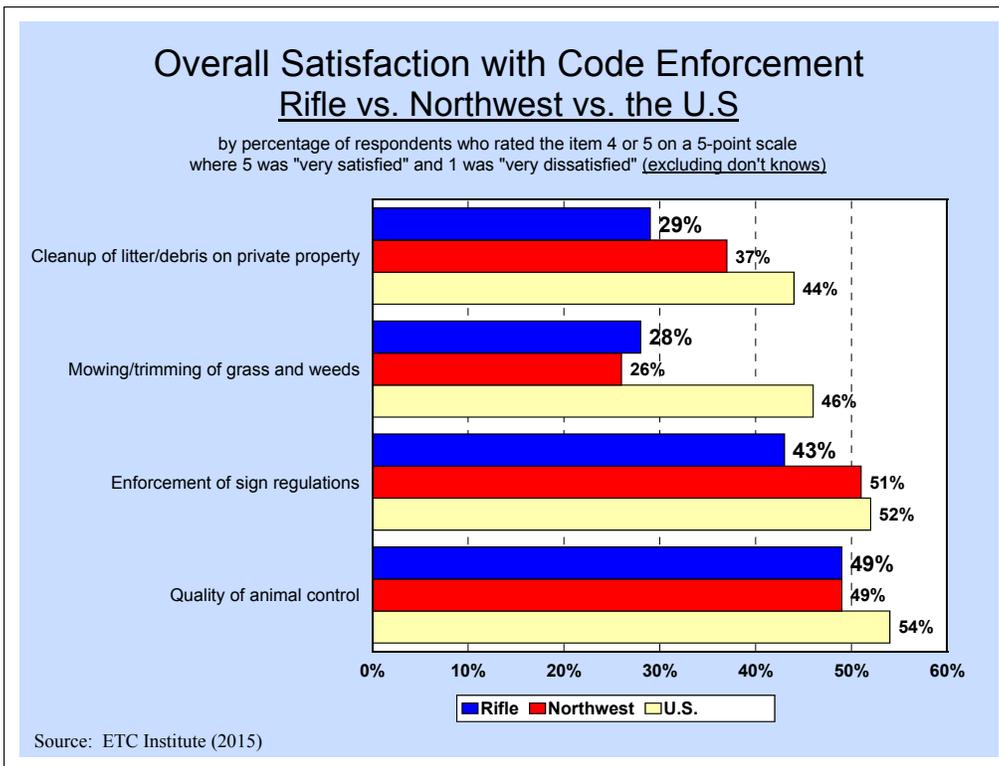
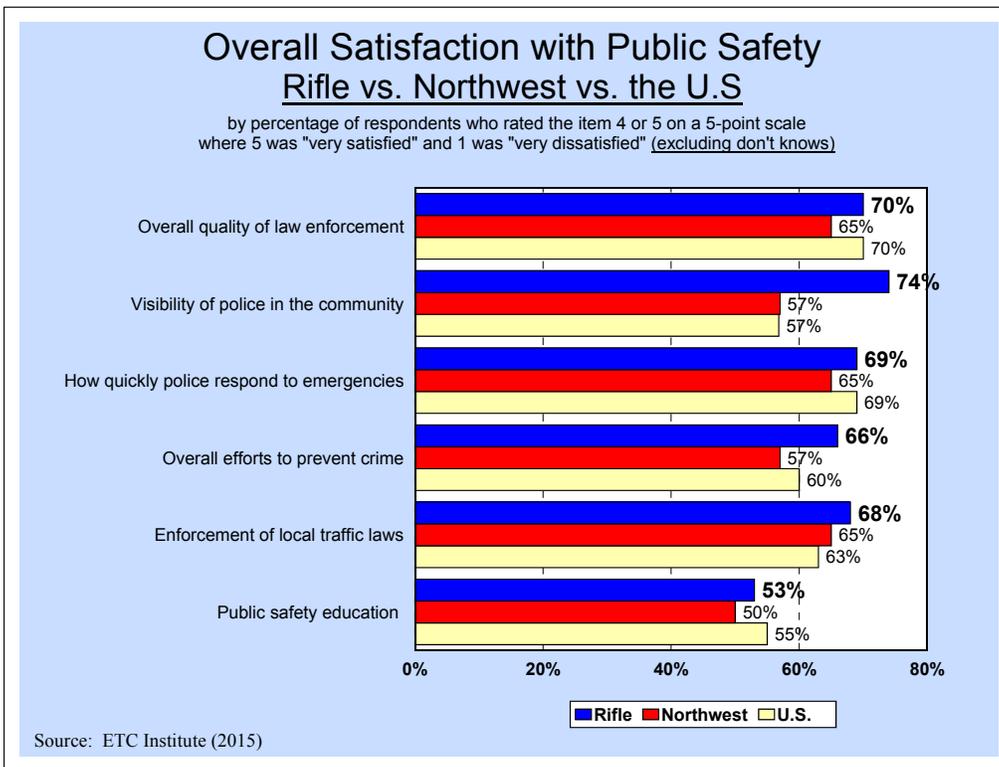
Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Rifle is not authorized without written consent from ETC Institute.

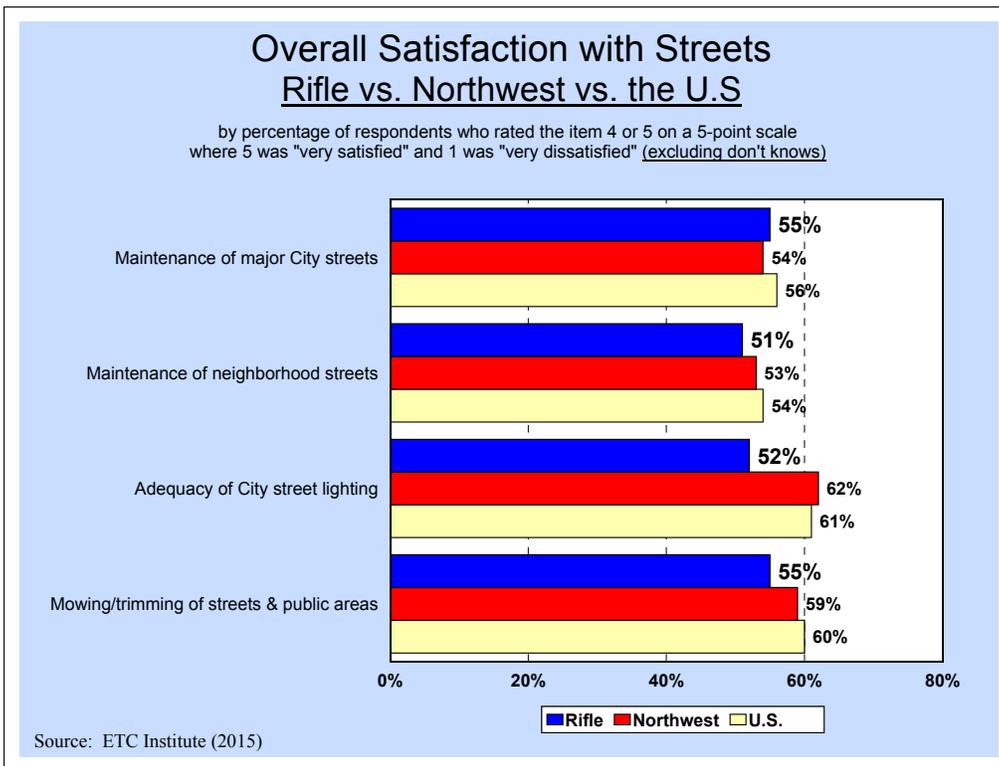
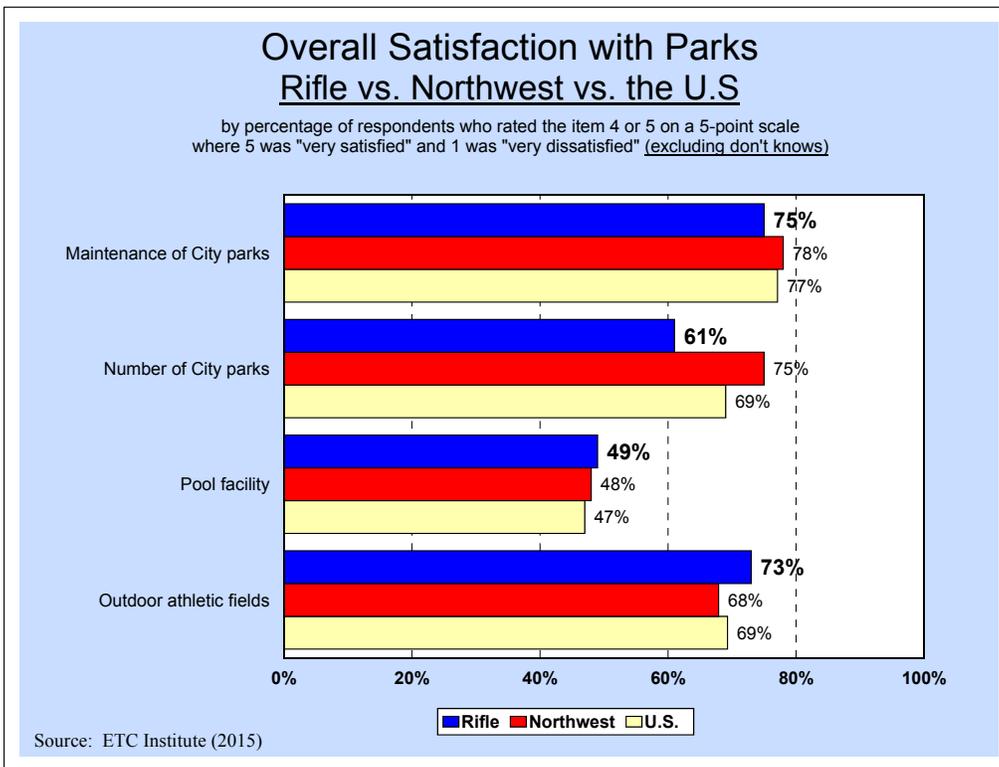
Overall Satisfaction with Various City Services Rifle vs. Northwest vs. the U.S.

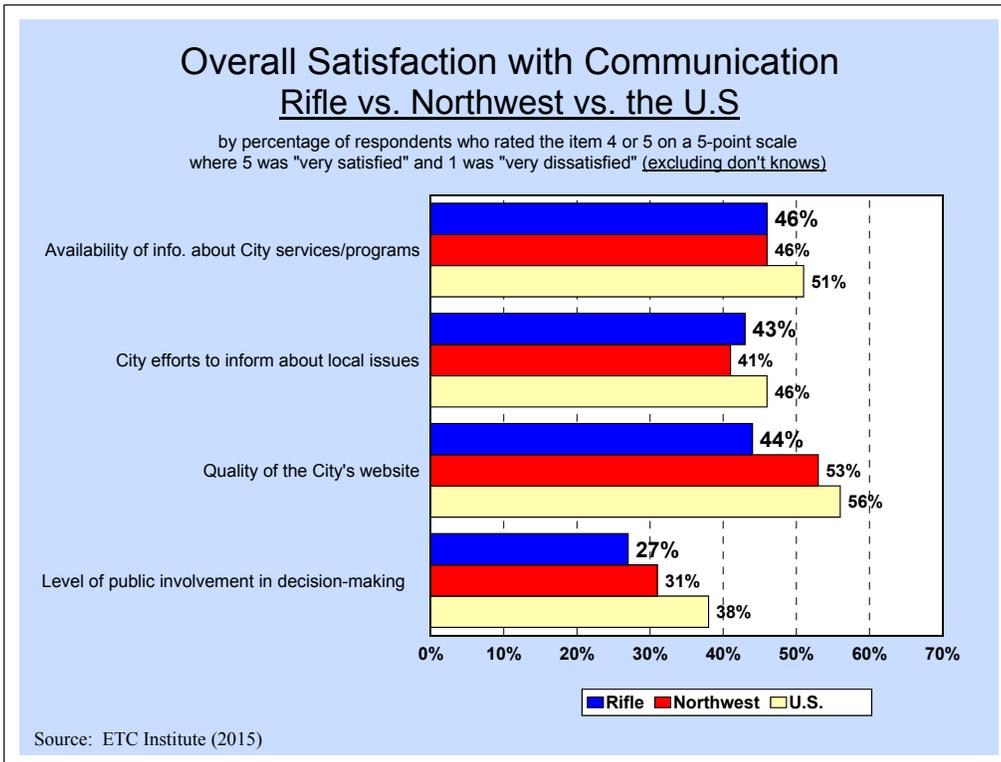
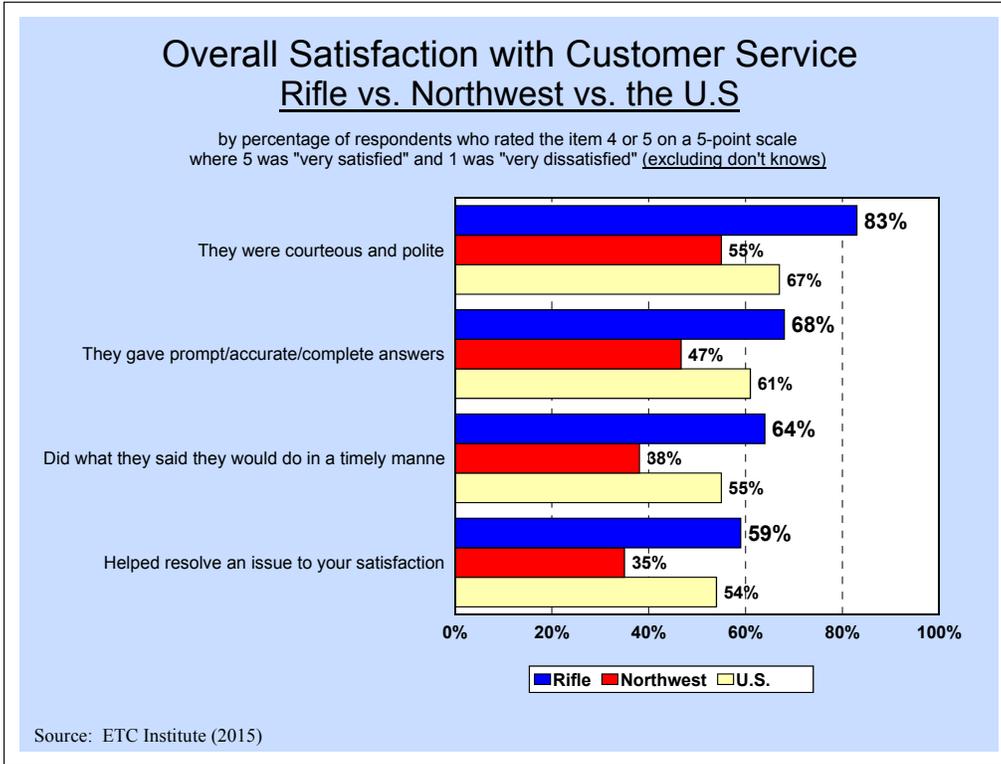
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)











Section 3:
***Importance-Satisfaction
Analysis***

Importance-Satisfaction Analysis

The City of Rifle, CO

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS=Importance \times (1-Satisfaction)]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately fifty-one percent (50.7%) of residents selected "overall quality of City water utilities" as the most important major service to provide.

With regard to satisfaction, approximately thirty-four percent (33.6%) of the residents surveyed rated their overall satisfaction with “overall quality of City water utilities” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall quality of City water utilities” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 50.7% was multiplied by 66.4% (1-0.336). This calculation yielded an I-S rating of 0.3366, which ranked first out of eleven major City services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Rifle are provided on the following pages.

Importance-Satisfaction Rating
City of Rifle, CO
OVERALL

<u>Category of Service</u>	<u>Most Important %</u>	<u>Most Important Rank</u>	<u>Satisfaction %</u>	<u>Satisfaction Rank</u>	<u>Importance-Satisfaction Rating</u>	<u>I-S Rating Rank</u>
<u>Very High Priority (IS >.20)</u>						
Overall quality of City water utilities	51%	1	34%	11	0.3366	1
Overall maintenance of City streets	41%	2	46%	9	0.2251	2
<u>High Priority (IS .10 -.20)</u>						
Overall enforcement of City codes and ordinances	27%	5	40%	10	0.1631	3
Overall quality of recreation programs	30%	3	48%	7	0.1551	4
Overall effectiveness of communication with public	27%	4	47%	8	0.1455	5
Overall effectiveness of City snow/ice removal	25%	6	56%	5	0.1118	6
<u>Medium Priority (IS <.10)</u>						
Overall quality of police services	22%	7	70%	2	0.0651	7
Overall quality of City parks	18%	8	69%	3	0.0567	8
Overall quality of City sewer services	10%	9	55%	6	0.0454	9
Quality of customer service from City employees	7%	10	62%	4	0.0261	10
Overall effectiveness of residential trash service	5%	11	81%	1	0.0102	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating
City of Rifle, CO
Public Safety

<u>Category of Service</u>	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 -.20)</u>						
The number of neighborhood patrols	27%	2	45%	10	0.1504	1
<u>Medium Priority (IS <.10)</u>						
The City's overall efforts to prevent crime	28%	1	66%	5	0.0931	2
Enforcement of criminal law	17%	3	57%	7	0.0743	3
Enforcing codes designed to protect public safety and health	16%	5	55%	8	0.0723	4
Quantity/quality of public safety education/events	12%	6	53%	9	0.0550	5
The visibility of police in the community	16%	4	74%	1	0.0421	6
Enforcement of local traffic laws	11%	7	68%	4	0.0351	7
How quickly police respond to emergencies	10%	8	69%	3	0.0315	8
The overall quality of the Rifle Police Department	10%	9	70%	2	0.0284	9
Parking enforcement services	3%	10	59%	6	0.0130	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Rifle, CO

Code Enforcement

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Cleanup of litter and debris on private property	50%	1	29%	4	0.3567	1
Mowing and trimming of grass and weeds	38%	2	28%	5	0.2721	2
<u>High Priority (IS .10 - .20)</u>						
Enforcing codes to protect public safety & health	22%	3	44%	2	0.1216	3
Quality of animal control	22%	4	50%	1	0.1086	4
<u>Medium Priority (IS <.10)</u>						
Enforcing sign regulation	8%	4	43%	3	0.0467	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Rifle, CO

Parks

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Availability of gym space	36%	1	18%	6	0.2983	1
<u>High Priority (IS 0.10 - 0.20)</u>						
Quality of pool facility	30%	2	49%	5	0.1553	2
Quality of facilities (picnic shelters, playgrounds)	29%	3	55%	4	0.1305	3
<u>Medium Priority (IS < .10)</u>						
Appearance and maintenance of existing City parks	24%	4	75%	1	0.0597	4
Number of City parks	15%	5	61%	3	0.0580	5
Quality of outdoor athletic fields	8%	6	74%	2	0.0223	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %: The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %: The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Rifle, CO

Streets

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS 0.10 - 0.20)</u>						
Maintenance of major City streets	41%	1	55%	1	0.1810	1
Maintenance of streets in your neighborhood	35%	2	52%	4	0.1675	2
Adequacy of City street lighting	26%	3	52%	3	0.1257	3
Timing of street lights	21%	4	50%	5	0.1037	4
<u>Medium Priority (IS < .10)</u>						
Mowing/trimming along City streets/public areas	20%	5	55%	2	0.0897	5

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

City of Rifle, CO

Communication

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
City efforts to inform about local issues	40%	1	43%	3	0.2290	1
Level of public involvement in decision making	30%	2	26%	6	0.2223	2
<u>High Priority (IS 0.10 - 0.20)</u>						
Availability of info about City programs/services	29%	3	46%	1	0.1564	3
<u>Medium Priority (IS < .10)</u>						
Timeliness of information provided by the City	15%	4	35%	4	0.0946	4
City e-mail information update service	12%	6	31%	5	0.0803	5
Overall quality of the City's website	12%	5	44%	2	0.0661	6

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first and second most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

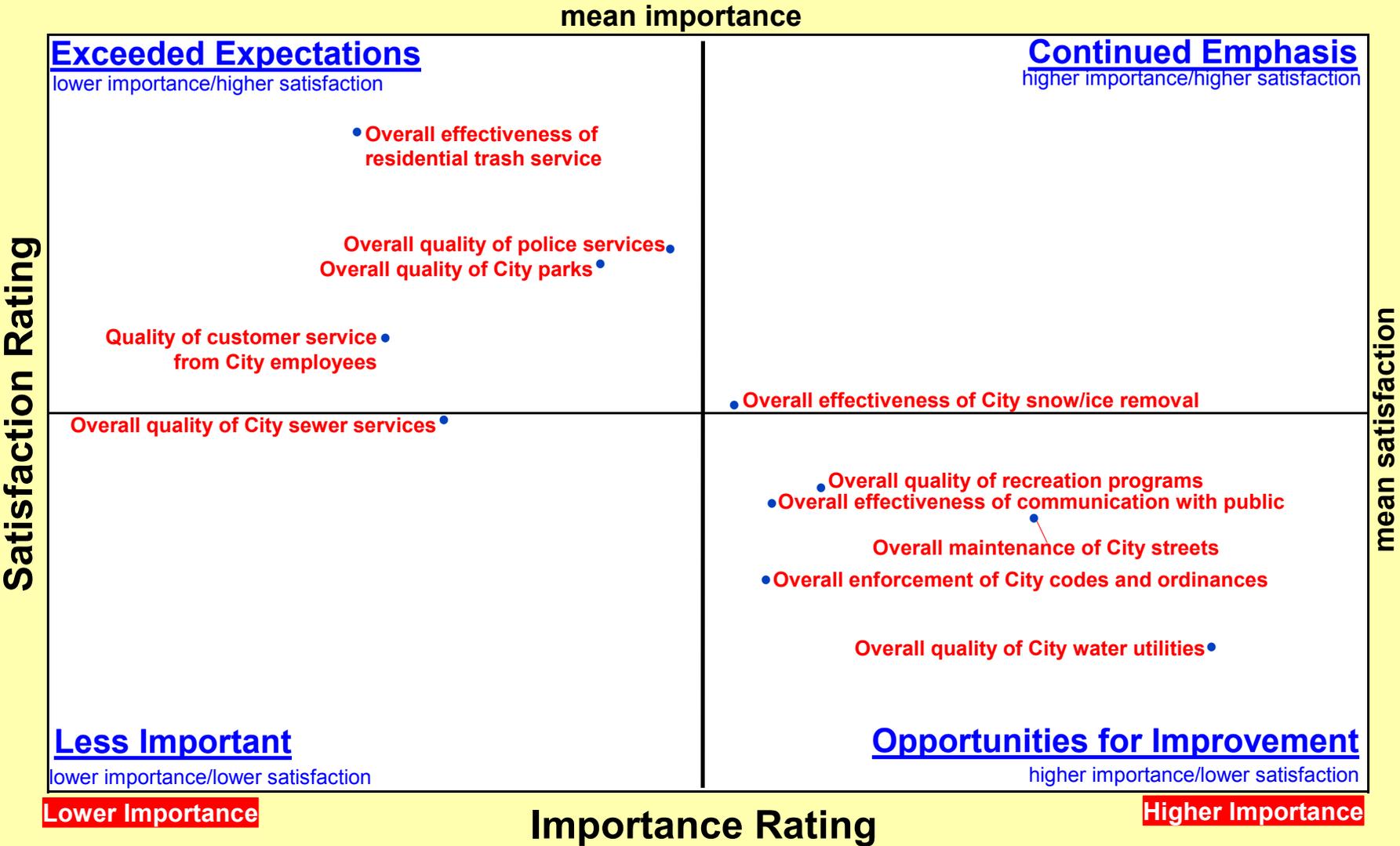
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to the City's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Rifle are provided on the following pages.

2015 City of Rifle Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

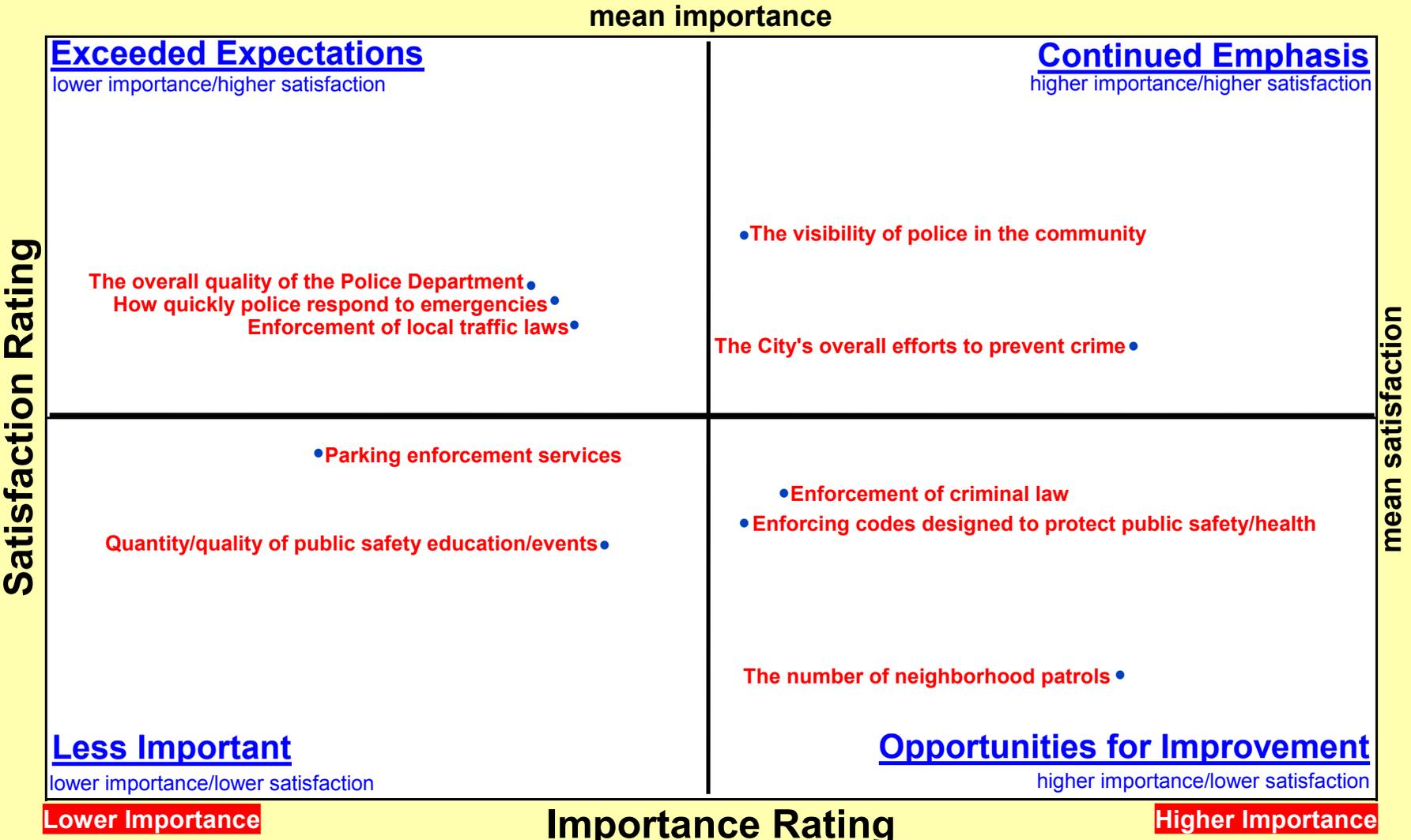


Source: ETC Institute (2015)

2015 City of Rifle Community Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

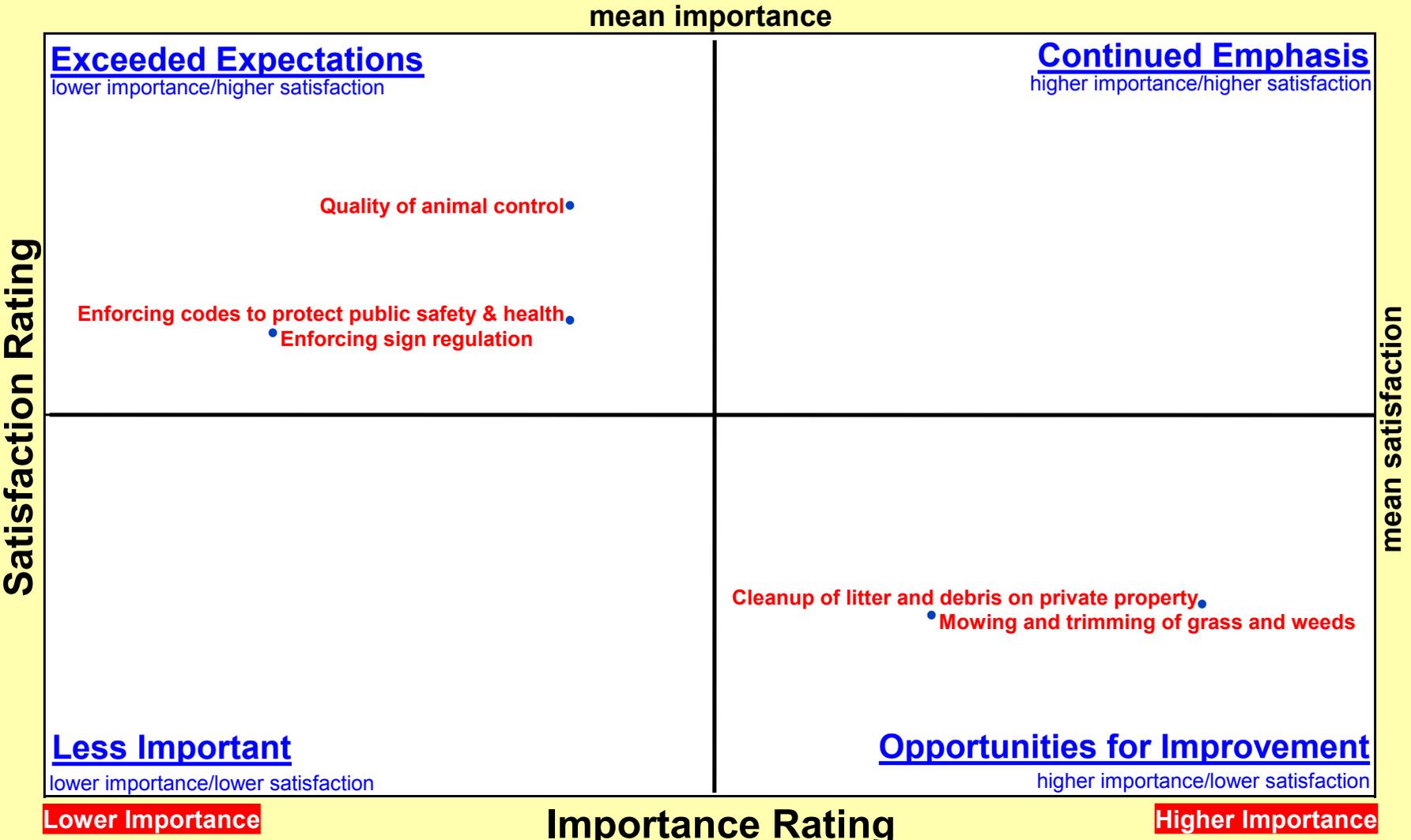


Source: ETC Institute (2015)

2015 City of Rifle Community Survey Importance-Satisfaction Assessment Matrix

-Code Enforcement-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

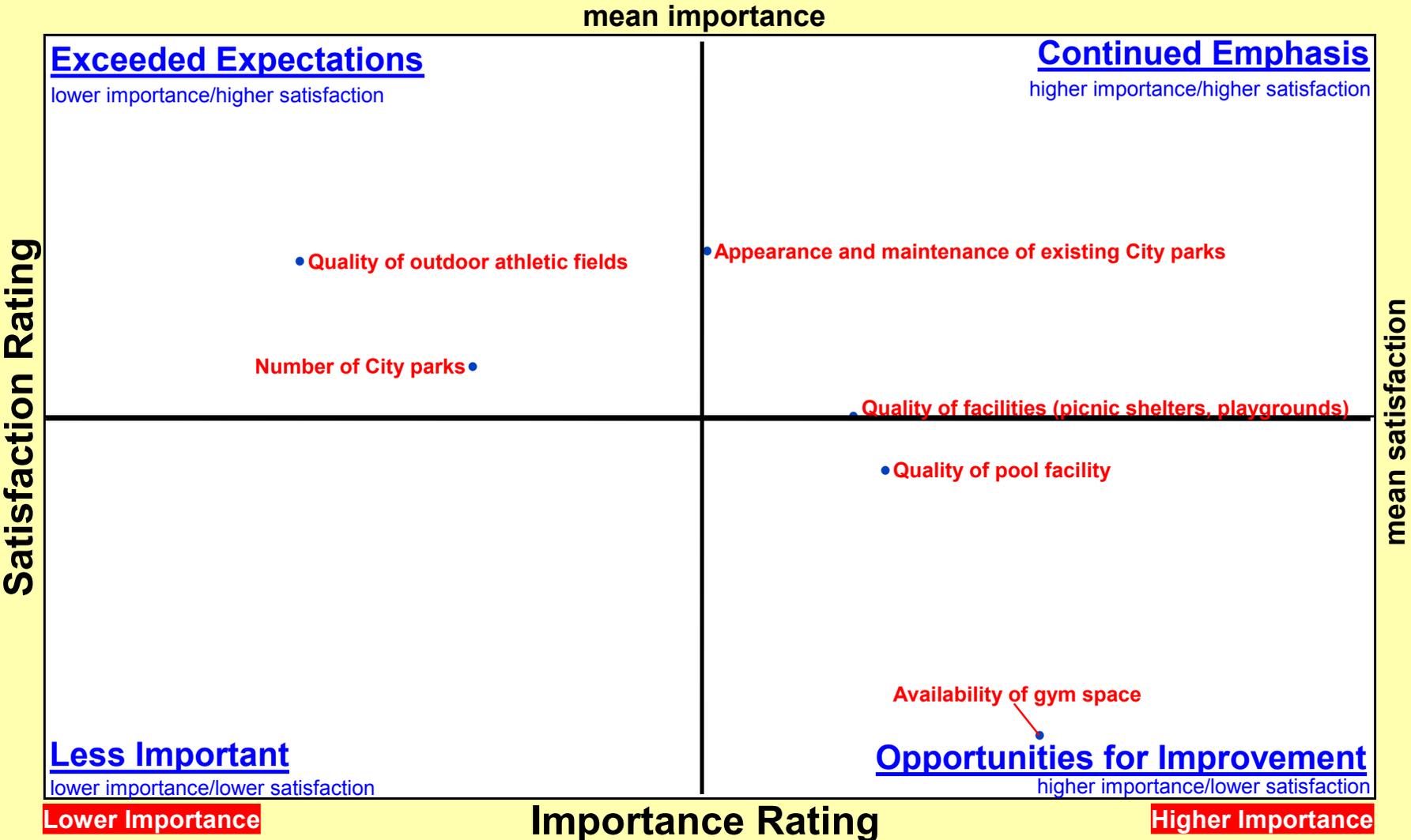


Source: ETC Institute (2015)

