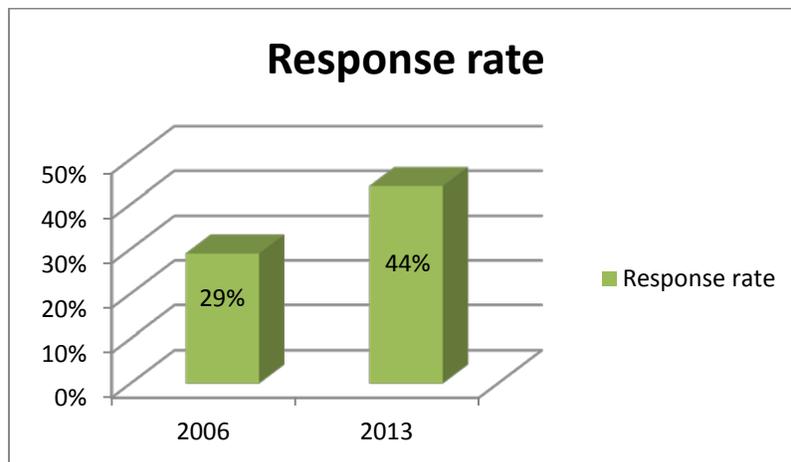


2013 “Make Delta Great” Citizen Survey Results

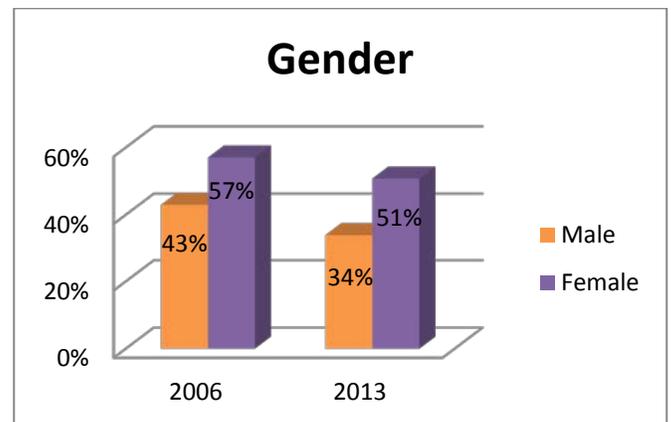
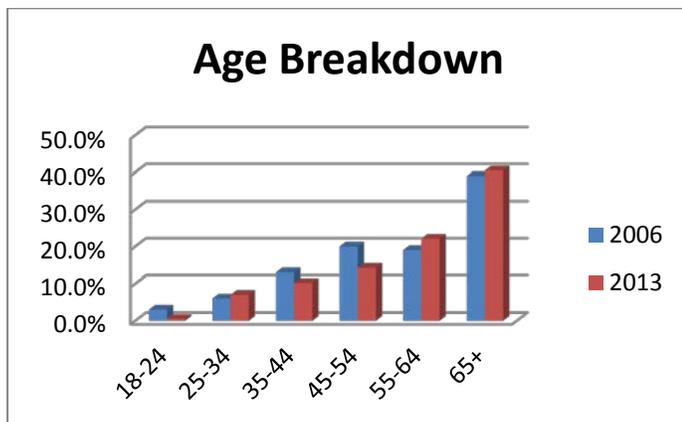
In July, 2013, two separate surveys were sent to randomly selected populations of 400 each (800 surveys total). Each survey had a slightly different focus but together they solicit information from citizens about the perceptions of Delta as a community and an organization, use of public facilities, program/ service satisfaction and public priorities. Throughout this summary, responses are compared to a survey completed in 2006 where applicable.

General Information

RESPONSE				
Surveys Sent	Surveys Returned	Males	Females	No Answer
800	353 (44.1%)	120 (33.9%)	179 (50.7%)	54 (15.3%)



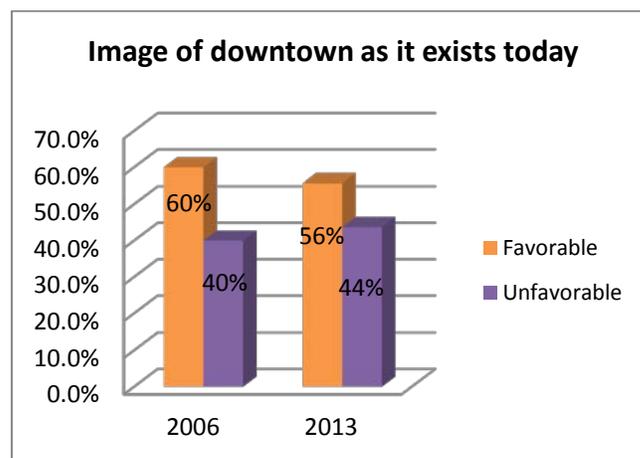
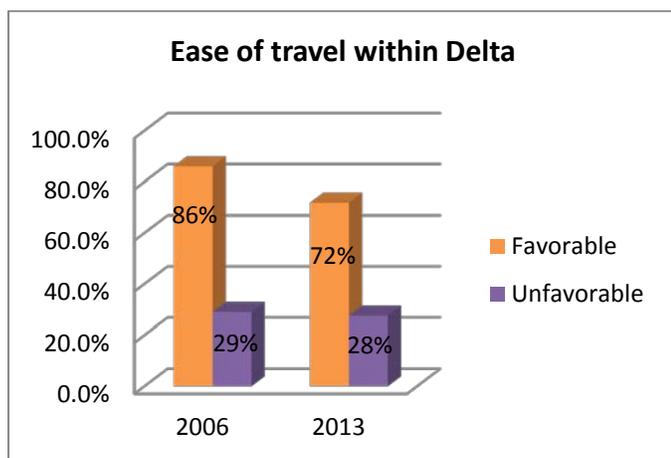
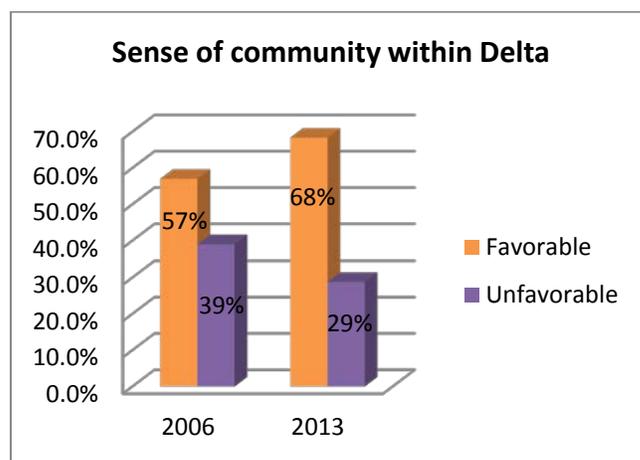
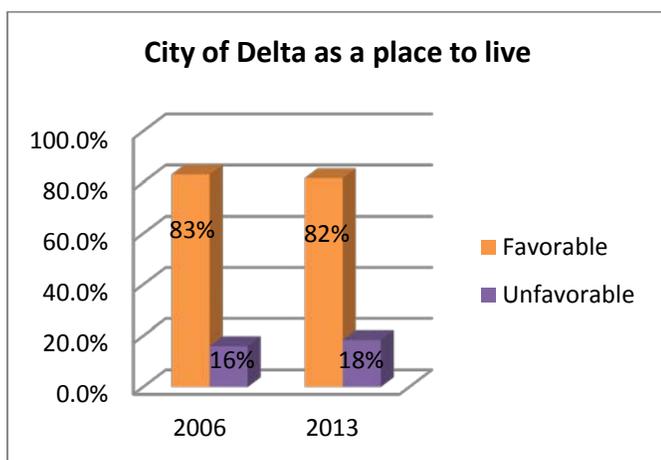
AGE						
18-24	25-34	35-44	45-54	55-64	65+	No Answer
2	25	36	50	78	143	19

