



2022 City of Vestavia Hills Citizen Survey Findings Report

Presented to the City of Vestavia Hills,
Alabama

November 2022



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Executive Summary

2022 City of Vestavia Hills Citizen Survey

Executive Summary



Purpose

ETC Institute administered the *DirectionFinder*[®] survey for the City of Vestavia Hills during the fall of 2022. The survey was administered as part of the City's effort to assess citizen satisfaction with the quality of city services. This is the fifth time that the City of Vestavia Hills has administered a citizen survey with ETC Institute. Previous surveys were conducted in 2011, 2014, 2017, and 2020.

Methodology

A seven-page survey was mailed to a random sample of households in the City of Vestavia Hills. Approximately ten days after the surveys were mailed, residents who received the survey were contacted by email to encourage participation. The goal was to receive a minimum of 400 completed surveys. This goal was met, with 470 households completing the survey. The results for the random sample of 470 households have a 95% level of confidence with a precision of at least +/-4.5%. There were no statistically significant differences in the results of the survey based on the method of administration (mail vs. online). In order to better understand how well services are being delivered by the City, ETC Institute geocoded the home address of respondents to the survey. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from Vestavia Hills with the results from other communities in the *DirectionFinder*[®] database. Since the number of "don't know" responses often reflects the utilization and awareness of city services, the percentage of "don't know" responses has been provided in the tabular data section of this report. When the "don't know" responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase "who had an opinion."

This report contains:

- a summary of the methodology for administering the survey and major findings
- charts showing the overall results for most questions on the survey
- benchmarking data that show how the results for Vestavia Hills compare to other communities
- Importance-Satisfaction analysis
- tables that show the results for each question on the survey
- a copy of the survey instrument

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Major Findings

- Overall Satisfaction with City services.** The overall City services that residents, *who had an opinion*, were most satisfied with (rating of 4 or 5 on a 5-point scale) were; the quality of public safety services (97%), the quality of public library facilities/services (93%), and the quality of the City's school system (92%). Those surveyed were least satisfied with the quality of the City's stormwater runoff and management system (36%).
- Overall Priorities.** The overall areas that residents thought should receive the most emphasis from the City of Vestavia Hills over the next two years were: 1) maintenance of City streets and facilities, 2) quality of the City's stormwater runoff and management system, and 3) flow of traffic and congestion management in the City.
- Perceptions of the City.** Most of the residents surveyed (92%), *who had an opinion*, were satisfied with the overall quality of life in Vestavia Hills; only 2% were dissatisfied. Most were also satisfied (89%) with the overall quality of services provided by the City.
- Trash Services Provided by AmWaste.** Eighty-six percent (86%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection services provided by AmWaste, and 83% were satisfied with the route schedule. Those surveyed were least satisfied with "mixed stream" recycling services (59%).
- Public Safety.** The public safety services that residents, *who had an opinion*, were most satisfied with (rating of 4 or 5 on a 5-point scale) were: overall quality of local fire protection (98%), overall quality of local police protection (94%), how quickly fire/emergency personnel respond to emergencies (92%), and overall credibility of the police department (92%). Those surveyed were least satisfied with the quality of animal control (71%).
- Feelings of Safety in the City.** Nearly all (99%) of the residents surveyed, *who had an opinion*, felt safe, in general (rating of 3 or 4 on a 4-point scale) in Vestavia Hills. In addition, 99% of residents felt safe in their neighborhood during the day and 99% felt safe on school campuses.
- Codes and Ordinances.** Seventy-six percent (76%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of codes designed to protect public safety, and 67% were satisfied with the enforcement of cleanup of litter on private property. Those surveyed were least satisfied with the enforcement of maintenance of residential property (61%).

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- City Maintenance.** The maintenance services that residents, *who had an opinion*, were most satisfied with (rating of 4 or 5 on a 5-point scale) were: maintenance of City owned buildings (90%), maintenance of traffic signals (84%), and cleanliness of City streets/other public areas (83%). Those surveyed were least satisfied with the adequacy of City street lighting (64%).
- Parks and Recreation.** The parks and recreation services that residents, *who had an opinion*, were most satisfied with (rating of 4 or 5 on a 5-point scale) were: the maintenance of City ballfields (86%), swimming pools (Aquatic Complex) (86%), the maintenance of City parks (81%), and outdoor athletic fields (70%) Those surveyed were least satisfied with City recreational programs (49%).
- City Communication.** Seventy-seven percent (77%) of the residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of the community newsletter and 68% were satisfied with the availability of information about City programs and services. Those surveyed were least satisfied with the level of public involvement in local decision-making (52%).
- Library in the Forest.** The Library in the Forest services that residents, *who had an opinion*, were most satisfied with (rating of 4 or 5 on a 5-point scale) were: maintenance of facility and grounds (93%), the hours of operation (90%), the quality of customer service (86%), the availability of traditional library materials (84%), curbside pickup (78%), access and speed of internet (77%), programs and services for children, ages 0-12 (76%), and availability of seating for individual study (75%). Those surveyed were least satisfied with knowledge and use of hashtag #PictureyourselfieVH (52%).
- City Leadership.** Three-fourths (75%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of leadership by the City's elected officials.
- Customer Service from City Employees.** Of the 38% of residents who contacted the City with a question, problem or complaint during the past year, 90% of those surveyed, *who had an opinion*, indicated the customer service contact was "always" or "usually" courteous and polite. Those surveyed who had contacted the City during the past year were least satisfied with the overall resolution to their issue (68% indicating "always" or "usually").
- Priority for School Facility Improvements.** Eighty-seven percent (87%) of the residents surveyed, *who had an opinion*, gave the highest priority (rating of 4 or 5 on a 5-point scale) to adding new learning opportunities for middle and high school students and 83% gave the highest priority to adding new learning opportunities for elementary students. Those surveyed gave the lowest priority to enhancing energy efficiency of all campuses (51%).

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- Agreement With Various Statements Regarding the School System.** Eighty-eight percent (88%) of the residents surveyed, *who had an opinion*, showed the highest levels of agreement (rating of 4 or 5 on a 5-point scale) with the statement, *“Safety and security of school facilities is of the highest importance.”* Other statements that respondents most strongly agree with include: *“The quality of the school facilities keeps my property value high”* (86%), *“The school system should strengthen the ways it supports students in academic and other challenges”* (82%), and *“I chose to live in Vestavia Hills specifically because of the quality of its schools”* (76%). Those surveyed agreed least with the statement, *“I would support a property tax increase to fund school facility improvements”* (39%).
- Additional Information Needed to Support Tax Increase for School System.** Eighty-nine percent (89%) of the residents surveyed, *who had an opinion*, showed the highest levels of agreement (rating of 4 or 5 on a 5-point scale) that more details are needed about how the Board of Education spends the funds that it already receives. Other information that respondents most strongly agree is needed include: more details about the value of expanding academic programs for all students (84%), and more details about safety, security, and accessibility improvements (81%). Those surveyed agreed least with the need for more details about energy efficiency improvements (70%).

Other Findings

- 44% of those surveyed indicated they have called “911.” Of those, 100% said their call was answered in a timely manner, 99% felt they were treated professionally, and 98% indicated their call resulted in a satisfactory resolution.
- Improvement projects that respondents indicated were the most important, based on the sum of their first and second highest priorities, were: road resurfacing and reconstruction (53%), improved stormwater infrastructure (52%), and expanded police protection and facilities (42%).

