

# 2024 COMMUNITY SATISFACTION SURVEY KEY FINDINGS



**City Council Work Session**  
*December 9, 2024*

**Office of Mayor** – *Strategy and Performance*  
*Team*

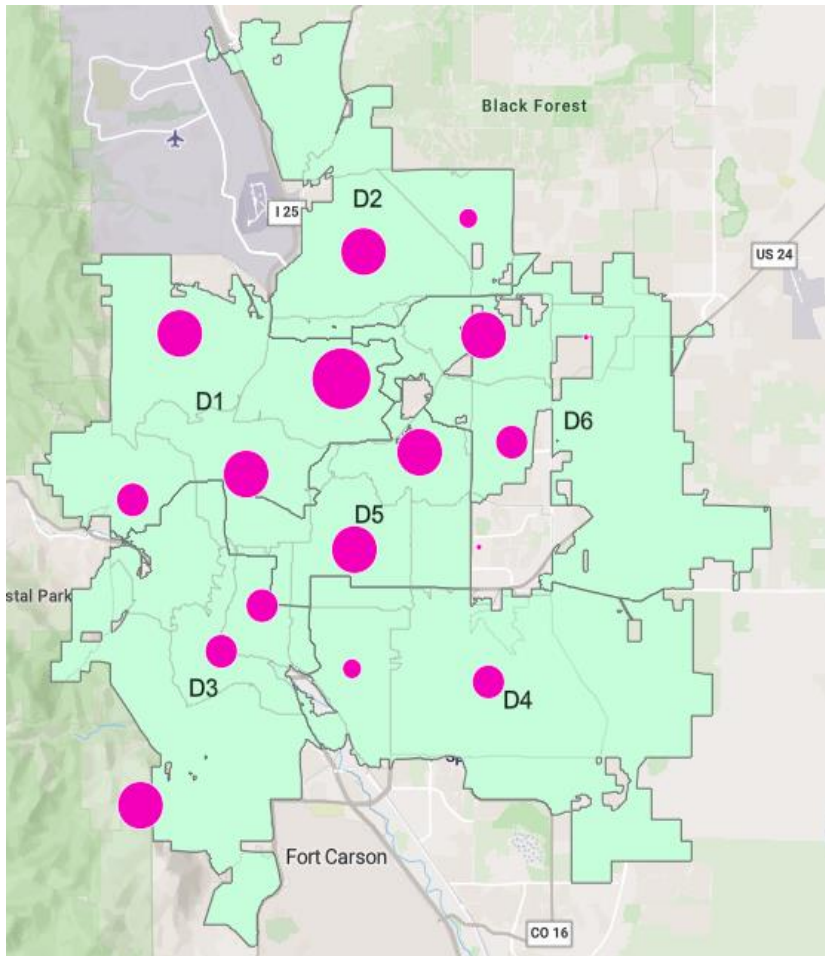
*Courtney Brown, City Strategic Plan Manager*  
ETC Survey

# ABOUT THE 2024 SURVEY



TIME FRAME FOR RESPONDENTS TO TAKE THE SURVEY	38 DAYS
MINIMUM NUMBER OF RESPONDENTS NEEDED	600 RESPONSES
TOTAL NUMBER OF RESIDENT RESPONDENTS	625 RESPONSES
NUMBER OF SURVEY QUESTIONS ASKED	78 QUESTIONS
NUMBER OF DEMOGRAPHIC QUESTIONS	9 DEMOGRAPHIC FIELDS
THE FOLLOWING PAGES SHOW HOW THE RESPONDENTS RANKED CITY SERVICES BASED ON IMPORTANCE AND SATISFACTION.	

