

**SALT LAKE CITY CORPORATION**  
DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT  
OFFICE OF THE DIRECTOR

RALPH BECKER  
MAYOR

**CITY COUNCIL TRANSMITTAL**

**Date Received:** \_\_\_\_\_

**David Everitt, Chief of Staff**

**Date sent to Council:** \_\_\_\_\_

**TO:** Salt Lake City Council  
Luke Garrott, Chair

**DATE:** July 15, 2015

**FROM:** Jill Love  
CED Director



**SUBJECT:** Citywide Survey Results / Analysis

**STAFF CONTACT:** Robyn Stanczyk, Community Manager  
[Robyn.stanczyk@slcgov.com](mailto:Robyn.stanczyk@slcgov.com), 801-535-6290

**COUNCIL SPONSOR:** Exempt

**DOCUMENT TYPE:** Briefing – Presentation from Y2 Analytics

**RECOMMENDATION:** No action necessary

**BACKGROUND/DISCUSSION:**

Salt Lake City contracted with Y2 Analytics to conduct a citywide survey of Salt Lake City residents to:

- Measure the current mood of residents and compare to past years.
- Determine if city resources are aligned with residents' priorities and values.
- Implement citywide performance measures, maintaining historical measures where it makes sense for longitudinal comparisons.
- Validate the relevance of the communications messages coming from the city.

The intent was also to increase the usefulness of the survey as a management tool by transitioning public opinion research away from phone interviews and toward an online model that can still represent the city as a whole.

The survey was conducted over the month of June 2015. Letters were sent to 10,000 resident households, on city letterhead, signed by Jill Love, Community and Economic

Development Director. The letter invited residents to take the survey online at a custom URL. The survey was offered in English and in Spanish. 857 Salt Lake City residents participated in the online survey.

Simultaneously, 8-minute telephone interviews were conducted by a live interviewer, with 400 residents. Telephone interviews were also offered in Spanish.

Survey results were made available via a Topline Report (attached) from Y2 Analytics, the first week of July. Representatives from Y2 Analytics will present their analysis of the survey results to the City Council at a briefing on August 4, 2015.



## SALT LAKE CITY RESIDENTS 2015 SURVEY

### TOPLINE REPORT

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#### METHODOLOGY DETAILS

n=857 Residents in Salt Lake City  
Live phone interviews fielded June 16-26, 2015  
Margin of error +/- 3.35

For this survey 857 Salt Lake City residents were sampled from a list of Salt Lake City addresses purchased from Survey Sampling International (see sampling details below). Invitations to participate in the survey were sent to 10,000 households in Salt Lake City.

Sampling error is only one possible source of error in survey research. Results can also be affected by measurement error (e.g. question wording and question order), coverage error (e.g. counting as "likely voters" survey respondents who will not vote), and non-response error (e.g. the people who responded to the survey are systematically different from people who refused or were not reachable).

The data were weighted to reflect U.S. Census data from the American Community Survey. Weights were used to ensure that the data reflected as closely as possible the population of Salt Lake City, specifically in regards to age, race, gender, education level, homeowner status, and marital status. The data were also weighted to ensure that our sample received proportionate responses from each Salt Lake City Council District.

#### CONTACT

For more information, please contact Scott Riding, Kelly Patterson, or Quin Monson at:

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Y<sup>2</sup> Analytics  
60 South 600 East Ste. 150  
Salt Lake City, Utah 84102

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QQUALIFY1. Do you currently live in Salt Lake City? (n=857)

Yes	100%
No	--
Don't know/Refused (volunteered)	--

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QQUALITY. All things considered, on a scale from 0 to 100, with 0 being very low and 100 being very high, how would you rate your overall quality of life in Salt Lake City? (n=855)

Average Rating	77
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QDIRECTION. Overall, would you say Salt Lake City is headed in the right direction or the wrong direction? (n=857)

Right direction	81%
Wrong direction	19

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QTAXDOLLAR. In general, how would you rate the service you receive from Salt Lake City for your tax dollar? (n=857)

Excellent	14%
Good	52
Fair	29
Poor	6

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Using a scale of 1-7 with 1 meaning POOR and 7 meaning EXCELLENT, how would you evaluate the following government services in Salt Lake City? If you have no experience with a service, just say "Don't know."

(RANDOMIZED ORDER OF QSERVICE1 – QSERVICE18)

QSERVICE1. Police department (n=857)

1	4%
2	3
3	11
4	8
5	17
6	22
7	17
Don't Know	19
COLLAPSED CATEGORIES	
Below 4	17%
Above 4	56

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QSERVICE2. Fire department/Paramedics (n=857)

1	<1%
2	1
3	<1
4	3
5	13
6	23
7	26
Don't Know	35
COLLAPSED CATEGORIES	
Below 4	1%
Above 4	61

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QSERVICE3. Parks (n=856)

1	2%
2	1
3	4
4	6
5	18
6	40
7	27
Don't Know	3
COLLAPSED CATEGORIES	
Below 4	8%
Above 4	64

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QSERVICE4. Street maintenance (n=857)

1	4%
2	11
3	12
4	15
5	23
6	23
7	11
Don't Know	1
COLLAPSED CATEGORIES	
Below 4	27%
Above 4	57

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QSERVICE5. Street lighting (n=857)

1	7%
2	4

3	8
4	18
5	25
6	23
7	13
Don't Know	1
COLLAPSED CATEGORIES	
Below 4	19%
Above 4	62

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QSERVICE6. Recycling programs (n=857)

1	3%
2	7
3	9
4	10
5	18
6	24
7	22
Don't Know	9
COLLAPSED CATEGORIES	
Below 4	18%
Above 4	64

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QSERVICE7. Sewers (n=854)

1	1%
2	3
3	3
4	10
5	16
6	25
7	23
Don't Know	20
COLLAPSED CATEGORIES	
Below 4	7%
Above 4	63

---

QSERVICE8. Drinking water (n=854)

1	1%
2	3

3	5
4	6
5	15
6	34
7	31
Don't Know	3
COLLAPSED CATEGORIES	
Below 4	10%
Above 4	81

---

QSERVICE9. Airport (n=854)

1	<1%
2	1
3	3
4	8
5	15
6	41
7	23
Don't Know	10
COLLAPSED CATEGORIES	
Below 4	4%
Above 4	79

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QSERVICE10. Snow removal (n=854)

1	5%
2	3
3	3
4	7
5	23
6	36
7	20
Don't Know	3
COLLAPSED CATEGORIES	
Below 4	11%
Above 4	79

---

QSERVICE11. Garbage pickup (n=854)

1	1%
2	<1
3	<1
4	4



5	18
6	32
7	41
Don't Know	5
COLLAPSED CATEGORIES	
Below 4	1%
Above 4	90

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QSERVICE12. Parking kiosks (n=854)

1	10%
2	9
3	8
4	16
5	16
6	17
7	7
Don't Know	18
COLLAPSED CATEGORIES	
Below 4	27%
Above 4	39

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QSERVICE13. Salt Lake City Library (n=852)

1	1%
2	1
3	2
4	4
5	13
6	23
7	44
Don't Know	13
COLLAPSED CATEGORIES	
Below 4	3%
Above 4	80

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QSERVICE14. City golf courses (n=853)

1	1%
2	1
3	1
4	3
5	6
6	11



7	10
Don't Know	68
COLLAPSED CATEGORIES	
Below 4	3%
Above 4	27

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QSERVICE15. Timing of stop lights (n=853)

1	7%
2	8
3	11
4	16
5	29
6	21
7	6
Don't Know	3
COLLAPSED CATEGORIES	
Below 4	26%
Above 4	56

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QSERVICE16. City website (n=853)

1	1%
2	3
3	4
4	7
5	16
6	15
7	5
Don't Know	50
COLLAPSED CATEGORIES	
Below 4	7%
Above 4	36

---

QSERVICE17. Bike lane availability (n=843)

1	3%
2	3
3	3
4	13
5	22



6	22
7	16
Don't Know	18
COLLAPSED CATEGORIES	
Below 4	10%
Above 4	60

---

QSERVICE18. Sidewalk maintenance (n=853)

1	5%
2	6
3	8
4	16
5	27
6	25
7	11
Don't Know	2
COLLAPSED CATEGORIES	
Below 4	20%
Above 4	62

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How much do you agree or disagree with the following statements about your neighborhood?

(RANDOMIZED ORDER OF QHOMES1 TO QHOMES8)

QHOMES1. I am pleased with the way my neighborhood looks. (n=850)

Strongly agree	26%
Somewhat agree	41
Neither agree nor disagree	10
Somewhat disagree	12
Strongly disagree	11

---

QHOMES2. My neighborhood gets enough attention from the City. (n=850)

Strongly agree	18%
Somewhat agree	33
Neither agree nor disagree	21
Somewhat disagree	20
Strongly disagree	9

---

QHOMES3. My neighborhood is connected to the rest of the City. (n=849)

Strongly agree	34%
Somewhat agree	33
Neither agree nor disagree	17
Somewhat disagree	11
Strongly disagree	6

---

**QHOMES4.** Things in my neighborhood have gotten better since I moved here. (n=850)

Strongly agree	10%
Somewhat agree	26
Neither agree nor disagree	39
Somewhat disagree	16
Strongly disagree	9

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**QHOMES5.** My neighborhood is walkable. (n=848)

Strongly agree	45%
Somewhat agree	35
Neither agree nor disagree	7
Somewhat disagree	8
Strongly disagree	5

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**QHOMES6.** The schools in my neighborhood are important gathering places for the community. (n=848)

Strongly agree	13%
Somewhat agree	20
Neither agree nor disagree	52
Somewhat disagree	8
Strongly disagree	7

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**QHOMES7.** I do most of my food shopping in my neighborhood. (n=848)

Strongly agree	40%
Somewhat agree	28
Neither agree nor disagree	8
Somewhat disagree	14
Strongly disagree	10

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**QHOMES8.** My neighborhood has the right mix of businesses and housing. (n=847)

Strongly agree	29%
Somewhat agree	33
Neither agree nor disagree	18
Somewhat disagree	14
Strongly disagree	7

How safe do you feel when walking alone in the following places DURING THE DAY?

QSAFETY1. In your own neighborhood (n=848)

Very safe	61%
Somewhat safe	26
Somewhat unsafe	10
Very unsafe	4

QSAFETY1. In downtown Salt Lake (n=846)

Very safe	47%
Somewhat safe	38
Somewhat unsafe	10
Very unsafe	5

How safe do you feel when walking alone in the following places DURING THE NIGHT?

QSAFETY3. In your own neighborhood (n=844)

Very safe	34%
Somewhat safe	35
Somewhat unsafe	19
Very unsafe	12

QSAFETY4. In downtown Salt Lake (n=838)

Very safe	20%
Somewhat safe	40
Somewhat unsafe	25
Very unsafe	15

Below is a list of possible future city initiatives. First, drag and drop each item into the box that best reflects its importance to you.

Then, rank the items within each box where the TOP item is the HIGHEST PRIORITY and the BOTTOM item is the LOWEST PRIORITY

(ROTATE QIMPORT1– QIMPORT10)

QIMPORT1. Affordable housing (n=783)

Important	74%
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Not important	26
Average Ranking	3.4

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**QIMPORT2.** More support for K-12 education (n=767)

Important	80%
Not important	20
Average Ranking	2.9

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**QIMPORT3.** Expand sustainability programs (n=761)

Important	75%
Not important	25
Average Ranking	4.0

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**QIMPORT4.** Attract, retain, or expand businesses (n=772)

Important	70%
Not important	30
Average Ranking	3.6

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**QIMPORT5.** Support local businesses (n=781)

Important	91%
Not important	9
Average Ranking	3.8

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**QIMPORT6.** Expand high-density housing (n=778)

Important	27%
Not important	73
Average Ranking	3.0

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**QIMPORT7.** Investing in public transportation (n=787)

Important	75%
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Not important	25
Average Ranking	3.8

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**QIMPORT8.** Support for the arts (n=783)

Important	72%
Not important	28
Average Ranking	4.1

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**QIMPORT9.** Increase amount of parks, trails, and open space (n=778)

Important	67%
Not important	33
Average Ranking	3.8

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**QIMPORT10.** Increase investment in the current parks, trails, and open spaces (n=784)

Important	76%
Not important	24
Average Ranking	4.0

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**QPUBLICTRANS.** How often do you take public transportation when traveling around Salt Lake City? (n=834)

Nearly every day	12%
Weekly	10
2-3 times a month	7
About once a month	6
Several times a year	14
About once or twice a year	16
Less than once a year	11
Never	24

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How much do you agree or disagree with the following statements about public transportation in Salt Lake City?

(ROTATE QTRANS1 – QTRANS7)

**QTRANS1.** Public transportation in Salt Lake City is affordable. (n=822)

Strongly agree	13%
Somewhat agree	22
Neither agree nor disagree	27
Somewhat disagree	22

Strongly disagree 15

QTRANS2. The trains come too infrequently for me to use them. (n=819)

Strongly agree	5%
Somewhat agree	17
Neither agree nor disagree	43
Somewhat disagree	23
Strongly disagree	12

QTRANS3. The train routes go where I need them to go. (n=819)

Strongly agree	13%
Somewhat agree	30
Neither agree nor disagree	32
Somewhat disagree	17
Strongly disagree	8

QTRANS4. The buses come often enough to be convenient. (n=821)

Strongly agree	8%
Somewhat agree	22
Neither agree nor disagree	43
Somewhat disagree	19
Strongly disagree	9

QTRANS5. The bus routes go where I need them to go. (n=819)

Strongly agree	9%
Somewhat agree	22
Neither agree nor disagree	43
Somewhat disagree	17
Strongly disagree	9

QTRANS6. Buses and trains operate during the hours I need them. (n=820)

Strongly agree	9%
Somewhat agree	24
Neither agree nor disagree	35
Somewhat disagree	18
Strongly disagree	15

QTRANS7. Buses and trains do not run late enough at night. (n=819)



Strongly agree	29%
Somewhat agree	23
Neither agree nor disagree	37
Somewhat disagree	5
Strongly disagree	6

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Below is a list of possible city initiatives about sustainability and the environment. First, drag and drop each item into the box that best reflects its importance to you.

Then, rank the items within each box where the TOP item is the HIGHEST PRIORITY and the BOTTOM item is the LOWEST PRIORITY

(ROTATE QENVIRO1– QENVIRO11)

**QENVIRO1.** Improving air quality (n=788)

Important	98%
Not important	2
Average Ranking	2.1

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**QENVIRO2.** Reducing greenhouse gas emissions to address climate change (n=764)

Important	79%
Not important	21
Average Ranking	3.6

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**QENVIRO3.** Increasing access to healthy and affordable local food (n=765)

Important	81%
Not important	19
Average Ranking	3.8

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**QENVIRO4.** Creating more community gardens (n=745)

Important	63%
Not important	37
Average Ranking	4.4

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**QENVIRO6.** Increasing solar energy opportunities (n=761)

Important	87%
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Not important	13
Average Ranking	4.1

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**QENVIRO7.** Expanding food waste that can be composted in the brown bin (n=736)

Important	56%
Not important	44
Average Ranking	4.8

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**QENVIRO8.** Installing more electric vehicle charging stations (n=744)

Important	39%
Not important	61
Average Ranking	4.3

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**QENVIRO9.** Creating more recycling incentives or requirements for businesses and apartment complexes (n=768)

Important	85%
Not important	15
Average Ranking	4.5

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**QENVIRO10.** Enhancing water conservation (n=757)

Important	94%
Not important	6
Average Ranking	3.6

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**QENVIRO11.** Creating a center for hard-to-recycle materials (n=760)

Important	74%
Not important	26
Average Ranking	4.9

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Within the last 12 months, approximately how many times have you done the following in Salt Lake City?

(ROTATED QSLC1 – QSLC9)

QSLC1. Participated in a public meeting or open house (e.g. city or community council) (n=808)

Weekly or more often	1%
2-3 times a month	2
About once a month	4
Several times a year	10
About once or twice a year	14
Less than once a year	16
Never	54

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QSLC2. Attended a cultural even such as a festival or fair (e.g. Farmer's market, Arts' Festival) (n=809)

Weekly or more often	6%
2-3 times a month	14
About once a month	20
Several times a year	23
About once or twice a year	16
Less than once a year	10
Never	12

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QSLC3. Used a public library (n=809)

Weekly or more often	11%
2-3 times a month	12
About once a month	13
Several times a year	21
About once or twice a year	14
Less than once a year	13
Never	16

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QSLC4. Shopped in the downtown area (n=809)

Weekly or more often	19%
2-3 times a month	20
About once a month	20
Several times a year	19
About once or twice a year	12
Less than once a year	6
Never	4

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QSLC5. Shopped in the Sugarhouse area (n=809)

Weekly or more often	24%
2-3 times a month	15
About once a month	17

Several times a year	18
About once or twice a year	13
Less than once a year	6
Never	8

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QSLC6. Visited a city park or natural lands (n=809)

Weekly or more often	31%
2-3 times a month	20
About once a month	12
Several times a year	21
About once or twice a year	8
Less than once a year	2
Never	6

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QSLC7. Visited a museum, the Leonardo, or the planetarium in the city (n=809)

Weekly or more often	1%
2-3 times a month	3
About once a month	10
Several times a year	18
About once or twice a year	28
Less than once a year	17
Never	23

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QSLC8. Used a bike lane or trail (n=809)

Weekly or more often	21%
2-3 times a month	9
About once a month	9
Several times a year	9
About once or twice a year	9
Less than once a year	6
Never	38

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QSLC9. Used a city golf course (n=808)

Weekly or more often	3%
2-3 times a month	3
About once a month	1
Several times a year	6
About once or twice a year	4
Less than once a year	10
Never	74

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QMTA. Do you support or oppose a city ordinance that would limit total contributions from individuals to campaigns for political offices in Salt Lake City government to \$500 per election? (n=807)

Strongly support	59%
Somewhat support	25
Somewhat oppose	6
Strongly oppose	10

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QCITYSTAFF1. During the past year, have you contacted a Salt Lake City government office to get information, file a complaint, or obtain services? (n=807)

Yes	60%
No	40

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(IF QCITYSTAFF1 = Yes, ASK QCITYSTAFF2 – QCITYSTAFF4)

QCITYSTAFF2. Overall, were you satisfied or dissatisfied with the city's response(s)? (n=486)

Very satisfied	27%
Somewhat satisfied	50
Somewhat dissatisfied	15
Very dissatisfied	8

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QCITYSTAFF3. If you have any comments you would like to briefly share about your experience with Salt Lake City employees, please enter them here. (Verbatim responses in Appendix)

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QCITYSTAFF4. How did you contact the Salt Lake City government offices)? (n=486)

(CHECK ALL THAT APPLY, ROTATE RESPONSE OPTIONS)

In person	34%
Over the phone	62
Via email	16
On the city website	26
Through the mail	6
<u>Other (please specify)</u>	2
<i>App on phone</i>	
<i>By petition</i>	
<i>community council</i>	
<i>email and via a council member</i>	
<i>phone gand community meetin</i>	
<i>SLC app</i>	
<i>SLC App</i>	



*slc mobile app*  
*Through legal counsel*  
*Twitter*  
*via the app*

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QCITYSTAFF5. How do you prefer to contact the Salt Lake City government offices)? (n=807)

(CHECK ALL THAT APPLY, ROTATE RESPONSE OPTIONS)

In person	26%
Over the phone	53
Via email	37
On the city website	39
Through the mail	9
<u>Other (please specify)</u>	2
<i>Live Chat via Web</i>	
<i>Any</i>	
<i>App on phone</i>	
<i>community council</i>	
<i>community meeting</i>	
<i>depends on the issue</i>	
<i>Have not yet done so.</i>	
<i>in person is best, but not always practical</i>	
<i>n/a</i>	
<i>never had to contact gov. offices</i>	
<i>Online chat would be great.</i>	
<i>SLC app</i>	
<i>SLC APP</i>	
<i>Text or social media avenues</i>	
<i>Twitter</i>	

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QPRISON1. Currently the state prison is located in the city of Draper at the south end of the Salt Lake Valley. However, the State government is considering moving the prison. Do you think the prison should stay in its current location in Draper or should it be moved? (n=800)

I strongly feel that the prison should stay in its current location	52%
I somewhat feel that the prison should stay in its current location	26
I somewhat feel that the prison should be moved from its current location	14
I strongly feel that the prison should be moved from its current location	8

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**QPRISON2.** If the state decides to move the prison, one of the locations being considered is land in Salt Lake City that is north and west of the airport. Would you support or oppose having the state prison located within the Salt Lake City limits? (n=795)

I strongly support having the state prison in Salt Lake City limits	6%
I somewhat support having the state prison in Salt Lake City limits	20
I somewhat oppose having the state prison in Salt Lake City limits	24
I strongly oppose having the state prison in Salt Lake City limits	50

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**QSEX.** What is your gender? (n=796)

Male	52%
Female	48

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**QTRANSG.** Do you consider yourself to be transgender? (n=795)

Yes	<1%
No	100

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**QYEARBORN.** What year were you born? (Age calculated and recoded into categories, n=779)

18-24 years of age	11%
25-34 years of age	32
35-44 years of age	18
45-54 years of age	14
55-64 years of age	12
65+ years of age	13

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**QTIMELIVED.** How long have you lived in Salt Lake City? (n=770)

Less than a year	5%
1-5 years	21
6-10 years	13
11-15 years	8
16-20 years	4
21-25 years	13
26-30 years	5
31-50 years	21
51+ years	9

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**QOWNRENT.** Which of the following best describes where you are currently living? (n=799)

Own or buying my own home	57%
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Rent my home or apartment	39
College or university housing	2
Live with parents	2
Other	1

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QEDOFR. What was the last year of school you completed? (n=797)

Some high school or less	4%
High school graduate	26
Some college	25
College graduate	25
Post-graduate degree	18
Vocational or technical school	2

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QEMPLOY. What is your employment status? (n=797)

Self-employed	9%
Employed by someone else	59
Unemployed	4
Homemaker	5
Retired	18
Student	5

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QSTUDENT. Are you currently enrolled at a college or university? (n=798)

Yes, full time	9%
Yes, part time	5
No	86

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(IF QSTUDENT = 1 OR 2)

QCOLLEGE. At which college or university are you currently enrolled? (n=70)

University of Utah	82%
Salt Lake Community College	2
LDS Business College	4
Westminster	12
<u>Other (please specify)</u>	2
<i>Neumont</i>	
<i>Stevens Henager</i>	
<i>Washington State</i>	
<i>Western Governors University</i>	

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QMARRIAGE. Are you currently... (n=794)

Married	42%
Divorced	9
Widowed	3
Living with partner	7
Single	39

QCHILDREN. How many children under the age of 18 live in your home? (n=790)

None	72%
One	13
Two	8
Three	4
Four	2
Five	<1
Six or more	<1

(IF QCHILDREN > 1 ASK QSCHOOL1 – QSCHOOL3)

QSCHOOL1. Do the children in your home attend a school in Salt Lake City? (n=223)

Yes, a public school	60%
Yes, a private school	10
No	30

(IF QSCHOOL1 = 1 or QSCHOOL1 = 2, ASK QSCHOOL2)

QSCHOOL2. How satisfied are you with the education your children are receiving? (n=156)

Very satisfied	31%
Somewhat satisfied	40
Somewhat dissatisfied	13
Very dissatisfied	16

(IF QSCHOOL1 = 1 or QSCHOOL1 = 2, ASK QSCHOOL3)

QSCHOOL3. Do any of your children walk to school? (n=156)

Yes	33%
No	67

QLGBT. Do you consider yourself to be... (n=791)

Heterosexual or straight	81%
Gay	7





Lesbian	2
Bisexual	3
Prefer not to say	7

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**QRACE.** Are you... (n=796)

American Indian/Native American	2%
Asian	4
Black/African American	2
Hispanic/Latino	14
White/Caucasian	70
Pacific Islander	<1
Other	8

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**QRELIGION.** What, if any, is your religious preference? (n=793)

Protestant	6%
Catholic	10
LDS/Mormon	25
Jewish	1
Eastern Orthodox	<1
Muslim/Islamic	2
Other religion	9
No preference / No religious affiliation	39
Prefer not to say	8

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**QINCOME.** What do you expect your 2015 family income to be? (n=782)

Under \$25,000	22%
\$25,000 – 49,999	25
\$50,000 – 74,999	21
\$75,000 – 99,999	11
\$100,000 – 124,999	8
\$125,000 – 149,999	3
Over \$150,000	10

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**QCONTROL.** Finally, for quality control purposes, please rate your experience taking this poll. Would you consider the experience: (n=797)

Excellent	25%
Good	51
Fair	21
Poor	3



Don't know

<1

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QCOMMENT. Thank you for completing the survey. If you have any comments about this survey, please enter them below. (Verbatim responses in Appendix)



## APPENDIX

QCITYSTAFF3. If you have any comments you would like to briefly share about your experience with Salt Lake City employees, please enter them here. (n=202)

### Verbatim Responses

*SLC employees are efficient and usually kind. LOVE Chief Burbank!*

*Every employee of the city that I have had contact with was polite and professional*

*They act like they don't care about complaints*

*The city needs to convert neglected tennis courts to pickleball courts.*

*I would really like greater attention being paid to the west side. We need things other than housing here. We need a better grocery store and at least a small amount of recreation/night life. We don't have a single bar in walking distance.*

*Don't get put through to the responsible person.*

*To many resources allocated to bike lanes*

*1. I oppose any contributions to candidates because it sets up "the rich man wins" contest. Public money should be available for a one-time (or 2-3 at most) publication of candidates, issues and profiles to compare candidates before elections. I hate all the signs and flyers and I have to collect the flyers to review, study, and compare candidates. If a candidate is not well represented by numerous flyers, then it is hard to learn about them - which is why I suggest a one-time printed publication. Public and private radio stations and TV should also do a one-time debate which could be reviewed later on the net. The election process seems corrupt, confusing and a huge waste of money that could go toward better things than pursuing a job. 2. There are way too many bike lanes and they interfere with car traffic. 3. Sidewalks and streets underneath overpasses are NOT maintained well at all. It is a disgrace. 4. Public transportation is too expensive and too inconvenient to use. 5. SLC is large enough - quit trying to encourage more new businesses and housing. 6. The air quality is terrible but I'm not sure what to do about it since public transportation is so inconvenient and expensive. 7. The parks, zoos, and museums are great, but also too expensive. Zoos and museums should offer extended hours during the summer since most people work during their business hours. Tracy Aviary is open late one night per week which is great but it would be better if it was every night. 8. The libraries are fantastic!! (No I don't work for the libraries.) 9. Would really appreciate less construction - it looks terrible and adds to congestion and every summer we must deal with it. 10. I know that I've complained a lot, but I think SLC is worth my concerns. Thanks for letting me air my complaints.*

### USUALLY COURTEOUS AND KNOWLEDGEABLE

*I filed a police report. I was disappointed that the officers/detectives did not follow up on all the important leads given.*

*Workers with attitude are never good.*

*Salt Lake City needs more patrol officers on the street*

*No one followed up with me when I provided information about a dangerous situation regarding a broken tree limb.*

*Had to call the board of health about a condemned house across the street that at one point held as many as 25 people. Very disappointed with the board of health and their lack of response. Everything from drugs to prostitution to smuggling illegals into the house.*

*alot of the city employees are nice and clean cut A+++++*

*The police and park nazis are ridiculous. They are only interested in generating revenue. Providing justice seems to be a nuisance to them. They are not here to protect and to serve but to make money for the city or push people around.*

*Make public transit affordable for large families*

*the parking enforcement officers need to use more common sense*

*For the most part employees are great. My dissatisfaction is generally directed to lack of ordinances or bad ordinances.*

*I enjoy living in SLC, love Sugarhouse Park, love the area I live in. Not sure I like so much commercialism on 11th and 21st, too much traffic. Would like trax to go to Sugarhouse Park. Don't like what was done with Wal-Mart, it is an eyesore. Do think SLC Council is responsive. Don't appreciate what has been done with Chris Burbank, he was extremely helpful to our area with police presence and coming in to talk to us about thefts and car break ins in our area. Great spokesperson and close to neighborhood watches. Less commercialism in our area would be good. Area of 21st and 21st does not need to be commercial. Small businesses only.*

*not everyone seems to be on the same page; sustainability says something different than utilities, etc.*

*The Forestry Department is excellent*

*Police are slow to respond or just send you to a website. They are nowhere close.*

*There is absolutely zero support of the police department in our city. They are woefully understaffed. Even your questionnaire shows how little you care about crime and law enforcement in the city.*

*In general I have had a great experience in the 5 months I have lived here.*

The city website is a pain to navigate, and when I finally found a contact number, it went to a vacation voicemail.

Building Services online portal is not user friendly - poor design

Shame to see Burbank tossed for political reasons

I protested my property tax value. Had to go almost to court to find some reasonable solution. The city officials have too much power and don't have to justify their response.

Knowledgeable and helpful

I got info from a fabulous young woman who I was totally. and completely. impressed Brittany Badger was her name by

I would love to see the new street lights planned on Emery St installed

responded to request for stoplight on highland drive no stoplight yet

Bike lanes. They suck! No one uses them nor do the bikers obey the law. They ride on the wrong side of the steets on the sidewalks, they disobey the lights, they pop out of now where and then give you the finger. 3rd S/3rd E is a nightmare. I will no longer use those streets or shop the businesses there. The dollars spent on that street is a joke! I have NEVER seen a biker in one of these lanes. In the Avenues, snow removal has been the WORSE since Mr. Becker has come into office. I've lived there since 1989 and had no complaints until Becker came into office. I'm thinking he wants me to ride my bike to work on snowy days.

the police department has rarely been helpful when i have needed them. I own a small business and my interactions with the police department have been negative and when i have complained to a supervisor i was told i would never receive an apology from a policeman

Very helpful. pleasant and courteous

The permit process is a mess ! it took me 3 visits to obtain a fence permit. The employees are unhelpful and rude. come on 3 permits to replace a fence why ??

No more little taxes like the streetlight tax. This was coming from another fund already, which was misused in my opinion. Stop giving preference to the avenues too. We are all taxpayers, even those of us on the west side. Quit pushing through more stupid bonds because you just want to spend money. No one wanted a mega sports complex where you put it. You should have just cancelled the \$15M bond and given up. We already have lots of soccer etc fields in the city. Stop pandering to minorities in the city as if they were the majority.

I've contacted the planning and zoning department with questions twice in the past year, and received outstanding service both times.

Empoloyees have been competent, courteous, and professional. Mostly this has been SLPD due to a vacant house next door.

Air quality air quality air quality - if this does not improve we may move for our retirement after living here 35 years

Most employees I have worked with have been great, though there are a few that can be quite condescending when you do not know the correct process/procedures, even when it is your first time encountering said procedure.

Despite my best efforts to comply with parking ordinances, I have been ticketed a couple of times due to very unclear signage. On both occasions, I was confronted with unsympathetic and uninformative personnel when attempting to discuss these tickets in the court or whatever it is. As a result, I avoid parking on the street in Salt Lake whenever possible.

they need to remember who pays their checks.

