



CITY OF
SARATOGA SPRINGS

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SARATOGA SPRINGS CITIZEN SURVEY

REPORT OF RESULTS

2007

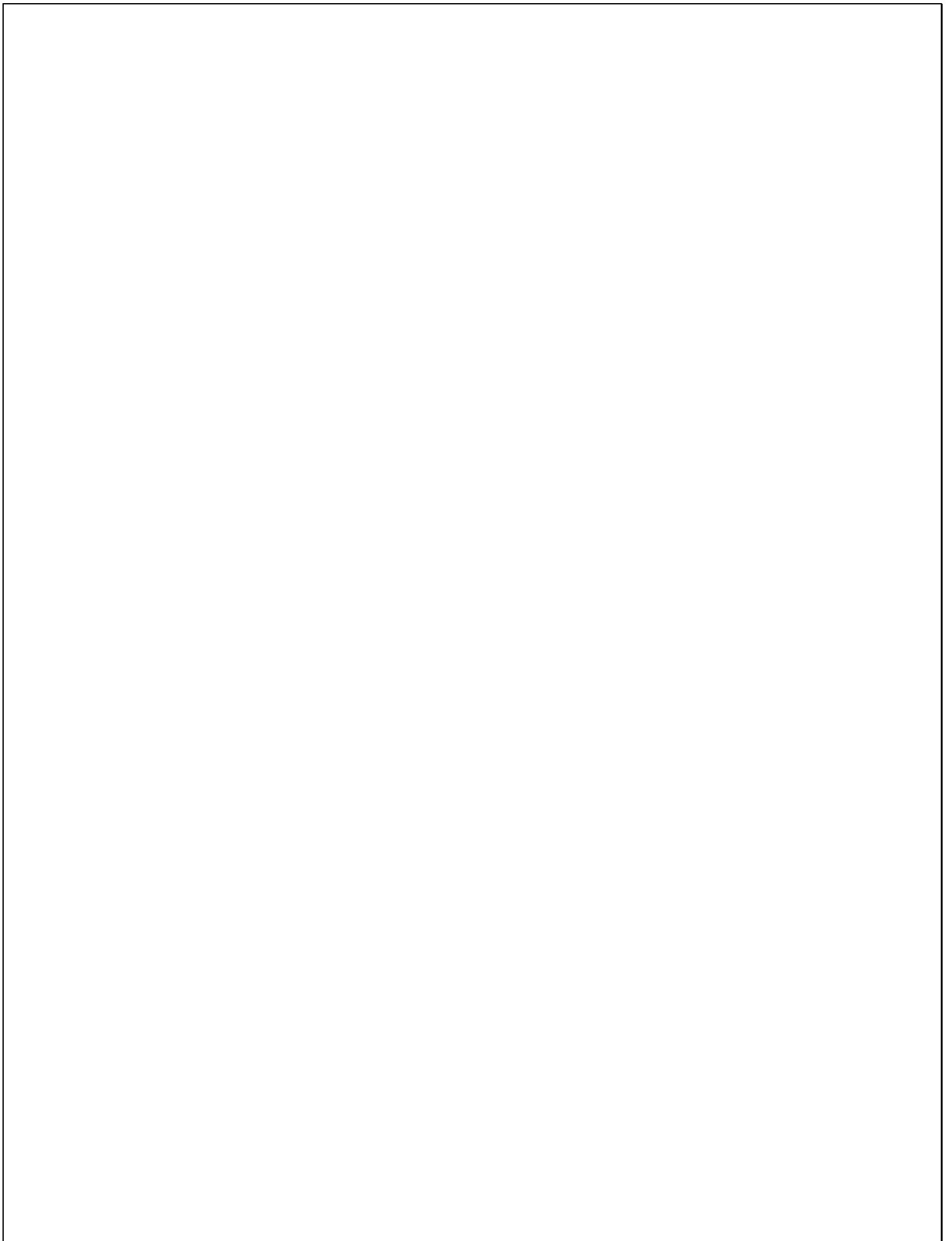
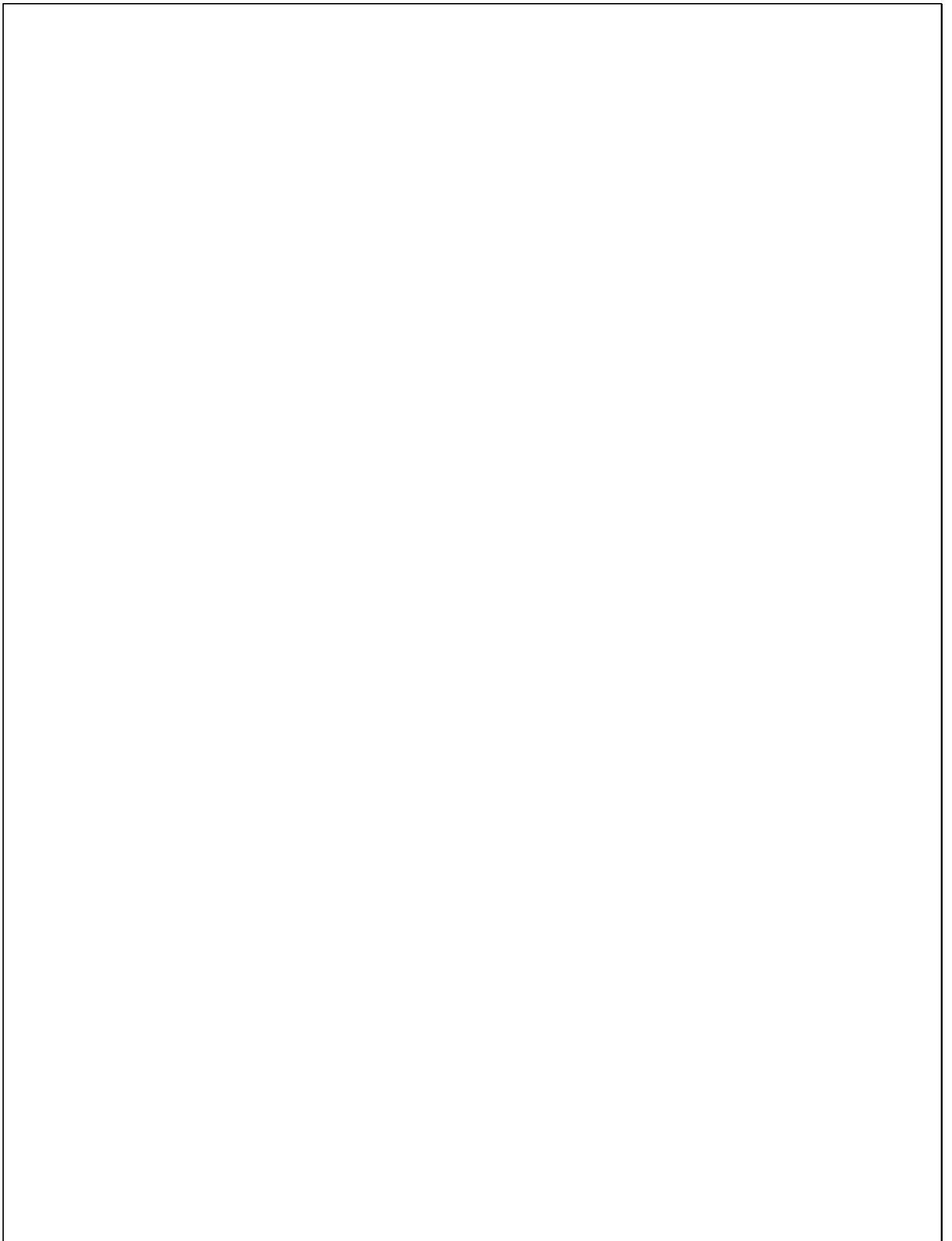


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UNDERSTANDING THE RESULTS

SURVEY ADMINISTRATION

Surveys were mailed out to every household within the corporate boundaries of the City of Saratoga Springs. Completed surveys were received from 670 residents, for a response rate of about 21%.

It is customary to describe the precision of estimates made from surveys by a "level of confidence" (or margin of error). The 95 percent confidence level for this survey of all residents is no greater than plus or minus 3.9 percentage points around any given percent or score reported in the results.

USE OF THE "EXCELLENT, GOOD, FAIR, POOR" RESPONSE SCALE

The scale on which respondents are asked to record their opinions about service and community quality is "excellent," "good," "fair" or "poor" (EGFP). This scale has important advantages over other scale possibilities (very good to very bad; very satisfied to very dissatisfied; strongly agree to strongly disagree, as examples). EGFP is used by the plurality of jurisdictions conducting citizen surveys across the U.S. The advantage of familiarity is one not to be dismissed because elected officials, staff and residents already are acquainted with opinion surveys measured this way. EGFP also has the advantage of offering three positive options, rather than only two, over which a resident can offer an opinion. While symmetrical scales often are the right choice in other measurement tasks, it has been found that ratings of almost every local government service in almost every jurisdiction tend, on average, to be positive (that is, above the scale midpoint). Therefore, to permit finer distinctions among positively rated services, EGFP offers three options across which to spread those ratings. EGFP is more neutral because it requires no positive statement of service quality to judge (as agree-disagree scales require) and, finally, EGFP intends to measure absolute quality of service delivery or community quality (unlike satisfaction scales which ignore residents' perceptions of quality in favor of their report on the acceptability of the level of service offered).

DON'T KNOW RESPONSES

On many of the questions in the survey respondents may answer "don't know." The proportion of respondents giving this reply is shown in the full set of responses included in Appendix A. However, these responses have been removed from the analyses presented in the body of the report. In other words, the tables and graphs display the response from respondents who had an opinion about a specific item.

For two of the items related to crime victimization and crime reporting, "don't know" responses were not removed. These questions were not evaluative; rather, respondents were asked if they or any member of their household had been a victim of a crime

within the last year. If they were, they were then asked whether the crime had been reported to police.

PUTTING EVALUATIONS ONTO A 100-POINT SCALE

Although responses to many of the evaluative questions were made on a 4 point scale with 1 representing the best rating and 4 the worst, many of the results in this summary are reported on a common scale where 0 is the worst possible rating and 100 is the best possible rating. If everyone reported "excellent," then the result would be 100 on the 100-point scale. Likewise, if all respondents gave a "poor" rating, the result would be 0 on the 100-point scale. If the average rating for quality of life was "good," then the result would be 67 on a 100-point scale; and "fair" would be 33 on the 100-point scale. The 95 percent confidence interval around an average score on the 100-point scale is not greater than plus or minus 3.9 points based on all respondents.

COMMUNITY LIFE

The Saratoga Springs Citizen Survey contained many questions related to the life of residents in the community. Survey participants were asked to rate their overall quality of life, as well as other aspects of quality of life in Saratoga Springs. They also evaluated characteristics of the community, and gave their perceptions of safety in the City of Saratoga Springs. The questionnaire assessed use of the amenities of the community and involvement by respondents in the civic and economic life of Saratoga Springs.

QUALITY OF LIFE

When asked to rate the overall quality of life in Saratoga Springs, 31% of respondents thought it was "excellent." Only 1% percent rated overall quality of life as "poor." All of the responses of residents who had an opinion about the overall quality of life in Saratoga Springs are shown in Figure 1 below. Other ratings can be seen in the figures on the following page.

FIGURE 1: OVERALL QUALITY OF LIFE IN SARATOGA SPRINGS

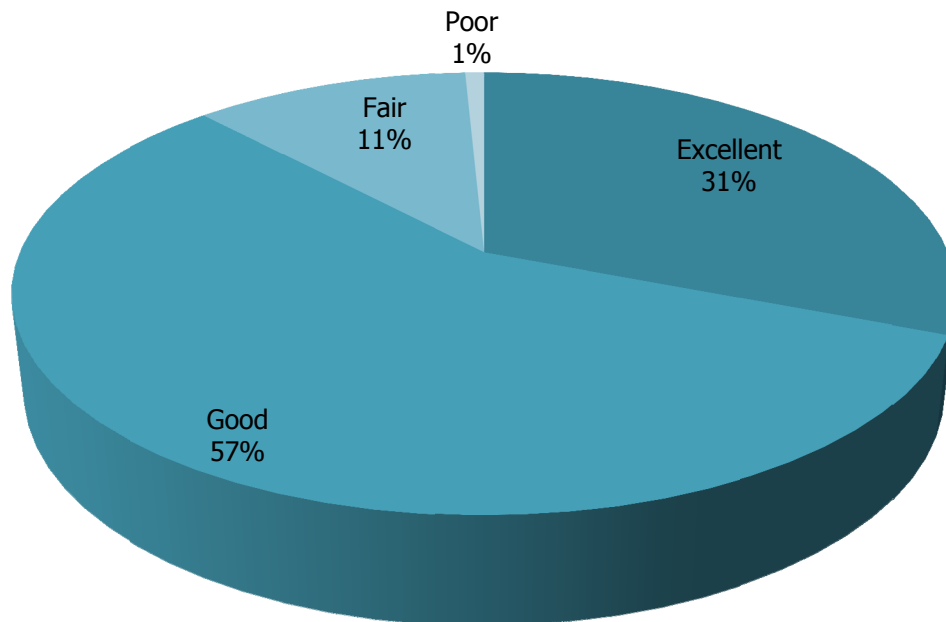
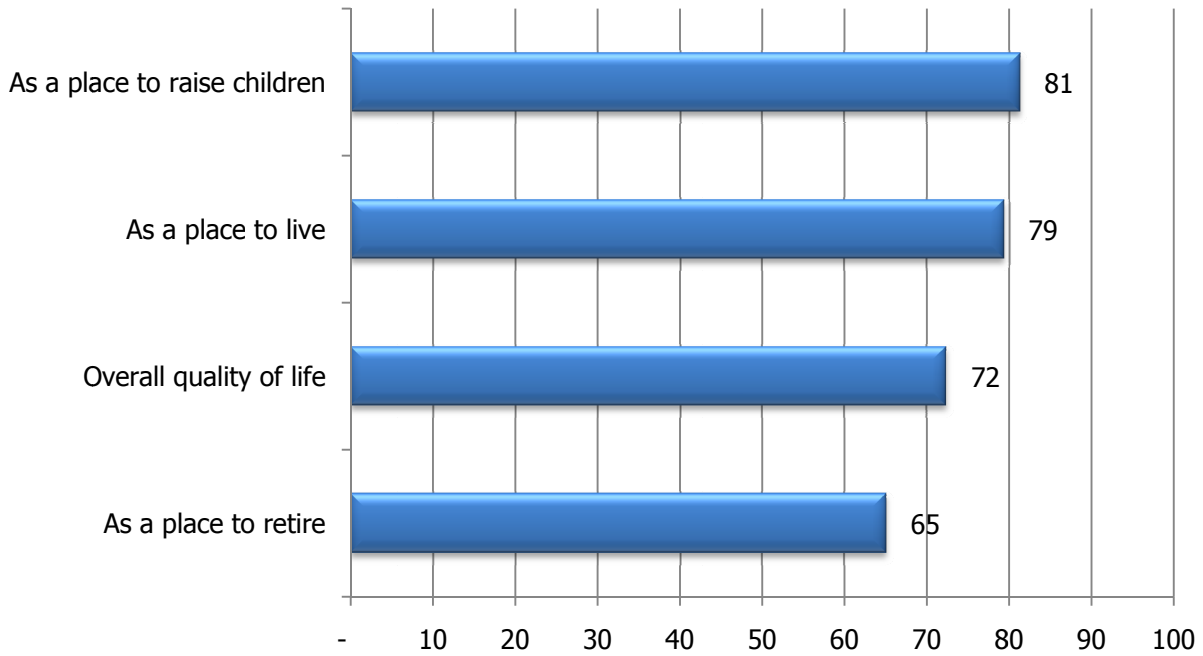