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Trends Since 2020

The significant increases and decreases among all of the items that were assessed in 2020 and 2022 are listed below and on the following page; changes of 5% or more were considered significant.

Service	2022	2020	Difference	Category
Community recreational centers	58%	42%	16%	Parks and Recreation
Route schedule	83%	69%	14%	Trash Services Provided by AmWaste
Brush & bulky removal services	75%	63%	12%	Trash Services Provided by AmWaste
Maintenance of City ballfields	86%	74%	12%	Parks and Recreation
Outdoor athletic fields	80%	68%	12%	Parks and Recreation
Number of City parks	75%	63%	12%	Parks and Recreation
Maintenance of City parks	81%	70%	11%	Parks and Recreation
City's senior programs	53%	42%	11%	Parks and Recreation
Litter control along major streets	71%	60%	11%	Trash Services Provided by AmWaste
Maintenance of major City streets	77%	66%	11%	City Maintenance
Enforcing mowing/trimming of private property	63%	53%	10%	Codes and Ordinances
Swimming pools (Aquatic Complex)	86%	76%	10%	Parks and Recreation
Enforcing maintenance of residential property	61%	52%	9%	Codes and Ordinances
Enforcing cleanup of litter on private property	67%	59%	8%	Codes and Ordinances
Number of walking & biking trails	51%	43%	8%	Parks and Recreation
Quality of City parks & rec programs/facilities	82%	74%	8%	Major Categories of City Services
Adequacy of City street lighting	64%	57%	7%	City Maintenance
Quality of City's web page	67%	60%	7%	Communication
Ease of registering for programs	67%	61%	6%	Parks and Recreation
City recreational programs	49%	43%	6%	Parks and Recreation
Level of public involvement in decision making	52%	46%	6%	Communication
Quality of public library facilities/services	93%	88%	5%	Major Categories of City Services
City's youth athletic programs	77%	72%	5%	Parks and Recreation
Quality of customer service from City employees	85%	80%	5%	Major Categories of City Services
Fees charged for recreational programs	60%	55%	5%	Parks and Recreation
Passport application processing	73%	68%	5%	Library in the Forest
Maintenance of City owned buildings	90%	86%	4%	City Maintenance
Meeting room rental opportunities	73%	69%	4%	Library in the Forest
They were easy to contact	80%	76%	4%	Customer Service
Maintenance of street signs	82%	78%	4%	City Maintenance
Maintenance of sidewalks	70%	66%	4%	City Maintenance
Enforcing maintenance of business property	65%	62%	3%	Codes and Ordinances
Mowing/trimming along streets/other public areas	80%	77%	3%	City Maintenance
Maintenance of walking/hiking trails	75%	72%	3%	Library in the Forest
Cleanliness of City streets/other public areas	83%	80%	3%	City Maintenance
Overall quality of public safety services	97%	95%	2%	Major Categories of City Services
Effectiveness of City communication with public	76%	74%	2%	Major Categories of City Services
As a place to raise children	97%	95%	2%	Ratings of the City
Residential trash collection services	86%	84%	2%	Trash Services Provided by AmWaste
Overall quality of local fire protection	98%	96%	2%	Public Safety Services
Quality of animal control	71%	69%	2%	Public Safety Services
Transparency of City government	61%	59%	2%	Communication
Awareness of library events and offerings	67%	65%	2%	Library in the Forest
Programs and services for adults, ages 50 and up	66%	64%	2%	Library in the Forest

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Trends Since 2020 (cont.)

Service	2022	2020	Difference	Category
Quality of City's school system	92%	91%	1%	Major Categories of City Services
Overall quality of life in the City	92%	91%	1%	Perceptions of the City
As a place to live	97%	96%	1%	Ratings of the City
How quickly police respond to emergencies	91%	90%	1%	Public Safety Services
Feeling of safety on school campuses	99%	98%	1%	Feeling of Safety
Feeling of safety in commercial and retail areas	99%	98%	1%	Feeling of Safety
Feeling of safety in City parks	98%	97%	1%	Feeling of Safety
Enforcing codes designed to protect public safety	76%	75%	1%	Codes and Ordinances
Enforcing sign regulations	67%	66%	1%	Codes and Ordinances
Maintenance of traffic signals	84%	83%	1%	City Maintenance
Availability of info about City programs/services	68%	67%	1%	Communication
Availability of info on other services/programs	63%	62%	1%	Communication
They were courteous & polite	90%	89%	1%	Customer Service
Helped resolve an issue to satisfaction	68%	67%	1%	Customer Service
Did what they said they would in a timely manner	69%	68%	1%	Customer Service
Overall feeling of safety in Vestavia Hills	99%	99%	0%	Feeling of Safety
Quality of community newsletter	77%	77%	0%	Communication
Quality of leadership by City's elected officials	75%	75%	0%	City Leadership
Enforcement of City codes & ordinances	68%	69%	-1%	Major Categories of City Services
Maintenance of facility and grounds	93%	94%	-1%	Library in the Forest
Effectiveness of appointed boards/commissions	68%	69%	-1%	City Leadership
As a place to work	75%	76%	-1%	Ratings of the City
Overall quality of local police protection	94%	95%	-1%	Public Safety Services
How quickly fire/emergency personnel respond	92%	93%	-1%	Public Safety Services
Overall credibility of police department	92%	93%	-1%	Public Safety Services
Overall visibility of police	89%	90%	-1%	Public Safety Services
Feeling of safety in your neighborhood during the day	99%	100%	-1%	Feeling of Safety
Feeling of safety in your neighborhood at night	97%	98%	-1%	Feeling of Safety
Effectiveness of the Department heads & Staff	71%	72%	-1%	City Leadership
Gave prompt/accurate/complete answers	73%	74%	-1%	Customer Service
Programs and services for teens 13-19	68%	70%	-2%	Library in the Forest
Overall quality of services provided by the City	89%	91%	-2%	Perceptions of the City
Quality of local ambulance service	91%	93%	-2%	Public Safety Services
Quality of customer service	86%	88%	-2%	Library in the Forest
Programs and services for children 0-12	76%	78%	-2%	Library in the Forest
Computer classes and tutorials	66%	68%	-2%	Library in the Forest
Programs and services for adults 20-49	66%	69%	-3%	Library in the Forest
Overall appearance of the City	69%	72%	-3%	Perceptions of the City
City's efforts to prevent crime	87%	90%	-3%	Public Safety Services
Fire safety education programs	75%	78%	-3%	Public Safety Services
Overall image of the City	83%	88%	-5%	Perceptions of the City
"Mixed Stream" recycling services	59%	64%	-5%	Trash Services Provided by AmWaste
Community oriented policing programs	75%	80%	-5%	Public Safety Services
Flow of traffic & congestion mgmt. in the City	63%	69%	-6%	Major Categories of City Services
Maintenance of City streets & facilities	51%	57%	-6%	Major Categories of City Services
Access to materials via lockers at Liberty Pharmacy	55%	61%	-6%	Library in the Forest
Value that you receive for City tax dollars/fees	70%	79%	-9%	Perceptions of the City
Quality of City's stormwater runoff/mgmt. system	36%	54%	-18%	Major Categories of City Services

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How the City of Vestavia Hills Compares to Other Communities Nationally

Satisfaction ratings for the City of Vestavia Hills **rated above the U.S. average in 47 of the 49 areas** that were assessed. The City rated significantly higher than the U.S. average (difference of 5% or more) in 46 of these areas. The table below shows how the City of Vestavia Hills compares to the U.S. average:

Service	Vestavia Hills	U.S.	Difference	Category
As a place to live	97%	50%	47%	Overall Ratings of the Community
Quality of City's school system	92%	47%	45%	Major Categories of City Services
Quality of customer service from City employees	85%	41%	44%	Major Categories of City Services
Feeling of safety in City parks	98%	56%	42%	Feeling of Safety in the Community
Overall quality of local police protection	94%	55%	39%	Public Safety Services
Effectiveness of City communication with public	76%	38%	38%	Major Categories of City Services
Overall quality of services provided by the City	89%	51%	38%	Perceptions of the City
City's efforts to prevent crime	87%	50%	37%	Public Safety Services
Quality of leadership by City's elected officials	75%	39%	36%	City Leadership
Value that you receive for City tax dollars/fees	70%	34%	36%	Perceptions of the City
As a place to raise children	97%	62%	35%	Overall Ratings of the Community
Feeling of safety in your neighborhood at night	97%	63%	34%	Feeling of Safety in the Community
How quickly police respond to emergencies	91%	58%	33%	Public Safety Services
Maintenance of City owned buildings	90%	57%	33%	City Maintenance
Feeling of safety in commercial and retail areas	99%	66%	33%	Feeling of Safety in the Community
Effectiveness of the Department heads & Staff	71%	39%	32%	City Leadership
Quality of City parks & rec programs/facilities	82%	51%	31%	Major Categories of City Services
Overall feeling of safety in the City	99%	68%	31%	Feeling of Safety in the Community
Overall quality of public safety services	97%	67%	30%	Major Categories of City Services
Overall image of the City	83%	55%	28%	Perceptions of the City
Cleanliness of City streets/other public areas	83%	55%	28%	City Maintenance
Quality of public library facilities/services	93%	66%	27%	Major Categories of City Services
Enforcement of City codes & ordinances	68%	42%	26%	Major Categories of City Services
Maintenance of major City streets	77%	51%	26%	City Maintenance
Quality of City's web page	67%	43%	24%	Communication
Fire safety education programs	75%	51%	24%	Public Safety Services
Mowing/trimming along streets/other public areas	80%	57%	23%	City Maintenance
Maintenance of sidewalks	70%	48%	22%	City Maintenance
Enforcing cleanup of litter on private property	67%	46%	21%	Code Enforcement
Quality of animal control	71%	50%	21%	Public Safety Services
Enforcing sign regulations	67%	47%	20%	Code Enforcement
Availability of info about City programs/services	68%	48%	20%	Communication
Overall quality of local fire protection	98%	78%	20%	Public Safety Services
How quickly fire/emergency personnel respond	92%	73%	19%	Public Safety Services
Quality of local ambulance service	91%	72%	19%	Public Safety Services
Maintenance of traffic signals	84%	65%	19%	City Maintenance
Level of public involvement in decision making	52%	34%	18%	Communication
As a place to work	75%	58%	17%	Overall Ratings of the Community
Enforcing maintenance of business property	65%	48%	17%	Code Enforcement
Maintenance of street signs	82%	65%	17%	City Maintenance
Flow of traffic & congestion mgmt. in the City	63%	47%	16%	Major Categories of City Services
Feeling of safety in your neighborhood during the day	99%	83%	16%	Feeling of Safety in the Community
Enforcing mowing/trimming of private property	63%	47%	16%	Code Enforcement
Enforcing maintenance of residential property	61%	45%	16%	Code Enforcement
Overall appearance of the City	69%	56%	13%	Perceptions of the City
Maintenance of City streets & facilities	51%	41%	10%	Major Categories of City Services
Adequacy of City street lighting	64%	60%	4%	City Maintenance
Maintenance of minor City streets	49%	51%	-2%	City Maintenance
Quality of City's stormwater runoff/mgmt. system	36%	51%	-15%	Major Categories of City Services

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Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each City service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

Overall Priorities for the City by Major Category. This analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below:

- Quality of the City's stormwater runoff/management system (I-S Rating = 0.3162)
- Maintenance of City streets and facilities (I-S Rating = 0.2950)
- Flow of traffic and congestion management in the City (I-S Rating = 0.1465)

The table below shows the Importance-Satisfaction rating for all 10 major categories of City services that were rated.

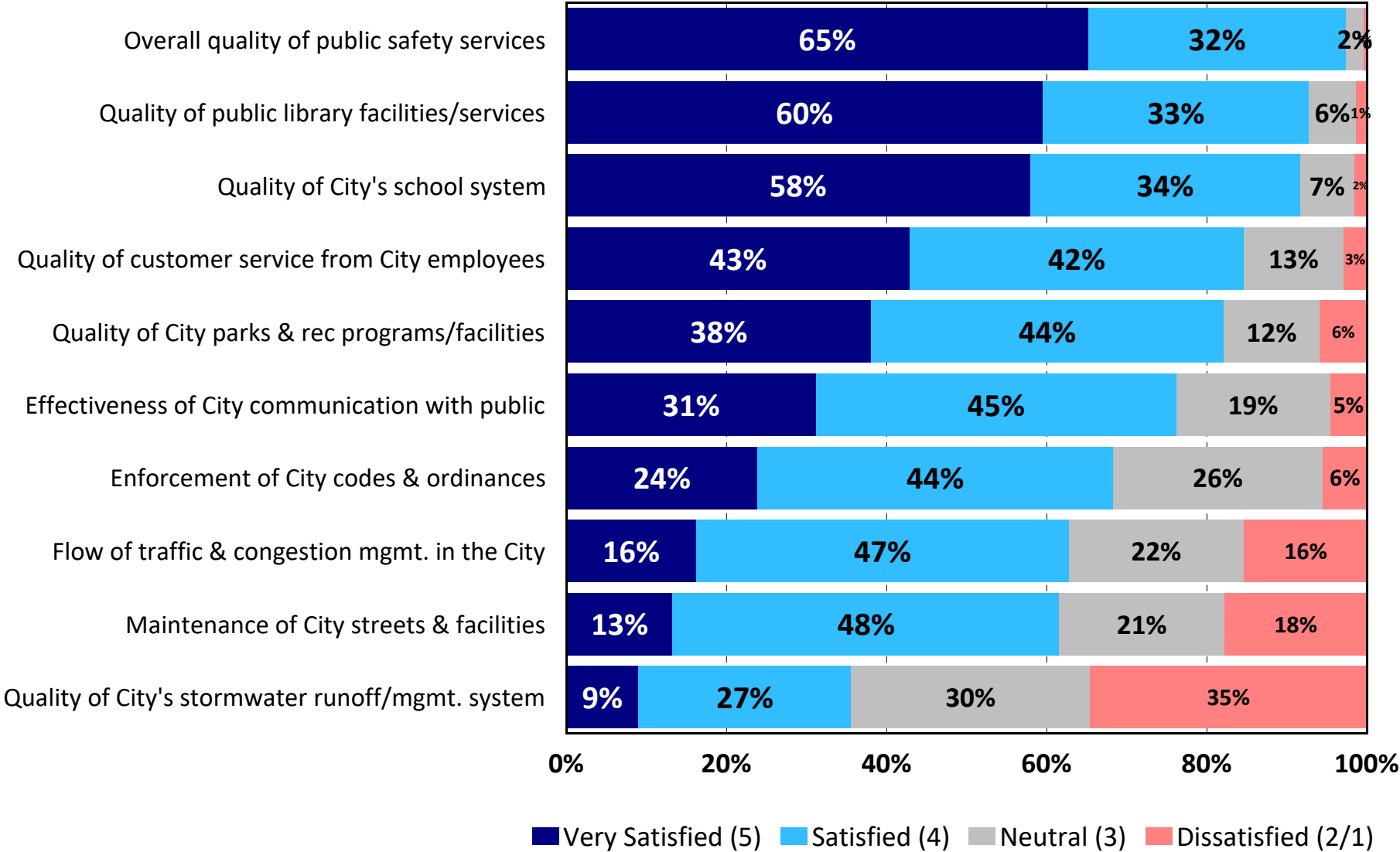
Importance-Satisfaction Rating						
City of Vestavia Hills, AL						
<u>OVERALL</u>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Quality of City's stormwater runoff/mgmt. system	49%	2	36%	10	0.3162	1
Maintenance of City streets & facilities	60%	1	51%	9	0.2950	2
<u>High Priority (IS .10-.20)</u>						
Flow of traffic & congestion mgmt. in the City	40%	3	63%	8	0.1465	3
<u>Medium Priority (IS <.10)</u>						
Quality of City parks & rec programs/facilities	28%	5	82%	5	0.0511	4
Enforcement of City codes & ordinances	12%	7	68%	7	0.0381	5
Quality of City's school system	38%	4	92%	3	0.0306	6
Effectiveness of City communication with public	10%	8	76%	6	0.0245	7
Quality of customer service from City employees	6%	9	85%	4	0.0087	8
Overall quality of public safety services	27%	6	97%	1	0.0081	9
Quality of public library facilities/services	5%	10	93%	2	0.0038	10