The parks department weed control was helpful bi addressing the weed growth/fire hazard in Wasatch hollow.....although the hazard still exists

The SLC Police Department does very little to address crime, especially theft in the Avenues. We recently had a car broken into and expensive items stolen, we found the posting for items on KSL classifieds and called to inform them. The said that we hadn't been assigned a detective but that they would pass the information on. The detective put on the case didn't call us until 2 weeks after the incident, he had JUST BARELY been given the case (SLC 15-1630) and said that he had several hundred other cases that he was working on and that he didn't feel that anything would happen with this one. Mean while, there were several other break ins on our street. We have people walking up and down our streets casing our cars and homes. We need neighborhood watch initiatives and better support from our law enforcement. We didn't even bother calling in when our other vehicle was broken into a month later because we knew that nothing would transpire from it.

always very helpful

The city forester has been very responsive when contacted about a problem with a city tree.

I see several parked at what I assume is their homes for hours during the day

Salt Lake City employees in my experience are friendlier and more helpful compared to other big cities, but there is also room for improvement. Court and police personnel in particular seem less patient and helpful than other city employees.

they were prompt and wonderful

The bike suck that you put in on 3rd south. How will you in a heavy snow year plow them. You should not have put in curb and islands but just lined it. - Bad Idea about putting an extention on the sugarhouse tracks kepp where it is good enough. Hey when i can and tell you there is a tree that needs to be remove because it died you need to remove it. Itis still there after 5 years of

being dead and the guys that trim the trees did not take it out. Why do we have now have 4 recycling bins with the amount of trucks that run around and pollute and cost of doing does not help green house gases. Parking cost having gone up downtown and the time is cut in have the cost for me went up 4 times if I park downtown and now the program loses money after the old meters made money you made a bad choice for the parking meter company. Bike lanes you put in and I never see anyone using them and that goes for the winter even more. I get this a lot from people in our government we should be like Portland but we are not and we have our own values and things that only here in Salt Lake City. Get a clue some things as I have lived here for more than 60 years and it has gotten worse with city officials starting with the Mayor on down.

The GOP has way too much control of the state and local governments

The Mayor stopped listening to the people (opposition to increased density, bike lanes); police department understaffed and underfunded

Make the police stop running lights. It sets a bad example for citizens.

The employees I spoke with were friendly and helpful. I remember when that wasn't always the case.

Polite staff members.

Extremely unresponsive, rude, difficult to get in touch with a human then that person is not adequately trained. Overall arrogance and feeling that they get paid just for showing up with no measurable requirement of competence or performance

Too much emphasis on bicycles not enough on pedestrian and vehicle congestion

The employee at the Business License Office was very helpful explaining the ridiculous rules related to stopping the renewal fees and court action when someone chooses to end a business venture. The expiration date on a business license here is worthless. It just means send more money. If no renewal is sent to the city, the license should end. The city is just as greedy as healthcare...just keep billing, then send them to court. I am leaving SLC permanently soon. I have disliked living here and cannot wait to leave.

The employees in Building Services are generally helpful, but on occasion can be somewhat brusque at times when asked questions.

time for Becker to go.

I am not here for THEM, THEY are here for me.

No follow up with individuals not selected for boards or commissions!

I had some that I called that really listened and took things seriously and others who couldn't care less.

Needed water shut off to allow repair of broken valve. Response was within 30 minutes and the person stayed until repair was completed. Pleasant and helpful interaction.

city vehicles idling or driving too fast.

The gentlemen who collect our trash and recycling are top-notch and always friendly.

I would like to see less time/money/energy focused on giving out parking tickets.

enforcement needs more staff to follow up on complaints. why can't other city workers notify enforcement of problems that need their attention.

Parking enforcement officer was a putz.

I called to pay my state taxes and the woman helping me was very quick and pleasant

I needed to register my car and get a new driver's license at the same time. These two offices are in different locations in the city. This was unclear to me as I did a Google search for "DMV" and the first result instead directed me to the Driver's License Division.

The traffic lighting on Foothill Drive needs to be addressed especially at 1700 South and 1300 South. This is a major wait to access Foothill from either of those intersections.

Interaction with Salt Lake Employees have always been positive.

My concerns have been about just living safely in my neighborhood, which is close to the homeless shelter. Many mornings I have to step over people sleeping in the 5th Street Commons area and sometimes they are angry, hence I fear for my safety. I have called the police on several occasions, but the problem doesn't get any better. When will the city realize that the Gateway area is part of the city and needs city government help. One critical is to move the homeless shelters to areas where they can get the help they need. The city can't just foist this problem on the people living in the vicinity.

It's not so much the employees, but the policies.

No comment

Generally responsive

The browning of Sugar House Park is a large problem. Water conservation is important but that doesn't mean that we should turn an important public asset into a brown and wasting area. The public's investment in the lawns of Sugar House park are being wasted for no valid governmental or public purpose.

There are several members on the city council that should have resigned after their affair. They are a disgrace. Also, that Erin M campaign promises were a bunch of crap!

The people enforcing the housing codes as to how many people can live in rented houses and duplexes do not follow the code. They make up all kinds of excuses and don't believe the people reporting the violations. The Urban Tree people take over 6 wks. to take care of a tree that has limbs too close to the street and sidewalk. The tree trimming people were up one block and around the corner and they didn't come and take care of the problem while they were in the area.

entitled overlords

Sometimes I feel like when I call to report something or make a complaint, I receive a response of indifference from the city employee which doesn't make me feel like my concerns are a priority

I have found that they have improved attitudes and are more polite and helpful in recent years

My city councilman does not answer emails.

Always good

We found the employees competent and helpful particularly at the County Recorder's Office

Andy Bath in the roads department. Calls are returned but only after each message is left. After approximately 3 messages the return calls cease. No alternate means of communication is provided, addresses have been given in messages where issues on roads and sidewalk are occurring, but no initiative is taken to inspect and fix damages caused by inappropriate trees planted in park strips. Have contacted urban forestry about the issue only to be given Mr. Bath's number, and the cycle begins again.

Need more lighting and/or light up signs that a pedestrian is walking near and in front of crosswalks., especially at night on 400 so. from 900 West to Redwood Rd..

Efficient

Becker needs to go! He doesn't listen to people until things implode on him. The parking kiosks are a mess, he is too focused on bike lanes, not enough on businesses downtown. Becker's treatment of Chris Burbank, a lifelong SLC resident, was deplorable. Not nice to throw him under the Sugarhouse Streetcar Mr. Becker!!!

Police take too much time to respond to non emergency situations

On the whole, they are unresponsive.

The mayor is disconnected from the public, those 300 south bike lanes are a waste of taxpayer money, the police chief should be brought back

they range from very helpful to "should be fired"

traffic employee at city very condescending and totally unhelpful

poor attitudes

Neighborhood issue with abandoned house - still struggling to get SLC support/action.

I had an awful experience with the loan I obtained for home improvements - wrote a letter and never received a response from The City regarding my problems!

requiring a business license and paid class if you own a duplex in slc

The mayor is out of touch with citizens. He has his own agenda and will do whatever to move it forward. Bike lanes are a joke. Too many bikes on sidewalks when there is a bike lane.

East High School needs serious help! There is a serious drug problem, and the academics are a joke.

Please raise the minimum wage for city employees

Enforce all downtown bicycles to use 3rd South more frequently since so much money has been spent on creating this magical special place specifically for them. Otherwise, open it back up to two VEHICLE lanes with the right lane being shared by bicyclists. What a waste of taxpayer's money (unless you're a frequent bicyclist)!!

I frequently report graffiti and am pleased that it is cleaned up usually by the next day. Wish there was something the city would do to prevent it. Also, Lyle with Forestry helped me replace the tree in front of our house; he was awesome to work with.

We had a dead tree removed from our park strip and a new one installed. We believe this contributes to the beauty of the community and very much appreciate this city service. Employees were courteous and prompt in responses.

Sam Dunn is a bowl of info.

Stop law enforcement from using excessive force and unrestrained lethal force. All law enforcement killings and use of force are to be recorded and publicly reported locally and in a National database. Discontinue and remove the militarization of law enforcement. Get rid of their "gang mentality."

I have had very positive experiences with the city employees.

maintaining/sustaining/creating "neighborhood". Coming from the east coast (many years ago) we had real neighborhoods. You could feel them. I feel my neighborhood (Marmalade), and I hear about other neighborhoods, but, save for a couple or so, I don't FEEL them. 'inter-neighborhood sports'? more street fairs (I think I was involved in one of the first-ish street closing events, when a partner and myself opened the tower theater on 9th & 9th.... I believe that might have been one of the tipping points for that area...) I'm not quite sure how that is solved, but I'd sure love to be in on the conversation that follows.

Chris Burbank. He was the best Chief of Police Salt Lake City has had in years. I definitely will NOT be voting for Ralph



Becker!

Are usually pleasant, and willing to answer questions, but sometimes seems overworked.

I called to find out something about my street and left messages for 3 days only to find out that I need to contact a different department. Why not return phone calls the next day.?!

no

I find them pleasant and helpful.

Always professional, and polite

When we first moved here 10 years ago I had some questions for the Zoning dept. and received a very cordial and helpful response to my inquiry. However, this past year I approached the zoning dept. and found the process much less responsive and client friendly from the sign in requirements to the face to face experience. Makes me hesitant to revisit this department in the future.

police and fire personnel are out of control.

none

I feel that the resignation of the police chief was a positive move for the City and I applaud Mayor Becker, who I don't usually agree with, for his actions in that matter.

No matter what the results of this survey are in helping the city move forward, I will not vote for Ralph Becker! He has been more worried about bicycle lanes than cleaning up the area around Gateway and has not connected the west side to downtown Salt Lake, Liberty Park and Sugarhouse communities. Tax money keeps getting funneled to improve the neighborhoods that are already nice, focus on improving Rose Park, Poplar Grove, Glendale and Gateway District should be a huge priority. I am also extremely disappointed in the downtown parking situation - kiosks are a joke, no free parking til after 8pm has hurt smaller downtown businesses and the lack of decent public transportation after about 10 pm is ridiculous! Speaking of which UTA needs a huge overhaul! Overpaid executives that are unwilling to provide expanded service that is available in major cities throughout the country. They want major city payouts, but don't want to provide major city service! You can't keep playing this game with the tax payers money!!!

Houses rent out to more than 3 unrelated people. It is big problem in our sugar house area.

Street Department employees fixed a hole that had caved in next to a ditch, making it dangerous for cars. They arrived within two hours (maybe less) after I made the service request. They fixed the problem the first time.

They have always been responsive to my issues when contacted.

My experience with the police department has not been so good. However, my dealings with the fire department were tremendous. I was the victim of a fire and the fire department was absolutely tremendous. All other dealings with City employees have been pleasant.

Representatives to our Community Council are excellent. Personal contact has been positive

SLC Police are incompetent, careless, and unhelpful. They offered no help when I had a problem with a stalker.

could not respond to section s that required dragging. did not work.

LuAnn Calfa is deceptive, and does not work well with residents attempting to be code compliant.

Entire parking services team has always been helpful and responsive to my phone calls. House was broken into and the police officers that responded were great. The detective that took over the case was a complete waste of time.

I've called several times about a gas station/convenience store in my neighborhood that simply will not maintain landscaping and continues to post advertising all over the store and in other places. Housing and Zoning enforcement has contacted them, they will landscape and take signs down, then they let it all die and put signs back up. It's an eyesore and it seems that H&Z has given up as they no longer seem to be in contact with the business owners.

This is about the TB Health department. They help people with no insurance and leave people with insurance. My opinion on this issue would be collecting a partial form uninsured person and helping a little to a insured person should help all persons

Contact city regarding abandoned vehicle in my neighborhood. Vehicle was stolen and abandoned. Reported, investigated and vehicle towed away in all in one day. Excellent!

Not a problem with employees. I wanted to change my garbage bins, got the paperwork but never mailed it back so my fault.

I have been disappointed in a rude employee, followed by non-response, from SLC parking on an issue where I was being harassed by somebody who did not want me to park in front of her residence, even though I had a city parking permit and was allowed to park there by law. This person was posting her own "no parking sign" in a city permitted area and calling parking enforcement when I parked there legally. The employee I spoke with on the phone was less than helpful and a little rude, and then a follow-up email describing harassment of this citizen was never answered by SLC Parking. It was quite frustrating at the time, although I no longer live in that area and parking was one of the main reasons I moved. Alternatively, a request for modifying timing of a traffic light was immediately answered and remedied; I was very impressed by the speedy and polite service by the traffic light folks.

My experiences have been positive

*Some government workers present an attitude of disinterest and unempathetic to the current situation.*

*Mayor Becker has put far too much emphasis on his pet agenda items rather than on the issues of greatest importance to the majority. A good example is his obsession with the bike lanes and bikers. Another example was the ill-conceived and poorly communicated plan regarding the irrigation system upgrade to the Bonneville Golf Course. Only after threatening to get a legal injunction to stop construction so adequate input could be given by those most adversely affected, did we finally get the attention of the City.*

*I have contacted City Councilman Charlie Luke on a few occasions ....his responses each time have been superb....he is an excellent representative of District 6....responses from the Mayor's office have been perfect examples of bureaucratic insanity....totally lacking in common sense or concern with subj issues.....*

*They are all nice, but (a few examples): Not all of them follow through on what they say they'll do. Also, many telephone numbers on the website are wrong, and I have advised the City of such, but nothing changes -- they are still wrong. Sometimes I get bounced from department to department because people don't seem to know exactly who does what.*

*HAND is perhaps the most frustrating department of City government. It appears to be a campaign tool for Mayor Becker, and less interested in really addressing housing and community development issues like affordable housing and revitalization. HAND and the RDA seem top-heavy, driven by their own agendas and not those of the residents, and wasteful of taxpayer money.*

*the response the mayors office was very efficient*

*They are not pro business*

*Very Helpful*

*Very nice but they were limited on how to help*

*Got personal response about neighborhood cleanup so we could plan our vacation.*

*Usually always courteous*

*It seems like the city has an agenda they are trying to sell rather than listening to the citizens*

*has anyone ever considered changing the downtown streets to one way? bike traffic would be much safer. 1300 east is a mess since it was downsized and bike traffic. we have many less congested streets that can be earmarked for bike traffic.the backup every day on 1300 east is a real polluter*

*From my personal bubble, the sidewalks near my house are in bad shape. I understand it's my responsibility to maintain the sidewalks directly in front of my property. As you can imagine it's difficult to spend a month's paycheck on something like that. I understand the police have a difficult job and they deal with violent people on a regular basis, but I've seen cops, sheriffs and chiefs lie to the public over and over. We had a break in at our home and they didn't spend much time looking into it because they are too busy. I was punched and my wife was shoved by a neighbor and they didn't even speak to the neighbor about the altercation because they are too busy. But I'm told there is an undercover cop that sits at the Sugar House plaza to watch for illegal skateboarders. Regardless, SLC is a relatively safe, clean and beautiful city to live in. And I love the outdoor trails that various cities, counties and entities have provided.*

*the street crew that repaved my street were professional, yet friendly. they stuck to the job and provided traffic direction and safety for the neighborhood. please give them my thanks!*

*I LOVE the Hive pass! The person who issues the pass was not friendly and actually seemed put-out both when I applied for-- then needed to replace--my Hive pass. The cashier was very friendly and professional.*

*City employees who deal with removing graffiti are extremely responsive and quick to respond. It's important they continue to do this - especially in the low income areas (broken window theory). The city is doing better beautifying the Jordan River Parkway trails and 9 Line trails. We hope to see a continued effort to beautify the 9-Line open space west of the Jordan River, where the city is finishing up the wetlands area. Continue to move west along the trail and plant trees, add lights, trash receptacles, and plants! Keep up the good work!*

*The zoning and enforcement division is useless. They won't enforce their own regulations, consequently our neighborhood looks decrepit. It is a disgrace that we are closing golf courses while funding concerts in Pioneer Park for people who don't even live in SLC. Shame on you.*

*limited knowledge of their job.*

*n/a*

*My car was broken into. There was video of the theft. Nobody in the police department cared enough to view it.*

*Stuart Tsai did not resolve my issue. My personal property tax info. is still available to anyone on-line. Specifically, Notices of Valuation and Tax Changes 2014 through Salt Lake County's website! Stuart asked an IT guy, forward his response to me, and then "buried" my inquiry without solving my issue.*

*Adopt an English only policy for all communications from the city to residents. that will require assimilation and coherence in our wonderful community.*

*Please respond to email inquiries.*

*na*



*It's pretty much been exclusively with SLCPD. Please consider increasing neighborhood improvement programs.*

*Support Golf Courses*

*no comment*

*When I contacted the mayor's office I received no response. Firing the Police Chief was an incredible loss to SLC. Mayor Becker has not paid sufficient attention to the issues of the Pioneer Park area. Too much focus on his legacy projects. Nice but not critical in light of other needs. fFocus on meaningful connected transportation, not the extension of the Sugarhouse line.*

*Please do everything you can to help normalize our liquor laws. They are embarrassing.*

*answered my call quickly, they were polite and informative.*

*They are all tied up in red tape.*

*Water department shouldn't be watering their well for two hours*

*The parking enforcement is ridiculous and mean spirited*

*Michael Stott*

*I am still waiting to have my curb side large Maple tree trimmed. This has taken more than two years! Finally, I received confirmation that my tree would be trimmed in 30 days. I am on day 22 and crossing my fingers that it gets done. The health and beauty of this large tree depend on annual maintenance.*

*My message/email was never returned*

*More transparency is needed in all offices.*

*They need to act like they have a job to do.*

*Employees are great. It's the elected leaders who need to be tossed out!*

*I am beyond lucky to get to live on Broadway (the best street in town!!). I absolutely adore the bike lanes, parking, and art installations on my street. I feel incredibly safe in my neighborhood and couldn't be happier with or more proud of my beautiful Downtown SLC.*

*we never have any reason to come in contact with city employees*

*please presevre historical buildings and nieghborhoods*

*The individuals I have interacted with have been helpful and friendly. Keep up the good work!-*

*Wish I could find out about my annual street pick up on line*

*I found out about the neighborhood cleanup day almost by accident.*

*the Housing and Redevelopment was very helpful in getting my roof redone, but I've forgotten his name, and can't read his signature on my documents.*

*Were courteous and served well.*

*Other than Chief Burbank the Police that respond to calls are pre-decided before investigating situations and often lie about the law or city codes. The zoning/building department (inspectors) are extremely bias based on personal feeling including gang like mentality. Complaints are filed based on inspector lies that citizens have made complaints. The whole department is self protective blaming citizenx instead of rooting out problem employees. Enforcement of zoning codes are very selective, a few citizens are constantly harassed (vendetta style) while most businesses are never cited for zoning violations. The same applies for building codes, the citizens (especially those seemingly on a unofficial list) are required to get permits that are overpriced (making repairs or upgrades financially difficult), then inspectors insist on compliance outside the scope of the permit. While businesses are easily able to afford permits and are many times never held to the standards of inspection that citizens are. One aggravating situation involves WATER. The city requires vegetation in landscaping and citezens are ticketed if the landscaping is not "green" enough, all the while we are in drought situations and the cost of water prohibits expansive greenery (especially on the west side where we are required to maintain VERY large parking strips owned by the city, many times larger that our own property).*

*Taking the time to educate and give options, as well as committing to address issues Paramount.*

*The one time I contacted the city was through an email to my council member's office. The response was very timely and complete.*

*I find the employees at the Water Department extremely difficult to work with. When they had a promotional sale on bus passes last year, they would not allow me to purchase one for my grandson unless he was with me and we had a birth certificate and written permission from his parent (my daughter) for me to buy it (as though I might be randomly buying a bus pass for some strange kid?). There were complaints that this promotional discount program did not work and got a low response; well, what do they expect when citizens get treated like a criminal for trying to buy a teenage grandson a bus pass. (He would have been the only one able to use it, as they would have had to put his name on it, so it was not as though I was trying to commit fraud or anything). Also, when I go in there to pay my bill, they are equally unfriendly, as though they are not required to show common courtesy or respect to the public, since water is not something we can do without, so what does it matter how they behave? That seems to be their attitude. I am also very afraid of the Salt Lake City police. I believe they committed murder when a SLPD officer shot that kid in the back at the 7-11 on 21st South and State Street last August. He was wearing a headset and did not*

even know the police wanted to talk to him, yet, because he did not stop when commanded to do so, he was shot in the back. The recently released body-cam footage sickens me to watch, as the police officer behaves in an angry manner that this young man has the nerve to die on him, when in fact he is the one who shot him in the back. I truly cannot believe that Simm Gill cleared the officer responsible for this killing of any wrong-doing, because to me it's every bit as bad as any other police/citizen shooting that has been in the news lately. This 7-11 is less than 1/2 mile from my house, but I believe a handful of our city cops are over-reactionary, and would just as soon shoot someone as to stop and sort things out in a peaceful manner. These are the same group that speed through the city, runs lights, and come close to causing accidents with innocent citizens. If whoever is reading this has not seen that recently-released body-cam footage, I would challenge you to stop and look at it; you will be sickened by it, too. I also believe that the police and city employees have a lot less respect for those of us living on the west side of town than those living in the more affluent areas. I have been stopped on several occasions for running to the store late at night, and once they look at my license and see my address, I believe they show a real disdain for who I am according to where I live. One officer even said as much to me when I was stopped in a speed trap on State Street a couple of years ago. Another thing that irks me is the way everything is catering to the bicyclist right now. There is an area of the inner city (NOT a school zone) that is 20-miles-per-hour. That is ridiculously slow for a capital city traffic speed limit, and I feel it's been done to cater to the bicyclist, with no regard whatsoever for the motorist, and how unexpected this sudden 20-mile-per-hour area is. And what's up with this "Bikes 'n Beers" thing that the mayor's office was advertising? The last thing we need is a bunch of half-drunk bicyclists, yet all of the advertising encouraged, basically, a pub-crawl for bicyclists. I really dislike the fact that most of our major boulevards have been narrowed down to single-lane streets now, and the painting on the streets is very confusing to newcomers as to how they are to now yield to bicyclists. I think it's great if people want to cycle, but many of us NEVER WILL; what about us? Way too much attention is being paid to changing over all of our streets to suit the bicyclists, who are often careless, arrogant, and undecided as to whether they are a pedestrian or a vehicle operator. It also irks me how many of our left-hand turn signals are never operating properly. We've put literally hundreds of thousands of dollars into redoing most of our semaphores, yet many of the left-hand turn signals appear to be randomly non-functional. Maybe it's a way of getting people to stop driving? Also, regarding the cost of taking mass transit. What incentive is there for people to pay \$5.00 per day to go to and from work on public transit when, even in a gas hog, they can drive for less? The greedy pigs that run this organization, many of whom will retire on \$200,000 - per-year incomes probably never use mass transit. Yet they have hiked the price up for the common citizen to insure that they continue to collect high salaries and retirements. And the fancy vehicles the UTA cops drive? Why not do away with all of these mass-transit cops, and just let people ride TRAX for free. We buy these expensive vehicles and pay these TRAX cops \$30,000 per year salaries to chase down people who are cheating on a \$2.50 fare. It doesn't make sense. Get rid of these cops and let everyone ride free. Hire a few bicycle cops to patrol the parking lots to discourage vandalism, and you could run the whole system for millions of dollars less. And get rid of these UTA employees who believe they should collect these out-of-sight retirements. What have they done from day-to-day that is any harder or more stressful than what the rest of us do? I am a 64-year-old citizen who frequently thinks about leaving Salt Lake because of the afore-mentioned issues, particularly the gun-happy police and the high cost of transportation and recreation.

The director of SLC Airport is imperious

Inadequate connection from neighborhood to Trax to the airport. Parking on North Temple is not over night.

The City employees and official whom I have contacted were unfailingly responsive and helpful.

I get a email from Orin Hatch, Mike Lee that seems like it's mass produced and just sent out to let me know that someone has a job answering my question. My questions never really get answered, I get a round about answer but never a true Yes or No.

tree people were great

jente amigable

I've been wanting to get a crosswalk in our neighborhood for years without success

Fair

Wonderful working with Troy and Olga from SLC Housing Dept.!

NO one every got back to me about my questions and concerns related to the creek I live on.

I have tried to get someone to respond at the city and at the county governments to my complaint about dogs on the bike trail leading up to Tanner Park. I have gotten nothing but passed on to someone else who also does nothing. I now don't use that trail because it is terrifying.

They are very courteous and serve excellently.

Construction in Sugarhouse was awful poorly managed by the city!

### Verbatim Responses

*I really liked the drag and drop on the priority lists. That's a really nice feature.*

*Not enough choices on some questions.*

*I wish Salt Lake City would be concerned with Senior Citizens and their needs.*

*more "none of the above" type answers for questions.*

*The tiny line for the comments was annoying but at least did not cut me off.*

*BIKE TRAILS AND STREET LANES FOR BIKES ARE VERY GOOD. MORE OF THEM WOULD BE BETTER.*

*Fund public safety before you finance legacy projects for the Mayor. No more streetcar add ons in Sugarhouse. Thank you.*

*I'm a bike rider and i use my bike as the main means of transportaion. Air quality is of utmost importance in Utah, which needs to be addressed not just by public transpotation and electric vehicles, BUT BY transforming the 7 or 8 factory poluters in the state to businesses that have citizen's concern including the mining which of-course are all out of the city's jurisdiction, non the less they are in Utah. If you can pass this info to State officials in hopes that they would do something about it. Thank you for this survey and caring to know what citizen think are important to them where they live, it would have been nice if State government would do something similar periodically as well instead of cozying up to big money and pluters in the name of economy. If the City would consider to do this survey periodically, i think the city (Mayor and the City Council) would win a greater respect from the citizens.*

*The survey did not address some major issues like: Relocation of shelter, homeless people downtown, drug addicts, pan handlers, gang activity etc. Parking downtown is hardly available while blocks of real estate have been sitting vacant for well over ten years (arrow press, zephyr). Liquor laws.*

*It would be useful to define some of the survey items. For instance, I wasn't sure what you meant by 'neighborhood', what physical boundaries I should consider, so it was difficult to answer some of the questions. I was also unsure on what sustainability referred to.*

*City street are in deplorable condition -- 2700 South is one of the worst and has not been addressed for many years. Weeds and debris is taking over many of the sidewalks, curbs, gutters, vacant lots and 'parking' strips between sidewalks and streets. The area is looking more and more like a third world country. Bikes are not following traffic rules and are making it more dangerous to drive in the city. They fail to yield to pedestrians, fail to stop for traffic lights (sometimes merely switching from street to crosswalks).*

*I think the question about bike lanes was very poorly worded. I think they have made a mess with the bike lane ( also enforcement of bike laws). The question was are there enoough bike lanes - but I think there are too many (and I have neen an avid bike rider for decades). / / You didn't ask about opportunities for animals - like more spaces where dogs could be off leash - like even in my yard. The animal rights in SLC are awful. More dog lanes - less bike lanes.*

*Would like to see more tax dollars put towards education for K-12. Having only full day kindergarten available to a limited number of students resulting in parents paying tuition to provide full day kindergarten to those children is disappointing. Why should I have to pay tuition for public school when other public schools in other states can provide for all those children. More money needs to be contributed to the education of our young. We are very frustrated parents with the SLC public school system.*

*I would have liked to comment on Sugarhouse development.*

*Dear Salt Lake City: / / Please get rid of the blue parking meters! They are keeping people away from downtown. The recent improvements have barely improved anything. The city should not use parking as a way to fund city hall, it should increase the amount of on-street parking and decrease the cost of on-street parking in order to encourage more people to come downtown and to make surface parking-lots less profitable for the parking lot owners. / / I guess that wasn't a comment about they survey. I just needed to say that anyway.*

*Very vague poll, only direct question was about the prison.*

*Thanks for collecting public opinion, these surveys should be distributed and taken into account much more frequently! Great questions.*

*My business is in Park City and I commute everyday. Salt Lake City is where I could afford to buy so I live here. The most important thing for me is to feel comfortable in my neighborhood and to feel like my investment is a good one. My neighborhood has had a lot of crime. I believe an increased presence of law enforcement in our neighborhood at night would help cut crime or at least drive in out of SLC.*

*I think the questions about sexual preference and whether or not I feel I am transgender were uncalled for and you are going to use them purely for marketing purposes when it comes to telling others about our community. Those questions might have a place in a census, but not in a survey about city services.*

*It would have been nice to have been given an opportunity to explain why I rated certain items the way I did. For instance, I rated street lighting poorly, not because of the lack of street lighting but because I absolute PROTEST being charged a monthly*

"fee" (actually a tax) when it is the city's responsibility to provide street lights that should come out of the city's budget rather than forcing people to pay an additional fee for something the city already is responsible for providing. There are a number of other items where it would have been nice to have been able to give feedback as to why I answered the way I did.

I strongly feel the State Prison should stay where it is currently located. The people who live in Draper should not have built their houses around a prison and expect the state to fund a re-location. It is their (the people who live in Draper) choice to live/work where a prison already exists. They should deal with their choice to live in Draper, or relocate themselves/business to a different location if they don't like being near a prison. Moving the prison to the airport area will only lower property values in that area and will be detrimental to the downtown Salt Lake City community. PLEASE DO NOT MOVE THE PRISON.

Your survey reflects what you are focused on in this city. You have all forgotten that families still live within the limits of the city. There is an increasing crime rate and the police department has zero resources. Our home as well as several in our neighborhood have been robbed time and time again. There are not enough police to enforce the laws we have and instead you are focused on installing art along the streetcar in sugarhouse. I cannot believe how off track the city's leadership is. / / Your focus should be on funding law enforcement, taking care of roads and funding education.

It was streamlined and efficient. I also appreciated the different types of questions!

A scale from 0 to 100 is bad survey design.

1 to 100 was a little overwhelming, not gonna lie.

Thank you for giving me an opportunity to comment. My biggest complaint about SLC is the begging and panhandling on every single corner of the city. To me it infuses the city with a sense of suffering. I am unable to relax at a stop light because someone is always begging. It is also embarrassing when people visit. This is my biggest beef.

More fill in the blanks would be good - the prison cost will be much more than anticipated due to the soils, biggest problem with parks - 56 playgrounds, 5 dog parks. This town isn't walkable - more small stores needed.

Warn us about the length of the survey

Mayor Becker needs to do something immediately about the disaster that is the cab situation at the airport. I'm a frequent traveler and was appalled at the mess that has been created due to the deregulation of the cab industry. I'm a supporter of Uber but this was not the way to implement Uber in a city. / / Mayor Becker's handling of Chief Burbank was also a huge misstep. I certainly do not condone sexual harassment in the workplace but the heavy handed way that the situation was dealt with resulted in the loss of a great police chief that had the respect of the community at large--something that is critical in today's climate. I'm a Dem and I'm not sure Mayor Becker will get my vote due to his inept handling of these issues.

Great survey, I would love to be notified once the results are made public. / / Thanks!

The survey timed out or did something funny after the first question about ranking items of importance, but I was able to finish the survey.

Not well formatted for phone and too long.

It was nice to have at least some kind of voice in government even though it was nothing more than a fart in the wind

The most important thing is improving housing prices in Rose park.the rest of the city is doing great but this section is in bad shape

I would like to see more rules about yard care, parking and multiple families living in single family homes in forced. I would also like to see tax breaks for home owners who take care of their homes and yards and tax increases for those who do not instead of it being the other way. Just over all more care and concern for the west side by our government officials.