FIGURE 2: QUALITY OF LIFE RATINGS



Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF LIFE RATINGS

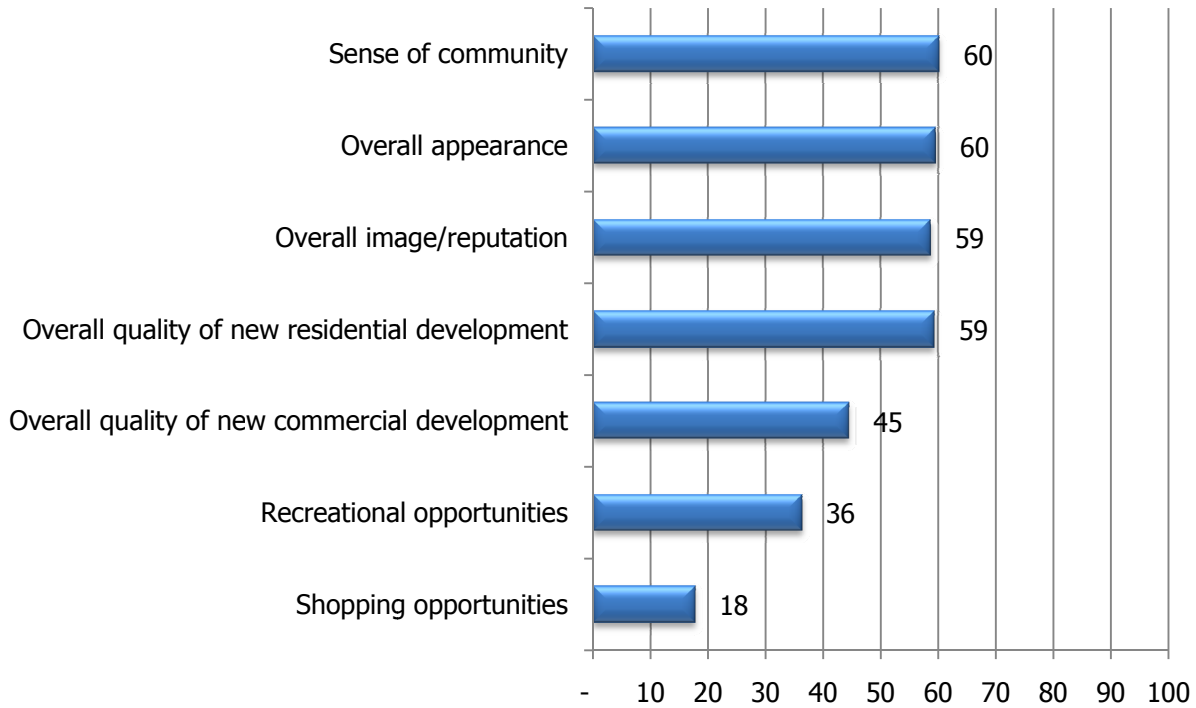
	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
How do you rate Saratoga Springs as a place to raise children?	50%	40%	6%	1%	81
How do you rate Saratoga Springs as a place to live?	46%	44%	7%	1%	79
How do you rate the overall quality of life in Saratoga Springs?	30%	56%	11%	1%	72
How do you rate Saratoga Springs as a place to retire?	31%	37%	23%	6%	65

Note: "don't know" responses have been removed.

RATING OF COMMUNITY CHARACTERISTICS IN SARATOGA SPRINGS

The highest rated characteristics of Saratoga Springs were sense of community, overall appearance, overall quality of new residential development, and overall image/reputation. When asked about potential problems in Saratoga Springs, the three concerns rated by the highest proportion of respondents as a “major problem” were traffic congestion and lack of commercial growth.

FIGURE 3: CHARACTERISTICS OF THE COMMUNITY: GENERAL AND OPPORTUNITIES



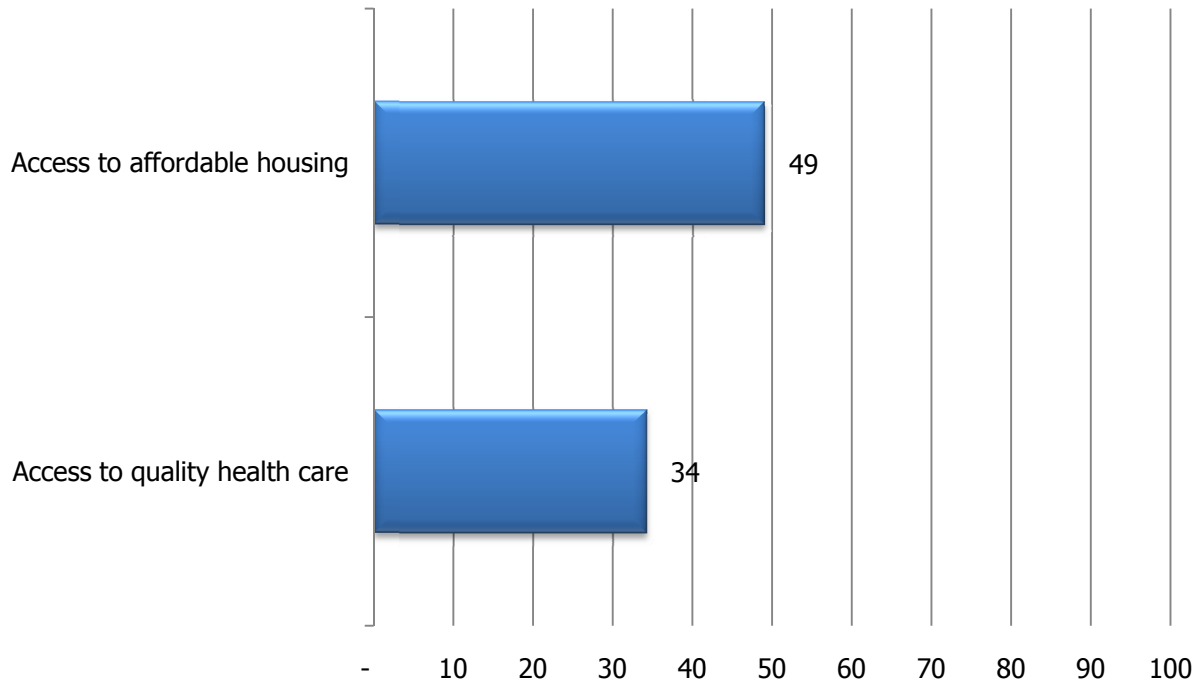
Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

CHARACTERISTICS OF THE COMMUNITY: GENERAL AND OPPORTUNITIES

Please rate each of the following characteristics as they relate to Saratoga Springs as a whole:	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Sense of community	23%	39%	28%	8%	60
Overall appearance	20%	44%	29%	5%	60
Overall image/reputation	15%	51%	29%	3%	59
Overall quality of new residential development	14%	52%	25%	7%	59
Overall quality of new commercial development	8%	35%	36%	19%	44
Recreational opportunities	8%	22%	36%	30%	36
Shopping opportunities	2%	8%	30%	58%	18

Note: “don’t know” responses have been removed.

FIGURE 4: CHARACTERISTICS OF THE COMMUNITY: ACCESS



Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

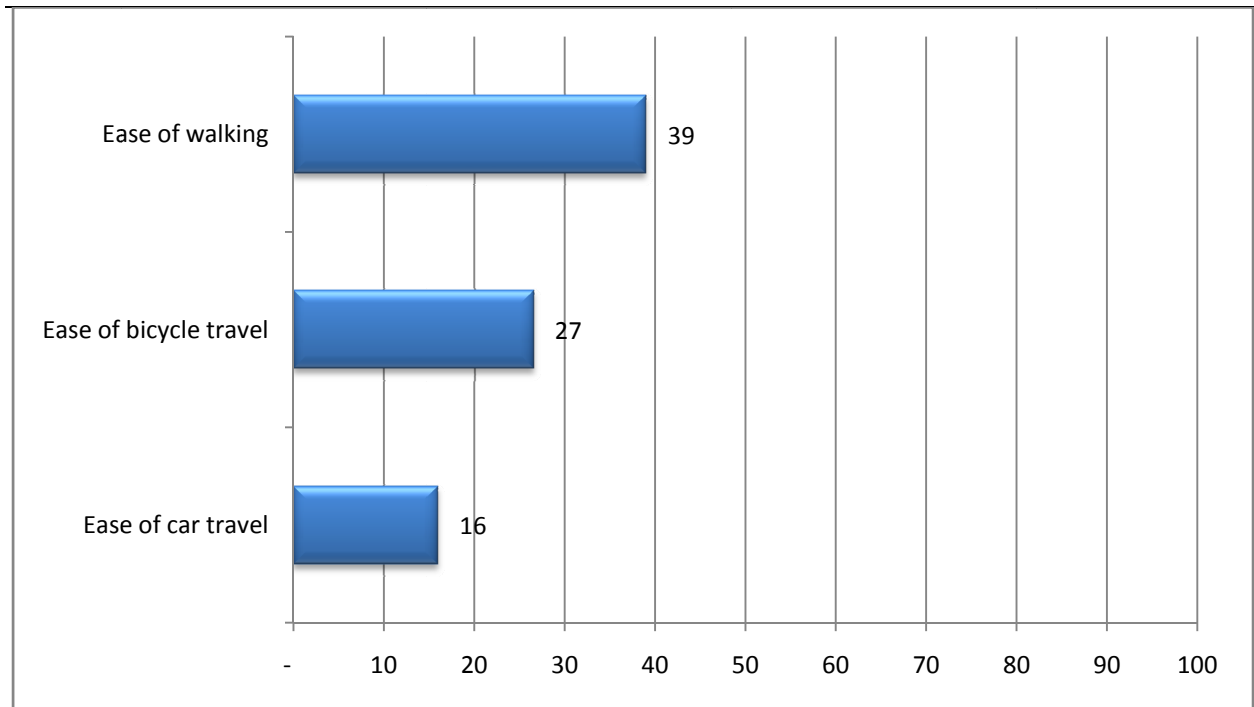
CHARACTERISTICS OF THE COMMUNITY: ACCESS

Please rate each of the following characteristics as they relate to Saratoga Springs as a whole:

	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Access to affordable housing	9%	40%	37%	12%	49
Access to quality health care	5%	22%	42%	29%	34

Note: "don't know" responses have been removed.