Charts and Graphs

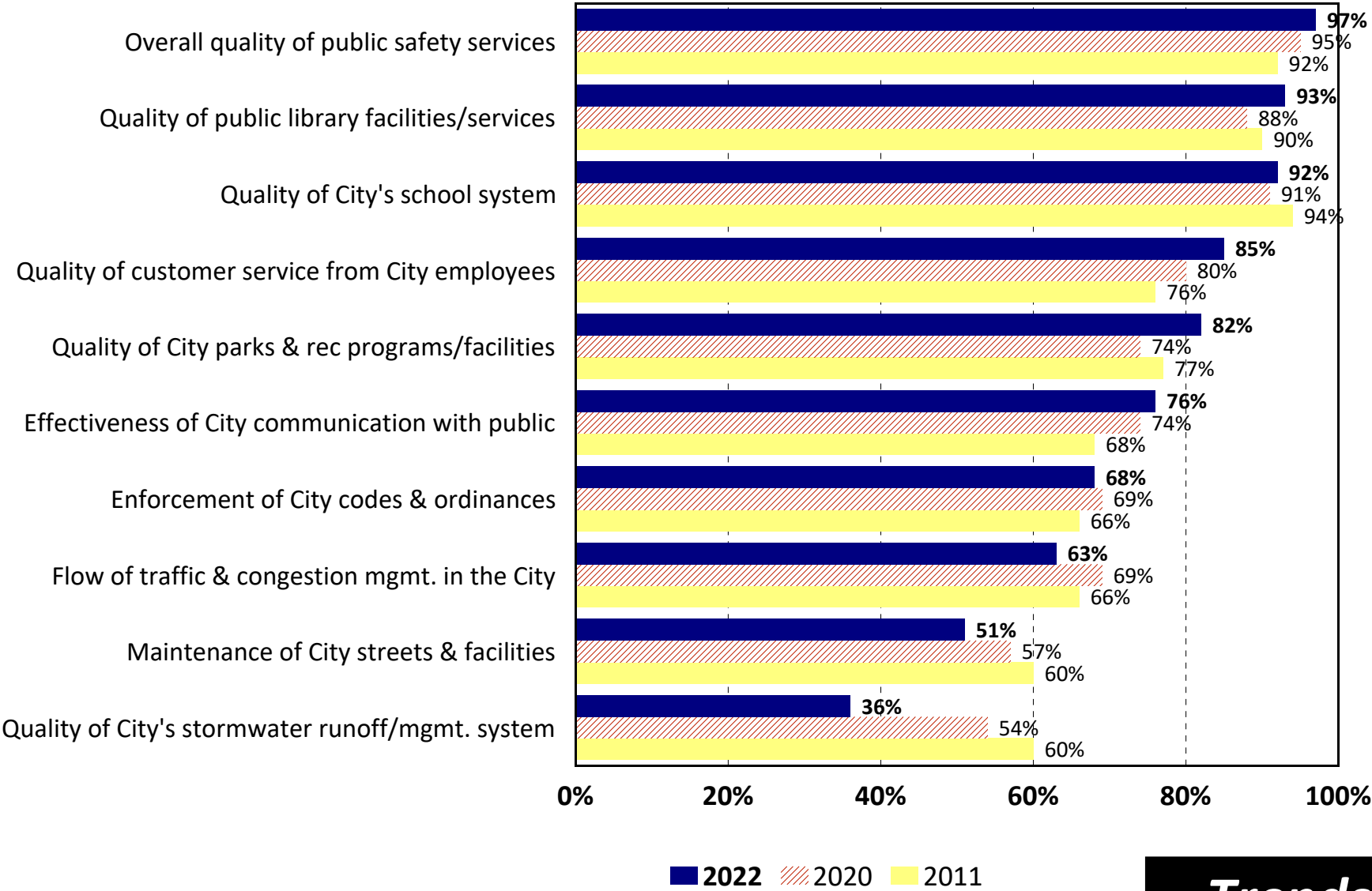
Q1. Overall Satisfaction with City Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Overall Satisfaction with City Services - 2011 to 2022