# WHO RESPONDED: MAP OF RESPONDENTS BY DISTRICT

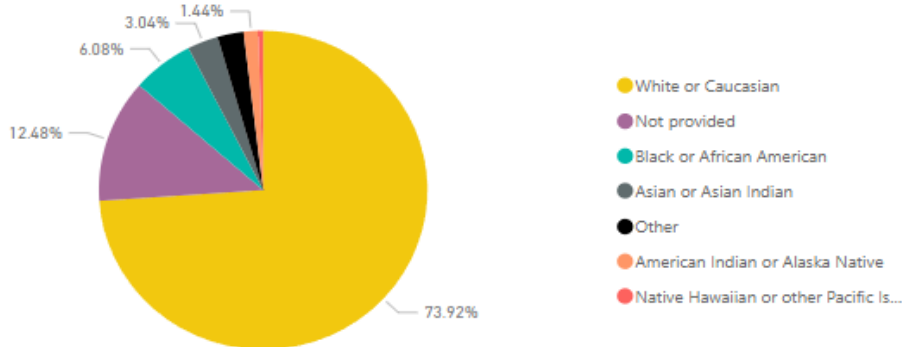


Circle  
Size =  
Number of  
surveys  
collected  
by  
Zip Code

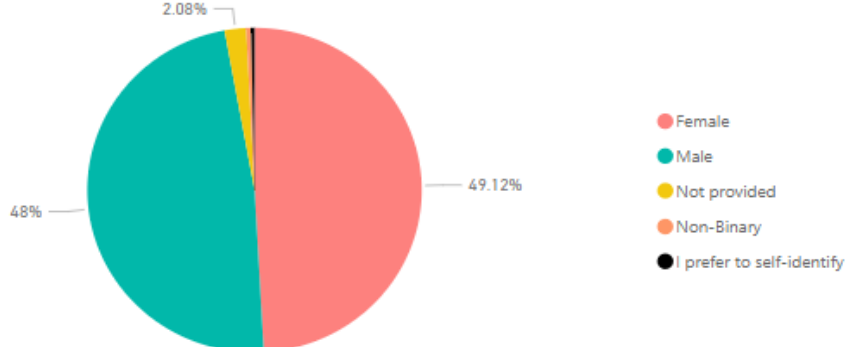
# WHO RESPONDED: SURVEY DEMOGRAPHICS



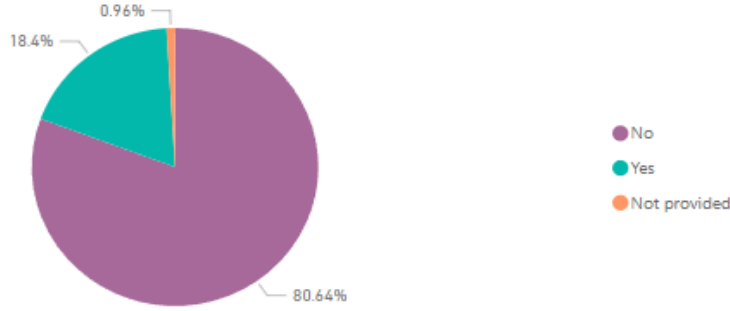
RACE/ETHNICITY



