



2015 Make Delta Great

August 2015

205

Total Responses

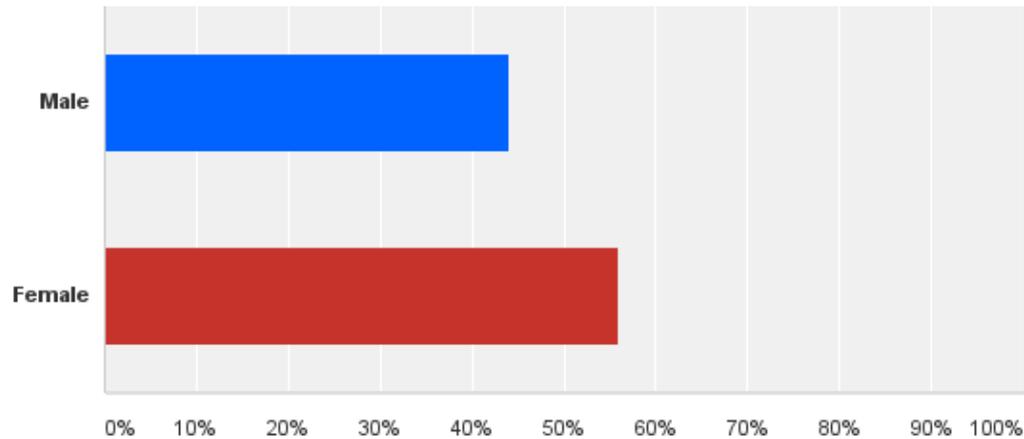
Date Created: Wednesday, August 05, 2015

Responses: 205 out of 600 mailed out (34.17%)

An average response rate to surveys is typically 10-20%. Two likely explanations for the high response rate are the demographics of the respondents and the City of Delta playing a much more prominent role in people's lives than a typical commercial enterprise.

Q1: Are you:

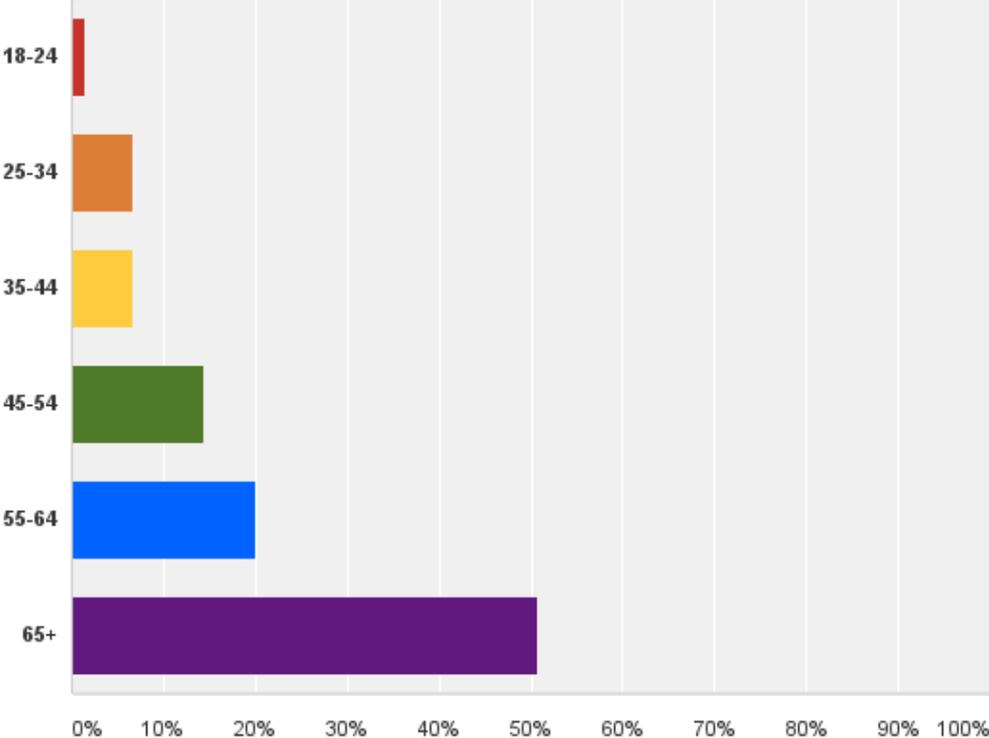
Answered: 170 Skipped: 35



Answer Choices	Responses
Male	44.12% 75
Female	55.88% 95
Total	170

Q2: What is your age group?