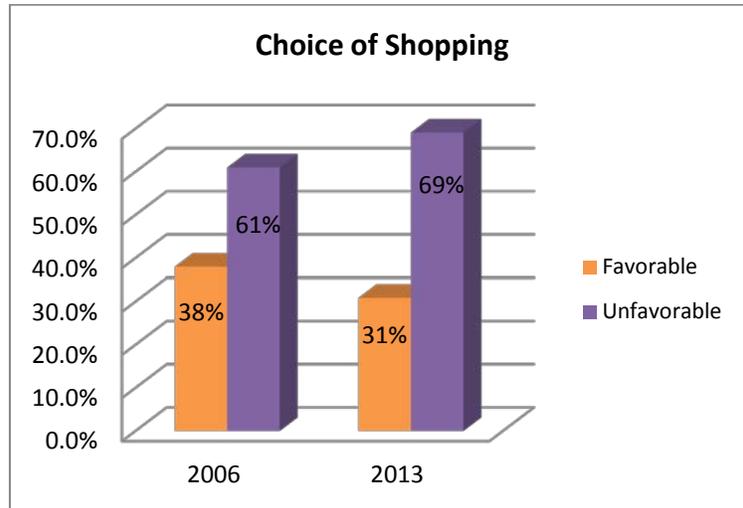


Section 1. Community Perceptions

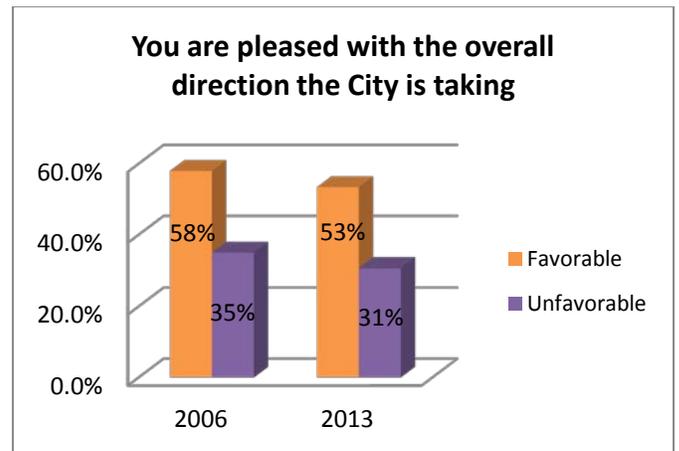
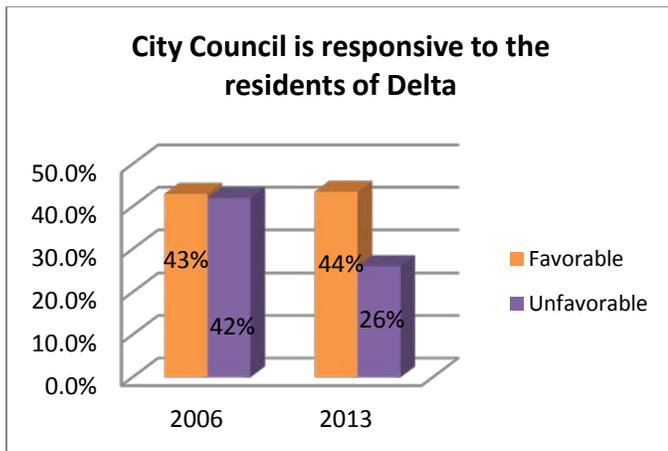
Citizens answered the following questions on their perceptions about living in Delta, general feedback on the direction of the City, work of the Council, staff and citizen communication. Tables indicate the number of survey responses in each category. Graphs were developed by combining the percentage favorable rating (good/excellent and strongly agree/ agree) and unfavorable ratings (poor/fair and strongly disagree/ disagree).

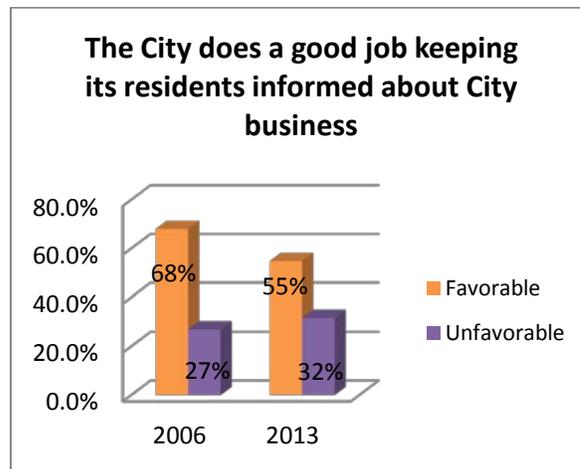
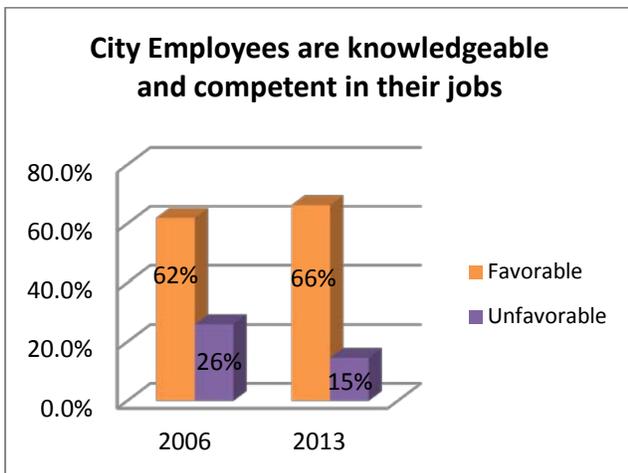
	Poor	Fair	Good	Excellent	No Opinion
The City of Delta as a place to live	5	28	101	45	0
Sense of community within Delta	9	42	95	26	5
Ease of travel within Delta	12	37	89	39	1
Image of Downtown as it exists today	17	60	72	26	1
Choice of shopping within Delta	49	74	46	9	0
Feeling of Safety in Delta	9	32	102	34	1