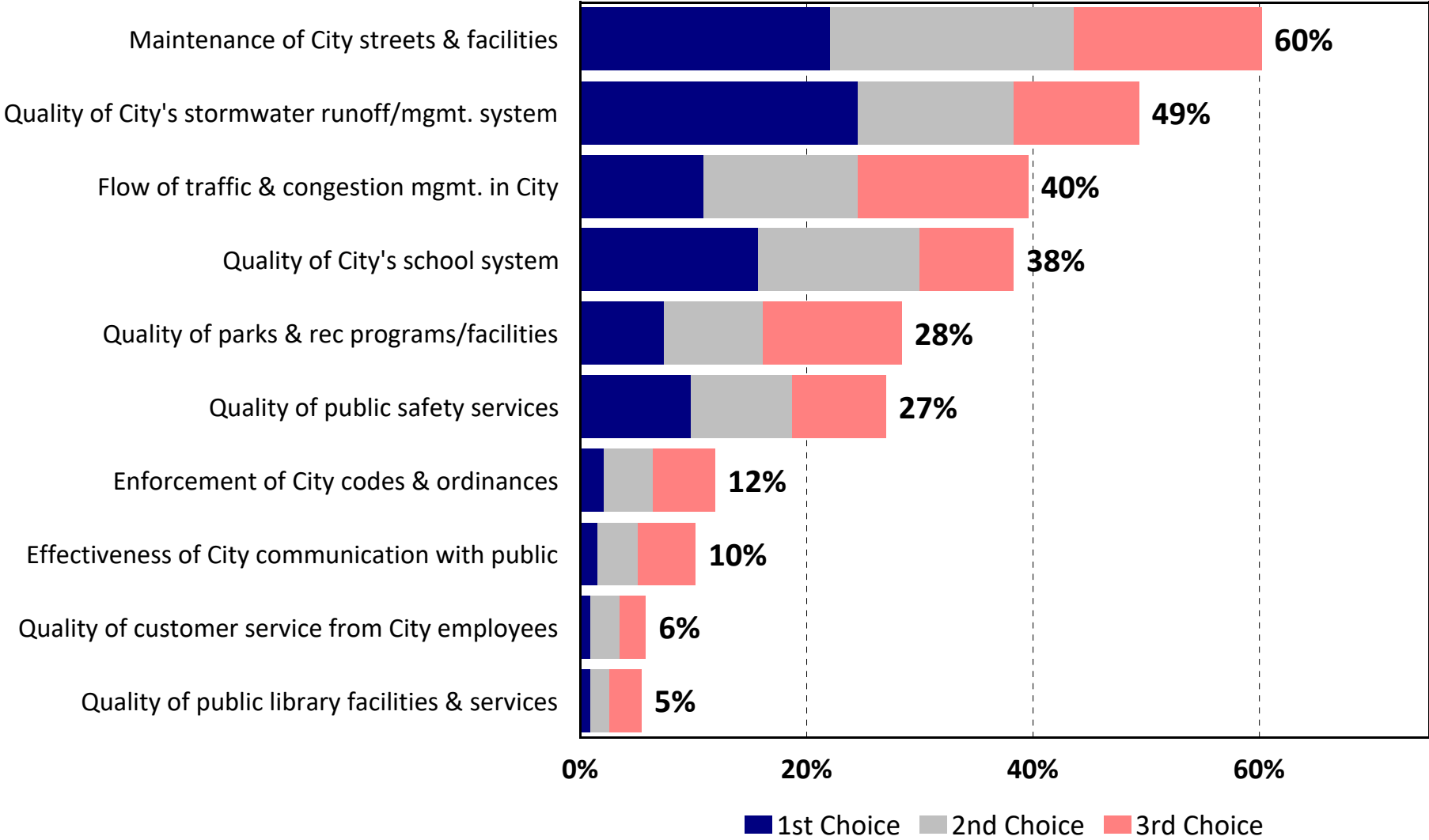
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

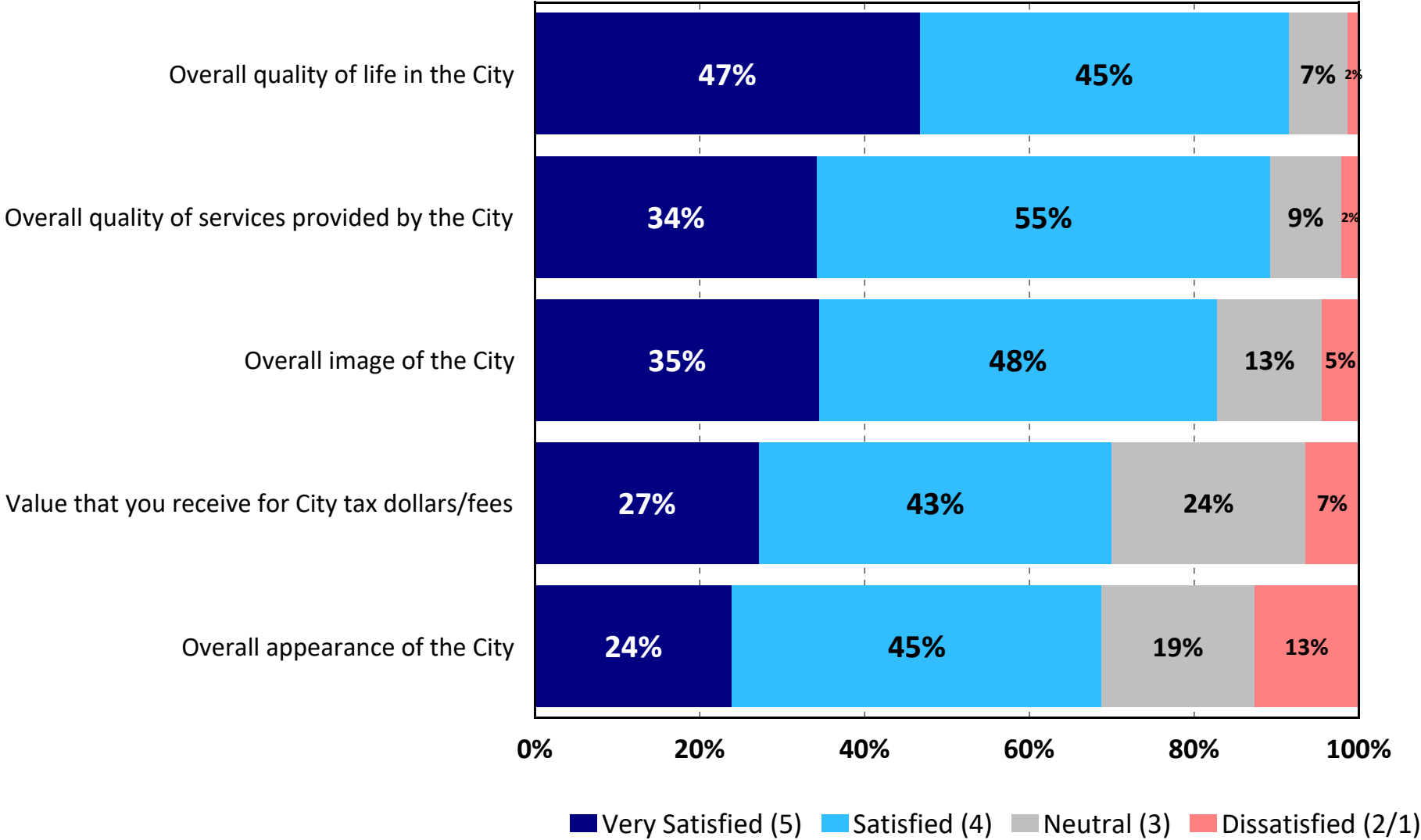
Q2. City Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