Please do more of these surveys/input processes. Hard for average city residents to have our voices heard

Awesome about the trans\* question! I wasn't sure if male/female option was mandatory? My partner is trans so I marked it to represent them.

I appreciated being surveyed.

Salt Lake says it is a bike friendly city but the road conditions suck. Both in the city and the county. It's not very often that I feel safe in the bike lanes because of the debris and the roughness of the surface. I have a second home in Tahoe Vista and the bike lanes there are smooth and keep debris free. You need more than a bunch of bike paths to be bike friendly. Get them smooth and clean!

1) This is a well laid out survey. / 2) What on earth does sexual orientation have to do with this survey? Really, transgender, bi, gay, etc? What does that have to do with how we run the city? Are you going to base city decisions next based on if I choose to use birth control even when I'm married? / 3) TOO MANY BIKE LANES. These are starting to constrict and get in the way of traffic for cars.

Too much focus on bikes. Too much bullying by law enforcement personnel; I do not feel safe from police. Great infrastructure. Need focus on cleaner air. Greener practices. / Must protect historic integrity of neighborhoods built before 1950!

I lived in SLC for all of my life until 1985, then I moved to Davis County where I lived for almost 30 years. I have been back in SLC for just 2 years. I am enjoying being back very much.

The URL listed did not come up initially. I had to go search on the City site.



Not sure what I think of many of the "initiatives" in the ranking pages. More concerned about specific ideas than "increasing sustainability." Also, what exactly are community gardens. If you're talking about places where people can go and grow something, an allotment, then I wish we had more with facilities. If we have these, I know nothing about them. / / You're not asking, but it's time to deal with raccoons. I wish the city would consider doing something about them. And derelict properties. The general services are great but the city has allowed derelict properties to cause unsafe conditions on my street.

Air quality and supporting public education are the biggest issues for me, in the city and state. / / Thanks

Please allow people to answer "prefer not to answer" on the race-ethnicity question.

Thanks for taking the time to create a survey, I hope that the responses are strongly considered.

I appreciate the opportunity to respond in more detail. Had I known that was coming, I would have given the overall survey a higher rating in the last step. / / One problem: A previous question asked for more detailed information about my opinion, yet the box in which the opinion went was only big enough to hold about three words. That made it very difficult to read what I was writing to make sure it was coherent. / / Overall, Salt Lake City is a great place to live. My main concern is the gradual squandering of irreplaceable amenities which make the city a unique and desirable place. I am talking about both historic architecture and our mountains. The damage gets done so slowly that it's almost unnoticeable. The large towers at the mouth of Emigration Canyon should have alerted us long ago to the danger of defacing our mountain views, the most important aspect of what makes Salt Lake City what it is. Yet I understand that a gated community is planned for the mouth of Big Cottonwood, something I find in comprehensively shortsighted. / / Similarly, the historic core of downtown has been broken up by the same tired old glass and steel towers which are quickly making large cities all over the world look exactly the same. Certain blighted areas of downtown could actually use a makeover, yet when choosing a site for UPAC, the city chose to tear down for beautiful and unique buildings right in the heart of Main Street. / / The Pioneer architecture of Utah cities is as unique in its own way as celebrated architecture in Europe. Americans travel to Europe in droves every year to experience the beauty of European cities, yet we neglect our own equally beautiful downtowns to the extent that they have practically disappeared. / / I understand that large tracts of Sugar House are being bought up by individuals who, undoubtedly, will raze them so that they can make a profit on the typical shoddy garbage which litters the entire American landscape nowadays from coast to coast. I'm not against modern buildings. I am against the cheap Walmart look of disposable buildings which are essentially tin structures not intended to last longer than a few years. This sort of thing might be fine for business parks and suburban areas of a city. But our beautiful downtowns should be protected from this sort of thing.

There should have been more room for feedback on the previous pages. I have opinions on everything and checking a single box is difficult. heh. But now that I have the space, what a bone-headed move to fire Chief Burbank. Boy, as far as the top cop job goes, good luck finding a better candidate. He did this city proud since his first day on the job and I for one am very sad and disappointed to see him gone. Leave the homeless shelter alone. Those people have it bad enough as it is. Moving them elsewhere won't help. More drug control around the shelter would be great. I know that's a tall order, but Jesus, the drug problem down there has spiraled out of control. Anyway, no, I don't want more high-density housing in my neighborhood (Sugarhouse). It's getting waaaaay to crowded around here. No more pharmacies either. I'm starting to wander off topic a bit. Come and fix my sidewalk and street lights please. My taxes are high. Stop raising them. Please do all of the above. thanks! Seriously, the biggest problem with the transit system is the price.

I have lived in the north west section of the city center for about 25 years and it has been my experience that the city really doesn't care what happens west of 300 west. The streets are barely lit at night and the residents are rarely cited if they dump their old mattresses, sofas, and televisions on the curb to rot. We have let the homeless situation ruin retail areas and deter people from coming to the downtown area to dine and shop. I really don't know what is going on with the parking debacle, but I must admit I love watching the bewildered looks on tourists and locals faces as they try to figure it out. Over all this city is trying to comeback from its existence as a virtual ghost town and I applaud that. However what it needs is stronger more empathetic leadership. Someone who can say no to the big business developers who want to move a prison. Someone with balls enough to tackle the increase of pan handlers and homelessness in the city. And it would be nice to have the city embrace the west side for a change and treat us like we are in the same city.

Poor air quality is our biggest problem. I do not feel it is very important to attract new business to our state, I have seen the problems brought by the growth in the last 30 years. I moved here for a job but also for the beautiful environment and what I expected to be clean air. There were a few weeks of winter inversion when I moved here. I believe that the air is much worse now. Although the increased population and automobiles are part of it, it is misguided to focus only on cars and mass transit. I consider industries the biggest problem. Unfortunately the city and state make little effort to curb industrial pollution. It is a disgrace.

You need to explain what you mean by sustainability programs. / / Clearly the biggest problem facing the city (counties) is the air quality. If the state is not going to offer the health care it should, the least governments can do is help keep people from getting sick (through air quality, water and recreation).

nice format, love the drag and drop!

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*Hope it actually makes some changes.*

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*/ you need an option for part time employment*

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*I know you think this is a survey but have ear marked question was bad as I could not convey my true feeling a bout a couple of things. You guys think by sneaking the train around the corner of sugarhouse can keep it moving little by little. you need parking if people use this thing or at least use flex buses. For the extention that you say will be about 25million to do You can move buses a 100 years between the two point and make money in the long run. you will find it will be a mistake waiting to happen if you do it. I have lived here a long time and seen many changes but after being out in the world as I have I have seen things like this that people say they should not do and doing the train any further will be like what happened in Bremin Germany as the businesses went away and side street parking will spoil the close neighborhoods to the line. think about it as I have seen it in Protland and street is twice as wide then Highland drive is if that is why you want to do it. / / I have other stuff but Becker sucks as a Mayor in some ways and he just fired one the best policemen I have seen in my travels.*

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*I think that the sugarhouse street car line was, and is, a complete waste of money. It travels past my house and I never see more than 3 or 4 riders at any given time. It has increased idle time, especially on 700 East, where traffic stops too often and therefore increases greenhouse gas emissions.*

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*Review gender identification question. Give the ability to select 'heterosexual.' (Although I might have missed it, I skimmed it, as the question is irrelevant to how the city is run, no matter how much publicity the Mayor generates for himself.)*

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*Exactly what is this survey supposed to accomplish? Who will use the results, what may change? Or, is this just another step in someone protecting their government job or turf?*

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*The first part of the survey had the "Strongly Agree" to the left. The second half of the survey had "Strongly Agree" on the right. I almost didn't catch this and answered the questions opposite to what I would have intended. Also, the question about how long I've lived in Salt Lake City doesn't ask for the answer in number of years, which I assume was intended.*

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*It was difficult to get in. Had to call the phone number for more specific instruction. As in any multiple choice survey, the correct/accurate answer to a question is often not among the choices offered. Therefore / the tiny box for comment was confusing and irritating. I suspect this is because folks who are paying for the survey are looking for specific answers to justify their thousands of bike lanes which are making it increasing difficult to move around town with anything other than a bike. Ever considered handicapped folks unable to ride bikes?*

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*Need auction to expand on answers at the end of each section*

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*Not enough opportunity to write comments. I absolutely hate the new stoplight on 7th East just South of 21st South. Over a hundred cars stop for one person on a bicycle to cross. These pedestrians are not using the train, they just don't want to cross at the intersection of 21st and 7th. The train, when it does pass, is usually empty or has one or two passengers. / / The curbs and sidewalks in Sugarhouse are crumbling. 7th East is scheduled for new asphalt when what we have is fine...need to spend federal highway funds or loose them? / / As I said before, can't wait to leave SLC. Retiring soon and hope to never return here.*

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*you're welcome.*

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*Keep up the good work!*

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*The final section of questions I consider outside the needs of the government. The state, local and / federal government have more than enough information about citizens.*

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*The prison questions seem a bit self serving based on current events. A year ago it would have been fine.*

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*The new parking meters are racket. (Especially the enforcement until 8 PM. It used to be 6 PM.) As a consumer, that discourages me from visiting the downtown area. Other than that Salt Lake is a pretty great place.*

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*It would be nice to have the option of explaining or commenting on some of the answers after each question. I scored the parks department low because the park near my house is grossly over watered. The maintenance and amenities at West side parks is inferior with East side parks. I did contact the parks department about the over watering and had to leave a message. The person called back right away and was very friendly but nothing came out of the conversation. The park continues to be over watered.*

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*Pretty frustrating to face such general questions. For example, I think Salt Lake is on the right path in many ways, but my impression is we are not preparing for the big economic crash I see coming. Many cities are already having trouble meeting expenses.*

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*For yes/no type of questions your survey should add a comment box. Some questions left me wanting to answer yes or no but with qualifications. Unfortunately, I had no way add those qualifications.*

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*You didn't touch enough on the value of the golf courses in this city. It is my sincere hope that you will leave them alone, give them enough capital to improve and thrive and keep them open for a multitude of years. When you consider the number of parks, dog parks, etc in this city and compare that with the tiny number of golf courses, it is a no-brainer. Leave the golf courses alone, please. If not, I'll happily accept a one-time payment from SLC in the sum of \$80,000 so I can join the SL Country Club, which will stop me from playing any SLC course ever again. Your call, amigos.*

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*I am using this space for a complaint. 1. I will not use a credit cars for parking. The expectation that it is safe is ridiculous. 2. To*

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pay to park until 8 pm defeats the purpose of using the downtown. It should stop at 6pm. How do you go out for dinner and to a movie! 3. More permits for outdoor seating in the summer.

I am very surprised that there were no questions about my feelings regarding the over-abundance of little Ralphie's bike lanes. There are far too many of these lanes popping up everywhere and I think, are a real safety issue for the law-breaking cyclists that I have to deal with every time I get my car!!!!!!!

Yo considero esta encuesta excelente , porque se ha cosiderado todos los aspectos importantes / para la buena supervivencia en este hermoso y querido pais.

I am not opposed to the prison being moved, but I do feel as though there are other issues to be addressed that are of greater importance such as working towards zero waste or a clean air initiative. My concern is that this project will be costly and my tax dollars could be working toward changes that can better benefit my day to day life. This morning I read The June issue of Utah Stories and an article about prisoners sustaining themselves and contributing to farming and harvesting stood out to me. I feel as though this would be beneficial to Utah prisons. Instead of sitting and waiting out their sentence they could actually contribute to a cause that would affect the society and also their own development. / I also feel that bike lanes are of great importance. They create a safe environment for bikers and with more bike lanes and I feel that more people would be encouraged to bike as opposed to driving which would promote alternative transportation and cleaner air. / I also feel strongly about recycling and reusing our waste. With implementing regulations for businesses and individuals I believe we could work towards becoming a zero waste state. Like California, I believe banning plastic bags and charging for paper would be beneficial. Many businesses have reusable bags and offer perks but it isn't a priority for shoppers therefore they often will not take advantage of those perks. The same goes for recycling at home, many materials we throw in the garbage are recyclable but many choose not to because it takes more effort. With regulations this situation could improve.

Wish there had been more questions concerning the sharing of roads with bicycles. I'm all for bicycles on the road, but I think they should follow the same rules and laws motorized vehicles have, ie: lights (front, rear and side marker reflectors), have review mirrors and be registered/licensed, with a small annual fee to help with the expenses of maintaining "bike lanes". Also, they need to stop at stop signs and signals.

Please expand the S line up to Sugar House Park area. I would use public transportation more if that was the case. Also. I think you need a tunnel or a bridge from the North side of 21st South to the South side where Sugar House Park is. A lot of people come from these neighborhoods to the park and it would make crossing that busy street much easier.

You should have included a question about keeping the Chief of police Burbank. He will be missed by / the residents of Salt Lake.

Thanks for asking!

Dividing priorities into more or less important categories probably prompted me to some false choices. There were few, if any, areas of expenditure that I would not support in an ideal situation (i.e., one in which valuable goals were not in competition with one another).

Legalize recreational marijuana. Colorado has so much money from doing this, you guys would be serious fools to pass up this opportunity, regardless of your moral or religious beliefs. / / Imagine a time in your career where you don't know what to do with so much money... / / Seriously.

Where to start... / --WHY, WHY, WHY?-- / You ask lots of things about "do you feel safe?", "does your neighborhood look nice?", "How do you feel about the library?" but you give no opportunity to specify why we feel that way. This is either out of a lack of knowledge about how to write useful surveys, or because you don't care. I imagine it's nice to be able to say things like "We need to pass this city ordinance because, look, people say they are dissatisfied with this related service" rather than haveing the burden of knowing exactly why people are unhappy. / For instance, the library. I picked one of the less favorable options, but you don't ask why. It could be because I think there is poor selection for books, or it could be that although the place is beautiful and well-stocked with wonderful books, homeless people essentially camp out in there and take baths in the bathroom sinks. (Hint: It's the latter) / The same goes for many of the items, one of the biggest problems with the safety, parks, public spaces, etc. in my area of the city is the morass of homeless people. Have you driven down 5th west or Rio Grande south of the mall? It looks like a scene from a zombie film. Shabby, smelly people meandering in the middle of the street, making temporary structures (tents, shacks, etc.) in the parks or in the median. It's horrific. My neighborhood isn't "walkable" (as you ask) because there are so many homeless over here and it only gets worse during the summer. They smell, they don't follow rules like not peeing in the street, not walking down the middle of the street, etc. they constantly ask for money. I swear, I used to live in NYC and I get hit up for food/money more during the 3-block walk from my office to my apartment than I used to walking the entire length of Manhattan! / --Moving the prison-- / You ask how I feel about moving it from where it is (not the SLC limits question), but you don't give an option for "No preference" and you don't supply any info. Absent information like the amount of money the state will make off selling the land, I really have no preference about what happens in Draper, I don't live there and I don't know anything about the financial effects it will have on the state. / --Transgender and Orientation-- / There is no way this isn't going to be horribly skewed. There are so many closeted people, especially in Utah and they are unlikely to say "sure, I'm gay!". Also

people that feel strongly that you should not label people with things like gay/straight could say "prefer not to" in protest.

Conversely why would any straight, non-trans person say "prefer not to say". /

My only concern is that the survey contains too many concerns about housing development at the expense of green spaces.

the questions I didn't answer I couldn't on my phone.

Improve our air quality!!!!!!!!!!!!!!!!!!!!!!!!!!!! / /

- Comment for Salt Lake City - DO NOT raise taxes any more, we are already taxed too heavily (unless a "head-tax" is considered for families with school age children, but NOT taxing families with no school age children) /

Add Atheist/Deist/Agnostic as a discrete option on the religious demographics portion.

There should be an area where initiative suggestions can be made. For instance, there should be an opportunity to identify the importance of keeping SLC's green spaces green. The current trend to allow golf courses and parks to brown in the summer is contrary to good management practices and is not necessary to enhance the principle of water conservation. The city has made important investments in these public and community benefits and the city should protect that investment by keeping the parks in good condition.

Some of the issues seem to be a bit vague. I am not sure what is meant by "sustainability issues". Maybe some explanation might be in order. / / I have also had several interactions with city government and there was no way in the survey to indicate that. I was very pleased with the urban forestry division who removed a dying tree and the stump from our parking strip. Not so pleased about the fact that drainage issues from the ward parking lot down the street have not been corrected.

I would love to see a decrease in taking away driving lanes in order to increase bike lanes.

Regarding the prison in Draper â€" I know people who work there and have moved to be close to the prison within the last 10 years. People who work in the prison every day say that 3 buildings should be updated but they think it is adequate. And that would certainly cost less than the millions plus that moving it would cost. It's pretty obvious that some high-rollers bought property close to the present prison and are pushing to get the prison moved out of the way of some lucrative business deal.

Some answers should be allowed to be neither rather than yes or no. I hate the roads have been narrowed to one lane (which backs up traffic and causing huge delays in getting around) for bike lanes outside the downtown area. / The survey was unimpressive as far as coverage.

please do not put anymore high density housing north of north temple and west of the freeway. Like you did at Sutherland. Put them up in the hill!!

Please do not put anymore trax in the Sugarhouse area and east of the Sugarhouse area.

Badly designed survey - changing scales and felt like agenda driven questions.

My only complaint was that I had a bit of a tough time deciding if you wanted answers based on SLC proper, or the Salt Lake City metro area. / / Some questions were better answered with SLC/surrounding areas in mind, while some were obviously based on very distinct

Air Quality will make me move if it doesn't improve. Also need more support of residential areas vs. catering to businesses.

I was disappointed that the survey did not cover what is important to me. The City is anti - child. The decision to close two golf courses is a case in point. Another is the move towards putting bars in family neighborhoods. I lived in Palo Alto for several years. The residents there would never condone such anti child policies. Keep that direction and the entire city will be a slum.

In several of the question - like the one about \$500 limit on political contributions only 4 choices - what if I don't have an opinion on the question - I don't support or oppose it - I don't know enough about the idea to say yet - if individuals have a \$500 limit - do businesses have the same limit. If not then I STRONGLY oppose, if businesses have the same limit, then I might be in favor - but I would have to think about it. And even then I still need a Don't oppose or favor the idea.

I think this survey is Becker's way of getting re-elected and is all "for show."

The majority of the questions you asked were about the environment, recycling, bikes, etc. Why isn't the city more concerned with attracting good paying jobs and creating businesses?

Air quality is the most important thing. That is the only thing holding this city back.

Thank you for asking about the kiosk parking fiasco in downtown SLC. You could have delved a bit deeper into that one. By doubling the price and pushing the inconvenience to infinity, some of us elders have chosen to go elsewhere to shops and events. If the city wants to know why older people who used to go downtown no longer do so, ask a few.

Many questions seemed designed to elicit a certain kind of response or validation. Is the city, for example, hostage to the notion that the concept of "sustainability" is either widely understood or subject to common understanding? Asking people whether they are in favor of cleaner air seems rather silly. I would prefer to have had a question regarding a specific initiative regarding air-quality. I will be curious to see how the results of the survey are applied to city business. I would hope there is no political motives underfoot, to reinforce the rather doctrinaire position of current city administration.

You may want to rephrase some of your questions as there were some that had double negatives.

Very well put together survey. Clearly some specific issues are being addressed, and I do believe that the services provided by my tax dollars are doing a good job, however just wish that as I do not have, nor will I ever have children, that my tax dollars went



to things that I'd get behind (reducing air pollution, increasing access to trails etc) though of course that's not going to happen :) Cheers to all of you.

Gender association and sexual preference have no place in a poll regarding community and economic development.

Very difficult to fill out the survey when answers do not respond at time of entering.

In the future, allow it to be forwarded to city officials directly and allow us to include personal contact information.

Whats the deal with the transgender and sexuality questions? I don't know if it matters or if you are just trying to study these groups more. / The Bike Lane changes \*especially 3rd south) are overkill, and are impeding parking and safe driving.

1700 south needs bike lane attention and the street needs to be widened and needs to be all westbound lanes. Street lights needed on Edison st, parking needs to be enforced for college students to park at the college not resident street parking.

Good luck with your survey!

Perfect timing for survey! Love to vent my displeasure with Ralph Becker! Time to go Mayor!!!

I did not have the opportunity to voice my opinion that I absolutely dislike the downtown homeless shelters and increasing influx of homeless people occupying and dirtying what would otherwise be beautiful and usable public places.

I am extremely skeptical re: how and who will use this information.

a little slow

My property taxes seem to be extremely high compared with some other cities. This is not mentioned in the poll. My property taxes seem to primarily fund children going to school. Maybe if people want to have more than 2 children they should expect to pay more of the burden rather than mooching off the rest of the community to pay these fees for them? I won't be able to afford the property taxes when I retire. / Nothing said about investment in high speed internet and creating competition. Why are our rates for internet so high? / I think we need more space. Too many businesses and homes packed in together. This creates high volumes in traffic and walking and biking become dangerous. / I seem to be constantly waiting for the light rail trains to go by lately. This is creating problems for traffic. Building another one in Sugarhouse seems like a really bad idea to me. No mention of this in your poll. / West Valley does a pick up of items once per month according to a friend of mine. SLC does this once per year. Once per month seems excessive but biannually might be nice. /

I think the parking kiosks are a pain. The last two times our family/friends have used them, it took a couple of people to figure out the logistics. The are often difficult to operate. It is not always clear if one needs to pay for parking in the evening, on weekends etc...Occasionally we've come across kiosks where coins are the only means of payment. I don't always feel safe getting out my wallet and stumbling around trying to make the system work. I'm a smart, quick, active person, if I don't like the system, I wonder how seniors in the community manage it. P.S. Thank you for asking. I appreciate having the opportunity to give my thoughts about life in SLC.

Keep doing a great job! While it may be difficult to find someone who agrees with everything you're doing, it's most likely that most support most of what you are doing, yet may be rather vocal about a specific issue. In general, we support your efforts!

I feel that the city should invest in improvements on the west side. I keep hearing that North Temple is to be the new "Grand Boulevard" and that updates along that route will be happening. We need coffee shops, deli's, restaurants - more like Downtown SLC. Hopefully this will happen. People live and work on the west side - I have done both for 35 years. At one time there were several restaurants and the area was vibrant - now it is fast food and very few restaurants. Our company guests ask for the nearest coffee shop or deli, and we say Downtown - not so convenient when company location is near the airport. Wake up SLC District 1 - fight for your tax paying people.

The city should not close golf courses other than Wingpointe which should never have been built if the city didn't own the land. The Golf enterprise fund should be done away with and the golf courses moved to the Parks and Recreation general funds like many other municipalities. Golf should be subsidized the same way parks, trails, tennis courts, open spaces, disc golf, and soccer fields are. The argument that a limited amount of people golf does hold up considering the aforementioned activities are only utilized by small subsets of the population. Additionally how can there be true cost savings when the city will still be required to water, maintain, and police golf courses that are converted to open space. Closing golf courses also hurts the property values of the surrounding neighborhoods as well.

I wish I could have made more comments with some of the answers - just for explanation.

There are absolutely not enough street lights on any road or freeway and no lighting on street signs. There is no reflective properties to the road paint. All of these things make it very hard to drive and see in wet and snowy weather conditions. I would love to see more covered parking options at schools stores and housing/apartment parking lots.

I would like to have had the opportunity to rate parking meters and bike lanes. Hate both.

When asked "if the prison were to be moved north and west of the airport", the answers were all whether or not we were opposed to having the prison in "Salt Lake County". I am probably okay with it being north/west of the airport but not okay with it being, say, on Redwood Road or in West Valley. I also think there was no way to really stress how important I feel about improving air quality. Poor air quality is the single most significant factor in me wanting to move out of Salt Lake City.

The questions about "how safe do you feel walking alone (day/night)" seem to be about personal safety from crime, such as

mugging. However my greatest source of anxiety about safety while walking alone is related to unsafe street crossings as a pedestrian. Our feeling that our lives are in danger while crossing streets in Salt Lake City is one of my family's most negative feelings about the quality of life here. I think the survey should have included more questions about pedestrian and bicycle safety.

Drag and drop was fun to do. Nicely created survey.

Some of the questions need to have an area to add comments. Like my dissatisfaction with the street lights or that one of my kids walks the other would take the bus but cant because of the bell schedule. Next time let the respondents have a way to communicate the whys of what they like or don't like. Good Job!

I hope my selections and comments will be taken seriously. We'll see ...

The questions seem to be slanted toward a bias of things that the survey considers important and does not allow expression of opposite opinion. For example, if we feel that there are way too many bike lanes to the exclusion of convenient traffic movement, there is no way to indicate another opinion. Or if the kiosk parking is inhibiting older people from even coming into the city because they do not have comfort with technology, that may be a very important issue, but not possible to express in the way the survey questions are asked. All surveys have this problem to some extent, but this one felt very tilted toward a liberal agenda.

This survey was pretty slick and easy to use.

Some of the questions don't have clear cut answers. It would be good to allow for this.

Too many unrelated personal questions

The survey asked me questions about my neighborhood but provided me with no space to respond about what I am concerned about in my neighborhood and it didn't allow me to respond about what I was dissatisfied with in my dealings with city government offices. My biggest concern about my neighborhood and the city is that the historic district requirements on my block are punitive. There are ugly concrete high rises on my block and lots of post-original construction, but I am intimidated and asked to adhere to window requirements from 100 years ago even though no one ever receives a citation for not obeying these rules on my block. It is punishing to those of us who actually try to get permission to put new, more efficient windows on our houses, which we can barely afford to keep in livable conditions in the first place because they are 100 years old. I spent 4 months trying to get permission to put a new window in an upstairs bedroom that no one can see from the street and was denied. The beaurocracy and time that goes into investigating, contacting, fighting, and not giving permission to people on this block costs the taxpayers money for absolutely no return and is a travesty.

None of the initiative ideas were "not important."

keep the info/questions closer the the "Next" button. Perhaps side be side columns w/ bottoms on the right side of left column, left side of fright column? Cheers!!!

Am glad to see Salt Lake City be proactive in efforts to gather public opinion in innovative ways. I didn't even know about the prison relocation until this survey.

I think it would better represent my views to simply rank all items rather than put them in important and unimportant boxes.

at the beginning, the options were either a or b, no other options

I do not have a computer. I go to library to use one. I would like to know if there is a way of offering a low-cost computer to the people on low fixed incomes.

none

I use surveys in my own business and they are effective if the results are put to use. It seems lately that there is a lot of input being taken from state and local government but it seems like it's largely an act of pacification. If this survey is to get more of the opinion of the actual people and actually put the results into action, then it's worthwhile. If it's just a political stunt then of course it's an insulting waste of time. I thought it was a good survey, easy to participate in.

Very offensive to ask the following questions: Whether someone is transgender or not! Asking someone's sexual orientation! Asking someone's race and not giving them the option to select multiple races. Hopefully you can improve these surveys in the future and hopefully Salt Lake can start taking care of all parts of Salt Lake equally! Other issues outside of the overall competency of this survey - Dog parks on the east, but not on the west side. Not cleaning up the Gateway District as promised years ago has hurt quite a few small businesses and restaurants along with the major ones that used to be in the area. Spread out the homeless shelters instead of them being all congregated in one area has been a huge setback to the downtown Gateway/Pioneer Park area. Not having enough east to west traffic flow is a set back in improving the west side. Just about every bridge over the railroad tracks is also an on/off point for the freeway, which further slows down access for people from the west side to downtown area. Lights at a few intersections need to be improved 300 S. 200 W. (too long east to west), 200 S. 200 W. (too long east to west), 700 S. 200 W. (too short north to south), 900 W. 200 S. (too long north to south), all lights on 1300 south need adjustment (hopefully this will be fully fixed when they get the railroad overpass completed). This city has come a long way, but there is always room for improvement!

I felt the survey was vague. I would have liked to be able to comment on many of the questions.

1. The city is

Air quality is the number one issue facing residents of Salt Lake City, and it is the only thing, for me, that detracts from the quality of life here. All other issues are secondary to the air quality problem. It is a public health concern, environmental concern, quality of life issue, and new business generation issue. And although Salt Lake City cannot fix the problem alone, it can and should take the lead in finding workable solutions to the problem. We need to figure out ways to get people out of cars and off the roads. Less money for highways, subsidized fares for public transportation, more bike friendly streets and laws (Stop signs as yield signs for bikers, anyone?) We need to make alternative transportation cheap and attractive and single driver highway use expensive and slow. There have got to be solutions to the air quality issue. Salt Lake will die a slow death if air quality is not addressed in a meaningful and effective manner.

Only suggestion is more police or parking oversight on Sundays at Liberty Park on Sunday. It's getting more and more crowded with cars being parked on the sidewalks and the grass areas plus more "fights" around the drum circle this year than past years. I love the park and we spend a lot of time there and want everyone to be able to enjoy it while following basic parking and safety rules.

There wasn't a great deal of opportunity for fine tuning my answers.

I did have a question about the campaign contributions. When you talk about limiting individual contributions - does that include contributions from organizations and companies or just from individual citizens? Because I would not support a limit on individuals if organizations did not have limits.

Very sorry to see Chief Burbank go. While I didn't always agree with him, I usually respected that the decisions he made were made in good faith and for the good of the residents of the city. I followed his activities on the national level, as well, and was proud to say he was the chief of police in Salt Lake City.

This survey was rendered terribly. All the words were mashed together.

Thanks for reaching out! I hope we get some positive changes from this. Also, I think SLC is already doing a great job.

As a downtown resident I feel like this survey would have been a good opportunity for you to receive the opinions/feedback from myself and others about the homeless population. I'm not all that bothered by the homeless, but the panhandling is a different issue.

The Mayor and City Council ask for input, then make their own decision.. For example, Walmart on Foothill could be a lovely facility if they had been granted license to rebuild. Many of us spoke against the Sugarhouse Trolley, but it was built and 11th East is not a good choice. Then we are told there is no money for infrastructure, therefore we pay a fee for lighting. Let's put our tax dollars into fixing infrastructure rather than adding trolleys and then beautifying the path. I have watched and there are very few riders. The parking meters cost millions, don't work and were an unnecessary expense.

Missed out on sections requiring dragging. Wouldn't let me do it.

Are you male or female and are you Transgender? Seriously? That's enough of an issue to be included as a separate question on this survey?

I moved here from Portland, Oregon to go to school at the U. When comparing the two cities, SLC needs to be more "green". I was shocked to see the lack of consideration for the environment in such a beautiful city. Also, I think if the state changes its ridiculous liquor laws, SLC would be more of an entertaining city.

The order of "Strongly Agree to Strongly Disagree" changed throughout the survey. Sometimes it was left to right and other times it was the opposite.

The question on the public transportation question were worded oddly.

DO SOMETHING ABOUT THE AIR QUALITY!!!! / THIS IS PARAMOUNT!!!!!! / I could care less about every other cute garden, park or bike stall project if we have to breathe the horrible air every winter. /

Thank you for asking my opinion.

It would be nice to get the results of the survey

I do not have comments regarding the survey but have been meaning to call the City to give my thoughts on 300 South and the bike lane. I recently received a ticket on 300 S, I thought I was parked in spot but it turns out I was not. That entire street is so confusing. My husband told me that when they added the lane, there used to be photos of how to park. Obviously if you have to have photos, it's too confusing and now that they are no longer there that is a problem. Also, I rarely even see bikers using the bike lanes. Is it truly needed?