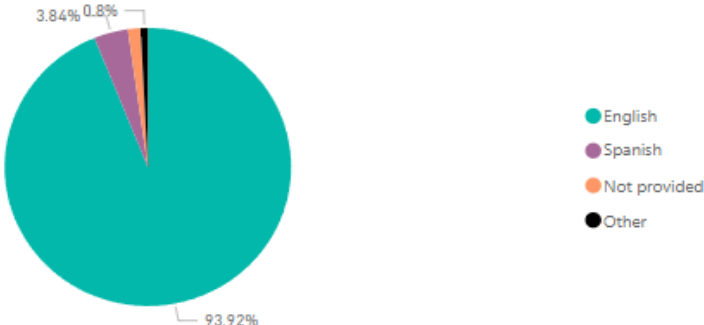
GENDER



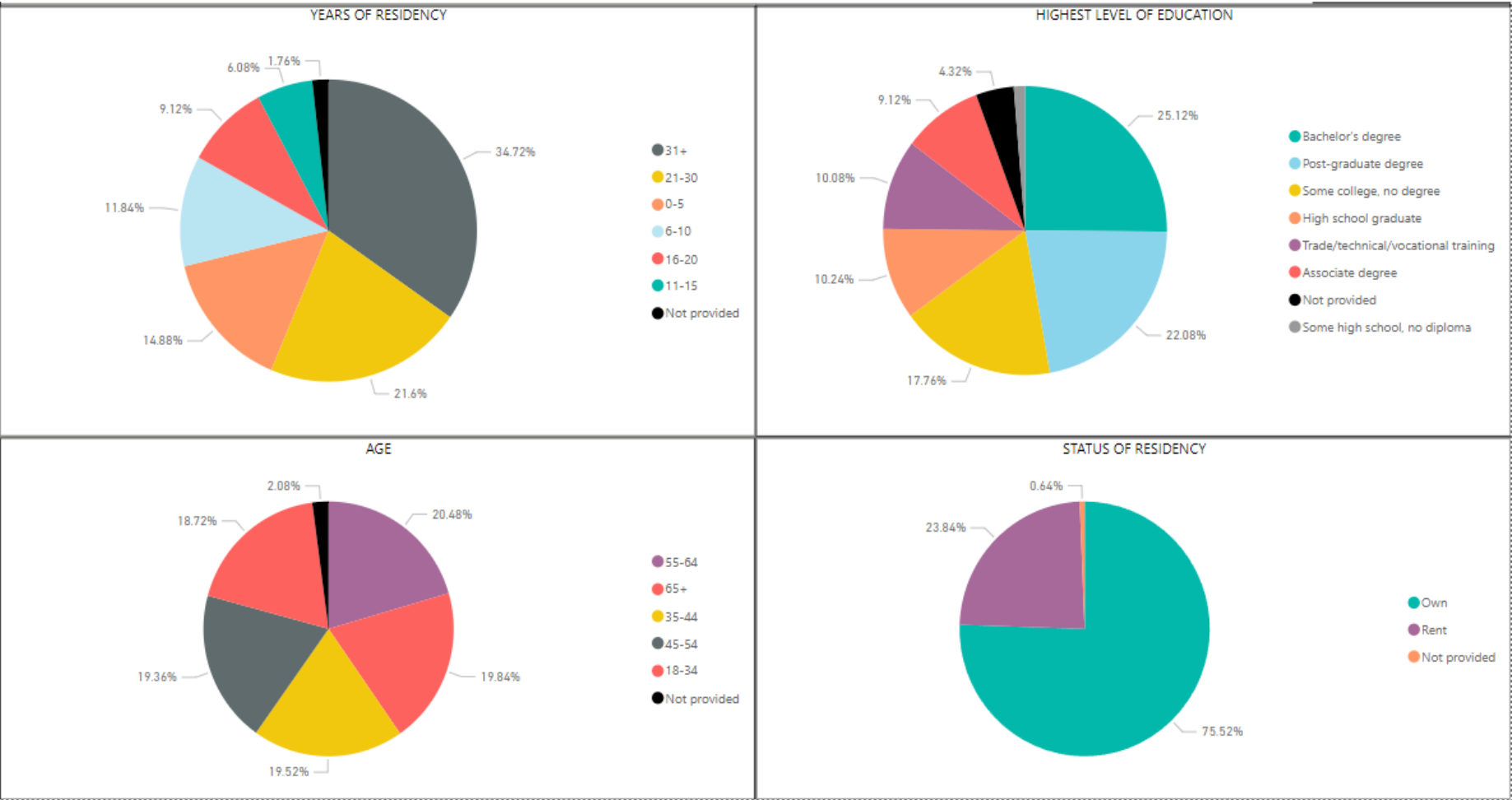
HISPANIC, SPANISH, OR LATINO/A/X ANCESTRY



PRIMARY LANGUAGE SPOKEN



# WHO RESPONDED: SURVEY DEMOGRAPHICS & LOCATION





# PUBLIC SAFETY KEY RESULTS

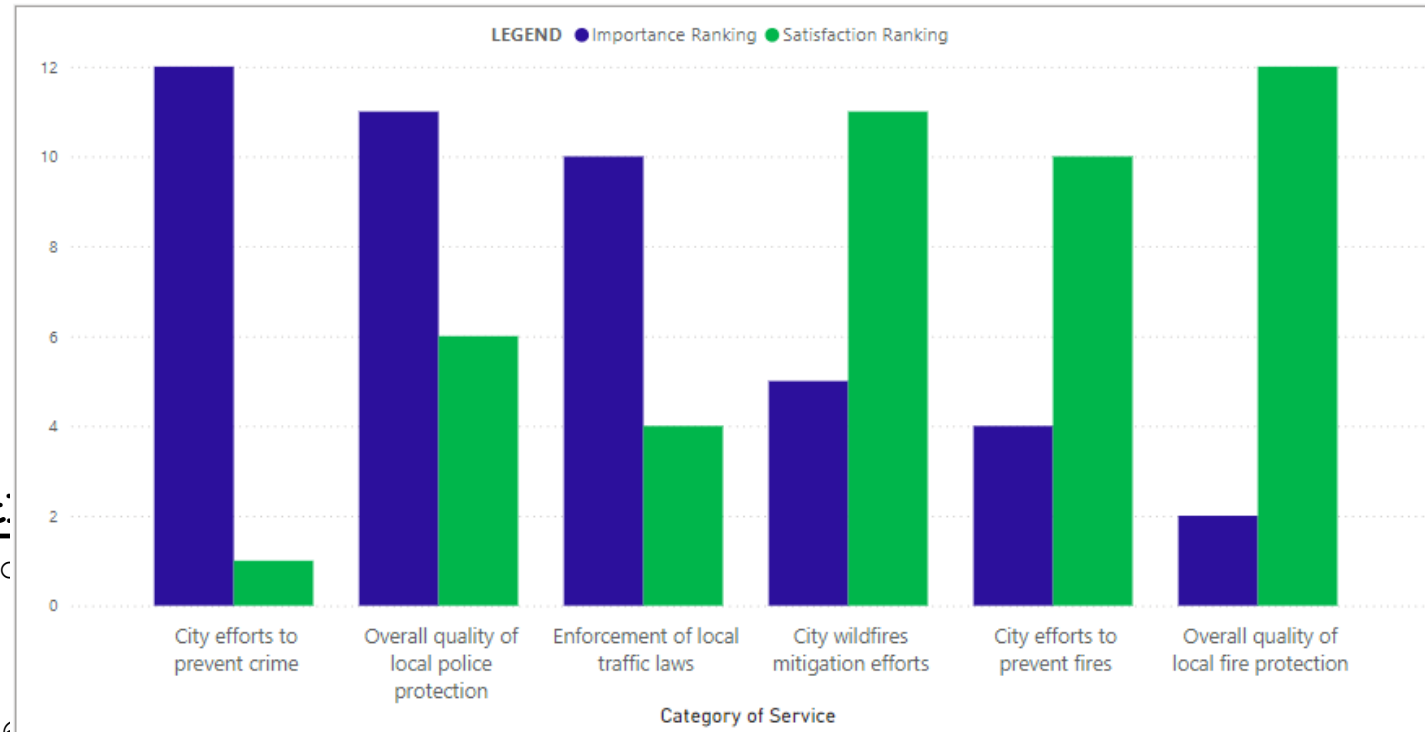


## Most Important to Residents

1. City Efforts to Prevent Crime (56%)
2. Overall Quality of Local Police Protection (50%)
3. Enforcement of Local Traffic Laws (36%)

## Residents Most Satisfied With

1. Overall Quality of Local Fire Protection (75%)
2. City Wildfire Mitigation Efforts
3. City Efforts to Prevent Fires (56%)