FIGURE 5: CHARACTERISTICS OF THE COMMUNITY: MOBILITY



Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

CHARACTERISTICS OF THE COMMUNITY: MOBILITY

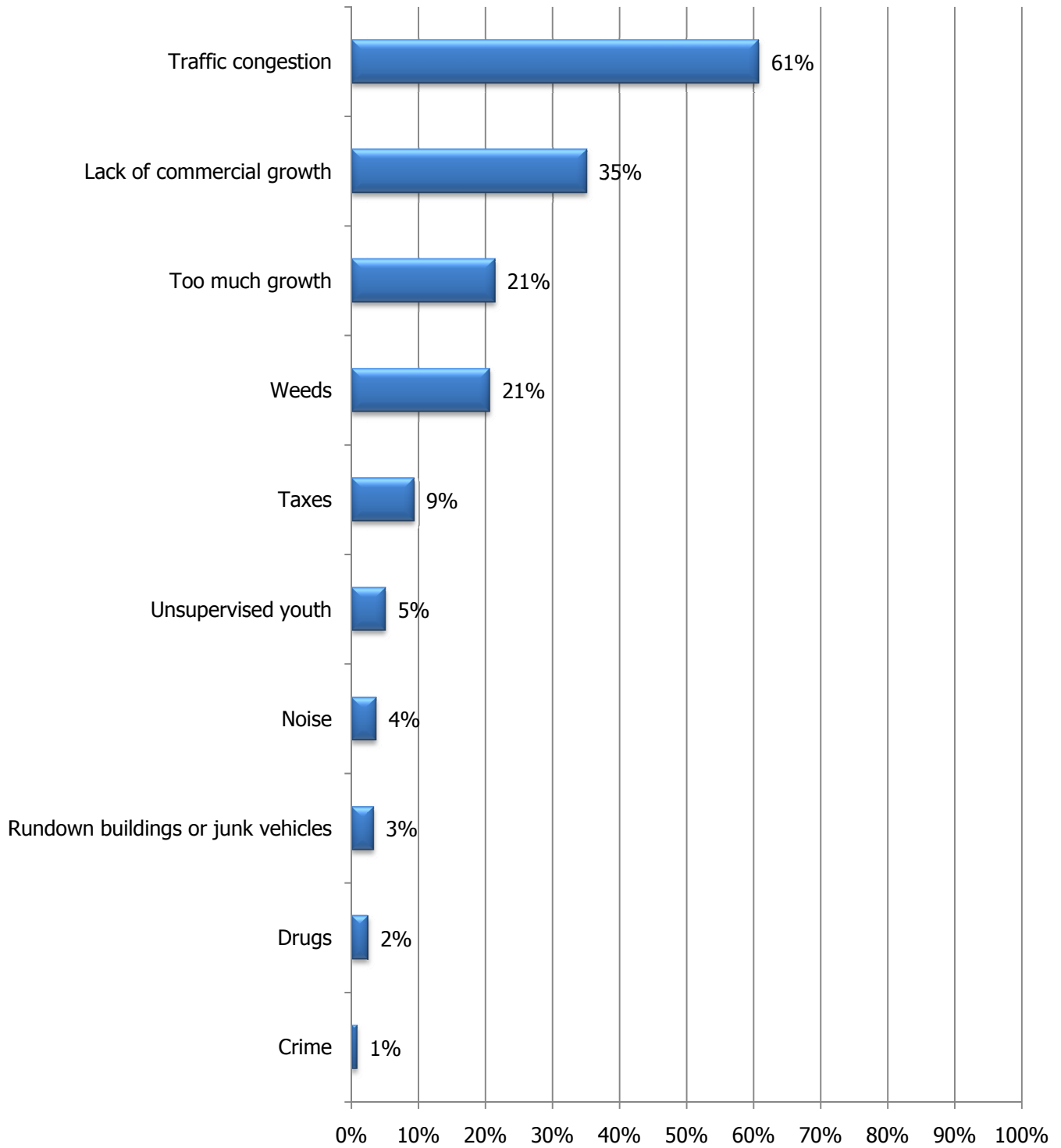
Please rate each of the following characteristics as they relate to Saratoga Springs as a whole:

	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Ease of walking	11%	27%	30%	30%	39
Ease of bicycle travel	6%	17%	29%	45%	27
Ease of car travel	2%	8%	24%	63%	16

Note: "don't know" responses have been removed.

FIGURE 6: RATINGS OF POTENTIAL PROBLEMS IN SARATOGA SPRINGS

Percent of respondents rating as a "major" problem



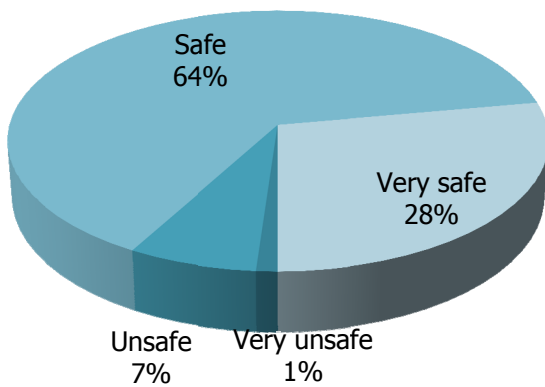
PERCEPTIONS OF SAFETY

When evaluating safety in the community, 97% of respondents felt "safe" or "very safe" from violent crimes in Saratoga Springs. In their neighborhood after dark, 93% of survey participants felt "safe" or "very safe."

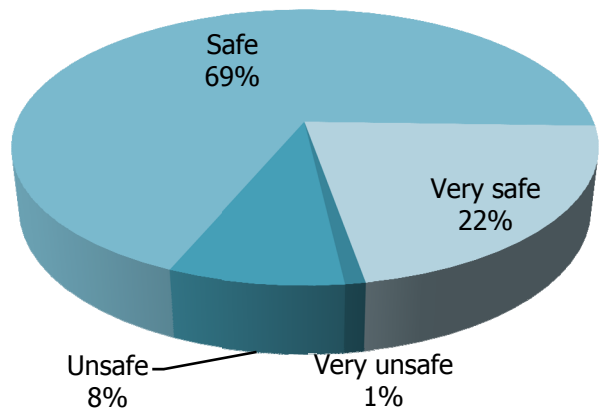
As assessed by the survey, 8.7% of households reported that at least one member had been the victim of one or more crimes in the past year. Of those who had been the victim of a crime, 62% had reported it to the police.

FIGURE 7: RATINGS OF SAFETY FROM VARIOUS PROBLEMS IN SARATOGA SPRINGS

Fire



Property Crime



Violent Crime

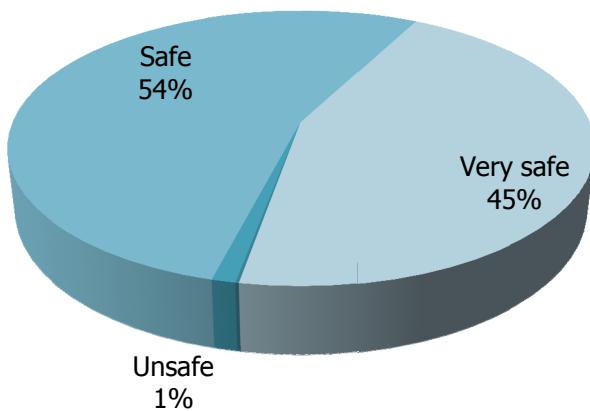


FIGURE 8: RATINGS OF SAFETY IN VARIOUS AREAS IN SARATOGA SPRINGS

Percent of respondents feeling "very" or "somewhat" safe

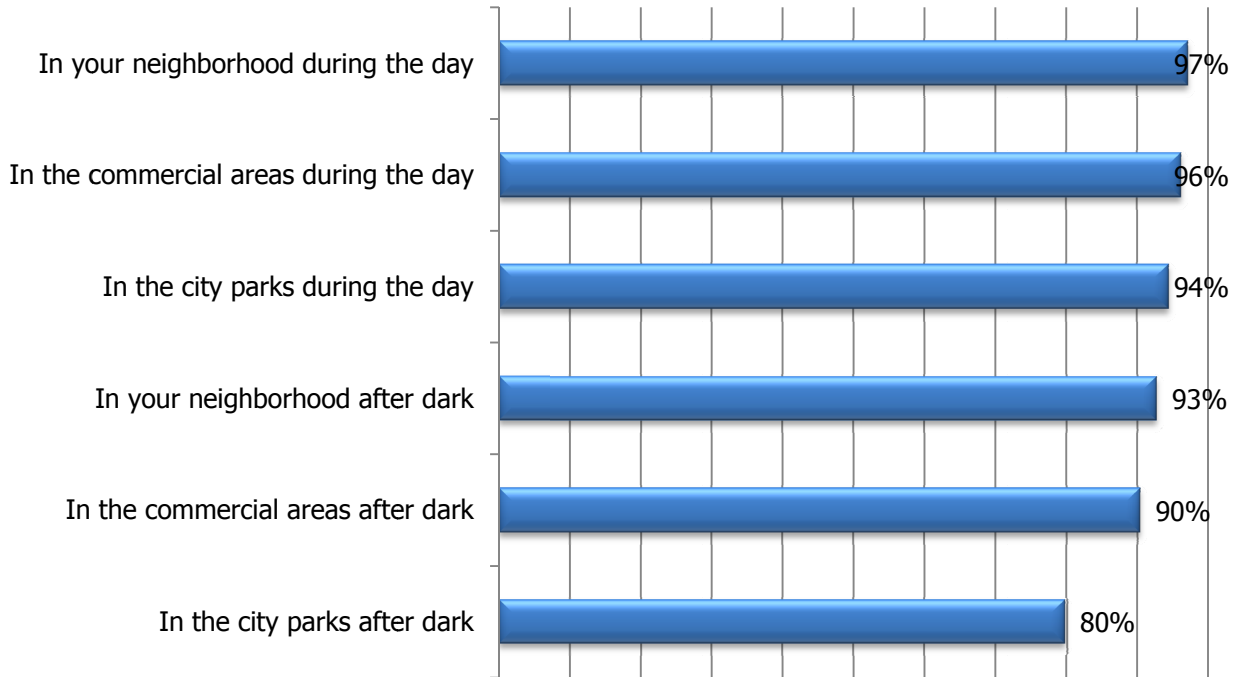


FIGURE 9: PERCENT OF RESPONDENTS' HOUSEHOLDS THAT WERE VICTIMS OF A CRIME IN THE LAST 12 MONTHS

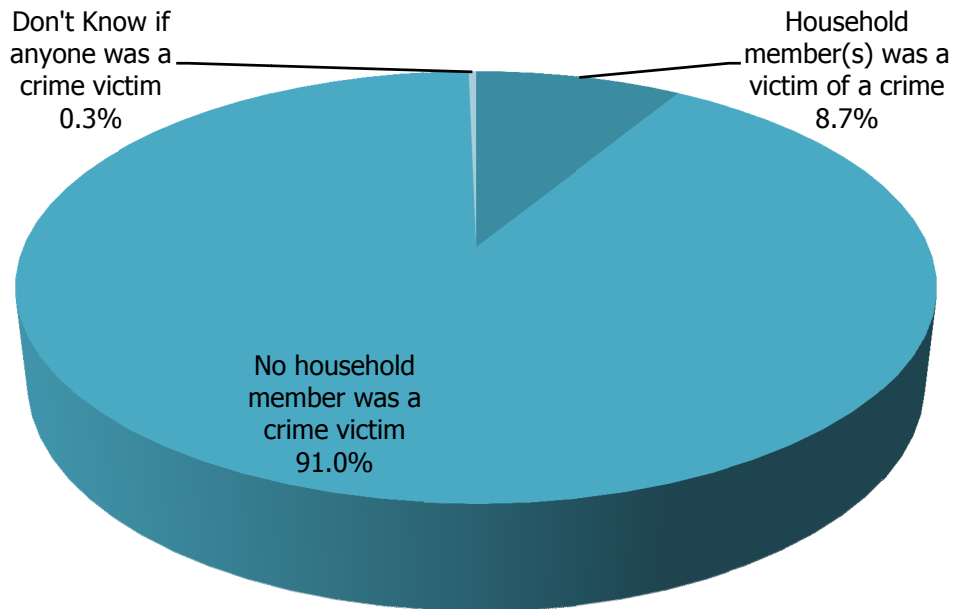
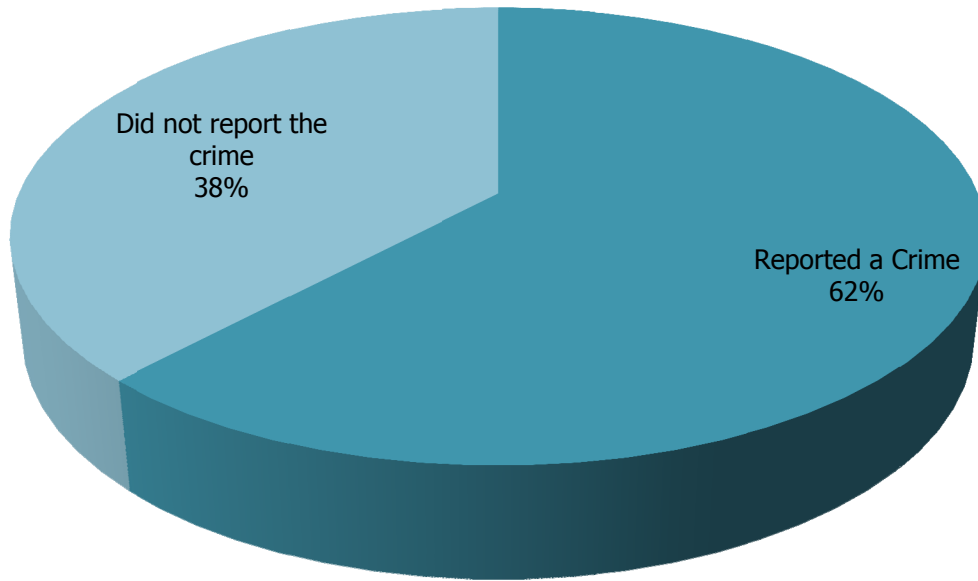