SLC is on the right track with bike lanes, sustainability, parks. / / Glad to see the Hive Pass is back. I bought summer youth passes for the kids and am tracking to see if they are used enough to be worthwhile. you have not addressed the problems of the city!

One comment regarding the public transportation section - you're missing an important question. For me, the buses go where I need them to go, but too many transfers are required to make it convenient.

My living experience would be rated above 90% if the air quality issue could be improved. This is a great city! I would love to see city glass recycling instituted. I would also like to see the bicyclists controlled-I know it's hard to share the road with cars but they fly through stop signs and turn left in front of vehicles. It's horrifying! They make their own rules based on their convenience.

Very biased and irrelevant survey. Many of the questions assume that you endorse something. For example, you are asked to rate the availability of bike lanes. There was not option to indicate that one does not like the bike lanes which is my opinion. When developing a meaningful survey, one must allow all opinions to be voiced and not simply guide the respondent in a desired direction. If I answer 0 to the bike lane question, it implies that more bike lanes are needed. If I answer 7, it implies I am pleased with the number of bike lanes....neither is correct. One person could indicated strong agreement with the business/residential mix in an area and mean that he is happy with few business and a lot of homes; his neighbor could answer exactly the same way and mean exactly the opposite. Very strange survey.

Please continue to expand the availability to obtain public feedback through these forums.

There is such a strong minority bias in this questionnaire. Less than 2-3% of the population has a non-traditional gender identity, but we are pelted with questions about transgender and gender-identity that should have nothing to do with this kind of survey.

Thank you for giving me a voice in this.

Thanks for doing this!

Instead of asking for our "race" or "color" how about asking if we are a natural US citizen or here on a VISA or visiting?

Not pleased that I was asked personal questions such as income and hetero/homo preference. Some of my issues were not addressed such as Becker's insistence that SLC build a new performing arts center when our schools and roads are in terrible shape.

For a better Salt Lake City: / If you want more people to head downtown for evening activities, you should make parking easier. PLEASE move the free evening parking hours BACK to 6:00 pm. If you want more people to head downtown for evening activities, you should make parking easier. The [new] parking kiosks are [STILL] cumbersome, confusing, expensive, and difficult to use. / If you want to balance the City budget, place deputized officers just south of the intersection of 1300 East and 2100 South. Have them issue \$100 tickets to everyone who runs the RED Left Turn light (turning from west to south). Voila! Budget problems solved. I've seen as many as four cars at a time run the light. I've seen a cement truck followed by an RV run the red light. I've seen school buses run the red light. / PLEASE stripe the lane leading into Sugarhouse Park southbound from 1500 East - perhaps with dashed lines across 2100 South. The currently-indicated correct lane from which to do this is NOT the one that lines up with the Park entry lane. Drivers exiting the Park to the north and turning left (west) cannot see that the lane directly facing them is the one that will zigzag in front of them to enter the Park. Either that or mark the southbound 1500 East lane that lines up with the entrance (the right lane) as the correct lane from which to enter the Park. I've seen cars from both southbound lanes (right and center) try to enter the Park at the same time, and I have seen southbound and northbound cars (turning west) dodging each other in the center of the intersection MANY times. Both conditions are accidents waiting to happen.

n/a

I grew up in Salt Lake and have returned (temporarily I hope) after many years. I think that Salt Lake is making some of the same mistakes that Seattle, my former home, is making in terms of encouraging and signing off on too many high density living spaces without considering the volume of traffic and other sorts of pressure being put upon neighborhoods. I gave the police department mostly poor marks because I am truly shocked at the lack of enforcement of traffic laws. The misbehavior of Salt Lake drivers is appalling.

some of the answers didn't allow for what I think would work better. We have paid plenty of attention / to bikes, maybe over the top. We need more places for dogs to be off leash. People need to know they / must spay or neuter animals. Too much money has been spent on trax. Natural gas buses would be / better and less expensive and not interfere with businesses.

Survey should have more "other" answers. ie>"How would you feel if the prison moved to ...." I really don't care one way or another as this doesn't affect me personally. There was no choice for "don't care either way"

I am deeply distressed about the loss of our Police Chief. I have loved his calm, fair, rational approach. I trust his judgment. My faith in our city government is largely predicated on the competent team surrounding the mayor. Even if Burbank made a mistake, he was hired to do a job...let him do it! / We've certainly extended benefit of doubt often enough to our mayor....frustrating parking kiosks, changing traffic lanes and parking, the new Broadway theater, etc., etc..

why not provide fewer bike paths and cut taxes ?

Public transportation sucks on the east side -- I have no choice but to drive

I strongly think that there should be / NO streetcar on 1100 East in Sugarhouse. / It is a very useful and busy thoroughfare. / No alternate route would be able to handle additional traffic. / It would have a very high negative impact on small business' in the area. / /

With all the important issues facing our community, why would sexual orientation take up space in this survey?

Thank you for this opportunity! I love SLC!

you failed to address the extremely important issues regarding, homelessness, treatment of mentally ill, and the extremely poor people. Also overpopulating our / state and depleting water resources. All of these issues are driven by greed and / head in the sand acknowledgement by people to see the extreme importance of / helping our fellow man and creating a balanced community.



*I had a good laugh when the 'any additional comments' field was only 8 characters wide.*

*This survey really didn't do anything to address the SLC's public policy disasters, it only asks us to rank various pointless "feel good" policies that have little to do with how the city actually functions. It is impossible to get permits to improve property, money is being wasted on concerts, theaters for NuSkin, and bike lanes, while public assets like golf course are neglected and closed. Our schools are underfunded while money is spent on community gardens and solar powered parking meters. The city police and fire departments are generally excellent, but our public policy is totally counter productive to improvement and development.*

*Very well design, congratulations!*

*need an area where comments or feedback concerning individual topics could be addressed. / traffic on foothill dr needs to be addressed - public transportation on eastside corridor for the u of u. / I215 offramp onto foothill is a nightmare for traffic and accidents. / initiate local solar incentives. / provide for glass recycle in blue bins along with aluminum and cardboard. / / /*

*Provide incentives to companies when they use hybrid semi trucks to transport their products. Coca-Cola is an example of a company that has been using zero emission trucks built by eStar for several years.\* Cutting emissions from the transportation industry would greatly help to improve air quality in Salt Lake City. / / \*<http://www.coca-colacompany.com/press-center/press-releases/coca-cola-electrifies-the-road-with-hybrid-electric-fleet>*

*Thank you for making this effort, especially your inquiries about sustainability in SLC. I'm new to the area and I love it, but there's always room for improvement.*

*The "sort topics into two boxes" labelled important and not important then rank is ambiguous when asking a poll taker to rank based on importance within the not important box*

*I would like a space to be more specific with my answers.*

*Whoever reads this I just want to say you're doing a great job and you look nice.*

*Bizarre that you would ask me if I am transgender. Why didn't you ask if I was a skier or if I liked to hike? Those are much more relevant than wanting to know about any sexual deviations I might have. Additionally, I feel this survey was poorly designed. I believe that if the same person filled it out twice consecutively they would probably give you very different results. Also, many of the questions cannot be accurately answered with the available choices.*

*Please more polls like this and hopefully post overall results. Maybe even more specific to certain neighborhoods. This was good I feel like for once the city is interested. And expressing said interest without me having to call or feel like I'm bugging someone. I own my home and love this city for many reasons and like many young new home owners I know in my neighborhood. we want nothing but the best for this area. thank you for creating this poll now lets see some resuts*

*I don't really support or oppose the prison being relocated to SLC. I strongly support keeping it in Draper, but if it has to be moved, I'm ambivalent as to where it is moved. / I don't currently use public transportation because I now have a car and my work is inaccessible by public transportation, but for the majority of my time living in Salt Lake I rode my bicycle and used public transportation. I'm strongly opposed to the new bike lane/dividers on 300 South and think it's a waste of money.*

*I appreciate living in SLC/Sugarhouse area. I think the changes we have made enviromentally and the new programs we are evolving....bikes downtown, making the city a pedestrian friendly city, envestment in libraries and the culture, etc. It is all very exciting. My thanks to hard workers who have vision and commitment.*

*I would love to use the city website more often, but it is SO HARD to find information. Therefore, I need to call the city instead, but locating the proper contact & phone number is difficult when the website is difficult to navigate.... Great people & service once I can finally figure out how to get where/who/what I need. / / I do very much appreciate the city email alerts about city issues, initiatives, etc.*

*N/A*

*On each of the questions they should have comment boxes so we can comment on the main subjects a bit more clearly. Like how we feel about some of the questions that have more direct issues towards things. Things that we might have issues with more than others and feel that we would like resolved. If any of this makes any sense.*

*Transgender questions! Really? Also, what does a sexual preference have to do with any question on your survey. Handle the basics of city governance and leave the rest alone.*

*This is a weak survey. "Is the city going in the right direction?" "Services to taxes?" are both questions that are throw aways. Questions about my neighborhood??? How do you define my neighborhood? The block? The surrounding blocks? Sugar House? The southeast side? / I appreciate the effort. I hope this doesn't carry too much weight.*

*It would be important for me to hear back about any decisions that were made based on the responses from this survey. This ensures that future surveys we receive actually matter to government officials. Hopefully there will be regular surveys to help city government receive regular feedback from the citizens who live in Salt Lake City. As the city continues to grow, traffic management needs to be addressed in certain residential areas. Foothill traffic is worse and alternative routes need to worked on to relive this area. Residential citizens in that area suffer and the businesses do also since it is too congested and people do not want to get near that area at certain times. It would also be great for the city to support more Farmers markets around town. They are a much needed and welcome addition to support the local food market and offer natural and healthy food options that*

*we desperately need. We only have Whole foods and Sprouts in this area - not very impressive for a city of this size. We are an educated population base and know that food and water and air quality matter! Let's invite and support more businesses to expand the natural food market.*

*My number one concern, by far, living in SLC is air quality. I am asthmatic and severely impacted by the poor air quality. Within the next 10 years we will likely move from the city, and the Wasatch Front in general, specifically because of the poor air quality and the impact it will have on shortening my life due to respiratory damage. With such a move we take both our business and tax dollars with us to another community.*

*Some of the response options might have been better as "I don't know" (especially those with "neither agree or disagree")*

*Nowhere does this survey address the issue of panhandling, which to me is the biggest detriment I have seen in my 5 months of living here. I grew up in a much larger Midwestern city and there was never this sort of culture of begging as goes on here. If this city wants to improve its social climate and make things more inviting for residents and visitors alike, clean up the bums and beggars off the streets. And that problem is not limited to downtown.*

*The survey did not allow the user to express a complete opinion. Multiple choice answers are not enough. Users should be able to explain why they selected a certain answer.*

*I feel some questions were a little bit vague and that, perhaps, this may yield some false information.*

*Surveys like this where you simply click on circles are inherently skewed by the very wording of the questions. More importantly, issues I find bothersome aren't even addressed: 1) too many bike lanes in all the wrong places; 2) new parking meters (unnecessary and a waste of taxpayer money); 3) each household paying for 3 recycling cans when not all neighbors need that many and would share; 4) too much emphasis on sexual orientation; and 5) most important, Mayor Becker continuing to push for TRAX running north on 11th East when it would serve the East Side better to study the possibility of running it north on Foothill Blvd. Most disheartening to me--these comments will most likely be disregarded.*

*Bike lanes and reduced traffic lanes create more congestion (and more pollution) than the reduce. Fair consideration should be given to getting ALL traffic through the city, not just the "Green" types. Purposely congesting motor traffic results in increased idling, longer waits at crossings and an increase of negative feelings towards the cyclists (and accompanying road rage).*

*Some assumptions were made in the survey questions about what I value. The one I remember was that I value bike lanes, which I do not.*

*Questions regarding the monopoly on alcohol sales in the state should be present. If the state is allowed to have a communistic approach to the sale of one item, even if it considered a controlled substance, why would they not create a monopoly of others? Say, state run pharmacies? The DABC is a mismanaged and awful group that holds an illegal monopoly. This must be changed. If private liquor licensing were available the funds from the sale of the current DABC store properties could help fund things like education and better public transit. It would likely be more profitable as it would still gather all the applicable taxes without the management of properties and employees. /*

*You are doing great !*

*The survey, although easy to complete, is clearly biased. There are choices available that are not listed (such as to increase the investment in golf courses and not require them to be self supporting). That was not listed as an option. A couple of other examples: there is an option to increase investment in K-12. This SOUNDS good, because we all support funding for schools. However, schools are funded by state and by property taxes, not by the city. So why have it on the priority list? Another example is the state prison. If the prison does indeed move (which I do not support), I don't mind it being in the city. But I do NOT want it near the Great Salt Lake in the proposed north and west location. However, I was not given the option to explain this choice. So, in short, I believe this survey is biased toward promoting certain responses, which may not reflect the true feelings of city residents. Listen to the constituents that attend public meetings to offer their opinions.*

*There are bigger fish to fry, absolutely, but I want to put my two cents in about the stoplights. I think, in a city that has (at times) some of the worst air quality in America, cars idling at incredibly long stoplights is an issue that is consistently overlooked. (2 cents). Thanks for the survey, its great to be able to express how much we love SLC.*

*It should include questions about the pacific rail lines that run through the city, especially ones that do not have quiet zones instituted yet. I hate those noisy trains, especially since I live 40 feet from them.*

*One of your questions asks about activities in the last 12 months, but has an option for "less than once a year" as well as "never". Given the 12 month criteria, they would seem to be equivalent, but apparently you do not consider them to be. That is not very clear what you want.*

*I've lived here for so long that I wouldn't move, but I haven't been entirely happy with the way Big Brother has done everything either. You just have to go with the flow.*

*I wish it had asked: What city action are you most angry about? Answer: The shameful way the city treats it's golf courses. In particular, closing Glendale golf course and keeping Rose Park. Glendale is profitable, is a much better course and how the best practice facilities in the valley. Rose Park is none of those.*

*Address the problem of the homeless all in one area -- on 2nd S and 400 West. It is a nightmare driving in that area and a real*

*problem having so many of the shelters all in one location. They should be spread throughout the city more.*

*Thank you for giving Salt Lake City residents and tax payers an easy way to voice options about local government.*

*It may have been nice to include write in sections for people to put their thoughts or concerns.*

*I find the lack of attention for education/schools in SLC to be disappointing. It is a known deficiency around SLC (as opposed to a higher tax base like Park City) that our public schools rank poorly across the rest of the country. Education should be a more prominent component of SLC's and UT's future as it relates to investing not only into its population (as opposed to street lighting, snow removal, sidewalks and bike lanes) as it is a huge detractor for young professionals. We have considered moving to PC as it relates to air quality and schools. Many professionals look to Denver and other mountain towns based on education considerations for starting a family and still maintaining an active lifestyle.*

*Thanks survey! One thing that I would love to see is more patrolling at night. We've had so many car break-ins on our street and burglaries. It's the only thing I dislike about living here.*

*You need more questions that people can respond accurately to. I live on the west side of town and many of the questions about transportation and housing, etc. do not apply to me but are important for those who need public transportation and housing. There is a serious need in this community for both. We have many issues on the west side that have not been addressed by our current council man. Actually, he is a joke and an embarrassment to this area. Things that would help us he rejects and things that are good he wants to take away--like the golf course.*

*I was excited to participate in this survey as I feel like I live in the greatest "downtown" neighborhood! This survey was quick and easy and asked the questions that really matter!*

*Don't drink the kool aid that society is making so palatable today. Be prepared for what we might not have tomorrow, learn to do without and take care of the poor and hungry.*

*Yo creo que no deberAan pensar en trasladar la prision a salt lake city, porque seria un peligro para la comunidad y en especial para nuestros hijos.*

*The way the city has chewed up 300S (Broadway) to create the new bike lanes, was a terrible idea. There's a number of flaws with it. Visually, it looks terrible. You also have everybody but bikes using the lanes. From skateboarders, to joggers, to cars. It has done nothing to encourage cyclists to get off the sidewalks where pedestrians are walking. If the bikes aren't using the sidewalks, they're still on the road. No one is using the bike lanes as appropriated. As a driver of a motor vehicle, the sight lines to see all of the bike traffic, pedestrians, pedicabs, and cars now has been greatly reduced. We gave up city parking spots to create this? Not making a ton of sense to me.*

*get rid of the bike lanes and/or enforce bike ethics. I hate that bickers think they own the road. They need to follow the same rules as vehicles and they don't. I think they should be required by law to carry insurance. /*

*The survey does not allow me the space to comment on issues outside of the survey. Specifically: / / We need more of a police presence in the Ballpark (1300 S) area. There is a lot of foot traffic from the probation office to the TRAX station and litter is a problem. There is a lot of drug use at the 1300 South TRAX station. There is also a large pothole on the westbound portion of 1300 South where it crosses TRAX.*

*Regarding sidewalk maintenance, a neighbor of mine in the Liberty Heights area has been requesting assistance with the sidewalk/street in front of his house for the last several years because it has been steadily turning into a sink hole. He has received unsatisfactory response from the city and feels there is extreme favoritism for the nicer neighborhoods further east. / / High-density housing is making this city dark by blocking out the sun, and ugly because most of the architectural designs are hideously modern and don't blend well with the neighborhoods. It's also encouraging a lot of growth that I don't feel the city is equipped to handle (mostly regarding parking and traffic, which is already too much of a nightmare, especially in Sugarhouse). Part of what makes Salt Lake City so great is the small city charm and I feel that's been corrupted over the last few years by this project. / / Erroneous bike lines are popping up everywhere. 1700 South is too narrow as it is and now it's going to be shut down for an indefinite amount of time again! I've heard half, if not all, of the street parking will be eliminated. Where are people without driveways or with multiple cars supposed to park? The city government seems to be giving a lot of favoritism to bicyclists that happens to be detrimental to vehicle drivers. While I understand bicycles are cheap and environmentally friendly, most people in this city have to favor cars because it is just too spread out, and public transportation is unfeasible and unreliable (especially if you live downtown and work in West Valley or Sandy).*

*I live downtown, I wanted the questionnaire to address the issues of homeless/ panhandlers/ drug culture that affects everyone trying to negotiate their way around downtown--no mention in this survey at all. / / I wanted to add that not having a TRAX line that goes directly from downtown to the University and Medical Center is short sighted. The people who live close to town are the ones who want to use public transportation exclusively but it is not possible with the lack of weekend and late night service. The inconvenience of public transportation seems only to increase with few late night busses, and a TRAX ride from the University that takes close to 45 minute by the time one changes trains. When a class at the U ends at 10 pm, one is lucky to make it back to downtown before 11.*

*would like to see the results of the survey*

---

*I wish you'd asked about the 3rd South parking/bike path fiasco.*

---

*I am strongly opposed to spending more money on the Sugarhouse Streetcar. I would also like to see more money spent on improving street lighting and our crumbling sidewalks.*

---

*Overall, we love SLC! Here are our three top concerns: / 1) Improving air quality during inversion: perhaps fund research to address this? / 2) Enforcing noise ordinances on commercial businesses: We live near the zoo, and the commercial sounds (e.g. associated with the dinosaur exhibit and zoolights at Christmas) are nearly unbearable. Even after contacting zoo officials many times to request that the volume on these exhibits be lowered, the officials are only sometimes responsive and have flat out told us (the neighbors) that the city "would be on their side" in the event a dispute. Enforcing noise ordinances even on large businesses would help improve quality of life for people living nearby. / 3) Increasing bike lanes throughout the city, including on Foothill. Having more bike lanes throughout the city would help reduce automobile traffic and air pollution. For example, my husband and I work at the U and would love to ride our bikes to work if there were bike lanes on Foothill and throughout campus; as it is now, it's simply too risky for us to ride our bikes to work.*

---

*Need separate trash bin in our apartment for waste that can recycled.*

---

*I feel we need to build more trails in the foothills surrounding the valley, both biking and hiking. I also feel we need to have an off leash pet system. I feel the one in Millcreek canyon is very good, and in most instances regulates itself. If you have an odd/even day system it would be easy to write citations when the law is not followed. If you have a system based on time frames the it makes enforcement a bit more difficult, because citizen could say i lost track of time or, i started when it was good...*

---

*Some of the questions did not have diverse enough choices in order to make the choice clearly show the respondents intent to answer what they really feel. EXAMPLE: Rate bike lane availability - If the response is poor it could mean the respondent thinks there are too many bike lanes or that there are not enough.*

---

*The land north and west of the airport should be developed into an urban community with the help of the LDS church.*

---

*The questions are clearly lacking in regards to those residents that support Salt Lake City golf and strongly disagree with how the city is currently handling those resources.*

---

*Should have asked about corporate/organization campaign contribution limits.*

---

*Please, please, please try to get individual fire works banned in SLC. I was hoping that topic would be on the survey, but since it wasn't, I am bringing it up here. The fireworks set off in the neighborhoods are terrible for the environment, they scare the Vets who have had to serve in places like Iraq, they absolutely petrify some dogs, they cause pollution and a mess on the streets, in this hot dry weather they could cause fires, and there is NO redeeming value in them!!! We literally have to leave the state for most of the month of July. SLC is wonderful except for fireworks.*

---

*Would like to comment on the answers and explain. example the expense of city projects that are very expensive but used by small % of population: bike lanes, 13 east tunnel, reason not shopping downtown the expense of parking spaces no longer free spaces in the city. Do not want idling vehicles but, decreased lanes causing many vehicles idling at traffic light especially 13th east.*

---

*I probably sound like an idiot in some of these responses. However, the things I have mentioned are things that have seriously concerned me of late. I tried to keep my remarks brief, so I did cut many corners in explaining various situations discussed here. I often feel, however, that, as citizens of a supposedly free nation, I frequently do question whether our government, at city, state and federal levels, is truly OF, FOR, and BY the people. I often feel fearful of those who claim to be "peace officers," particularly when I ride TRAX and watch the TRAX cops stopping people and demanding to see their proof-of-payment. I have seen these officers literally tackle and do injury to young people over a question of a \$2.50 fare. I believe the Salt Lake City cop who shot the kid at the 7-11 on 21st South & State Street last August should be kicked off the force. Please watch this newly-released body-cam tape, if you have not yet seen it. You cannot help but be sickened by it, and to be fearful of this officer, who, as I understand it, is still a member of the Salt Lake City Police force. We should NOT be fearful of those who claim to be working for us. I meant what I said about the Water Department employees, as well. Although not dangerous in the same way as an armed police officer, they are a cold bunch who see no reason to be civil to people, as far as I can tell.*

---

*I appreciate the opportunity to voice my opinion in this survey. This survey was designed very well for its purpose.*

---

*A very interesting experience.*

---

*Tried putting <http://surveyslc.com> into my search. It couldn't find the site. My husband put in surveyslc.com and it worked. Also I couldn't get through on the phone except for help getting on the site which I couldn't use because the representative told me the survey would take 20 min and I didn't have that much time.*

---

*Cars / drivers are my constant threat to enjoying life and staying alive!*

---

*I really don't like the new bike lanes. It causes traffic problems and some of the bicyclists feel that they don't have to obey the laws of the road. / Also, we do not have any street lights that work on our street. We live in the FairPark district and it is very dark on the side streets. If people don't leave their front porch lights on it can be scary walking at night. / I feel safe living in the FairPark/Rose Park area but get tired of hearing about all the gangs, bad rapes that we get living on the West Side. I would like to see more things about the good things going on in our area. We are not all minorities in our area and items about other groups*

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*other than Hispanics and Polynesians would be appreciated.*

---

*I think the economic development department and the planning department need a lot of attention.*

---

*Muchas gracias por darme la oportunidad de participar,*

---

*The search engine on the city website needs to be much improved. It is nearly impossible to find the agenda for a city council meeting.*

---

*Regarding the building of a new prison, if the Salt Lake Airport area is within SLC limits then I strongly agree to build it there if that is the most cost effective vs staying in Draper and rebuilding there.*

---

*The second question inquiring preferences by prioritizing were all top priorities to me (i.e. community gardens, air quality, affordable local food, recycling, solar)*

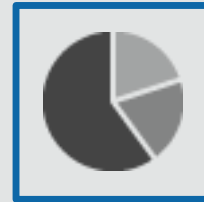
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*I think it is time for the city to go around to all of the businesses that are in non-compliance with the zoning and require them to move. SLC looks trashy with a Walmart sitting in the middle of a neighborhood, or a hairdresser amongst homes in Harvard-Yale.*

---

*I have not done research about the prison situation. Would have preferred to choose an answer that reflects my lack of knowledge or interest about this.*

---



# **SALT LAKE CITY OFFICIAL CITIZEN SURVEY**

PUBLIC OPINION RESEARCH





- 1 We surveyed Salt Lake City residents via **a mixed method survey – live phone interviews as well as mail invitations to a web survey.**
- 2 Overall, **city residents are happy with the way the city has been run.**
- 3 **Most residents don't have negative opinions of city services, but many have little experience with city services.** The most notable exceptions are street maintenance, stoplights, and parking kiosks.
- 4 Citizens are generally satisfied with the quality of life in their neighborhoods, but there **are opportunities for improvement.**
- 5 While the majority of residents believe most potential city initiatives are important, **improving air quality was nearly unanimously most important.**
- 6 **The majority of citizens who interacted with city staff were satisfied with their service experiences.**

## THINGS TO REMEMBER

# **SURVEY METHODOLOGY**

## MINIMIZING ERROR

# SURVEY METHODOLOGY



Sampling frame consisted of a universe of all Salt Lake City residents. Online survey invitations were sent to addresses purchased from a commercial database vendor. Telephone interviews were conducted via Random Digit Dialing (RDD).

10k

Using a software randomizer, we selected records for inclusion in the sample to achieve the intended sample size. In total, we sent 10,000 invitations.

9%

Of the 10,000 mailed invitations, 469 were returned undeliverable. Of the remaining 9,351 invitations, 928 citizens responded with 857 completed online surveys. This results in a response rate of just below 9%.

+4

857 completed online interviews among an estimated adult population of 148,165 results in a margin of error for the survey of plus or minus 3.35 percentage points. 400 completed telephone interviews results in a plus or minus 4.89 percentage point margin of error. Responses were weighted to better approximate city demographic composition as estimated by the U.S. Census.

# SURVEY INVITATION

Survey was introduced as an official city-sponsored survey.

*Invitation letter from the SLC Community & Economic Development Office*

---

*Salt Lake City Resident,*

*We invite you to participate in an official survey, commissioned by Salt Lake City and conducted by an independent survey research firm. The results of this survey inform city officials as they make important decisions about Salt Lake's future, so please help us ensure they are as accurate as possible by taking the survey today.*

*This is a scientific survey and your household was selected at random from a list of homes in Salt Lake City. Your participation is very important and will help make the survey accurate. This online survey takes about 15 minutes to complete, and your answers are completely confidential.*

*To ensure that only randomly selected households can participate, we have provided you a unique access code.*

# SURVEY INVITATION

Citizens were given instructions and a unique code to access the survey online.

*Invitation letter from the SLC Community & Economic Development Office*

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TAKE THE SURVEY TODAY:

Enter the following URL into any web browser on a desktop computer, laptop, or mobile device - <http://surveyslc.com>

Click on the button labeled - [CLICK HERE TO START THE SLC OFFICIAL SURVEY](#)

Enter this six-digit access code in the space provided - #####

If you have trouble accessing the poll, please email Y2 Analytics at [slcsurvey@y2analytics.com](mailto:slcsurvey@y2analytics.com) or call the poll helpline at (801) 997-0270. A list of frequently asked questions about the research is available online: <http://surveyslc.com>.

The survey is available now. Please begin and complete this official city survey before it closes at midnight on Friday, June 26<sup>th</sup>.

Sincerely,

Jill Love

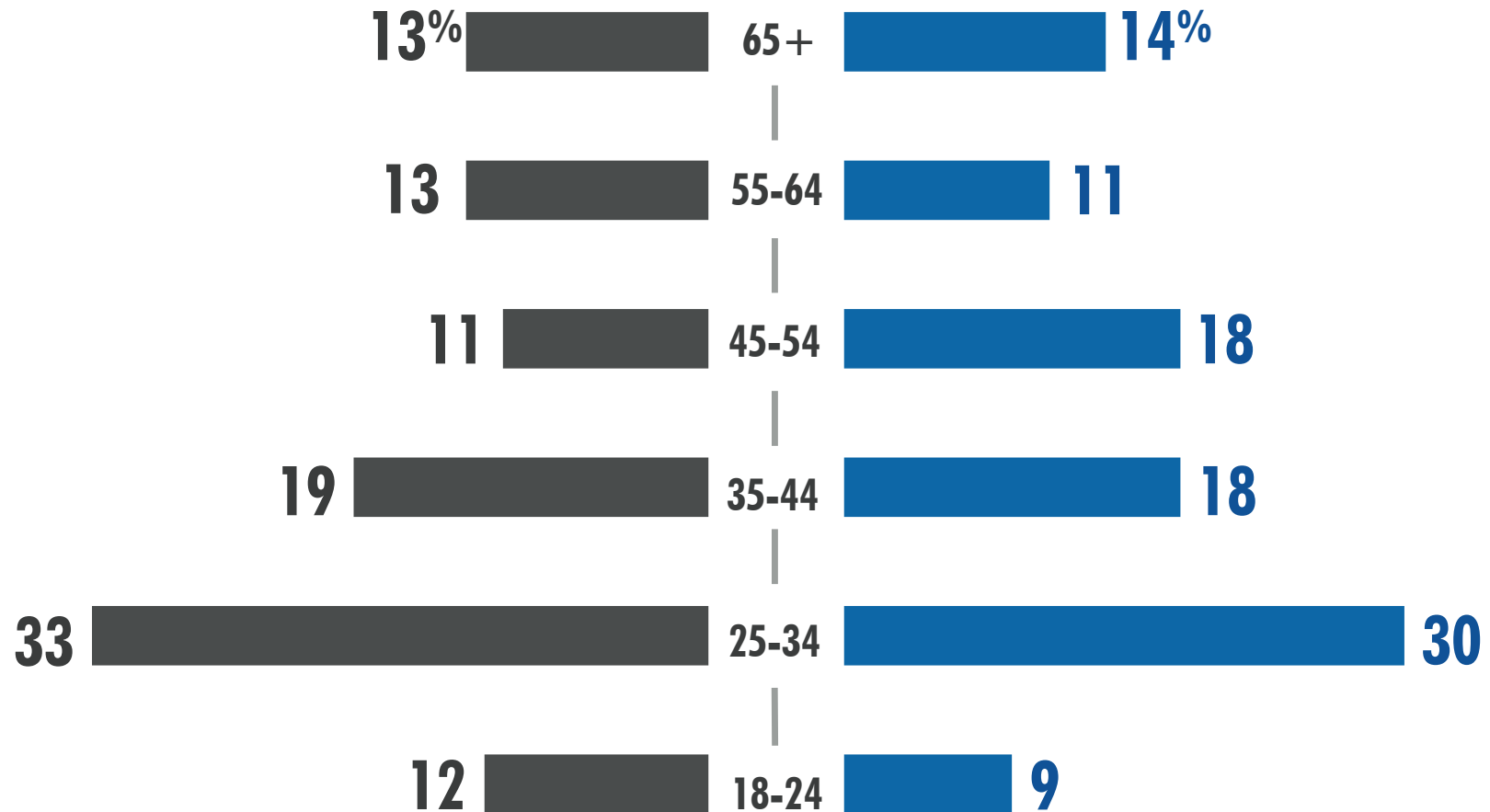
Community & Economic Development Director

P.S. Your participation is very important to this official city survey. Please go to <http://surveyslc.com> and take it before the survey ends at midnight on Friday, June 26<sup>th</sup>.