Answered: 195 Skipped: 10



Q2: What is your age group?

Answered: 195 Skipped: 10

Answer Choices	Responses
18-24	1.54% 3
25-34	6.67% 13
35-44	6.67% 13
45-54	14.36% 28
55-64	20.00% 39
65+	50.77% 99
Total	195

Key

Red = Poor

Yellow = Fair

Green = Good

Blue = Excellent

Grey = No Opinion

Q3: Please help us improve by rating the following City Services using the categories below: Public Works/Utilities

Answered: 204 Skipped: 1



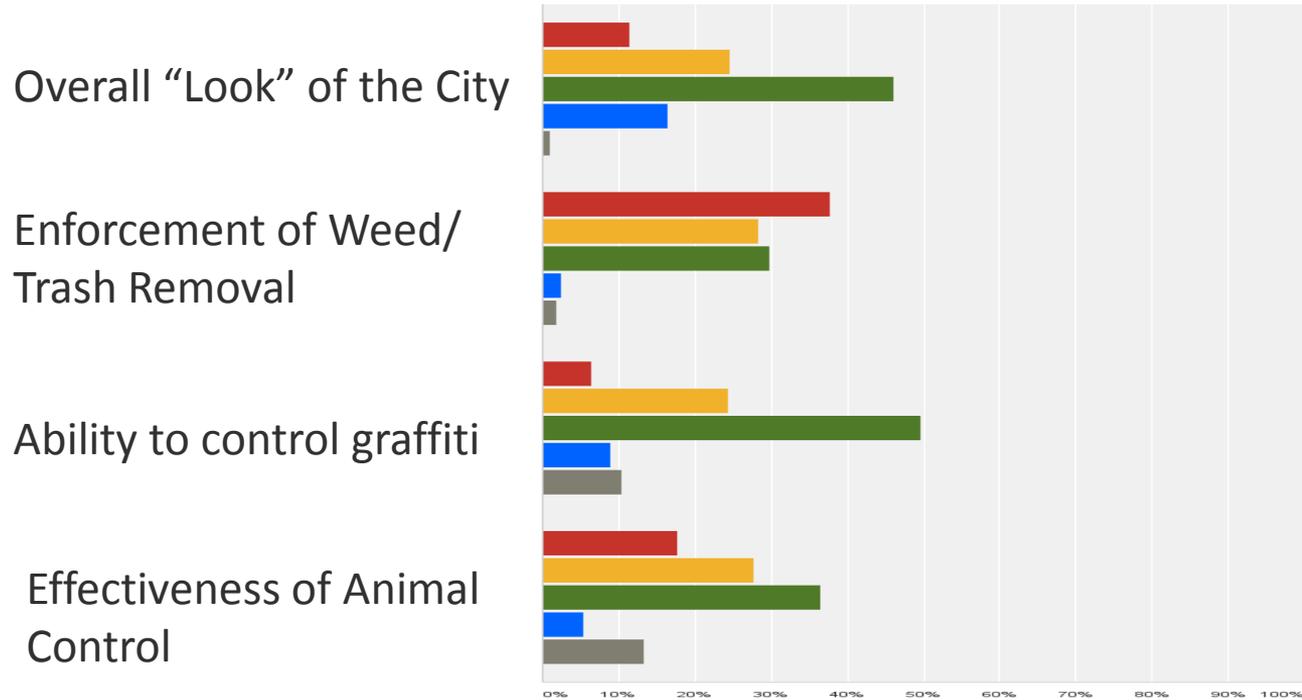
Q3: Please help us improve by rating the following City Services using the categories below: Public Works/Utilities