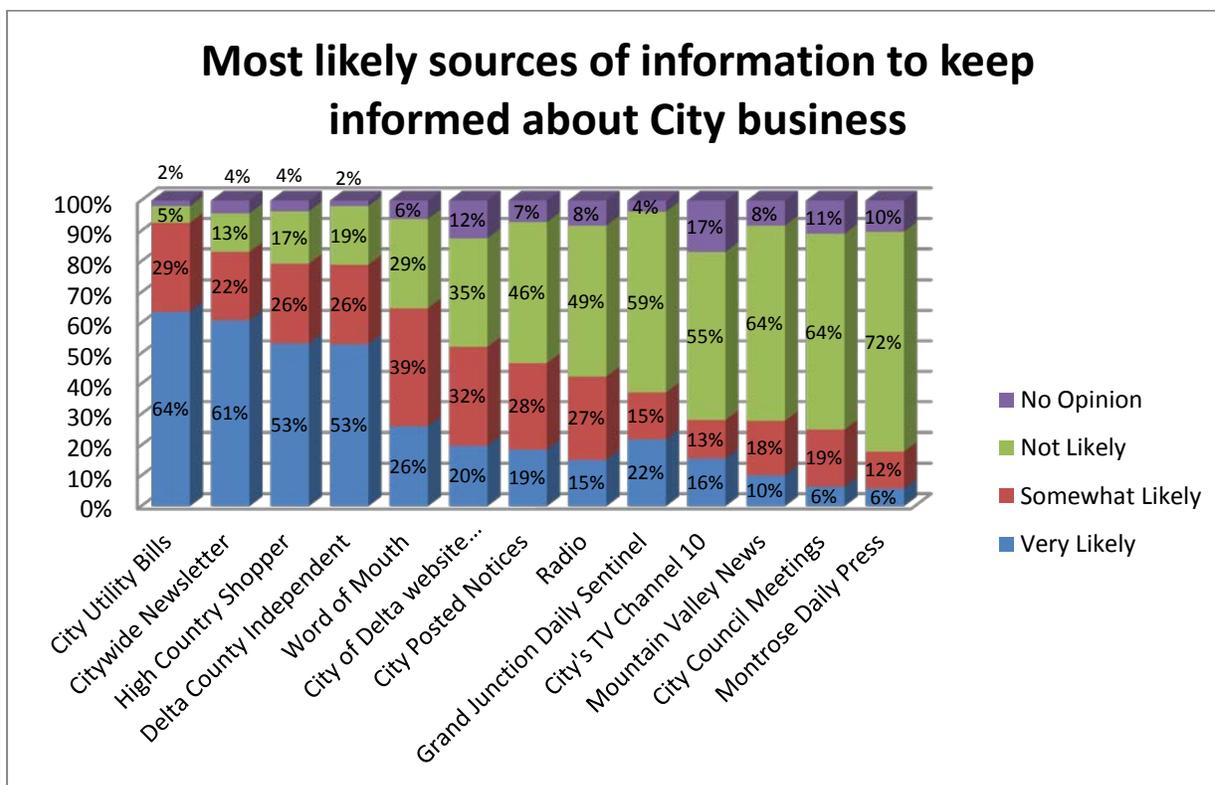


	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
City Elected Officials are responsive to residents	13	33	70	7	54
City of Delta services have improved over the last 3 years	12	50	65	9	41
You are pleased with the overall direction the City is taking	17	37	87	7	28
City employees are knowledgeable and competent in their jobs	5	21	105	13	34
You receive good customer service from City staff	5	18	109	23	23
The City does a good job about keeping residents informed	10	45	90	7	25





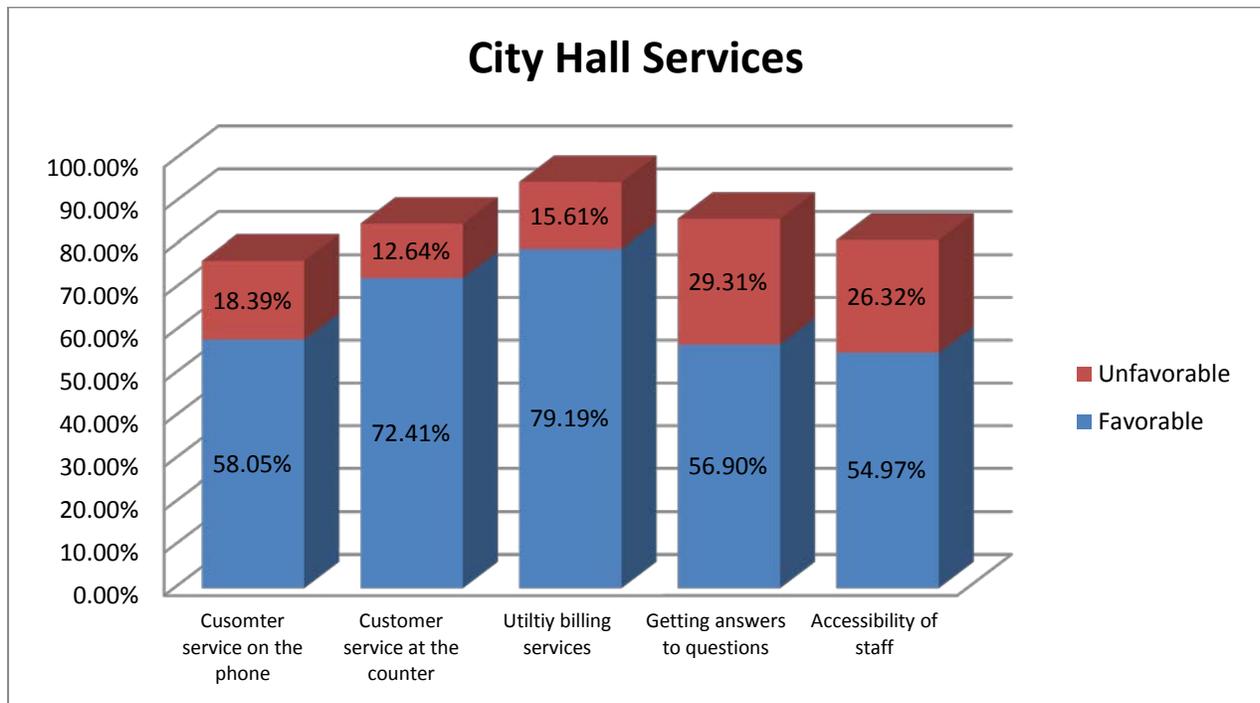
How important is it to be kept informed about City business?	
Very Important	42.6%
Somewhat Important	44.9%
Slightly Important	9.7%
Not Important	2.3%
No Opinion	.6%