2015 City of Rifle Community Survey Importance-Satisfaction Assessment Matrix

-Parks-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

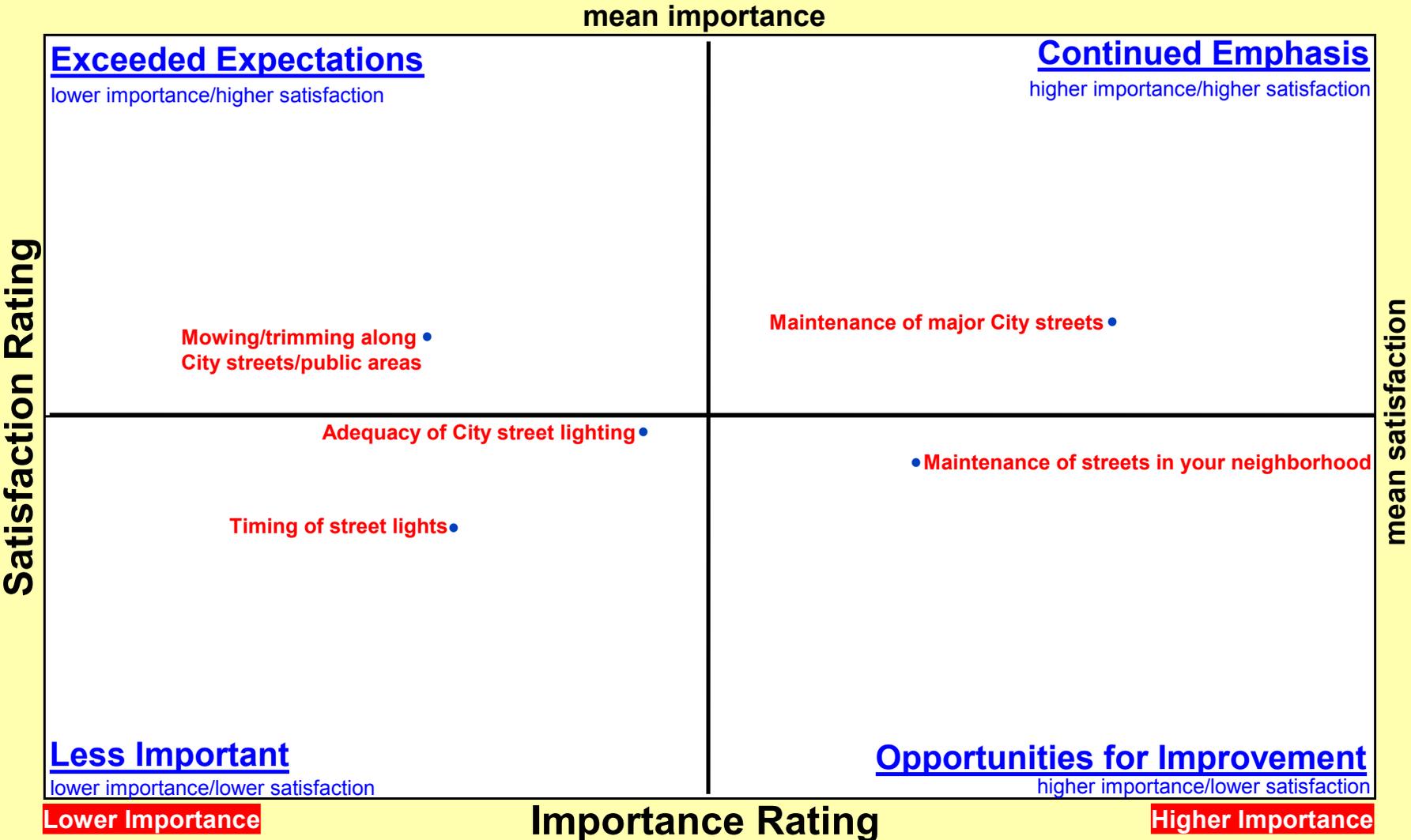


Source: ETC Institute (2015)

2015 City of Rifle Community Survey Importance-Satisfaction Assessment Matrix

-Streets-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

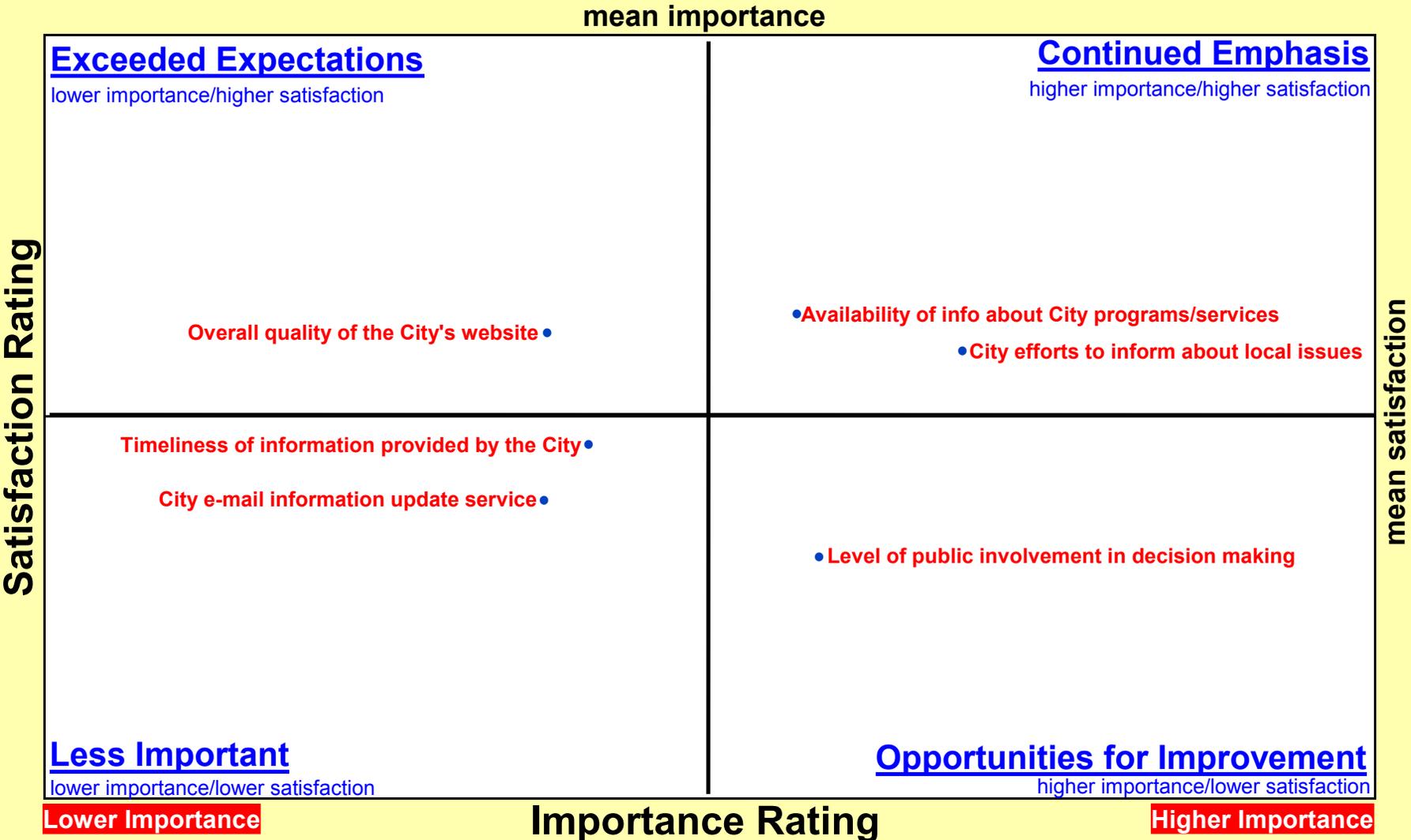


Source: ETC Institute (2015)

2015 City of Rifle Community Survey Importance-Satisfaction Assessment Matrix

-Communication-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Source: ETC Institute (2015)

Section 4:
Tabular and Crosstabular Data

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Overall quality of police services	22.6%	44.2%	20.5%	5.2%	2.3%	5.0%
Q1b. Overall quality of recreation programs	8.6%	32.5%	29.6%	11.3%	3.1%	14.9%
Q1c. Overall quality of City parks	18.4%	48.2%	21.6%	7.3%	1.0%	3.4%
Q1d. Overall maintenance of City streets	8.0%	36.7%	26.8%	18.2%	8.4%	1.9%
Q1e. Overall quality of City water utilities	4.8%	27.7%	27.3%	21.2%	15.7%	3.4%
Q1f. Overall quality of City sewer services	8.4%	43.4%	32.1%	6.7%	4.2%	5.2%
Q1g. Overall effectiveness of City snow/ice removal	9.2%	45.3%	21.2%	14.0%	7.8%	2.5%
Q1h. Overall enforcement of City codes & ordinances	6.9%	29.1%	28.7%	17.0%	8.8%	9.4%
Q1i. Overall quality of customer service you receive from City employees	19.5%	37.9%	28.1%	4.8%	1.9%	7.8%
Q1j. Overall effectiveness of City communication with public	8.4%	35.8%	31.2%	13.2%	5.7%	5.7%
Q1k. Overall effectiveness of residential trash service	29.8%	49.3%	14.9%	1.7%	1.7%	2.7%

WITHOUT DON'T KNOW

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Overall quality of police services	23.8%	46.6%	21.6%	5.5%	2.4%
Q1b. Overall quality of recreation programs	10.1%	38.2%	34.7%	13.3%	3.7%
Q1c. Overall quality of City parks	19.1%	49.9%	22.3%	7.6%	1.1%
Q1d. Overall maintenance of City streets	8.1%	37.4%	27.4%	18.6%	8.5%
Q1e. Overall quality of City water utilities	5.0%	28.6%	28.2%	21.9%	16.3%
Q1f. Overall quality of City sewer services	8.8%	45.8%	33.8%	7.1%	4.4%
Q1g. Overall effectiveness of City snow/ice removal	9.5%	46.5%	21.7%	14.4%	8.0%
Q1h. Overall enforcement of City codes & ordinances	7.6%	32.2%	31.7%	18.8%	9.7%
Q1i. Overall quality of customer service you receive from City employees	21.1%	41.1%	30.5%	5.2%	2.0%
Q1j. Overall effectiveness of City communication with public	8.9%	38.0%	33.1%	14.0%	6.0%
Q1k. Overall effectiveness of residential trash service	30.6%	50.6%	15.3%	1.7%	1.7%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 1st choice	Number	Percent
Quality of police services	54	11.3 %
Quality of recreation programs	48	10.1 %
Quality of City parks	20	4.2 %
Maintenance of City streets	75	15.7 %
Quality of City water utilities	141	29.6 %
Quality of City sewer services	4	0.8 %
Effectiveness of City snow/ice removal	25	5.2 %
Enforcement of City codes & ordinances	30	6.3 %
Customer service received from City employees	4	0.8 %
Effectiveness of City communication with public	35	7.3 %
Effectiveness of residential trash service	4	0.8 %
None chosen	37	7.8 %
Total	477	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q2. 2nd choice	Number	Percent
Quality of police services	24	5.0 %
Quality of recreation programs	60	12.6 %
Quality of City parks	29	6.1 %
Maintenance of City streets	75	15.7 %
Quality of City water utilities	65	13.6 %
Quality of City sewer services	25	5.2 %
Effectiveness of City snow/ice removal	47	9.9 %
Enforcement of City codes & ordinances	41	8.6 %
Customer service received from City employees	12	2.5 %
Effectiveness of City communication with public	35	7.3 %
Effectiveness of residential trash service	7	1.5 %
None chosen	57	11.9 %
Total	477	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	27	5.7 %
Quality of recreation programs	35	7.3 %
Quality of City parks	38	8.0 %
Maintenance of City streets	47	9.9 %
Quality of City water utilities	36	7.5 %
Quality of City sewer services	19	4.0 %
Effectiveness of City snow/ice removal	49	10.3 %
Enforcement of City codes & ordinances	58	12.2 %
Customer service received from City employees	17	3.6 %
Effectiveness of City communication with public	61	12.8 %
Effectiveness of residential trash service	15	3.1 %
<u>None chosen</u>	<u>75</u>	<u>15.7 %</u>
Total	477	100.0 %

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

<u>Q2. Sum of Top 3 Choices</u>	<u>Number</u>	<u>Percent</u>
Quality of police services	105	22.0 %
Quality of recreation programs	143	30.0 %
Quality of City parks	87	18.2 %
Maintenance of City streets	197	41.3 %
Quality of City water utilities	242	50.7 %
Quality of City sewer services	48	10.1 %
Effectiveness of City snow/ice removal	121	25.4 %
Enforcement of City codes & ordinances	129	27.0 %
Customer service received from City employees	33	6.9 %
Effectiveness of City communication with public	131	27.5 %
Effectiveness of residential trash service	26	5.5 %
<u>None chosen</u>	<u>37</u>	<u>7.8 %</u>
Total	1299	

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q3a. Overall quality of services provided by City	8.4%	47.4%	32.1%	5.0%	1.5%	5.7%
Q3b. Overall value you receive for your City tax & fees	6.1%	27.9%	31.7%	20.1%	7.8%	6.5%
Q3c. Overall image of City	8.0%	37.7%	31.9%	14.5%	4.8%	3.1%
Q3d. How well City is managing growth & development	5.7%	29.4%	32.5%	18.2%	7.5%	6.7%
Q3e. Overall quality of life in City	12.8%	43.6%	28.7%	9.6%	1.7%	3.6%
Q3f. Overall feeling of safety in City	16.1%	49.3%	24.1%	6.5%	1.9%	2.1%
Q3g. Availability of job opportunities	1.5%	11.3%	32.5%	28.5%	12.2%	14.0%
Q3h. Overall quality of new development	2.3%	21.0%	38.4%	20.1%	7.5%	10.7%
Q3i. Appearance of residential property in City	2.3%	29.8%	36.1%	21.6%	7.8%	2.5%
Q3j. Appearance of commercial property in City	2.5%	31.4%	43.0%	15.7%	5.2%	2.1%
Q3k. Overall quality of sidewalks & trails in City	4.6%	42.3%	28.5%	15.5%	5.5%	3.6%
Q3l. Sufficient number of sidewalks & trails in City	5.0%	36.5%	29.1%	19.3%	5.0%	5.0%
Q3m. Overall safe walking routes to schools	3.6%	27.0%	30.8%	11.7%	4.6%	22.2%

WITHOUT DON'T KNOW

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q3a. Overall quality of services provided by City	8.9%	50.2%	34.0%	5.3%	1.6%
Q3b. Overall value you receive for your City tax & fees	6.5%	29.8%	33.9%	21.5%	8.3%
Q3c. Overall image of City	8.2%	39.0%	32.9%	14.9%	5.0%
Q3d. How well City is managing growth & development	6.1%	31.5%	34.8%	19.6%	8.1%
Q3e. Overall quality of life in City	13.3%	45.2%	29.8%	10.0%	1.7%
Q3f. Overall feeling of safety in City	16.5%	50.3%	24.6%	6.6%	1.9%
Q3g. Availability of job opportunities	1.7%	13.2%	37.8%	33.2%	14.1%
Q3h. Overall quality of new development	2.6%	23.5%	43.0%	22.5%	8.5%
Q3i. Appearance of residential property in City	2.4%	30.5%	37.0%	22.2%	8.0%
Q3j. Appearance of commercial property in City	2.6%	32.1%	43.9%	16.1%	5.4%
Q3k. Overall quality of sidewalks & trails in City	4.8%	43.9%	29.6%	16.1%	5.7%
Q3l. Sufficient number of sidewalks & trails in City	5.3%	38.4%	30.7%	20.3%	5.3%
Q3m. Overall safe walking routes to schools	4.6%	34.8%	39.6%	15.1%	5.9%

Q4. Did you vote in the Rifle municipal election in 2013?

Q4. Did you vote in Rifle municipal election in 2013	Number	Percent
Yes	337	70.6 %
No	115	24.1 %
Not provided	25	5.2 %
Total	477	100.0 %

WITHOUT NOT PROVIDED

Q4. Did you vote in the Rifle municipal election in 2013? (without "not provided")

Q4. Did you vote in Rifle municipal election in 2013	Number	Percent
Yes	337	74.6 %
No	115	25.4 %
Total	452	100.0 %

Q5. Have any members of your household attended or watched any Rifle public meeting in the last year?

Q5. Have any members of your household attended or watched any Rifle public meeting last year	Number	Percent
Yes	175	36.7 %
No	280	58.7 %
Don't Know	22	4.6 %
Total	477	100.0 %

WITHOUT DON'T KNOW

Q5. Have any members of your household attended or watched any Rifle public meeting in the last year? (without "don't know")

Q5. Have any members of your household attended or watched any Rifle public meeting last year	Number	Percent
Yes	175	38.5 %
No	280	61.5 %
Total	455	100.0 %

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas.

(N=477)

	Very Safe	Safe	Neutral	Not safe	Not safe at all	Don't know
Q6a. In your neighborhood during the day	43.8%	45.9%	6.7%	1.3%	0.6%	1.7%
Q6b. In your neighborhood during the night	24.9%	47.8%	16.8%	7.8%	1.3%	1.5%
Q6c. In public places throughout City during the day	34.6%	51.2%	11.1%	1.7%	0.2%	1.3%
Q6d. In public places throughout City during the night	14.0%	40.0%	29.8%	10.3%	1.3%	4.6%

WITHOUT DON'T KNOW

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

(N=477)

	Very Safe	Safe	Neutral	Not safe	Not safe at all
Q6a. In your neighborhood during the day	44.6%	46.7%	6.8%	1.3%	0.6%
Q6b. In your neighborhood during the night	25.3%	48.5%	17.0%	7.9%	1.3%
Q6c. In public places throughout City during the day	35.0%	51.8%	11.3%	1.7%	0.2%
Q6d. In public places throughout City during the night	14.7%	42.0%	31.2%	10.8%	1.3%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q7a. Visibility of police in community	24.1%	47.8%	18.4%	5.2%	1.9%	2.5%
Q7b. City's overall efforts to prevent crime	15.7%	45.3%	21.4%	8.2%	1.3%	8.2%
Q7c. Enforcement of local traffic laws	14.3%	49.3%	20.8%	7.3%	2.1%	6.3%
Q7d. Parking enforcement services	12.6%	39.6%	29.4%	4.0%	2.3%	12.2%
Q7e. How quickly police respond to emergencies	18.4%	36.3%	20.3%	2.9%	0.8%	21.2%
Q7f. Enforcing codes designed to protect public safety & health	11.5%	33.5%	25.8%	6.7%	4.6%	17.8%
Q7g. Quantity & quality of public safety education & events	10.1%	33.5%	30.4%	4.4%	3.1%	18.4%
Q7h. Number of neighborhood patrols	8.0%	30.2%	31.2%	11.7%	4.0%	14.9%
Q7i. Enforcement of criminal law	10.9%	35.4%	26.0%	6.3%	2.9%	18.4%
Q7j. Overall quality of Rifle Police Department	20.5%	47.4%	21.2%	4.8%	2.5%	3.6%

WITHOUT DON'T KNOW**Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q7a. Visibility of police in community	24.7%	49.0%	18.9%	5.4%	1.9%
Q7b. City's overall efforts to prevent crime	17.1%	49.3%	23.3%	8.9%	1.4%
Q7c. Enforcement of local traffic laws	15.2%	52.6%	22.1%	7.8%	2.2%
Q7d. Parking enforcement services	14.3%	45.1%	33.4%	4.5%	2.6%
Q7e. How quickly police respond to emergencies	23.4%	46.0%	25.8%	3.7%	1.1%
Q7f. Enforcing codes designed to protect public safety & health	14.0%	40.8%	31.4%	8.2%	5.6%
Q7g. Quantity & quality of public safety education & events	12.3%	41.1%	37.3%	5.4%	3.9%
Q7h. Number of neighborhood patrols	9.4%	35.5%	36.7%	13.8%	4.7%
Q7i. Enforcement of criminal law	13.4%	43.4%	31.9%	7.7%	3.6%
Q7j. Overall quality of Rifle Police Department	21.3%	49.1%	22.0%	5.0%	2.6%

Q7. Which TWO Public Safety items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q7. 1st Choice	Number	Percent
Visibility of police in community	39	8.2 %
City's overall efforts to prevent crime	94	19.7 %
Enforcement of local traffic laws	27	5.7 %
Parking enforcement services	6	1.3 %
How quickly police respond to emergencies	23	4.8 %
Enforcing codes designed to protect public safety & health	38	8.0 %
Quantity & quality of public safety education & events	27	5.7 %
Number of neighborhood patrols	60	12.6 %
Enforcement of criminal law	33	6.9 %
Quality of Rifle Police Department	25	5.2 %
None chosen	105	22.0 %
Total	477	100.0 %

Q7. Which TWO Public Safety items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q7. 2nd choice	Number	Percent
Visibility of police in community	37	7.8 %
City's overall efforts to prevent crime	38	8.0 %
Enforcement of local traffic laws	25	5.2 %
Parking enforcement services	9	1.9 %
How quickly police respond to emergencies	26	5.5 %
Enforcing codes designed to protect public safety & health	38	8.0 %
Quantity & quality of public safety education & events	29	6.1 %
Number of neighborhood patrols	70	14.7 %
Enforcement of criminal law	49	10.3 %
Quality of Rifle Police Department	21	4.4 %
None chosen	135	28.3 %
Total	477	100.0 %

Q7. Which TWO Public Safety items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q7. Sum of Top 2 Choices	Number	Percent
Visibility of police in community	76	15.9 %
City's overall efforts to prevent crime	132	27.7 %
Enforcement of local traffic laws	52	10.9 %
Parking enforcement services	15	3.1 %
How quickly police respond to emergencies	49	10.3 %
Enforcing codes designed to protect public safety & health	76	15.9 %
Quantity & quality of public safety education & events	56	11.7 %
Number of neighborhood patrols	130	27.3 %
Enforcement of criminal law	82	17.2 %
Quality of Rifle Police Department	46	9.6 %
None chosen	105	22.0 %
Total	819	

Q8. How Satisfied are you with Code Enforcement items?

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Enforcing cleanup of litter & debris on private property	3.4%	23.7%	26.6%	26.2%	14.0%	6.1%
Q8b. Enforcing mowing & trimming of grass & weeds	4.0%	22.6%	28.3%	27.7%	11.7%	5.7%
Q8c. Enforcing codes designed to protect public safety & health	3.8%	33.8%	35.0%	8.0%	5.5%	14.0%
Q8d. Enforcing sign regulation	5.2%	31.7%	37.1%	7.3%	4.4%	14.3%
Q8e. Quality of animal control	8.6%	36.9%	28.7%	9.4%	8.0%	8.4%

WITHOUT DON'T KNOW

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Enforcing cleanup of litter & debris on private property	3.6%	25.2%	28.3%	27.9%	15.0%
Q8b. Enforcing mowing & trimming of grass & weeds	4.2%	24.0%	30.0%	29.3%	12.4%
Q8c. Enforcing codes designed to protect public safety & health	4.4%	39.3%	40.7%	9.3%	6.3%
Q8d. Enforcing sign regulation	6.1%	36.9%	43.3%	8.6%	5.1%
Q8e. Quality of animal control	9.4%	40.3%	31.4%	10.3%	8.7%

Q8. Which TWO Code Enforcement items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q8. 1st choice	Number	Percent
Enforcing cleanup of litter & debris on private property	158	33.1 %
Enforcing mowing & trimming of grass & weeds	63	13.2 %
Enforcing codes designed to protect public safety & health	48	10.1 %
Enforcing sign regulation	12	2.5 %
Quality of animal control	65	13.6 %
None chosen	131	27.5 %
Total	477	100.0 %

Q8. Which TWO Code Enforcement items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q8. 2nd choice	Number	Percent
Enforcing cleanup of litter & debris on private property	81	17.0 %
Enforcing mowing & trimming of grass & weeds	118	24.7 %
Enforcing codes designed to protect public safety & health	55	11.5 %
Enforcing sign regulation	27	5.7 %
Quality of animal control	39	8.2 %
None chosen	157	32.9 %
Total	477	100.0 %

Q8. Which TWO Code Enforcement items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q8. Sum of Top 2 Choices	Number	Percent
Enforcing cleanup of litter & debris on private property	239	50.1 %
Enforcing mowing & trimming of grass & weeds	181	37.9 %
Enforcing codes designed to protect public safety & health	103	21.6 %
Enforcing sign regulation	39	8.2 %
Quality of animal control	104	21.8 %
None chosen	131	27.5 %
Total	797	

Q9. How Satisfied are you with Parks items?

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q9a. Quality of pool facility	7.8%	27.7%	21.4%	10.3%	5.5%	27.5%
Q9b. Availability of gym space	3.8%	9.2%	23.5%	21.6%	15.9%	26.0%
Q9c. Quality of facilities such as picnic shelters & playgrounds in City parks	12.4%	39.2%	28.7%	10.9%	2.1%	6.7%
Q9d. Quality of outdoor athletic fields	19.9%	45.9%	18.7%	4.0%	1.0%	10.5%
Q9e. Appearance & maintenance of existing City parks	22.9%	49.5%	20.5%	2.3%	1.5%	3.4%
Q9f. Number of City parks	21.2%	35.8%	24.3%	9.6%	2.3%	6.7%

WITHOUT DON'T KNOW

Q9. How Satisfied are you with Parks items? (without "don't know")

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q9a. Quality of pool facility	10.7%	38.2%	29.5%	14.2%	7.5%
Q9b. Availability of gym space	5.1%	12.5%	31.7%	29.2%	21.5%
Q9c. Quality of facilities such as picnic shelters & playgrounds in City parks	13.3%	42.0%	30.8%	11.7%	2.2%
Q9d. Quality of outdoor athletic fields	22.2%	51.3%	20.8%	4.4%	1.2%
Q9e. Appearance & maintenance of existing City parks	23.6%	51.2%	21.3%	2.4%	1.5%
Q9f. Number of City parks	22.7%	38.4%	26.1%	10.3%	2.5%

Q9. Which TWO PARKS items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. 1st choice	Number	Percent
Quality of pool facility	103	21.6 %
Availability of gym space	96	20.1 %
Quality of facilities such as picnic shelters & playgrounds in City parks	69	14.5 %
Quality of outdoor athletic fields	13	2.7 %
Appearance & maintenance of existing City parks	40	8.4 %
Number of City parks	37	7.8 %
None chosen	119	24.9 %
Total	477	100.0 %

Q9. Which TWO PARKS items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q9. 2nd choice	Number	Percent
Quality of pool facility	42	8.8 %
Availability of gym space	77	16.1 %
Quality of facilities such as picnic shelters & playgrounds in City parks	70	14.7 %
Quality of outdoor athletic fields	27	5.7 %
Appearance & maintenance of existing City parks	73	15.3 %
Number of City parks	34	7.1 %
None chosen	154	32.3 %
Total	477	100.0 %

Q9. Which TWO PARKS items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q9. Sum of Top 2 Choices	Number	Percent
Quality of pool facility	145	30.4 %
Availability of gym space	173	36.3 %
Quality of facilities such as picnic shelters & playgrounds in City parks	139	29.1 %
Quality of outdoor athletic fields	40	8.4 %
Appearance & maintenance of existing City parks	113	23.7 %
Number of City parks	71	14.9 %
None chosen	119	24.9 %
Total	800	

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q10a. Maintenance of major City streets	7.5%	44.9%	21.2%	17.0%	4.2%	5.2%
Q10b. Maintenance of streets in your neighborhood	8.6%	39.6%	19.1%	19.5%	6.7%	6.5%
Q10c. Mowing & trimming along City streets & other public areas	8.8%	42.8%	27.5%	12.4%	2.5%	6.1%
Q10d. Adequacy of City street lighting	7.8%	42.0%	25.4%	16.0%	3.8%	5.0%
Q10e. Timing of street lights	7.6%	39.3%	27.7%	13.9%	5.5%	6.1%

WITHOUT DON'T KNOW

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q10a. Maintenance of major City streets	8.0%	47.3%	22.3%	17.9%	4.4%
Q10b. Maintenance of streets in your neighborhood	9.2%	42.4%	20.4%	20.9%	7.2%
Q10c. Mowing & trimming along City streets & other public areas	9.4%	45.5%	29.2%	13.2%	2.7%
Q10d. Adequacy of City street lighting	8.2%	44.2%	26.8%	16.8%	4.0%
Q10e. Timing of street lights	8.1%	41.8%	29.5%	14.8%	5.8%

Q10. Which TWO Street related items do you think should receive the most emphasis from City leaders over the next two years?

Q10. 1st choice	Number	Percent
Maintenance of major City streets	121	25.4 %
Maintenance of streets in your neighborhood	74	15.5 %
Mowing & trimming along City streets & other public areas	41	8.6 %
Adequacy of City street lighting	65	13.6 %
Timing of street lights	56	11.7 %
None chosen	120	25.2 %
Total	477	100.0 %

Q10. Which TWO Street related items do you think should receive the most emphasis from City leaders over the next two years?

Q10. 2nd choice	Number	Percent
Maintenance of major City streets	72	15.1 %
Maintenance of streets in your neighborhood	91	19.1 %
Mowing & trimming along City streets & other public areas	54	11.3 %
Adequacy of City street lighting	61	12.8 %
Timing of street lights	43	9.0 %
None chosen	156	32.7 %
Total	477	100.0 %

Q10. Which TWO Street related items do you think should receive the most emphasis from City leaders over the next two years? (top 2)

Q10. Sum of Top 2 Choices	Number	Percent
Maintenance of major City streets	193	40.5 %
Maintenance of streets in your neighborhood	165	34.6 %
Mowing & trimming along City streets & other public areas	95	19.9 %
Adequacy of City street lighting	126	26.4 %
Timing of street lights	99	20.8 %
None chosen	120	25.2 %
Total	798	

Q11. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year?

Q11. Have you called, e-mailed or visited City during past year	Number	Percent
Yes	192	40.3 %
No	257	53.9 %
Don't Know	28	5.9 %
Total	477	100.0 %

WITHOUT DON'T KNOW

Q11. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year? (without "don't know")

Q11. Have you called, e-mailed or visited City during past year	Number	Percent
Yes	192	42.8 %
No	257	57.2 %
Total	449	100.0 %

Q11a. (If YES to Question 11) How easy was it to contact the person you needed to reach?

Q11a. How easy was it to contact person	Number	Percent
Very easy	61	31.8 %
Somewhat easy	69	35.9 %
Difficult	38	19.8 %
Very difficult	18	9.4 %
Don't know	6	3.1 %
Total	192	100.0 %

WITHOUT DON'T KNOW

Q11a. (If YES to Question 11) How easy was it to contact the person you needed to reach? (without "don't know")

Q11a. How easy was it to contact person	Number	Percent
Very easy	61	32.8 %
Somewhat easy	69	37.1 %
Difficult	38	20.4 %
Very difficult	18	9.7 %
Total	186	100.0 %

Q11b. (If YES to Question 11) What department did you contact?

Q11b. What Dept did you contact	Number	Percent
Police	69	35.9 %
Senior Center	9	4.7 %
Planning & Building	31	16.1 %
Parks & Recreation	29	15.1 %
City Engineer	13	6.8 %
Event Permits	3	1.6 %
Utility Billing	50	26.0 %
Municipal Services	44	22.9 %
Adminstration	26	13.5 %
Other	28	14.6 %
None chosen	7	3.6 %
Total	309	

WITHOUT NONE CHOSEN**Q11b. (If YES to Question 11) What department did you contact? (without "none chosen")**

Q11b. What Dept did you contact	Number	Percent
Police	69	37.3 %
Utility Billing	50	27.0 %
Municipal Services	44	23.8 %
Planning & Building	31	16.8 %
Parks & Recreation	29	15.7 %
Other	28	15.1 %
AdminIstration	26	14.1 %
City Engineer	13	7.0 %
Senior Center	9	4.9 %
Event Permits	3	1.6 %
Total	302	

Q11b. Other

Q11b. Other	Number	Percent
CODE ENFORCEMENT	7	25.0 %
ANIMAL CONTROL	4	14.3 %
WEED CONTROL	2	7.1 %
TREE REMOVAL	1	3.6 %
FINANCE	1	3.6 %
STREETS	1	3.6 %
BOOKNG EVENTS AT UTE	1	3.6 %
NEWSPAPER	1	3.6 %
GARBAGE PICKUP	1	3.6 %
CITY COUNCIL	1	3.6 %
FIRE DEPT	1	3.6 %
POOL	1	3.6 %
FIRE	1	3.6 %
RECYCLE CENTER?	1	3.6 %
TRASH	1	3.6 %
MANAGER	1	3.6 %
TRASH, UTE THEATRE	1	3.6 %
REAL LIVE PERSON	1	3.6 %
Total	28	100.0 %

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never."