FIGURE 10: PERCENT OF RESPONDENTS' HOUSEHOLDS THAT WERE VICTIMS OF A CRIME WHO REPORTED THE CRIME

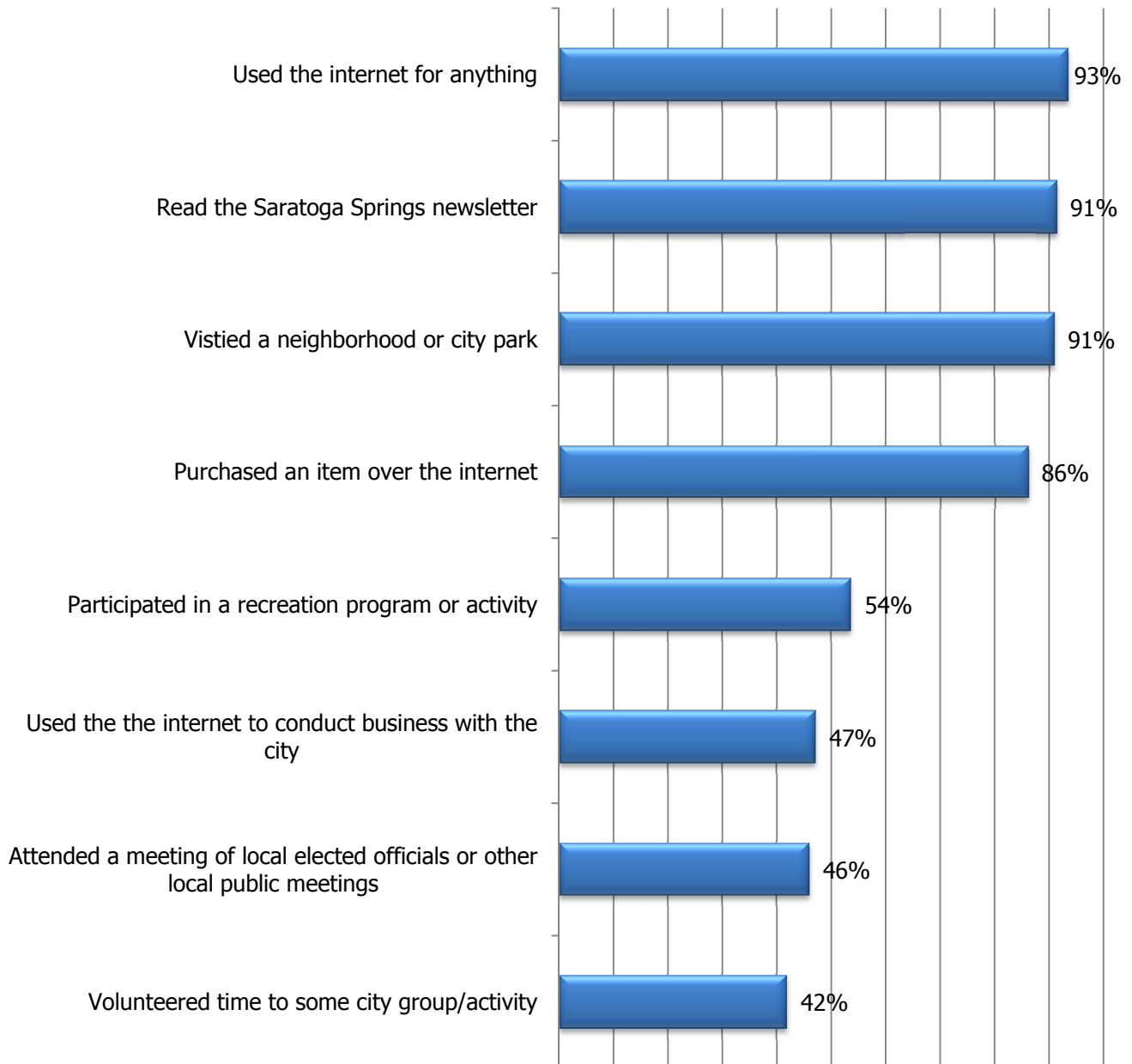


COMMUNITY PARTICIPATION

Participation in the civic, social, and economic life of Saratoga Springs during the past year was assessed on the survey. The proportion of respondents engaging in various activities is shown in the chart below. Among those completing the questionnaire, 91% reported visiting a park in Saratoga Springs in the past year and 45% had attended a meeting of elected officials or other local public meetings.

FIGURE II: PERCENT OF RESPONDENTS ENGAGING IN VARIOUS ACTIVITIES IN SARATOGA SPRINGS IN THE PAST YEAR

Percent of respondents engaging in activity once or more



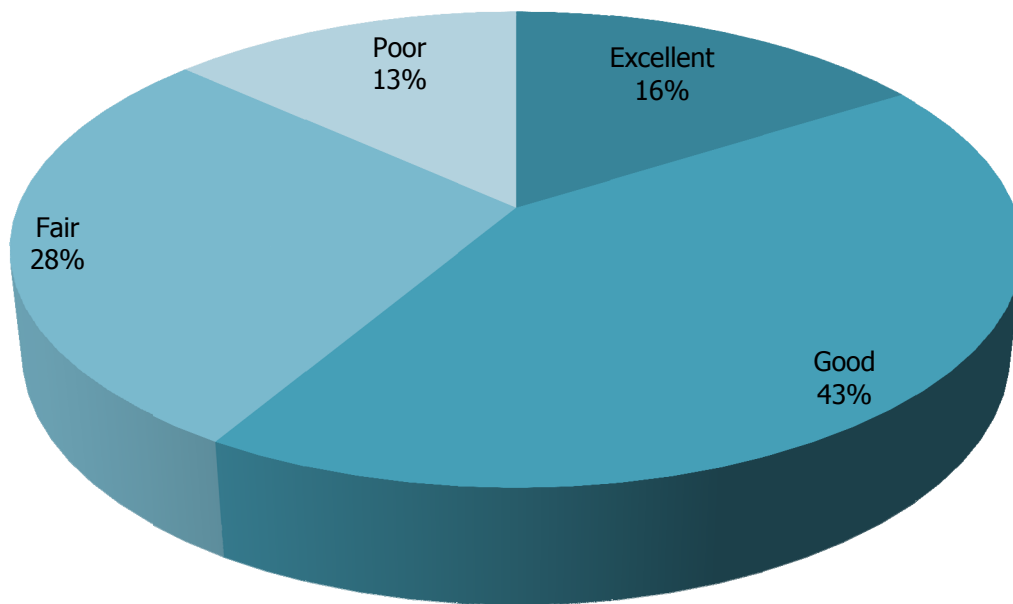
LOCAL GOVERNMENT

Several aspects of the government of the City of Saratoga Springs were evaluated by residents completing the Saratoga Springs Citizen Survey. They were asked what they felt about the services they receive from the City of Saratoga Springs and how well the City of Saratoga Springs communicates with its residents. Those who had any contact with a City of Saratoga Springs employee in the past year gave their impressions of the most recent encounter.

SERVICES PROVIDED BY SARATOGA SPRINGS

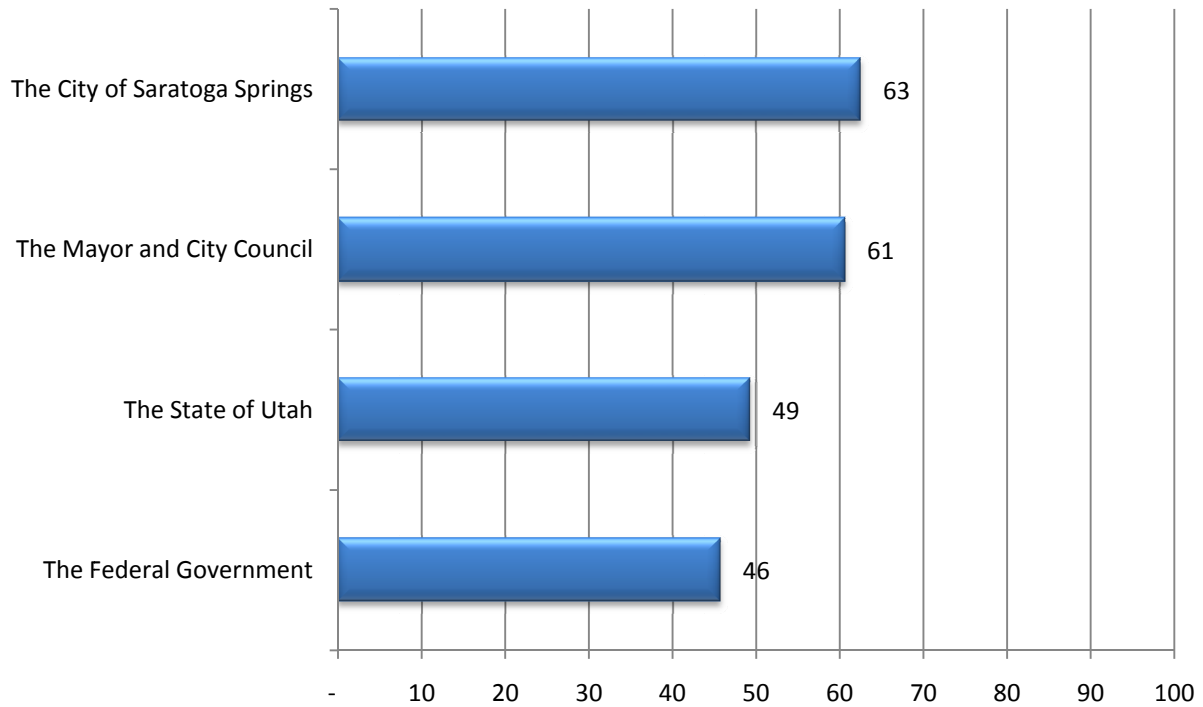
The responses of residents with an opinion about the overall quality of services provided by Saratoga Springs are shown in Figure 12 below. These responses result in an average rating of 53 on the 100-point scale. Average ratings given to specific services are shown on the following pages.

FIGURE 12: OVERALL QUALITY OF SERVICES PROVIDED BY THE CITY OF SARATOGA SPRINGS



On average, residents of Saratoga Springs gave the highest evaluation to their own local government and the lowest average rating to the federal government.

FIGURE 13: RATING OF OVERALL QUALITY OF SERVICES PROVIDED BY VARIOUS LEVELS OF GOVERNMENT



Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

OVERALL QUALITY OF SERVICES: MAYOR AND CITY COUNCIL, CITY OF SARATOGA SPRINGS, STATE GOVERNMENT, FEDERAL GOVERNMENT

Overall, how would you rate the quality of services provided by...	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
The City of Saratoga Springs	15%	59%	21%	3%	63
The Mayor and City Council	15%	56%	22%	5%	61
The State of Utah	7%	45%	34%	12%	49
The Federal Government	6%	38%	39%	15%	46

Note: "don't know" responses have been removed.

PUBLIC COMMUNICATION

The responses of residents with an opinion about the overall quality of communication provided by Saratoga Springs are shown in Figure 14 below. These responses result in an average rating of 57 on the 100-point scale. Average ratings given to specific methods of communication are shown on the following pages.

FIGURE 14: OVERALL QUALITY OF COMMUNICATION PROVIDED BY SARATOGA SPRINGS

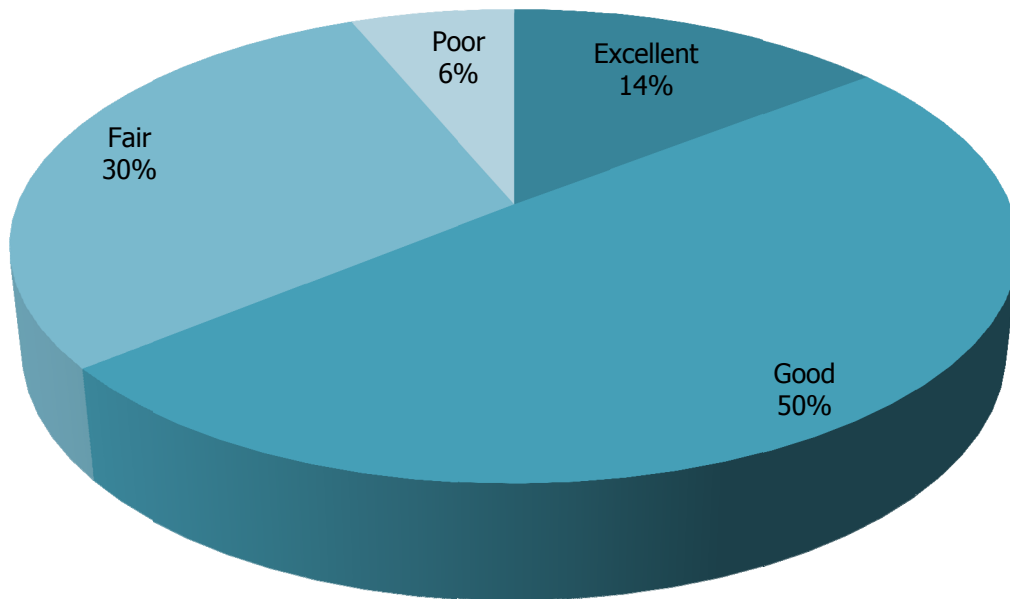
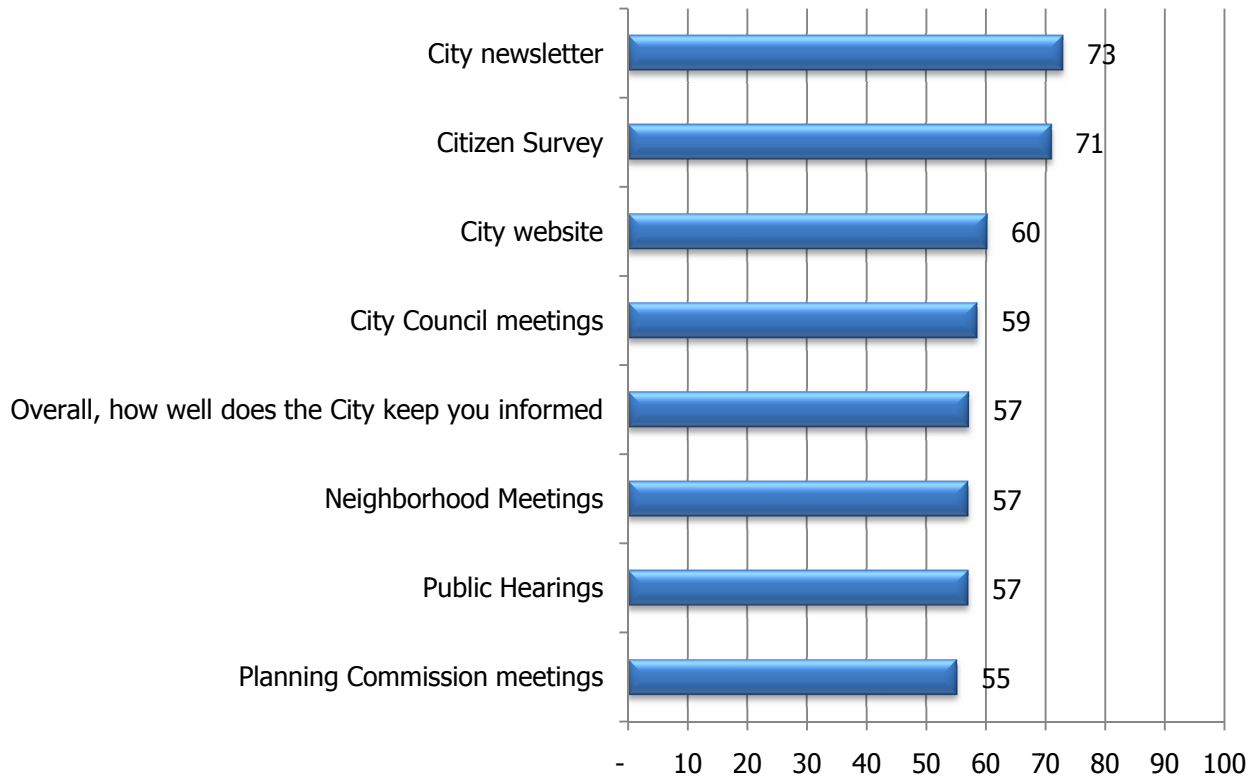