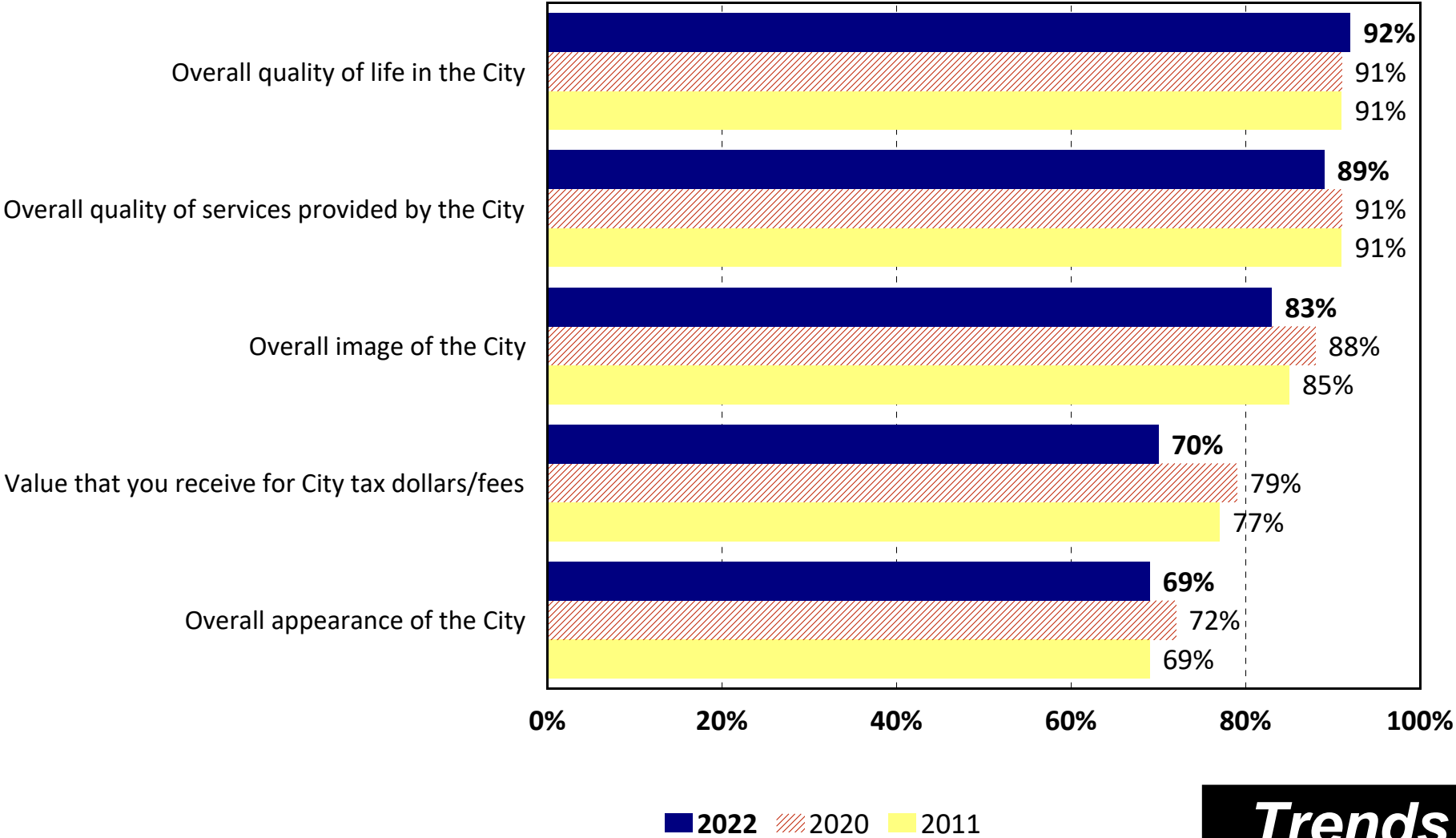
Q3. Satisfaction with Issues that Influence Your Perception of the City

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



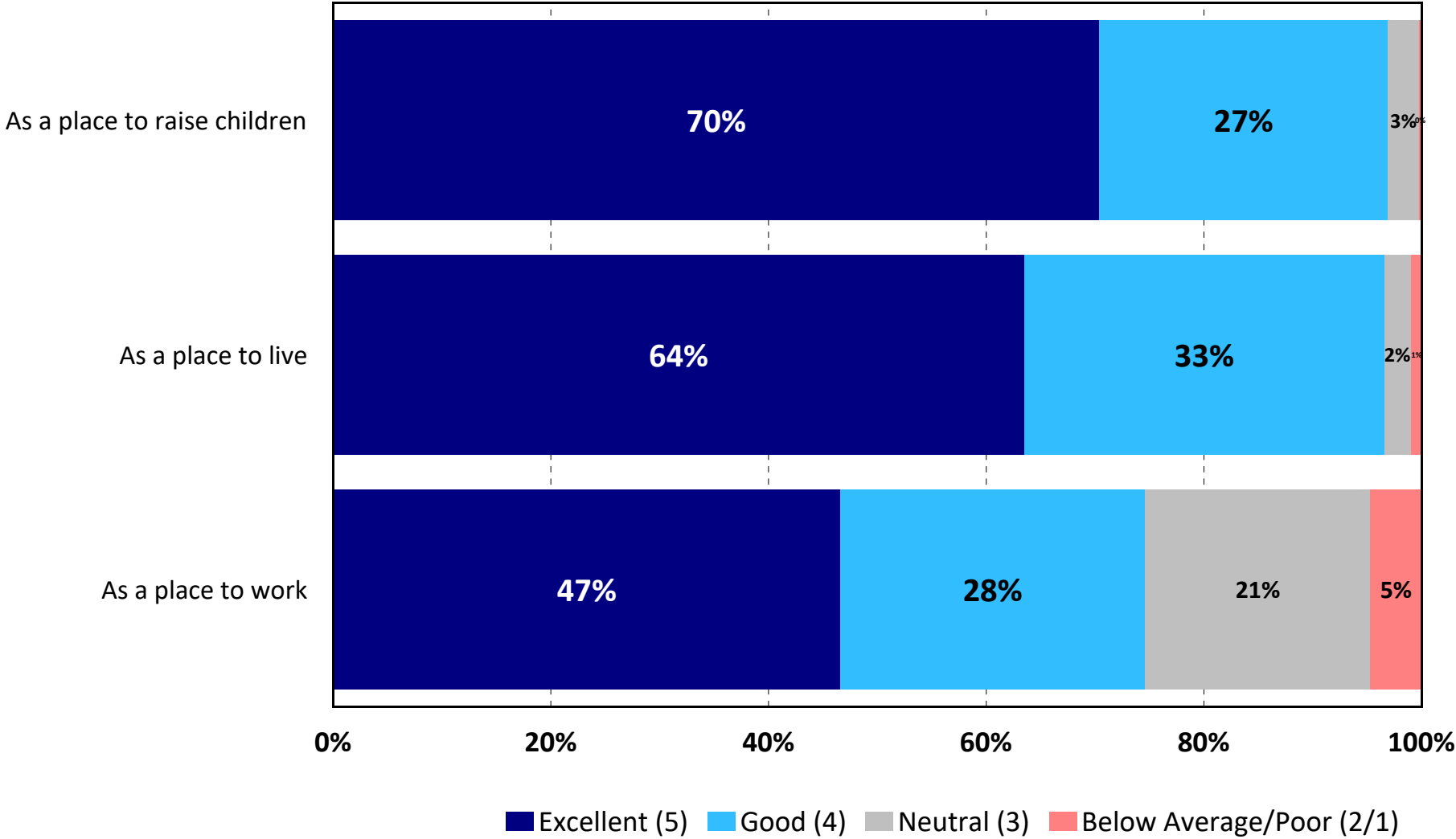
Satisfaction with Issues that Influence Your Perception of the City - 2011 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