(N=192)

	Always	Usually	Sometimes	Seldom	Never	Don't Know
Q11c-1. They were courteous & polite	51.0%	29.2%	12.0%	2.6%	1.6%	3.6%
Q11c-2. They gave prompt, accurate, & complete answers to questions	39.1%	27.1%	18.8%	7.8%	4.2%	3.1%
Q11c-3. They did what they said they would do in a timely manner	35.9%	24.5%	17.2%	9.9%	6.8%	5.7%
Q11c-4. They helped you resolve an issue to your satisfaction	33.3%	24.0%	18.8%	8.3%	12.5%	3.1%

WITHOUT DON'T KNOW

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

(N=192)

	Always	Usually	Sometimes	Seldom	Never
Q11c-1. They were courteous & polite	53.0%	30.3%	12.4%	2.7%	1.6%
Q11c-2. They gave prompt, accurate, & complete answers to questions	40.3%	28.0%	19.4%	8.1%	4.3%
Q11c-3. They did what they said they would do in a timely manner	38.1%	26.0%	18.2%	10.5%	7.2%
Q11c-4. They helped you resolve an issue to your satisfaction	34.4%	24.7%	19.4%	8.6%	12.9%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Availability of information about City programs & services	8.0%	32.9%	32.1%	13.8%	3.1%	10.1%
Q12b. City efforts to keep you informed about local issues	5.9%	32.7%	28.9%	17.8%	5.2%	9.4%
Q12c. Overall quality of City's website	4.2%	28.5%	28.3%	9.6%	3.6%	25.8%
Q12d. Level of public involvement in local decision making	2.9%	17.6%	35.4%	14.7%	7.3%	22.0%
Q12e. Timeliness of information provided by City	3.4%	25.2%	37.1%	10.9%	4.4%	19.1%
Q12f. City e-mail information update service	2.3%	13.8%	26.6%	6.5%	3.1%	47.6%

WITHOUT DON'T KNOW

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=477)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Availability of information about City programs & services	8.9%	36.6%	35.7%	15.4%	3.5%
Q12b. City efforts to keep you informed about local issues	6.5%	36.1%	31.9%	19.7%	5.8%
Q12c. Overall quality of City's website	5.6%	38.4%	38.1%	13.0%	4.8%
Q12d. Level of public involvement in local decision making	3.8%	22.6%	45.4%	18.8%	9.4%
Q12e. Timeliness of information provided by City	4.1%	31.1%	45.9%	13.5%	5.4%
Q12f. City e-mail information update service	4.4%	26.4%	50.8%	12.4%	6.0%

Q12. Which TWO Communication items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. 1st choice	Number	Percent
Availability of information about City programs & services	95	19.9 %
City efforts to keep you informed about local issues	91	19.1 %
Overall quality of City's website	28	5.9 %
Level of public involvement in local decision making	83	17.4 %
Timeliness of information provided by City	15	3.1 %
City e-mail information update service	26	5.5 %
None chosen	139	29.1 %
Total	477	100.0 %

Q12. Which TWO Communication items do you think should receive the MOST EMPHASIS from City leaders over the next two years?

Q12. 2nd choice	Number	Percent
Availability of information about City programs & services	42	8.8 %
City efforts to keep you informed about local issues	99	20.8 %
Overall quality of City's website	28	5.9 %
Level of public involvement in local decision making	61	12.8 %
Timeliness of information provided by City	55	11.5 %
City e-mail information update service	29	6.1 %
None chosen	163	34.2 %
Total	477	100.0 %

Q12. Which TWO Communication items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

Q12. Sum of Top 2 Choices	Number	Percent
Availability of information about City programs & services	137	28.7 %
City efforts to keep you informed about local issues	190	39.8 %
Overall quality of City's website	56	11.7 %
Level of public involvement in local decision making	144	30.2 %
Timeliness of information provided by City	70	14.7 %
City e-mail information update service	55	11.5 %
None chosen	139	29.1 %
Total	791	

Q13. Where do you currently get news and information about City programs, services, and events?

Q13. Where do you currently get news & information about
City programs, services, & events

	Number	Percent
The Citizen Telegram	213	44.7 %
The Post Independent	372	78.0 %
City web-site/RifleNOW	171	35.8 %
Public meetings	53	11.1 %
City email update service	20	4.2 %
Other	152	31.9 %
Don't know	16	3.4 %
Total	997	

WITHOUT DON'T KNOW

**Q13. Where do you currently get news and information about City programs, services, and events?
(without "don't know")**

Q13. Where do you currently get news & information about
City programs, services, & events

	Number	Percent
The Post Independent	372	80.7 %
The Citizen Telegram	213	46.2 %
City web-site/RifleNOW	171	37.1 %
Other	152	33.0 %
Public meetings	53	11.5 %
City email update service	20	4.3 %
Total	981	

Q13. Other

Q13. Other	Number	Percent
WORD OF MOUTH	24	15.9 %
MAIL	12	7.9 %
FACEBOOK	9	6.0 %
TV	8	5.3 %
CHANNEL 10	7	4.6 %
FRIENDS	7	4.6 %
CHANEL 10	6	4.0 %
WORK OF MOUTH	4	2.6 %
COMMUNITY TV	3	2.0 %
SENIOR CENTER	2	1.3 %
CHAMBER	2	1.3 %
LOCAL TV	2	1.3 %
SOCIAL MEDIA	2	1.3 %
RADIO	2	1.3 %
FACEBOOK/WORD MOUTH	2	1.3 %
PUBLIC TV	1	0.7 %
MAILINGS TO HOMES	1	0.7 %
PUBLIC CHANNEL	1	0.7 %
FACEBOOK PAGES	1	0.7 %
LIBRARY	1	0.7 %
WATER BILL	1	0.7 %
GOOGLE	1	0.7 %
NEIGHBORS	1	0.7 %
FB	1	0.7 %
CALL COUNCIL MEMBER	1	0.7 %
BULLETIN BOARDS	1	0.7 %
UTILITY BILL INSERTS	1	0.7 %
COWORKERS	1	0.7 %
SCHOOL LIBRARY	1	0.7 %
SIGNAGE	1	0.7 %
CABLE TV	1	0.7 %
CHURCH	1	0.7 %
MALL	1	0.7 %
CITY EMPLOYEE	1	0.7 %
RIFLE QUESTIONNAIRE	1	0.7 %
SCHOOL FLYERS	1	0.7 %
SIGN/POSTERS	1	0.7 %
COMCAST	1	0.7 %
LOCAL TV CHANEL	1	0.7 %
IRRITATED CITIZENS	1	0.7 %
SCHOOL	1	0.7 %
TV CHANNEL 10	1	0.7 %
TV-COUNCIL MEETING	1	0.7 %
NEWSLETTER	1	0.7 %
POLICE FACEBOOK	1	0.7 %
SCHOOL SYSTEM	1	0.7 %
A FRIEND	1	0.7 %
LIBRARY, FACEBOOD	1	0.7 %
MAILINGS	1	0.7 %
SCHOOL SENDS INFO	1	0.7 %
POST MAIL	1	0.7 %
OTHER PEOPLE	1	0.7 %
FACEBOOK, WORD OF MOUTH	1	0.7 %
PUBLIC CHANNEL 10	1	0.7 %
CITY EMPLOYEES	1	0.7 %
STREET SIGNS	1	0.7 %
BANNERS/FLYERS	1	0.7 %

Q13. Other

<u>Q13. Other</u>	<u>Number</u>	<u>Percent</u>
RAILROAD CHALKBOARD	1	0.7 %
MAIL FLIERS	1	0.7 %
ADS AROUND TOWN	1	0.7 %
PEOPLE	1	0.7 %
DON'T THAT'S PROBLEM	1	0.7 %
WATER BILL NEWSLTR	1	0.7 %
TRU THE GRAPEVINE	1	0.7 %
MOUTH TO MOUTH	1	0.7 %
SIGN IF CANCELLED	1	0.7 %
NEWS	1	0.7 %
TEXT	1	0.7 %
BANERS ON RAILROAD	1	0.7 %
DAILY SENTINEL	1	0.7 %
CH 10	1	0.7 %
PUBLIC TV CHANEL	1	0.7 %
TALKING W/FRIENDS	1	0.7 %
CALL OR IN PERSON	1	0.7 %
Total	151	100.0 %

Q13a. From which TWO sources of information listed in Question 13 above would you prefer to get information from the City?

Q13a. 1st choice	Number	Percent
The Citizen Telegram	83	17.4 %
The Post Independent	126	26.4 %
City web-site/RifleNOW	63	13.2 %
Public meetings	12	2.5 %
City email update service	69	14.5 %
Other	27	5.7 %
Don't know	97	20.3 %
Total	477	100.0 %

Q13a. From which TWO sources of information listed in Question 13 above would you prefer to get information from the City?

Q13a. 2nd choice	Number	Percent
The Citizen Telegram	55	11.5 %
The Post Independent	99	20.8 %
City web-site/RifleNOW	78	16.4 %
Public meetings	21	4.4 %
City email update service	51	10.7 %
Other	35	7.3 %
Don't know	138	28.9 %
Total	477	100.0 %

Q13a. From which TWO sources of information listed in Question 13 above would you prefer to get information from the City? (top 2)

Q13a. Sum of Top 2 Choices	Number	Percent
The Citizen Telegram	138	28.9 %
The Post Independent	225	47.2 %
City web-site/RifleNOW	141	29.6 %
Public meetings	33	6.9 %
City email update service	120	25.2 %
Other	62	13.0 %
Don't know	97	20.3 %
Total	816	

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas.

(N=477)

	Much Too Little	Too Little	Just Right	Too Much	Much too Much	Don't Know
Q14a. Downtown	9.6%	30.6%	41.7%	2.1%	1.3%	14.7%
Q14b. South Rifle (Airport Road)	4.2%	19.7%	47.2%	7.1%	2.1%	19.7%
Q14c. North Rifle	6.7%	23.5%	45.9%	1.7%	0.6%	21.6%
Q14d. East Rifle	4.0%	16.1%	53.2%	2.9%	0.8%	22.9%
Q14e. West Rifle (Hill)	5.0%	15.9%	51.6%	1.9%	0.4%	25.2%
Q14f. West Rifle (Hwy 6)	8.2%	23.7%	43.0%	1.5%	0.8%	22.9%

WITHOUT DON'T KNOW

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

(N=477)

	Much Too Little	Too Little	Just Right	Too Much	Much too Much
Q14a. Downtown	11.3%	35.9%	48.9%	2.5%	1.5%
Q14b. South Rifle (Airport Road)	5.2%	24.5%	58.7%	8.9%	2.6%
Q14c. North Rifle	8.6%	29.9%	58.6%	2.1%	0.8%
Q14d. East Rifle	5.2%	20.9%	69.0%	3.8%	1.1%
Q14e. West Rifle (Hill)	6.7%	21.3%	68.9%	2.5%	0.6%
Q14f. West Rifle (Hwy 6)	10.6%	30.7%	55.7%	1.9%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below.

(N=477)

	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower	Don't Know
Q15a. Law enforcement	6.5%	29.8%	51.4%	3.6%	0.6%	8.2%
Q15b. Parks & open space	9.9%	30.6%	47.6%	2.3%	1.0%	8.6%
Q15c. Recreation programs	15.5%	35.4%	32.1%	1.9%	1.5%	13.6%
Q15d. Recreation facilities	32.1%	29.4%	25.4%	1.7%	1.7%	9.9%
Q15e. Maintenance of infrastructure	18.2%	46.1%	28.1%	1.0%	0.2%	6.3%
Q15f. Maintenance of utilities	22.9%	36.7%	27.9%	2.3%	0.6%	9.6%

WITHOUT DON'T KNOW

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

(N=477)

	Should Be Much Higher	Should Be A Little Higher	Should Stay the Same	Should Be A Little Lower	Should Be Much Lower
Q15a. Law enforcement	7.1%	32.4%	55.9%	3.9%	0.7%
Q15b. Parks & open space	10.8%	33.5%	52.1%	2.5%	1.1%
Q15c. Recreation programs	18.0%	41.0%	37.1%	2.2%	1.7%
Q15d. Recreation facilities	35.6%	32.6%	28.1%	1.9%	1.9%
Q15e. Maintenance of infrastructure	19.5%	49.2%	30.0%	1.1%	0.2%
Q15f. Maintenance of utilities	25.3%	40.6%	30.9%	2.6%	0.7%

Q16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City?

<u>Q16. 1st choice</u>	<u>Number</u>	<u>Percent</u>
Law enforcement	53	11.1 %
Parks & open space	20	4.2 %
Recreation programs	28	5.9 %
Recreation facilities	102	21.4 %
Maintenance of infrastructure	41	8.6 %
Maintenance of utilities	50	10.5 %
None chosen	183	38.4 %
Total	477	100.0 %

Q16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City?

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Law enforcement	25	5.2 %
Parks & open space	33	6.9 %
Recreation programs	37	7.8 %
Recreation facilities	54	11.3 %
Maintenance of infrastructure	55	11.5 %
Maintenance of utilities	55	11.5 %
None chosen	218	45.7 %
Total	477	100.0 %

Q16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City? (top 2)

<u>Q16. Sum of Top 2 Choices</u>	<u>Number</u>	<u>Percent</u>
Law enforcement	78	16.4 %
Parks & open space	53	11.1 %
Recreation programs	65	13.6 %
Recreation facilities	156	32.7 %
Maintenance of infrastructure	96	20.1 %
Maintenance of utilities	105	22.0 %
None chosen	183	38.4 %
Total	736	

Q17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City?

Q17. Willing to pay more in taxes or fees to support an increase in level of service provided by City	Number	Percent
Yes	149	31.2 %
No	184	38.6 %
Don't Know	144	30.2 %
Total	477	100.0 %

WITHOUT DON'T KNOW

Q17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City? (without "don't know")

Q17. Willing to pay more in taxes or fees to support an increase in level of service provided by City	Number	Percent
Yes	149	44.7 %
No	184	55.3 %
Total	333	100.0 %

Q18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services?

Q18. Willing to pay more in taxes or fees to avoid reductions in City services	Number	Percent
Yes	155	32.5 %
No	186	39.0 %
Don't Know	136	28.5 %
Total	477	100.0 %

WITHOUT DON'T KNOW

Q18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services? (without "don't know")

Q18. Willing to pay more in taxes or fees to avoid reductions in City services	Number	Percent
Yes	155	45.5 %
No	186	54.5 %
Total	341	100.0 %

Q19. In 2013 voters rejected a ballot initiative asking for a ¾ cent sales tax to pay for a Recreation Center. Would you support a ¼ cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility for uses such as: youth recreation programs, open gym, basketball, indoor soccer, volleyball, climbing, pickleball, tournaments, conferences, exhibits?

Q19. Would you support a ¼ cent sales tax to build a new outdoor pool & water play area as well as an indoor multi-use athletic facility

	Number	Percent
Yes	286	60.0 %
No	133	27.9 %
Don't Know	58	12.2 %
Total	477	100.0 %

WITHOUT DON'T KNOW

Q19. In 2013 voters rejected a ballot initiative asking for a ¾ cent sales tax to pay for a Recreation Center. Would you support a ¼ cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility for uses such as: youth recreation programs, open gym, basketball, indoor soccer, volleyball, climbing, pickleball, tournaments, conferences, exhibits? (without "don't know")

Q19. Would you support a ¼ cent sales tax to build a new outdoor pool & water play area as well as an indoor multi-use athletic facility

	Number	Percent
Yes	286	68.3 %
No	133	31.7 %
Total	419	100.0 %

Q20. If you could choose only one "must have" recreation amenity, what would you choose?

Q20. What would you choose	Number	Percent
Gym space for basketball, volleyball, indoor soccer	71	14.9 %
New outdoor pool & splash park	40	8.4 %
New indoor pool & splash park	202	42.3 %
More athletic fields	5	1.0 %
Improvements to existing facilities	121	25.4 %
Don't know	35	7.3 %
None	3	0.6 %
Total	477	100.0 %

WITHOUT DON'T KNOW OR NONE

Q20. If you could choose only one "must have" recreation amenity, what would you choose? (without "don't know" or "none")

Q20. What would you choose	Number	Percent
New indoor pool & splash park	202	46.0 %
Improvements to existing facilities	121	27.6 %
Gym space for basketball, volleyball, indoor soccer	71	16.2 %
New outdoor pool & splash park	40	9.1 %
More athletic fields	5	1.1 %
Total	439	100.0 %

Q21. Approximately how many years have you lived in Rifle?

Q21. How many years have you lived in Rifle	Number	Percent
5 or less	94	19.7 %
6 to 10	74	15.5 %
11 to 15	67	14.0 %
16 to 20	59	12.4 %
21 to 30	74	15.5 %
31+	90	18.9 %
Not provided	19	4.0 %
Total	477	100.0 %

Q22. What is your age?

Q22. What is your age	Number	Percent
Under 35 years	88	18.4 %
35-44 years	98	20.5 %
45-54 years	90	18.9 %
55-64 years	94	19.7 %
65+ years	84	17.6 %
Not provided	23	4.8 %
Total	477	100.0 %

Q23. What is your gender?

Q23. What is your gender	Number	Percent
Male	228	47.8 %
Female	249	52.2 %
Total	477	100.0 %

Q24. Would you say your total annual household income is:

Q24. Your total annual household income	Number	Percent
Under \$25K	60	12.6 %
\$25K-\$49,999	108	22.6 %
\$50K-\$74,999	103	21.6 %
\$75K-\$99,999	68	14.3 %
\$100K-\$124,999	50	10.5 %
\$125K +	32	6.7 %
Not provided	56	11.7 %
Total	477	100.0 %

***Crosstabular Data by:
Age of Respondent and Gender***

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1a. Overall quality of police services</u>								
Very Satisfied	19.0%	20.2%	30.2%	23.1%	30.3%	22.9%	24.8%	23.8%
Satisfied	45.2%	45.7%	37.2%	53.8%	48.7%	48.9%	44.3%	46.6%
Neutral	26.2%	21.3%	23.3%	16.5%	18.4%	19.3%	23.9%	21.6%
Dissatisfied	8.3%	6.4%	5.8%	5.5%	2.6%	6.7%	4.3%	5.5%
Very Dissatisfied	1.2%	6.4%	3.5%	1.1%	0.0%	2.2%	2.6%	2.4%
<u>Q1b. Overall quality of recreation programs</u>								
Very Satisfied	10.3%	4.4%	13.2%	12.3%	11.3%	10.1%	10.1%	10.1%
Satisfied	37.2%	32.2%	40.8%	39.5%	43.5%	41.9%	34.6%	38.2%
Neutral	29.5%	37.8%	30.3%	38.3%	38.7%	33.3%	36.1%	34.7%
Dissatisfied	20.5%	20.0%	13.2%	4.9%	4.8%	10.6%	15.9%	13.3%
Very Dissatisfied	2.6%	5.6%	2.6%	4.9%	1.6%	4.0%	3.4%	3.7%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1c. Overall quality of City parks</u>								
Very Satisfied	16.1%	14.3%	24.1%	24.4%	16.9%	18.5%	19.7%	19.1%
Satisfied	50.6%	50.0%	46.0%	48.9%	57.1%	46.8%	52.7%	49.9%
Neutral	19.5%	28.6%	24.1%	18.9%	18.2%	25.2%	19.7%	22.3%
Dissatisfied	12.6%	7.1%	4.6%	6.7%	6.5%	8.6%	6.7%	7.6%
Very Dissatisfied	1.1%	0.0%	1.1%	1.1%	1.3%	0.9%	1.3%	1.1%
<u>Q1d. Overall maintenance of City streets</u>								
Very Satisfied	3.4%	9.2%	14.4%	6.7%	7.4%	6.7%	9.4%	8.1%
Satisfied	42.5%	34.7%	40.0%	34.4%	42.0%	34.4%	40.2%	37.4%
Neutral	31.0%	26.5%	18.9%	31.1%	25.9%	25.4%	29.1%	27.4%
Dissatisfied	14.9%	18.4%	20.0%	18.9%	18.5%	23.2%	14.3%	18.6%
Very Dissatisfied	8.0%	11.2%	6.7%	8.9%	6.2%	10.3%	7.0%	8.5%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1e. Overall quality of City water utilities</u>								
Very Satisfied	2.3%	3.1%	10.2%	4.4%	5.3%	4.1%	5.9%	5.0%
Satisfied	27.9%	22.4%	35.2%	25.3%	36.8%	26.6%	30.5%	28.6%
Neutral	20.9%	29.6%	26.1%	31.9%	30.3%	27.0%	29.3%	28.2%
Dissatisfied	27.9%	25.5%	13.6%	24.2%	14.5%	23.9%	20.1%	21.9%
Very Dissatisfied	20.9%	19.4%	14.8%	14.3%	13.2%	18.5%	14.2%	16.3%
<u>Q1f. Overall quality of City sewer services</u>								
Very Satisfied	10.5%	5.2%	10.2%	10.1%	8.5%	7.7%	9.9%	8.8%
Satisfied	43.0%	45.4%	46.6%	46.1%	52.1%	41.4%	50.0%	45.8%
Neutral	31.4%	38.1%	31.8%	31.5%	31.0%	36.4%	31.5%	33.8%
Dissatisfied	10.5%	8.2%	3.4%	6.7%	8.5%	8.6%	5.6%	7.1%
Very Dissatisfied	4.7%	3.1%	8.0%	5.6%	0.0%	5.9%	3.0%	4.4%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q1g. Overall effectiveness of City snow/ice removal</u>								
Very Satisfied	12.6%	13.4%	9.1%	6.6%	6.3%	9.4%	9.5%	9.5%
Satisfied	42.5%	41.2%	46.6%	47.3%	61.3%	43.3%	49.4%	46.5%
Neutral	19.5%	22.7%	19.3%	22.0%	20.0%	24.1%	19.5%	21.7%
Dissatisfied	19.5%	11.3%	17.0%	16.5%	7.5%	11.6%	17.0%	14.4%
Very Dissatisfied	5.7%	11.3%	8.0%	7.7%	5.0%	11.6%	4.6%	8.0%
 <u>Q1h. Overall enforcement of City codes & ordinances</u>								
Very Satisfied	12.5%	5.4%	8.2%	4.7%	8.8%	6.0%	9.2%	7.6%
Satisfied	40.0%	28.3%	29.4%	29.1%	39.7%	29.8%	34.6%	32.2%
Neutral	28.8%	38.0%	30.6%	31.4%	25.0%	33.5%	30.0%	31.7%
Dissatisfied	13.8%	18.5%	23.5%	19.8%	17.6%	20.5%	17.1%	18.8%
Very Dissatisfied	5.0%	9.8%	8.2%	15.1%	8.8%	10.2%	9.2%	9.7%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	

Q1i. Overall quality of customer service you receive from City employees

Very Satisfied	25.6%	15.6%	19.8%	21.8%	27.0%	22.0%	20.4%	21.1%
Satisfied	32.9%	44.4%	47.7%	42.5%	43.2%	38.8%	43.4%	41.1%
Neutral	31.7%	33.3%	24.4%	26.4%	28.4%	31.3%	29.6%	30.5%
Dissatisfied	9.8%	1.1%	5.8%	6.9%	1.4%	4.7%	5.8%	5.2%
Very Dissatisfied	0.0%	5.6%	2.3%	2.3%	0.0%	3.3%	0.9%	2.0%

Q1j. Overall effectiveness of City communication with public

Very Satisfied	9.4%	9.7%	8.0%	7.9%	12.0%	6.4%	11.3%	8.9%
Satisfied	41.2%	34.4%	35.6%	39.3%	42.7%	40.2%	35.9%	38.0%
Neutral	28.2%	33.3%	37.9%	30.3%	32.0%	32.0%	34.2%	33.1%
Dissatisfied	14.1%	16.1%	12.6%	16.9%	6.7%	15.1%	13.0%	14.0%
Very Dissatisfied	7.1%	6.5%	5.7%	5.6%	6.7%	6.4%	5.6%	6.0%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q1k. Overall effectiveness of residential trash service</u>								
Very Satisfied	21.8%	29.2%	40.0%	30.8%	35.1%	28.3%	32.7%	30.6%
Satisfied	54.0%	51.0%	46.7%	52.7%	48.1%	52.1%	49.4%	50.6%
Neutral	16.1%	17.7%	11.1%	13.2%	15.6%	16.4%	14.3%	15.3%
Dissatisfied	5.7%	0.0%	2.2%	0.0%	0.0%	0.9%	2.4%	1.7%
Very Dissatisfied	2.3%	2.1%	0.0%	3.3%	1.3%	2.3%	1.2%	1.7%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q2. Sum of Top 3 Choices</u>								
Quality of police services	19.3%	25.5%	27.8%	20.2%	17.9%	21.9%	22.1%	22.0%
Quality of recreation programs	47.7%	44.9%	26.7%	16.0%	19.0%	28.5%	31.3%	30.0%
Quality of City parks	35.2%	19.4%	16.7%	13.8%	8.3%	15.8%	20.5%	18.2%
Maintenance of City streets	35.2%	42.9%	40.0%	42.6%	40.5%	46.5%	36.5%	41.3%
Quality of City water utilities	53.4%	52.0%	53.3%	55.3%	42.9%	52.6%	49.0%	50.7%
Quality of City sewer services	5.7%	11.2%	8.9%	18.1%	8.3%	11.4%	8.8%	10.1%
Effectiveness of City snow/ice removal	28.4%	23.5%	25.6%	25.5%	23.8%	23.7%	26.9%	25.4%
Enforcement of City codes & ordinances	12.5%	28.6%	28.9%	38.3%	26.2%	30.3%	24.1%	27.0%
Customer service received from City employees	4.5%	6.1%	6.7%	8.5%	10.7%	7.0%	6.8%	6.9%
Effectiveness of City communication with public	21.6%	30.6%	27.8%	26.6%	28.6%	27.2%	27.7%	27.5%
Effectiveness of residential trash service	10.2%	5.1%	3.3%	4.3%	6.0%	5.3%	5.6%	5.5%
None chosen	8.0%	1.0%	6.7%	7.4%	13.1%	5.7%	9.6%	7.8%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q3a. Overall quality of services provided by City</u>								
Very Satisfied	6.1%	2.1%	12.9%	10.0%	16.0%	8.0%	9.8%	8.9%
Satisfied	48.8%	50.5%	48.2%	51.1%	57.3%	52.0%	48.4%	50.2%
Neutral	39.0%	36.1%	35.3%	28.9%	24.0%	32.4%	35.6%	34.0%
Dissatisfied	2.4%	9.3%	1.2%	10.0%	2.7%	5.8%	4.9%	5.3%
Very Dissatisfied	3.7%	2.1%	2.4%	0.0%	0.0%	1.8%	1.3%	1.6%
 <u>Q3b. Overall value you receive for your City tax & fees</u>								
Very Satisfied	2.4%	5.3%	9.3%	11.2%	5.6%	5.5%	7.5%	6.5%
Satisfied	28.6%	28.4%	29.1%	28.1%	42.3%	31.8%	27.9%	29.8%
Neutral	36.9%	33.7%	34.9%	28.1%	33.8%	33.2%	34.5%	33.9%
Dissatisfied	25.0%	22.1%	18.6%	22.5%	11.3%	20.0%	23.0%	21.5%
Very Dissatisfied	7.1%	10.5%	8.1%	10.1%	7.0%	9.5%	7.1%	8.3%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q3c. Overall image of City</u>								
Very Satisfied	5.8%	3.1%	5.8%	9.6%	19.2%	9.3%	7.2%	8.2%
Satisfied	36.0%	38.1%	47.7%	36.2%	38.5%	37.8%	40.1%	39.0%
Neutral	33.7%	40.2%	31.4%	33.0%	23.1%	30.2%	35.4%	32.9%
Dissatisfied	18.6%	12.4%	9.3%	16.0%	17.9%	16.4%	13.5%	14.9%
Very Dissatisfied	5.8%	6.2%	5.8%	5.3%	1.3%	6.2%	3.8%	5.0%

Q3d. How well City is managing growth & development

Very Satisfied	7.1%	3.3%	3.6%	6.7%	11.0%	5.9%	6.3%	6.1%
Satisfied	26.2%	23.1%	40.5%	35.6%	37.0%	32.0%	30.9%	31.5%
Neutral	39.3%	41.8%	33.3%	30.0%	31.5%	30.6%	39.0%	34.8%
Dissatisfied	21.4%	24.2%	10.7%	16.7%	17.8%	22.1%	17.0%	19.6%
Very Dissatisfied	6.0%	7.7%	11.9%	11.1%	2.7%	9.5%	6.7%	8.1%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q3e. Overall quality of life in City</u>								
Very Satisfied	8.0%	7.3%	17.2%	15.1%	19.7%	13.8%	12.8%	13.3%
Satisfied	40.2%	52.1%	42.5%	47.3%	44.7%	43.1%	47.2%	45.2%
Neutral	39.1%	25.0%	20.7%	31.2%	28.9%	32.9%	26.8%	29.8%
Dissatisfied	11.5%	13.5%	16.1%	4.3%	6.6%	8.4%	11.5%	10.0%
Very Dissatisfied	1.1%	2.1%	3.4%	2.2%	0.0%	1.8%	1.7%	1.7%
 <u>Q3f. Overall feeling of safety in City</u>								
Very Satisfied	16.1%	13.3%	23.6%	15.2%	19.0%	15.1%	17.8%	16.5%
Satisfied	43.7%	57.1%	48.3%	50.0%	50.6%	53.3%	47.5%	50.3%
Neutral	26.4%	24.5%	18.0%	27.2%	24.1%	24.4%	24.8%	24.6%
Dissatisfied	11.5%	2.0%	9.0%	4.3%	6.3%	4.4%	8.7%	6.6%
Very Dissatisfied	2.3%	3.1%	1.1%	3.3%	0.0%	2.7%	1.2%	1.9%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q3g. Availability of job opportunities</u>								
Very Satisfied	2.4%	2.3%	1.2%	0.0%	1.9%	1.5%	1.9%	1.7%
Satisfied	16.5%	17.0%	11.1%	12.8%	7.7%	12.7%	13.6%	13.2%
Neutral	37.6%	34.1%	39.5%	38.4%	46.2%	40.1%	35.7%	37.8%
Dissatisfied	32.9%	31.8%	37.0%	30.2%	32.7%	29.4%	36.6%	33.2%
Very Dissatisfied	10.6%	14.8%	11.1%	18.6%	11.5%	16.2%	12.2%	14.1%
 <u>Q3h. Overall quality of new development</u>								
Very Satisfied	3.6%	6.5%	1.2%	0.0%	1.7%	0.9%	4.2%	2.6%
Satisfied	22.9%	16.3%	28.2%	25.6%	26.7%	23.9%	23.0%	23.5%
Neutral	49.4%	44.6%	41.2%	32.6%	48.3%	44.1%	41.8%	43.0%
Dissatisfied	16.9%	25.0%	22.4%	31.4%	15.0%	22.5%	22.5%	22.5%
Very Dissatisfied	7.2%	7.6%	7.1%	10.5%	8.3%	8.5%	8.5%	8.5%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q3i. Appearance of residential property in City</u>								
Very Satisfied	1.1%	0.0%	3.6%	2.1%	6.3%	2.2%	2.5%	2.4%
Satisfied	26.4%	30.6%	34.5%	33.0%	32.9%	28.6%	32.4%	30.5%
Neutral	46.0%	37.8%	34.5%	29.8%	36.7%	36.1%	37.8%	37.0%
Dissatisfied	25.3%	23.5%	23.8%	22.3%	15.2%	23.3%	21.0%	22.2%
Very Dissatisfied	1.1%	8.2%	3.6%	12.8%	8.9%	9.7%	6.3%	8.0%
 <u>Q3j. Appearance of commercial property in City</u>								
Very Satisfied	2.3%	1.0%	2.3%	3.2%	5.1%	3.1%	2.1%	2.6%
Satisfied	34.5%	34.7%	32.2%	30.9%	31.6%	26.5%	37.3%	32.1%
Neutral	46.0%	39.8%	46.0%	44.7%	43.0%	46.5%	41.5%	43.9%
Dissatisfied	13.8%	17.3%	14.9%	13.8%	17.7%	18.1%	14.1%	16.1%
Very Dissatisfied	3.4%	7.1%	4.6%	7.4%	2.5%	5.8%	5.0%	5.4%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q3k. Overall quality of sidewalks & trails in City</u>								
Very Satisfied	6.9%	1.0%	10.3%	3.2%	4.1%	5.3%	4.3%	4.8%
Satisfied	42.5%	48.5%	34.5%	47.9%	50.0%	45.8%	42.1%	43.9%
Neutral	31.0%	23.7%	28.7%	30.9%	35.1%	26.7%	32.3%	29.6%
Dissatisfied	11.5%	21.6%	21.8%	13.8%	8.1%	16.0%	16.2%	16.1%
Very Dissatisfied	8.0%	5.2%	4.6%	4.3%	2.7%	6.2%	5.1%	5.7%
 <u>Q3l. Sufficient number of sidewalks & trails in City</u>								
Very Satisfied	2.4%	2.0%	7.9%	7.5%	5.8%	5.5%	5.1%	5.3%
Satisfied	38.1%	42.9%	31.5%	35.5%	47.8%	38.8%	38.0%	38.4%
Neutral	32.1%	22.4%	29.2%	38.7%	33.3%	28.8%	32.5%	30.7%
Dissatisfied	22.6%	24.5%	27.0%	12.9%	11.6%	21.5%	19.2%	20.3%
Very Dissatisfied	4.8%	8.2%	4.5%	5.4%	1.4%	5.5%	5.1%	5.3%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q3m. Overall safe walking routes to schools</u>								
Very Satisfied	8.2%	1.1%	7.4%	5.8%	1.9%	3.8%	5.3%	4.6%
Satisfied	37.0%	41.1%	25.0%	30.4%	43.4%	32.1%	37.4%	34.8%
Neutral	34.2%	32.2%	47.1%	46.4%	37.7%	40.8%	38.5%	39.6%
Dissatisfied	15.1%	14.4%	14.7%	13.0%	17.0%	17.9%	12.3%	15.1%
Very Dissatisfied	5.5%	11.1%	5.9%	4.3%	0.0%	5.4%	6.4%	5.9%