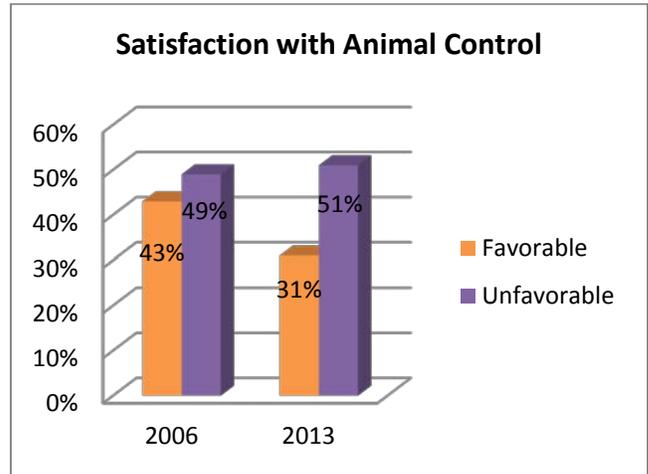
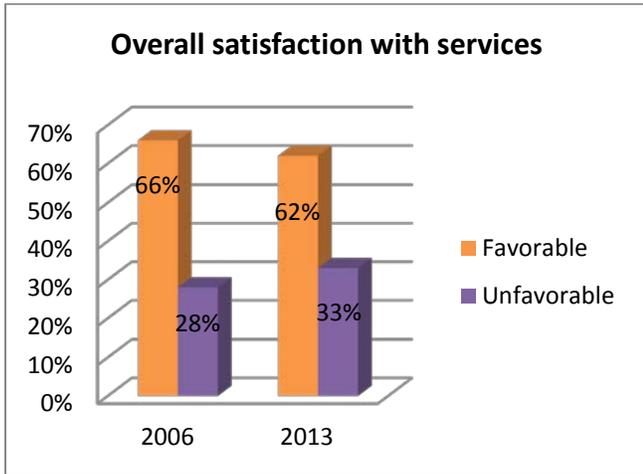
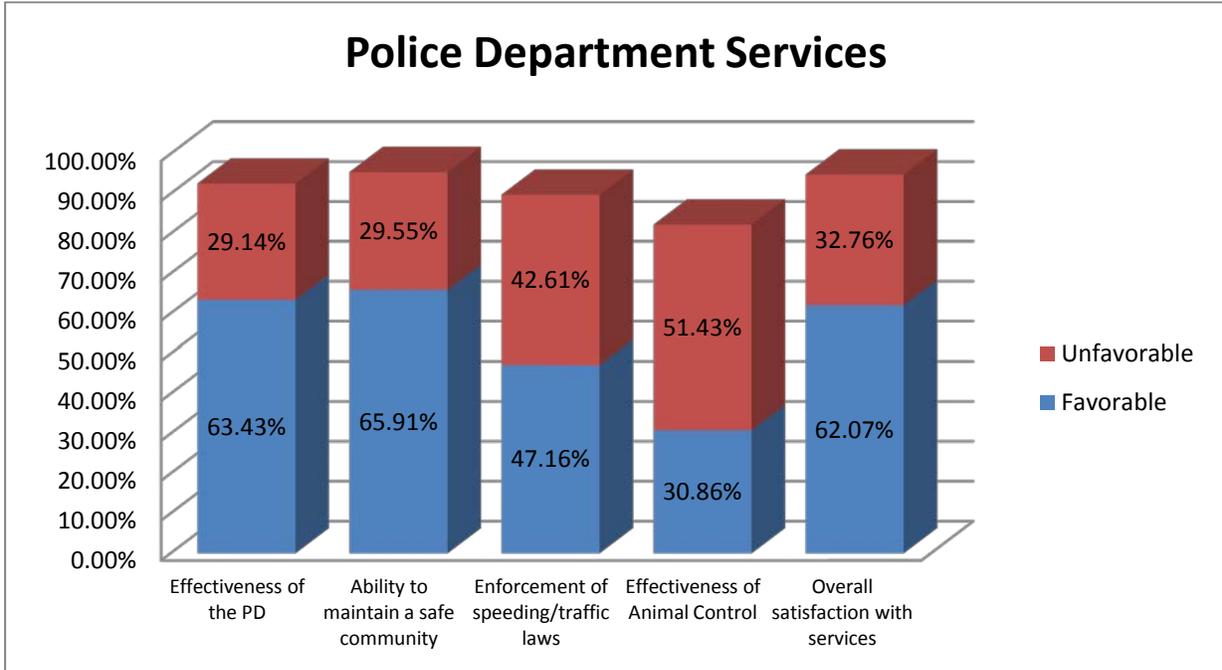
Section 2. City Services

Citizens answered the following questions about their experience with certain City services. Tables indicate the number of survey responses in each category. Graphs were developed by combining the percentage favorable rating (good and excellent) and unfavorable ratings (poor and fair).

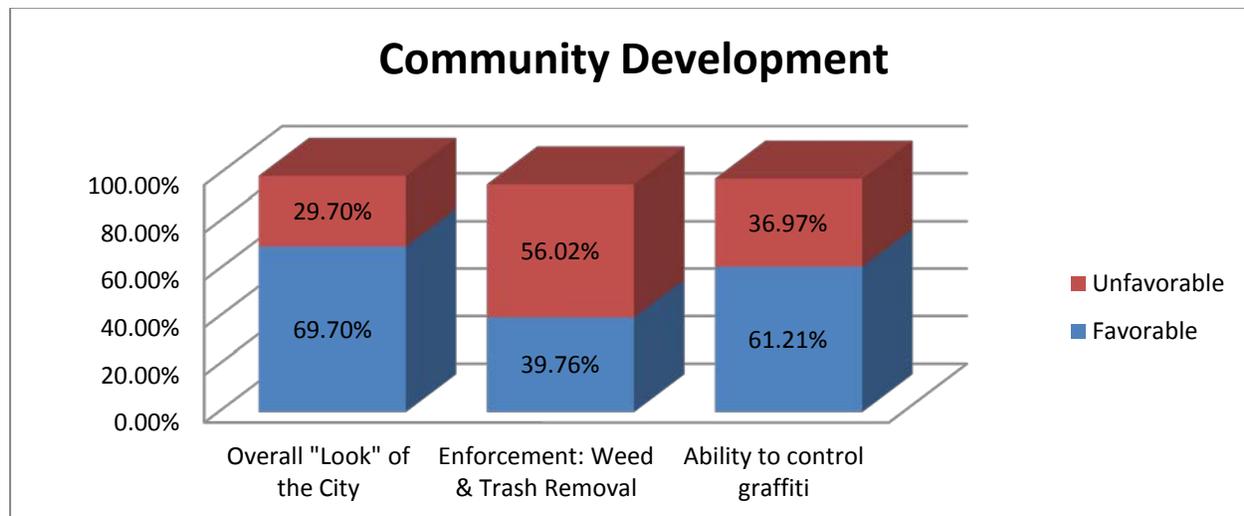
City Hall Services	Poor	Fair	Good	Excellent	No Opinion
Customer service on the phone	3	29	79	22	41
Customer service at the counter	6	16	87	39	26
Utility Billing services	9	18	97	40	9
Ability to get answers to your questions	12	39	71	28	24
Accessibility of staff	9	36	69	25	32



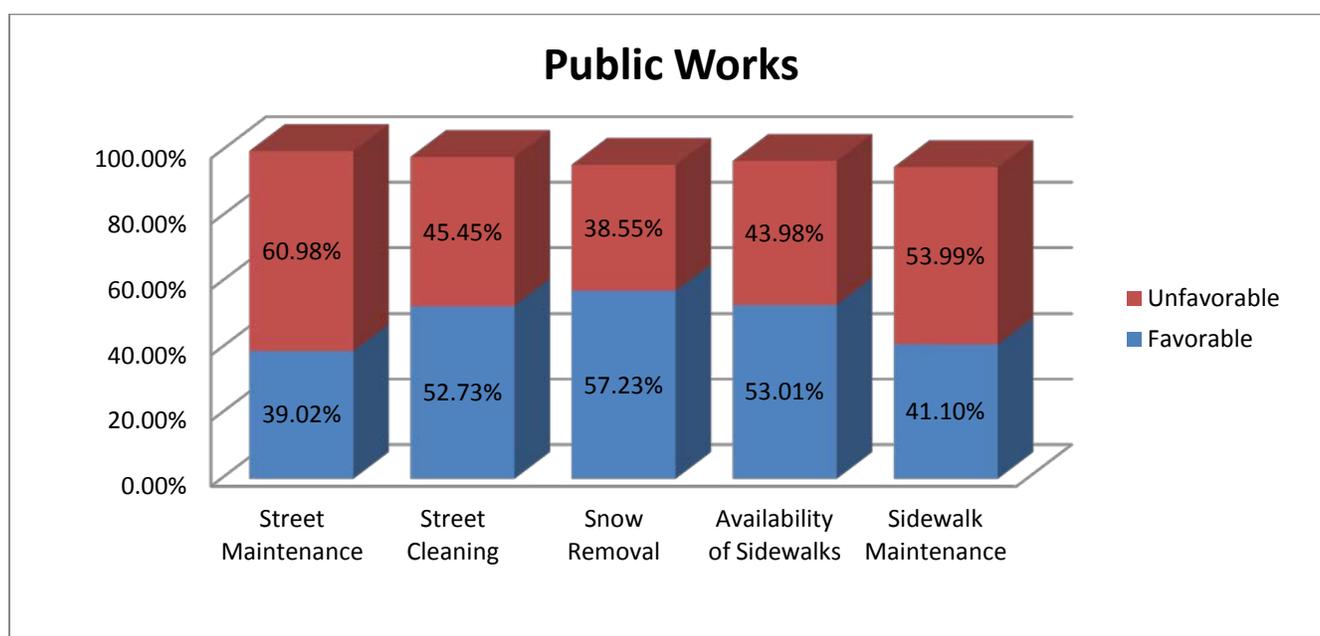
Police Department Services	Poor	Fair	Good	Excellent	No Opinion
Effectiveness of the Police Department	18	33	81	30	13
Ability to maintain a safe community	12	40	89	27	8
Enforcement of speeding/traffic laws	32	43	70	13	18
Effectiveness of Animal Control	42	48	44	10	31
Overall satisfaction with services provided	19	38	93	15	9