FIGURE 15: QUALITY OF VARIOUS COMMUNICATION METHODS



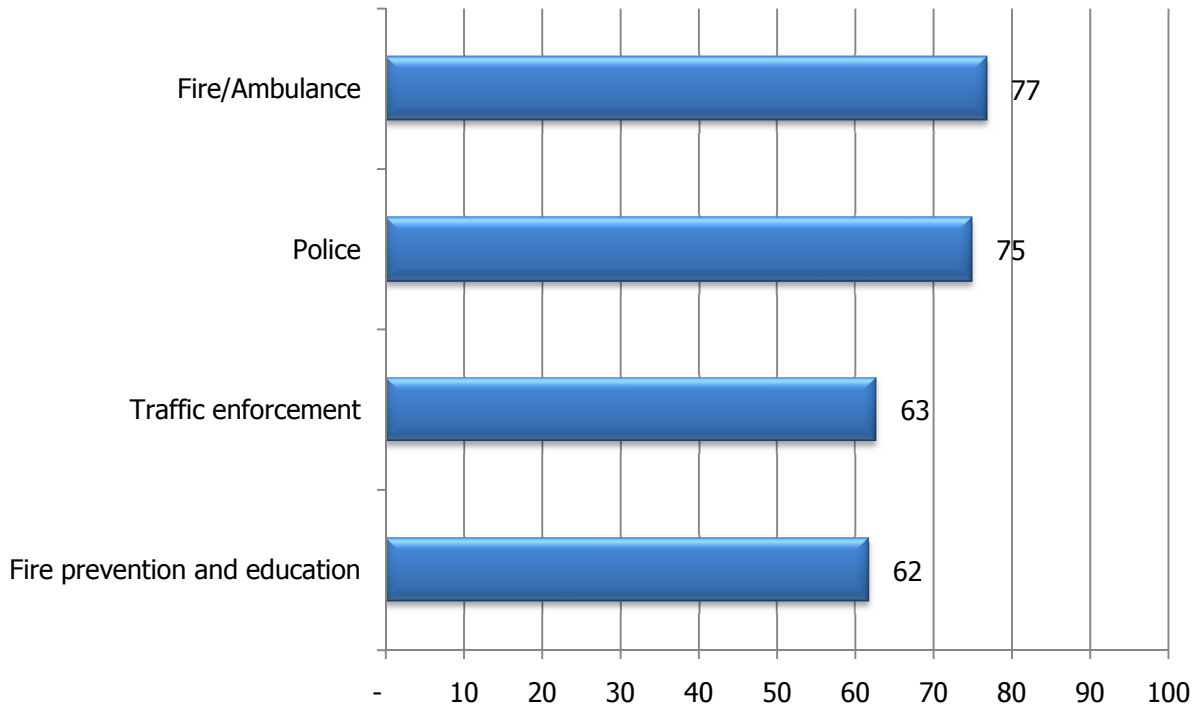
Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF VARIOUS COMMUNICATION METHODS

Rate the following methods of communicating with the public:	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
City newsletter	34%	50%	12%	2%	73
Citizen Survey	32%	50%	13%	3%	71
City website	19%	48%	24%	7%	60
City Council Meetings	19%	45%	28%	7%	59
Overall, how well does the City keep you informed	14%	48%	29%	6%	57
Neighborhood meetings	18%	43%	27%	10%	57
Public Hearings	17%	44%	29%	8%	57
Planning Commission Meetings	16%	43%	28%	11%	55

Note: "don't know" responses have been removed.

FIGURE 16: QUALITY OF PUBLIC SAFETY SERVICES



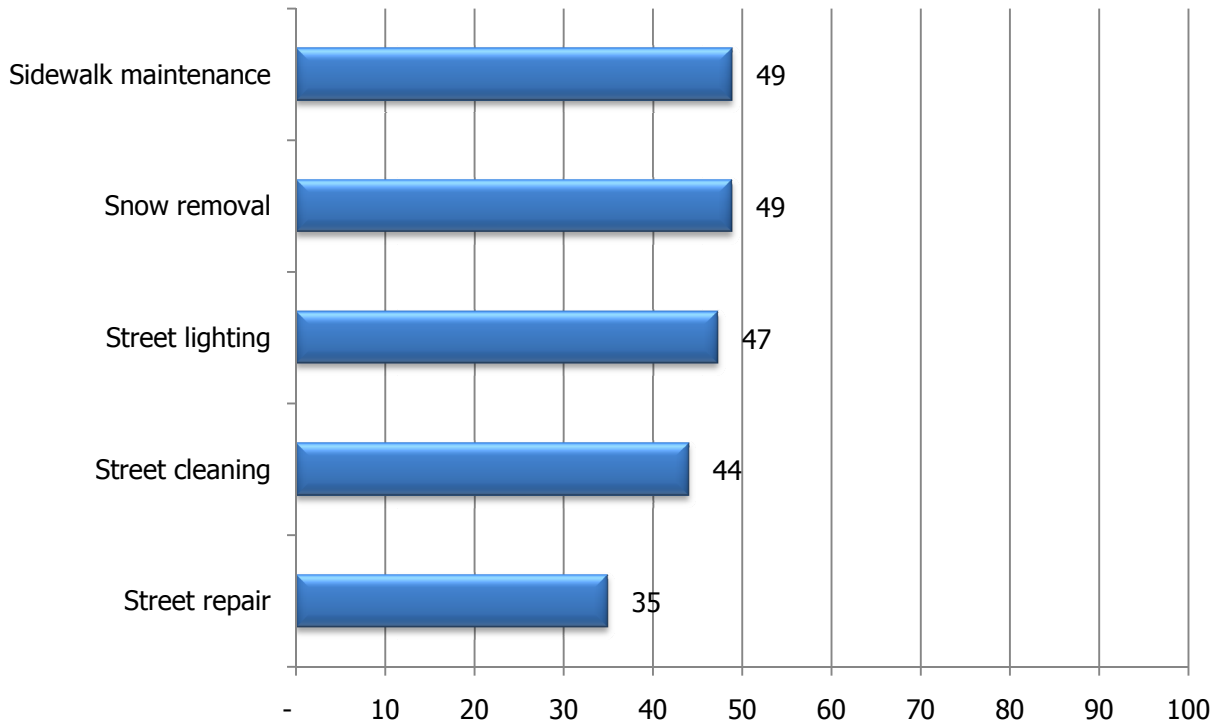
Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF PUBLIC SAFETY SERVICES

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Fire/ambulance	39%	50%	8%	1%	77
Police	38%	49%	8%	3%	75
Traffic enforcement	20%	53%	19%	6%	63
Fire prevention and education	21%	47%	24%	6%	62

Note: "don't know" responses have been removed.

FIGURE 17: QUALITY OF TRANSPORTATION SERVICES



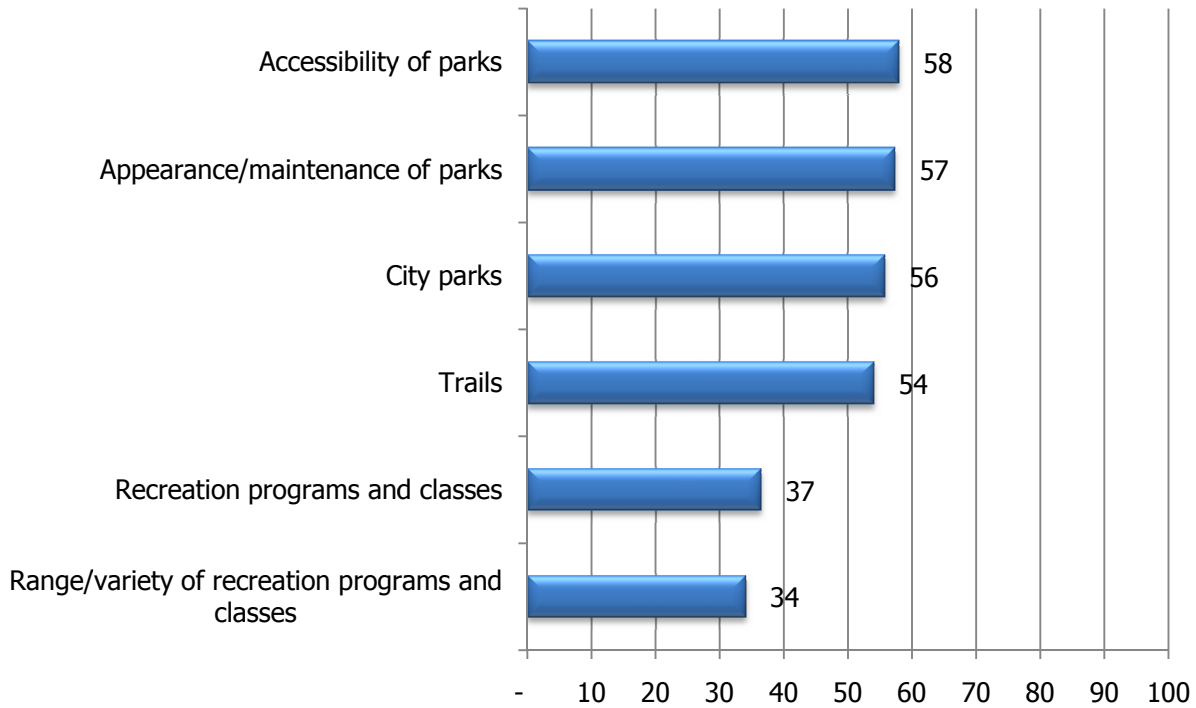
Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF TRANSPORTATION SERVICES

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Sidewalk maintenance	9%	42%	32%	15%	49
Snow removal	9%	41%	33%	15%	49
Street lighting	9%	39%	31%	18%	47
Street cleaning	7%	35%	37%	18%	44
Street repair	4%	24%	40%	29%	35

Note: "don't know" responses have been removed.

FIGURE 18: QUALITY OF LEISURE SERVICES



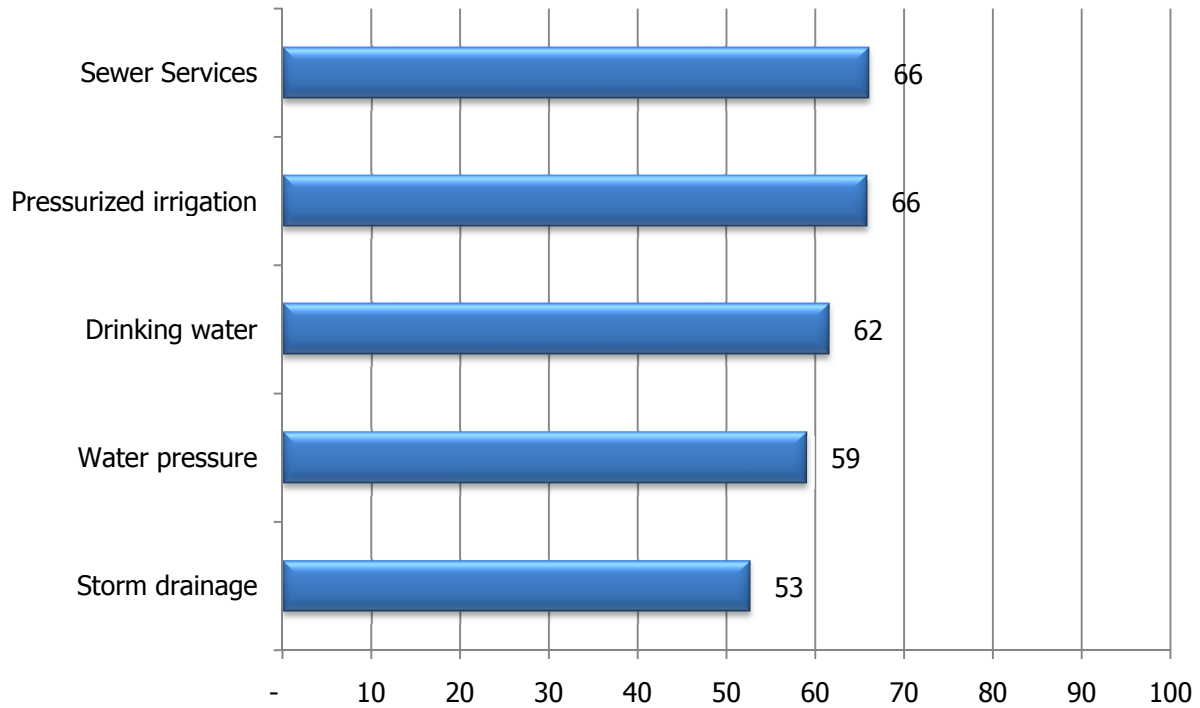
Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF LEISURE SERVICES

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Accessibility of parks	19%	44%	25%	10%	58
Appearance/maintenance of parks	17%	45%	26%	9%	57
City parks	18%	41%	29%	10%	56
Trails	15%	41%	33%	9%	54
Recreation programs and classes	8%	24%	39%	25%	37
Range/variety of recreation programs and classes	7%	18%	41%	30%	34

Note: "don't know" responses have been removed.