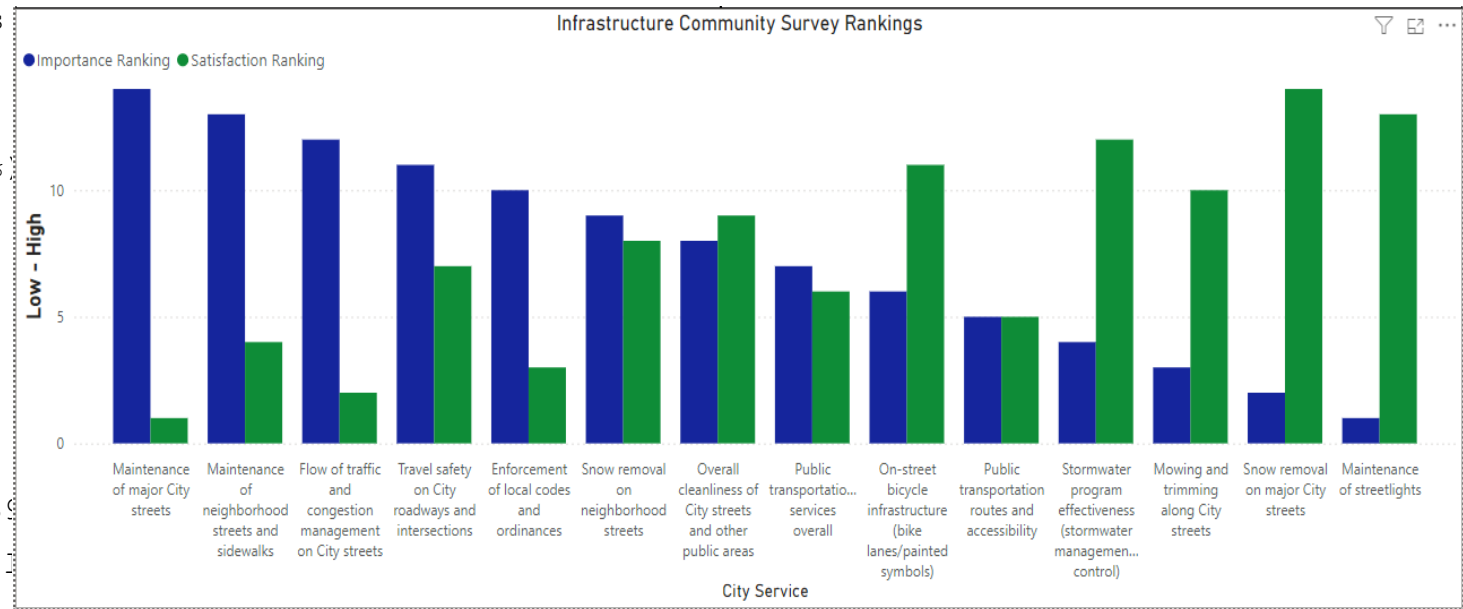
# INFRASTRUCTURE KEY RESULTS

## Most Important to Residents

1. Maintenance of Major City Streets (60%)
2. Maintenance of Neighborhood Streets and Sidewalks (44%)
3. Flow of Traffic and Congestion Management on City Streets (42%)
4. Enforcement of Local Codes and Ordinances (22%)
5. Travel Safety on City Roadways (22%)
6. Snow Removal on Neighborhood Streets (20%)
7. Overall Cleanliness of City Streets (18%)

## Residents Most Satisfied With

1. Snow Removal on Major City Streets (60%)
2. Maintenance of Streetlights (45%)
3. Stormwater Program Effectiveness (42%)
4. On-Street Bike Infrastructure (41%)
5. Mowing and Trimming Along City Streets (39%)
6. Public Transportation/Bus Services Overall (23%)
7. Public Transportation Routes and Accessibility (21%)