Q4. Did you vote in the Rifle municipal election in 2013? (without "not provided")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q4. Did you vote in Rifle municipal election in 2013</u>								
Yes	54.0%	81.4%	73.8%	81.1%	79.7%	78.0%	71.4%	74.6%
No	46.0%	18.6%	26.2%	18.9%	20.3%	22.0%	28.6%	25.4%

Q5. Have any members of your household attended or watched any Rifle public meeting in the last year? (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q5. Have any members of your household attended or watched any Rifle public meeting last year</u>								
Yes	25.3%	39.2%	32.6%	51.6%	41.3%	42.2%	35.0%	38.5%
No	74.7%	60.8%	67.4%	48.4%	58.7%	57.8%	65.0%	61.5%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q6a. In your neighborhood during the day</u>								
Very Safe	44.2%	45.4%	57.8%	38.7%	44.4%	42.9%	46.1%	44.6%
Safe	47.7%	48.5%	33.3%	48.4%	50.6%	48.7%	44.9%	46.7%
Neutral	7.0%	4.1%	7.8%	9.7%	4.9%	7.6%	6.1%	6.8%
Not safe	0.0%	2.1%	1.1%	1.1%	0.0%	0.4%	2.0%	1.3%
Not safe at all	1.2%	0.0%	0.0%	2.2%	0.0%	0.4%	0.8%	0.6%
 <u>Q6b. In your neighborhood during the night</u>								
Very Safe	22.1%	26.8%	35.6%	21.3%	25.9%	28.0%	22.9%	25.3%
Safe	54.7%	47.4%	46.7%	43.6%	49.4%	46.2%	50.6%	48.5%
Neutral	17.4%	15.5%	10.0%	21.3%	19.8%	16.9%	17.1%	17.0%
Not safe	4.7%	9.3%	7.8%	10.6%	4.9%	7.1%	8.6%	7.9%
Not safe at all	1.2%	1.0%	0.0%	3.2%	0.0%	1.8%	0.8%	1.3%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q6c. In public places throughout City during the day</u>								
Very Safe	28.7%	40.2%	46.1%	33.0%	31.7%	34.1%	35.9%	35.0%
Safe	54.0%	51.5%	41.6%	57.4%	52.4%	51.8%	51.8%	51.8%
Neutral	16.1%	7.2%	10.1%	7.4%	13.4%	12.8%	9.8%	11.3%
Not safe	1.1%	1.0%	2.2%	1.1%	2.4%	0.9%	2.4%	1.7%
Not safe at all	0.0%	0.0%	0.0%	1.1%	0.0%	0.4%	0.0%	0.2%

<u>Q6d. In public places throughout City during the night</u>								
Very Safe	9.3%	18.6%	21.6%	11.1%	14.9%	15.5%	14.0%	14.7%
Safe	41.9%	40.2%	39.8%	44.4%	43.2%	43.4%	40.7%	42.0%
Neutral	37.2%	29.9%	30.7%	30.0%	31.1%	28.8%	33.5%	31.2%
Not safe	9.3%	11.3%	8.0%	11.1%	10.8%	10.0%	11.4%	10.8%
Not safe at all	2.3%	0.0%	0.0%	3.3%	0.0%	2.3%	0.4%	1.3%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q7a. Visibility of police in community</u>								
Very Satisfied	30.2%	26.8%	26.7%	20.2%	24.7%	24.3%	25.1%	24.7%
Satisfied	47.7%	48.5%	52.2%	44.7%	53.2%	50.4%	47.7%	49.0%
Neutral	17.4%	17.5%	17.8%	18.1%	19.5%	17.7%	20.1%	18.9%
Dissatisfied	3.5%	6.2%	1.1%	11.7%	2.6%	5.3%	5.4%	5.4%
Very Dissatisfied	1.2%	1.0%	2.2%	5.3%	0.0%	2.2%	1.7%	1.9%
 <u>Q7b. City's overall efforts to prevent crime</u>								
Very Satisfied	14.3%	13.5%	25.6%	18.4%	14.9%	15.5%	18.7%	17.1%
Satisfied	46.4%	50.6%	48.8%	47.1%	59.5%	48.8%	49.8%	49.3%
Neutral	25.0%	24.7%	17.4%	23.0%	18.9%	25.4%	21.3%	23.3%
Dissatisfied	13.1%	9.0%	7.0%	9.2%	6.8%	8.9%	8.9%	8.9%
Very Dissatisfied	1.2%	2.2%	1.2%	2.3%	0.0%	1.4%	1.3%	1.4%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q7c. Enforcement of local traffic laws</u>								
Very Satisfied	15.1%	19.4%	19.5%	13.6%	6.8%	13.8%	16.5%	15.2%
Satisfied	54.7%	50.5%	50.6%	52.3%	60.3%	53.5%	51.7%	52.6%
Neutral	18.6%	21.5%	20.7%	21.6%	27.4%	25.3%	19.1%	22.1%
Dissatisfied	8.1%	7.5%	6.9%	9.1%	5.5%	5.1%	10.4%	7.8%
Very Dissatisfied	3.5%	1.1%	2.3%	3.4%	0.0%	2.3%	2.2%	2.2%
 <u>Q7d. Parking enforcement services</u>								
Very Satisfied	13.8%	19.3%	19.2%	13.3%	5.6%	12.2%	16.4%	14.3%
Satisfied	52.5%	44.3%	47.4%	37.3%	47.9%	45.4%	44.9%	45.1%
Neutral	26.3%	30.7%	28.2%	39.8%	39.4%	35.6%	31.3%	33.4%
Dissatisfied	6.3%	2.3%	2.6%	7.2%	4.2%	3.4%	5.6%	4.5%
Very Dissatisfied	1.3%	3.4%	2.6%	2.4%	2.8%	3.4%	1.9%	2.6%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q7e. How quickly police respond to emergencies</u>								
Very Satisfied	20.6%	25.0%	31.4%	23.1%	19.7%	23.5%	23.3%	23.4%
Satisfied	47.1%	42.1%	42.9%	46.2%	50.0%	46.5%	45.5%	46.0%
Neutral	27.9%	26.3%	22.9%	28.2%	22.7%	24.6%	27.0%	25.8%
Dissatisfied	2.9%	5.3%	1.4%	2.6%	6.1%	4.8%	2.6%	3.7%
Very Dissatisfied	1.5%	1.3%	1.4%	0.0%	1.5%	0.5%	1.6%	1.1%
 <u>Q7f. Enforcing codes designed to protect public safety & health</u>								
Very Satisfied	17.1%	16.9%	15.8%	13.3%	6.3%	13.5%	14.6%	14.0%
Satisfied	42.9%	37.3%	46.1%	33.7%	46.9%	39.9%	41.7%	40.8%
Neutral	30.0%	30.1%	30.3%	32.5%	31.3%	32.6%	30.2%	31.4%
Dissatisfied	5.7%	10.8%	5.3%	8.4%	10.9%	7.8%	8.5%	8.2%
Very Dissatisfied	4.3%	4.8%	2.6%	12.0%	4.7%	6.2%	5.0%	5.6%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q7g. Quantity & quality of public safety education & events</u>								
Very Satisfied	22.4%	12.9%	13.3%	5.1%	6.9%	11.2%	13.4%	12.3%
Satisfied	28.9%	47.1%	49.3%	41.0%	41.4%	38.8%	43.3%	41.1%
Neutral	38.2%	34.1%	28.0%	43.6%	43.1%	38.3%	36.3%	37.3%
Dissatisfied	6.6%	2.4%	5.3%	7.7%	5.2%	6.9%	4.0%	5.4%
Very Dissatisfied	3.9%	3.5%	4.0%	2.6%	3.4%	4.8%	3.0%	3.9%

Q7h. Number of neighborhood patrols

Very Satisfied	12.0%	11.4%	8.6%	9.0%	5.1%	10.7%	8.1%	9.4%
Satisfied	34.9%	37.5%	37.0%	30.8%	37.3%	34.0%	36.8%	35.5%
Neutral	36.1%	33.0%	38.3%	37.2%	45.8%	32.5%	40.7%	36.7%
Dissatisfied	13.3%	13.6%	12.3%	15.4%	10.2%	16.8%	11.0%	13.8%
Very Dissatisfied	3.6%	4.5%	3.7%	7.7%	1.7%	6.1%	3.3%	4.7%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q7i. Enforcement of criminal law</u>								
Very Satisfied	17.1%	14.6%	16.9%	9.0%	6.7%	12.4%	14.3%	13.4%
Satisfied	40.8%	41.5%	49.4%	42.3%	48.3%	46.1%	40.8%	43.4%
Neutral	28.9%	29.3%	26.0%	38.5%	35.0%	29.5%	34.2%	31.9%
Dissatisfied	5.3%	12.2%	1.3%	9.0%	10.0%	8.3%	7.1%	7.7%
Very Dissatisfied	7.9%	2.4%	6.5%	1.3%	0.0%	3.6%	3.6%	3.6%
 <u>Q7j. Overall quality of Rifle Police Department</u>								
Very Satisfied	22.4%	20.0%	24.7%	18.3%	22.1%	23.1%	19.6%	21.3%
Satisfied	44.7%	49.5%	46.1%	50.5%	57.1%	48.9%	49.4%	49.1%
Neutral	21.2%	21.1%	24.7%	21.5%	18.2%	19.6%	24.3%	22.0%
Dissatisfied	8.2%	4.2%	1.1%	8.6%	2.6%	5.3%	4.7%	5.0%
Very Dissatisfied	3.5%	5.3%	3.4%	1.1%	0.0%	3.1%	2.1%	2.6%

Q7. Which TWO Public Safety items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q7. Sum of Top 2 Choices</u>								
Visibility of police in community	11.4%	21.4%	14.4%	17.0%	13.1%	18.4%	13.7%	15.9%
City's overall efforts to prevent crime	34.1%	31.6%	26.7%	25.5%	22.6%	25.9%	29.3%	27.7%
Enforcement of local traffic laws	6.8%	13.3%	12.2%	12.8%	8.3%	9.6%	12.0%	10.9%
Parking enforcement services	3.4%	4.1%	3.3%	1.1%	2.4%	3.1%	3.2%	3.1%
How quickly police respond to emergencies	10.2%	10.2%	11.1%	7.4%	10.7%	11.0%	9.6%	10.3%
Enforcing codes designed to protect public safety & health	15.9%	22.4%	13.3%	16.0%	13.1%	14.5%	17.3%	15.9%
Quantity & quality of public safety education & events	14.8%	11.2%	7.8%	13.8%	11.9%	12.3%	11.2%	11.7%
Number of neighborhood patrols	31.8%	27.6%	30.0%	29.8%	14.3%	27.6%	26.9%	27.3%
Enforcement of criminal law	23.9%	18.4%	16.7%	16.0%	15.5%	20.2%	14.5%	17.2%
Quality of Rifle Police Department	12.5%	14.3%	11.1%	7.4%	3.6%	10.5%	8.8%	9.6%
None chosen	15.9%	11.2%	21.1%	24.5%	38.1%	20.6%	23.3%	22.0%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q8a. Enforcing cleanup of litter & debris on private property</u>								
Very Satisfied	3.8%	4.1%	3.5%	2.2%	3.9%	3.2%	3.9%	3.6%
Satisfied	21.8%	23.7%	27.9%	24.7%	27.6%	23.6%	26.7%	25.2%
Neutral	33.3%	27.8%	31.4%	23.6%	28.9%	29.2%	27.6%	28.3%
Dissatisfied	26.9%	29.9%	29.1%	24.7%	26.3%	29.2%	26.7%	27.9%
Very Dissatisfied	14.1%	14.4%	8.1%	24.7%	13.2%	14.8%	15.1%	15.0%
 <u>Q8b. Enforcing mowing & trimming of grass & weeds</u>								
Very Satisfied	6.2%	4.2%	2.3%	4.4%	4.1%	4.6%	3.9%	4.2%
Satisfied	27.2%	20.8%	25.3%	23.3%	24.3%	21.9%	26.0%	24.0%
Neutral	35.8%	29.2%	31.0%	28.9%	28.4%	29.2%	30.7%	30.0%
Dissatisfied	19.8%	34.4%	32.2%	25.6%	29.7%	32.0%	26.8%	29.3%
Very Dissatisfied	11.1%	11.5%	9.2%	17.8%	13.5%	12.3%	12.6%	12.4%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q8c. Enforcing codes designed to protect public safety & health</u>								
Very Satisfied	5.3%	5.8%	3.8%	4.8%	2.9%	4.9%	3.9%	4.4%
Satisfied	42.7%	34.9%	43.0%	35.7%	42.6%	36.1%	42.4%	39.3%
Neutral	38.7%	45.3%	38.0%	38.1%	39.7%	44.9%	36.6%	40.7%
Dissatisfied	8.0%	9.3%	10.1%	10.7%	8.8%	8.3%	10.2%	9.3%
Very Dissatisfied	5.3%	4.7%	5.1%	10.7%	5.9%	5.9%	6.8%	6.3%
 <u>Q8d. Enforcing sign regulation</u>								
Very Satisfied	6.8%	9.1%	7.6%	4.9%	1.5%	5.5%	6.7%	6.1%
Satisfied	41.9%	31.8%	35.4%	38.3%	39.4%	36.3%	37.5%	36.9%
Neutral	41.9%	38.6%	44.3%	42.0%	48.5%	45.8%	40.9%	43.3%
Dissatisfied	6.8%	13.6%	10.1%	4.9%	9.1%	7.5%	9.6%	8.6%
Very Dissatisfied	2.7%	6.8%	2.5%	9.9%	1.5%	5.0%	5.3%	5.1%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q8e. Quality of animal control</u>								
Very Satisfied	12.5%	9.6%	10.5%	4.7%	9.9%	9.5%	9.3%	9.4%
Satisfied	36.3%	41.5%	39.5%	43.0%	43.7%	36.0%	44.2%	40.3%
Neutral	27.5%	28.7%	34.9%	30.2%	32.4%	35.5%	27.4%	31.4%
Dissatisfied	13.8%	9.6%	10.5%	9.3%	7.0%	10.4%	10.2%	10.3%
Very Dissatisfied	10.0%	10.6%	4.7%	12.8%	7.0%	8.5%	8.8%	8.7%

Q8. Which TWO Code Enforcement items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q8. Sum of Top 2 Choices</u>								
Enforcing cleanup of litter & debris on private property	55.7%	57.1%	48.9%	48.9%	39.3%	51.3%	49.0%	50.1%
Enforcing mowing & trimming of grass & weeds	34.1%	48.0%	35.6%	36.2%	34.5%	40.4%	35.7%	37.9%
Enforcing codes designed to protect public safety & health	25.0%	22.4%	31.1%	17.0%	15.5%	19.7%	23.3%	21.6%
Enforcing sign regulation	5.7%	12.2%	4.4%	8.5%	8.3%	7.0%	9.2%	8.2%
Quality of animal control	22.7%	27.6%	23.3%	25.5%	10.7%	20.2%	23.3%	21.8%
None chosen	23.9%	15.3%	25.6%	28.7%	42.9%	28.1%	26.9%	27.5%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q9a. Quality of pool facility</u>								
Very Satisfied	5.8%	11.0%	9.2%	19.1%	4.3%	10.6%	10.8%	10.7%
Satisfied	39.1%	37.8%	38.5%	32.4%	40.4%	45.3%	31.3%	38.2%
Neutral	31.9%	28.0%	23.1%	29.4%	40.4%	24.7%	34.1%	29.5%
Dissatisfied	18.8%	15.9%	16.9%	10.3%	10.6%	13.5%	14.8%	14.2%
Very Dissatisfied	4.3%	7.3%	12.3%	8.8%	4.3%	5.9%	9.1%	7.5%
 <u>Q9b. Availability of gym space</u>								
Very Satisfied	1.4%	2.4%	8.5%	4.6%	8.2%	5.8%	4.4%	5.1%
Satisfied	11.4%	8.5%	14.1%	10.8%	22.4%	12.8%	12.2%	12.5%
Neutral	21.4%	24.4%	31.0%	44.6%	40.8%	34.3%	29.3%	31.7%
Dissatisfied	34.3%	34.1%	35.2%	21.5%	16.3%	26.2%	32.0%	29.2%
Very Dissatisfied	31.4%	30.5%	11.3%	18.5%	12.2%	20.9%	22.1%	21.5%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q9c. Quality of facilities such as picnic shelters & playgrounds in City parks</u>								
Very Satisfied	13.1%	12.8%	16.1%	12.5%	12.9%	13.0%	13.5%	13.3%
Satisfied	32.1%	44.7%	43.7%	48.9%	42.9%	42.8%	41.3%	42.0%
Neutral	32.1%	27.7%	27.6%	29.5%	35.7%	31.2%	30.4%	30.8%
Dissatisfied	20.2%	13.8%	10.3%	6.8%	5.7%	10.7%	12.6%	11.7%
Very Dissatisfied	2.4%	1.1%	2.3%	2.3%	2.9%	2.3%	2.2%	2.2%

Q9d. Quality of outdoor athletic fields

Very Satisfied	23.2%	20.2%	24.4%	22.4%	20.3%	25.8%	18.8%	22.2%
Satisfied	47.6%	54.3%	52.4%	56.5%	45.3%	52.2%	50.5%	51.3%
Neutral	19.5%	18.1%	18.3%	17.6%	31.3%	17.2%	24.3%	20.8%
Dissatisfied	8.5%	5.3%	3.7%	2.4%	3.1%	3.3%	5.5%	4.4%
Very Dissatisfied	1.2%	2.1%	1.2%	1.2%	0.0%	1.4%	0.9%	1.2%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q9e. Appearance & maintenance of existing City parks</u>								
Very Satisfied	23.0%	24.2%	19.3%	30.4%	20.8%	22.1%	25.1%	23.6%
Satisfied	47.1%	48.4%	56.8%	46.7%	57.1%	53.6%	49.0%	51.2%
Neutral	23.0%	25.3%	18.2%	19.6%	19.5%	21.6%	20.9%	21.3%
Dissatisfied	3.4%	1.1%	4.5%	2.2%	1.3%	0.9%	3.8%	2.4%
Very Dissatisfied	3.4%	1.1%	1.1%	1.1%	1.3%	1.8%	1.3%	1.5%

Q9f. Number of City parks

Very Satisfied	20.7%	17.0%	21.6%	31.5%	19.7%	22.1%	23.2%	22.7%
Satisfied	33.3%	46.8%	42.0%	31.5%	37.9%	36.9%	39.9%	38.4%
Neutral	24.1%	23.4%	21.6%	29.2%	36.4%	30.4%	21.9%	26.1%
Dissatisfied	19.5%	7.4%	12.5%	5.6%	6.1%	8.3%	12.3%	10.3%
Very Dissatisfied	2.3%	5.3%	2.3%	2.2%	0.0%	2.3%	2.6%	2.5%

Q9. Which TWO PARKS items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q9. Sum of Top 2 Choices</u>								
Quality of pool facility	30.7%	37.8%	40.0%	26.6%	20.2%	25.9%	34.5%	30.4%
Availability of gym space	45.5%	52.0%	42.2%	26.6%	14.3%	35.5%	36.9%	36.3%
Quality of facilities such as picnic shelters & playgrounds in City parks	35.2%	32.7%	26.7%	21.3%	25.0%	31.1%	27.3%	29.1%
Quality of outdoor athletic fields	11.4%	9.2%	7.8%	6.4%	8.3%	9.2%	7.6%	8.4%
Appearance & maintenance of existing City parks	18.2%	30.6%	21.1%	24.5%	26.2%	25.9%	21.7%	23.7%
Number of City parks	21.6%	15.3%	16.7%	13.8%	9.5%	17.5%	12.4%	14.9%
None chosen	15.9%	7.1%	21.1%	34.0%	45.2%	23.7%	26.1%	24.9%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q10a. Maintenance of major City streets</u>								
Very Satisfied	12.9%	4.3%	9.1%	7.9%	6.6%	6.4%	9.4%	8.0%
Satisfied	49.4%	50.0%	47.7%	41.6%	50.0%	39.4%	54.7%	47.3%
Neutral	20.0%	21.3%	25.0%	23.6%	23.7%	23.9%	20.9%	22.3%
Dissatisfied	11.8%	20.2%	15.9%	20.2%	17.1%	23.4%	12.8%	17.9%
Very Dissatisfied	5.9%	4.3%	2.3%	6.7%	2.6%	6.9%	2.1%	4.4%
<u>Q10b. Maintenance of streets in your neighborhood</u>								
Very Satisfied	9.6%	6.4%	10.5%	12.4%	8.0%	8.8%	9.5%	9.2%
Satisfied	47.0%	44.7%	43.0%	32.6%	48.0%	36.7%	47.6%	42.4%
Neutral	15.7%	22.3%	24.4%	18.0%	22.7%	18.6%	22.1%	20.4%
Dissatisfied	20.5%	20.2%	15.1%	29.2%	17.3%	25.1%	16.9%	20.9%
Very Dissatisfied	7.2%	6.4%	7.0%	7.9%	4.0%	10.7%	3.9%	7.2%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q10c. Mowing & trimming along City streets & other public areas</u>								
Very Satisfied	15.5%	8.5%	9.2%	10.3%	3.9%	8.3%	10.3%	9.4%
Satisfied	47.6%	55.3%	44.8%	33.3%	48.1%	44.9%	46.1%	45.5%
Neutral	26.2%	26.6%	31.0%	32.2%	28.6%	28.2%	30.2%	29.2%
Dissatisfied	7.1%	8.5%	12.6%	19.5%	16.9%	16.7%	9.9%	13.2%
Very Dissatisfied	3.6%	1.1%	2.3%	4.6%	2.6%	1.9%	3.4%	2.7%

Q10d. Adequacy of City street lighting

Very Satisfied	9.4%	5.3%	8.0%	10.2%	9.2%	5.6%	10.6%	8.2%
Satisfied	41.2%	44.2%	52.3%	37.5%	44.7%	44.0%	44.5%	44.2%
Neutral	18.8%	29.5%	23.9%	33.0%	28.9%	30.1%	23.7%	26.8%
Dissatisfied	24.7%	18.9%	12.5%	15.9%	13.2%	14.4%	19.1%	16.8%
Very Dissatisfied	5.9%	2.1%	3.4%	3.4%	3.9%	6.0%	2.1%	4.0%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q10e. Timing of street lights</u>								
Very Satisfied	10.7%	9.8%	9.2%	4.5%	6.7%	5.6%	10.3%	8.1%
Satisfied	44.0%	38.0%	43.7%	37.1%	45.3%	41.3%	42.3%	41.8%
Neutral	25.0%	31.5%	32.2%	31.5%	26.7%	32.4%	26.9%	29.5%
Dissatisfied	14.3%	16.3%	10.3%	20.2%	14.7%	13.1%	16.2%	14.8%
Very Dissatisfied	6.0%	4.3%	4.6%	6.7%	6.7%	7.5%	4.3%	5.8%

Q10. Which TWO Street related items do you think should receive the most emphasis from City leaders over the next two years? (top 2)

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q10. Sum of Top 2 Choices</u>								
Maintenance of major City streets	34.1%	52.0%	41.1%	42.6%	31.0%	49.1%	32.5%	40.5%
Maintenance of streets in your neighborhood	37.5%	37.8%	38.9%	37.2%	20.2%	41.7%	28.1%	34.6%
Mowing & trimming along City streets & other public areas	17.0%	17.3%	25.6%	21.3%	21.4%	19.7%	20.1%	19.9%
Adequacy of City street lighting	39.8%	28.6%	22.2%	21.3%	23.8%	21.5%	30.9%	26.4%
Timing of street lights	17.0%	24.5%	15.6%	25.5%	22.6%	17.1%	24.1%	20.8%
None chosen	22.7%	17.3%	24.4%	21.3%	36.9%	21.1%	28.9%	25.2%

Q11. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year? (without "don't know")

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q11. Have you called, e-mailed or visited City during past year</u>								
Yes	43.5%	35.4%	38.1%	51.1%	46.8%	45.4%	40.3%	42.8%
No	56.5%	64.6%	61.9%	48.9%	53.2%	54.6%	59.7%	57.2%

Q11a. (If YES to Question 11) How easy was it to contact the person you needed to reach? (without "don't know")

N=192

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q11a. How easy was it to contact person</u>								
Very easy	36.1%	23.5%	31.3%	39.5%	32.4%	34.4%	31.1%	32.8%
Somewhat easy	41.7%	52.9%	37.5%	25.6%	38.2%	32.3%	42.2%	37.1%
Difficult	19.4%	17.6%	21.9%	18.6%	17.6%	20.8%	20.0%	20.4%
Very difficult	2.8%	5.9%	9.4%	16.3%	11.8%	12.5%	6.7%	9.7%

Q11b. (If YES to Question 11) What department did you contact? (without "none chosen")

N=185

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q11b. What Dept did you contact</u>								
Police	37.8%	50.0%	30.0%	41.9%	29.4%	40.2%	34.1%	37.3%
Senior Center	0.0%	2.9%	3.3%	4.7%	14.7%	2.1%	8.0%	4.9%
Planning & Building	13.5%	23.5%	20.0%	16.3%	14.7%	16.5%	17.0%	16.8%
Parks & Recreation	32.4%	29.4%	3.3%	7.0%	2.9%	18.6%	12.5%	15.7%
City Engineer	8.1%	5.9%	6.7%	7.0%	8.8%	7.2%	6.8%	7.0%
Event Permits	2.7%	2.9%	3.3%	0.0%	0.0%	2.1%	1.1%	1.6%
Utility Billing	40.5%	20.6%	30.0%	25.6%	23.5%	20.6%	34.1%	27.0%
Municipal Services	13.5%	41.2%	23.3%	18.6%	17.6%	29.9%	17.0%	23.8%
Adminstration	5.4%	8.8%	13.3%	23.3%	17.6%	22.7%	4.5%	14.1%
Other	8.1%	17.6%	13.3%	16.3%	23.5%	11.3%	19.3%	15.1%

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

N=192	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q11c-1. They were courteous & polite</u>								
Always	54.3%	44.1%	53.3%	46.7%	73.5%	51.6%	54.4%	53.0%
Usually	25.7%	35.3%	26.7%	35.6%	20.6%	31.6%	28.9%	30.3%
Sometimes	11.4%	14.7%	13.3%	17.8%	2.9%	13.7%	11.1%	12.4%
Seldom	5.7%	0.0%	6.7%	0.0%	2.9%	1.1%	4.4%	2.7%
Never	2.9%	5.9%	0.0%	0.0%	0.0%	2.1%	1.1%	1.6%
<u>Q11c-2. They gave prompt, accurate, & complete answers to questions</u>								
Always	40.0%	38.2%	40.6%	37.8%	51.5%	38.5%	42.2%	40.3%
Usually	31.4%	32.4%	28.1%	20.0%	27.3%	26.0%	30.0%	28.0%
Sometimes	20.0%	17.6%	12.5%	24.4%	18.2%	24.0%	14.4%	19.4%
Seldom	8.6%	2.9%	12.5%	13.3%	0.0%	7.3%	8.9%	8.1%
Never	0.0%	8.8%	6.3%	4.4%	3.0%	4.2%	4.4%	4.3%

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

N=192

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q11c-3. They did what they said they would do in a timely manner</u>								
Always	33.3%	36.4%	35.5%	38.6%	50.0%	37.2%	39.1%	38.1%
Usually	25.0%	33.3%	29.0%	18.2%	25.0%	22.3%	29.9%	26.0%
Sometimes	25.0%	9.1%	9.7%	22.7%	21.9%	23.4%	12.6%	18.2%
Seldom	11.1%	9.1%	12.9%	13.6%	3.1%	10.6%	10.3%	10.5%
Never	5.6%	12.1%	12.9%	6.8%	0.0%	6.4%	8.0%	7.2%

Q11c-4. They helped you resolve an issue to your satisfaction

Always	27.8%	30.3%	37.5%	34.1%	47.1%	33.3%	35.6%	34.4%
Usually	36.1%	18.2%	25.0%	22.7%	17.6%	26.0%	23.3%	24.7%
Sometimes	22.2%	27.3%	6.3%	15.9%	23.5%	20.8%	17.8%	19.4%
Seldom	5.6%	12.1%	6.3%	11.4%	8.8%	10.4%	6.7%	8.6%
Never	8.3%	12.1%	25.0%	15.9%	2.9%	9.4%	16.7%	12.9%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q12a. Availability of information about City programs & services</u>								
Very Satisfied	7.1%	5.4%	10.1%	10.5%	14.7%	8.7%	9.0%	8.9%
Satisfied	31.0%	31.2%	43.0%	43.0%	38.2%	38.6%	34.7%	36.6%
Neutral	44.0%	37.6%	25.3%	34.9%	33.8%	34.3%	36.9%	35.7%
Dissatisfied	15.5%	18.3%	16.5%	10.5%	13.2%	14.5%	16.2%	15.4%
Very Dissatisfied	2.4%	7.5%	5.1%	1.2%	0.0%	3.9%	3.2%	3.5%

Q12b. City efforts to keep you informed about local issues

Very Satisfied	6.0%	2.2%	8.8%	10.3%	7.2%	6.2%	6.7%	6.5%
Satisfied	26.2%	32.6%	40.0%	39.1%	47.8%	37.3%	35.0%	36.1%
Neutral	40.5%	31.5%	26.3%	29.9%	29.0%	27.3%	36.3%	31.9%
Dissatisfied	21.4%	25.0%	17.5%	16.1%	14.5%	22.5%	17.0%	19.7%
Very Dissatisfied	6.0%	8.7%	7.5%	4.6%	1.4%	6.7%	4.9%	5.8%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q12c. Overall quality of City's website</u>								
Very Satisfied	5.1%	4.4%	7.4%	7.7%	5.0%	3.5%	7.7%	5.6%
Satisfied	37.2%	34.4%	45.6%	36.9%	37.5%	40.9%	36.1%	38.4%
Neutral	37.2%	42.2%	33.8%	32.3%	45.0%	34.5%	41.5%	38.1%
Dissatisfied	15.4%	12.2%	10.3%	20.0%	7.5%	13.5%	12.6%	13.0%
Very Dissatisfied	5.1%	6.7%	2.9%	3.1%	5.0%	7.6%	2.2%	4.8%

Q12d. Level of public involvement in local decision making

Very Satisfied	2.8%	1.2%	3.9%	6.6%	4.0%	4.7%	2.8%	3.8%
Satisfied	22.5%	22.6%	21.1%	26.3%	22.0%	22.9%	22.2%	22.6%
Neutral	49.3%	40.5%	56.6%	32.9%	50.0%	40.6%	50.6%	45.4%
Dissatisfied	15.5%	23.8%	11.8%	22.4%	18.0%	19.3%	18.3%	18.8%
Very Dissatisfied	9.9%	11.9%	6.6%	11.8%	6.0%	12.5%	6.1%	9.4%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q12e. Timeliness of information provided by City</u>								
Very Satisfied	4.1%	1.2%	5.4%	7.5%	3.6%	3.1%	5.2%	4.1%
Satisfied	27.4%	29.1%	32.4%	31.3%	36.4%	33.2%	29.0%	31.1%
Neutral	53.4%	45.3%	44.6%	45.0%	41.8%	42.0%	49.7%	45.9%
Dissatisfied	12.3%	16.3%	12.2%	10.0%	14.5%	15.0%	11.9%	13.5%
Very Dissatisfied	2.7%	8.1%	5.4%	6.3%	3.6%	6.7%	4.1%	5.4%
 <u>Q12f. City e-mail information update service</u>								
Very Satisfied	6.1%	0.0%	4.1%	8.0%	6.1%	5.5%	3.3%	4.4%
Satisfied	14.3%	22.4%	36.7%	26.0%	33.3%	28.1%	24.6%	26.4%
Neutral	61.2%	55.2%	42.9%	48.0%	48.5%	47.7%	54.1%	50.8%
Dissatisfied	14.3%	12.1%	12.2%	12.0%	9.1%	11.7%	13.1%	12.4%
Very Dissatisfied	4.1%	10.3%	4.1%	6.0%	3.0%	7.0%	4.9%	6.0%

Q12. Which TWO Communication items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q12. Sum of Top 2 Choices</u>								
Availability of information about City programs & services	30.7%	31.6%	28.9%	24.5%	29.8%	26.3%	30.9%	28.7%
City efforts to keep you informed about local issues	46.6%	56.1%	35.6%	30.9%	28.6%	41.7%	38.2%	39.8%
Overall quality of City's website	15.9%	13.3%	16.7%	9.6%	2.4%	12.7%	10.8%	11.7%
Level of public involvement in local decision making	36.4%	31.6%	37.8%	25.5%	21.4%	36.0%	24.9%	30.2%
Timeliness of information provided by City	17.0%	12.2%	16.7%	13.8%	16.7%	16.7%	12.9%	14.7%
City e-mail information update service	14.8%	14.3%	12.2%	13.8%	3.6%	9.6%	13.3%	11.5%
None chosen	17.0%	17.3%	23.3%	38.3%	47.6%	26.3%	31.7%	29.1%