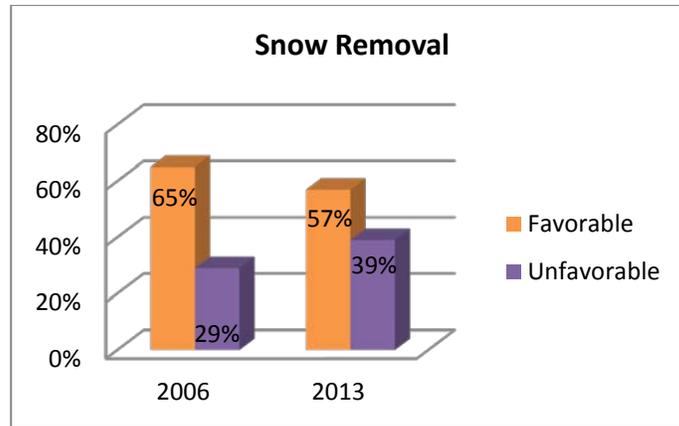
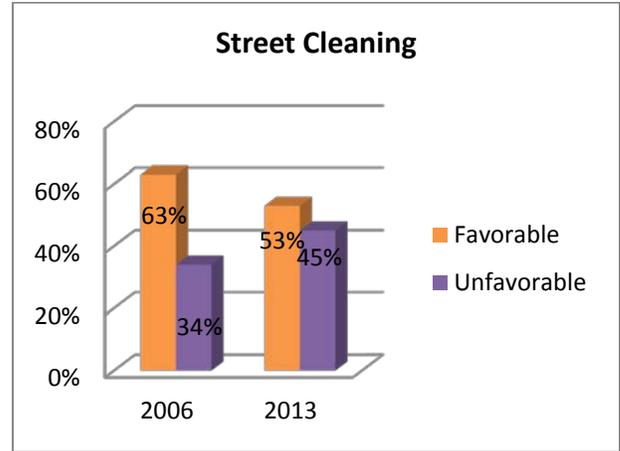
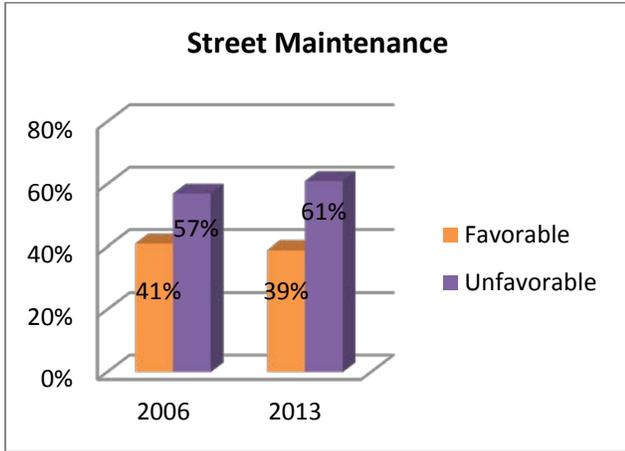


Community Development	Poor	Fair	Good	Excellent	No Opinion
Overall "Look" of the City	10	39	84	31	1
Enforcement of Weed and Trash Removal	49	44	54	12	7
Ability to control graffiti	18	43	76	25	3

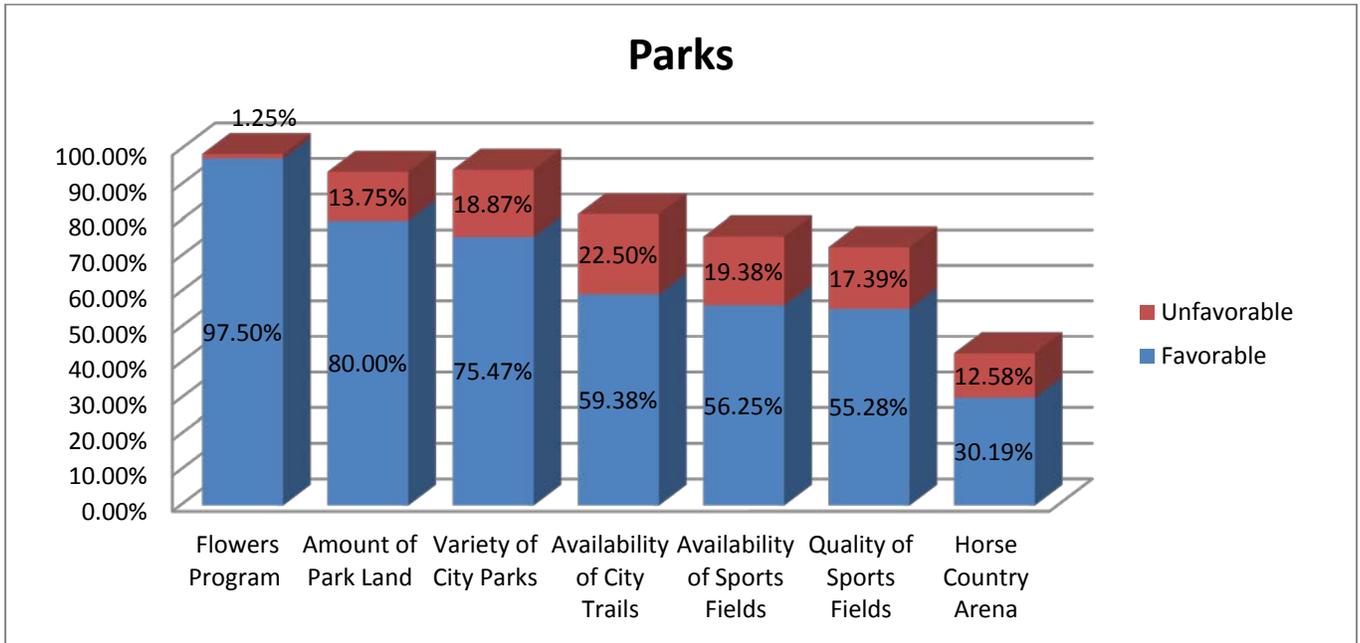


Public Works	Poor	Fair	Good	Excellent	No Opinion
Street Maintenance	44	56	60	4	0
Street Cleaning	32	43	71	16	3
Snow Removal	20	44	76	19	7
Availability of Sidewalks	34	39	77	11	5
Sidewalk Maintenance	38	50	54	13	8