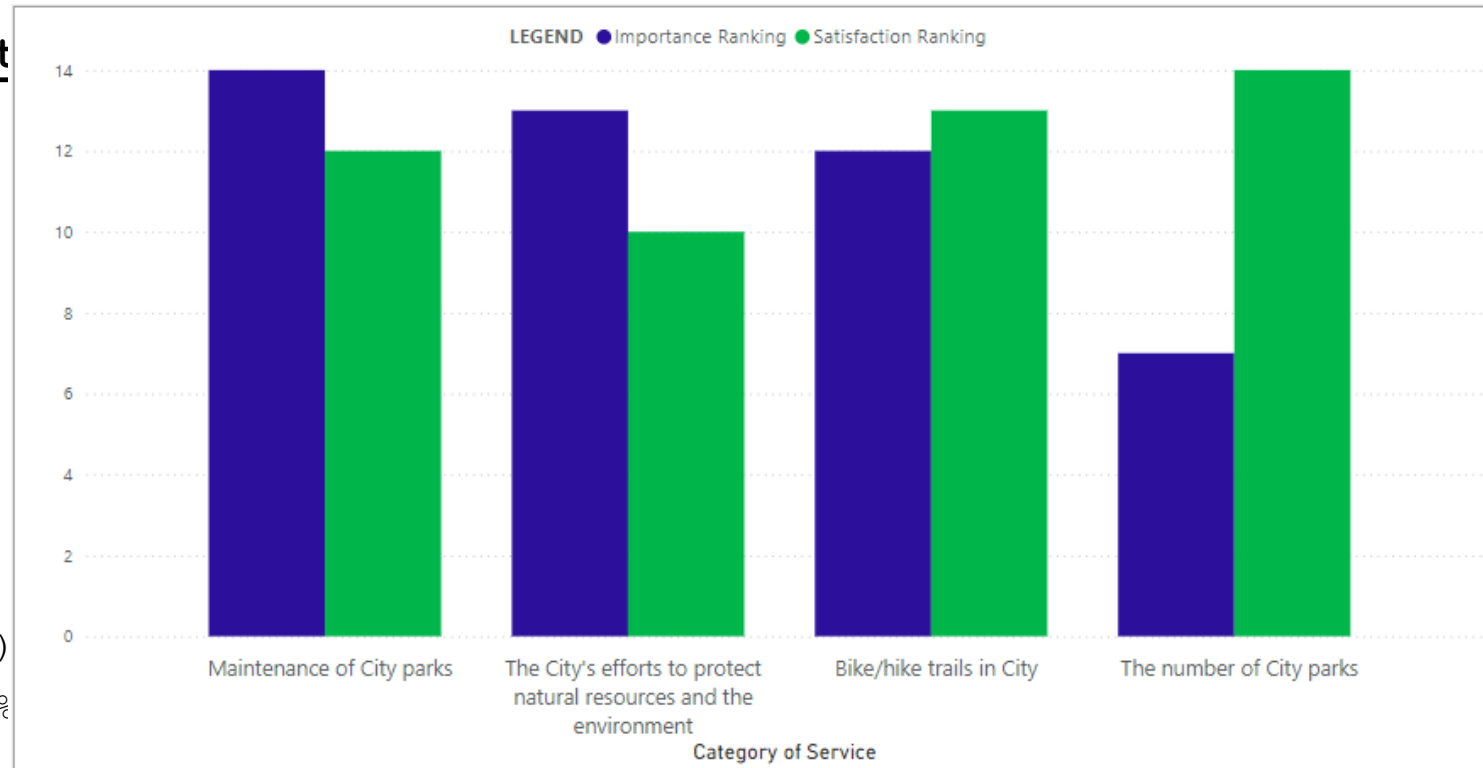
# PARKS & RECREATION KEY RESULTS

## Most Important to Residents

1. Maintenance of City Parks (50%)
2. Efforts to Protect Natural Resources and the Environment (38%)
3. Biking/Hiking Trails in the City (32%)