Answered: 204 Skipped: 1

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Street Repair Service	23.15% 47	44.83% 91	28.08% 57	3.45% 7	0.49% 1	203
Street Sweeping Services	16.00% 32	29.00% 58	38.00% 76	5.50% 11	12.00% 24	200
Snow Removal Service	9.60% 19	22.22% 44	52.53% 104	6.57% 13	9.09% 18	198
Sidewalk Maintenance	25.25% 50	29.29% 58	34.34% 68	3.54% 7	8.08% 16	198
Quality of Refuse Collection Service	0.99% 2	7.43% 15	43.07% 87	42.57% 86	5.94% 12	202
Quality of Water Delivery Service	1.49% 3	3.98% 8	51.24% 103	32.84% 66	10.45% 21	201
Quality of City Electric Delivery Services (Not DMEA)	1.05% 2	1.57% 3	40.31% 77	34.03% 65	23.04% 44	191

Q4: Please help us improve by rating the following City Services using the categories below: Community Development

Answered: 204 Skipped: 1



Q4: Please help us improve by rating the following City Services using the categories below: Community Development

Answered: 204 Skipped: 1

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Overall "Look" of the City	11.56% 23	24.62% 49	46.23% 92	16.58% 33	1.01% 2	199
Enforcement of Weed and Trash Removal	37.75% 77	28.43% 58	29.90% 61	2.45% 5	1.96% 4	204
Ability to control graffiti	6.47% 13	24.38% 49	49.75% 100	8.96% 18	10.45% 21	201
Effectiveness of Animal Control	17.82% 36	27.72% 56	36.63% 74	5.45% 11	13.37% 27	202

Q5: Please help us improve by rating the following City Services using the categories below: Parks/Recreation/Golf Department

Answered: 205 Skipped: 0

Rec Center

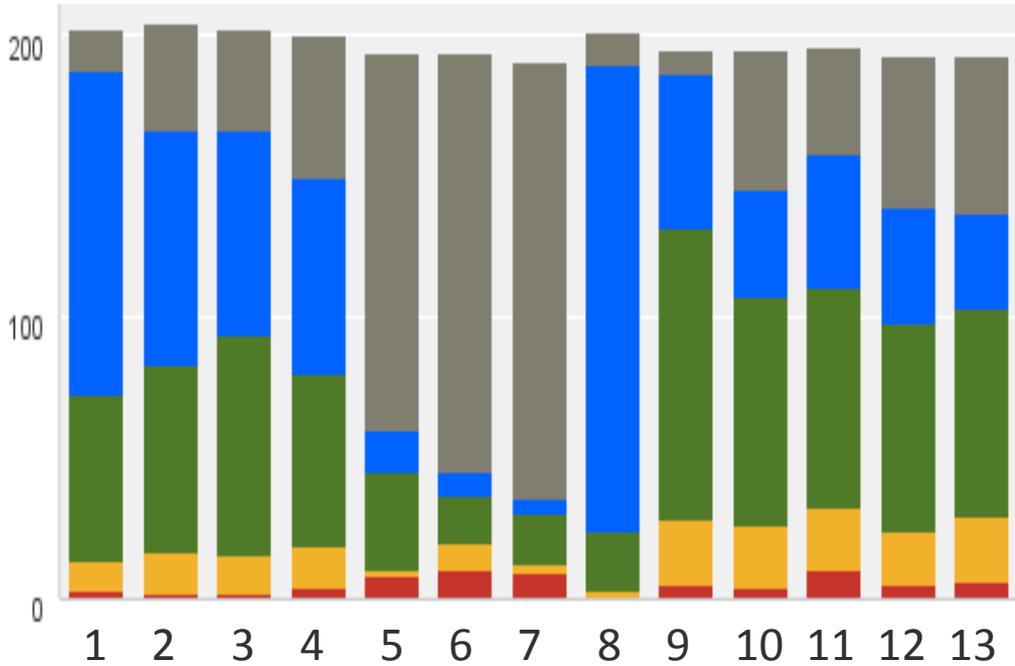
1. Value to community
2. Customer Service
3. Program Variety
4. Value of fees for service