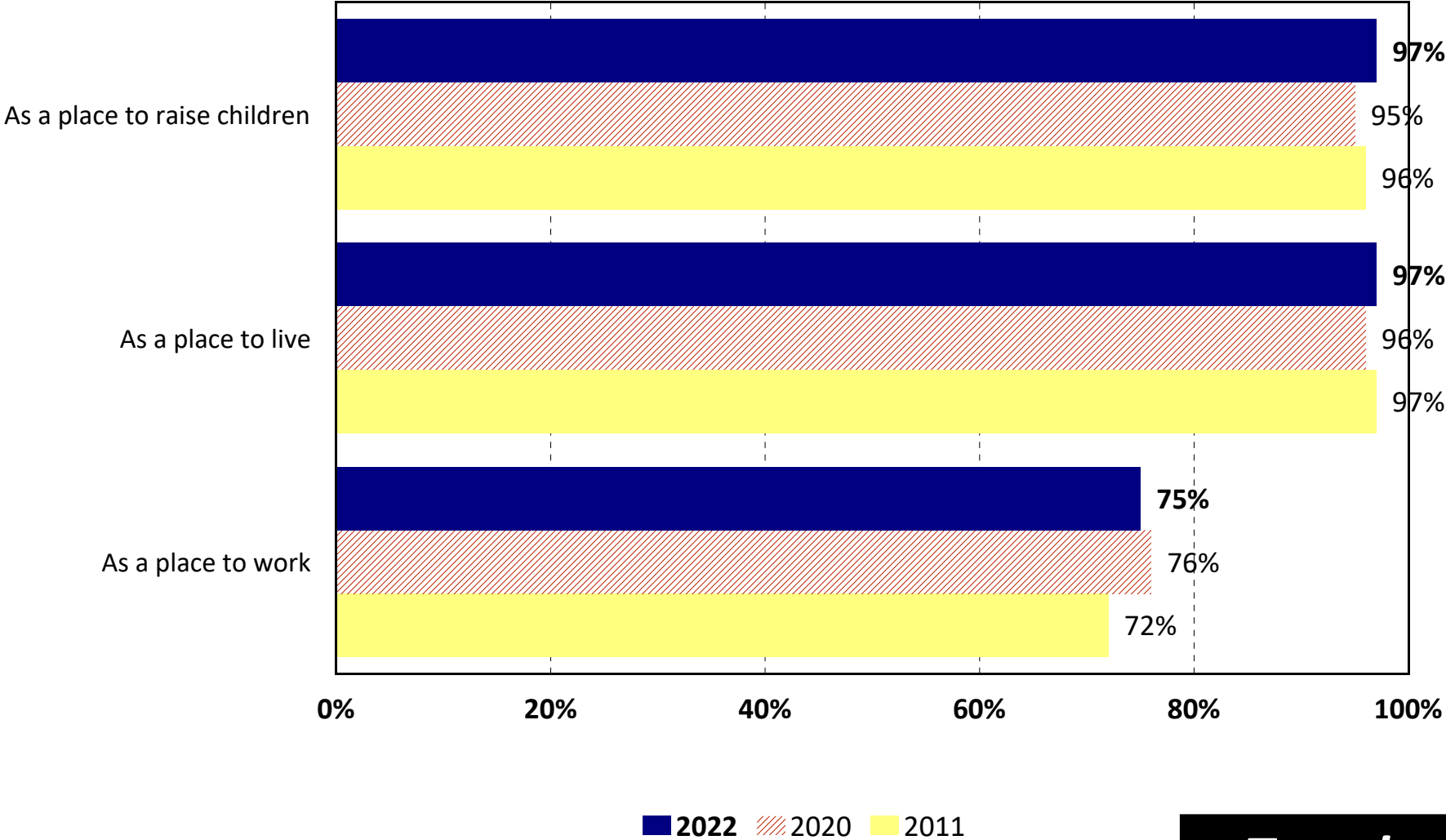
Q4. Ratings of the City of Vestavia Hills

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Ratings of the City of Vestavia Hills 2011 to 2022

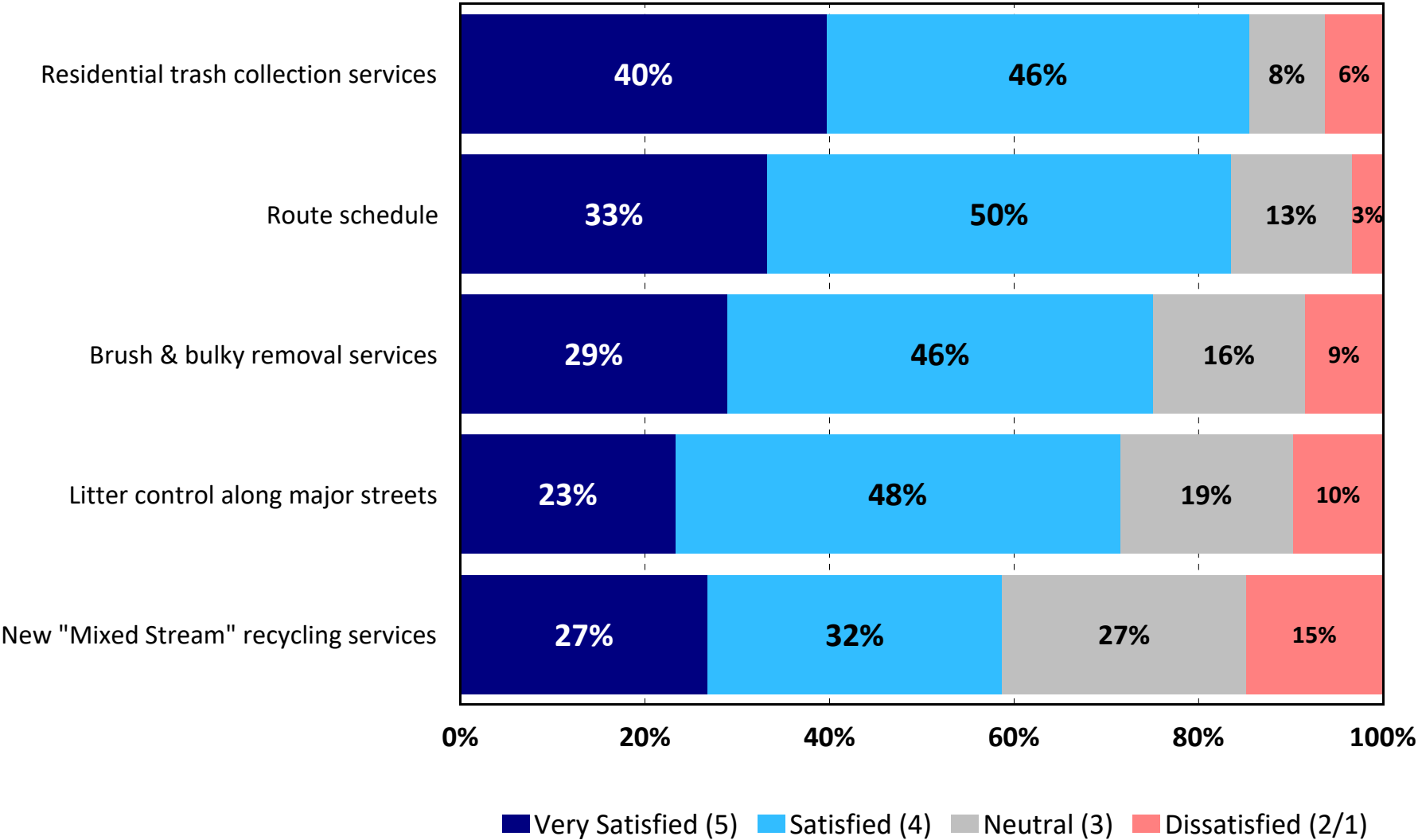
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Trends