## Residents Most Satisfied With

1. Number of City Parks (72%)
2. Biking and Hiking Trails (69%)
3. Maintenance of City Parks (67%)





# ECONOMY, WORKFORCE, AND HOUSING KEY RESULTS

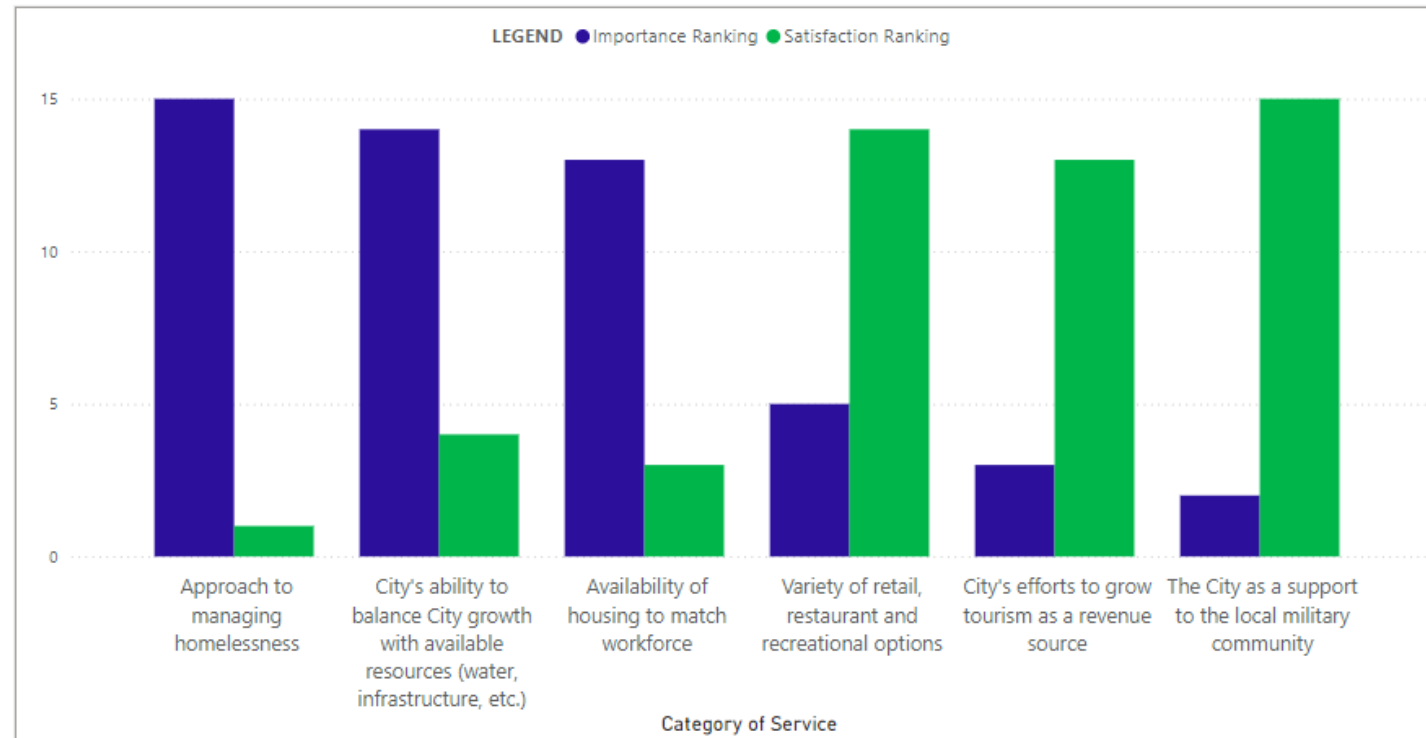


## Most Important to Residents

1. Approach to Manage Homelessness (56%)
2. Ability to Balance Growth and Resources (54%)
3. Availability of Housing (30%)

## Residents Most Satisfied With

1. City as a Support to Local Military (62%)
2. Variety Retail/Restaurant/Recreation (54%)
3. City Efforts to Grow Tourism as a Revenue Source (48%)