Q13. Where do you currently get news and information about City programs, services, and events? (without "don't know")

N=461

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q13. Where do you currently get news & information about City programs, services, & events</u>								
The Citizen Telegram	27.5%	47.9%	40.4%	54.8%	59.8%	49.5%	43.1%	46.2%
The Post Independent	81.3%	77.1%	80.9%	79.6%	84.1%	82.0%	79.5%	80.7%
City web-site/RifleNOW	50.0%	50.0%	37.1%	29.0%	19.5%	36.9%	37.2%	37.1%
Public meetings	7.5%	14.6%	11.2%	11.8%	11.0%	14.4%	8.8%	11.5%
City email update service	0.0%	9.4%	6.7%	3.2%	2.4%	5.9%	2.9%	4.3%
Other	36.3%	31.3%	36.0%	25.8%	36.6%	29.7%	36.0%	33.0%

Q13a. from which TWO sources of information listed in Question 13 above would you prefer to get information from the City? (top 2)

N=477

	<u>Q22. What is your age</u>					<u>Q23. What is your gender</u>		<u>Total</u>
	<u>Under 35 years</u>	<u>35-44 years</u>	<u>45-54 years</u>	<u>55-64 years</u>	<u>65+ years</u>	<u>Male</u>	<u>Female</u>	
<u>Q13a. Sum of Top 2 Choices</u>								
The Citizen Telegram	17.0%	25.5%	26.7%	33.0%	44.0%	34.6%	23.7%	28.9%
The Post Independent	46.6%	40.8%	50.0%	50.0%	48.8%	51.8%	43.0%	47.2%
City web-site/RifleNOW	40.9%	38.8%	32.2%	26.6%	13.1%	28.5%	30.5%	29.6%
Public meetings	5.7%	5.1%	7.8%	10.6%	6.0%	8.3%	5.6%	6.9%
City email update service	33.0%	40.8%	26.7%	19.1%	10.7%	21.5%	28.5%	25.2%
Other	12.5%	15.3%	14.4%	8.5%	14.3%	11.4%	14.5%	13.0%
Don't know	17.0%	14.3%	16.7%	20.2%	27.4%	17.1%	23.3%	20.3%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q14a. Downtown</u>								
Much Too Little	11.7%	12.6%	8.9%	13.9%	9.8%	10.9%	11.7%	11.3%
Too Little	32.5%	32.6%	40.5%	39.2%	34.4%	37.1%	34.6%	35.9%
Just Right	50.6%	49.5%	49.4%	43.0%	52.5%	46.0%	51.7%	48.9%
Too Much	2.6%	3.2%	0.0%	2.5%	3.3%	4.0%	1.0%	2.5%
Much too Much	2.6%	2.1%	1.3%	1.3%	0.0%	2.0%	1.0%	1.5%
 <u>Q14b. South Rifle (Airport Road)</u>								
Much Too Little	6.8%	8.8%	4.1%	2.7%	1.8%	5.6%	4.8%	5.2%
Too Little	24.3%	30.8%	20.5%	25.3%	16.4%	25.6%	23.4%	24.5%
Just Right	59.5%	50.5%	63.0%	57.3%	74.5%	54.4%	63.3%	58.7%
Too Much	5.4%	8.8%	8.2%	13.3%	3.6%	10.8%	6.9%	8.9%
Much too Much	4.1%	1.1%	4.1%	1.3%	3.6%	3.6%	1.6%	2.6%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q14c. North Rifle</u>								
Much Too Little	12.3%	9.3%	8.2%	5.6%	5.4%	9.4%	7.7%	8.6%
Too Little	19.2%	33.7%	31.5%	40.3%	23.2%	32.3%	27.5%	29.9%
Just Right	65.8%	53.5%	56.2%	51.4%	69.6%	54.2%	63.2%	58.6%
Too Much	1.4%	3.5%	2.7%	1.4%	1.8%	3.1%	1.1%	2.1%
Much too Much	1.4%	0.0%	1.4%	1.4%	0.0%	1.0%	0.5%	0.8%
<u>Q14d. East Rifle</u>								
Much Too Little	8.3%	4.9%	5.3%	2.9%	3.6%	5.2%	5.1%	5.2%
Too Little	18.1%	28.0%	17.3%	24.6%	14.5%	21.8%	20.0%	20.9%
Just Right	66.7%	62.2%	73.3%	68.1%	76.4%	66.3%	72.0%	69.0%
Too Much	4.2%	3.7%	2.7%	4.3%	5.5%	5.7%	1.7%	3.8%
Much too Much	2.8%	1.2%	1.3%	0.0%	0.0%	1.0%	1.1%	1.1%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q14e. West Rifle (Hill)</u>								
Much Too Little	9.9%	7.4%	5.6%	1.5%	5.7%	8.1%	5.2%	6.7%
Too Little	19.7%	19.8%	15.5%	30.3%	22.6%	22.7%	19.8%	21.3%
Just Right	69.0%	69.1%	76.1%	63.6%	69.8%	64.3%	73.8%	68.9%
Too Much	1.4%	3.7%	1.4%	3.0%	1.9%	3.8%	1.2%	2.5%
Much too Much	0.0%	0.0%	1.4%	1.5%	0.0%	1.1%	0.0%	0.6%
 <u>Q14f. West Rifle (Hwy 6)</u>								
Much Too Little	12.7%	11.6%	9.9%	7.0%	10.9%	13.4%	7.7%	10.6%
Too Little	25.4%	25.6%	33.8%	43.7%	23.6%	32.1%	29.3%	30.7%
Just Right	57.7%	58.1%	54.9%	45.1%	65.5%	49.7%	61.9%	55.7%
Too Much	2.8%	3.5%	0.0%	2.8%	0.0%	2.7%	1.1%	1.9%
Much too Much	1.4%	1.2%	1.4%	1.4%	0.0%	2.1%	0.0%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q15a. Law enforcement</u>								
Should Be Much Higher	3.6%	8.4%	3.5%	12.6%	7.5%	8.7%	5.5%	7.1%
Should Be A Little Higher	38.1%	25.3%	36.0%	29.9%	32.8%	29.4%	35.5%	32.4%
Should Stay the Same	53.6%	57.9%	57.0%	52.9%	59.7%	57.3%	54.5%	55.9%
Should Be A Little Lower	4.8%	6.3%	2.3%	4.6%	0.0%	3.7%	4.1%	3.9%
Should Be Much Lower	0.0%	2.1%	1.2%	0.0%	0.0%	0.9%	0.5%	0.7%
 <u>Q15b. Parks & open space</u>								
Should Be Much Higher	13.1%	14.6%	11.9%	4.8%	8.7%	9.8%	11.8%	10.8%
Should Be A Little Higher	50.0%	32.3%	34.5%	27.7%	21.7%	31.2%	35.7%	33.5%
Should Stay the Same	31.0%	50.0%	52.4%	63.9%	65.2%	54.0%	50.2%	52.1%
Should Be A Little Lower	4.8%	2.1%	1.2%	1.2%	2.9%	3.7%	1.4%	2.5%
Should Be Much Lower	1.2%	1.0%	0.0%	2.4%	1.4%	1.4%	0.9%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q15c. Recreation programs</u>								
Should Be Much Higher	23.2%	28.1%	14.7%	11.1%	12.3%	14.9%	21.1%	18.0%
Should Be A Little Higher	48.8%	40.4%	48.0%	42.0%	23.1%	42.8%	39.2%	41.0%
Should Stay the Same	26.8%	27.0%	36.0%	40.7%	58.5%	36.5%	37.7%	37.1%
Should Be A Little Lower	1.2%	2.2%	0.0%	1.2%	6.2%	2.9%	1.5%	2.2%
Should Be Much Lower	0.0%	2.2%	1.3%	4.9%	0.0%	2.9%	0.5%	1.7%
 <u>Q15d. Recreation facilities</u>								
Should Be Much Higher	39.0%	44.1%	39.3%	33.3%	19.7%	30.9%	40.4%	35.6%
Should Be A Little Higher	39.0%	33.3%	33.3%	32.1%	24.2%	34.1%	31.0%	32.6%
Should Stay the Same	19.5%	18.3%	26.2%	31.0%	48.5%	29.5%	26.8%	28.1%
Should Be A Little Lower	2.4%	2.2%	0.0%	0.0%	6.1%	2.8%	0.9%	1.9%
Should Be Much Lower	0.0%	2.2%	1.2%	3.6%	1.5%	2.8%	0.9%	1.9%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q15e. Maintenance of infrastructure</u>								
Should Be Much Higher	12.8%	21.9%	17.4%	23.3%	17.8%	25.1%	13.8%	19.5%
Should Be A Little Higher	43.0%	40.6%	57.0%	55.8%	52.1%	48.9%	49.6%	49.2%
Should Stay the Same	43.0%	34.4%	24.4%	20.9%	28.8%	24.7%	35.3%	30.0%
Should Be A Little Lower	1.2%	2.1%	1.2%	0.0%	1.4%	1.3%	0.9%	1.1%
Should Be Much Lower	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.2%
 <u>Q15f. Maintenance of utilities</u>								
Should Be Much Higher	30.1%	29.5%	28.4%	20.5%	15.4%	31.2%	19.4%	25.3%
Should Be A Little Higher	37.3%	33.7%	39.5%	53.4%	35.4%	38.6%	42.6%	40.6%
Should Stay the Same	31.3%	32.6%	30.9%	19.3%	46.2%	28.4%	33.3%	30.9%
Should Be A Little Lower	1.2%	3.2%	1.2%	4.5%	3.1%	1.4%	3.7%	2.6%
Should Be Much Lower	0.0%	1.1%	0.0%	2.3%	0.0%	0.5%	0.9%	0.7%

Q16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City? (top 2)

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q16. Sum of Top 2 Choices</u>								
Law enforcement	9.1%	15.3%	16.7%	25.5%	16.7%	18.9%	14.1%	16.4%
Parks & open space	22.7%	10.2%	13.3%	6.4%	6.0%	8.8%	13.3%	11.1%
Recreation programs	20.5%	23.5%	11.1%	9.6%	6.0%	10.5%	16.5%	13.6%
Recreation facilities	48.9%	53.1%	26.7%	23.4%	14.3%	27.2%	37.8%	32.7%
Maintenance of infrastructure	11.4%	23.5%	23.3%	26.6%	15.5%	25.9%	14.9%	20.1%
Maintenance of utilities	28.4%	19.4%	22.2%	28.7%	15.5%	25.4%	18.9%	22.0%
None chosen	26.1%	24.5%	38.9%	38.3%	57.1%	39.5%	37.3%	38.4%

Q17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City? (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q17. Willing to pay more in taxes or fees to support an increase in level of service provided by City</u>								
Yes	56.1%	57.9%	50.0%	36.9%	27.6%	40.5%	49.4%	44.7%
No	43.9%	42.1%	50.0%	63.1%	72.4%	59.5%	50.6%	55.3%

Q18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services? (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
<u>Q18. Willing to pay more in taxes or fees to avoid reductions in City services</u>								
Yes	50.0%	52.6%	47.8%	40.5%	38.2%	41.4%	49.7%	45.5%
No	50.0%	47.4%	52.2%	59.5%	61.8%	58.6%	50.3%	54.5%

Q19. In 2013 voters rejected a ballot initiative asking for a 3/4 cent sales tax to pay for a Recreation Center. Would you support a 1/4 cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility for uses such as: youth recreation programs, open gym, basketball, indoor soccer, volleyball, climbing, pickleball, tournaments, conferences, exhibits? (without "don't know")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
Q19. Would you support a 1/4 cent sales tax to build a new outdoor pool & water play area as well as an indoor multi-use athletic facility								
Yes	82.9%	80.2%	69.5%	61.4%	48.4%	63.7%	72.5%	68.3%
No	17.1%	19.8%	30.5%	38.6%	51.6%	36.3%	27.5%	31.7%

Q20. If you could choose only one "must have" recreation amenity, what would you choose? (without "don't know" or "none")

N=477

	Q22. What is your age					Q23. What is your gender		Total
	Under 35 years	35-44 years	45-54 years	55-64 years	65+ years	Male	Female	
Q20. What would you choose								
Gym space for basketball, volleyball, indoor soccer	28.6%	17.2%	14.3%	10.5%	9.5%	18.6%	14.0%	16.2%
New outdoor pool & splash park	10.7%	9.7%	7.1%	11.6%	8.1%	7.1%	10.9%	9.1%
New indoor pool & splash park	46.4%	51.6%	52.4%	41.9%	39.2%	37.1%	54.1%	46.0%
More athletic fields	1.2%	4.3%	0.0%	0.0%	0.0%	1.9%	0.4%	1.1%
Improvements to existing facilities	13.1%	17.2%	26.2%	36.0%	43.2%	35.2%	20.5%	27.6%

***Crosstabular Data by:
Annual Household Income***

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q1a. Overall quality of police services</u>							
Very Satisfied	14.8%	26.2%	26.8%	29.7%	34.7%	15.6%	23.8%
Satisfied	42.6%	37.9%	47.4%	50.0%	36.7%	62.5%	46.6%
Neutral	33.3%	26.2%	19.6%	14.1%	16.3%	15.6%	21.6%
Dissatisfied	7.4%	7.8%	5.2%	4.7%	4.1%	6.3%	5.5%
Very Dissatisfied	1.9%	1.9%	1.0%	1.6%	8.2%	0.0%	2.4%
 <u>Q1b. Overall quality of recreation programs</u>							
Very Satisfied	7.7%	12.2%	13.8%	9.8%	2.3%	9.7%	10.1%
Satisfied	51.9%	35.6%	36.8%	41.0%	29.5%	35.5%	38.2%
Neutral	25.0%	37.8%	28.7%	39.3%	38.6%	35.5%	34.7%
Dissatisfied	9.6%	10.0%	16.1%	8.2%	25.0%	19.4%	13.3%
Very Dissatisfied	5.8%	4.4%	4.6%	1.6%	4.5%	0.0%	3.7%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q1c. Overall quality of City parks</u>							
Very Satisfied	22.4%	18.1%	23.5%	14.9%	18.4%	21.9%	19.1%
Satisfied	51.7%	46.7%	56.1%	52.2%	40.8%	50.0%	49.9%
Neutral	19.0%	22.9%	12.2%	29.9%	24.5%	25.0%	22.3%
Dissatisfied	5.2%	11.4%	7.1%	3.0%	14.3%	3.1%	7.6%
Very Dissatisfied	1.7%	1.0%	1.0%	0.0%	2.0%	0.0%	1.1%
 <u>Q1d. Overall maintenance of City streets</u>							
Very Satisfied	13.8%	7.5%	9.0%	7.6%	14.0%	0.0%	8.1%
Satisfied	36.2%	42.5%	38.0%	45.5%	30.0%	43.8%	37.4%
Neutral	19.0%	29.2%	28.0%	28.8%	16.0%	15.6%	27.4%
Dissatisfied	20.7%	12.3%	17.0%	13.6%	32.0%	25.0%	18.6%
Very Dissatisfied	10.3%	8.5%	8.0%	4.5%	8.0%	15.6%	8.5%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q1e. Overall quality of City water utilities</u>							
Very Satisfied	5.4%	4.7%	6.1%	7.5%	6.1%	0.0%	5.0%
Satisfied	32.1%	26.4%	28.6%	32.8%	20.4%	34.4%	28.6%
Neutral	30.4%	28.3%	28.6%	28.4%	20.4%	18.8%	28.2%
Dissatisfied	16.1%	22.6%	23.5%	20.9%	26.5%	18.8%	21.9%
Very Dissatisfied	16.1%	17.9%	13.3%	10.4%	26.5%	28.1%	16.3%
 <u>Q1f. Overall quality of City sewer services</u>							
Very Satisfied	9.4%	9.7%	9.2%	11.9%	10.4%	3.2%	8.8%
Satisfied	49.1%	39.8%	41.8%	56.7%	41.7%	51.6%	45.8%
Neutral	24.5%	37.9%	42.9%	28.4%	25.0%	32.3%	33.8%
Dissatisfied	11.3%	9.7%	5.1%	0.0%	12.5%	3.2%	7.1%
Very Dissatisfied	5.7%	2.9%	1.0%	3.0%	10.4%	9.7%	4.4%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q1g. Overall effectiveness of City snow/ice removal</u>							
Very Satisfied	10.2%	13.2%	8.2%	9.1%	14.0%	6.3%	9.5%
Satisfied	47.5%	48.1%	50.5%	56.1%	40.0%	43.8%	46.5%
Neutral	20.3%	18.9%	20.6%	21.2%	18.0%	15.6%	21.7%
Dissatisfied	11.9%	13.2%	13.4%	9.1%	16.0%	25.0%	14.4%
Very Dissatisfied	10.2%	6.6%	7.2%	4.5%	12.0%	9.4%	8.0%
 <u>Q1h. Overall enforcement of City codes & ordinances</u>							
Very Satisfied	11.5%	9.9%	6.5%	7.7%	12.8%	0.0%	7.6%
Satisfied	34.6%	29.7%	40.9%	33.8%	23.4%	31.3%	32.2%
Neutral	28.8%	28.6%	29.0%	40.0%	23.4%	34.4%	31.7%
Dissatisfied	13.5%	24.2%	14.0%	12.3%	29.8%	18.8%	18.8%
Very Dissatisfied	11.5%	7.7%	9.7%	6.2%	10.6%	15.6%	9.7%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q1i. Overall quality of customer service you receive from City employees

Very Satisfied	18.5%	23.2%	19.6%	23.1%	25.5%	15.6%	21.1%
Satisfied	42.6%	42.4%	48.9%	44.6%	31.9%	40.6%	41.1%
Neutral	35.2%	28.3%	22.8%	27.7%	25.5%	34.4%	30.5%
Dissatisfied	3.7%	4.0%	6.5%	4.6%	8.5%	6.3%	5.2%
Very Dissatisfied	0.0%	2.0%	2.2%	0.0%	8.5%	3.1%	2.0%

Q1j. Overall effectiveness of City communication with public

Very Satisfied	11.3%	8.6%	10.2%	9.1%	14.9%	3.2%	8.9%
Satisfied	35.8%	40.0%	46.9%	36.4%	23.4%	38.7%	38.0%
Neutral	35.8%	30.5%	21.4%	45.5%	34.0%	41.9%	33.1%
Dissatisfied	3.8%	14.3%	17.3%	7.6%	19.1%	9.7%	14.0%
Very Dissatisfied	13.2%	6.7%	4.1%	1.5%	8.5%	6.5%	6.0%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q1k. Overall effectiveness of residential trash service</u>							
Very Satisfied	33.3%	31.1%	31.0%	41.2%	37.5%	26.7%	30.6%
Satisfied	45.6%	52.8%	54.0%	44.1%	41.7%	56.7%	50.6%
Neutral	19.3%	15.1%	12.0%	13.2%	14.6%	6.7%	15.3%
Dissatisfied	0.0%	0.9%	3.0%	1.5%	4.2%	3.3%	1.7%
Very Dissatisfied	1.8%	0.0%	0.0%	0.0%	2.1%	6.7%	1.7%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q2. Sum of Top 3 Choices</u>							
Quality of police services	28.3%	21.3%	25.2%	17.6%	14.0%	25.0%	22.0%
Quality of recreation programs	16.7%	22.2%	37.9%	42.6%	44.0%	21.9%	30.0%
Quality of City parks	8.3%	17.6%	15.5%	30.9%	22.0%	15.6%	18.2%
Maintenance of City streets	35.0%	43.5%	40.8%	38.2%	34.0%	46.9%	41.3%
Quality of City water utilities	40.0%	54.6%	48.5%	55.9%	56.0%	59.4%	50.7%
Quality of City sewer services	10.0%	11.1%	9.7%	10.3%	10.0%	15.6%	10.1%
Effectiveness of City snow/ice removal	28.3%	26.9%	27.2%	17.6%	20.0%	21.9%	25.4%
Enforcement of City codes & ordinances	23.3%	23.1%	27.2%	26.5%	36.0%	28.1%	27.0%
Customer service received from City employees	11.7%	5.6%	7.8%	1.5%	16.0%	6.3%	6.9%
Effectiveness of City communication with public	31.7%	25.9%	22.3%	26.5%	26.0%	25.0%	27.5%
Effectiveness of residential trash service	5.0%	8.3%	5.8%	2.9%	4.0%	3.1%	5.5%
None chosen	13.3%	10.2%	6.8%	7.4%	4.0%	3.1%	7.8%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q3a. Overall quality of services provided by City</u>							
Very Satisfied	13.2%	11.7%	11.6%	3.0%	8.5%	9.4%	8.9%
Satisfied	50.9%	49.5%	50.5%	62.7%	40.4%	50.0%	50.2%
Neutral	28.3%	31.1%	31.6%	31.3%	38.3%	40.6%	34.0%
Dissatisfied	7.5%	5.8%	6.3%	1.5%	4.3%	0.0%	5.3%
Very Dissatisfied	0.0%	1.9%	0.0%	1.5%	8.5%	0.0%	1.6%
 <u>Q3b. Overall value you receive for your City tax & fees</u>							
Very Satisfied	5.7%	5.9%	7.3%	7.4%	10.9%	6.5%	6.5%
Satisfied	28.3%	32.7%	30.2%	41.2%	15.2%	35.5%	29.8%
Neutral	30.2%	31.7%	37.5%	33.8%	32.6%	22.6%	33.9%
Dissatisfied	17.0%	21.8%	17.7%	16.2%	23.9%	25.8%	21.5%
Very Dissatisfied	18.9%	7.9%	7.3%	1.5%	17.4%	9.7%	8.3%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q3c. Overall image of City</u>							
Very Satisfied	10.9%	15.0%	8.1%	6.0%	4.1%	3.1%	8.2%
Satisfied	43.6%	33.6%	43.4%	41.8%	32.7%	46.9%	39.0%
Neutral	21.8%	33.6%	36.4%	37.3%	28.6%	25.0%	32.9%
Dissatisfied	18.2%	12.1%	8.1%	11.9%	24.5%	21.9%	14.9%
Very Dissatisfied	5.5%	5.6%	4.0%	3.0%	10.2%	3.1%	5.0%
 <u>Q3d. How well City is managing growth & development</u>							
Very Satisfied	3.8%	10.2%	8.2%	7.6%	2.1%	0.0%	6.1%
Satisfied	35.8%	26.5%	35.1%	39.4%	27.1%	35.5%	31.5%
Neutral	32.1%	33.7%	33.0%	37.9%	31.3%	38.7%	34.8%
Dissatisfied	15.1%	20.4%	18.6%	12.1%	25.0%	16.1%	19.6%
Very Dissatisfied	13.2%	9.2%	5.2%	3.0%	14.6%	9.7%	8.1%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q3e. Overall quality of life in City</u>							
Very Satisfied	11.1%	19.0%	14.0%	10.3%	14.6%	12.5%	13.3%
Satisfied	46.3%	35.2%	53.0%	54.4%	33.3%	59.4%	45.2%
Neutral	31.5%	31.4%	25.0%	27.9%	27.1%	25.0%	29.8%
Dissatisfied	11.1%	10.5%	7.0%	7.4%	18.8%	3.1%	10.0%
Very Dissatisfied	0.0%	3.8%	1.0%	0.0%	6.3%	0.0%	1.7%
 <u>Q3f. Overall feeling of safety in City</u>							
Very Satisfied	16.1%	17.9%	16.2%	17.6%	24.0%	18.8%	16.5%
Satisfied	46.4%	43.4%	55.6%	55.9%	58.0%	53.1%	50.3%
Neutral	25.0%	28.3%	19.2%	22.1%	14.0%	18.8%	24.6%
Dissatisfied	10.7%	5.7%	8.1%	4.4%	2.0%	6.3%	6.6%
Very Dissatisfied	1.8%	4.7%	1.0%	0.0%	2.0%	3.1%	1.9%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q3g. Availability of job opportunities</u>							
Very Satisfied	2.0%	1.1%	1.2%	1.6%	2.2%	0.0%	1.7%
Satisfied	14.0%	12.9%	11.8%	23.0%	8.9%	20.0%	13.2%
Neutral	34.0%	41.9%	42.4%	39.3%	26.7%	40.0%	37.8%
Dissatisfied	32.0%	29.0%	32.9%	29.5%	44.4%	16.7%	33.2%
Very Dissatisfied	18.0%	15.1%	11.8%	6.6%	17.8%	23.3%	14.1%
 <u>Q3h. Overall quality of new development</u>							
Very Satisfied	2.1%	4.2%	2.2%	3.1%	4.3%	0.0%	2.6%
Satisfied	27.1%	17.7%	29.7%	26.2%	25.5%	22.6%	23.5%
Neutral	41.7%	45.8%	38.5%	55.4%	27.7%	38.7%	43.0%
Dissatisfied	20.8%	21.9%	23.1%	13.8%	31.9%	25.8%	22.5%
Very Dissatisfied	8.3%	10.4%	6.6%	1.5%	10.6%	12.9%	8.5%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q3i. Appearance of residential property in City

Very Satisfied	1.8%	5.7%	3.0%	1.5%	0.0%	0.0%	2.4%
Satisfied	33.3%	33.0%	36.0%	27.9%	26.0%	28.1%	30.5%
Neutral	42.1%	37.7%	32.0%	42.6%	32.0%	31.3%	37.0%
Dissatisfied	14.0%	17.0%	22.0%	22.1%	32.0%	31.3%	22.2%
Very Dissatisfied	8.8%	6.6%	7.0%	5.9%	10.0%	9.4%	8.0%

Q3j. Appearance of commercial property in City

Very Satisfied	0.0%	8.5%	2.0%	1.5%	0.0%	0.0%	2.6%
Satisfied	31.6%	32.1%	31.7%	42.6%	30.0%	31.3%	32.1%
Neutral	49.1%	43.4%	44.6%	42.6%	30.0%	46.9%	43.9%
Dissatisfied	10.5%	16.0%	15.8%	10.3%	24.0%	21.9%	16.1%
Very Dissatisfied	8.8%	0.0%	5.9%	2.9%	16.0%	0.0%	5.4%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q3k. Overall quality of sidewalks & trails in City

Very Satisfied	1.8%	8.6%	6.0%	1.5%	6.1%	6.3%	4.8%
Satisfied	47.3%	45.7%	55.0%	47.1%	24.5%	34.4%	43.9%
Neutral	32.7%	33.3%	21.0%	29.4%	36.7%	18.8%	29.6%
Dissatisfied	12.7%	7.6%	12.0%	22.1%	20.4%	37.5%	16.1%
Very Dissatisfied	5.5%	4.8%	6.0%	0.0%	12.2%	3.1%	5.7%

Q3l. Sufficient number of sidewalks & trails in City

Very Satisfied	7.4%	7.9%	5.0%	3.0%	4.0%	9.4%	5.3%
Satisfied	42.6%	37.6%	43.6%	43.3%	32.0%	21.9%	38.4%
Neutral	27.8%	36.6%	27.7%	26.9%	30.0%	31.3%	30.7%
Dissatisfied	16.7%	12.9%	21.8%	25.4%	24.0%	21.9%	20.3%
Very Dissatisfied	5.6%	5.0%	2.0%	1.5%	10.0%	15.6%	5.3%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q3m. Overall safe walking routes to schools</u>							
Very Satisfied	11.1%	6.0%	2.6%	1.8%	2.3%	7.4%	4.6%
Satisfied	35.6%	37.3%	43.4%	42.1%	25.0%	29.6%	34.8%
Neutral	37.8%	36.1%	31.6%	35.1%	45.5%	37.0%	39.6%
Dissatisfied	11.1%	16.9%	18.4%	17.5%	13.6%	11.1%	15.1%
Very Dissatisfied	4.4%	3.6%	3.9%	3.5%	13.6%	14.8%	5.9%

Q4. Did you vote in the Rifle municipal election in 2013? (without "not provided")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q4. Did you vote in Rifle municipal election in 2013</u>							
Yes	67.2%	63.7%	74.7%	78.1%	89.8%	77.4%	74.6%
No	32.8%	36.3%	25.3%	21.9%	10.2%	22.6%	25.4%

Q5. Have any members of your household attended or watched any Rifle public meeting in the last year? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q5. Have any members of your household attended or watched any Rifle public meeting last year</u>							
Yes	41.4%	29.1%	34.3%	31.3%	57.1%	61.3%	38.5%
No	58.6%	70.9%	65.7%	68.8%	42.9%	38.7%	61.5%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q6a. In your neighborhood during the day</u>							
Very Safe	37.9%	45.8%	44.4%	47.1%	66.0%	50.0%	44.6%
Safe	48.3%	47.7%	45.5%	45.6%	30.0%	37.5%	46.7%
Neutral	12.1%	4.7%	5.1%	7.4%	4.0%	12.5%	6.8%
Not safe	0.0%	0.9%	4.0%	0.0%	0.0%	0.0%	1.3%
Not safe at all	1.7%	0.9%	1.0%	0.0%	0.0%	0.0%	0.6%
<u>Q6b. In your neighborhood during the night</u>							
Very Safe	15.5%	25.0%	26.3%	25.0%	40.0%	37.5%	25.3%
Safe	50.0%	44.4%	52.5%	51.5%	46.0%	40.6%	48.5%
Neutral	19.0%	19.4%	10.1%	22.1%	8.0%	15.6%	17.0%
Not safe	12.1%	10.2%	9.1%	1.5%	6.0%	6.3%	7.9%
Not safe at all	3.4%	0.9%	2.0%	0.0%	0.0%	0.0%	1.3%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q6c. In public places throughout City during the day</u>							
Very Safe	23.7%	32.7%	34.0%	44.1%	50.0%	43.8%	35.0%
Safe	57.6%	53.3%	56.0%	45.6%	42.0%	40.6%	51.8%
Neutral	18.6%	11.2%	8.0%	10.3%	6.0%	9.4%	11.3%
Not safe	0.0%	1.9%	2.0%	0.0%	2.0%	6.3%	1.7%
Not safe at all	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.2%
 <u>Q6d. In public places throughout City during the night</u>							
Very Safe	13.0%	12.9%	12.1%	18.2%	22.0%	21.9%	14.7%
Safe	38.9%	45.5%	48.5%	45.5%	42.0%	34.4%	42.0%
Neutral	29.6%	29.7%	28.3%	28.8%	26.0%	31.3%	31.2%
Not safe	16.7%	8.9%	11.1%	7.6%	10.0%	9.4%	10.8%
Not safe at all	1.9%	3.0%	0.0%	0.0%	0.0%	3.1%	1.3%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q7a. Visibility of police in community</u>							
Very Satisfied	17.5%	26.4%	28.9%	25.0%	40.0%	18.8%	24.7%
Satisfied	49.1%	50.9%	46.4%	55.9%	34.0%	53.1%	49.0%
Neutral	26.3%	15.1%	19.6%	14.7%	20.0%	18.8%	18.9%
Dissatisfied	3.5%	4.7%	4.1%	4.4%	2.0%	6.3%	5.4%
Very Dissatisfied	3.5%	2.8%	1.0%	0.0%	4.0%	3.1%	1.9%
 <u>Q7b. City's overall efforts to prevent crime</u>							
Very Satisfied	9.6%	19.8%	20.2%	15.6%	31.9%	9.7%	17.1%
Satisfied	50.0%	45.5%	54.3%	56.3%	34.0%	51.6%	49.3%
Neutral	25.0%	23.8%	18.1%	23.4%	17.0%	29.0%	23.3%
Dissatisfied	13.5%	9.9%	6.4%	4.7%	10.6%	9.7%	8.9%
Very Dissatisfied	1.9%	1.0%	1.1%	0.0%	6.4%	0.0%	1.4%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q7c. Enforcement of local traffic laws</u>							
Very Satisfied	5.8%	15.8%	15.6%	15.4%	34.0%	9.4%	15.2%
Satisfied	57.7%	56.4%	52.1%	56.9%	34.0%	62.5%	52.6%
Neutral	17.3%	23.8%	20.8%	20.0%	22.0%	25.0%	22.1%
Dissatisfied	15.4%	3.0%	8.3%	7.7%	6.0%	3.1%	7.8%
Very Dissatisfied	3.8%	1.0%	3.1%	0.0%	4.0%	0.0%	2.2%
 <u>Q7d. Parking enforcement services</u>							
Very Satisfied	5.8%	13.7%	16.9%	12.3%	33.3%	12.9%	14.3%
Satisfied	44.2%	47.4%	43.8%	52.6%	28.9%	48.4%	45.1%
Neutral	42.3%	30.5%	34.8%	29.8%	28.9%	29.0%	33.4%
Dissatisfied	3.8%	5.3%	4.5%	5.3%	4.4%	0.0%	4.5%
Very Dissatisfied	3.8%	3.2%	0.0%	0.0%	4.4%	9.7%	2.6%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q7e. How quickly police respond to emergencies

Very Satisfied	15.6%	27.1%	22.8%	25.9%	41.0%	24.1%	23.4%
Satisfied	57.8%	47.1%	49.4%	40.7%	20.5%	51.7%	46.0%
Neutral	22.2%	20.0%	24.1%	31.5%	30.8%	24.1%	25.8%
Dissatisfied	4.4%	3.5%	3.8%	1.9%	2.6%	0.0%	3.7%
Very Dissatisfied	0.0%	2.4%	0.0%	0.0%	5.1%	0.0%	1.1%

Q7f. Enforcing codes designed to protect public safety & health

Very Satisfied	4.2%	15.5%	15.9%	16.4%	25.0%	12.9%	14.0%
Satisfied	45.8%	36.9%	47.6%	41.8%	33.3%	45.2%	40.8%
Neutral	35.4%	38.1%	26.8%	27.3%	27.1%	22.6%	31.4%
Dissatisfied	4.2%	7.1%	6.1%	7.3%	6.3%	12.9%	8.2%
Very Dissatisfied	10.4%	2.4%	3.7%	7.3%	8.3%	6.5%	5.6%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q7g. Quantity & quality of public safety education & events