FIGURE 19: QUALITY OF UTILITY SERVICES



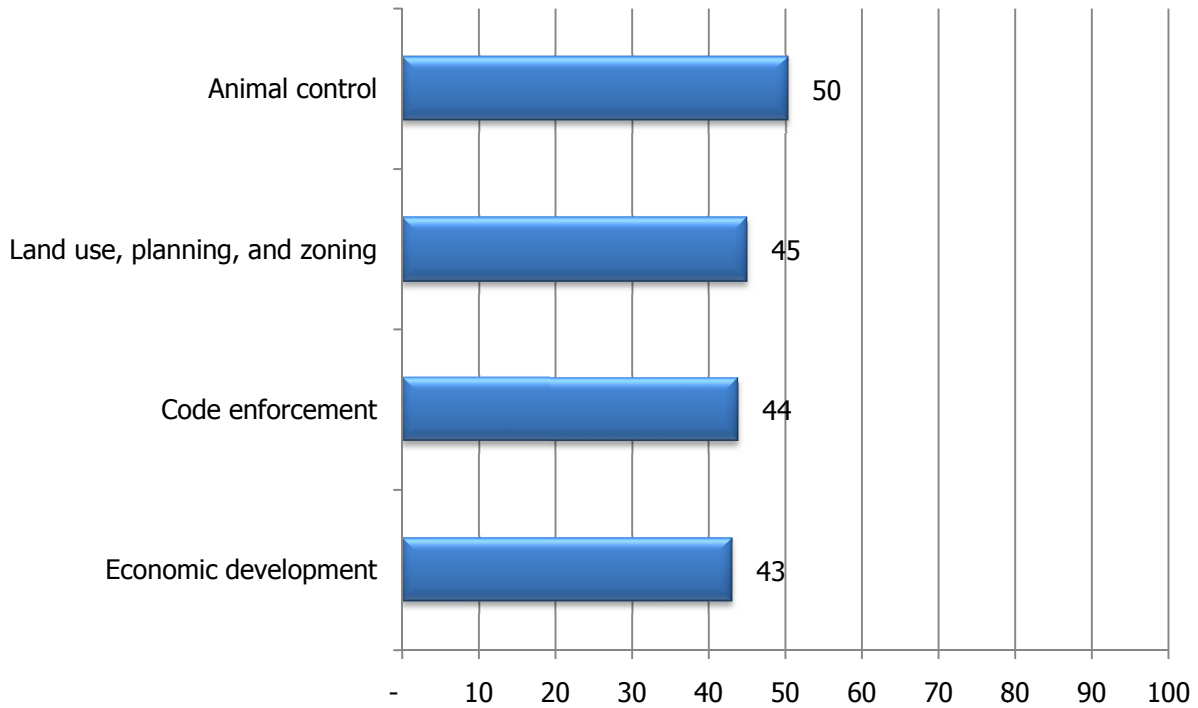
Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF UTILITY SERVICES

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Sewer services	24%	58%	13%	2%	66
Pressurized irrigation	27%	48%	16%	6%	66
Drinking water	20%	49%	22%	6%	62
Water pressure	21%	44%	22%	11%	59
Storm drainage	11%	46%	29%	12%	53

Note: "don't know" responses have been removed.

FIGURE 20: QUALITY OF PLANNING AND CODE ENFORCEMENT SERVICES



Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

QUALITY OF PLANNING AND CODE ENFORCEMENT SERVICES

How do you rate the quality of each of the following services?	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Animal control	10%	45%	27%	15%	50
Land use, planning and zoning	8%	36%	36%	17%	45
Code enforcement	9%	34%	33%	22%	44
Economic development	6%	36%	38%	19%	43

Note: "don't know" responses have been removed.

THE CITY OF SARATOGA SPRINGS EMPLOYEES

Impressions of the City of Saratoga Springs employees were assessed on the questionnaire. Those who had been in contact with a City of Saratoga Springs employee in the past year (75%) rated their overall impression as 69 on a 100-point scale.

FIGURE 21: PERCENT OF RESPONDENTS WHO HAD CONTACT WITH A CITY OF SARATOGA SPRINGS EMPLOYEE

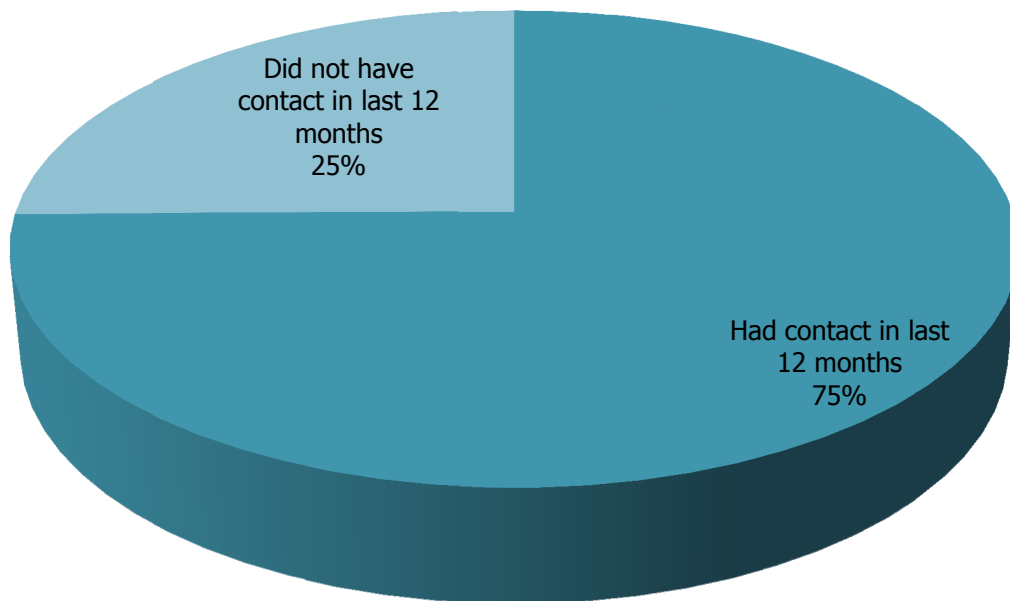
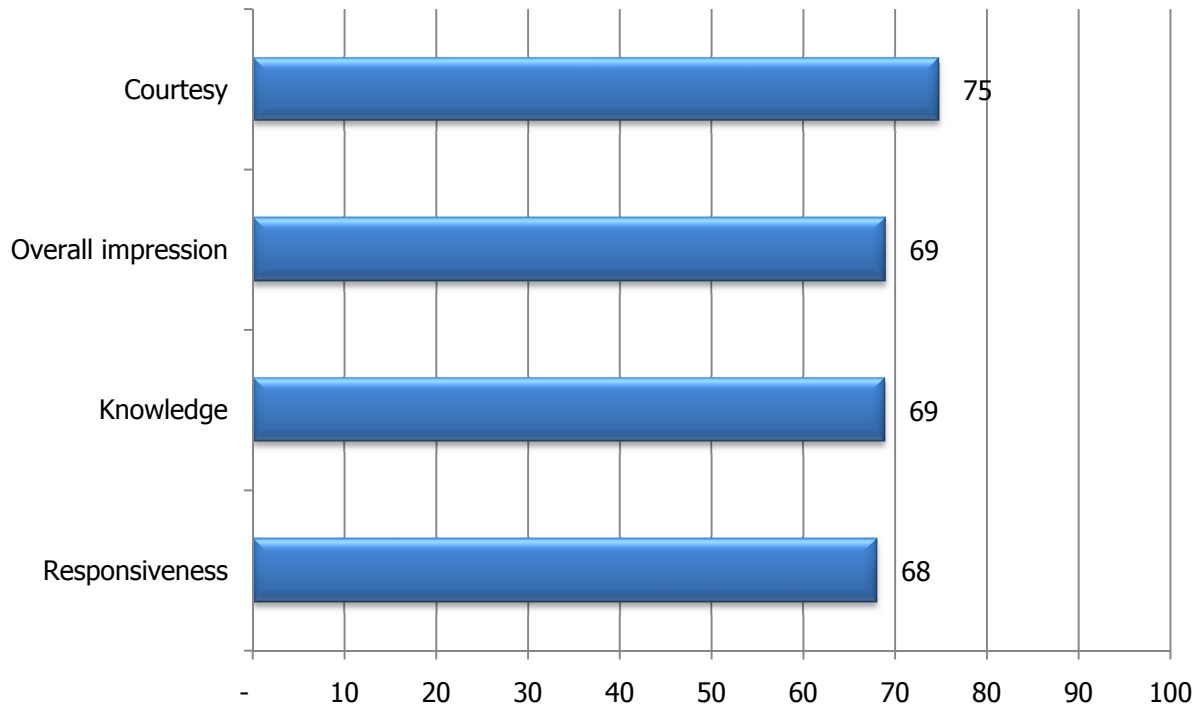


FIGURE 22: RATINGS OF CONTACT WITH THE CITY OF SARATOGA SPRINGS EMPLOYEES



Average rating on the 100-point scale (100=Excellent, 67=Good, 33=Fair, 0=Poor)

RATINGS OF CONTACT WITH CITY OF SARATOGA SPRINGS EMPLOYEES

What was your impression of employees of the City of Saratoga Springs in your most recent contact?	Excellent	Good	Fair	Poor	Average rating on the 100-point scale
Courtesy	44%	39%	8%	6%	75
Overall impression	36%	41%	22%	9%	69
Knowledge	31%	48%	12%	6%	69
Responsiveness	39%	36%	13%	11%	68

Note: "don't know" responses have been removed.

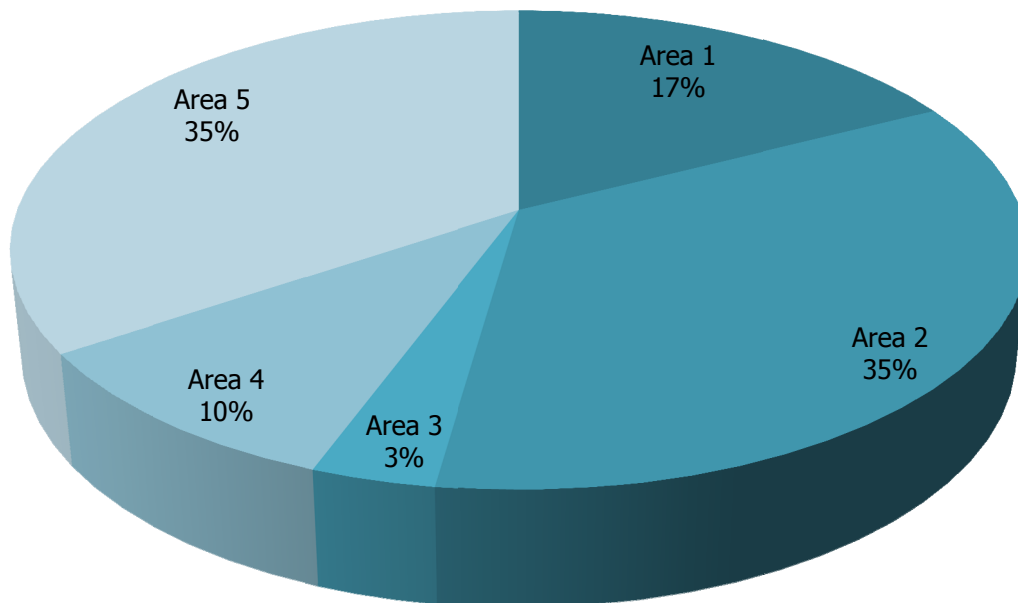
DEMOGRAPHICS

In addition to the aggregate data that has been presented in this report, the survey asked for specific demographic information so that specific areas of the City of Saratoga Springs could be analyzed. By analyzing these specific areas, management can attempt to identify areas of the city that may have given scores that either pulls the aggregate score down or up. These areas can then be identified as problem areas or areas of successful implementation.

SARATOGA SPRINGS AREAS

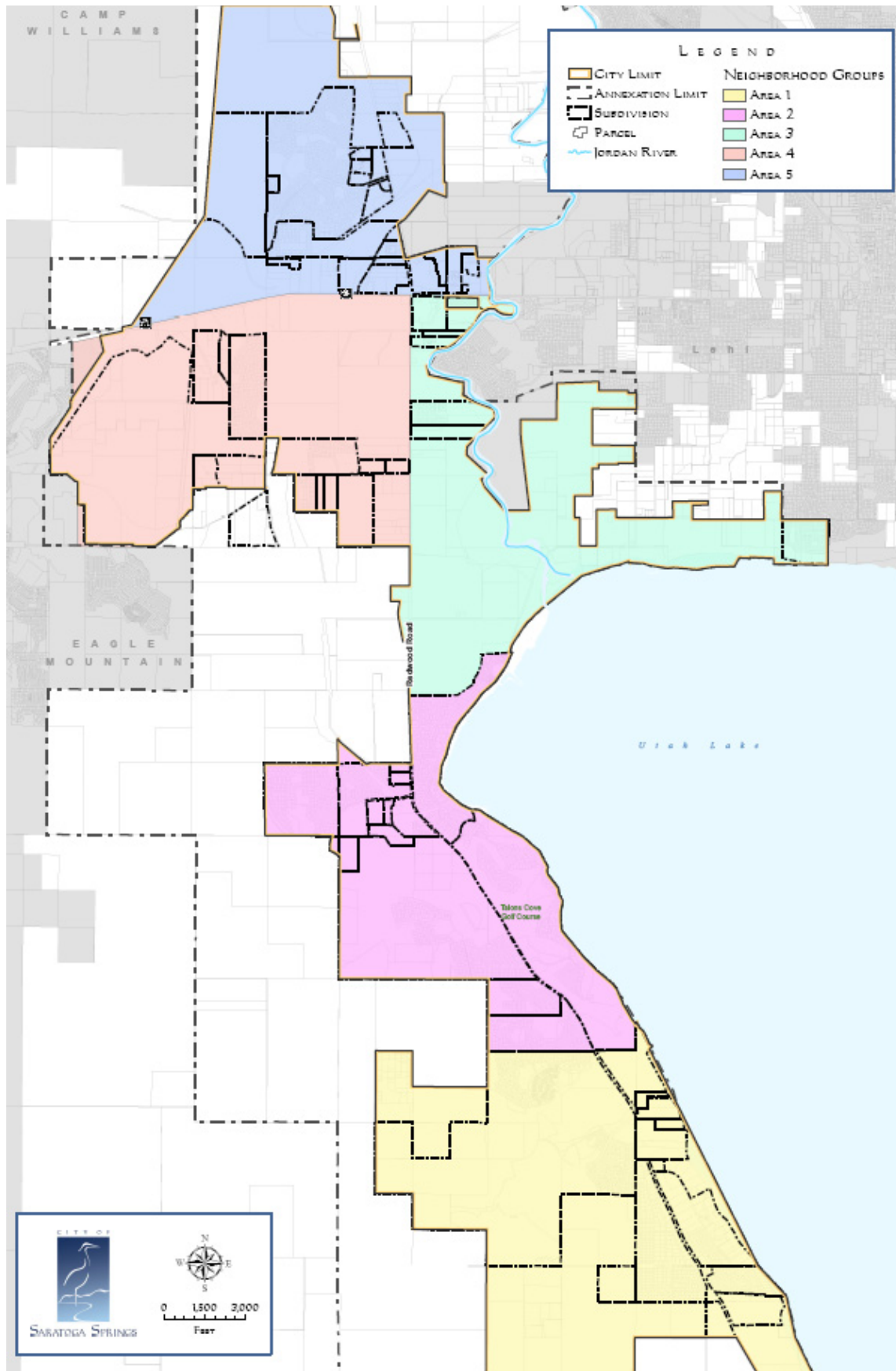
The City of Saratoga Springs is growing at a rapid rate and many new subdivisions are introduced on a regular basis. The list of subdivisions in the city is large; as a result and to accommodate future growth, the city has been divided into five areas as shown by the map on the following page. The following figure demonstrates the representation of respondents in the five areas and is a good indicator of the distribution of the population within Saratoga Springs.