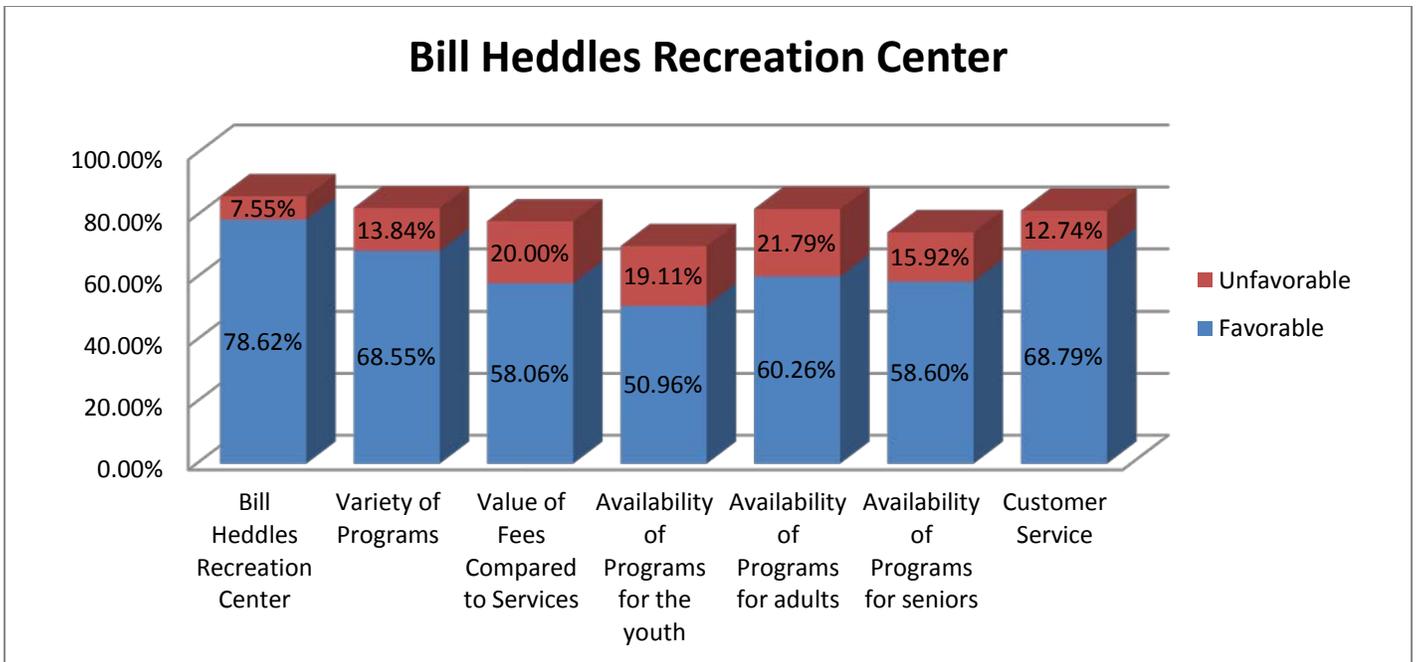


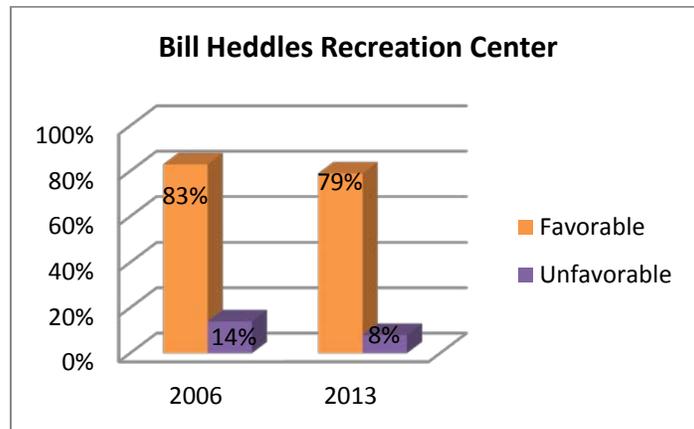


Parks	Poor	Fair	Good	Excellent	No Opinion
Downtown Flowers Program	0	2	38	118	2
Amount of Park Land	2	20	85	43	10
Variety of City Parks	5	25	90	30	9
Availability of City Trails	6	30	78	17	29
Availability of Sports Fields	7	24	67	23	39
Quality of Sports Fields	3	25	66	23	44
Horse Country Arena	6	14	39	9	91

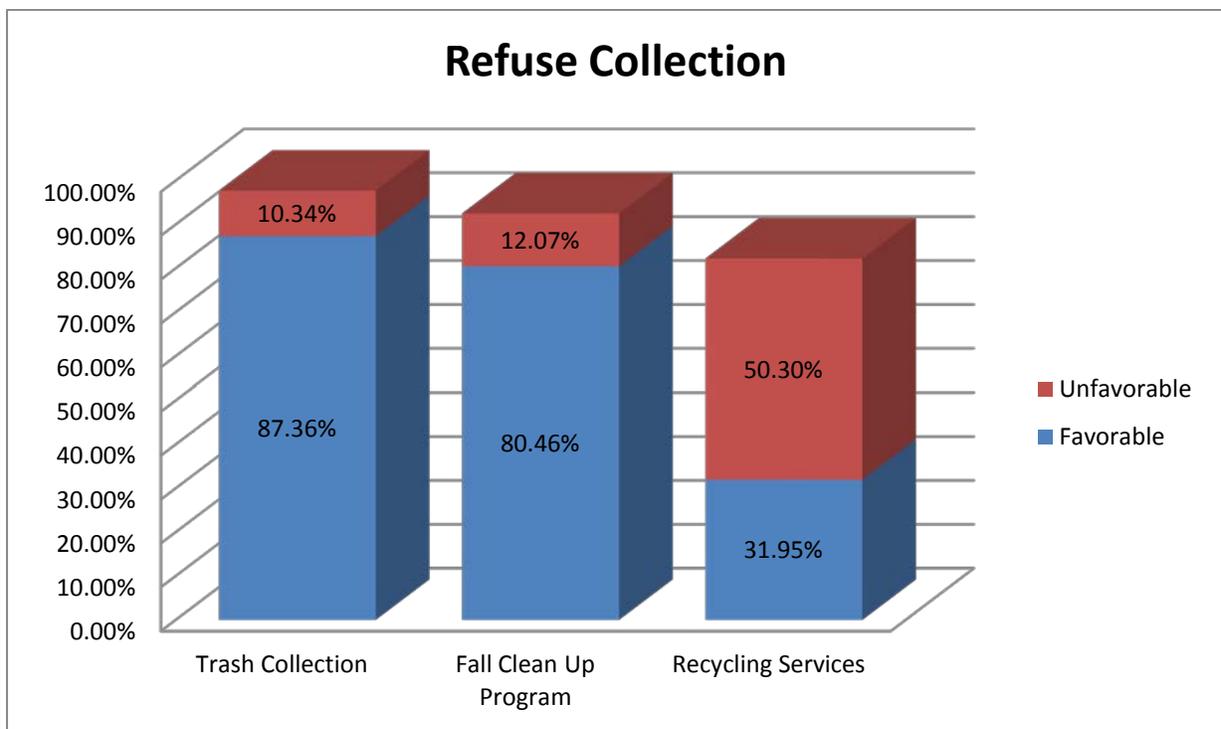


Bill Heddles Recreation Center	Poor	Fair	Good	Excellent	No Opinion
Bill Heddles Recreation Center	2	10	62	63	22
Variety of Recreation Center Programs	3	19	68	41	28
Value of Fees Compared to Services	6	25	58	32	34
Availability of Programs for the youth	8	22	49	31	47
Availability of Programs for adults	5	29	64	30	28
Availability of Programs for seniors	8	17	62	30	40
Customer Service	3	17	65	43	29