Golf

5. Variety of golf services
6. Availability of food and catering
7. Availability of non-golfer services

Parks

8. Downtown flowers
9. Variety of parks
10. Access to play structures
11. Access to trails
12. Access to sports fields
13. Quality of sports fields



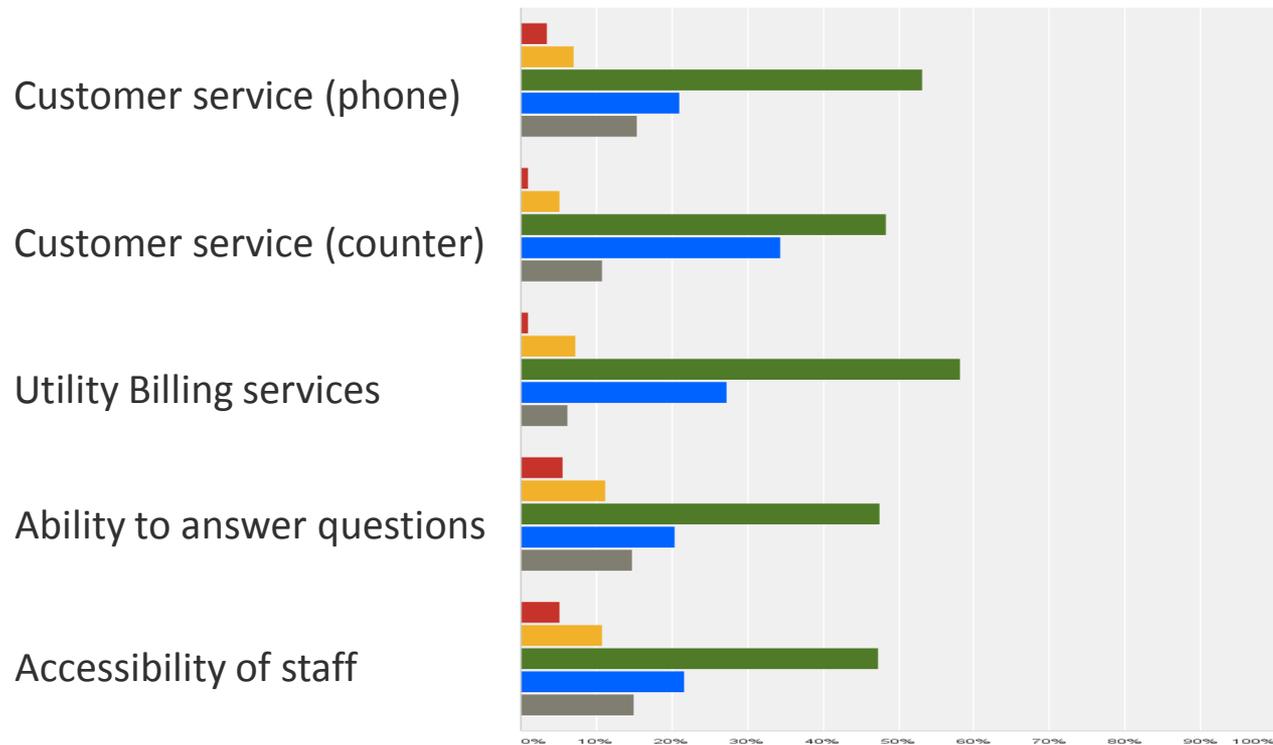
Q5: Please help us improve by rating the following City Services using the categories below: Parks/Recreation/Golf Department