FIGURE 23: WHERE SARATOGA SPRINGS CITIZENS LIVE



The City of Saratoga Springs Citizen Survey

Demographics



The City of Saratoga Springs Citizen Survey

Demographics

WHERE SARATOGA SPRINGS CITIZENS LIVE

Which subdivision do you live in?

Area 1	17%	Area 2	35%
Lake Mountain Estates	73%	Saratoga Springs Development	55%
Fox Hollow	12%	Jacobs Ranch	19%
Pelican Bay	10%	Saratoga Hills	16%
Hawks Landing	4%	The Benches	8%
Harbor Bay	1%	Summer Hill	2%
Area 3	3%	Area 4	10%
Loch Lomond	77%	Sunrise Meadows	89%
Dalmore Meadows	23%	Sunset Haven	9%
		Hillcrest	2%
Area 5	35%	Does not live in a subdivision	2%
Harvest Hills	97%		
Aspen Hills	3%		

HOUSEHOLD SIZE

In addition to where people live, each respondent was asked how many people currently live in their home. The average for the City of Saratoga Springs was **3.9** persons per household. The following table shows the average for each neighborhood area and subdivision within that area.

AVERAGE HOUSEHOLD SIZE

How many people currently live in your home?

Area 1	3.66	Area 2	3.75
Lake Mountain Estates	3.68	Saratoga Springs Development	3.40
Fox Hollow	4.08	Jacobs Ranch	3.93
Pelican Bay	3.27	Saratoga Hills	4.57
Hawks Landing	3.50	The Benches	4.29
Harbor Bay	2.00	Summer Hill	3.00
Area 3	3.71	Area 4	4.00
Loch Lomond	3.63	Sunrise Meadows	4.11
Dalmore Meadows	4.00	Sunset Haven	3.33
		Hillcrest	2.00
Area 5	4.10	Does not live in a subdivision	3.10
Harvest Hills	4.14		
Aspen Hills	3.50		

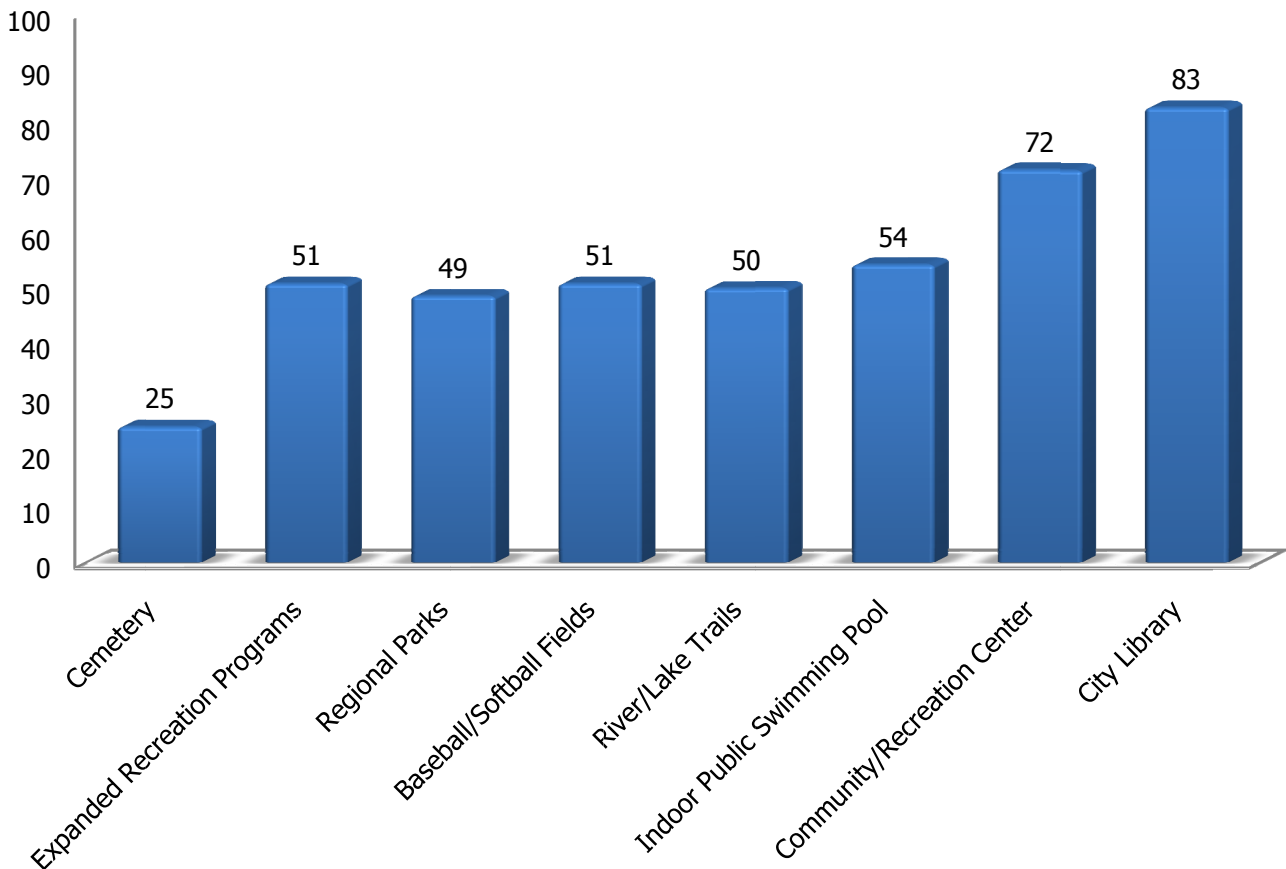
ADDITIONAL QUESTIONS

Two additional questions were asked by the City of Saratoga Springs. The results for these questions are displayed below.

The City is currently in the planning process and would like to know what facilities your family would like to see the City provide in the future?

The rankings of respondents are shown in Figure 24 below using the 100-point scale. The "City Library" facility was ranked No. 1 by respondents the most and received a score of 83 and the "Cemetery" was ranked No. 8 with a score of 25.

FIGURE 24: RANKING OF PLANNED CITY FACILITIES

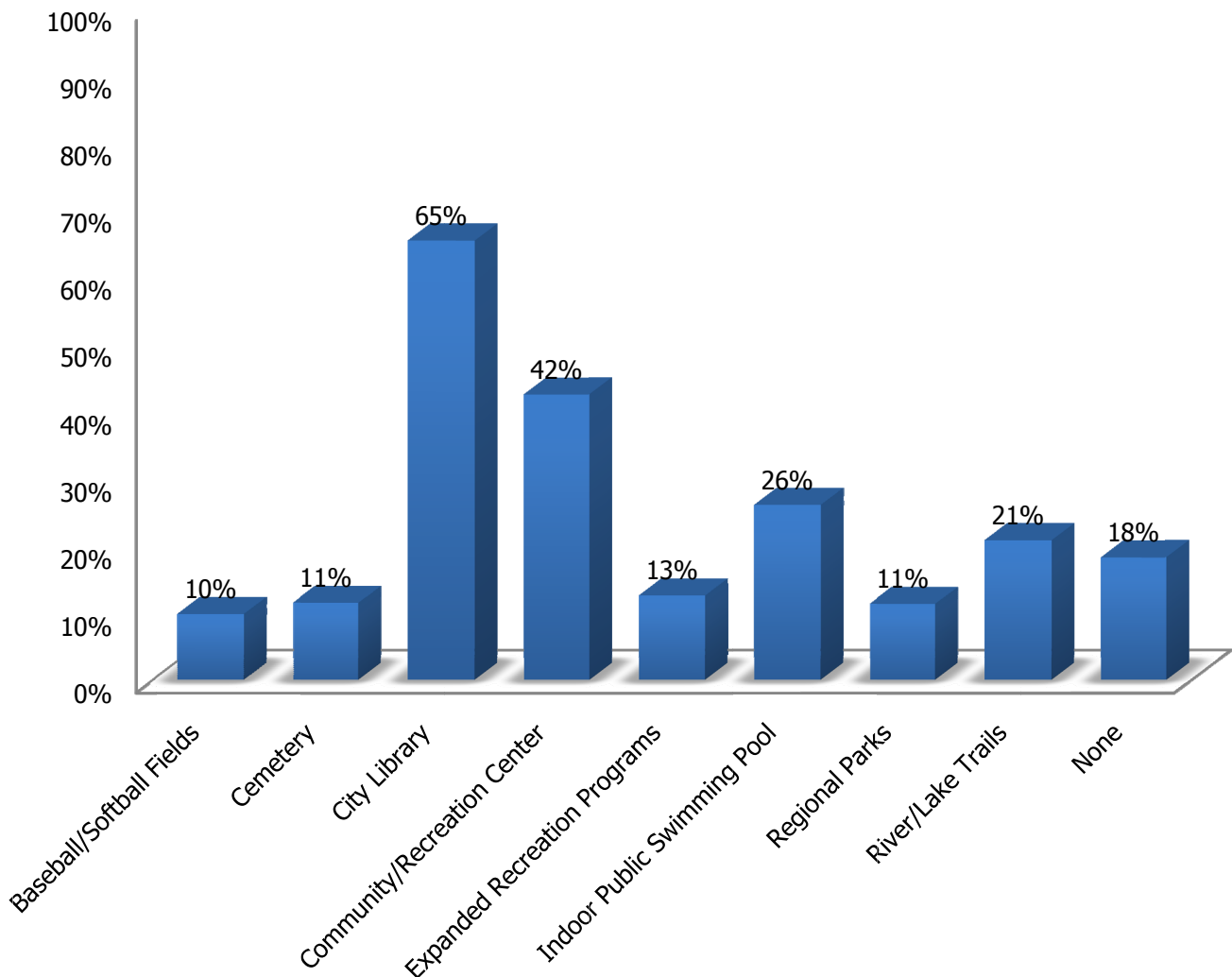


As a follow up to the previous question, the City of Saratoga Springs asked:

If needed, for which of the following facilities would you support an increase in property taxes?

65% of respondents favored an increase in property taxes for a City Library. 18% would not support a property tax increase for any facility. The full results are shown in Figure 25 below.

FIGURE 25: PROPERTY TAX INCREASE SUPPORT FOR PLANNED CITY FACILITIES



APPENDIX A:

SURVEY MATERIALS

The following pages contain copies of the survey sent to each household in Saratoga Springs. Each household received a survey with a postage paid return envelope.

The City of Saratoga Springs Citizen Survey

Appendix A: Survey Materials

2007 Saratoga Springs Citizen Survey

Dear Saratoga Springs Citizen,

As a valued member of our community, your opinions and suggestions are very important. For this reason, we invite you to take a few minutes to complete this survey.

The purpose of the survey is to provide you an opportunity to give us your perceptions, suggestions and opinions about current and future programs, services, and facilities the City provides or may provide. The results of the survey will assist the City in planning future programs, service levels and annual goals.

When you have completed the survey, place it in the enclosed postage paid envelope and mail it to the City Offices by **Monday, December 31, 2007**.

Please be advised that your individual responses will remain strictly confidential. Only collective responses will be provided in the final report. You may take this opportunity to provide written comments to the City with your completed survey and management staff will get back to you about any concerns you may have.

If you should have any questions about the survey, please contact Jacob Smith at (801) 766-6506.

Thank you for your time and participation.

Please circle the response that most closely represents your opinion for each question.