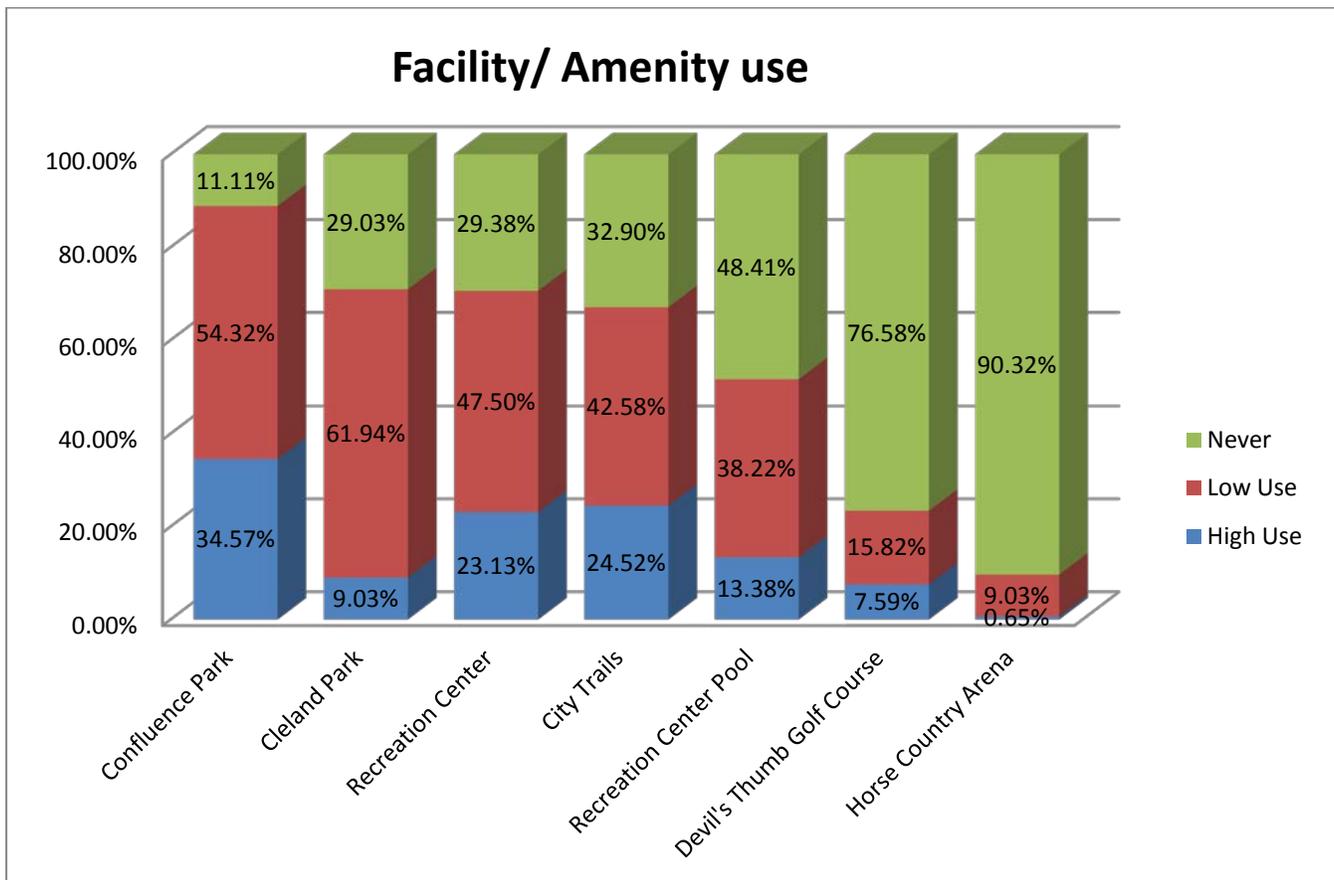
Refuse Collection	Poor	Fair	Good	Excellent	No Opinion
Trash Collection	2	16	83	69	4
Fall Clean Up Program	6	15	78	62	13
Recycling Services	48	37	40	14	30



Section 3. Facility Use

Citizens answered the following questions regarding their use of City facilities. Citizens were able to choose usage frequency between “never” and “more than once per week.” The table indicates the total number of citizens who indicated usage in each category; the graph indicates the percentage of use in three categories (never, low use and high use). Low use is defined as once per month or less. High use is more than once per month.

Facility Use	Never	1-6 times per year	6-12 times per year	1-2 times per month	2-4 times per month	More than once per week
Confluence Park	18	65	23	16	21	19
Cleland Park	45	79	17	7	5	2
City Trails	51	51	15	12	10	16
Bill Heddles Recreation Center	47	49	27	8	13	16
Recreation Center Pool	76	40	20	5	8	8
Devil's Thumb Golf Course	121	21	4	5	4	3
Horse Country Arena	140	13	1	1	0	0