Very Satisfied	9.1%	12.0%	13.6%	10.5%	26.7%	7.4%	12.3%
Satisfied	36.4%	40.2%	50.6%	42.1%	35.6%	51.9%	41.1%
Neutral	40.9%	44.6%	28.4%	35.1%	28.9%	29.6%	37.3%
Dissatisfied	9.1%	1.1%	4.9%	8.8%	2.2%	11.1%	5.4%
Very Dissatisfied	4.5%	2.2%	2.5%	3.5%	6.7%	0.0%	3.9%

Q7h. Number of neighborhood patrols

Very Satisfied	10.2%	8.5%	7.1%	9.7%	24.4%	6.9%	9.4%
Satisfied	32.7%	35.1%	33.3%	41.9%	31.1%	44.8%	35.5%
Neutral	36.7%	39.4%	46.4%	30.6%	24.4%	27.6%	36.7%
Dissatisfied	10.2%	14.9%	11.9%	17.7%	13.3%	10.3%	13.8%
Very Dissatisfied	10.2%	2.1%	1.2%	0.0%	6.7%	10.3%	4.7%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q7i. Enforcement of criminal law</u>							
Very Satisfied	3.9%	18.4%	9.9%	13.8%	29.5%	10.0%	13.4%
Satisfied	43.1%	33.3%	58.0%	55.2%	27.3%	46.7%	43.4%
Neutral	35.3%	39.1%	25.9%	24.1%	20.5%	36.7%	31.9%
Dissatisfied	13.7%	5.7%	4.9%	3.4%	13.6%	3.3%	7.7%
Very Dissatisfied	3.9%	3.4%	1.2%	3.4%	9.1%	3.3%	3.6%
 <u>Q7j. Overall quality of Rifle Police Department</u>							
Very Satisfied	13.8%	25.0%	21.5%	20.6%	42.0%	12.5%	21.3%
Satisfied	50.0%	45.2%	51.6%	54.4%	32.0%	65.6%	49.1%
Neutral	22.4%	24.0%	20.4%	17.6%	20.0%	15.6%	22.0%
Dissatisfied	10.3%	4.8%	4.3%	4.4%	0.0%	3.1%	5.0%
Very Dissatisfied	3.4%	1.0%	2.2%	2.9%	6.0%	3.1%	2.6%

Q7. Which TWO Public Safety items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q7. Sum of Top 2 Choices</u>							
Visibility of police in community	13.3%	15.7%	16.5%	11.8%	10.0%	28.1%	15.9%
City's overall efforts to prevent crime	20.0%	28.7%	26.2%	32.4%	28.0%	34.4%	27.7%
Enforcement of local traffic laws	18.3%	5.6%	12.6%	16.2%	8.0%	0.0%	10.9%
Parking enforcement services	5.0%	0.9%	1.9%	4.4%	4.0%	6.3%	3.1%
How quickly police respond to emergencies	6.7%	8.3%	11.7%	11.8%	10.0%	3.1%	10.3%
Enforcing codes designed to protect public safety & health	18.3%	13.0%	13.6%	17.6%	28.0%	3.1%	15.9%
Quantity & quality of public safety education & events	10.0%	11.1%	13.6%	10.3%	16.0%	12.5%	11.7%
Number of neighborhood patrols	20.0%	24.1%	26.2%	32.4%	28.0%	37.5%	27.3%
Enforcement of criminal law	20.0%	16.7%	16.5%	13.2%	28.0%	25.0%	17.2%
Quality of Rifle Police Department	5.0%	8.3%	8.7%	8.8%	14.0%	12.5%	9.6%
None chosen	30.0%	31.5%	24.3%	14.7%	12.0%	15.6%	22.0%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q8a. Enforcing cleanup of litter & debris on private property

Very Satisfied	3.6%	4.0%	3.2%	6.3%	2.0%	3.1%	3.6%
Satisfied	33.9%	25.7%	29.0%	26.6%	16.3%	15.6%	25.2%
Neutral	32.1%	28.7%	26.9%	23.4%	26.5%	28.1%	28.3%
Dissatisfied	16.1%	29.7%	28.0%	34.4%	30.6%	25.0%	27.9%
Very Dissatisfied	14.3%	11.9%	12.9%	9.4%	24.5%	28.1%	15.0%

Q8b. Enforcing mowing & trimming of grass & weeds

Very Satisfied	3.6%	2.9%	4.3%	6.3%	4.1%	6.3%	4.2%
Satisfied	37.5%	26.5%	24.5%	25.0%	10.2%	15.6%	24.0%
Neutral	32.1%	33.3%	28.7%	25.0%	22.4%	34.4%	30.0%
Dissatisfied	14.3%	26.5%	31.9%	35.9%	40.8%	18.8%	29.3%
Very Dissatisfied	12.5%	10.8%	10.6%	7.8%	22.4%	25.0%	12.4%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q8c. Enforcing codes designed to protect public safety & health

Very Satisfied	2.0%	4.3%	7.0%	3.5%	8.7%	3.3%	4.4%
Satisfied	44.0%	40.9%	45.3%	42.1%	39.1%	30.0%	39.3%
Neutral	38.0%	41.9%	32.6%	43.9%	26.1%	43.3%	40.7%
Dissatisfied	8.0%	6.5%	10.5%	8.8%	15.2%	10.0%	9.3%
Very Dissatisfied	8.0%	6.5%	4.7%	1.8%	10.9%	13.3%	6.3%

Q8d. Enforcing sign regulation

Very Satisfied	3.8%	6.7%	8.5%	4.9%	11.4%	3.2%	6.1%
Satisfied	38.5%	40.0%	42.7%	41.0%	22.7%	32.3%	36.9%
Neutral	48.1%	45.6%	31.7%	42.6%	40.9%	45.2%	43.3%
Dissatisfied	1.9%	3.3%	12.2%	9.8%	13.6%	12.9%	8.6%
Very Dissatisfied	7.7%	4.4%	4.9%	1.6%	11.4%	6.5%	5.1%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q8e. Quality of animal control</u>							
Very Satisfied	3.9%	12.9%	8.8%	10.9%	14.6%	9.7%	9.4%
Satisfied	43.1%	36.6%	45.1%	40.6%	35.4%	35.5%	40.3%
Neutral	39.2%	29.7%	26.4%	32.8%	31.3%	29.0%	31.4%
Dissatisfied	7.8%	10.9%	11.0%	9.4%	8.3%	12.9%	10.3%
Very Dissatisfied	5.9%	9.9%	8.8%	6.3%	10.4%	12.9%	8.7%

Q8. Which TWO Code Enforcement items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q8. Sum of Top 2 Choices</u>							
Enforcing cleanup of litter & debris on private property	36.7%	43.5%	50.5%	61.8%	66.0%	50.0%	50.1%
Enforcing mowing & trimming of grass & weeds	26.7%	31.5%	37.9%	45.6%	56.0%	40.6%	37.9%
Enforcing codes designed to protect public safety & health	25.0%	17.6%	23.3%	25.0%	22.0%	15.6%	21.6%
Enforcing sign regulation	13.3%	5.6%	8.7%	8.8%	6.0%	6.3%	8.2%
Quality of animal control	13.3%	26.9%	20.4%	25.0%	16.0%	21.9%	21.8%
None chosen	40.0%	34.3%	28.2%	14.7%	16.0%	28.1%	27.5%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q9a. Quality of pool facility</u>							
Very Satisfied	13.2%	9.9%	9.6%	11.8%	9.3%	11.5%	10.7%
Satisfied	28.9%	42.0%	43.8%	45.1%	25.6%	30.8%	38.2%
Neutral	39.5%	37.0%	23.3%	19.6%	23.3%	34.6%	29.5%
Dissatisfied	13.2%	7.4%	13.7%	13.7%	27.9%	15.4%	14.2%
Very Dissatisfied	5.3%	3.7%	9.6%	9.8%	14.0%	7.7%	7.5%
 <u>Q9b. Availability of gym space</u>							
Very Satisfied	5.0%	3.9%	5.2%	2.2%	6.3%	3.4%	5.1%
Satisfied	17.5%	18.2%	14.3%	6.5%	4.2%	13.8%	12.5%
Neutral	40.0%	40.3%	27.3%	30.4%	18.8%	31.0%	31.7%
Dissatisfied	17.5%	23.4%	31.2%	34.8%	37.5%	34.5%	29.2%
Very Dissatisfied	20.0%	14.3%	22.1%	26.1%	33.3%	17.2%	21.5%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q9c. Quality of facilities such as picnic shelters & playgrounds in City parks

Very Satisfied	19.6%	10.0%	13.8%	10.3%	20.8%	15.6%	13.3%
Satisfied	37.3%	39.0%	48.9%	45.6%	29.2%	43.8%	42.0%
Neutral	37.3%	33.0%	25.5%	35.3%	20.8%	31.3%	30.8%
Dissatisfied	5.9%	14.0%	9.6%	8.8%	20.8%	9.4%	11.7%
Very Dissatisfied	0.0%	4.0%	2.1%	0.0%	8.3%	0.0%	2.2%

Q9d. Quality of outdoor athletic fields

Very Satisfied	17.4%	17.6%	26.6%	20.3%	36.7%	21.9%	22.2%
Satisfied	50.0%	51.6%	50.0%	56.3%	36.7%	59.4%	51.3%
Neutral	26.1%	26.4%	16.0%	18.8%	18.4%	12.5%	20.8%
Dissatisfied	6.5%	4.4%	5.3%	1.6%	6.1%	6.3%	4.4%
Very Dissatisfied	0.0%	0.0%	2.1%	3.1%	2.0%	0.0%	1.2%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q9e. Appearance & maintenance of existing City parks

Very Satisfied	21.8%	26.0%	24.5%	20.6%	30.6%	25.0%	23.6%
Satisfied	58.2%	43.3%	58.2%	52.9%	34.7%	46.9%	51.2%
Neutral	20.0%	26.9%	13.3%	23.5%	24.5%	25.0%	21.3%
Dissatisfied	0.0%	2.9%	2.0%	0.0%	8.2%	3.1%	2.4%
Very Dissatisfied	0.0%	1.0%	2.0%	2.9%	2.0%	0.0%	1.5%

Q9f. Number of City parks

Very Satisfied	23.5%	25.8%	21.2%	21.2%	27.1%	21.9%	22.7%
Satisfied	37.3%	30.9%	40.4%	47.0%	35.4%	37.5%	38.4%
Neutral	31.4%	30.9%	21.2%	24.2%	16.7%	28.1%	26.1%
Dissatisfied	7.8%	8.2%	15.2%	7.6%	12.5%	9.4%	10.3%
Very Dissatisfied	0.0%	4.1%	2.0%	0.0%	8.3%	3.1%	2.5%

Q9. Which TWO PARKS items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q9. Sum of Top 2 Choices</u>							
Quality of pool facility	23.3%	24.1%	31.1%	35.3%	44.0%	53.1%	30.4%
Availability of gym space	25.0%	29.6%	39.8%	42.6%	52.0%	46.9%	36.3%
Quality of facilities such as picnic shelters & playgrounds in City parks	15.0%	27.8%	33.0%	35.3%	32.0%	15.6%	29.1%
Quality of outdoor athletic fields	10.0%	7.4%	6.8%	7.4%	8.0%	12.5%	8.4%
Appearance & maintenance of existing City parks	20.0%	21.3%	26.2%	23.5%	28.0%	21.9%	23.7%
Number of City parks	16.7%	17.6%	16.5%	11.8%	10.0%	12.5%	14.9%
None chosen	41.7%	31.5%	19.4%	19.1%	12.0%	15.6%	24.9%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q10a. Maintenance of major City streets</u>							
Very Satisfied	1.8%	12.5%	9.4%	6.2%	12.5%	6.3%	8.0%
Satisfied	50.0%	48.1%	54.2%	56.9%	31.3%	40.6%	47.3%
Neutral	17.9%	20.2%	16.7%	24.6%	33.3%	21.9%	22.3%
Dissatisfied	21.4%	15.4%	16.7%	12.3%	16.7%	21.9%	17.9%
Very Dissatisfied	8.9%	3.8%	3.1%	0.0%	6.3%	9.4%	4.4%
 <u>Q10b. Maintenance of streets in your neighborhood</u>							
Very Satisfied	5.5%	11.5%	11.6%	7.8%	15.2%	6.5%	9.2%
Satisfied	36.4%	46.2%	46.3%	56.3%	23.9%	41.9%	42.4%
Neutral	27.3%	17.3%	20.0%	14.1%	26.1%	19.4%	20.4%
Dissatisfied	27.3%	19.2%	12.6%	18.8%	21.7%	25.8%	20.9%
Very Dissatisfied	3.6%	5.8%	9.5%	3.1%	13.0%	6.5%	7.2%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q10c. Mowing & trimming along City streets & other public areas</u>							
Very Satisfied	5.4%	16.5%	9.4%	7.8%	13.0%	3.1%	9.4%
Satisfied	44.6%	42.7%	52.1%	57.8%	32.6%	43.8%	45.5%
Neutral	35.7%	30.1%	26.0%	23.4%	30.4%	25.0%	29.2%
Dissatisfied	12.5%	7.8%	9.4%	10.9%	17.4%	25.0%	13.2%
Very Dissatisfied	1.8%	2.9%	3.1%	0.0%	6.5%	3.1%	2.7%
 <u>Q10d. Adequacy of City street lighting</u>							
Very Satisfied	3.6%	10.6%	9.4%	6.2%	16.7%	6.3%	8.2%
Satisfied	53.6%	38.5%	53.1%	52.3%	20.8%	43.8%	44.2%
Neutral	30.4%	25.0%	15.6%	27.7%	41.7%	18.8%	26.8%
Dissatisfied	10.7%	22.1%	18.8%	12.3%	12.5%	28.1%	16.8%
Very Dissatisfied	1.8%	3.8%	3.1%	1.5%	8.3%	3.1%	4.0%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q10e. Timing of street lights</u>							
Very Satisfied	3.6%	14.4%	7.3%	6.3%	12.8%	3.3%	8.1%
Satisfied	41.1%	38.5%	44.8%	51.6%	31.9%	43.3%	41.8%
Neutral	28.6%	24.0%	33.3%	25.0%	29.8%	26.7%	29.5%
Dissatisfied	14.3%	18.3%	9.4%	14.1%	17.0%	23.3%	14.8%
Very Dissatisfied	12.5%	4.8%	5.2%	3.1%	8.5%	3.3%	5.8%

Q10. Which TWO Street related items do you think should receive the most emphasis from City leaders over the next two years? (top 2)

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q10. Sum of Top 2 Choices</u>							
Maintenance of major City streets	28.3%	37.0%	47.6%	42.6%	42.0%	46.9%	40.5%
Maintenance of streets in your neighborhood	30.0%	37.0%	33.0%	32.4%	32.0%	43.8%	34.6%
Mowing & trimming along City streets & other public areas	11.7%	13.9%	21.4%	26.5%	22.0%	25.0%	19.9%
Adequacy of City street lighting	18.3%	34.3%	26.2%	25.0%	26.0%	25.0%	26.4%
Timing of street lights	25.0%	25.9%	20.4%	20.6%	16.0%	18.8%	20.8%
None chosen	40.0%	20.4%	21.4%	23.5%	30.0%	15.6%	25.2%

Q11. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q11. Have you called, e-mailed or visited City during past year</u>							
Yes	40.7%	40.4%	43.6%	37.5%	42.9%	50.0%	42.8%
No	59.3%	59.6%	56.4%	62.5%	57.1%	50.0%	57.2%

Q11a. (If YES to Question 11) How easy was it to contact the person you needed to reach? (without "don't know")

N=192

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q11a. How easy was it to contact person</u>							
Very easy	14.3%	38.5%	40.0%	50.0%	20.0%	31.3%	32.8%
Somewhat easy	38.1%	43.6%	32.5%	33.3%	40.0%	43.8%	37.1%
Difficult	19.0%	10.3%	20.0%	12.5%	30.0%	12.5%	20.4%
Very difficult	28.6%	7.7%	7.5%	4.2%	10.0%	12.5%	9.7%

Q11b. (If YES to Question 11) What department did you contact? (without "none chosen")

N=185

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q11b. What Dept did you contact</u>							
Police	23.8%	37.5%	32.5%	41.7%	47.6%	53.3%	37.3%
Senior Center	14.3%	2.5%	5.0%	4.2%	0.0%	6.7%	4.9%
Planning & Building	19.0%	5.0%	25.0%	4.2%	33.3%	33.3%	16.8%
Parks & Recreation	0.0%	12.5%	15.0%	25.0%	19.0%	26.7%	15.7%
City Engineer	4.8%	5.0%	12.5%	4.2%	4.8%	13.3%	7.0%
Event Permits	0.0%	0.0%	5.0%	0.0%	0.0%	6.7%	1.6%
Utility Billing	14.3%	27.5%	32.5%	41.7%	14.3%	40.0%	27.0%
Municipal Services	19.0%	12.5%	25.0%	20.8%	42.9%	40.0%	23.8%
Adminstration	9.5%	5.0%	15.0%	25.0%	9.5%	20.0%	14.1%
Other	28.6%	20.0%	10.0%	12.5%	9.5%	6.7%	15.1%

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

N=192	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q11c-1. They were courteous & polite</u>							
Always	35.0%	70.0%	55.0%	62.5%	30.0%	50.0%	53.0%
Usually	35.0%	20.0%	30.0%	20.8%	45.0%	18.8%	30.3%
Sometimes	25.0%	5.0%	15.0%	8.3%	10.0%	31.3%	12.4%
Seldom	5.0%	2.5%	0.0%	8.3%	5.0%	0.0%	2.7%
Never	0.0%	2.5%	0.0%	0.0%	10.0%	0.0%	1.6%
 <u>Q11c-2. They gave prompt, accurate, & complete answers to questions</u>							
Always	25.0%	47.5%	46.3%	54.2%	20.0%	37.5%	40.3%
Usually	35.0%	27.5%	26.8%	20.8%	30.0%	18.8%	28.0%
Sometimes	35.0%	15.0%	12.2%	16.7%	25.0%	25.0%	19.4%
Seldom	5.0%	5.0%	7.3%	8.3%	15.0%	18.8%	8.1%
Never	0.0%	5.0%	7.3%	0.0%	10.0%	0.0%	4.3%

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

N=192	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q11c-3. They did what they said they would do in a timely manner</u>							
Always	23.8%	42.5%	42.5%	50.0%	26.3%	43.8%	38.1%
Usually	23.8%	30.0%	25.0%	20.8%	26.3%	18.8%	26.0%
Sometimes	33.3%	12.5%	15.0%	12.5%	26.3%	12.5%	18.2%
Seldom	14.3%	7.5%	7.5%	12.5%	5.3%	18.8%	10.5%
Never	4.8%	7.5%	10.0%	4.2%	15.8%	6.3%	7.2%
 <u>Q11c-4. They helped you resolve an issue to your satisfaction</u>							
Always	28.6%	41.5%	34.1%	50.0%	15.8%	31.3%	34.4%
Usually	14.3%	22.0%	29.3%	20.8%	31.6%	31.3%	24.7%
Sometimes	33.3%	19.5%	12.2%	16.7%	26.3%	12.5%	19.4%
Seldom	14.3%	2.4%	14.6%	0.0%	10.5%	6.3%	8.6%
Never	9.5%	14.6%	9.8%	12.5%	15.8%	18.8%	12.9%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q12a. Availability of information about City programs & services</u>							
Very Satisfied	17.0%	12.4%	10.0%	3.2%	6.0%	10.0%	8.9%
Satisfied	22.6%	34.0%	43.3%	43.5%	30.0%	46.7%	36.6%
Neutral	41.5%	38.1%	25.6%	37.1%	34.0%	33.3%	35.7%
Dissatisfied	13.2%	14.4%	18.9%	11.3%	20.0%	10.0%	15.4%
Very Dissatisfied	5.7%	1.0%	2.2%	4.8%	10.0%	0.0%	3.5%
 <u>Q12b. City efforts to keep you informed about local issues</u>							
Very Satisfied	9.8%	10.2%	6.5%	3.2%	6.3%	6.5%	6.5%
Satisfied	31.4%	30.6%	43.0%	45.2%	29.2%	38.7%	36.1%
Neutral	35.3%	35.7%	23.7%	33.9%	35.4%	29.0%	31.9%
Dissatisfied	17.6%	17.3%	21.5%	12.9%	18.8%	25.8%	19.7%
Very Dissatisfied	5.9%	6.1%	5.4%	4.8%	10.4%	0.0%	5.8%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	

Q12c. Overall quality of City's website

Very Satisfied	6.5%	9.1%	6.3%	3.5%	6.5%	3.3%	5.6%
Satisfied	22.6%	39.0%	34.2%	52.6%	34.8%	36.7%	38.4%
Neutral	61.3%	39.0%	41.8%	22.8%	32.6%	43.3%	38.1%
Dissatisfied	6.5%	10.4%	12.7%	15.8%	17.4%	13.3%	13.0%
Very Dissatisfied	3.2%	2.6%	5.1%	5.3%	8.7%	3.3%	4.8%

Q12d. Level of public involvement in local decision making

Very Satisfied	5.0%	3.6%	4.0%	3.6%	2.1%	6.5%	3.8%
Satisfied	15.0%	26.5%	24.0%	27.3%	21.3%	22.6%	22.6%
Neutral	47.5%	39.8%	49.3%	50.9%	36.2%	48.4%	45.4%
Dissatisfied	17.5%	20.5%	16.0%	16.4%	21.3%	16.1%	18.8%
Very Dissatisfied	15.0%	9.6%	6.7%	1.8%	19.1%	6.5%	9.4%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q12e. Timeliness of information provided by City</u>							
Very Satisfied	2.4%	2.3%	4.9%	3.4%	6.4%	13.8%	4.1%
Satisfied	26.2%	33.3%	39.5%	35.6%	17.0%	31.0%	31.1%
Neutral	47.6%	48.3%	38.3%	45.8%	51.1%	34.5%	45.9%
Dissatisfied	16.7%	11.5%	14.8%	11.9%	10.6%	13.8%	13.5%
Very Dissatisfied	7.1%	4.6%	2.5%	3.4%	14.9%	6.9%	5.4%
 <u>Q12f. City e-mail information update service</u>							
Very Satisfied	3.8%	3.1%	5.8%	2.8%	0.0%	17.6%	4.4%
Satisfied	23.1%	27.7%	30.8%	33.3%	13.8%	23.5%	26.4%
Neutral	53.8%	56.9%	40.4%	50.0%	58.6%	47.1%	50.8%
Dissatisfied	15.4%	6.2%	19.2%	8.3%	17.2%	5.9%	12.4%
Very Dissatisfied	3.8%	6.2%	3.8%	5.6%	10.3%	5.9%	6.0%

Q12. Which TWO Communication items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q12. Sum of Top 2 Choices</u>							
Availability of information about City programs & services	41.7%	28.7%	29.1%	25.0%	26.0%	28.1%	28.7%
City efforts to keep you informed about local issues	38.3%	43.5%	38.8%	41.2%	46.0%	34.4%	39.8%
Overall quality of City's website	5.0%	1.9%	17.5%	16.2%	14.0%	21.9%	11.7%
Level of public involvement in local decision making	21.7%	28.7%	35.0%	26.5%	42.0%	34.4%	30.2%
Timeliness of information provided by City	11.7%	10.2%	24.3%	16.2%	14.0%	9.4%	14.7%
City e-mail information update service	5.0%	12.0%	12.6%	17.6%	16.0%	9.4%	11.5%
None chosen	35.0%	34.3%	20.4%	27.9%	18.0%	25.0%	29.1%

Q13. Where do you currently get news and information about City programs, services, and events? (without "don't know")

N=461

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q13. Where do you currently get news & information about City programs, services, & events</u>							
The Citizen Telegram	30.5%	47.1%	45.5%	40.3%	60.4%	59.4%	46.2%
The Post Independent	83.1%	82.7%	77.8%	77.6%	72.9%	84.4%	80.7%
City web-site/RifleNOW	20.3%	20.2%	44.4%	46.3%	58.3%	53.1%	37.1%
Public meetings	6.8%	11.5%	10.1%	9.0%	20.8%	21.9%	11.5%
City email update service	1.7%	1.9%	9.1%	3.0%	6.3%	3.1%	4.3%
Other	49.2%	33.7%	34.3%	26.9%	29.2%	18.8%	33.0%

Q13a. from which TWO sources of information listed in Question 13 above would you prefer to get information from the City? (top 2)

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q13a. Sum of Top 2 Choices</u>							
The Citizen Telegram	23.3%	33.3%	28.2%	26.5%	28.0%	40.6%	28.9%
The Post Independent	56.7%	43.5%	50.5%	50.0%	40.0%	37.5%	47.2%
City web-site/RifleNOW	18.3%	22.2%	36.9%	27.9%	52.0%	46.9%	29.6%
Public meetings	11.7%	5.6%	6.8%	4.4%	6.0%	9.4%	6.9%
City email update service	11.7%	21.3%	30.1%	42.6%	28.0%	25.0%	25.2%
Other	21.7%	15.7%	11.7%	10.3%	8.0%	9.4%	13.0%
Don't know	25.0%	21.3%	15.5%	16.2%	16.0%	9.4%	20.3%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q14a. Downtown</u>							
Much Too Little	7.0%	9.4%	7.3%	12.1%	24.5%	12.5%	11.3%
Too Little	34.9%	35.3%	35.4%	29.3%	30.6%	53.1%	35.9%
Just Right	51.2%	49.4%	56.3%	58.6%	38.8%	31.3%	48.9%
Too Much	4.7%	3.5%	0.0%	0.0%	4.1%	3.1%	2.5%
Much too Much	2.3%	2.4%	1.0%	0.0%	2.0%	0.0%	1.5%
 <u>Q14b. South Rifle (Airport Road)</u>							
Much Too Little	2.7%	5.0%	3.4%	3.5%	14.9%	6.3%	5.2%
Too Little	13.5%	21.3%	28.4%	17.5%	29.8%	28.1%	24.5%
Just Right	73.0%	62.5%	59.1%	64.9%	46.8%	59.4%	58.7%
Too Much	8.1%	10.0%	5.7%	10.5%	6.4%	6.3%	8.9%
Much too Much	2.7%	1.3%	3.4%	3.5%	2.1%	0.0%	2.6%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q14c. North Rifle</u>							
Much Too Little	5.6%	7.4%	4.6%	7.3%	20.0%	3.3%	8.6%
Too Little	22.2%	27.2%	28.7%	32.7%	24.4%	43.3%	29.9%
Just Right	72.2%	59.3%	65.5%	54.5%	53.3%	53.3%	58.6%
Too Much	0.0%	3.7%	1.1%	5.5%	0.0%	0.0%	2.1%
Much too Much	0.0%	2.5%	0.0%	0.0%	2.2%	0.0%	0.8%
 <u>Q14d. East Rifle</u>							
Much Too Little	0.0%	3.8%	3.6%	0.0%	20.0%	6.9%	5.2%
Too Little	18.9%	22.5%	22.9%	18.2%	22.2%	13.8%	20.9%
Just Right	75.7%	62.5%	71.1%	78.2%	53.3%	79.3%	69.0%
Too Much	2.7%	10.0%	1.2%	3.6%	2.2%	0.0%	3.8%
Much too Much	2.7%	1.3%	1.2%	0.0%	2.2%	0.0%	1.1%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q14e. West Rifle (Hill)</u>							
Much Too Little	5.7%	6.5%	3.8%	1.8%	21.4%	0.0%	6.7%
Too Little	14.3%	26.0%	17.5%	25.5%	16.7%	23.3%	21.3%
Just Right	77.1%	61.0%	76.3%	70.9%	61.9%	76.7%	68.9%
Too Much	2.9%	3.9%	2.5%	1.8%	0.0%	0.0%	2.5%
Much too Much	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.6%

<u>Q14f. West Rifle (Hwy 6)</u>							
Much Too Little	13.2%	11.5%	7.1%	3.6%	20.9%	10.0%	10.6%
Too Little	13.2%	30.8%	36.5%	34.5%	23.3%	33.3%	30.7%
Just Right	73.7%	50.0%	54.1%	58.2%	53.5%	56.7%	55.7%
Too Much	0.0%	3.8%	2.4%	1.8%	2.3%	0.0%	1.9%
Much too Much	0.0%	3.8%	0.0%	1.8%	0.0%	0.0%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q15a. Law enforcement</u>							
Should Be Much Higher	11.8%	6.5%	8.1%	0.0%	6.3%	9.4%	7.1%
Should Be A Little Higher	43.1%	35.5%	32.3%	41.5%	22.9%	9.4%	32.4%
Should Stay the Same	43.1%	51.6%	57.6%	53.8%	60.4%	78.1%	55.9%
Should Be A Little Lower	2.0%	5.4%	2.0%	4.6%	8.3%	3.1%	3.9%
Should Be Much Lower	0.0%	1.1%	0.0%	0.0%	2.1%	0.0%	0.7%
 <u>Q15b. Parks & open space</u>							
Should Be Much Higher	10.2%	9.4%	9.3%	10.9%	14.9%	9.4%	10.8%
Should Be A Little Higher	28.6%	37.5%	39.2%	37.5%	27.7%	25.0%	33.5%
Should Stay the Same	57.1%	49.0%	50.5%	48.4%	51.1%	65.6%	52.1%
Should Be A Little Lower	4.1%	3.1%	1.0%	1.6%	4.3%	0.0%	2.5%
Should Be Much Lower	0.0%	1.0%	0.0%	1.6%	2.1%	0.0%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q15c. Recreation programs</u>							
Should Be Much Higher	19.1%	12.0%	22.1%	15.9%	26.1%	16.1%	18.0%
Should Be A Little Higher	25.5%	43.5%	50.0%	44.4%	37.0%	38.7%	41.0%
Should Stay the Same	51.1%	40.2%	26.7%	36.5%	32.6%	38.7%	37.1%
Should Be A Little Lower	4.3%	2.2%	0.0%	1.6%	2.2%	3.2%	2.2%
Should Be Much Lower	0.0%	2.2%	1.2%	1.6%	2.2%	3.2%	1.7%
 <u>Q15d. Recreation facilities</u>							
Should Be Much Higher	24.0%	30.5%	39.4%	38.7%	45.8%	31.3%	35.6%
Should Be A Little Higher	36.0%	28.4%	37.2%	30.6%	31.3%	37.5%	32.6%
Should Stay the Same	34.0%	36.8%	22.3%	29.0%	18.8%	28.1%	28.1%
Should Be A Little Lower	6.0%	2.1%	0.0%	1.6%	2.1%	0.0%	1.9%
Should Be Much Lower	0.0%	2.1%	1.1%	0.0%	2.1%	3.1%	1.9%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q15e. Maintenance of infrastructure</u>							
Should Be Much Higher	22.0%	16.2%	17.8%	6.2%	37.5%	25.0%	19.5%
Should Be A Little Higher	52.0%	50.5%	55.4%	44.6%	27.1%	50.0%	49.2%
Should Stay the Same	26.0%	31.3%	25.7%	49.2%	29.2%	25.0%	30.0%
Should Be A Little Lower	0.0%	2.0%	1.0%	0.0%	4.2%	0.0%	1.1%
Should Be Much Lower	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.2%
 <u>Q15f. Maintenance of utilities</u>							
Should Be Much Higher	17.8%	23.7%	24.7%	21.9%	42.6%	25.0%	25.3%
Should Be A Little Higher	35.6%	45.4%	42.3%	40.6%	27.7%	40.6%	40.6%
Should Stay the Same	44.4%	24.7%	33.0%	35.9%	19.1%	31.3%	30.9%
Should Be A Little Lower	0.0%	6.2%	0.0%	1.6%	6.4%	3.1%	2.6%
Should Be Much Lower	2.2%	0.0%	0.0%	0.0%	4.3%	0.0%	0.7%

Q16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City? (top 2)

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q16. Sum of Top 2 Choices</u>							
Law enforcement	20.0%	15.7%	18.4%	14.7%	14.0%	18.8%	16.4%
Parks & open space	6.7%	12.0%	18.4%	10.3%	4.0%	9.4%	11.1%
Recreation programs	10.0%	13.0%	15.5%	19.1%	20.0%	9.4%	13.6%
Recreation facilities	13.3%	26.9%	45.6%	38.2%	44.0%	31.3%	32.7%
Maintenance of infrastructure	16.7%	16.7%	12.6%	23.5%	26.0%	40.6%	20.1%
Maintenance of utilities	13.3%	21.3%	21.4%	35.3%	14.0%	34.4%	22.0%
None chosen	58.3%	42.6%	31.1%	27.9%	34.0%	25.0%	38.4%

Q17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q17. Willing to pay more in taxes or fees to support an increase in level of service provided by City</u>							
Yes	19.6%	33.8%	54.9%	67.4%	53.8%	72.0%	44.7%
No	80.4%	66.2%	45.1%	32.6%	46.2%	28.0%	55.3%

Q18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q18. Willing to pay more in taxes or fees to avoid reductions in City services</u>							
Yes	23.3%	42.1%	56.6%	60.0%	44.7%	65.4%	45.5%
No	76.7%	57.9%	43.4%	40.0%	55.3%	34.6%	54.5%

Q19. In 2013 voters rejected a ballot initiative asking for a ¼ cent sales tax to pay for a Recreation Center. Would you support a ¼ cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility for uses such as: youth recreation programs, open gym, basketball, indoor soccer, volleyball, climbing, pickleball, tournaments, conferences, exhibits? (without "don't know")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q19. Would you support a ¼ cent sales tax to build a new outdoor pool & water play area as well as an indoor multi-use athletic facility</u>							
Yes	48.9%	63.3%	78.9%	79.7%	71.1%	83.3%	68.3%
No	51.1%	36.7%	21.1%	20.3%	28.9%	16.7%	31.7%