1 | Rate each of the following as they relate to Saratoga Springs:

	Excellent	Good	Fair	Poor	Don't know
As a place to live	1	2	3	4	5
As a place to raise children	1	2	3	4	5
As a place to retire	1	2	3	4	5
Overall quality of life	1	2	3	4	5
Sense of community	1	2	3	4	5
Overall appearance	1	2	3	4	5
Shopping opportunities	1	2	3	4	5
Recreational opportunities	1	2	3	4	5
Overall image/reputation	1	2	3	4	5
Overall quality of new residential development	1	2	3	4	5
Overall quality of new commercial development	1	2	3	4	5
Access to affordable housing	1	2	3	4	5
Access to quality health care	1	2	3	4	5
Ease of car travel	1	2	3	4	5
Ease of bicycle travel	1	2	3	4	5
Ease of walking	1	2	3	4	5

Comments:

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The City of Saratoga Springs Citizen Survey

Appendix A: Survey Materials

2 | Rate the quality of the following services provided by the City:

	Excellent	Good	Fair	Poor	Don't know
Police	1	2	3	4	5
Fire/Ambulance	1	2	3	4	5
Fire prevention and education	1	2	3	4	5
Traffic enforcement	1	2	3	4	5
Street repair	1	2	3	4	5
Street cleaning	1	2	3	4	5
Street lighting	1	2	3	4	5
Snow removal	1	2	3	4	5
Sidewalk maintenance	1	2	3	4	5
Storm drainage	1	2	3	4	5
Drinking water	1	2	3	4	5
Pressurized Irrigation	1	2	3	4	5
Water Pressure	1	2	3	4	5
Sewer services	1	2	3	4	5
City parks	1	2	3	4	5
Recreation programs and classes	1	2	3	4	5
Range/variety of rec. programs and classes	1	2	3	4	5
Accessibility of parks	1	2	3	4	5
Appearance/maintenance of parks	1	2	3	4	5
Trails	1	2	3	4	5
Code enforcement	1	2	3	4	5
Land use, planning and zoning	1	2	3	4	5
Animal Control	1	2	3	4	5
Economic development	1	2	3	4	5

Comments:

3 | Please rate how safe you feel from the following occurring to you in Saratoga Springs:

	Very Safe	Safe	Unsafe	Very unsafe	Don't Know
Violent Crime (e.g., rape, assault, robbery)	1	2	3	4	5
Property Crime (e.g., burglary, theft)	1	2	3	4	5
Fire	1	2	3	4	5

Comments:

4 | Please rate how safe you feel in Saratoga Springs:

	Very Safe	Safe	Unsafe	Very unsafe	Don't Know
In your neighborhood during the day	1	2	3	4	5
In your neighborhood after dark	1	2	3	4	5
In the city parks during the day	1	2	3	4	5
In the city parks after dark	1	2	3	4	5
In the commercial areas during the day	1	2	3	4	5
In the commercial areas after dark	1	2	3	4	5

Comments:

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The City of Saratoga Springs Citizen Survey

Appendix A: Survey Materials

5| During the past year, were you or anyone in your household the victim of any crime?

- Yes → Go to question 6 No → Go to question 7 Don't Know

6| Was this crime (these crimes) reported to the police?

- Yes No Don't Know

7| Have you had any in-person or phone contact with an employee of Saratoga Springs in the past year (including police, receptionists, planners or any others?)

- Yes → Go to question 8 No → Go to question 9

8| What was your impression of the employee(s) in your most recent contact(s)? (Rate each characteristic)

	Excellent	Good	Fair	Poor	Don't know
Knowledge	1	2	3	4	5
Responsiveness	1	2	3	4	5
Courtesy	1	2	3	4	5
Overall impression	1	2	3	4	5

Comments:

9| To what degree, if at all, are the following problems in Saratoga Springs

	Not a problem	Minor problem	Moderate Problem	Major problem	Don't Know
Crime	1	2	3	4	5
Drugs	1	2	3	4	5
Too much growth	1	2	3	4	5
Lack of commercial growth	1	2	3	4	5
Noise	1	2	3	4	5
Rundown buildings or junk vehicles	1	2	3	4	5
Taxes	1	2	3	4	5
Traffic congestion	1	2	3	4	5
Unsupervised youth	1	2	3	4	5
Weeds	1	2	3	4	5

Comments:

10| Rate the following methods of communicating with the public:

	Excellent	Good	Fair	Poor	Don't know
Citizen Survey	1	2	3	4	5
City website (www.saratoga-springs.net)	1	2	3	4	5
City newsletter	1	2	3	4	5
City Council Meetings	1	2	3	4	5
Planning Commission Meetings	1	2	3	4	5
Public Hearings	1	2	3	4	5
Neighborhood meetings	1	2	3	4	5
Overall, how well does the City keep you informed	1	2	3	4	5

Comments:

The City of Saratoga Springs Citizen Survey

Appendix A: Survey Materials

11 Overall, how would you rate the quality of services provided by...

	Excellent	Good	Fair	Poor	Don't know
The Mayor and City Council	1	2	3	4	5
The City of Saratoga Springs	1	2	3	4	5
The Federal Government	1	2	3	4	5
The State of Utah	1	2	3	4	5

12 In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Saratoga Springs?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times
Participated in a recreation program or activity	1	2	3	4	5
Visited a neighborhood or city park	1	2	3	4	5
Attended a meeting of local elected officials or other local public meetings	1	2	3	4	5
Volunteered your time to some city group/activity	1	2	3	4	5
Read the Saratoga Springs newsletter	1	2	3	4	5
Used the internet for anything	1	2	3	4	5
Used the internet to conduct business with the City	1	2	3	4	5
Purchased an item over the internet	1	2	3	4	5

13 The City is currently in the planning process and would like to know what facilities your family would like to see the City provide in the future. Please rank the following options from 1 to 8 (1 being the most important and 8 the least important).

<u>Rank</u>	_____	Baseball/Softball fields	<u>Rank</u>	_____	Expanded Recreation Programs
	_____	Cemetery		_____	Indoor Public Swimming Pool
	_____	City library		_____	Regional Parks
	_____	Community/Recreation Center		_____	River/Lake Trails

14 If needed, for which of the following facilities would you support an increase in property taxes?

- | | |
|------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Baseball/Softball fields | <input type="checkbox"/> Expanded Recreation Programs |
| <input type="checkbox"/> Cemetery | <input type="checkbox"/> Indoor Public Swimming Pool |
| <input type="checkbox"/> City library | <input type="checkbox"/> Regional Parks |
| <input type="checkbox"/> Community/Recreation Center | <input type="checkbox"/> River/Lake Trails |
| | <input type="checkbox"/> None |

15 Which subdivision do you live in?

- _____
- I do not live in a subdivision

17 How many people currently live in your home?

16 How long have you been a resident of Saratoga Springs?

- Under 1 year 4-9 years
- 1-3 years 10+ years

18 Check the box that best describes your age:

- 18-24 years 55-64 years
- 25-34 years 65-74 years
- 35-44 years 75 years or older
- 45-54 years

Please be advised that your individual responses will remain strictly confidential. Only collective responses will be provided in a final report. If you have expressed a specific concern that you would like addressed, please provide your name, address, and phone number below and Saratoga Springs management staff will respond directly to you.

Name: _____ Address: _____ Phone: _____

APPENDIX B: FREQUENCY OF RESPONSES TO ALL SURVEY QUESTIONS

Question 1: Rate Each of the following as they relate to Saratoga Springs:					
	Excellent	Good	Fair	Poor	Don't Know
As a place to live	46%	43%	7%	1%	1%
As a place to raise children	48%	38%	6%	1%	6%
As a place to retire	26%	30%	19%	5%	18%
Overall quality of life	30%	55%	11%	1%	1%
Sense of community	22%	38%	28%	8%	2%
Overall appearance	19%	44%	29%	5%	1%
Shopping opportunities	2%	8%	29%	57%	1%
Recreational opportunities	8%	22%	35%	30%	3%
Overall image/reputation	14%	50%	29%	3%	1%
Overall quality of new residential development	14%	51%	24%	6%	3%
Overall quality of new commercial development	8%	33%	34%	17%	6%
Access to affordable housing	8%	37%	35%	11%	6%
Access to quality health care	4%	21%	40%	27%	6%
Ease of car travel	2%	8%	24%	61%	2%
Ease of bicycle travel	5%	14%	23%	36%	20%
Ease of Walking	10%	25%	28%	28%	7%

The City of Saratoga Springs Citizen Survey

Appendix B: Survey Frequencies

Question 2: Rate the quality of the following services provided by the City:					
	Excellent	Good	Fair	Poor	Don't Know
Police	32%	41%	7%	3%	16%
Fire/Ambulance	31%	39%	6%	1%	21%
Fire prevention and education	14%	31%	16%	4%	34%
Traffic Enforcement	16%	43%	16%	5%	19%
Street repair	4%	23%	39%	27%	4%
Street cleaning	6%	33%	35%	17%	5%
Street lighting	9%	38%	30%	17%	3%
Snow removal	9%	40%	32%	14%	3%
Sidewalk maintenance	7%	37%	28%	13%	13%
Storm drainage	10%	39%	24%	10%	16%
Drinking water	19%	47%	21%	6%	5%
Pressurized irrigation	24%	43%	14%	6%	11%
Water pressure	21%	42%	21%	10%	3%
Sewer services	22%	53%	12%	2%	9%
City parks	16%	38%	27%	10%	7%
Recreation programs and classes	6%	17%	28%	18%	29%
Range/variety of rec. programs and classes	5%	13%	29%	21%	30%
Accessibility of parks	18%	41%	23%	9%	7%
Appearance/maintenance of parks	16%	42%	24%	8%	7%
Trails	12%	34%	27%	8%	16%
Code enforcement	7%	25%	24%	17%	25%
Land use, planning and zoning	6%	29%	30%	14%	19%
Animal control	8%	36%	22%	12%	20%
Economic development	4%	28%	30%	15%	21%

Question 3: Please rate how safe you feel from the following occurring to you in Saratoga Springs:

	Very Safe	Safe	Unsafe	Very Unsafe	Don't Know
Violent Crime (e.g., rape, assault, robbery)	43%	51%	1%	0%	3%
Property Crime (e.g., burglary, theft)	21%	66%	8%	1%	3%
Fire	26%	59%	6%	1%	5%

The City of Saratoga Springs Citizen Survey

Appendix B: Survey Frequencies

Question 4: Please rate how safe you feel in Saratoga Springs:

	Very Safe	Safe	Unsafe	Very Unsafe	Don't Know
In your neighborhood during the day	60%	36%	0%	0%	1%
In your neighborhood after dark	29%	62%	5%	0%	1%
In the city parks during the day	43%	43%	2%	0%	9%
In the city parks after dark	14%	51%	13%	1%	18%
In the commercial areas during the day	48%	46%	1%	0%	3%
In the commercial areas after dark	24%	62%	6%	0%	5%

Question 5: During the past year, were you or anyone in your household the victim of any crime?

8%	Yes	88%	No	1%	Don't Know
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Question 6: Was this crime (these crimes) reported to the police?

62%	Yes	38%	No	0%	Don't Know
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Question 7: Have you had any in-person or phone contact with an employee of Saratoga Springs in the past year (including police, receptionists, planners or any others)?

75%	Yes	25%	No
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Question 8: What was your impression of the employee(s) in your most recent contact(s)? (Rate each characteristic)

	Excellent	Good	Fair	Poor	Don't Know
Knowledge	31%	48%	12%	6%	3%
Responsiveness	39%	36%	13%	11%	1%
Courtesy	44%	39%	8%	6%	3%
Overall impression	36%	41%	11%	9%	3%

The City of Saratoga Springs Citizen Survey

Appendix B: Survey Frequencies

Question 9: To what degree, if at all, are the following problems in Saratoga Springs					
	Not a problem	Minor Problem	Moderate Problem	Major Problem	Don't Know
Crime	22%	51%	11%	1%	15%
Drugs	20%	33%	9%	2%	36%
Too much growth	21%	25%	26%	20%	8%
Lack of commercial growth	10%	17%	33%	34%	6%
Noise	50%	29%	12%	4%	5%
Rundown buildings or junk vehicles	51%	30%	8%	3%	8%
Taxes	30%	32%	18%	9%	11%
Traffic congestion	6%	11%	18%	59%	6%
Unsupervised youth	32%	35%	14%	4%	15%
Weeds	14%	31%	27%	20%	8%

Question 10: Rate the following methods of communicating with the public:					
	Excellent	Good	Fair	Poor	Don't Know
Citizen survey	29%	46%	12%	3%	8%
City website	15%	37%	19%	5%	22%
City newsletter	32%	47%	11%	2%	6%
City Council meetings	13%	32%	20%	5%	28%
Planning Commission meetings	10%	27%	18%	7%	36%
Public Hearings	11%	29%	19%	5%	34%
Neighborhood meetings	13%	30%	19%	7%	29%
Overall, how well does the City keep you informed?	13%	45%	27%	6%	7%

Question 11: Overall, how would you rate the quality of services provided by...					
	Excellent	Good	Fair	Poor	Don't Know
The Mayor and City Council	11%	43%	17%	4%	23%
The City of Saratoga Springs	13%	53%	19%	2%	10%
The Federal Government	5%	31%	32%	12%	18%
The State of Utah	6%	38%	28%	10%	16%

The City of Saratoga Springs Citizen Survey

Appendix B: Survey Frequencies

Question 12: In the last 12 months, about how many times, if ever, have you or other household members participated in the following activities in Saratoga Springs?

	Never	Once or twice	3 to 12 times	13 to 26 times	More than 26 times	No Answer
Participated in a recreation program or activity	43%	32%	16%	2%	2%	3%
Visited a neighborhood or city park	6%	15%	35%	23%	16%	2%
Attended a meeting of local elected officials or other local public meetings	51%	31%	12%	2%	1%	2%
Volunteered your time to some city group/activity	54%	24%	13%	2%	2%	2%
Read the Saratoga Springs newsletter	4%	6%	58%	18%	9%	2%
Used the internet for anything	6%	6%	9%	4%	70%	4%
Used the internet to conduct business with the City	49%	22%	16%	3%	4%	3%
Purchased an item over the internet	11%	10%	33%	17%	24%	3%

Question 13 and Question 14 results can be viewed in the main body of this report

Question 15: Which subdivision do you live in?

Area 1 (Fox Hollow, Harbor Bay, Hawks Landing, Lake Mountain Estates, Pelican Bay)	17%
Area 2 (The Benches, Jacobs Ranch, Saratoga Springs Development, Saratoga Hills, Summer Hill)	35%
Area 3 (Dalmore Meadows, Loch Lomond)	3%
Area 4 (Sunrise Meadows, Hillcrest, Sunset Haven)	10%
Area 5 (Aspen Hills, Harvest Hill)	35%
Does not live in a subdivision	2%

Question 16: How long have you been a resident of Saratoga Springs?

14%	Under 1 year	40%	4-9 years
41%	1-3 years	3%	10+ years

Question 17: How many people currently live in your home? Average = **3.9**

The City of Saratoga Springs Citizen Survey

Appendix B: Survey Frequencies

Question 18: Check the box that best describes your age:

2%	18-24 years	13%	55-64 years
45%	25-34 years	7%	65-74 years
21%	35-44 years	2%	75 years or older
8%	45-54 years		