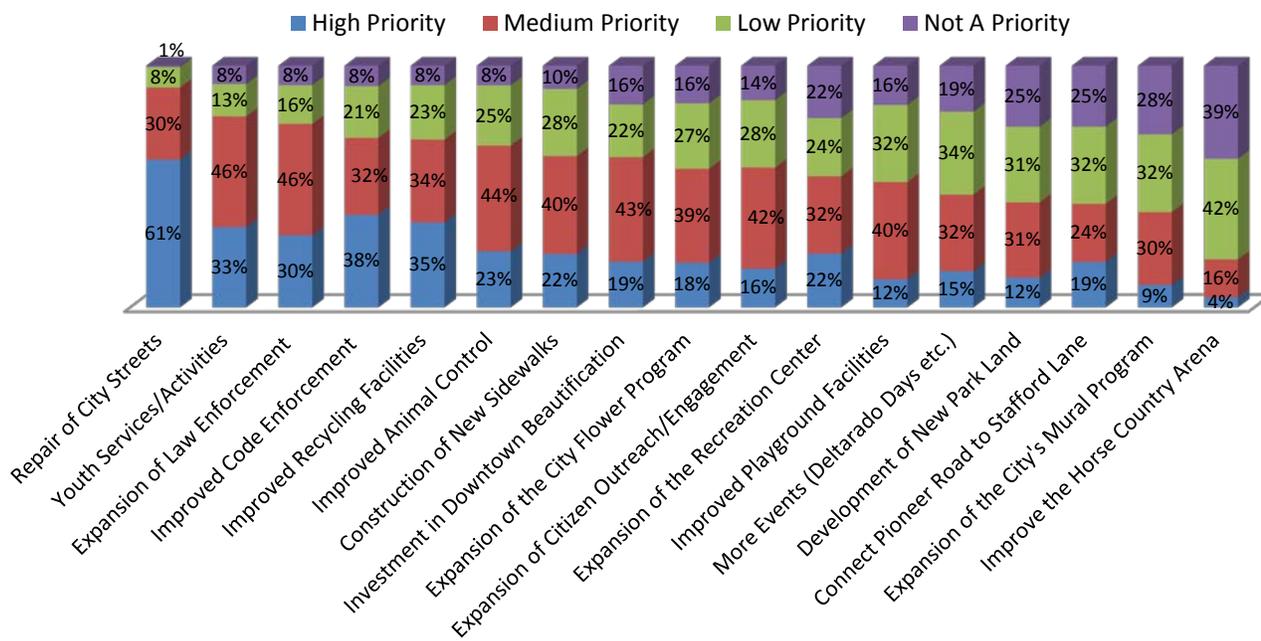


Section 4. Priorities

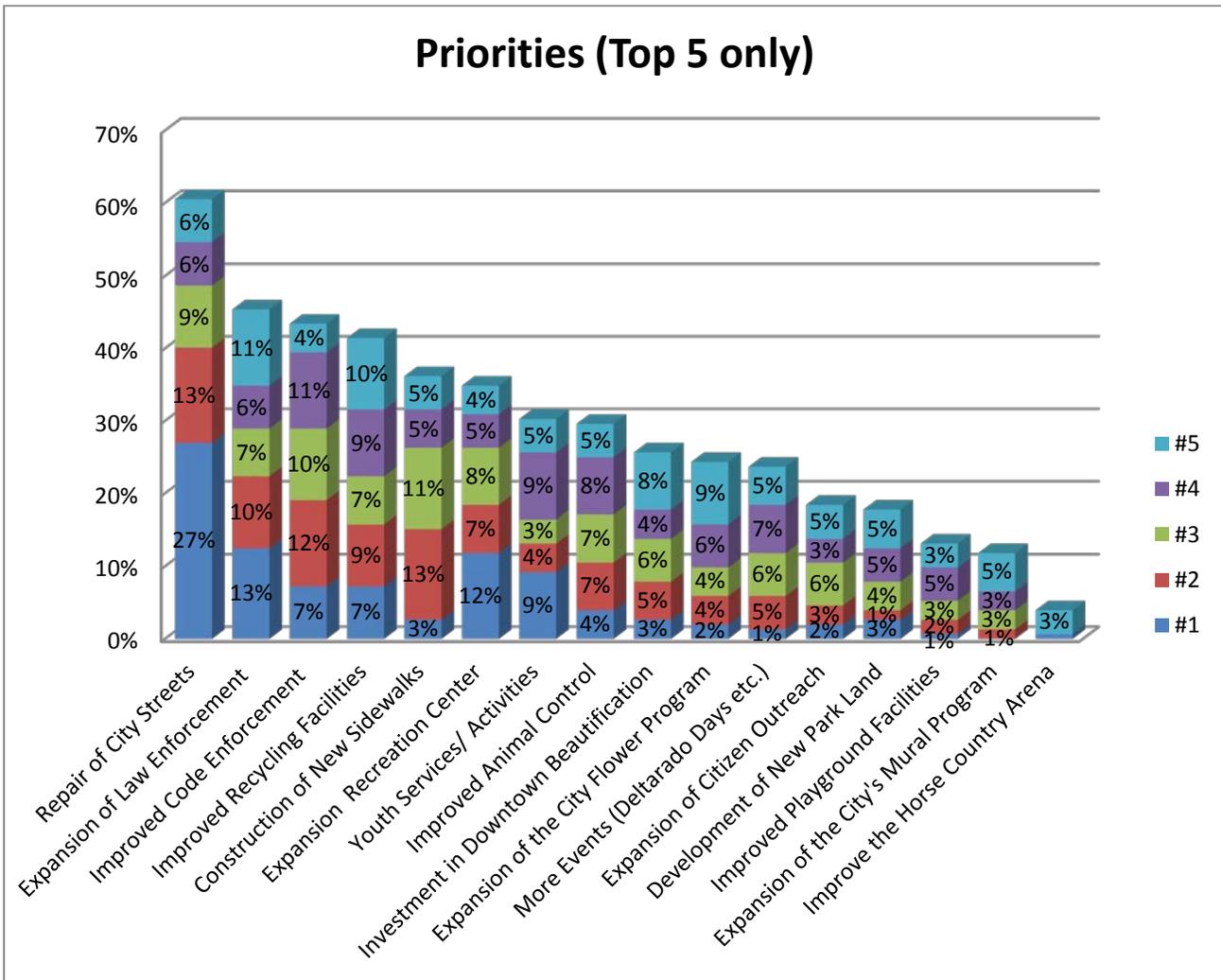
Citizens answered the following questions about future priorities. This was one of the only survey sections included in both surveys sent to separate groups of 400. However, on one survey, citizens were asked only to identify priorities as: not a priority, low priority, medium priority and high priority. In the other survey, citizens had the more challenging task of only selecting their top 5 priorities. The results are captured in the tables and graphs below. The tables summarize the number of individual responses in each category; the graph represents the same information as a percentage of total responses.

Priorities (All)	High Priority	Medium Priority	Low Priority	Not a Priority
Repair of City Streets	108	53	15	1
Youth Services/Activities	57	78	23	13
Expansion of Law Enforcement to Improve Public Safety	52	80	28	14
Improved Code Enforcement (weeds, trash, etc.)	68	56	38	15
Improved Recycling Facilities	61	59	39	14
Improved Animal Control	40	75	43	14
Construction of New Sidewalks	39	71	49	17
Investment in Downtown Beautification	33	75	38	28
Expansion of the City Flower Program	32	67	47	27
Expansion of Citizen Outreach/Engagement	27	70	47	24
Expansion of Bill Heddles Recreation Center	38	54	41	37
Improved Playground Facilities	20	69	55	28
More Events (such as Deltarado Days & Parade of Lights)	26	55	59	33
Development of New Park Land	21	53	53	43
Connect Pioneer Road to Stafford Lane	32	41	54	43
Expansion of the City's Mural Program	16	52	55	49
Improve the Horse Country Arena	7	27	71	66

Priorities (All)



Priorities (Top 5 only)	#1 Priority	#2 Priority	#3 Priority	#4 Priority	#5 Priority
Repair of City Streets	41	20	13	9	9
Expansion of Law Enforcement for Public Safety	19	15	10	9	16
Improved Code Enforcement (weeds, trash, etc.)	11	18	15	16	6
Improved Recycling Facilities	11	13	10	14	15
Construction of New Sidewalks	4	19	17	8	7
Expansion of Bill Heddles Recreation Center	18	10	12	7	6
Youth Services/ Activities	14	6	5	14	7
Improved Animal Control	6	10	10	12	7
Investment in Downtown Beautification	4	8	9	6	12
Expansion of the City Flower Program	3	6	6	9	13
More Events (Deltarado Days & Parade of Lights)	2	7	9	10	8
Expansion of Citizen Outreach/Engagement	3	4	9	5	7
Development of New Park Land	4	2	6	7	8
Improved Playground Facilities	1	3	4	7	5
Expansion of the City's Mural Program	0	2	4	4	8



Section 5. Future Taxes

Citizens answered questions regarding the .75¢ sales tax at Bill Heddles Recreation Center and their likelihood to approve a ballot question making the tax permanent and possibly expanding its use.

Tax Questions	YES	NO
Are you aware that the Recreation Center is supported by a 3/4 cent sales tax (75 cents for every \$100 dollars spent on retail goods)?	77	81
Are you aware that the 3/4 sales tax supporting the Recreation Center is due to sunset (expire)?	48	110
Would you support continuing the existing tax to support the Recreation Center?	113	39
Would you support continuing the existing tax to support the Recreation Center AND other City services?	105	44