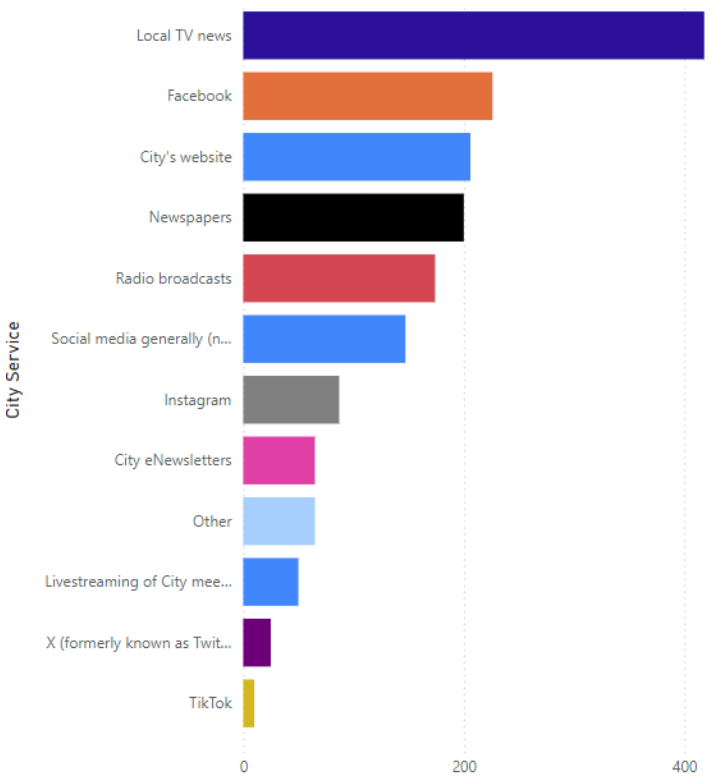




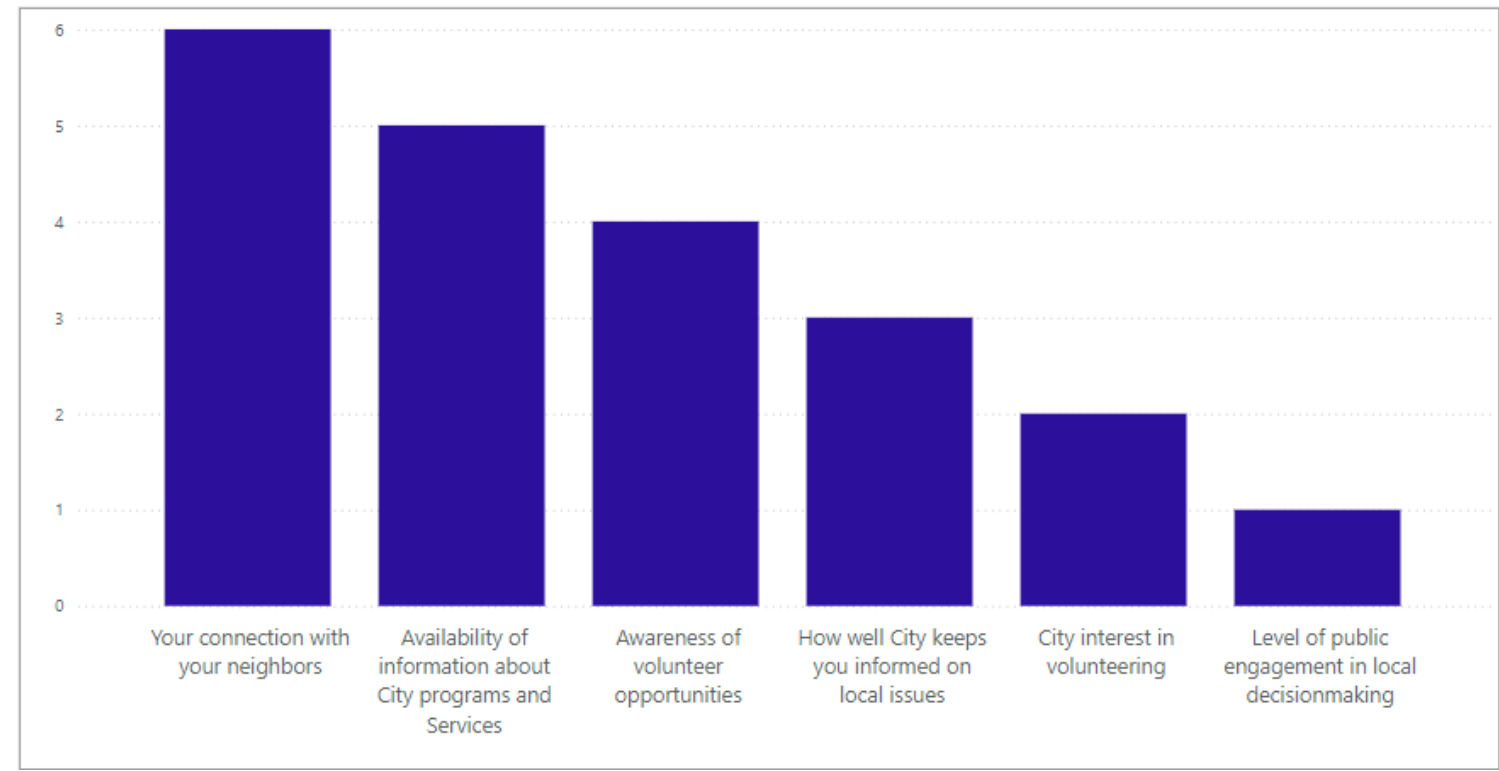
# RESIDENT SATISFACTION WITH CITY AND COMMUNITY CONNECTION



## Preferred Resident City Communication Sources






## Top Reasons for Residents' Satisfaction w/ Connection



# WHAT'S NEXT: MEASURING PROGRESS



 <p><b>Engagement and Research</b></p>	<ul style="list-style-type: none"><li>• <b>Goal:</b> Alignment with community needs</li><li>• <b>Examples:</b><ul style="list-style-type: none"><li>◦ Periodic Listening Tours</li><li>◦ Community Surveys</li><li>◦ Strategic Advisory Team</li></ul></li></ul>
 <p><b>Evidence-Based Decisions</b></p>	<ul style="list-style-type: none"><li>• <b>Goal:</b> Performance, Tracking, and Transparency</li><li>• <b>Example:</b><ul style="list-style-type: none"><li>◦ Data visualization</li><li>◦ Data-driven government</li><li>◦ Open Data sharing</li></ul></li></ul>
 <p><b>Innovation &amp; Efficiency</b></p>	<ul style="list-style-type: none"><li>• <b>Goal:</b> Efficiency</li><li>• <b>Example:</b><ul style="list-style-type: none"><li>◦ Process improvement</li><li>◦ Decreasing redundancy</li><li>◦ Automating tasks</li></ul></li></ul>

# QUESTIONS & MORE INFORMATION



## Contact Us

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## Visit

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