# RESPONDENT DEMOGRAPHIC COMPOSITION

Age and gender demographics are very close to census estimates from 2013.

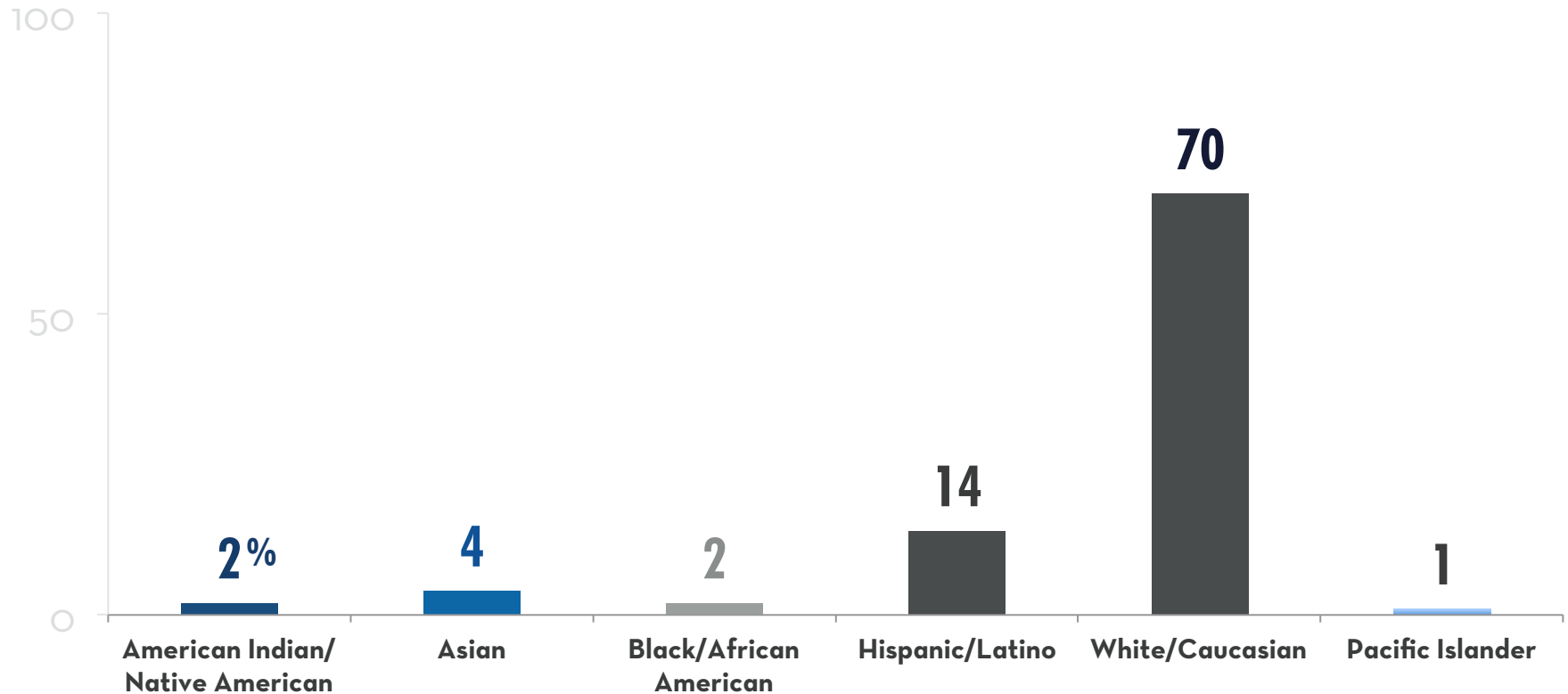
 **52%** **AGE**  **48%**





# RESPONDENT DEMOGRAPHIC COMPOSITION

We received low response rates among minorities, especially Hispanics.



# **CITY DIRECTION & PERCEPTIONS**

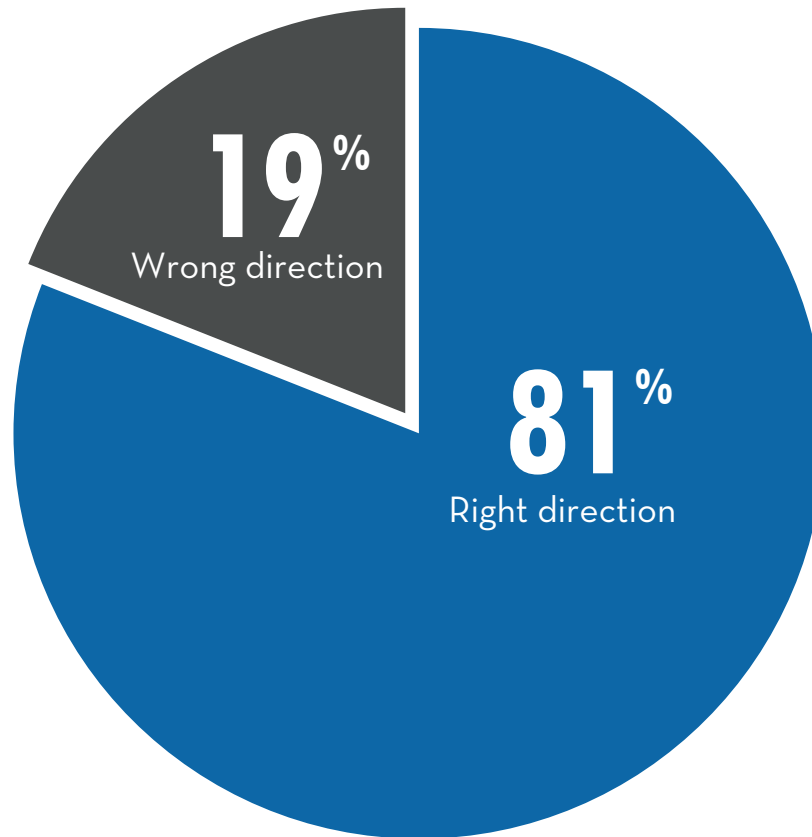
MAJORITY SATISFIED WITH SALT LAKE CITY

# OVERALL CITY DIRECTION

Vast majority of residents believe Salt Lake City is going in the right direction.



Overall, would you say *Salt Lake City is headed in the right direction or the wrong direction?*

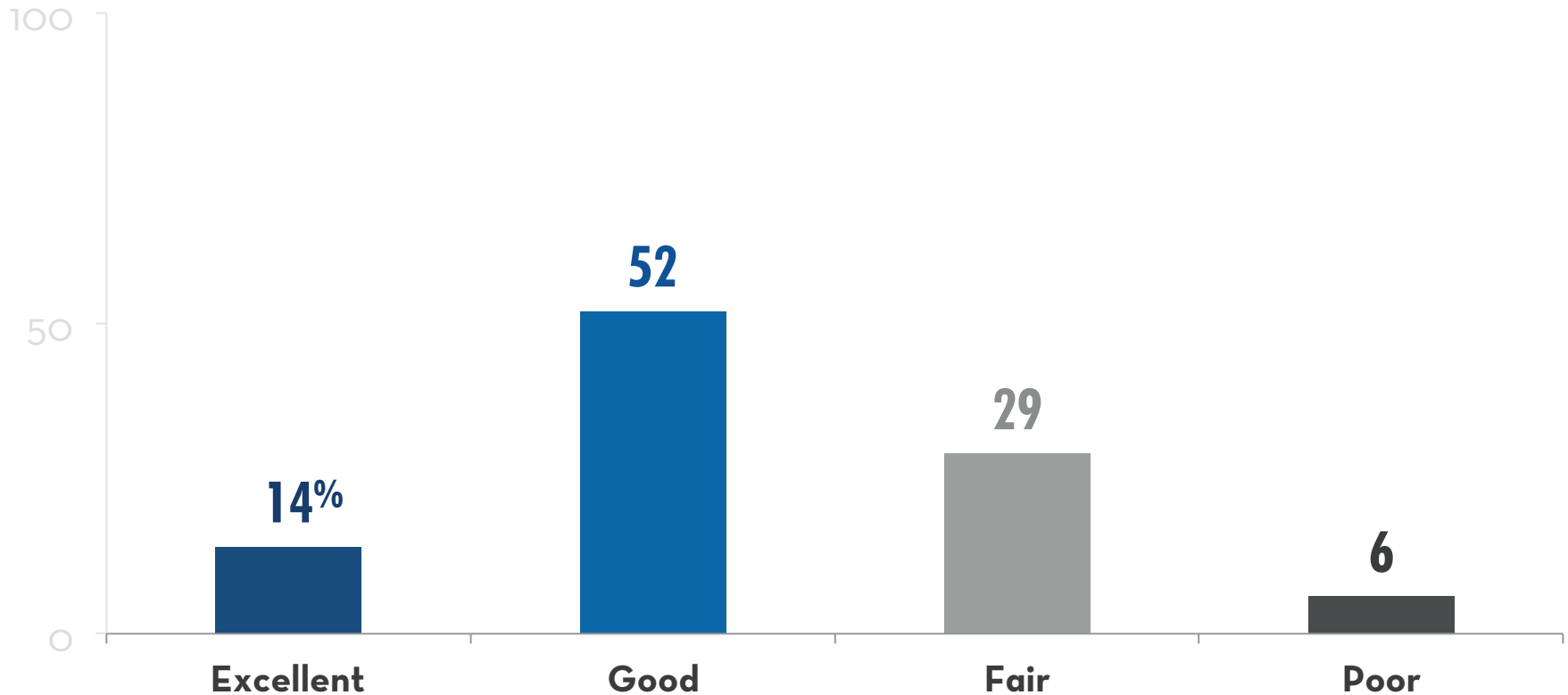


# SERVICES FOR TAX DOLLAR

Majority of residents rate Salt Lake City services as Good or Excellent.



*In general, how do you rate the **services you receive from Salt Lake City for your tax dollar?***

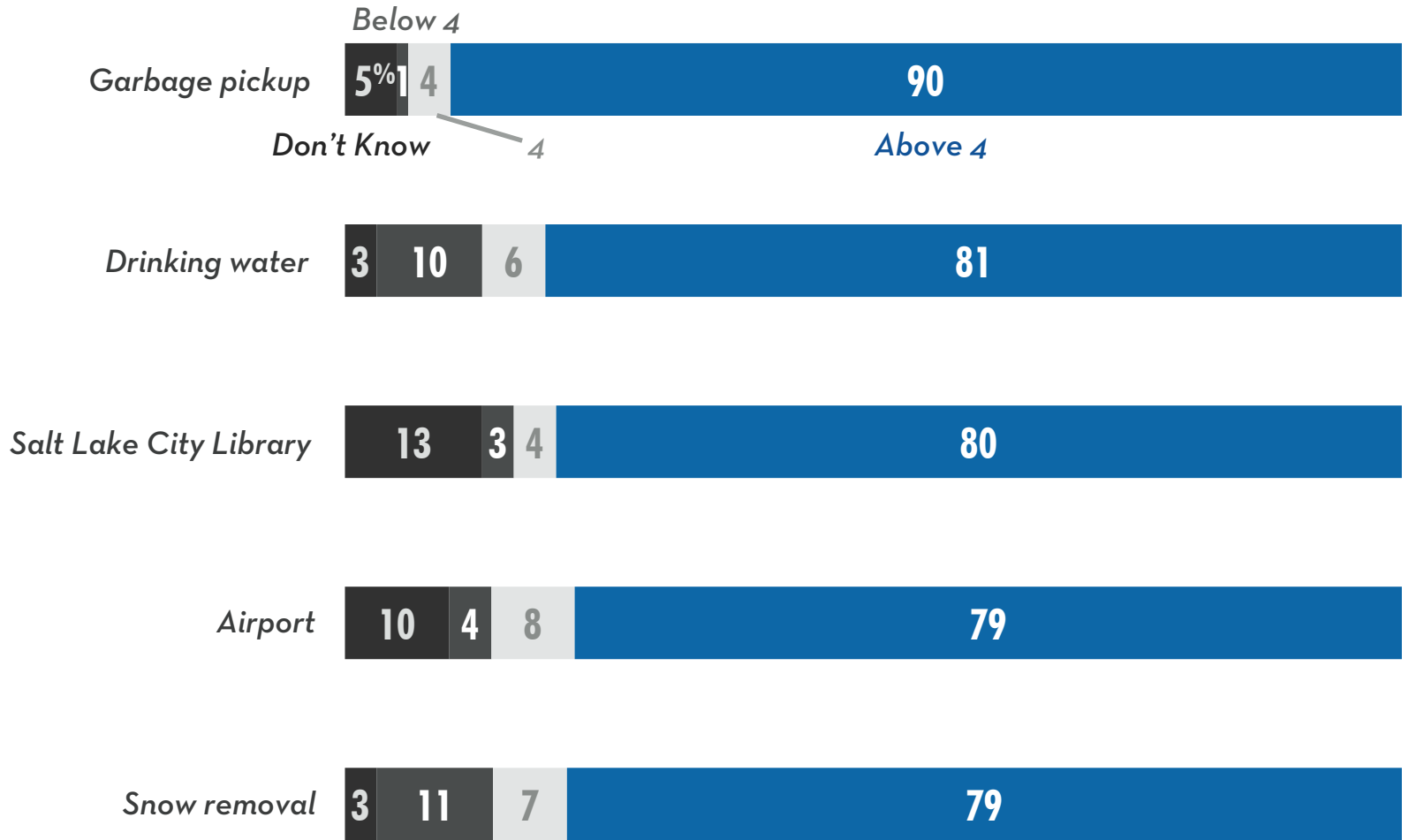


# SALT LAKE CITY SERVICES

We asked residents to evaluate government services in Salt Lake City.



Using a scale of 1-7 with 1 meaning *POOR* and 7 meaning *EXCELLENT*, *how would you evaluate the following government services in Salt Lake City?*

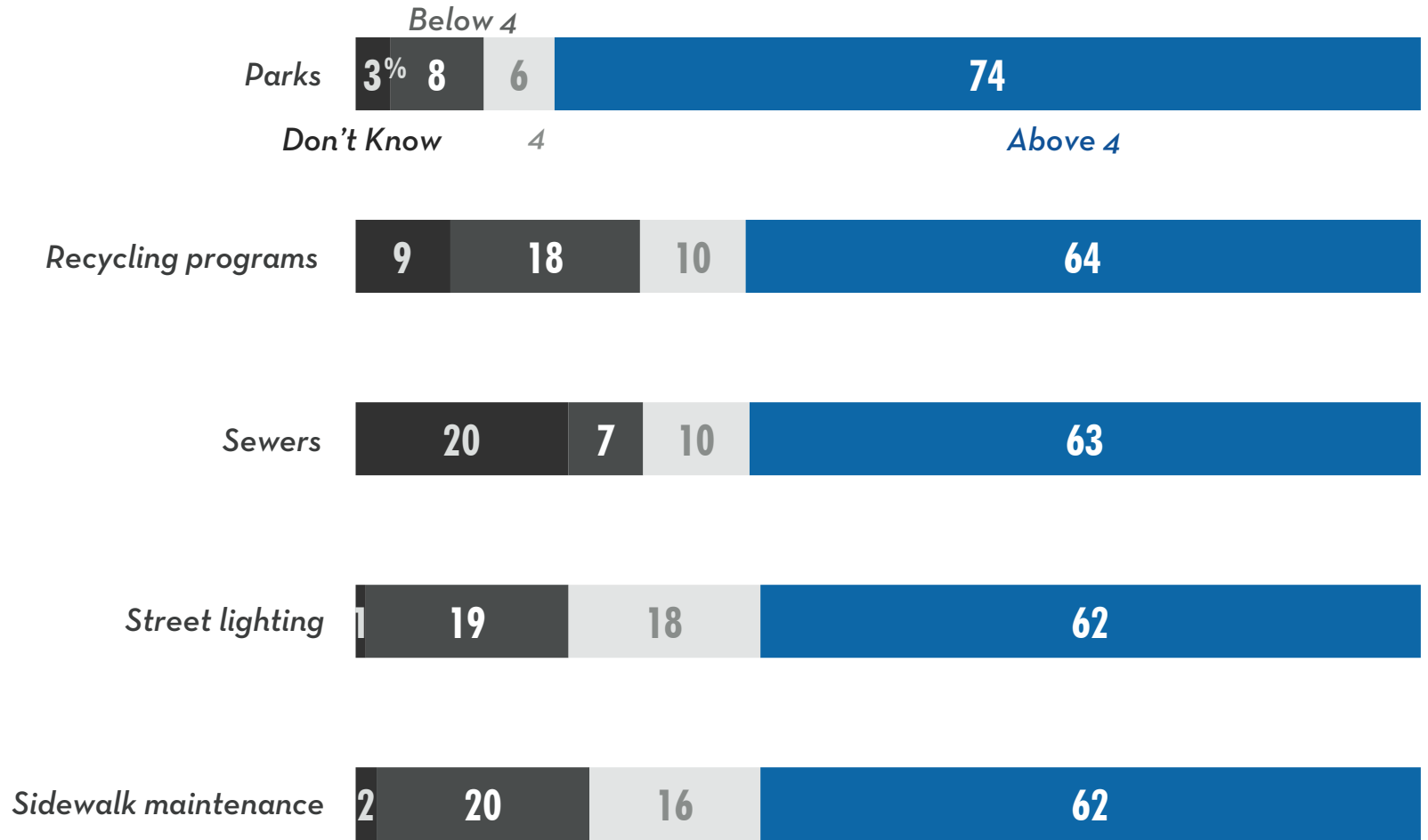


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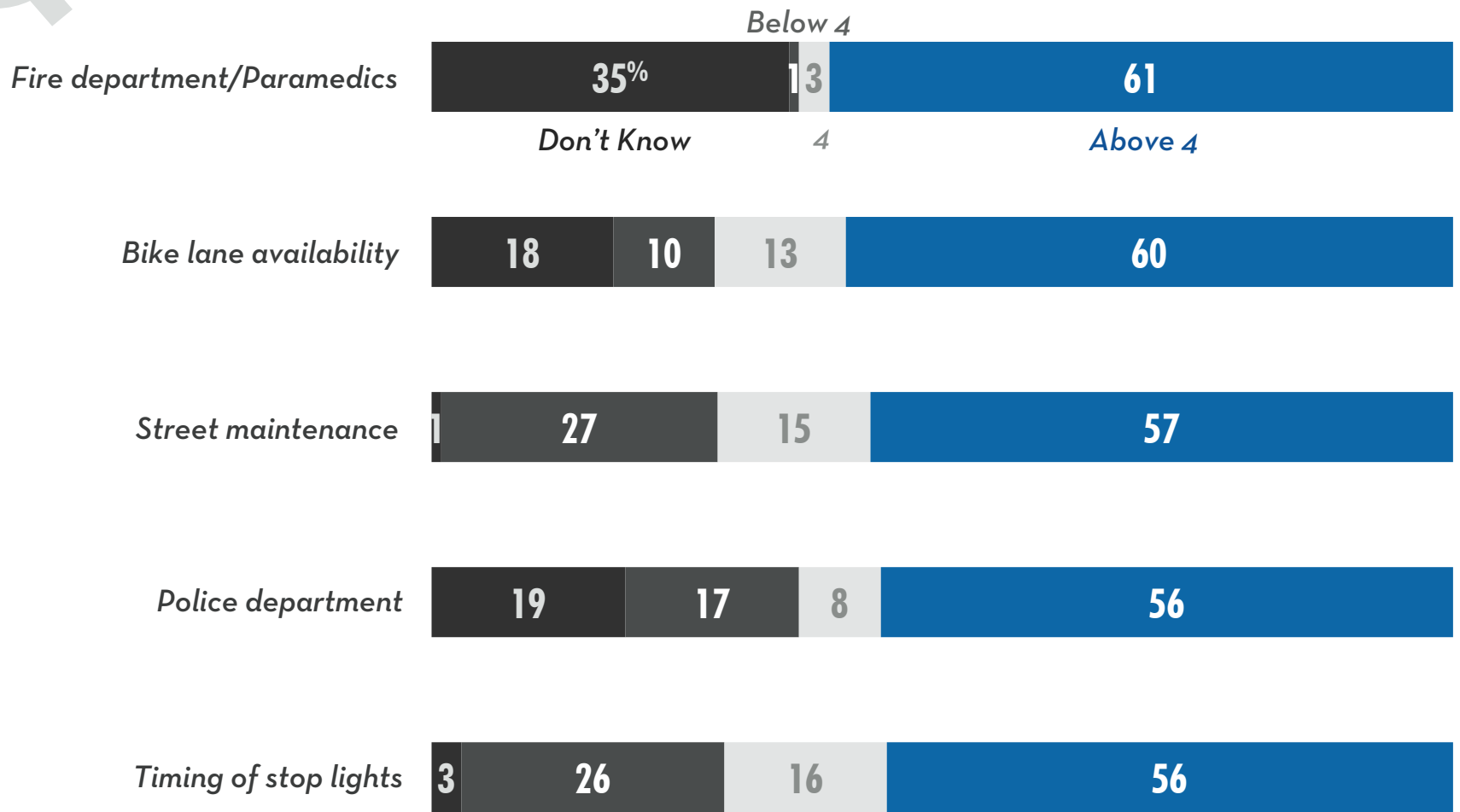


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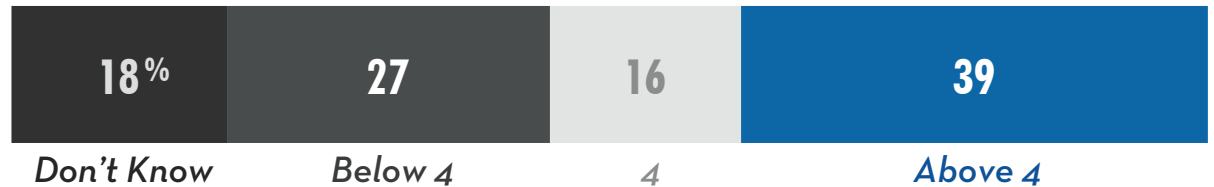
# SALT LAKE CITY SERVICES

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Using a scale of 1-7 with 1 meaning *POOR* and 7 meaning *EXCELLENT*, *how would you evaluate the following government services in Salt Lake City?*

*Parking kiosks*



*City website*



*City golf courses*



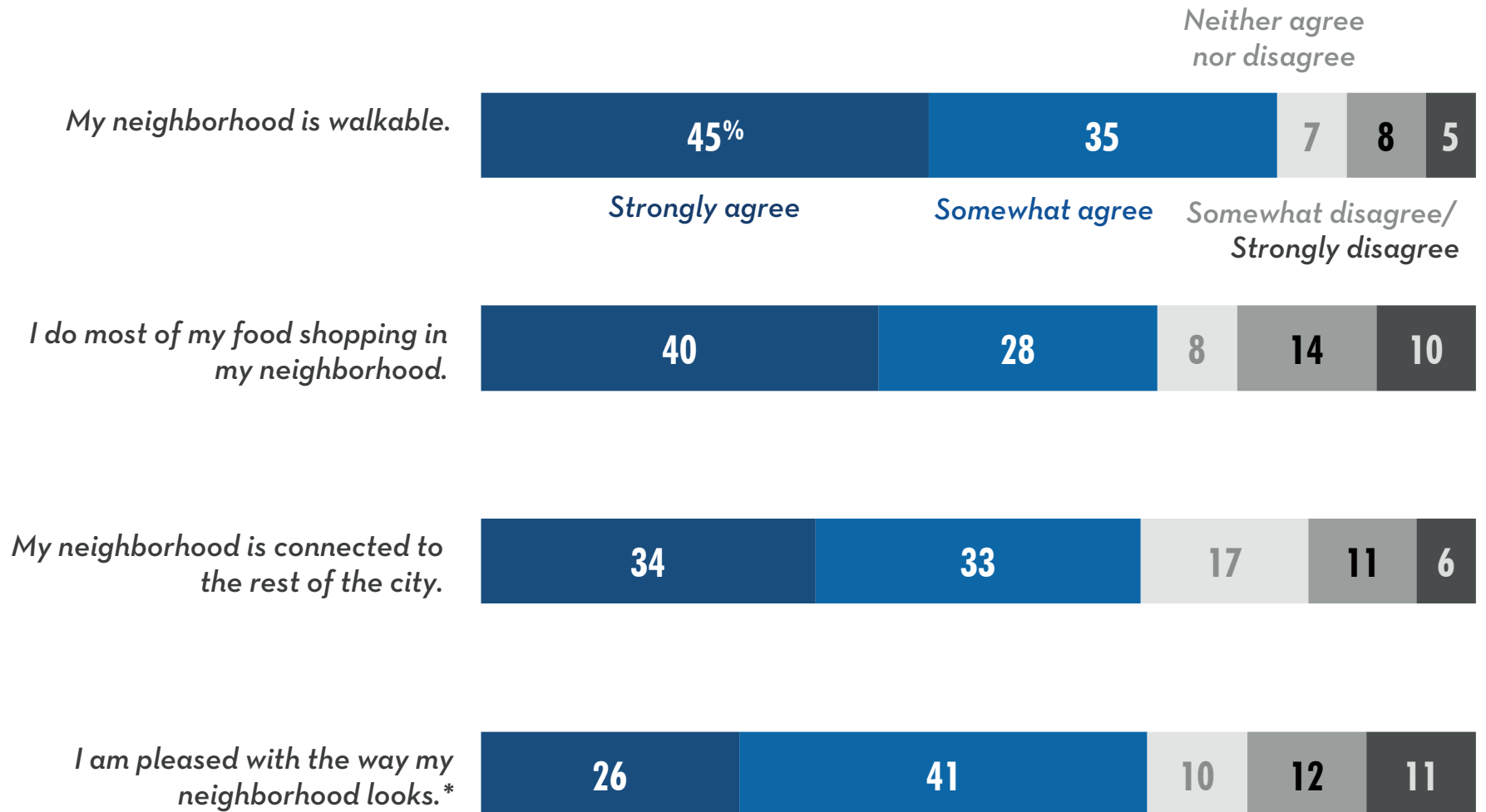


# **SALT LAKE CITY NEIGHBORHOODS**

## SATISFACTION & PERCEPTIONS

# SALT LAKE CITY NEIGHBORHOODS

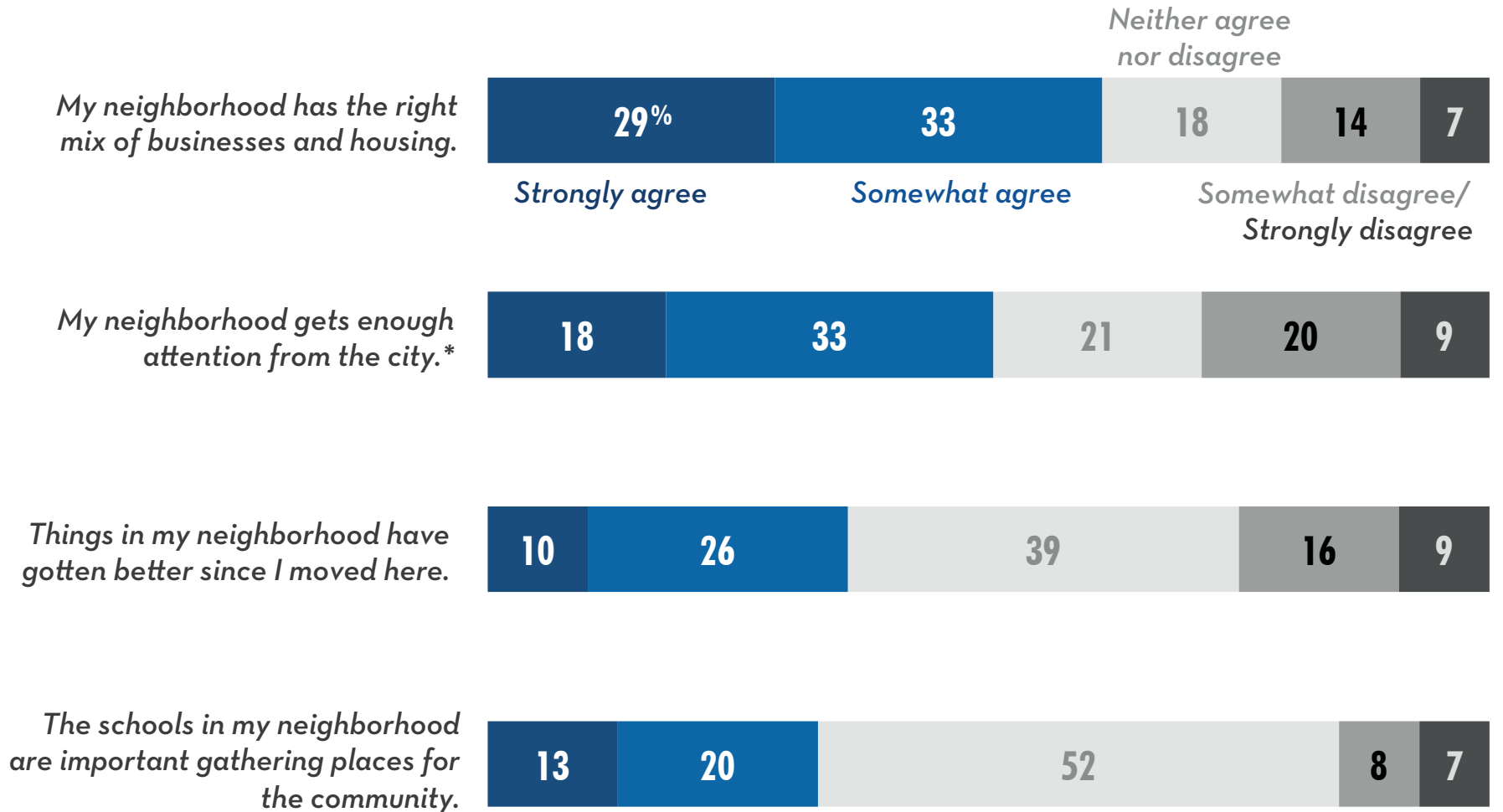
We asked residents if they agreed or disagreed with statements about their neighborhoods.



\* Phone results differ beyond MoE.

# SALT LAKE CITY NEIGHBORHOODS

We asked residents if they agreed or disagreed with statements about their neighborhoods.