Answered: 205 Skipped: 0

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Value of Bill Heddles Recreation Center to the Community	1.49% 3	5.45% 11	28.71% 58	56.93% 115	7.43% 15	202
Customer Service at Front Counter	0.99% 2	7.39% 15	32.51% 66	40.89% 83	18.72% 38	203
Variety of Rec Center Programs	0.99% 2	6.93% 14	38.12% 77	36.14% 73	17.82% 36	202
Value of Rec Center Fees Compared to Services	2.00% 4	7.50% 15	30.50% 61	34.50% 69	25.50% 51	200
Variety of Golfing Services (Tournaments, Lessons)	4.15% 8	1.55% 3	17.62% 34	7.77% 15	68.91% 133	193
Availability of Food Services and Catering at Golf Course	5.73% 11	4.69% 9	8.85% 17	4.17% 8	77.08% 148	192
Availability of non-golfer services (Weddings, Reunions) at Golf Course	4.74% 9	2.11% 4	8.95% 17	3.16% 6	81.05% 154	190
Downtown Flowers Program	0.00% 0	1.49% 3	10.45% 21	82.09% 165	5.97% 12	201
Variety of City Parks	2.58% 5	11.86% 23	53.09% 103	28.35% 55	4.12% 8	194
Access to Children's Play Structures	2.06% 4	11.34% 22	41.75% 81	19.59% 38	25.26% 49	194
Access to City Trails	5.13% 10	11.79% 23	39.49% 77	24.10% 47	19.49% 38	195
Access of Sports Fields	2.60% 5	9.90% 19	38.54% 74	21.35% 41	27.60% 53	192
Quality of Sports Fields	3.13% 6	11.98% 23	38.54% 74	17.71% 34	28.65% 55	192

Q6: Please help us improve by rating the following City Services using the categories below: City Hall

Answered: 196 Skipped: 9



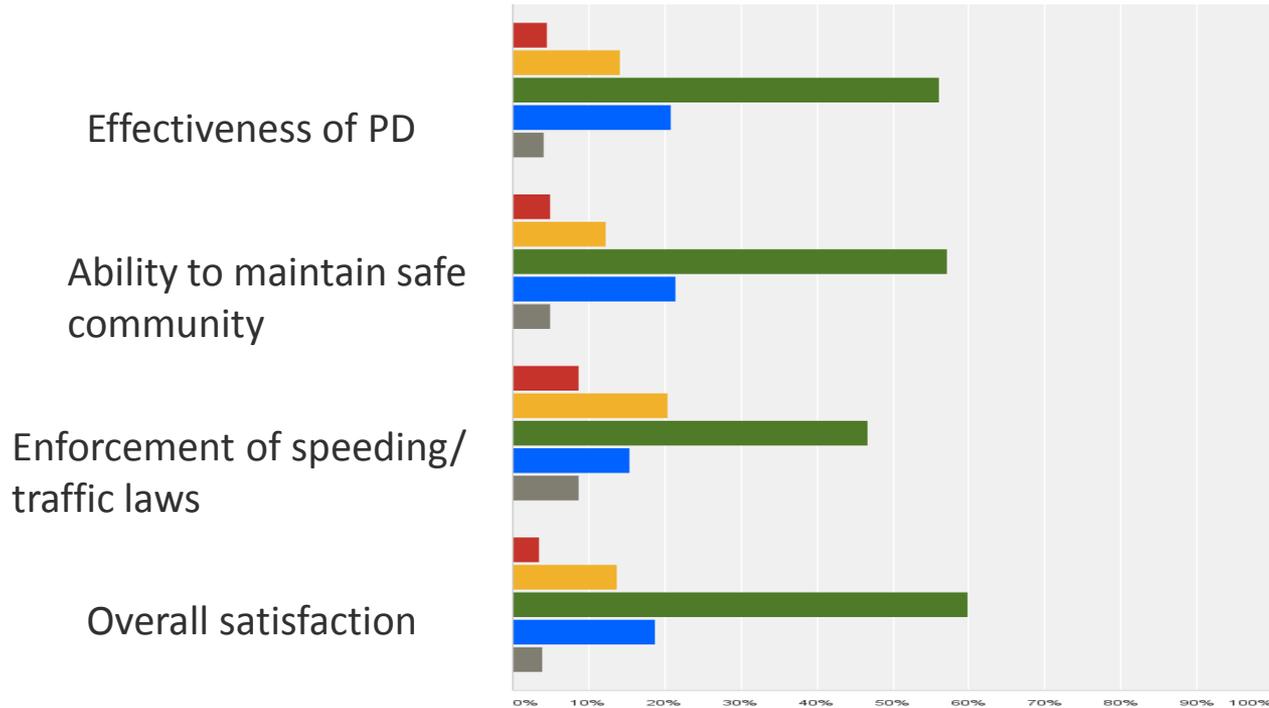
Q6: Please help us improve by rating the following City Services using the categories below: City Hall