Q20. If you could choose only one "must have" recreation amenity, what would you choose? (without "don't know" or "none")

N=477

	Q24. Your total annual household income						Total
	Under \$25K	\$25K-\$49,999	\$50K-\$74,999	\$75K-\$99,999	\$100K-\$124,999	\$125K +	
<u>Q20. What would you choose</u>							
Gym space for basketball, volleyball, indoor soccer	7.3%	17.7%	20.8%	12.7%	16.7%	12.5%	16.2%
New outdoor pool & splash park	7.3%	11.5%	7.3%	9.5%	18.8%	3.1%	9.1%
New indoor pool & splash park	47.3%	40.6%	50.0%	54.0%	39.6%	50.0%	46.0%
More athletic fields	0.0%	1.0%	0.0%	1.6%	2.1%	3.1%	1.1%
Improvements to existing facilities	38.2%	29.2%	21.9%	22.2%	22.9%	31.3%	27.6%

***Crosstabular Data by:
Number of Years Lived in the City of Rifle***

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q1a. Overall quality of police services

Very Satisfied	27.0%	29.9%	22.2%	24.6%	17.8%	23.5%	23.8%
Satisfied	48.3%	41.8%	41.3%	45.6%	49.3%	50.6%	46.6%
Neutral	19.1%	20.9%	23.8%	22.8%	24.7%	18.8%	21.6%
Dissatisfied	3.4%	3.0%	7.9%	7.0%	5.5%	5.9%	5.5%
Very Dissatisfied	2.2%	4.5%	4.8%	0.0%	2.7%	1.2%	2.4%

Q1b. Overall quality of recreation programs

Very Satisfied	11.5%	9.4%	8.9%	3.7%	12.7%	12.2%	10.1%
Satisfied	37.2%	40.6%	39.3%	38.9%	38.1%	35.1%	38.2%
Neutral	33.3%	34.4%	35.7%	38.9%	31.7%	35.1%	34.7%
Dissatisfied	10.3%	15.6%	12.5%	14.8%	12.7%	14.9%	13.3%
Very Dissatisfied	7.7%	0.0%	3.6%	3.7%	4.8%	2.7%	3.7%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q1c. Overall quality of City parks

Very Satisfied	22.2%	16.4%	16.7%	14.0%	25.0%	16.5%	19.1%
Satisfied	52.2%	57.5%	39.4%	47.4%	50.0%	54.1%	49.9%
Neutral	18.9%	17.8%	27.3%	31.6%	20.8%	20.0%	22.3%
Dissatisfied	5.6%	6.8%	13.6%	7.0%	4.2%	9.4%	7.6%
Very Dissatisfied	1.1%	1.4%	3.0%	0.0%	0.0%	0.0%	1.1%

Q1d. Overall maintenance of City streets

Very Satisfied	12.9%	11.3%	7.8%	5.1%	6.8%	3.4%	8.1%
Satisfied	46.2%	40.8%	34.4%	32.2%	35.1%	37.5%	37.4%
Neutral	28.0%	21.1%	28.1%	18.6%	37.8%	25.0%	27.4%
Dissatisfied	7.5%	18.3%	17.2%	35.6%	12.2%	25.0%	18.6%
Very Dissatisfied	5.4%	8.5%	12.5%	8.5%	8.1%	9.1%	8.5%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q1e. Overall quality of City water utilities

Very Satisfied	10.0%	2.8%	3.2%	8.5%	4.1%	2.4%	5.0%
Satisfied	25.6%	29.2%	27.0%	28.8%	35.1%	28.2%	28.6%
Neutral	30.0%	13.9%	27.0%	25.4%	36.5%	25.9%	28.2%
Dissatisfied	23.3%	30.6%	20.6%	20.3%	17.6%	23.5%	21.9%
Very Dissatisfied	11.1%	23.6%	22.2%	16.9%	6.8%	20.0%	16.3%

Q1f. Overall quality of City sewer services

Very Satisfied	13.8%	8.5%	4.8%	8.8%	9.7%	7.1%	8.8%
Satisfied	50.6%	45.1%	47.6%	36.8%	47.2%	44.7%	45.8%
Neutral	27.6%	36.6%	36.5%	38.6%	36.1%	28.2%	33.8%
Dissatisfied	4.6%	5.6%	7.9%	10.5%	2.8%	12.9%	7.1%
Very Dissatisfied	3.4%	4.2%	3.2%	5.3%	4.2%	7.1%	4.4%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q1g. Overall effectiveness of City snow/ice removal

Very Satisfied	16.7%	8.1%	11.1%	10.2%	5.5%	5.7%	9.5%
Satisfied	54.4%	51.4%	42.9%	37.3%	47.9%	41.4%	46.5%
Neutral	17.8%	14.9%	20.6%	28.8%	26.0%	23.0%	21.7%
Dissatisfied	6.7%	17.6%	15.9%	18.6%	11.0%	19.5%	14.4%
Very Dissatisfied	4.4%	8.1%	9.5%	5.1%	9.6%	10.3%	8.0%

Q1h. Overall enforcement of City codes & ordinances

Very Satisfied	14.8%	9.0%	6.7%	7.1%	1.4%	6.1%	7.6%
Satisfied	32.1%	35.8%	30.0%	39.3%	38.6%	22.0%	32.2%
Neutral	33.3%	32.8%	35.0%	26.8%	21.4%	37.8%	31.7%
Dissatisfied	12.3%	17.9%	11.7%	21.4%	28.6%	20.7%	18.8%
Very Dissatisfied	7.4%	4.5%	16.7%	5.4%	10.0%	13.4%	9.7%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q1i. Overall quality of customer service you receive from City employees

Very Satisfied	32.6%	24.6%	16.9%	16.1%	17.1%	14.8%	21.1%
Satisfied	38.4%	39.1%	35.6%	44.6%	48.6%	40.7%	41.1%
Neutral	23.3%	29.0%	39.0%	33.9%	28.6%	32.1%	30.5%
Dissatisfied	4.7%	5.8%	5.1%	5.4%	4.3%	7.4%	5.2%
Very Dissatisfied	1.2%	1.4%	3.4%	0.0%	1.4%	4.9%	2.0%

Q1j. Overall effectiveness of City communication with public

Very Satisfied	17.6%	8.6%	8.5%	5.2%	5.6%	7.3%	8.9%
Satisfied	40.7%	38.6%	25.4%	37.9%	46.5%	30.5%	38.0%
Neutral	26.4%	35.7%	33.9%	34.5%	33.8%	39.0%	33.1%
Dissatisfied	9.9%	11.4%	25.4%	17.2%	11.3%	13.4%	14.0%
Very Dissatisfied	5.5%	5.7%	6.8%	5.2%	2.8%	9.8%	6.0%

Q1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q1k. Overall effectiveness of residential trash service

Very Satisfied	34.0%	32.9%	27.7%	25.9%	35.2%	25.9%	30.6%
Satisfied	45.7%	49.3%	53.8%	62.1%	54.9%	44.7%	50.6%
Neutral	17.0%	12.3%	15.4%	10.3%	8.5%	23.5%	15.3%
Dissatisfied	2.1%	2.7%	3.1%	1.7%	1.4%	0.0%	1.7%
Very Dissatisfied	1.1%	2.7%	0.0%	0.0%	0.0%	5.9%	1.7%

Q2. Which THREE of the items listed in Question 1 above do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 3)

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q2. Sum of Top 3 Choices

Quality of police services	23.4%	20.3%	19.4%	23.7%	24.3%	20.0%	22.0%
Quality of recreation programs	45.7%	25.7%	19.4%	32.2%	32.4%	24.4%	30.0%
Quality of City parks	23.4%	23.0%	22.4%	11.9%	17.6%	10.0%	18.2%
Maintenance of City streets	31.9%	39.2%	29.9%	47.5%	50.0%	51.1%	41.3%
Quality of City water utilities	55.3%	60.8%	56.7%	47.5%	40.5%	50.0%	50.7%
Quality of City sewer services	7.4%	5.4%	11.9%	11.9%	9.5%	15.6%	10.1%
Effectiveness of City snow/ice removal	13.8%	28.4%	22.4%	33.9%	25.7%	28.9%	25.4%
Enforcement of City codes & ordinances	23.4%	21.6%	26.9%	25.4%	32.4%	28.9%	27.0%
Customer service received from City employees	5.3%	8.1%	6.0%	6.8%	8.1%	7.8%	6.9%
Effectiveness of City communication with public	24.5%	24.3%	35.8%	28.8%	27.0%	24.4%	27.5%
Effectiveness of residential trash service	9.6%	6.8%	4.5%	1.7%	2.7%	6.7%	5.5%
None chosen	8.5%	6.8%	10.4%	6.8%	6.8%	6.7%	7.8%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q3a. Overall quality of services provided by City

Very Satisfied	10.2%	12.9%	8.2%	3.6%	8.3%	8.2%	8.9%
Satisfied	65.9%	45.7%	42.6%	54.5%	52.8%	38.8%	50.2%
Neutral	19.3%	37.1%	36.1%	38.2%	34.7%	41.2%	34.0%
Dissatisfied	3.4%	2.9%	11.5%	1.8%	2.8%	9.4%	5.3%
Very Dissatisfied	1.1%	1.4%	1.6%	1.8%	1.4%	2.4%	1.6%

Q3b. Overall value you receive for your City tax & fees

Very Satisfied	11.6%	5.6%	5.1%	0.0%	7.0%	7.2%	6.5%
Satisfied	40.7%	31.9%	22.0%	39.3%	22.5%	22.9%	29.8%
Neutral	30.2%	31.9%	44.1%	35.7%	33.8%	27.7%	33.9%
Dissatisfied	12.8%	23.6%	23.7%	17.9%	25.4%	27.7%	21.5%
Very Dissatisfied	4.7%	6.9%	5.1%	7.1%	11.3%	14.5%	8.3%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q3c. Overall image of City

Very Satisfied	10.0%	9.6%	4.8%	5.3%	11.0%	6.9%	8.2%
Satisfied	46.7%	31.5%	42.9%	36.8%	35.6%	35.6%	39.0%
Neutral	26.7%	41.1%	23.8%	43.9%	32.9%	33.3%	32.9%
Dissatisfied	11.1%	11.0%	22.2%	12.3%	16.4%	18.4%	14.9%
Very Dissatisfied	5.6%	6.8%	6.3%	1.8%	4.1%	5.7%	5.0%

Q3d. How well City is managing growth & development

Very Satisfied	7.2%	4.2%	6.6%	1.8%	8.2%	6.1%	6.1%
Satisfied	30.1%	36.6%	36.1%	26.8%	31.5%	26.8%	31.5%
Neutral	43.4%	35.2%	26.2%	42.9%	35.6%	26.8%	34.8%
Dissatisfied	14.5%	18.3%	19.7%	21.4%	17.8%	26.8%	19.6%
Very Dissatisfied	4.8%	5.6%	11.5%	7.1%	6.8%	13.4%	8.1%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q3e. Overall quality of life in City

Very Satisfied	15.4%	17.8%	9.7%	5.3%	18.1%	10.5%	13.3%
Satisfied	49.5%	43.8%	45.2%	49.1%	36.1%	45.3%	45.2%
Neutral	28.6%	24.7%	32.3%	31.6%	30.6%	31.4%	29.8%
Dissatisfied	5.5%	13.7%	9.7%	14.0%	11.1%	10.5%	10.0%
Very Dissatisfied	1.1%	0.0%	3.2%	0.0%	4.2%	2.3%	1.7%

Q3f. Overall feeling of safety in City

Very Satisfied	20.7%	21.6%	9.7%	11.9%	20.3%	11.5%	16.5%
Satisfied	53.3%	41.9%	58.1%	52.5%	44.6%	54.0%	50.3%
Neutral	19.6%	24.3%	24.2%	32.2%	28.4%	20.7%	24.6%
Dissatisfied	5.4%	8.1%	6.5%	3.4%	5.4%	10.3%	6.6%
Very Dissatisfied	1.1%	4.1%	1.6%	0.0%	1.4%	3.4%	1.9%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q3g. Availability of job opportunities

Very Satisfied	3.8%	1.6%	0.0%	0.0%	1.6%	1.4%	1.7%
Satisfied	15.2%	14.1%	10.2%	18.2%	12.7%	5.4%	13.2%
Neutral	41.8%	39.1%	42.4%	29.1%	36.5%	35.1%	37.8%
Dissatisfied	29.1%	28.1%	30.5%	41.8%	30.2%	43.2%	33.2%
Very Dissatisfied	10.1%	17.2%	16.9%	10.9%	19.0%	14.9%	14.1%

Q3h. Overall quality of new development

Very Satisfied	2.5%	3.0%	3.4%	1.9%	2.8%	1.3%	2.6%
Satisfied	27.8%	28.4%	20.7%	24.1%	23.9%	15.4%	23.5%
Neutral	46.8%	43.3%	41.4%	37.0%	45.1%	41.0%	43.0%
Dissatisfied	16.5%	19.4%	27.6%	31.5%	16.9%	28.2%	22.5%
Very Dissatisfied	6.3%	6.0%	6.9%	5.6%	11.3%	14.1%	8.5%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q3i. Appearance of residential property in City

Very Satisfied	3.2%	2.7%	0.0%	1.8%	1.4%	3.5%	2.4%
Satisfied	34.4%	27.0%	28.1%	50.9%	25.7%	23.3%	30.5%
Neutral	38.7%	45.9%	34.4%	29.1%	32.4%	34.9%	37.0%
Dissatisfied	17.2%	16.2%	28.1%	18.2%	31.1%	24.4%	22.2%
Very Dissatisfied	6.5%	8.1%	9.4%	0.0%	9.5%	14.0%	8.0%

Q3j. Appearance of commercial property in City

Very Satisfied	4.3%	2.7%	3.1%	1.8%	1.4%	1.1%	2.6%
Satisfied	30.1%	31.1%	26.6%	45.6%	33.8%	29.9%	32.1%
Neutral	43.0%	51.4%	42.2%	36.8%	40.5%	44.8%	43.9%
Dissatisfied	14.0%	10.8%	21.9%	14.0%	20.3%	17.2%	16.1%
Very Dissatisfied	8.6%	4.1%	6.3%	1.8%	4.1%	6.9%	5.4%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q3k. Overall quality of sidewalks & trails in City

Very Satisfied	10.0%	5.4%	1.6%	1.8%	4.1%	3.5%	4.8%
Satisfied	45.6%	40.5%	38.1%	47.4%	45.2%	48.2%	43.9%
Neutral	27.8%	32.4%	31.7%	36.8%	23.3%	24.7%	29.6%
Dissatisfied	11.1%	14.9%	20.6%	8.8%	23.3%	17.6%	16.1%
Very Dissatisfied	5.6%	6.8%	7.9%	5.3%	4.1%	5.9%	5.7%

Q3l. Sufficient number of sidewalks & trails in City

Very Satisfied	5.7%	4.1%	3.2%	7.0%	2.8%	7.4%	5.3%
Satisfied	36.4%	45.9%	33.3%	38.6%	40.3%	37.0%	38.4%
Neutral	35.2%	27.0%	27.0%	29.8%	34.7%	30.9%	30.7%
Dissatisfied	19.3%	17.6%	27.0%	17.5%	19.4%	18.5%	20.3%
Very Dissatisfied	3.4%	5.4%	9.5%	7.0%	2.8%	6.2%	5.3%

Q3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q3m. Overall safe walking routes to schools

Very Satisfied	5.6%	3.8%	3.9%	2.0%	1.6%	5.8%	4.6%
Satisfied	37.5%	32.1%	29.4%	30.6%	44.3%	34.8%	34.8%
Neutral	34.7%	35.8%	47.1%	44.9%	41.0%	36.2%	39.6%
Dissatisfied	19.4%	20.8%	9.8%	18.4%	8.2%	14.5%	15.1%
Very Dissatisfied	2.8%	7.5%	9.8%	4.1%	4.9%	8.7%	5.9%

Q4. Did you vote in the Rifle municipal election in 2013? (without "not provided")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
Q4. Did you vote in Rifle municipal election in 2013							
Yes	43.0%	76.4%	78.7%	85.2%	82.6%	90.7%	74.6%
No	57.0%	23.6%	21.3%	14.8%	17.4%	9.3%	25.4%

Q5. Have any members of your household attended or watched any Rifle public meeting in the last year? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
Q5. Have any members of your household attended or watched any Rifle public meeting last year							
Yes	23.4%	33.3%	44.3%	41.8%	37.1%	54.7%	38.5%
No	76.6%	66.7%	55.7%	58.2%	62.9%	45.3%	61.5%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q6a. In your neighborhood during the day

Very Safe	56.4%	53.4%	40.0%	39.0%	46.5%	32.6%	44.6%
Safe	35.1%	34.2%	47.7%	57.6%	45.1%	58.4%	46.7%
Neutral	6.4%	8.2%	7.7%	3.4%	8.5%	7.9%	6.8%
Not safe	1.1%	4.1%	1.5%	0.0%	0.0%	1.1%	1.3%
Not safe at all	1.1%	0.0%	3.1%	0.0%	0.0%	0.0%	0.6%

Q6b. In your neighborhood during the night

Very Safe	34.0%	26.0%	27.7%	22.0%	26.4%	16.9%	25.3%
Safe	44.7%	46.6%	41.5%	55.9%	44.4%	56.2%	48.5%
Neutral	9.6%	20.5%	18.5%	13.6%	23.6%	18.0%	17.0%
Not safe	9.6%	4.1%	9.2%	8.5%	5.6%	9.0%	7.9%
Not safe at all	2.1%	2.7%	3.1%	0.0%	0.0%	0.0%	1.3%

Q6. Public Safety. Using a scale of 1 to 5 where 5 means "Very Safe" and 1 means "Very Unsafe" please rate how safe you feel in the following areas. (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q6c. In public places throughout City during the day

Very Safe	43.6%	45.2%	36.4%	31.0%	37.5%	22.5%	35.0%
Safe	46.8%	39.7%	50.0%	60.3%	48.6%	61.8%	51.8%
Neutral	8.5%	12.3%	9.1%	8.6%	13.9%	13.5%	11.3%
Not safe	1.1%	2.7%	3.0%	0.0%	0.0%	2.2%	1.7%
Not safe at all	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.2%

Q6d. In public places throughout City during the night

Very Safe	18.0%	16.9%	13.1%	13.8%	21.1%	8.0%	14.7%
Safe	43.8%	38.0%	45.9%	41.4%	35.2%	44.8%	42.0%
Neutral	25.8%	38.0%	26.2%	36.2%	32.4%	31.0%	31.2%
Not safe	11.2%	5.6%	13.1%	8.6%	8.5%	14.9%	10.8%
Not safe at all	1.1%	1.4%	1.6%	0.0%	2.8%	1.1%	1.3%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q7a. Visibility of police in community

Very Satisfied	39.1%	34.2%	20.3%	22.4%	19.4%	12.6%	24.7%
Satisfied	47.8%	47.9%	48.4%	50.0%	40.3%	58.6%	49.0%
Neutral	9.8%	16.4%	20.3%	24.1%	23.6%	19.5%	18.9%
Dissatisfied	2.2%	1.4%	3.1%	3.4%	12.5%	9.2%	5.4%
Very Dissatisfied	1.1%	0.0%	7.8%	0.0%	4.2%	0.0%	1.9%

Q7b. City's overall efforts to prevent crime

Very Satisfied	21.4%	15.9%	20.0%	12.3%	20.3%	13.4%	17.1%
Satisfied	53.6%	49.3%	45.0%	54.4%	40.6%	51.2%	49.3%
Neutral	19.0%	24.6%	16.7%	24.6%	29.0%	24.4%	23.3%
Dissatisfied	4.8%	8.7%	15.0%	8.8%	8.7%	9.8%	8.9%
Very Dissatisfied	1.2%	1.4%	3.3%	0.0%	1.4%	1.2%	1.4%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q7c. Enforcement of local traffic laws

Very Satisfied	21.2%	11.4%	18.3%	13.8%	15.7%	10.6%	15.2%
Satisfied	48.2%	61.4%	48.3%	51.7%	51.4%	54.1%	52.6%
Neutral	17.6%	17.1%	21.7%	25.9%	27.1%	24.7%	22.1%
Dissatisfied	10.6%	8.6%	6.7%	6.9%	1.4%	10.6%	7.8%
Very Dissatisfied	2.4%	1.4%	5.0%	1.7%	4.3%	0.0%	2.2%

Q7d. Parking enforcement services

Very Satisfied	22.7%	14.3%	18.3%	9.1%	12.1%	9.9%	14.3%
Satisfied	49.3%	46.0%	38.3%	47.3%	43.9%	43.2%	45.1%
Neutral	24.0%	31.7%	33.3%	38.2%	36.4%	38.3%	33.4%
Dissatisfied	0.0%	6.3%	6.7%	5.5%	6.1%	4.9%	4.5%
Very Dissatisfied	4.0%	1.6%	3.3%	0.0%	1.5%	3.7%	2.6%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q7e. How quickly police respond to emergencies

Very Satisfied	32.9%	19.6%	26.5%	18.8%	21.4%	20.0%	23.4%
Satisfied	41.4%	44.6%	44.9%	58.3%	39.3%	47.5%	46.0%
Neutral	21.4%	30.4%	18.4%	22.9%	35.7%	26.3%	25.8%
Dissatisfied	2.9%	5.4%	8.2%	0.0%	1.8%	5.0%	3.7%
Very Dissatisfied	1.4%	0.0%	2.0%	0.0%	1.8%	1.3%	1.1%

Q7f. Enforcing codes designed to protect public safety & health

Very Satisfied	20.3%	12.1%	22.6%	7.8%	9.2%	12.7%	14.0%
Satisfied	42.0%	41.4%	24.5%	51.0%	46.2%	36.7%	40.8%
Neutral	26.1%	32.8%	32.1%	31.4%	38.5%	31.6%	31.4%
Dissatisfied	5.8%	8.6%	7.5%	3.9%	6.2%	15.2%	8.2%
Very Dissatisfied	5.8%	5.2%	13.2%	5.9%	0.0%	3.8%	5.6%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q7g. Quantity & quality of public safety education & events

Very Satisfied	21.9%	12.1%	17.0%	10.0%	6.1%	6.8%	12.3%
Satisfied	38.4%	48.3%	35.8%	42.0%	43.9%	39.7%	41.1%
Neutral	30.1%	32.8%	34.0%	36.0%	42.4%	43.8%	37.3%
Dissatisfied	2.7%	6.9%	3.8%	8.0%	6.1%	6.8%	5.4%
Very Dissatisfied	6.8%	0.0%	9.4%	4.0%	1.5%	2.7%	3.9%

Q7h. Number of neighborhood patrols

Very Satisfied	18.8%	8.2%	9.4%	5.5%	7.4%	6.7%	9.4%
Satisfied	36.3%	41.0%	32.1%	40.0%	35.3%	32.0%	35.5%
Neutral	27.5%	42.6%	28.3%	34.5%	35.3%	45.3%	36.7%
Dissatisfied	15.0%	8.2%	17.0%	16.4%	13.2%	13.3%	13.8%
Very Dissatisfied	2.5%	0.0%	13.2%	3.6%	8.8%	2.7%	4.7%

Q7. Satisfaction with City Services. Please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q7i. Enforcement of criminal law

Very Satisfied	17.6%	12.1%	17.0%	11.5%	12.5%	11.1%	13.4%
Satisfied	51.4%	53.4%	41.5%	42.3%	34.4%	36.1%	43.4%
Neutral	20.3%	20.7%	30.2%	36.5%	43.8%	40.3%	31.9%
Dissatisfied	5.4%	8.6%	7.5%	5.8%	7.8%	9.7%	7.7%
Very Dissatisfied	5.4%	5.2%	3.8%	3.8%	1.6%	2.8%	3.6%

Q7j. Overall quality of Rifle Police Department

Very Satisfied	28.9%	18.3%	22.6%	18.6%	16.7%	20.7%	21.3%
Satisfied	51.1%	49.3%	37.1%	52.5%	52.8%	49.4%	49.1%
Neutral	13.3%	23.9%	29.0%	25.4%	20.8%	24.1%	22.0%
Dissatisfied	2.2%	4.2%	6.5%	3.4%	8.3%	4.6%	5.0%
Very Dissatisfied	4.4%	4.2%	4.8%	0.0%	1.4%	1.1%	2.6%

Q7. Which TWO Public Safety items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q7. Sum of Top 2 Choices

Visibility of police in community	9.6%	10.8%	9.0%	16.9%	27.0%	24.4%	15.9%
City's overall efforts to prevent crime	29.8%	36.5%	23.9%	28.8%	25.7%	26.7%	27.7%
Enforcement of local traffic laws	11.7%	13.5%	10.4%	6.8%	10.8%	11.1%	10.9%
Parking enforcement services	2.1%	5.4%	1.5%	5.1%	2.7%	3.3%	3.1%
How quickly police respond to emergencies	11.7%	9.5%	7.5%	16.9%	9.5%	8.9%	10.3%
Enforcing codes designed to protect public safety & health	19.1%	16.2%	11.9%	16.9%	13.5%	12.2%	15.9%
Quantity & quality of public safety education & events	12.8%	6.8%	14.9%	15.3%	9.5%	12.2%	11.7%
Number of neighborhood patrols	30.9%	18.9%	28.4%	30.5%	28.4%	25.6%	27.3%
Enforcement of criminal law	19.1%	17.6%	23.9%	11.9%	13.5%	17.8%	17.2%
Quality of Rifle Police Department	8.5%	16.2%	6.0%	10.2%	8.1%	10.0%	9.6%
None chosen	19.1%	21.6%	28.4%	16.9%	23.0%	20.0%	22.0%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q8a. Enforcing cleanup of litter & debris on private property

Very Satisfied	3.4%	7.6%	6.5%	0.0%	1.4%	2.4%	3.6%
Satisfied	29.2%	22.7%	21.0%	40.4%	19.7%	22.4%	25.2%
Neutral	30.3%	34.8%	25.8%	26.3%	26.8%	24.7%	28.3%
Dissatisfied	25.8%	24.2%	25.8%	24.6%	33.8%	31.8%	27.9%
Very Dissatisfied	11.2%	10.6%	21.0%	8.8%	18.3%	18.8%	15.0%

Q8b. Enforcing mowing & trimming of grass & weeds

Very Satisfied	5.7%	5.9%	6.5%	1.8%	0.0%	4.6%	4.2%
Satisfied	28.4%	29.4%	22.6%	28.6%	19.7%	18.4%	24.0%
Neutral	33.0%	32.4%	25.8%	26.8%	29.6%	28.7%	30.0%
Dissatisfied	22.7%	25.0%	29.0%	32.1%	39.4%	31.0%	29.3%
Very Dissatisfied	10.2%	7.4%	16.1%	10.7%	11.3%	17.2%	12.4%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q8c. Enforcing codes designed to protect public safety & health

Very Satisfied	7.9%	6.8%	6.9%	3.7%	1.5%	1.2%	4.4%
Satisfied	48.7%	42.4%	31.0%	50.0%	36.4%	30.9%	39.3%
Neutral	35.5%	40.7%	34.5%	31.5%	51.5%	46.9%	40.7%
Dissatisfied	3.9%	5.1%	15.5%	11.1%	9.1%	12.3%	9.3%
Very Dissatisfied	3.9%	5.1%	12.1%	3.7%	1.5%	8.6%	6.3%

Q8d. Enforcing sign regulation

Very Satisfied	8.0%	5.2%	8.9%	7.3%	4.4%	3.7%	6.1%
Satisfied	45.3%	46.6%	26.8%	40.0%	38.2%	29.3%	36.9%
Neutral	33.3%	32.8%	42.9%	43.6%	48.5%	52.4%	43.3%
Dissatisfied	6.7%	13.8%	14.3%	3.6%	4.4%	9.8%	8.6%
Very Dissatisfied	6.7%	1.7%	7.1%	5.5%	4.4%	4.9%	5.1%

Q8. How Satisfied are you with Code Enforcement items? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
<u>Q8e. Quality of animal control</u>							
Very Satisfied	15.5%	12.3%	4.8%	9.1%	2.9%	8.3%	9.4%
Satisfied	39.3%	41.5%	46.0%	45.5%	35.7%	39.3%	40.3%
Neutral	29.8%	29.2%	22.2%	30.9%	42.9%	32.1%	31.4%
Dissatisfied	8.3%	7.7%	15.9%	10.9%	8.6%	10.7%	10.3%
Very Dissatisfied	7.1%	9.2%	11.1%	3.6%	10.0%	9.5%	8.7%

Q8. Which TWO Code Enforcement items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q8. Sum of Top 2 Choices

Enforcing cleanup of litter & debris on private property	55.3%	50.0%	43.3%	49.2%	60.8%	45.6%	50.1%
Enforcing mowing & trimming of grass & weeds	30.9%	33.8%	35.8%	47.5%	41.9%	44.4%	37.9%
Enforcing codes designed to protect public safety & health	25.5%	27.0%	20.9%	32.2%	14.9%	12.2%	21.6%
Enforcing sign regulation	7.4%	9.5%	9.0%	8.5%	4.1%	11.1%	8.2%
Quality of animal control	28.7%	21.6%	22.4%	20.3%	24.3%	16.7%	21.8%
None chosen	22.3%	27.0%	32.8%	18.6%	24.3%	32.2%	27.5%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q9a. Quality of pool facility

Very Satisfied	14.9%	14.0%	4.1%	2.3%	12.5%	9.1%	10.7%
Satisfied	52.2%	42.0%	32.7%	31.8%	32.1%	37.9%	38.2%
Neutral	20.9%	32.0%	28.6%	29.5%	25.0%	37.9%	29.5%
Dissatisfied	9.0%	8.0%	24.5%	25.0%	19.6%	7.6%	14.2%
Very Dissatisfied	3.0%	4.0%	10.2%	11.4%	10.7%	7.6%	7.5%

Q9b. Availability of gym space

Very Satisfied	4.4%	7.1%	3.8%	0.0%	3.8%	9.4%	5.1%
Satisfied	5.9%	14.3%	15.1%	19.1%	7.7%	12.5%	12.5%
Neutral	26.5%	26.8%	22.6%	31.9%	40.4%	39.1%	31.7%
Dissatisfied	33.8%	32.1%	35.8%	25.5%	34.6%	18.8%	29.2%
Very Dissatisfied	29.4%	19.6%	22.6%	23.4%	13.5%	20.3%	21.5%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q9c. Quality of facilities such as picnic shelters & playgrounds in City parks

Very Satisfied	16.1%	12.9%	12.9%	10.7%	14.5%	9.5%	13.3%
Satisfied	37.9%	45.7%	46.8%	44.6%	40.6%	42.9%	42.0%
Neutral	28.7%	31.4%	27.4%	33.9%	29.0%	32.1%	30.8%
Dissatisfied	14.9%	10.0%	9.7%	10.7%	13.0%	11.9%	11.7%
Very Dissatisfied	2.3%	0.0%	3.2%	0.0%	2.9%	3.6%	2.2%

Q9d. Quality of outdoor athletic fields

Very Satisfied	20.5%	20.9%	25.0%	16.1%	26.9%	23.8%	22.2%
Satisfied	56.6%	47.8%	48.3%	60.7%	53.7%	47.5%	51.3%
Neutral	18.1%	28.4%	18.3%	16.1%	17.9%	20.0%	20.8%
Dissatisfied	3.6%	3.0%	5.0%	7.1%	1.5%	6.3%	4.4%
Very Dissatisfied	1.2%	0.0%	3.3%	0.0%	0.0%	2.5%	1.2%

Q9. How Satisfied are you with Parks items? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q9e. Appearance & maintenance of existing City parks

Very Satisfied	26.7%	23.6%	19.4%	17.2%	29.2%	23.6%	23.6%
Satisfied	57.8%	45.8%	51.6%	63.8%	41.7%	51.7%	51.2%
Neutral	12.2%	29.2%	22.6%	17.2%	23.6%	20.2%	21.3%
Dissatisfied	3.3%	0.0%	1.6%	1.7%	4.2%	2.2%	2.4%
Very Dissatisfied	0.0%	1.4%	4.8%	0.0%	1.4%	2.2%	1.5%

Q9f. Number of City parks

Very Satisfied	25.0%	22.1%	24.1%	12.1%	27.5%	23.3%	22.7%
Satisfied	34.1%	36.8%	32.8%	51.7%	39.1%	41.9%	38.4%
Neutral	26.1%	29.4%	31.0%	24.1%	15.9%	26.7%	26.1%
Dissatisfied	11.4%	8.8%	10.3%	12.1%	13.0%	7.0%	10.3%
Very Dissatisfied	3.4%	2.9%	1.7%	0.0%	4.3%	1.2%	2.5%

Q9. Which TWO PARKS items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
<u>Q9. Sum of Top 2 Choices</u>							
Quality of pool facility	25.5%	21.6%	40.3%	35.6%	43.2%	25.6%	30.4%
Availability of gym space	43.6%	39.2%	35.8%	45.8%	37.8%	24.4%	36.3%
Quality of facilities such as picnic shelters & playgrounds in City parks	36.2%	24.3%	20.9%	30.5%	25.7%	33.3%	29.1%
Quality of outdoor athletic fields	9.6%	9.5%	9.0%	8.5%	4.1%	10.0%	8.4%
Appearance & maintenance of existing City parks	26.6%	28.4%	20.9%	16.9%	20.3%	27.8%	23.7%
Number of City parks	21.3%	21.6%	19.4%	11.9%	6.8%	7.8%	14.9%
None chosen	17.0%	25.7%	23.9%	20.3%	27.0%	30.0%	24.9%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q10a. Maintenance of major City streets