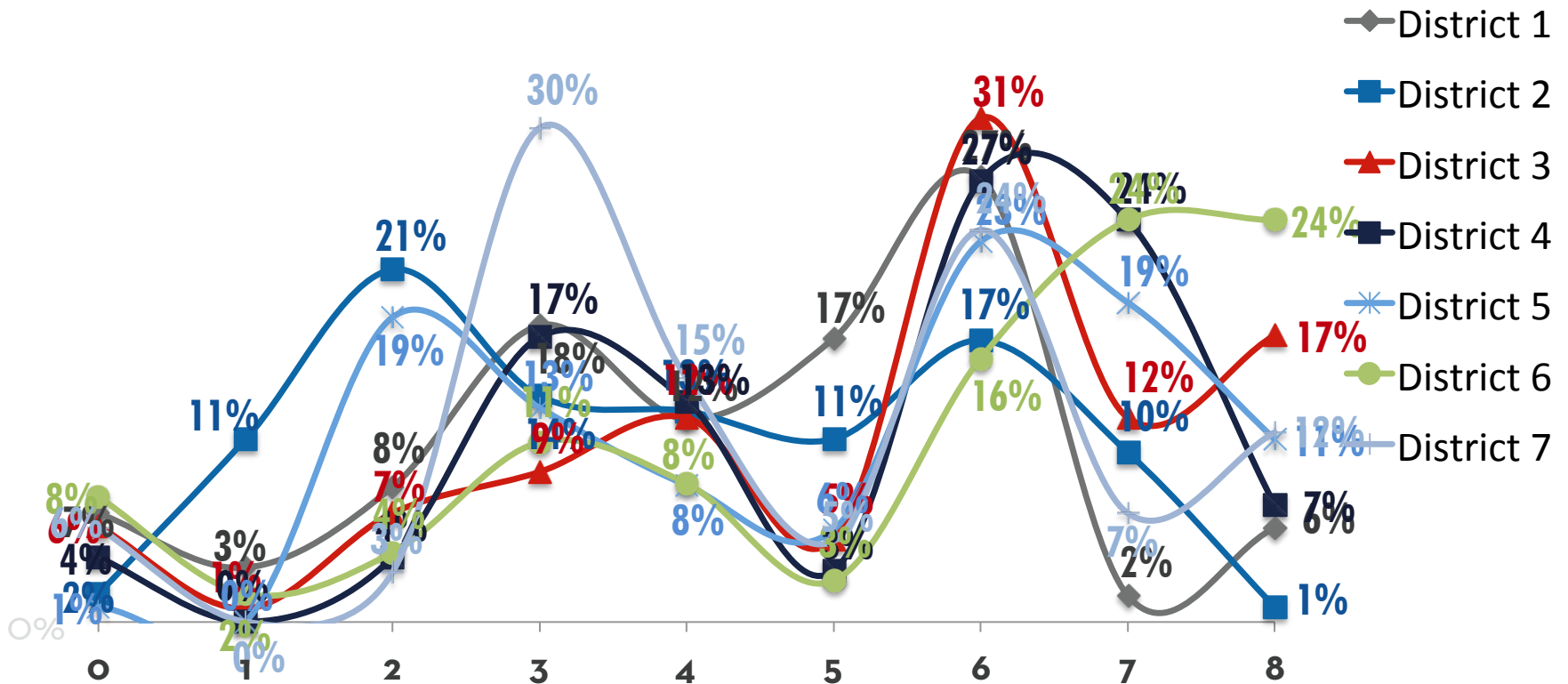


\* Phone results differ beyond MoE.

# SALT LAKE CITY NEIGHBORHOODS

Looking at neighborhood satisfaction by council district reveals interesting trends.

50%

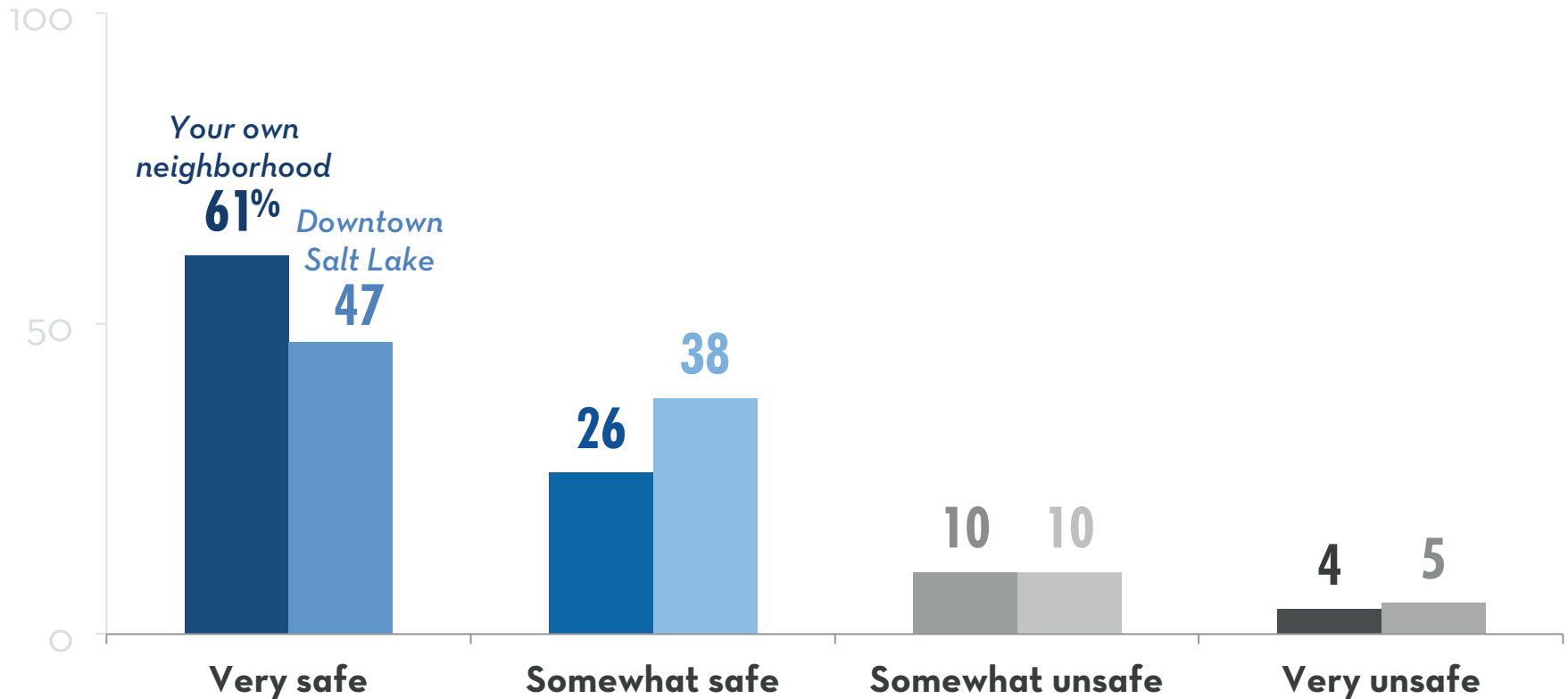


# SALT LAKE CITY NEIGHBORHOODS

The large majority of residents feel very or somewhat safe both in their neighborhoods and in downtown Salt Lake during the day.



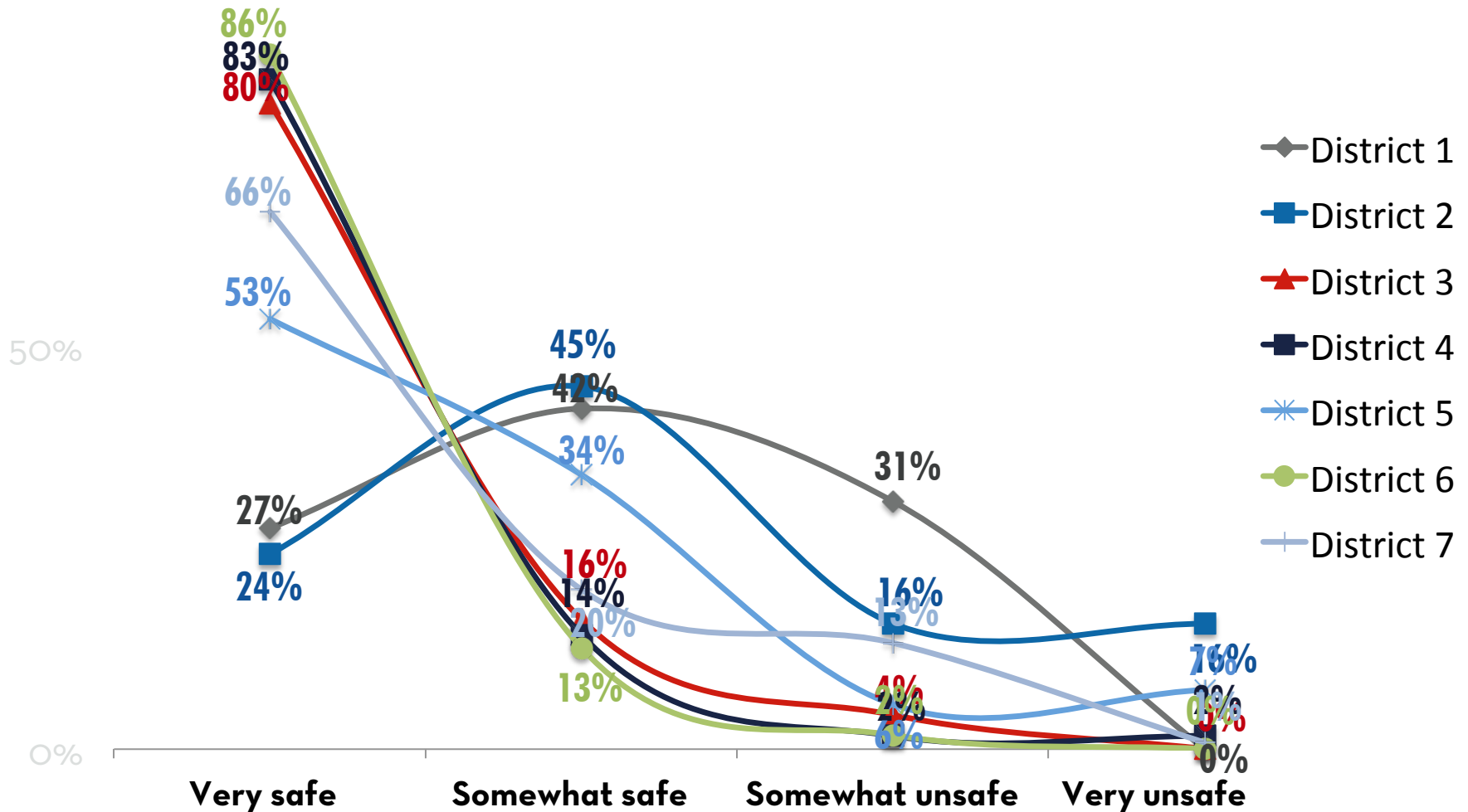
*How safe do you feel when walking alone in the following places*  
***DURING THE DAY?***



# SALT LAKE CITY NEIGHBORHOODS

How safe residents feel in their neighborhoods during the day also varies by council district.

100%

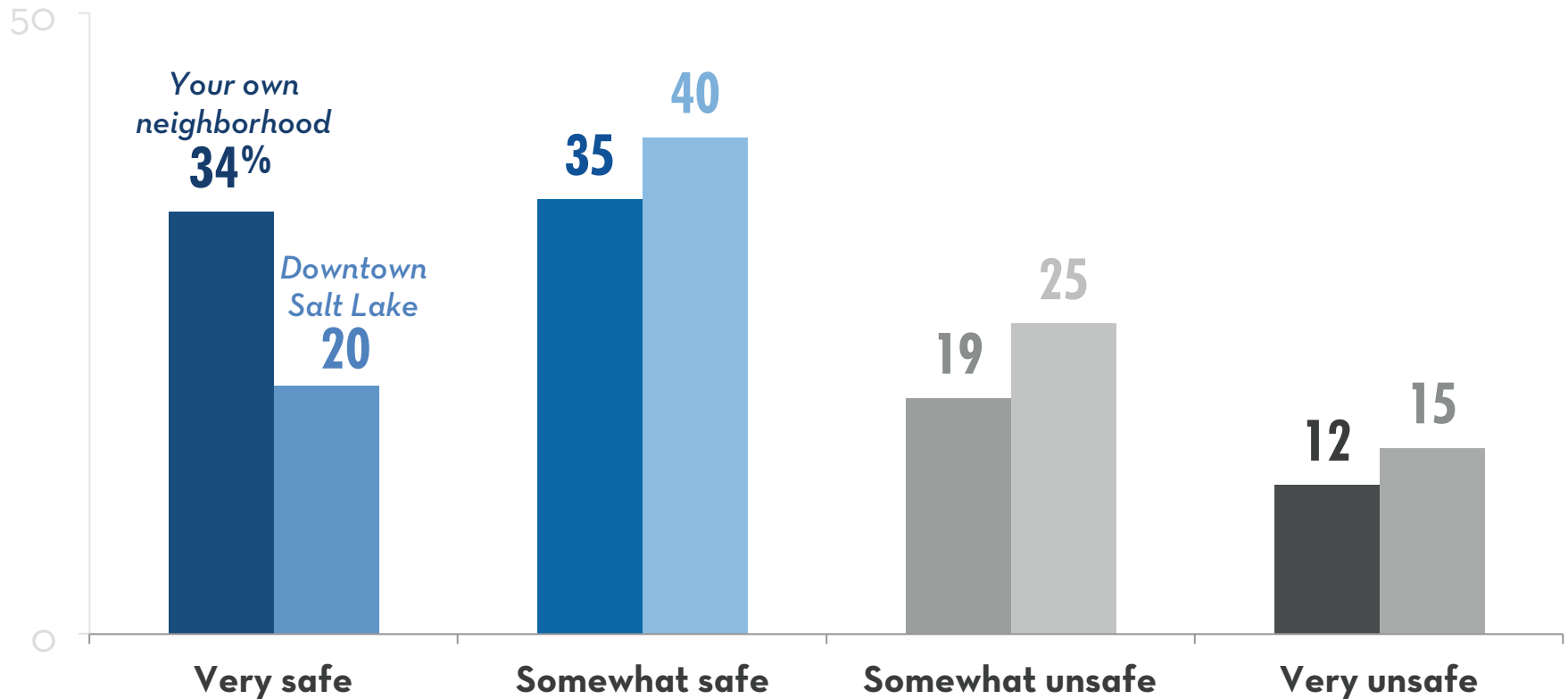


# SALT LAKE CITY NEIGHBORHOODS

Residents feel significantly less safe in their neighborhoods and downtown at night.



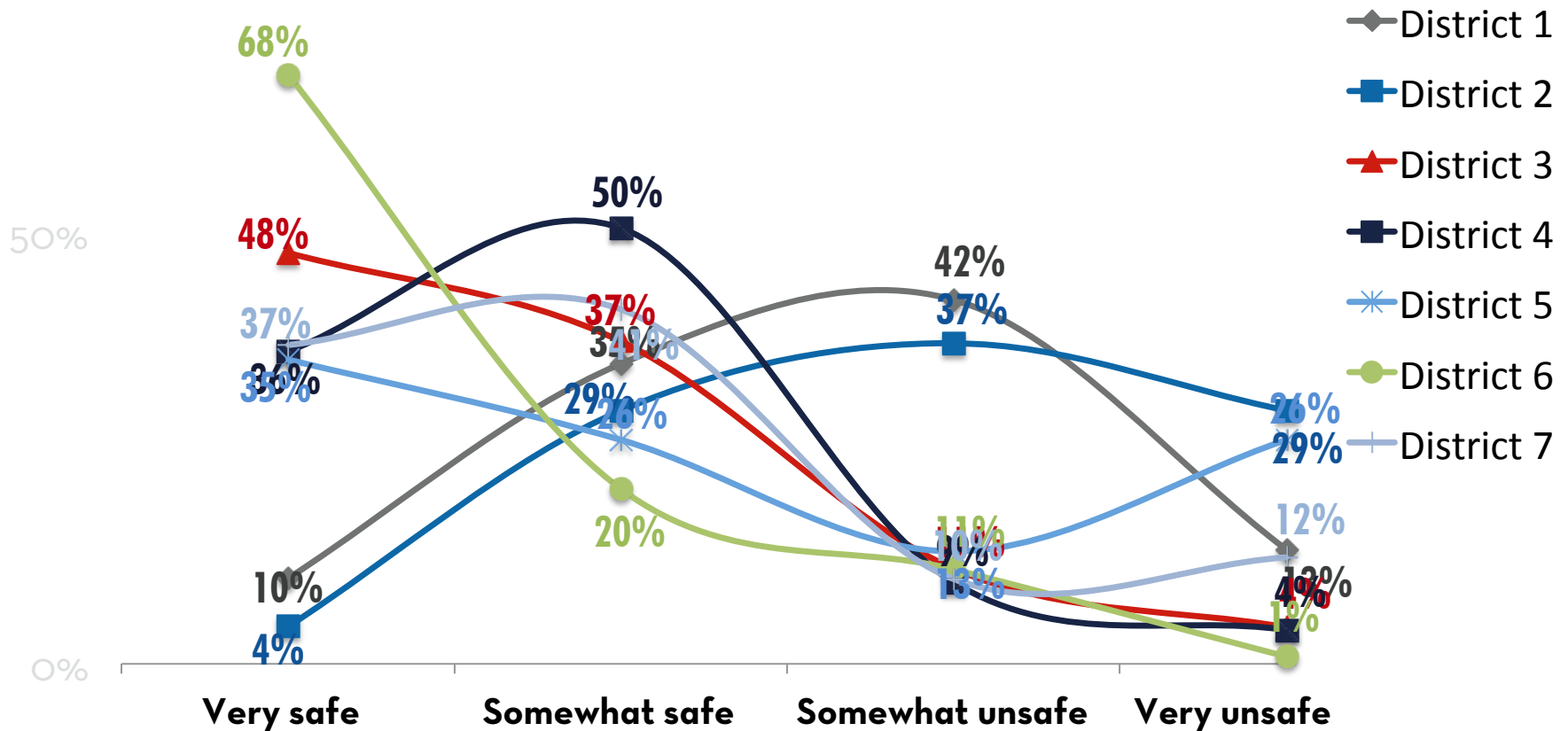
*How safe do you feel when walking alone in the following places*  
***DURING THE NIGHT?***



# SALT LAKE CITY NEIGHBORHOODS

There are stark differences in how safe residents feel in their neighborhoods at night.

100%





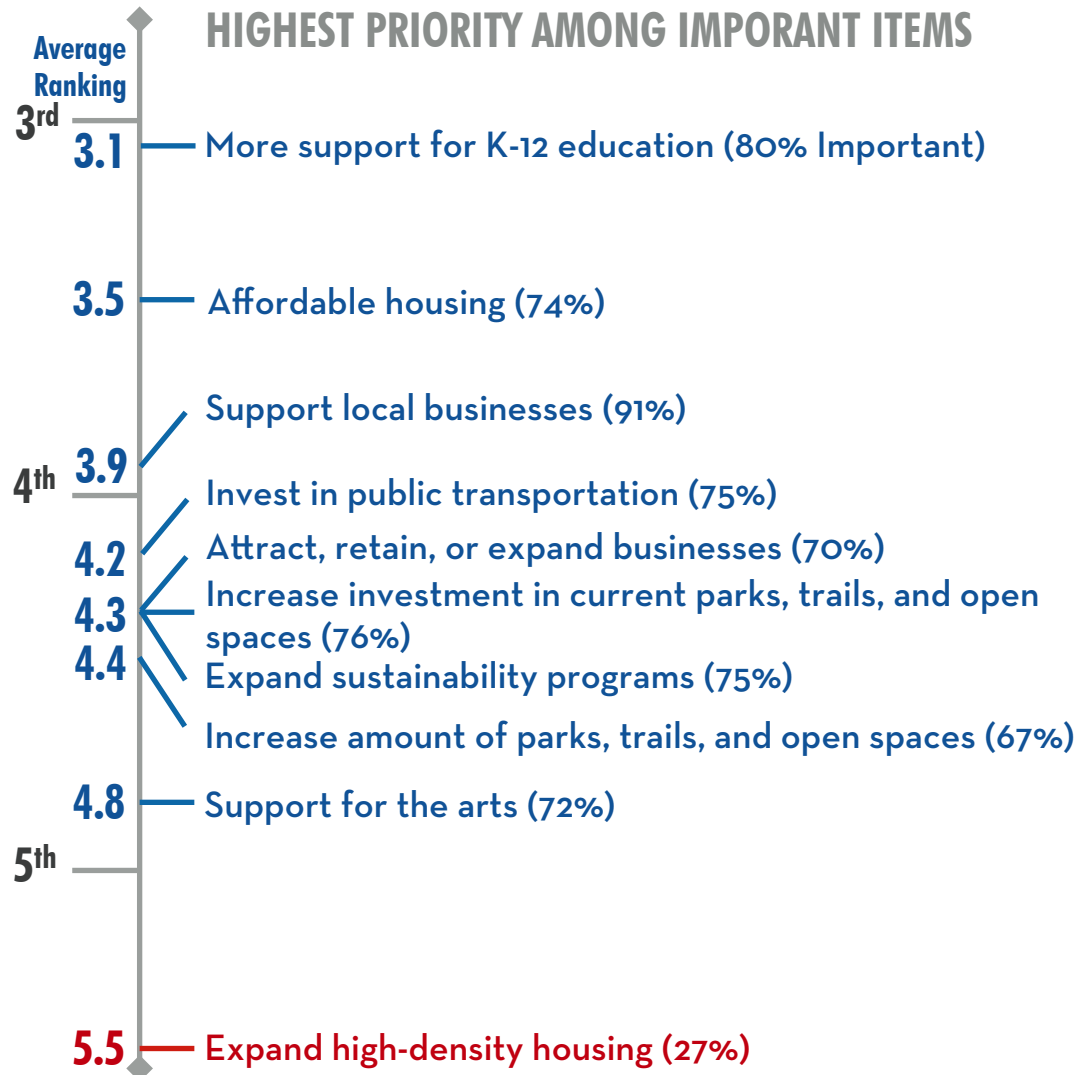
# **SALT LAKE CITY INITIATIVES**

GROWTH & SUSTAINABILITY

# CITY INITIATIVES

In a list of ten possible initiatives, increased support for K-12 education ranked the highest among important items.

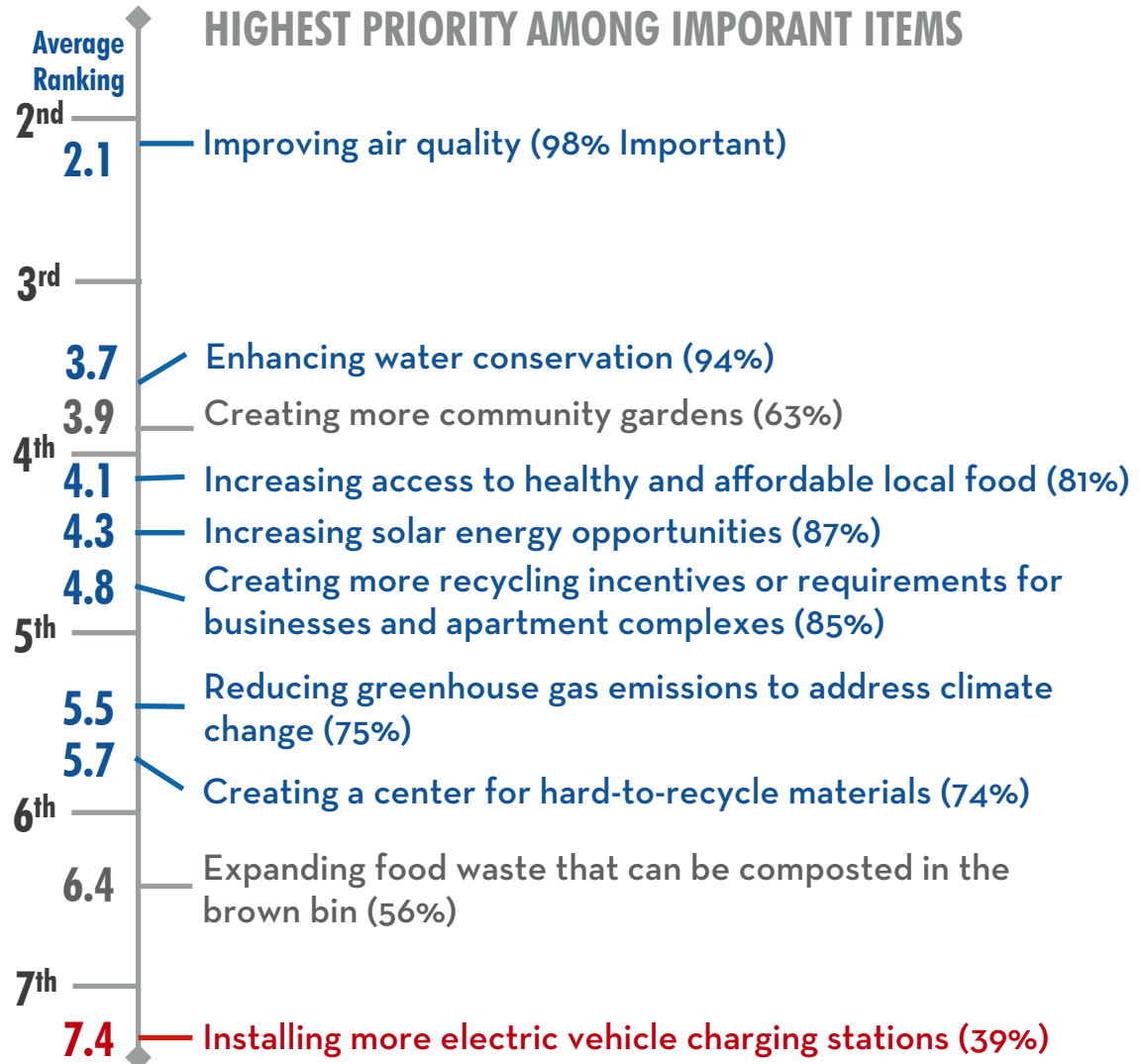
**Q** Below is a list of possible future city initiatives. First, drag and drop each item into the box that best reflects its importance to you. Then, rank the items within each box where **the top item is the HIGHEST PRIORITY** and the bottom item is the **LOWEST PRIORITY**.



# SUSTAINABILITY INITIATIVES

In a list of ten environmental and sustainability initiatives, improving air quality was clearly the highest priority.

**Q** Below is a list of possible city initiatives about sustainability and the environment. First, drag and drop each item into the box that best reflects its importance to you. Then, rank the items within each box where **the top item is the HIGHEST PRIORITY** and the bottom item is the **LOWEST PRIORITY**.



# **PUBLIC TRANSPORTATION**

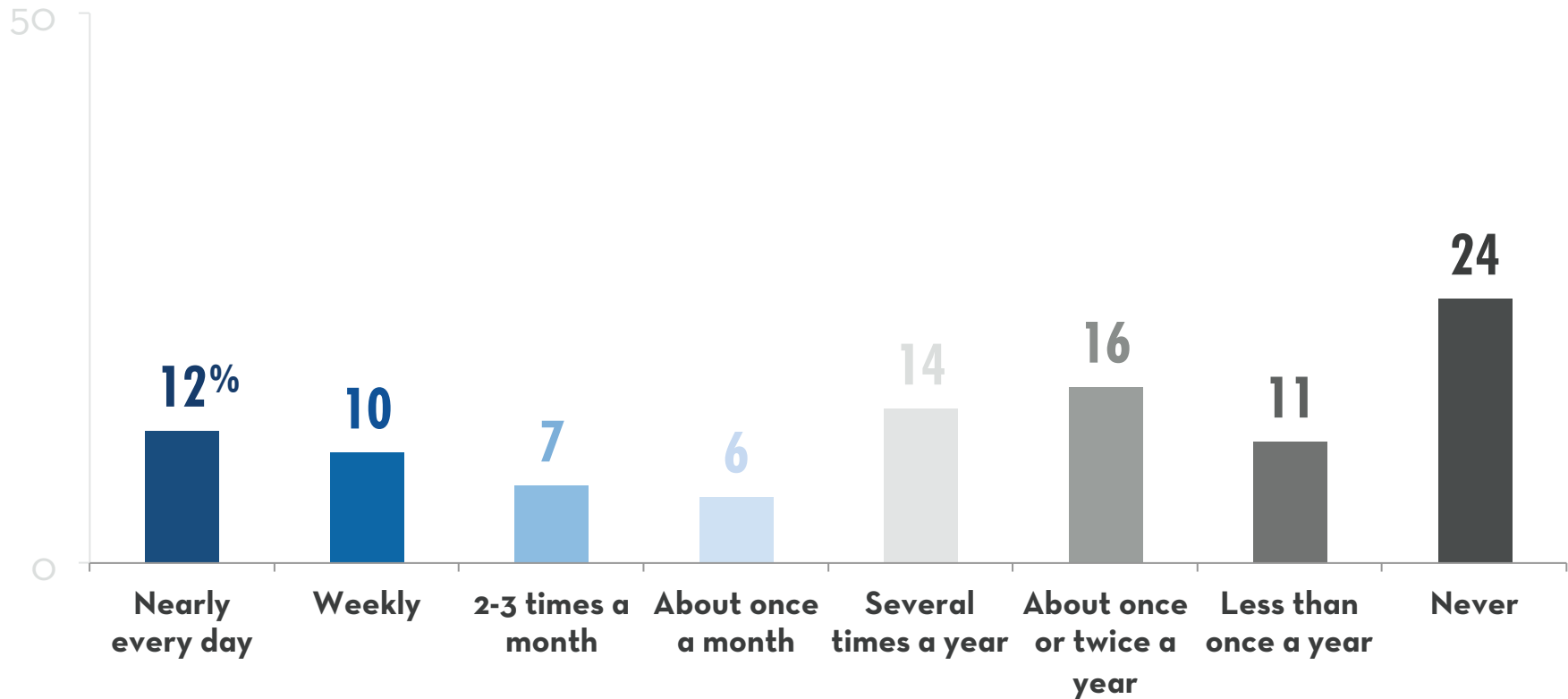
MANY DO NOT USE, BUT HAVE FAVORABLE OPINIONS

# PUBLIC TRANSPORTATION

35% of respondents use public transportation monthly or more often, while nearly a quarter of respondents say they never use public transportation.