Answered: 196 Skipped: 9

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Customer service on the phone	3.59% 7	7.18% 14	53.33% 104	21.03% 41	15.38% 30	195
Customer service at the counter	1.03% 2	5.15% 10	48.45% 94	34.54% 67	10.82% 21	194
Utility Billing services	1.03% 2	7.22% 14	58.25% 113	27.32% 53	6.19% 12	194
Ability to get answers to your questions	5.64% 11	11.28% 22	47.69% 93	20.51% 40	14.87% 29	195
Accessibility of staff	5.15% 10	10.82% 21	47.42% 92	21.65% 42	14.95% 29	194

Q7: Please help us improve by rating the following City Services using the categories below: Police Department

Answered: 197 Skipped: 8



Q7: Please help us improve by rating the following City Services using the categories below: Police Department

Answered: 197 Skipped: 8

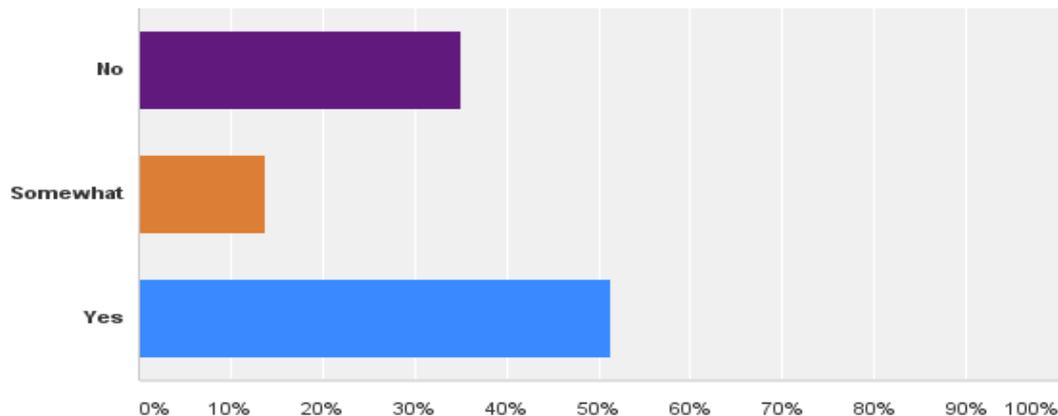
	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Effectiveness of the police department	4.59% 9	14.29% 28	56.12% 110	20.92% 41	4.08% 8	196
Ability to maintain a safe community	5.10% 10	12.24% 24	57.14% 112	21.43% 42	5.10% 10	196
Enforcement of speeding/traffic laws	8.72% 17	20.51% 40	46.67% 91	15.38% 30	8.72% 17	195
Overall satisfaction with services provided	3.55% 7	13.71% 27	59.90% 118	18.78% 37	4.06% 8	197

DID YOU KNOW questions

The City of Delta included in this year's survey three questions to determine citizen awareness of specific subjects, and to help spread the word on some of the positive work the City has been doing in the last year.