Very Satisfied	20.2%	4.2%	4.8%	5.2%	4.5%	4.5%	8.0%
Satisfied	48.3%	54.9%	43.5%	36.2%	53.7%	48.9%	47.3%
Neutral	15.7%	21.1%	27.4%	31.0%	19.4%	20.5%	22.3%
Dissatisfied	11.2%	19.7%	22.6%	25.9%	11.9%	18.2%	17.9%
Very Dissatisfied	4.5%	0.0%	1.6%	1.7%	10.4%	8.0%	4.4%

Q10b. Maintenance of streets in your neighborhood

Very Satisfied	19.3%	5.8%	9.7%	7.0%	4.6%	6.8%	9.2%
Satisfied	43.2%	47.8%	33.9%	35.1%	46.2%	46.6%	42.4%
Neutral	22.7%	17.4%	22.6%	22.8%	18.5%	18.2%	20.4%
Dissatisfied	9.1%	21.7%	25.8%	29.8%	20.0%	20.5%	20.9%
Very Dissatisfied	5.7%	7.2%	8.1%	5.3%	10.8%	8.0%	7.2%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q10c. Mowing & trimming along City streets & other public areas

Very Satisfied	19.1%	4.3%	7.9%	3.6%	9.2%	6.7%	9.4%
Satisfied	51.7%	55.1%	42.9%	46.4%	36.9%	42.7%	45.5%
Neutral	24.7%	31.9%	28.6%	32.1%	33.8%	25.8%	29.2%
Dissatisfied	1.1%	8.7%	14.3%	16.1%	18.5%	21.3%	13.2%
Very Dissatisfied	3.4%	0.0%	6.3%	1.8%	1.5%	3.4%	2.7%

Q10d. Adequacy of City street lighting

Very Satisfied	12.4%	7.1%	9.5%	1.7%	7.5%	10.2%	8.2%
Satisfied	52.8%	44.3%	44.4%	46.6%	41.8%	34.1%	44.2%
Neutral	22.5%	24.3%	28.6%	32.8%	28.4%	23.9%	26.8%
Dissatisfied	12.4%	20.0%	12.7%	15.5%	19.4%	22.7%	16.8%
Very Dissatisfied	0.0%	4.3%	4.8%	3.4%	3.0%	9.1%	4.0%

Q10. Satisfaction with Streets. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q10e. Timing of street lights

Very Satisfied	17.0%	5.8%	6.3%	1.8%	9.0%	5.7%	8.1%
Satisfied	48.9%	46.4%	39.7%	49.1%	38.8%	34.5%	41.8%
Neutral	26.1%	24.6%	33.3%	29.8%	32.8%	27.6%	29.5%
Dissatisfied	8.0%	17.4%	11.1%	17.5%	16.4%	20.7%	14.8%
Very Dissatisfied	0.0%	5.8%	9.5%	1.8%	3.0%	11.5%	5.8%

Q10. Which TWO Street related items do you think should receive the most emphasis from City leaders over the next two years? (top 2)

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q10. Sum of Top 2 Choices

Maintenance of major City streets	45.7%	32.4%	34.3%	45.8%	50.0%	40.0%	40.5%
Maintenance of streets in your neighborhood	33.0%	36.5%	31.3%	42.4%	40.5%	31.1%	34.6%
Mowing & trimming along City streets & other public areas	16.0%	18.9%	23.9%	18.6%	20.3%	23.3%	19.9%
Adequacy of City street lighting	28.7%	32.4%	23.9%	25.4%	21.6%	27.8%	26.4%
Timing of street lights	13.8%	24.3%	16.4%	23.7%	14.9%	30.0%	20.8%
None chosen	28.7%	23.0%	28.4%	20.3%	21.6%	21.1%	25.2%

Q11. Have you called, e-mailed or visited the City with a question, problem, or complaint during the past year? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
Q11. Have you called, e-mailed or visited City during past year							
Yes	45.1%	33.8%	43.5%	42.1%	31.8%	57.0%	42.8%
No	54.9%	66.2%	56.5%	57.9%	68.2%	43.0%	57.2%

Q11a. (If YES to Question 11) How easy was it to contact the person you needed to reach? (without "don't know")

N=192

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
Q11a. How easy was it to contact person							
Very easy	39.0%	52.2%	30.8%	17.4%	38.1%	23.9%	32.8%
Somewhat easy	46.3%	30.4%	26.9%	47.8%	28.6%	37.0%	37.1%
Difficult	12.2%	13.0%	30.8%	17.4%	23.8%	26.1%	20.4%
Very difficult	2.4%	4.3%	11.5%	17.4%	9.5%	13.0%	9.7%

Q11b. (If YES to Question 11) What department did you contact? (without "none chosen")

N=185

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
<u>Q11b. What Dept did you contact</u>							
Police	36.6%	50.0%	46.2%	14.3%	42.9%	31.9%	37.3%
Senior Center	2.4%	0.0%	11.5%	0.0%	4.8%	8.5%	4.9%
Planning & Building	14.6%	16.7%	23.1%	9.5%	9.5%	19.1%	16.8%
Parks & Recreation	24.4%	16.7%	19.2%	4.8%	9.5%	12.8%	15.7%
City Engineer	4.9%	16.7%	7.7%	14.3%	0.0%	4.3%	7.0%
Event Permits	4.9%	0.0%	0.0%	0.0%	0.0%	2.1%	1.6%
Utility Billing	34.1%	16.7%	26.9%	38.1%	19.0%	23.4%	27.0%
Municipal Services	14.6%	12.5%	26.9%	28.6%	23.8%	34.0%	23.8%
Adminstration	9.8%	4.2%	15.4%	9.5%	14.3%	25.5%	14.1%
Other	4.9%	20.8%	15.4%	23.8%	14.3%	19.1%	15.1%

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

N=192

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
<u>Q11c-1. They were courteous & polite</u>							
Always	65.0%	72.7%	40.0%	52.2%	42.9%	47.9%	53.0%
Usually	20.0%	18.2%	36.0%	30.4%	42.9%	33.3%	30.3%
Sometimes	7.5%	4.5%	16.0%	13.0%	14.3%	16.7%	12.4%
Seldom	2.5%	4.5%	4.0%	4.3%	0.0%	2.1%	2.7%
Never	5.0%	0.0%	4.0%	0.0%	0.0%	0.0%	1.6%

Q11c-2. They gave prompt, accurate, & complete answers to questions

Always	45.0%	60.9%	29.2%	50.0%	38.1%	31.3%	40.3%
Usually	30.0%	17.4%	29.2%	20.8%	28.6%	31.3%	28.0%
Sometimes	12.5%	17.4%	20.8%	16.7%	14.3%	27.1%	19.4%
Seldom	5.0%	4.3%	16.7%	8.3%	14.3%	6.3%	8.1%
Never	7.5%	0.0%	4.2%	4.2%	4.8%	4.2%	4.3%

Q11c. (If YES to Question 11) Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. For each item, please rate how often the employees you have contacted during the past year have displayed the behavior described on a scale of 5 to 1, where 5 means "Always" and 1 means "Never." (without "don't know")

N=192	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q11c-3. They did what they said they would do in a timely manner

Always	48.7%	56.5%	28.0%	39.1%	30.0%	30.4%	38.1%
Usually	20.5%	21.7%	24.0%	26.1%	30.0%	30.4%	26.0%
Sometimes	12.8%	8.7%	28.0%	17.4%	25.0%	21.7%	18.2%
Seldom	10.3%	8.7%	4.0%	4.3%	15.0%	13.0%	10.5%
Never	7.7%	4.3%	16.0%	13.0%	0.0%	4.3%	7.2%

Q11c-4. They helped you resolve an issue to your satisfaction

Always	45.0%	43.5%	28.0%	37.5%	30.0%	27.1%	34.4%
Usually	20.0%	34.8%	16.0%	33.3%	20.0%	25.0%	24.7%
Sometimes	17.5%	8.7%	20.0%	12.5%	30.0%	25.0%	19.4%
Seldom	7.5%	0.0%	16.0%	0.0%	5.0%	14.6%	8.6%
Never	10.0%	13.0%	20.0%	16.7%	15.0%	8.3%	12.9%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q12a. Availability of information about City programs & services

Very Satisfied	11.4%	7.5%	10.2%	1.8%	7.8%	12.5%	8.9%
Satisfied	39.8%	41.8%	33.9%	38.2%	35.9%	31.3%	36.6%
Neutral	27.3%	34.3%	32.2%	38.2%	37.5%	41.3%	35.7%
Dissatisfied	15.9%	11.9%	20.3%	20.0%	15.6%	12.5%	15.4%
Very Dissatisfied	5.7%	4.5%	3.4%	1.8%	3.1%	2.5%	3.5%

Q12b. City efforts to keep you informed about local issues

Very Satisfied	7.1%	6.0%	6.5%	1.8%	9.5%	7.2%	6.5%
Satisfied	38.8%	37.3%	37.1%	41.1%	33.3%	31.3%	36.1%
Neutral	29.4%	34.3%	27.4%	30.4%	25.4%	38.6%	31.9%
Dissatisfied	18.8%	16.4%	21.0%	21.4%	28.6%	16.9%	19.7%
Very Dissatisfied	5.9%	6.0%	8.1%	5.4%	3.2%	6.0%	5.8%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q12c. Overall quality of City's website

Very Satisfied	8.3%	6.5%	4.1%	2.4%	7.5%	3.3%	5.6%
Satisfied	44.4%	43.5%	36.7%	36.6%	41.5%	27.9%	38.4%
Neutral	29.2%	30.6%	38.8%	48.8%	34.0%	47.5%	38.1%
Dissatisfied	11.1%	16.1%	14.3%	9.8%	15.1%	13.1%	13.0%
Very Dissatisfied	6.9%	3.2%	6.1%	2.4%	1.9%	8.2%	4.8%

Q12d. Level of public involvement in local decision making

Very Satisfied	6.3%	3.2%	1.9%	0.0%	3.6%	6.7%	3.8%
Satisfied	31.7%	25.8%	25.9%	21.7%	19.6%	13.3%	22.6%
Neutral	42.9%	43.5%	40.7%	50.0%	53.6%	40.0%	45.4%
Dissatisfied	14.3%	22.6%	16.7%	15.2%	17.9%	25.3%	18.8%
Very Dissatisfied	4.8%	4.8%	14.8%	13.0%	5.4%	14.7%	9.4%

Q12. Communication. For each of the items below, please rate your satisfaction on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q12e. Timeliness of information provided by City

Very Satisfied	4.2%	3.2%	5.6%	0.0%	6.9%	5.6%	4.1%
Satisfied	37.5%	38.1%	27.8%	31.4%	31.0%	22.2%	31.1%
Neutral	44.4%	41.3%	44.4%	51.0%	50.0%	43.1%	45.9%
Dissatisfied	11.1%	12.7%	13.0%	13.7%	6.9%	20.8%	13.5%
Very Dissatisfied	2.8%	4.8%	9.3%	3.9%	5.2%	8.3%	5.4%

Q12f. City e-mail information update service

Very Satisfied	6.3%	2.6%	5.4%	0.0%	8.3%	4.5%	4.4%
Satisfied	27.1%	38.5%	18.9%	30.3%	22.2%	18.2%	26.4%
Neutral	45.8%	41.0%	45.9%	54.5%	55.6%	61.4%	50.8%
Dissatisfied	14.6%	10.3%	18.9%	12.1%	13.9%	6.8%	12.4%
Very Dissatisfied	6.3%	7.7%	10.8%	3.0%	0.0%	9.1%	6.0%

Q12. Which TWO Communication items do you think should receive the MOST EMPHASIS from City leaders over the next two years? (top 2)

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q12. Sum of Top 2 Choices

Availability of information about City programs & services	33.0%	23.0%	26.9%	25.4%	28.4%	32.2%	28.7%
City efforts to keep you informed about local issues	50.0%	37.8%	41.8%	42.4%	36.5%	33.3%	39.8%
Overall quality of City's website	14.9%	9.5%	7.5%	13.6%	14.9%	11.1%	11.7%
Level of public involvement in local decision making	28.7%	27.0%	25.4%	39.0%	32.4%	32.2%	30.2%
Timeliness of information provided by City	20.2%	13.5%	10.4%	13.6%	10.8%	18.9%	14.7%
City e-mail information update service	13.8%	13.5%	9.0%	11.9%	10.8%	11.1%	11.5%
None chosen	18.1%	36.5%	37.3%	23.7%	31.1%	27.8%	29.1%

Q13. Where do you currently get news and information about City programs, services, and events? (without "don't know")

N=461

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
<u>Q13. Where do you currently get news & information about City programs, services, & events</u>							
The Citizen Telegram	32.6%	32.4%	47.8%	44.8%	52.1%	65.5%	46.2%
The Post Independent	79.8%	73.2%	74.6%	86.2%	85.9%	83.9%	80.7%
City web-site/RifleNOW	43.8%	38.0%	32.8%	36.2%	47.9%	27.6%	37.1%
Public meetings	7.9%	7.0%	13.4%	10.3%	9.9%	17.2%	11.5%
City email update service	7.9%	1.4%	6.0%	1.7%	5.6%	2.3%	4.3%
Other	33.7%	31.0%	31.3%	36.2%	29.6%	34.5%	33.0%

Q13a. from which TWO sources of information listed in Question 13 above would you prefer to get information from the City? (top 2)

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q13a. Sum of Top 2 Choices

The Citizen Telegram	27.7%	16.2%	23.9%	37.3%	25.7%	41.1%	28.9%
The Post Independent	41.5%	41.9%	43.3%	54.2%	52.7%	53.3%	47.2%
City web-site/RifleNOW	40.4%	31.1%	22.4%	28.8%	32.4%	22.2%	29.6%
Public meetings	4.3%	5.4%	7.5%	10.2%	4.1%	10.0%	6.9%
City email update service	31.9%	33.8%	23.9%	18.6%	21.6%	23.3%	25.2%
Other	10.6%	13.5%	11.9%	20.3%	10.8%	10.0%	13.0%
Don't know	17.0%	21.6%	31.3%	11.9%	23.0%	16.7%	20.3%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q14a. Downtown

Much Too Little	13.9%	10.8%	9.6%	1.8%	15.6%	15.4%	11.3%
Too Little	39.2%	32.3%	34.6%	50.9%	26.6%	29.5%	35.9%
Just Right	45.6%	55.4%	50.0%	41.8%	53.1%	50.0%	48.9%
Too Much	0.0%	1.5%	3.8%	3.6%	3.1%	2.6%	2.5%
Much too Much	1.3%	0.0%	1.9%	1.8%	1.6%	2.6%	1.5%

Q14b. South Rifle (Airport Road)

Much Too Little	7.0%	6.8%	4.2%	5.7%	6.5%	2.6%	5.2%
Too Little	22.5%	22.0%	31.3%	24.5%	24.2%	22.4%	24.5%
Just Right	64.8%	62.7%	56.3%	60.4%	53.2%	55.3%	58.7%
Too Much	4.2%	8.5%	8.3%	5.7%	14.5%	11.8%	8.9%
Much too Much	1.4%	0.0%	0.0%	3.8%	1.6%	7.9%	2.6%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q14c. North Rifle

Much Too Little	8.7%	6.7%	6.3%	6.0%	11.9%	12.0%	8.6%
Too Little	20.3%	25.0%	39.6%	48.0%	30.5%	25.3%	29.9%
Just Right	65.2%	66.7%	52.1%	46.0%	55.9%	58.7%	58.6%
Too Much	5.8%	1.7%	0.0%	0.0%	0.0%	2.7%	2.1%
Much too Much	0.0%	0.0%	2.1%	0.0%	1.7%	1.3%	0.8%

14d. East Rifle

Much Too Little	5.8%	3.5%	10.6%	0.0%	9.7%	2.9%	5.2%
Too Little	18.8%	21.1%	21.3%	24.5%	17.7%	22.9%	20.9%
Just Right	73.9%	70.2%	61.7%	71.4%	67.7%	68.6%	69.0%
Too Much	1.4%	5.3%	4.3%	2.0%	4.8%	2.9%	3.8%
Much too Much	0.0%	0.0%	2.1%	2.0%	0.0%	2.9%	1.1%

Q14. City Projects and Maintenance: Using a five-point scale where 5 means "much too little" and 1 means "much too much," please rate the City's current pace of development in each of the following areas. (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q14e. West Rifle (Hill)

Much Too Little	7.5%	5.6%	11.6%	0.0%	9.5%	5.8%	6.7%
Too Little	11.9%	20.4%	23.3%	22.4%	27.0%	23.2%	21.3%
Just Right	79.1%	72.2%	60.5%	75.5%	60.3%	66.7%	68.9%
Too Much	1.5%	1.9%	4.7%	2.0%	1.6%	2.9%	2.5%
Much too Much	0.0%	0.0%	0.0%	0.0%	1.6%	1.4%	0.6%

Q14f. West Rifle (Hwy 6)

Much Too Little	11.9%	8.8%	8.5%	13.7%	9.4%	11.6%	10.6%
Too Little	28.4%	31.6%	38.3%	33.3%	29.7%	27.5%	30.7%
Just Right	56.7%	57.9%	48.9%	52.9%	59.4%	56.5%	55.7%
Too Much	0.0%	1.8%	4.3%	0.0%	0.0%	2.9%	1.9%
Much too Much	3.0%	0.0%	0.0%	0.0%	1.6%	1.4%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q15a. Law enforcement

Should Be Much Higher	7.0%	2.9%	16.1%	1.8%	8.8%	7.3%	7.1%
Should Be A Little Higher	30.2%	29.4%	27.4%	33.9%	33.8%	32.9%	32.4%
Should Stay the Same	58.1%	64.7%	46.8%	62.5%	52.9%	56.1%	55.9%
Should Be A Little Lower	4.7%	2.9%	8.1%	1.8%	4.4%	1.2%	3.9%
Should Be Much Lower	0.0%	0.0%	1.6%	0.0%	0.0%	2.4%	0.7%

Q15b. Parks & open space

Should Be Much Higher	12.5%	10.4%	15.0%	5.5%	11.8%	7.3%	10.8%
Should Be A Little Higher	40.9%	32.8%	40.0%	30.9%	35.3%	24.4%	33.5%
Should Stay the Same	45.5%	56.7%	40.0%	54.5%	50.0%	63.4%	52.1%
Should Be A Little Lower	1.1%	0.0%	1.7%	7.3%	2.9%	2.4%	2.5%
Should Be Much Lower	0.0%	0.0%	3.3%	1.8%	0.0%	2.4%	1.1%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q15c. Recreation programs

Should Be Much Higher	24.4%	13.6%	17.5%	21.6%	18.2%	11.1%	18.0%
Should Be A Little Higher	50.0%	47.5%	38.6%	35.3%	43.9%	35.8%	41.0%
Should Stay the Same	24.4%	39.0%	38.6%	39.2%	34.8%	44.4%	37.1%
Should Be A Little Lower	1.2%	0.0%	0.0%	3.9%	1.5%	4.9%	2.2%
Should Be Much Lower	0.0%	0.0%	5.3%	0.0%	1.5%	3.7%	1.7%

Q15d. Recreation facilities

Should Be Much Higher	40.0%	34.4%	37.1%	34.0%	46.3%	24.1%	35.6%
Should Be A Little Higher	37.6%	35.9%	33.9%	26.4%	26.9%	34.9%	32.6%
Should Stay the Same	22.4%	29.7%	25.8%	34.0%	23.9%	31.3%	28.1%
Should Be A Little Lower	0.0%	0.0%	0.0%	3.8%	0.0%	6.0%	1.9%
Should Be Much Lower	0.0%	0.0%	3.2%	1.9%	3.0%	3.6%	1.9%

Q15. Expectations for Services: Using a scale from 1 to 5, where 5 means the level of service provided by the City "Should Be Much Higher" than it is now and 1 means it "Should Be Much Lower", please indicate how the level of service provided by the City should change in each of the areas listed below. (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q15e. Maintenance of infrastructure

Should Be Much Higher	14.3%	17.6%	20.0%	21.1%	21.4%	23.5%	19.5%
Should Be A Little Higher	44.0%	44.1%	58.3%	50.9%	50.0%	50.6%	49.2%
Should Stay the Same	41.8%	36.8%	20.0%	26.3%	27.1%	24.7%	30.0%
Should Be A Little Lower	0.0%	1.5%	0.0%	1.8%	1.4%	1.2%	1.1%
Should Be Much Lower	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.2%

Q15f. Maintenance of utilities

Should Be Much Higher	30.6%	35.3%	29.8%	18.2%	20.6%	19.5%	25.3%
Should Be A Little Higher	41.2%	36.8%	42.1%	41.8%	42.6%	41.5%	40.6%
Should Stay the Same	27.1%	25.0%	24.6%	38.2%	32.4%	34.1%	30.9%
Should Be A Little Lower	1.2%	2.9%	1.8%	1.8%	2.9%	3.7%	2.6%
Should Be Much Lower	0.0%	0.0%	1.8%	0.0%	1.5%	1.2%	0.7%

Q16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City? (top 2)

N=477

Q21. How many years have you lived in Rifle?							Total
5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years		

Q16. Sum of Top 2 Choices

Law enforcement	18.1%	12.2%	16.4%	15.3%	18.9%	15.6%	16.4%
Parks & open space	16.0%	12.2%	4.5%	11.9%	13.5%	6.7%	11.1%
Recreation programs	22.3%	13.5%	7.5%	16.9%	14.9%	7.8%	13.6%
Recreation facilities	39.4%	33.8%	34.3%	30.5%	36.5%	25.6%	32.7%
Maintenance of infrastructure	19.1%	20.3%	25.4%	20.3%	18.9%	15.6%	20.1%
Maintenance of utilities	36.2%	25.7%	23.9%	22.0%	10.8%	12.2%	22.0%
None chosen	21.3%	39.2%	38.8%	40.7%	37.8%	53.3%	38.4%

Q17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City? (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q17. Willing to pay more in taxes or fees to support an increase in level of service provided by City

Yes	64.1%	44.7%	46.8%	35.6%	44.4%	33.3%	44.7%
No	35.9%	55.3%	53.2%	64.4%	55.6%	66.7%	55.3%

Q18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services? (without "don't know")

N=477	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	

Q18. Willing to pay more in taxes or fees to avoid reductions in City services

Yes	68.3%	38.8%	43.8%	34.8%	44.4%	35.8%	45.5%
No	31.7%	61.2%	56.3%	65.2%	55.6%	64.2%	54.5%

Q19. In 2013 voters rejected a ballot initiative asking for a 3/4 cent sales tax to pay for a Recreation Center. Would you support a 1/4 cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility for uses such as: youth recreation programs, open gym, basketball, indoor soccer, volleyball, climbing, pickleball, tournaments, conferences, exhibits? (without "don't know")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
Q19. Would you support a 1/4 cent sales tax to build a new outdoor pool & water play area as well as an indoor multi-use athletic facility							
Yes	77.0%	68.3%	69.0%	60.4%	72.7%	58.2%	68.3%
No	23.0%	31.7%	31.0%	39.6%	27.3%	41.8%	31.7%

Q20. If you could choose only one "must have" recreation amenity, what would you choose? (without "don't know" or "none")

N=477

	Q21. How many years have you lived in Rifle?						Total
	5 or less	6 to 10 years	11 to 15 years	16 to 20 years	21 to 30 years	31+ years	
Q20. What would you choose							
Gym space for basketball, volleyball, indoor soccer	23.5%	24.6%	6.3%	12.5%	15.7%	13.4%	16.2%
New outdoor pool & splash park	3.5%	8.7%	6.3%	16.1%	14.3%	7.3%	9.1%
New indoor pool & splash park	48.2%	37.7%	49.2%	42.9%	52.9%	45.1%	46.0%
More athletic fields	1.2%	2.9%	0.0%	1.8%	0.0%	0.0%	1.1%
Improvements to existing facilities	23.5%	26.1%	38.1%	26.8%	17.1%	34.1%	27.6%

Section 5:
Survey Instrument



CITY OF RIFLE Community Survey

May 15, 2015

Dear City of Rifle Resident:

Your input on the enclosed survey is extremely important. During the next few years, we will be making decisions that affect a wide range of City services, including public safety, parks and recreation, code enforcement, and others. To ensure your City's priorities are aligned with the needs of residents, **we are asking what YOU think.**

We appreciate your time. The time you invest in this survey will influence dozens of decisions that will be made about the City's future. Your responses will also allow City leaders to identify and address the many opportunities and challenges facing the community.

Please return your survey during the next week. The surveys are being circulated and tabulated by an independent third party, and your response will remain confidential; no City Council member or City staff will see participant names. Please return your survey in the enclosed postage-paid envelope.

If you have any questions, please call Kimberly Bullen, Assistant City Manager at 665-6408. Thank you again for taking the time to better our community.

La Ciudad de Rifle está realizando una encuesta para saber su opinión sobre los servicios que ofrece nuestra ciudad. Si desea participar en que la encuesta por telefono en español, favor de llamarnos 1-888-801-5368.

Sincerely,

A handwritten signature in blue ink, appearing to read "Randy Winkler".

Randy Winkler
Mayor



City of Rifle Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the City's ongoing effort to identify and respond to citizen concerns. If you have questions, please call Kimberly Bullen, Assistant City Manager, at 970-665-6408.

1. Major categories of services provided by the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of police services	5	4	3	2	1	9
B.	Overall quality of recreation programs	5	4	3	2	1	9
C.	Overall quality of City parks	5	4	3	2	1	9
D.	Overall maintenance of City streets	5	4	3	2	1	9
E.	Overall quality of City water utilities	5	4	3	2	1	9
F.	Overall quality of City sewer services	5	4	3	2	1	9
G.	Overall effectiveness of City snow/ice removal	5	4	3	2	1	9
H.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
I.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
J.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
K.	Overall effectiveness of residential trash service	5	4	3	2	1	9

2. Which THREE of the above items do you think should receive the MOST EMPHASIS from City leaders over the next two years? [Write in the letters using the letters from the list in Question 1 above.]

1st: _____ 2nd: _____ 3rd: _____

3. Several items that may influence your perception of the City of Rifle are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of services provided by the City of Rifle	5	4	3	2	1	9
B.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C.	Overall image of the City	5	4	3	2	1	9
D.	How well the City is managing growth and development	5	4	3	2	1	9
E.	Overall quality of life in the City	5	4	3	2	1	9
F.	Overall feeling of safety in the City	5	4	3	2	1	9
G.	Availability of job opportunities	5	4	3	2	1	9
H.	Overall quality of new development	5	4	3	2	1	9
I.	Appearance of residential property in the City	5	4	3	2	1	9
J.	Appearance of commercial property in the City	5	4	3	2	1	9
K.	Overall quality of sidewalks and trails in the City	5	4	3	2	1	9
L.	Sufficient number of sidewalks and trails in the City	5	4	3	2	1	9
M.	Overall safe walking routes to schools	5	4	3	2	1	9

4. Did you vote in the Rifle municipal election in 2013? ____ (1) Yes ____ (2) No

5. Have any members of your household attended or watched any Rifle public meeting in the last year?
 ____ (1) Yes ____ (2) No

6. **Public Safety.** Using a scale of 1 to 5 where 5 means “Very Safe” and 1 means “Very Unsafe” please rate how safe you feel in the following areas.

How Safe do you feel:		Very Safe	Safe	Neutral	Not Safe	Not safe at all	Don't Know
A.	In your neighborhood during the day	5	4	3	2	1	9
B.	In your neighborhood during the night	5	4	3	2	1	9
C.	In public places throughout the City during the day	5	4	3	2	1	9
D.	In public places throughout the City during the night	5	4	3	2	1	9

Satisfaction with City Services. For each of the items in questions 7-9 below, please rate your satisfaction on a scale of 1 to 5 where 5 means “Very Satisfied” and 1 means “Very Dissatisfied.”

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
7. PUBLIC SAFETY							
A.	The visibility of police in the community	5	4	3	2	1	9
B.	The City's overall efforts to prevent crime	5	4	3	2	1	9
C.	Enforcement of local traffic laws	5	4	3	2	1	9
D.	Parking enforcement services	5	4	3	2	1	9
E.	How quickly police respond to emergencies	5	4	3	2	1	9
F.	Enforcing codes designed to protect public safety and health	5	4	3	2	1	9
G.	The quantity and quality of public safety education and events	5	4	3	2	1	9
H.	The number of neighborhood patrols	5	4	3	2	1	9
I.	Enforcement of criminal law	5	4	3	2	1	9
J.	The overall quality of the Rifle Police Department	5	4	3	2	1	9

Which **TWO Public Safety** items do you think should receive the **MOST EMPHASIS** from City leaders over the next two years? [Write in the letters using the letters from the list above.] 1st: _____ 2nd: _____

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
8. CODE ENFORCEMENT							
A.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing the mowing and trimming of grass and weeds	5	4	3	2	1	9
C.	Enforcing codes designed to protect public safety and health	5	4	3	2	1	9
D.	Enforcing sign regulation	5	4	3	2	1	9
E.	Quality of animal control	5	4	3	2	1	9

Which **TWO Code Enforcement** items do you think should receive the **MOST EMPHASIS** from City leaders over the next two years? [Write in the letters using the letters from the list above.] 1st: _____ 2nd: _____

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
9. PARKS							
A.	Quality of pool facility	5	4	3	2	1	9
B.	Availability of gym space	5	4	3	2	1	9
C.	Quality of facilities such as picnic shelters and playgrounds in City parks	5	4	3	2	1	9
D.	Quality of outdoor athletic fields (e.g., baseball, soccer, football)	5	4	3	2	1	9
E.	Appearance and maintenance of existing City parks	5	4	3	2	1	9
F.	Number of City parks	5	4	3	2	1	9

Which **TWO PARKS** items do you think should receive the **MOST EMPHASIS** from City leaders over the next two years? [Write in the letters using the letters from the list above.] 1st: _____ 2nd: _____

13. Where do you currently get news and information about City programs, services, and events? [Check all that apply.]

- (1) The Citizen Telegram
- (2) The Post Independent
- (3) City web-site/RifleNOW
- (4) Public Meetings
- (5) City e-mail update service
- (6) Other (please specify) _____

13a. From which TWO sources of information listed above would you prefer to get information from the City?

[Write the numbers below for your top two choices using the list in Question 13 above (e.g., 1=Citizen Telegram).]

1st: _____ 2nd: _____

14. **City Projects and Maintenance:** Using a five-point scale where “5” means much too little and “1” means much too much, please rate the City’s current pace of development in each of the following areas.

Type of Development		Much Too Little	Too Little	Just Right	Too Much	Much Too Much	Don't Know
A.	Downtown	5	4	3	2	1	9
B.	South Rifle (Airport Road)	5	4	3	2	1	9
C.	North Rifle	5	4	3	2	1	9
D.	East Rifle	5	4	3	2	1	9
E.	West Rifle (Hill)	5	4	3	2	1	9
F.	West Rifle (Hwy. 6)	5	4	3	2	1	9

15. **Expectations for Services:** Using a scale from 1 to 5, where “5” means the level of service provided by the City “Should Be Much Higher” than it is now and “1” means it “Should Be Much Lower”, please indicate how the level of service provided by the City should change in each of the areas listed below.

How should the level of service provided by the City in the following areas change:		Should Be Much Higher	Should Be a Little Higher	Should Stay the Same	Should Be a Little Lower	Should Be Much Lower	Don't Know
A.	Law enforcement	5	4	3	2	1	9
B.	Parks and open space	5	4	3	2	1	9
C.	Recreation Programs	5	4	3	2	1	9
D.	Recreation facilities	5	4	3	2	1	9
E.	Maintenance of Infrastructure (streets, sidewalks)	5	4	3	2	1	9
F.	Maintenance of Utilities (water, wastewater)	5	4	3	2	1	9

16. For which TWO of the services listed in Question 15 would you be MOST willing to pay more in taxes to increase the level of service provided by the City? [Write the letter below for your top two choices using the list in Question 15 above (e.g., A=Law Enforcement.) If you would not support a tax increase for any of the services listed above circle NONE.]

1st: _____ 2nd: _____ NONE

17. Would you be willing to pay more in taxes or fees to support an increase in level of service provided by the City?

- (1) Yes
- (2) No
- (3) Don't know

18. Would you be willing to pay more in taxes or fees to avoid reductions in the City services?

- (1) Yes
- (2) No
- (3) Don't know

19. In 2013 voters rejected a ballot initiative asking for a ¾ cent sales tax to pay for a Recreation Center. Would you support a ¼ cent sales tax to build a new outdoor pool and water play area as well as an indoor multi-use athletic facility for uses such as: youth recreation programs, open gym, basketball, indoor soccer, volleyball, climbing, pickleball, tournaments, conferences, exhibits?
- (1) Yes – I would support a ¼ cent sales tax to build a new outdoor pool & play area and indoor multi-use facility.
 - (2) No – I would not support a ¼ cent sales tax to build a new outdoor pool & play area and indoor multi-use facility.
 - (3) Don't know
20. If you could choose only one “must have” recreation amenity what would you choose? Please choose only one.
- (1) Gym space for basketball, volleyball, indoor soccer
 - (2) New outdoor pool and splash park
 - (3) New indoor pool and splash park
 - (4) More athletic fields
 - (5) Improvements to existing facilities
21. Approximately how many years have you lived in Rifle? _____ years
22. What is your age? _____ years
23. What is your gender?
- (1) Male
 - (2) Female
24. Would you say your total annual household income is:
- (1) Under \$25,000
 - (2) \$25,000 to \$49,999
 - (3) \$50,000 to \$74,999
 - (4) \$75,000 to \$99,999
 - (5) \$100,000 to \$124,999
 - (6) \$125,000 or more

This concludes the survey. Thank you for your time!

Please Return Your Completed Survey in the Enclosed Postage Paid Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having difficulties with City services. If your address is not correct, please provide the correct information. Thank You.