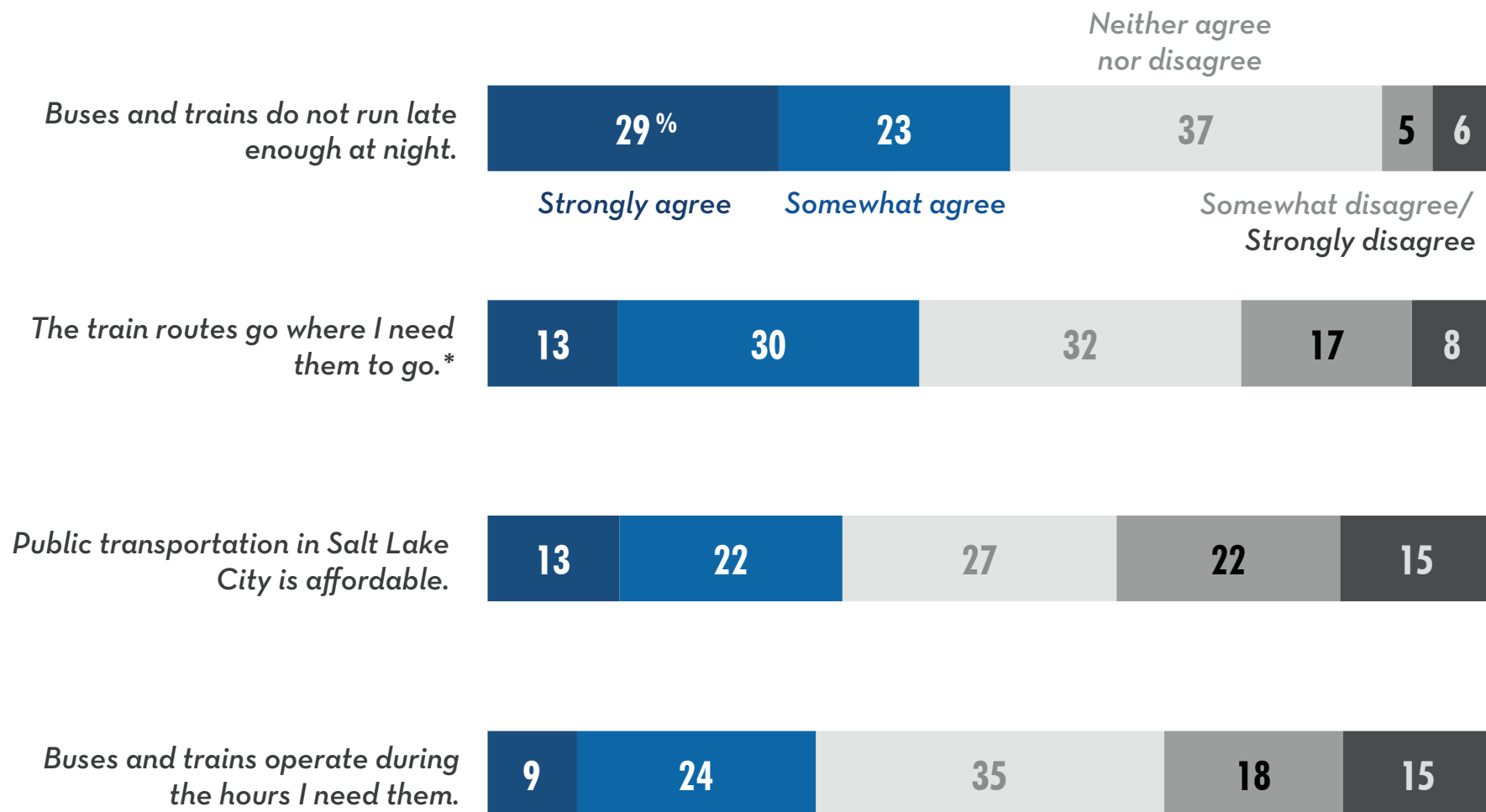


*How often do you take public transportation when traveling around Salt Lake City?*



# PUBLIC TRANSPORTATION

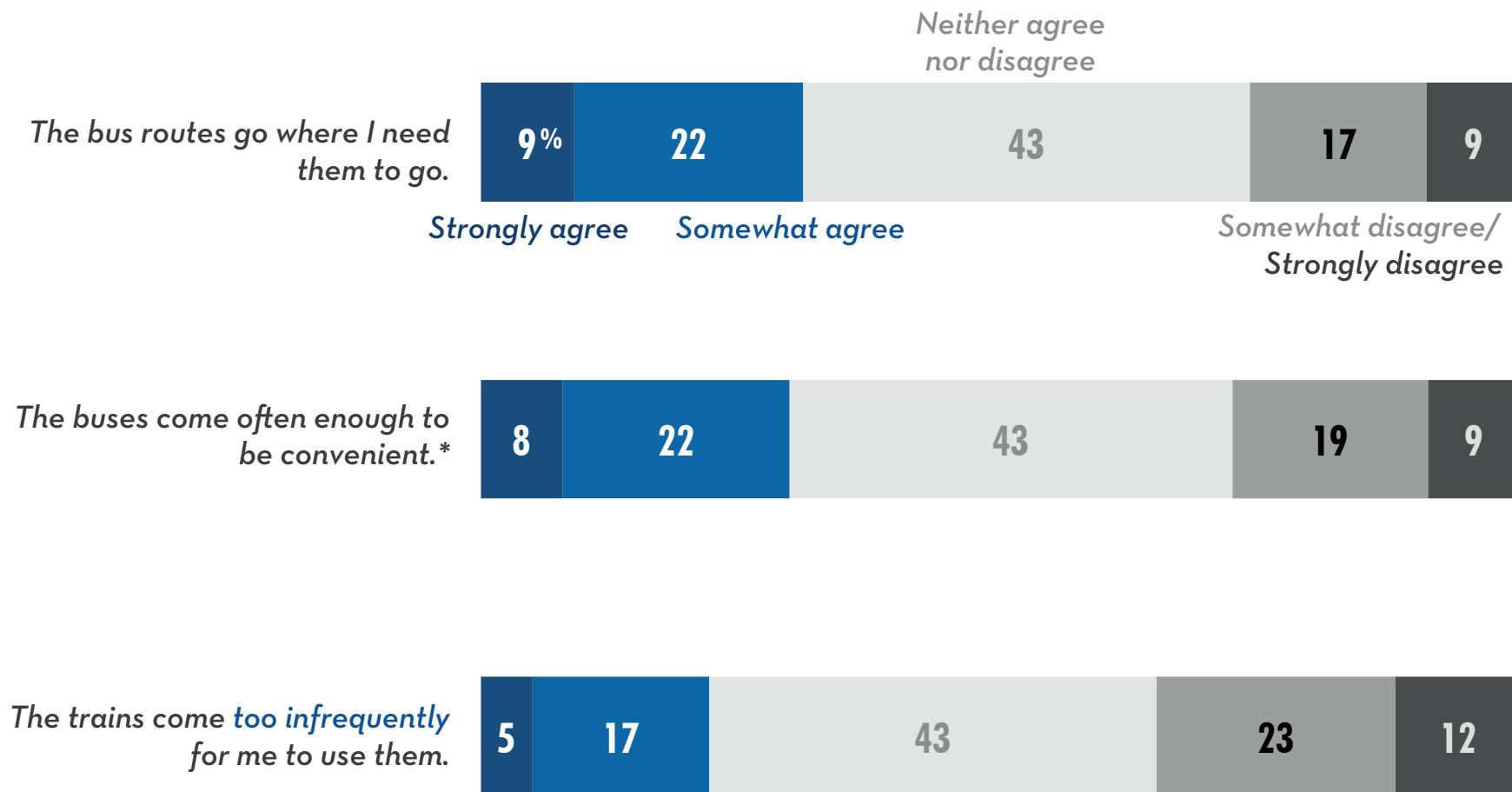
We asked residents if they agreed or disagreed with statements about public transportation in Salt Lake City.



\* Phone results differ beyond MoE.

# PUBLIC TRANSPORTATION

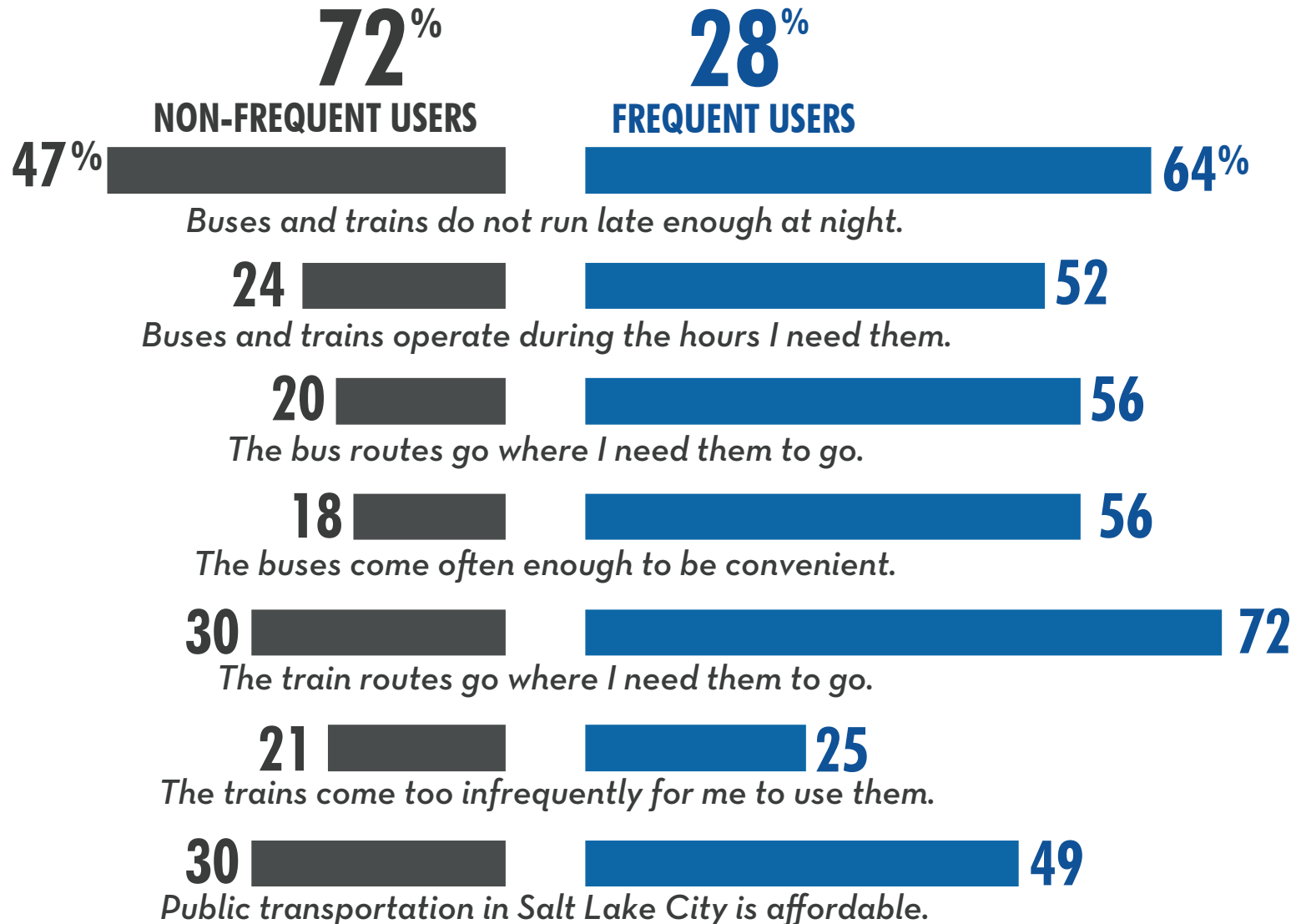
We asked residents if they agreed or disagreed with statements about public transportation in Salt Lake City.



\* Phone results differ beyond MoE.

# PUBLIC TRANSPORTATION

Satisfaction varies from frequent (2-3 times per month or more often) to non-frequent users.





# **CITY ACTIVITIES**

CITIZEN USE & PARTICIPATION

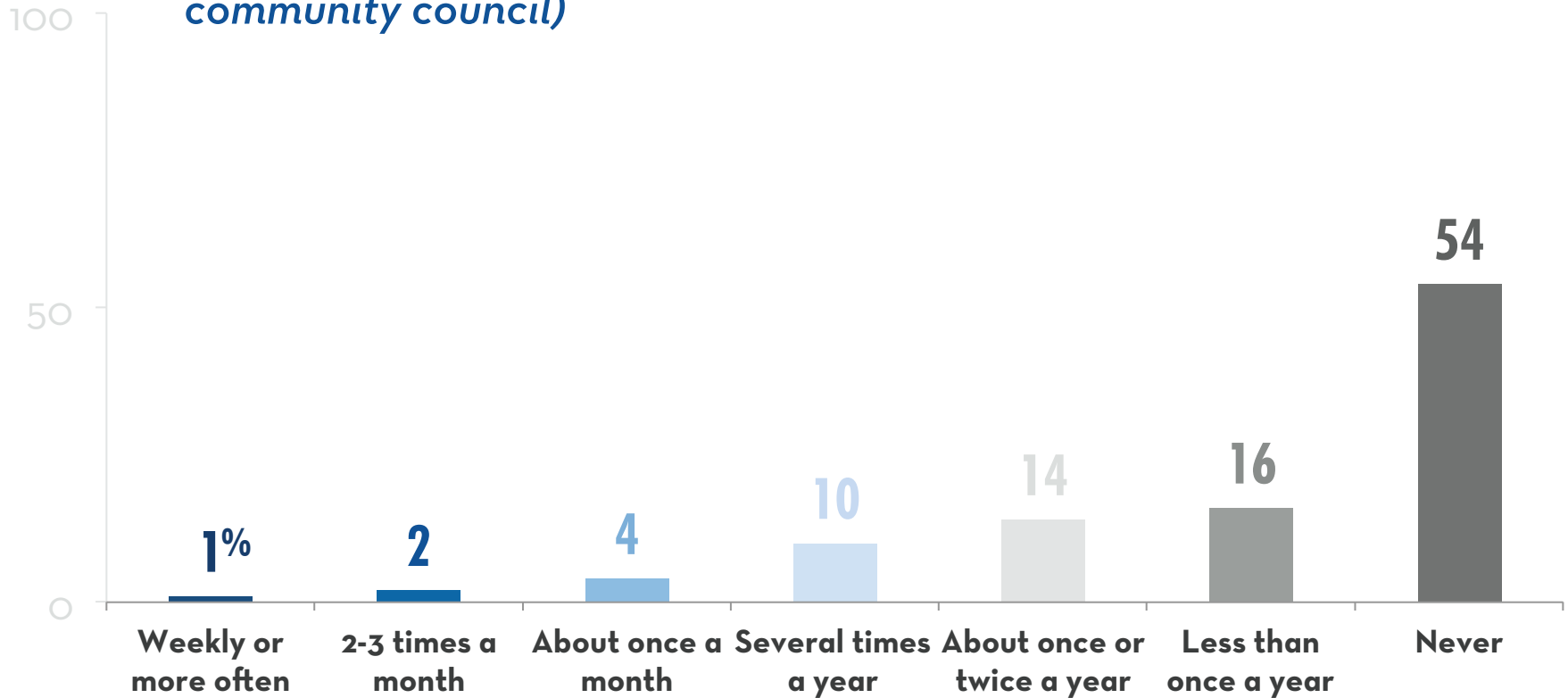
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

***Participated in a public meeting or open house (e.g. city or community council)***



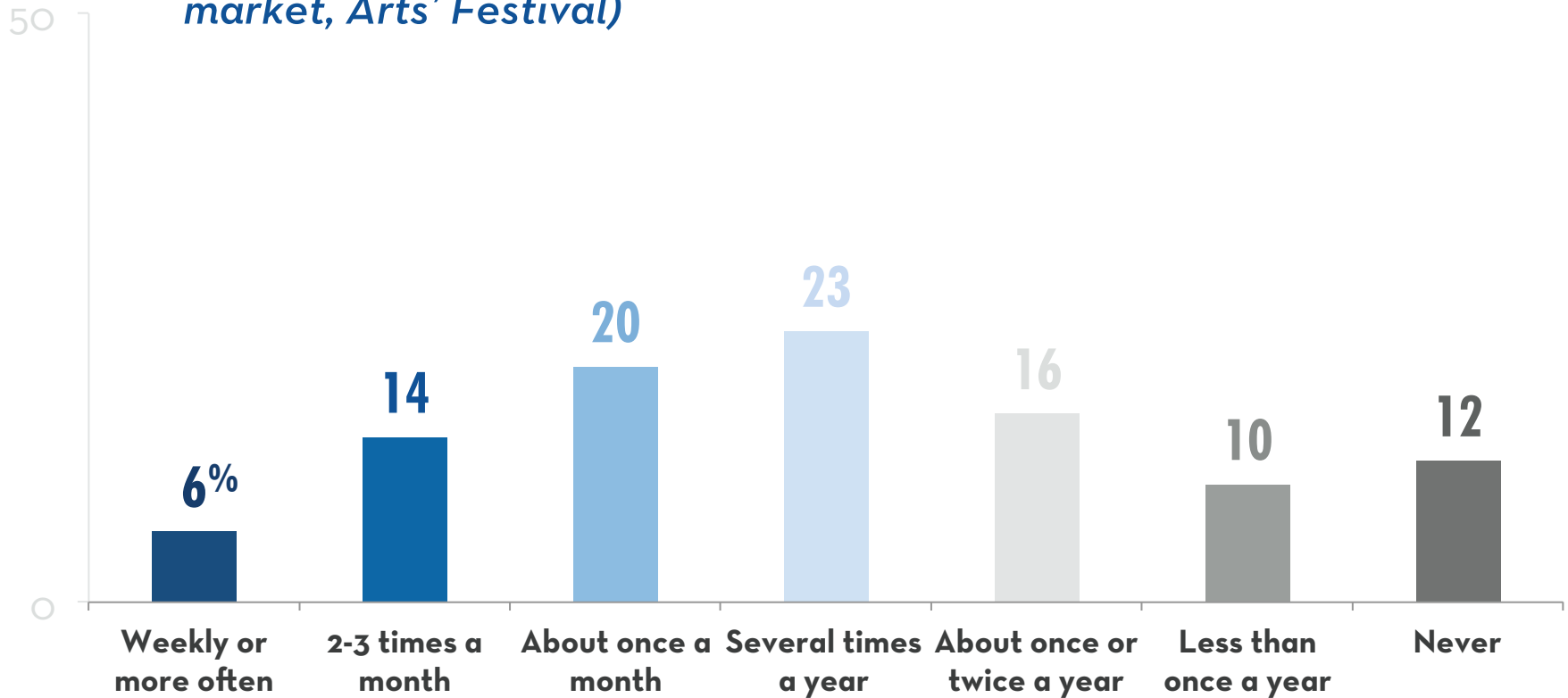
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Attended a cultural even such as a festival or fair (e.g. Farmer's market, Arts' Festival)*



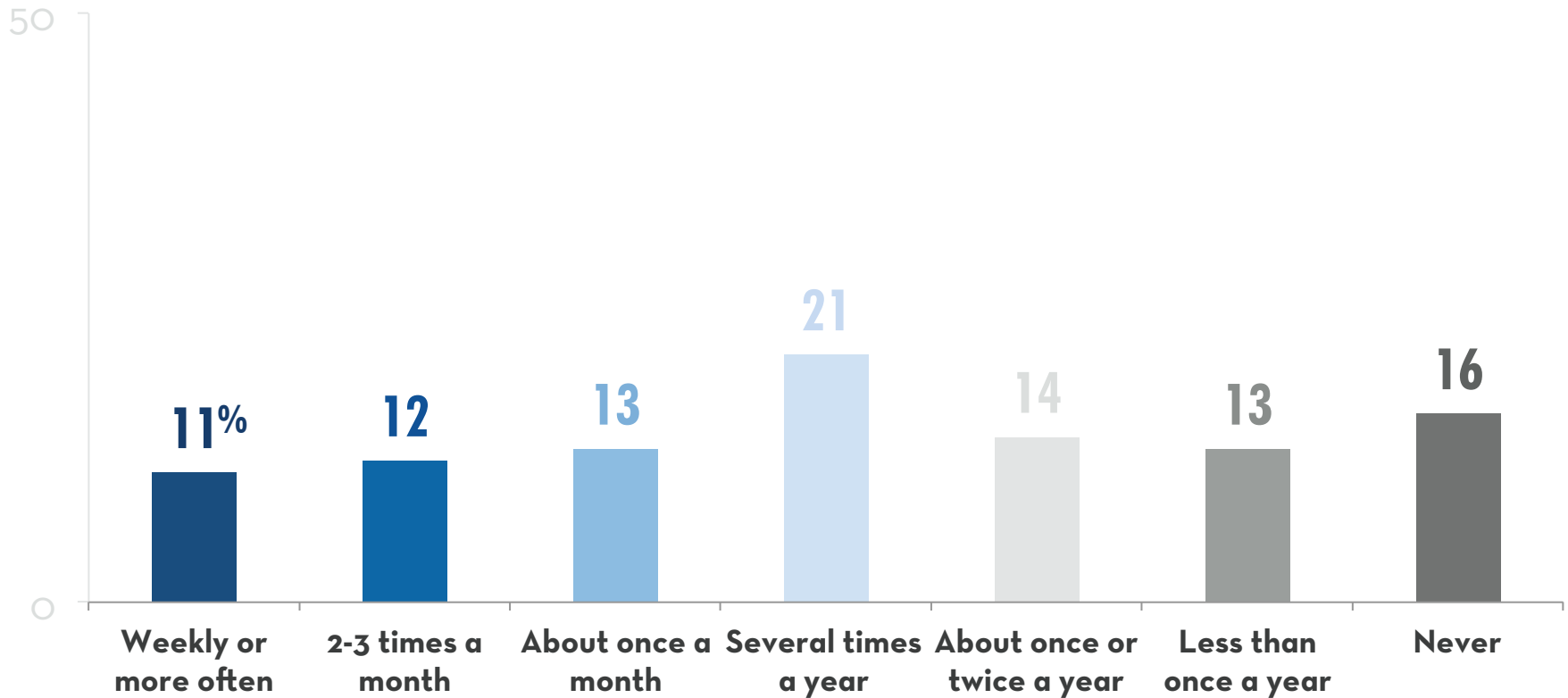
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Used a public library*



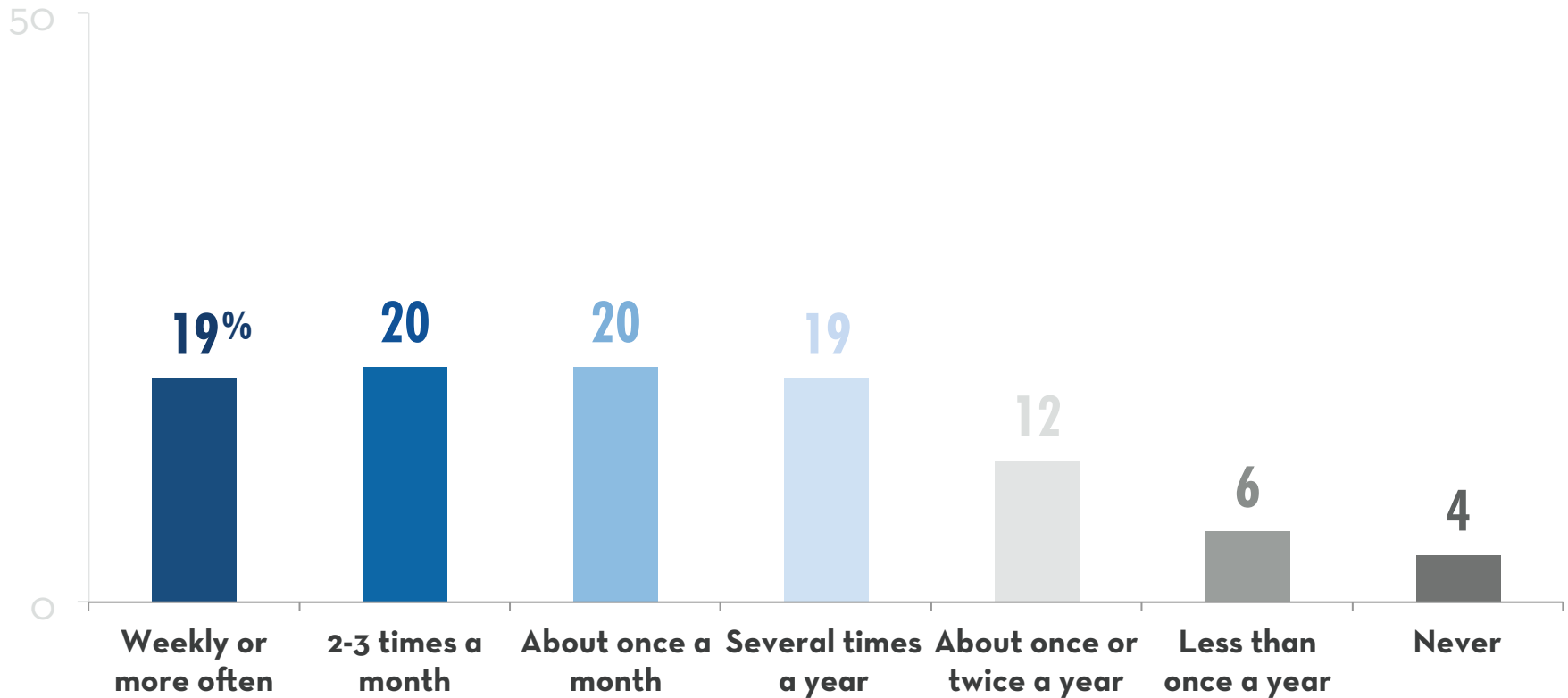
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Shopped in the downtown area\**



\* Phone results differ beyond MoE.

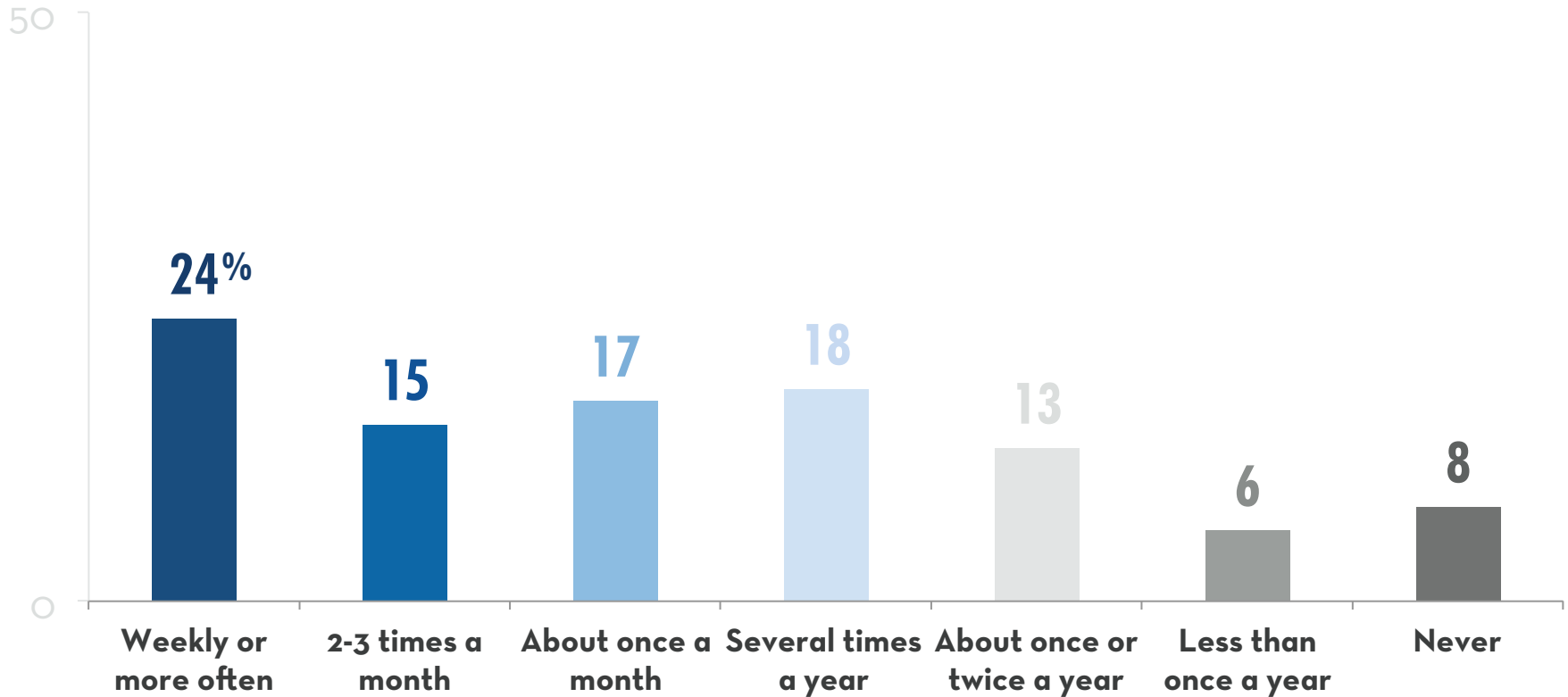
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Shopped in the Sugarhouse area*



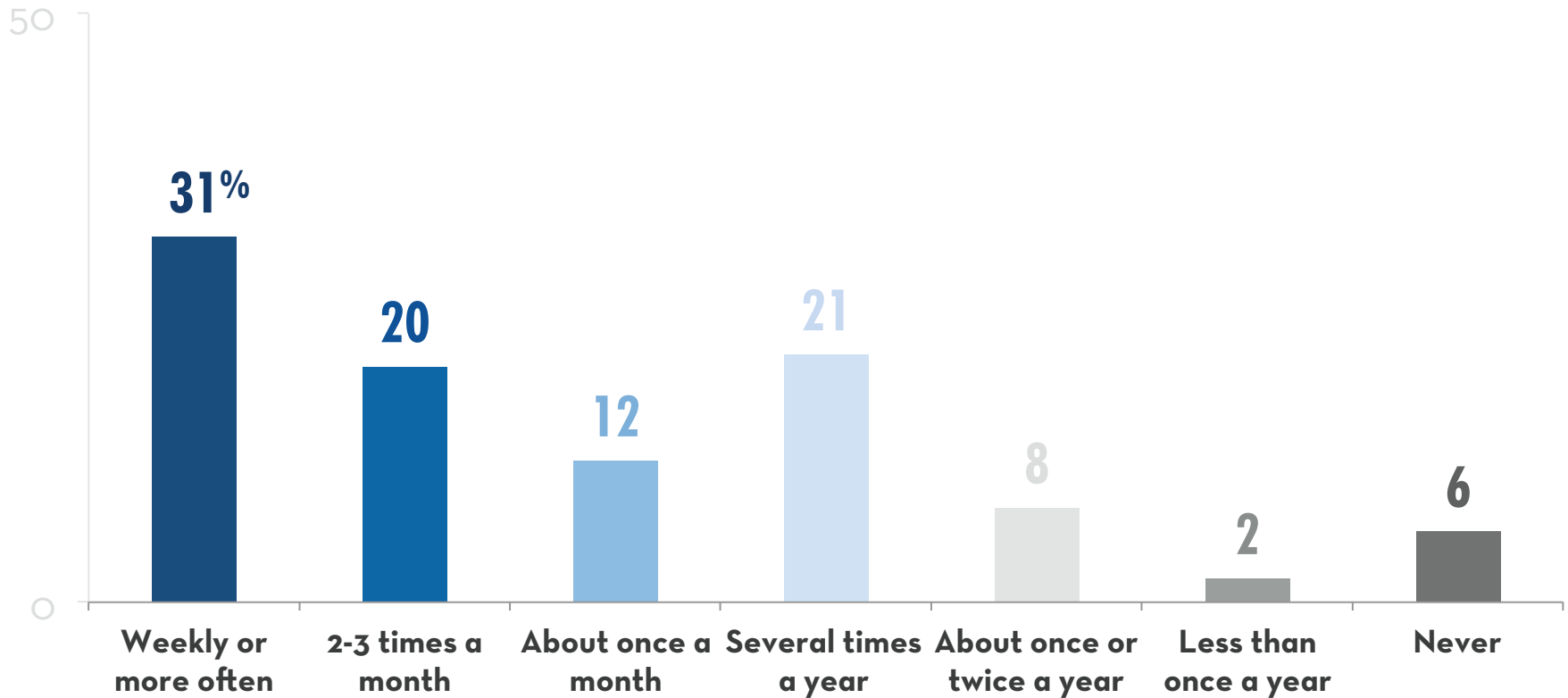
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Visited a city park or natural lands*