Q8: Did you know the City of Delta is working on a storm sewer system to improve the collection of storm water and reduce flooding in the lower downtown area?

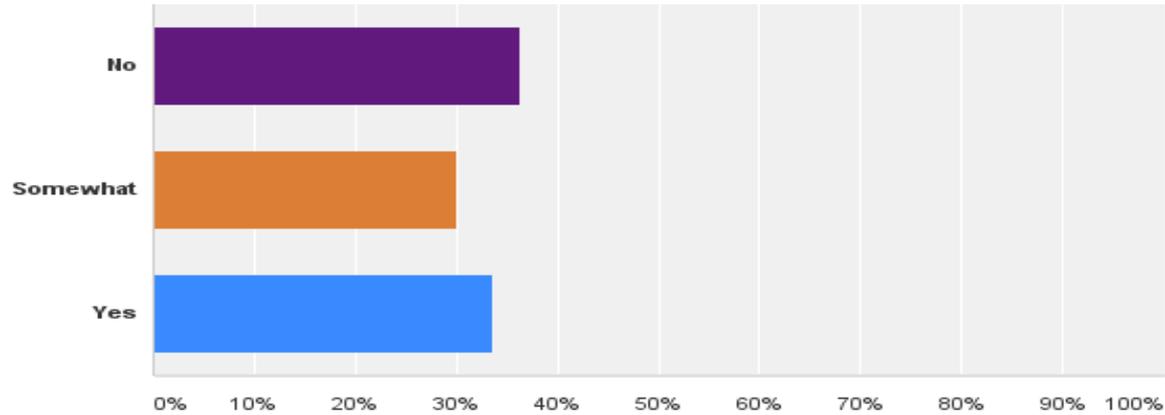
Answered: 197 Skipped: 8



Answer Choices	Responses
No	35.03% 69
Somewhat	13.71% 27
Yes	51.27% 101
Total	197

Q9: Did you know the City of Delta partners with organizations with organizations such as Delta County Economic Development, the Chamber of Commerce, and Region 10 to help improve the quality of life in Delta?

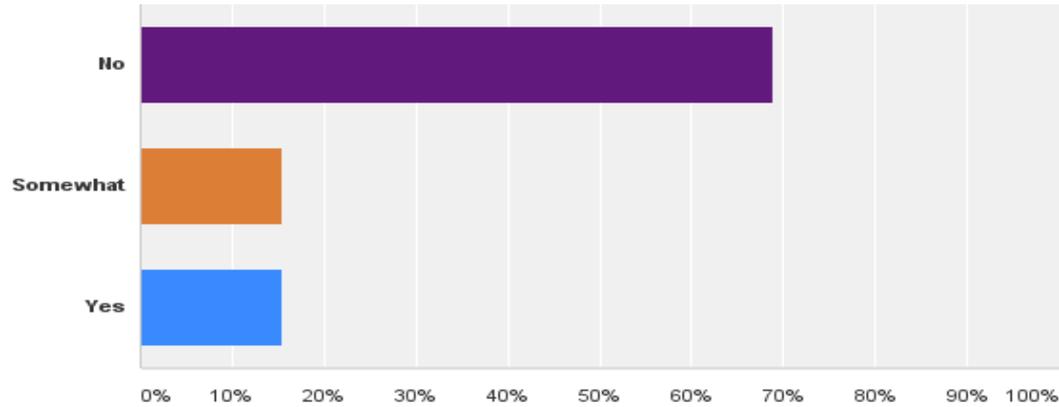
Answered: 193 Skipped: 12



Answer Choices	Responses
No	36.27% 70
Somewhat	30.05% 58
Yes	33.68% 65
Total	193

Q10: Devils Thumb Golf Course has great luncheon opportunities to check out?

Answered: 187 Skipped: 18



Answer Choices	Responses
No	68.98% 129
Somewhat	15.51% 29
Yes	15.51% 29
Total	187