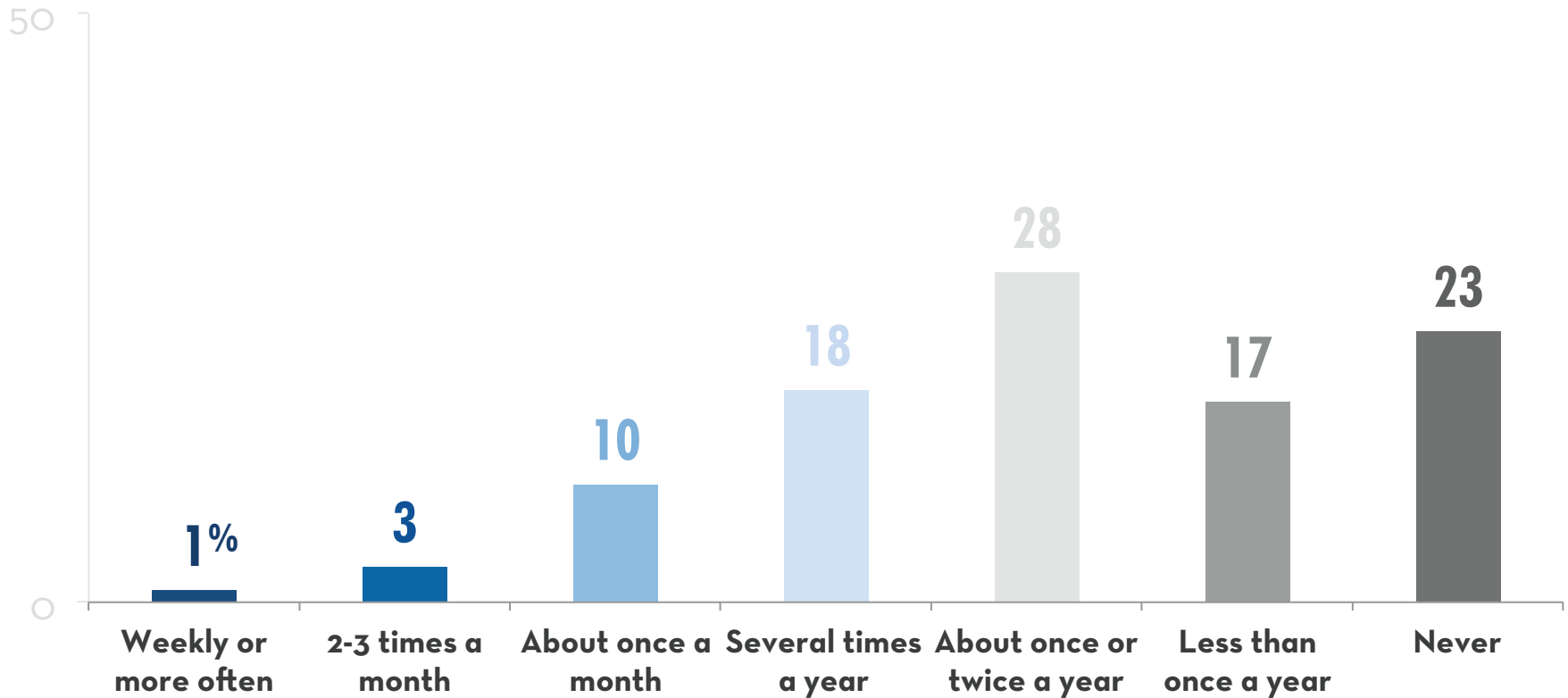
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Visited a museum, the Leonardo, or the planetarium in the city*





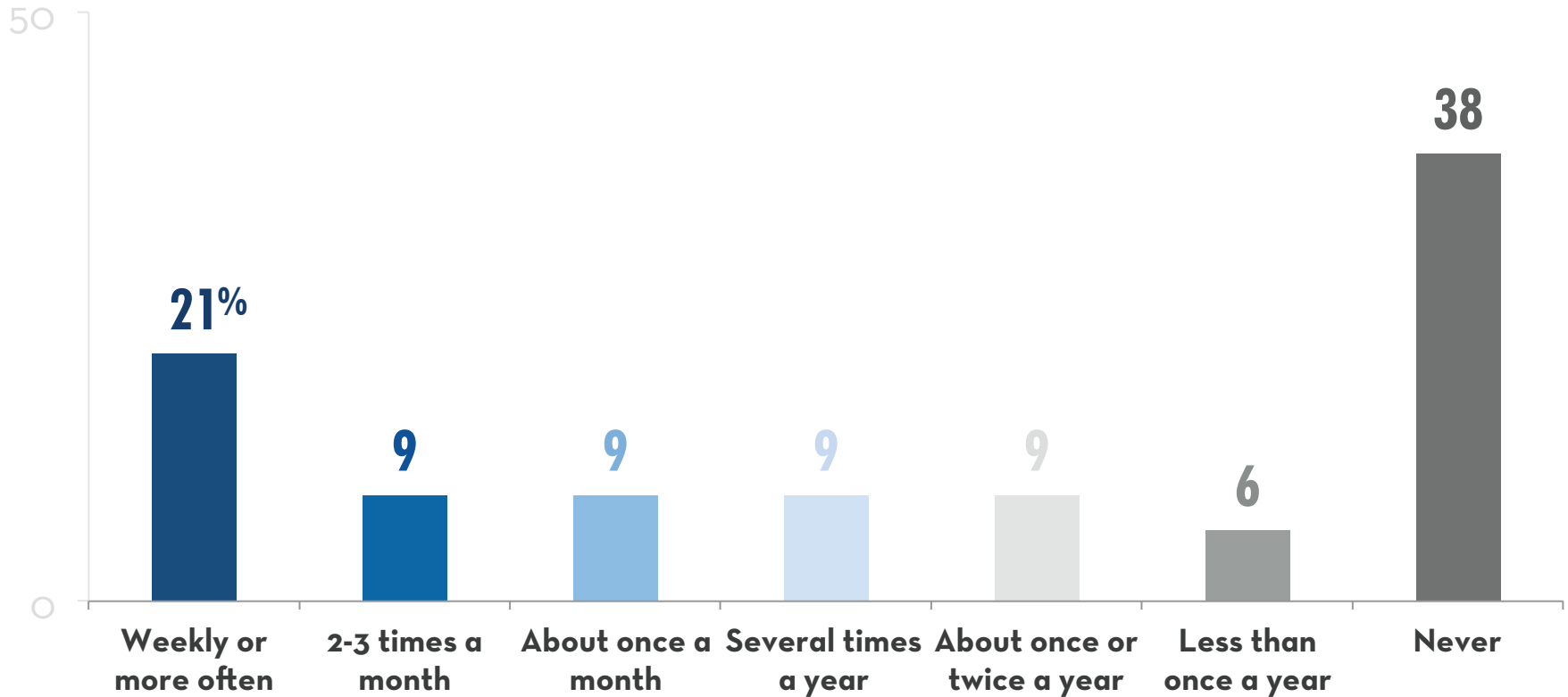
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Used a bike lane or trail\**



\* Phone results differ beyond MoE.

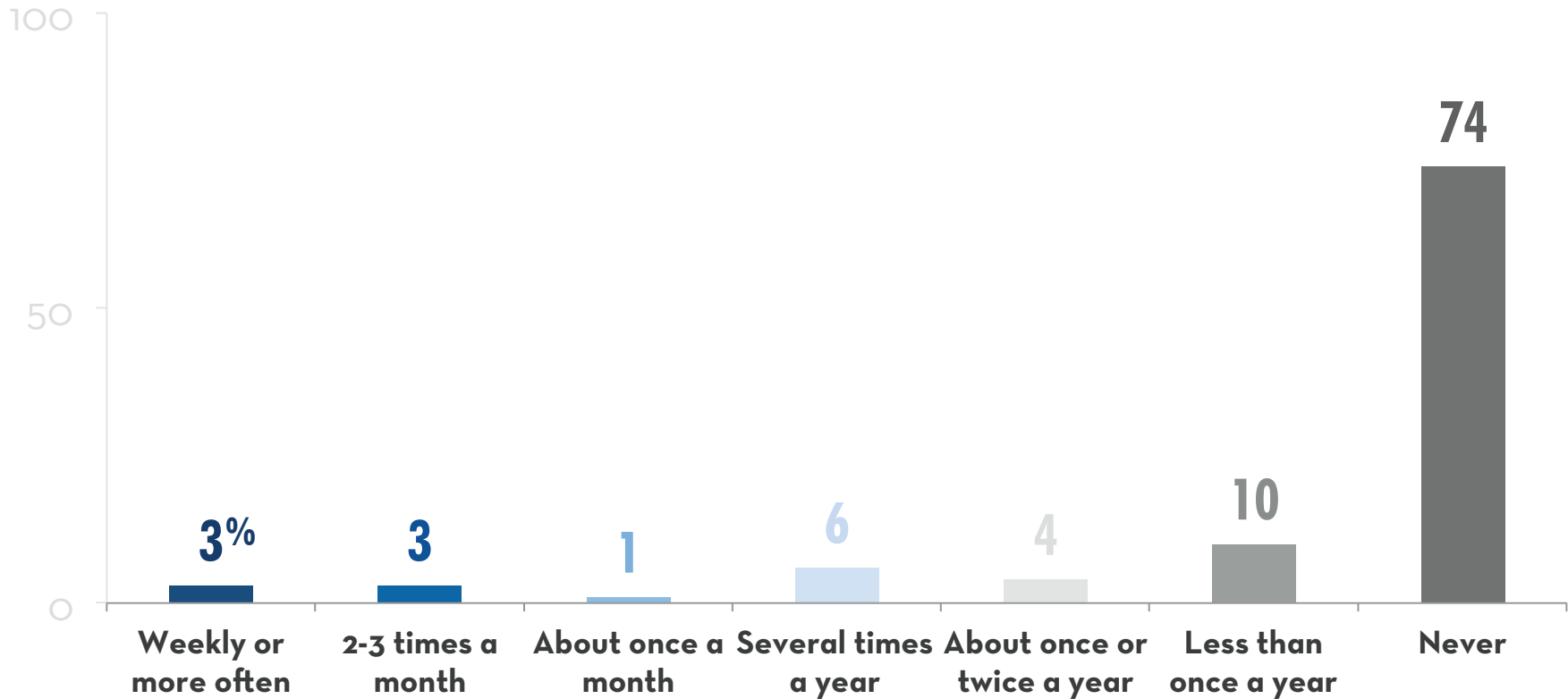
# SALT LAKE CITY ACTIVITIES

We asked residents how many times in the past year they have done the following things in Salt Lake City.



*Within the last 12 months, approximately how many times have you done the following in Salt Lake City?*

*Used a city golf course*

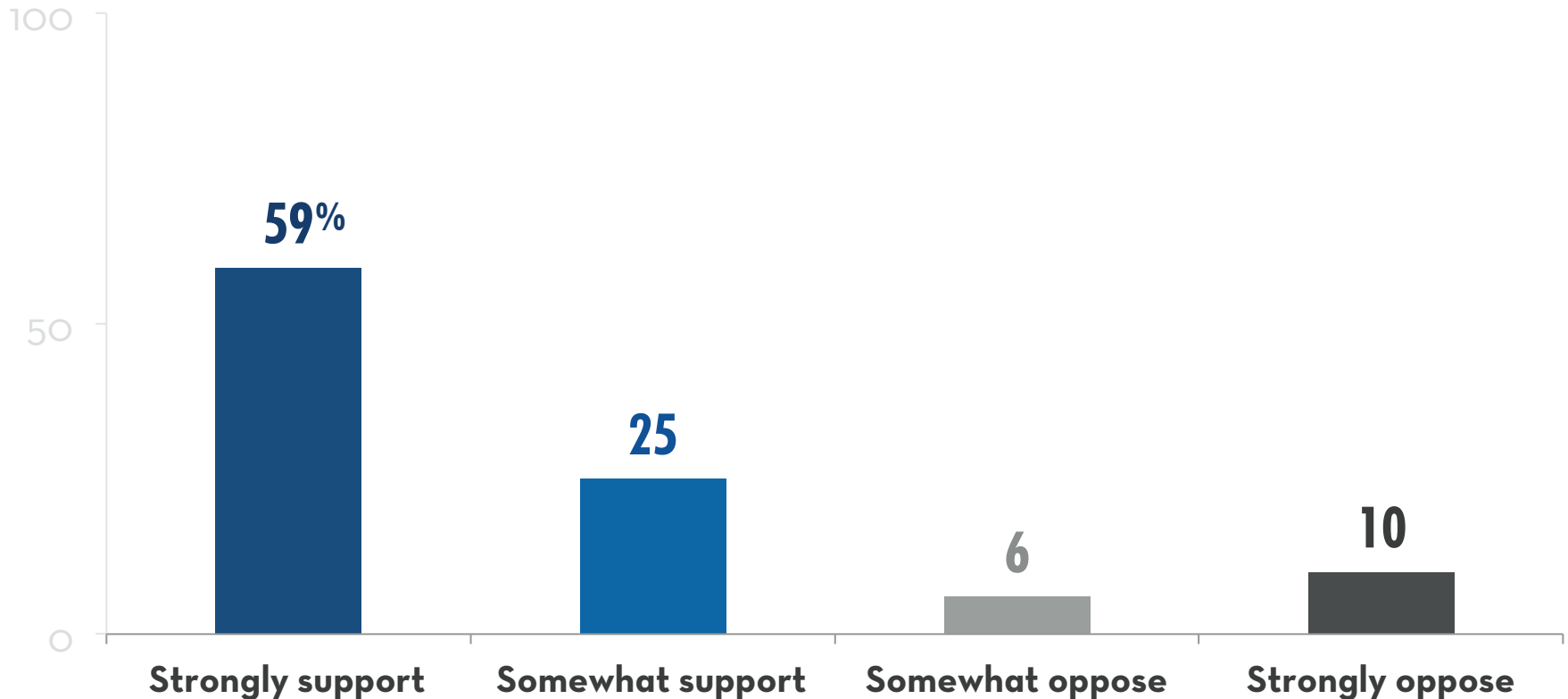


# CAMPAIGN CONTRIBUTION LIMITS

A vast majority of residents support limiting individual contributions to Salt Lake City government campaigns.



*Do you support or oppose a city ordinance that would **limit total contributions from individuals to campaigns** for political offices in Salt Lake City government to **\$500 per election**?*



# **CITY STAFF**

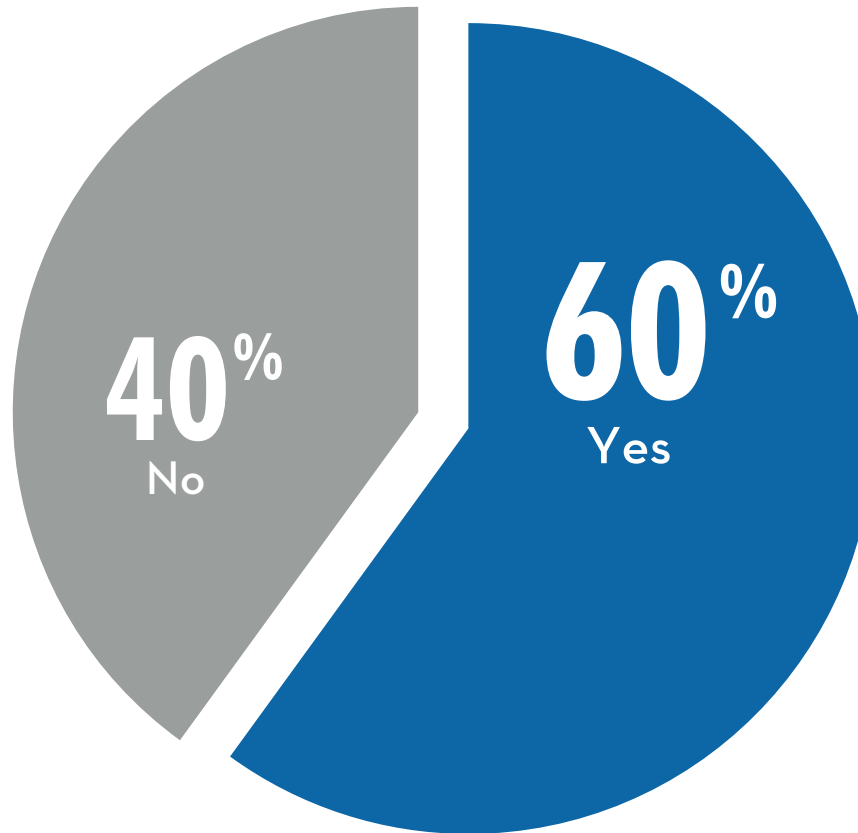
MAJORITY HAVE POSITIVE EXPERIENCES

# PERSONAL EXPERIENCE WITH CITY STAFF

60% of residents have contacted a city office in the past year.



During the past year, *have you contacted a Salt Lake City government office* to get information, file a complaint, or obtain services?

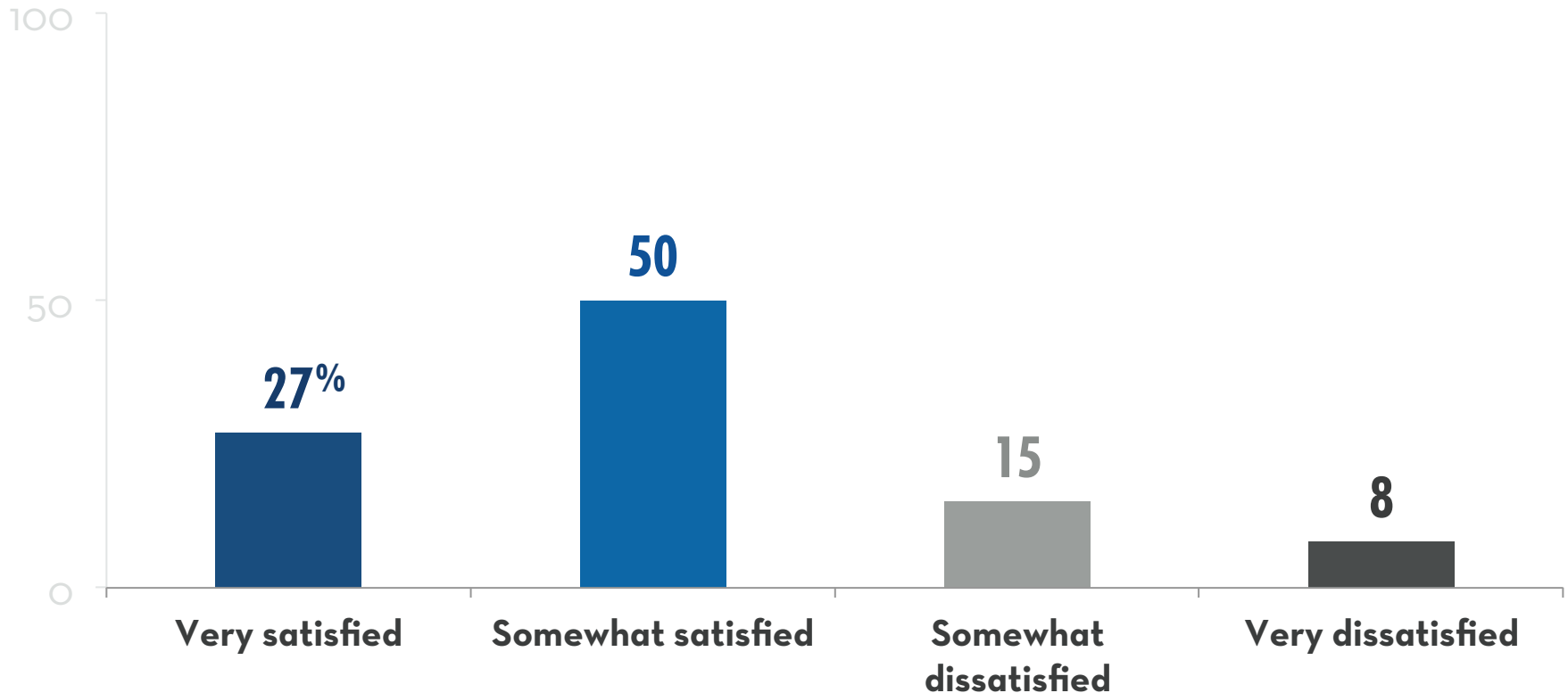


# PERSONAL EXPERIENCE WITH CITY STAFF

Of the 60% of respondents who have contacted a city office within the past year, 77% were satisfied with the city's response.



*Overall, were you satisfied or dissatisfied with the city's response(s)?*



## PERSONAL EXPERIENCE WITH CITY STAFF

Overall, residents had positive experiences with city staff.

*If you have any comments you would like to briefly share about your experience with Salt Lake City employees, please enter them here.*

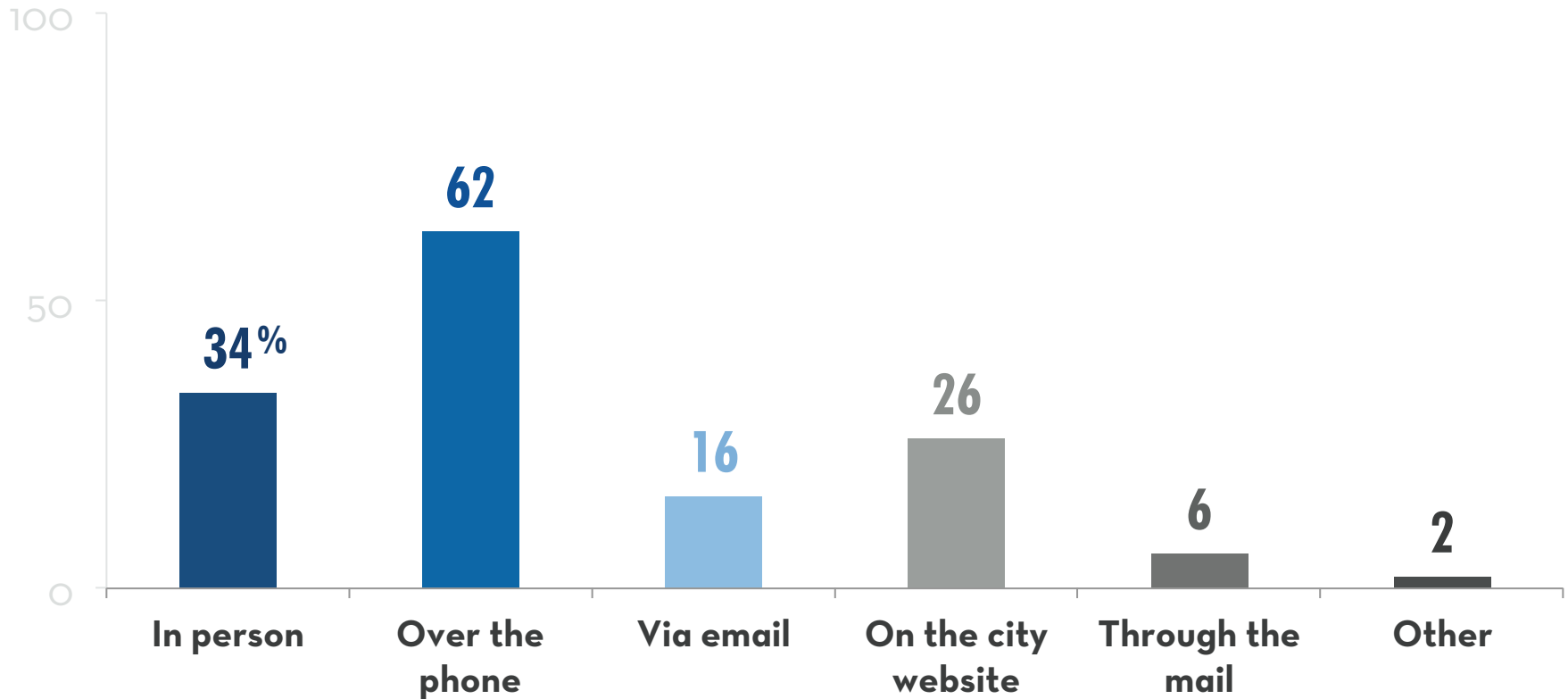


# PERSONAL EXPERIENCE WITH CITY STAFF

Of the 60% of respondents who have contacted a city office within the past year, the majority contacted the government offices by phone.



*How did you contact the Salt Lake City government offices?  
(Select all that apply)*



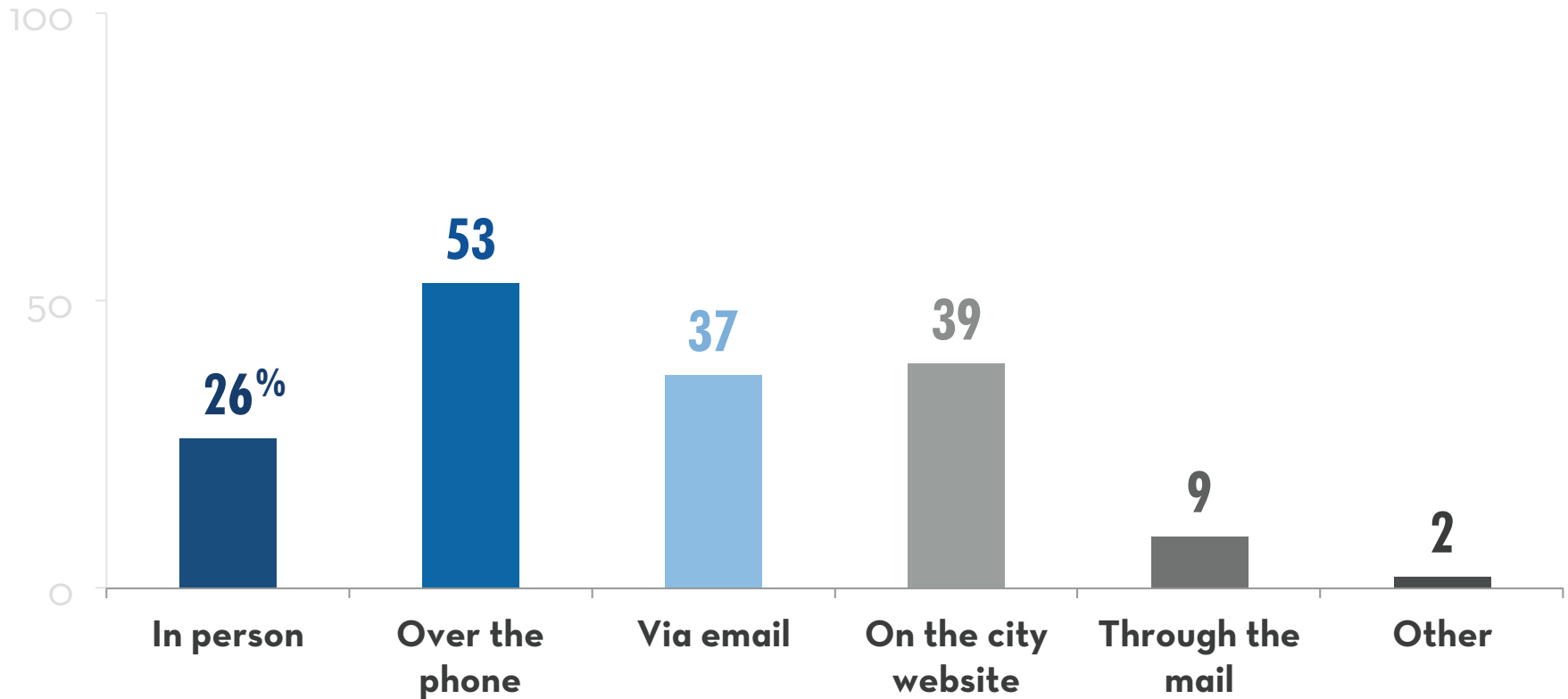


# PERSONAL EXPERIENCE WITH CITY STAFF

The majority of all residents prefer to contact the city over the phone or online – via email or using the city website.



*How do you prefer to contact the Salt Lake City government offices?  
(Select all that apply)*



# STATE PRISON

MAJORITY PREFER NO RELOCATION

# STATE PRISON RELOCATION

The majority of residents believe the prison should stay in its current location.



Currently the state prison is located in the city of Draper at the south end of the Salt Lake Valley. However, the State government is considering moving the prison. *Do you think the prison should stay in its current location in Draper or should it be moved?*

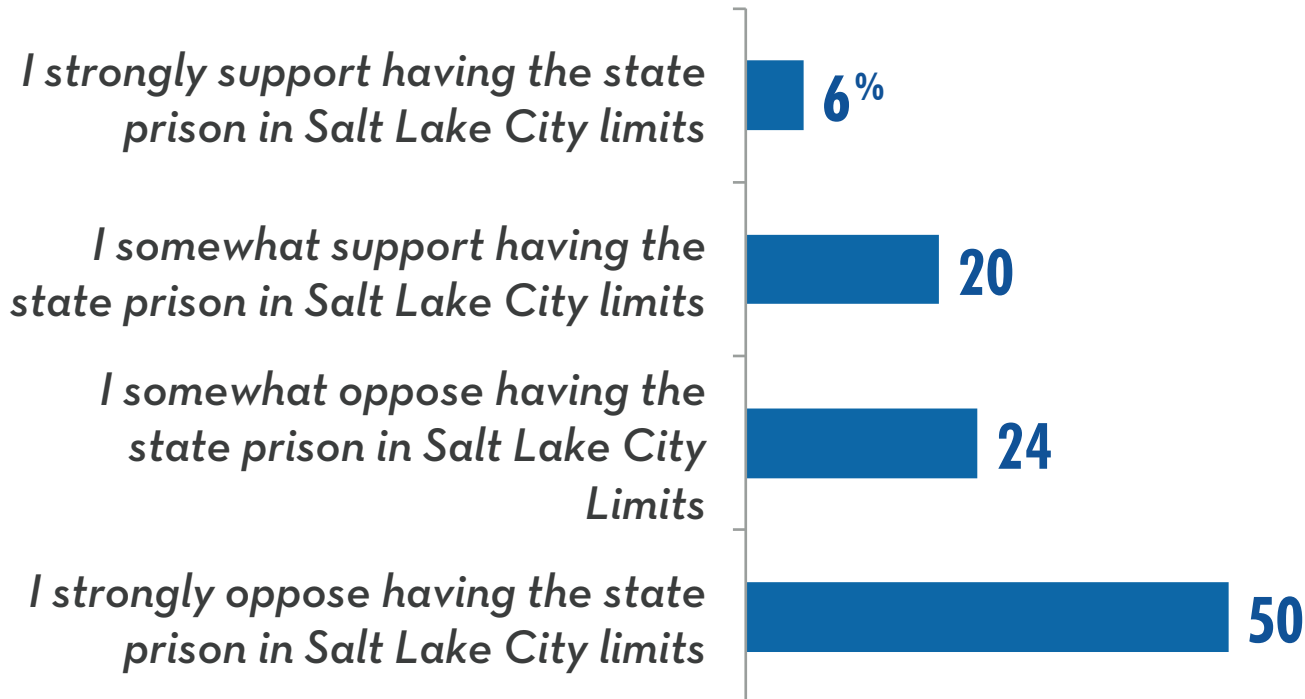


# STATE PRISON RELOCATION

If the prison is relocated, 74% of residents would oppose having the prison within Salt Lake City limits.



*If the state decides to move the prison, one of the locations being considered is land in Salt Lake City that is north and west of the airport. **Would you support or oppose having the state prison located within the Salt Lake City limits?***





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