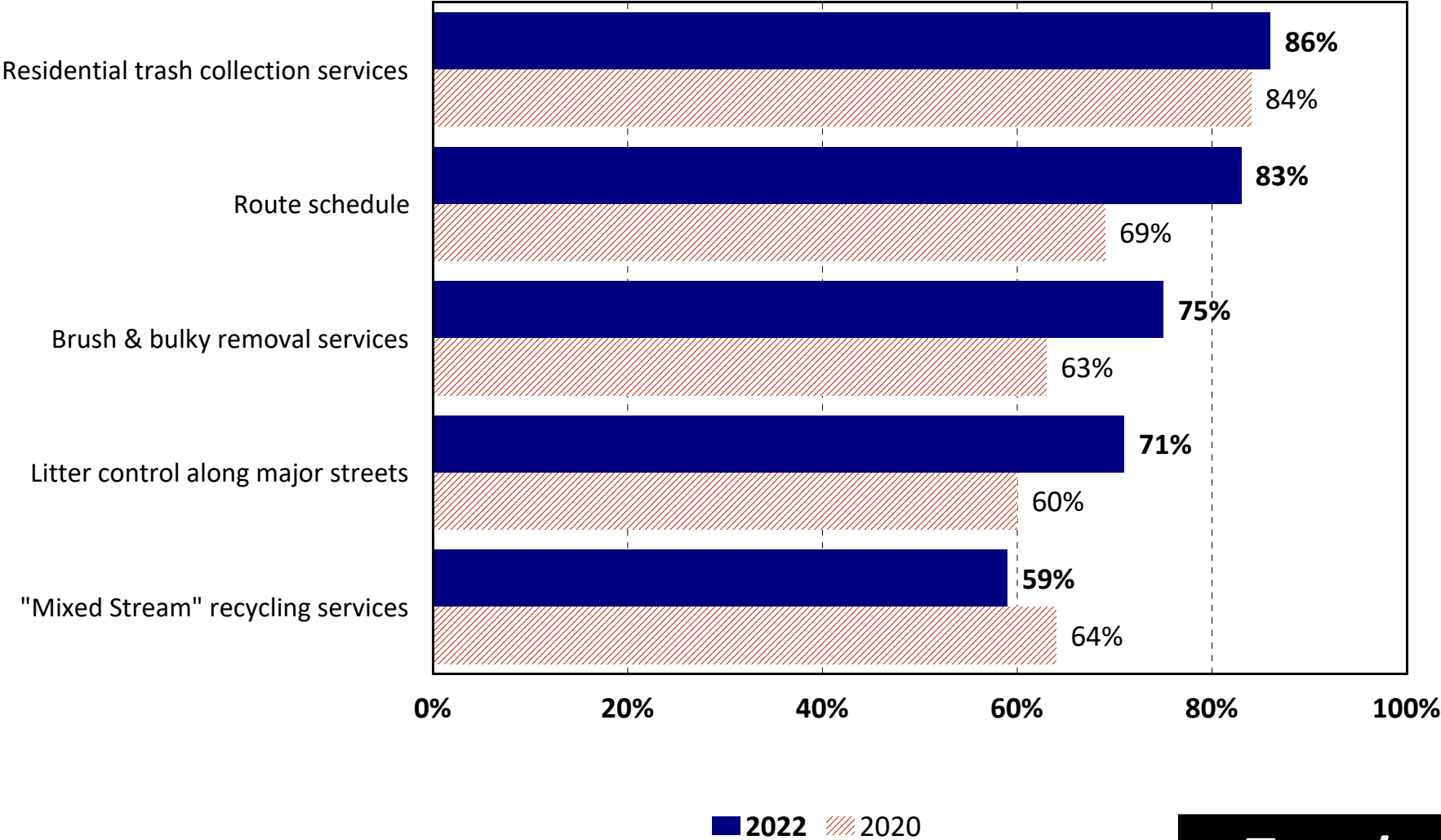
Q5. Satisfaction With Trash Services Provided by AmWaste

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



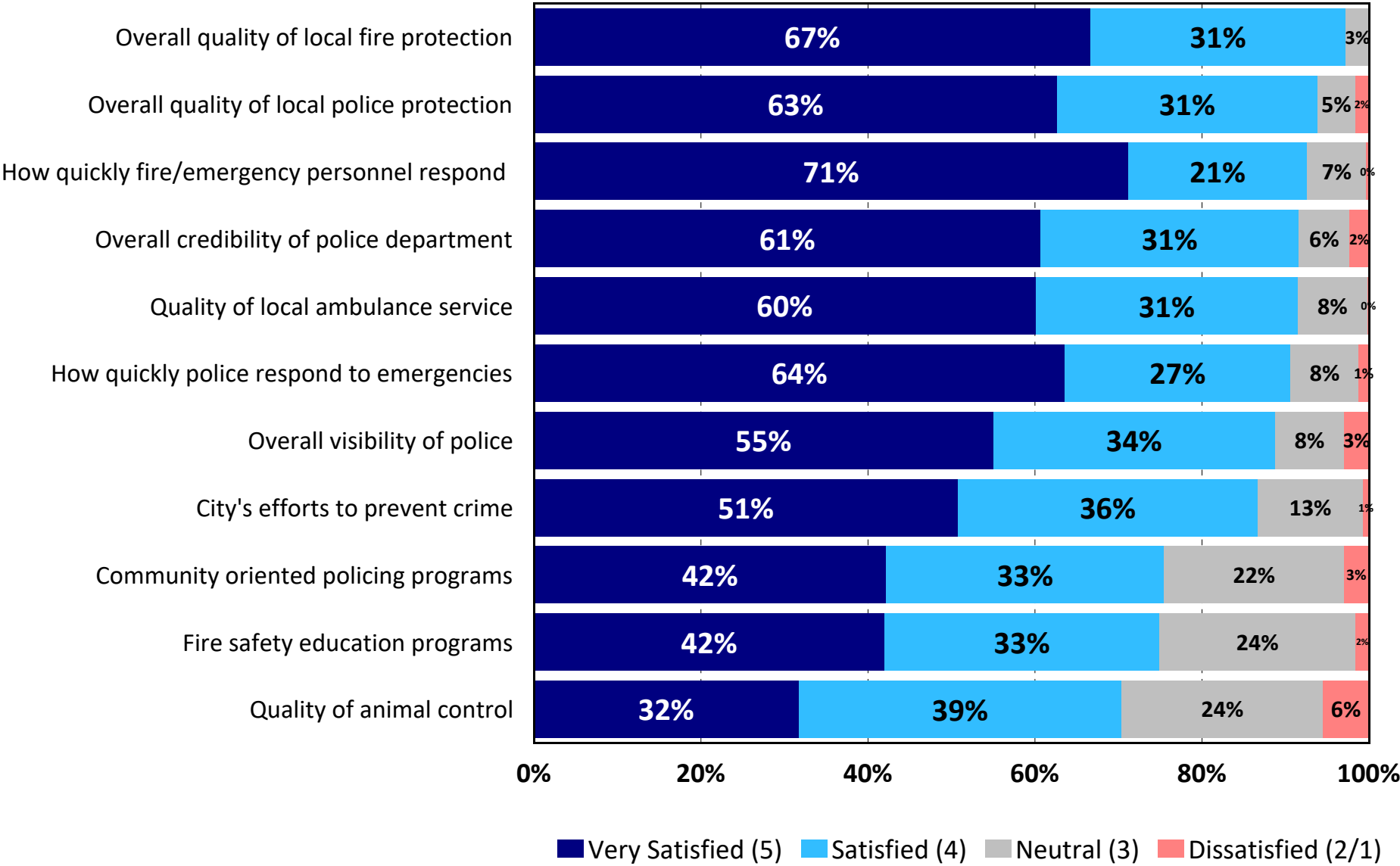
Satisfaction With Trash Services Provided by AmWaste - 2020 vs. 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



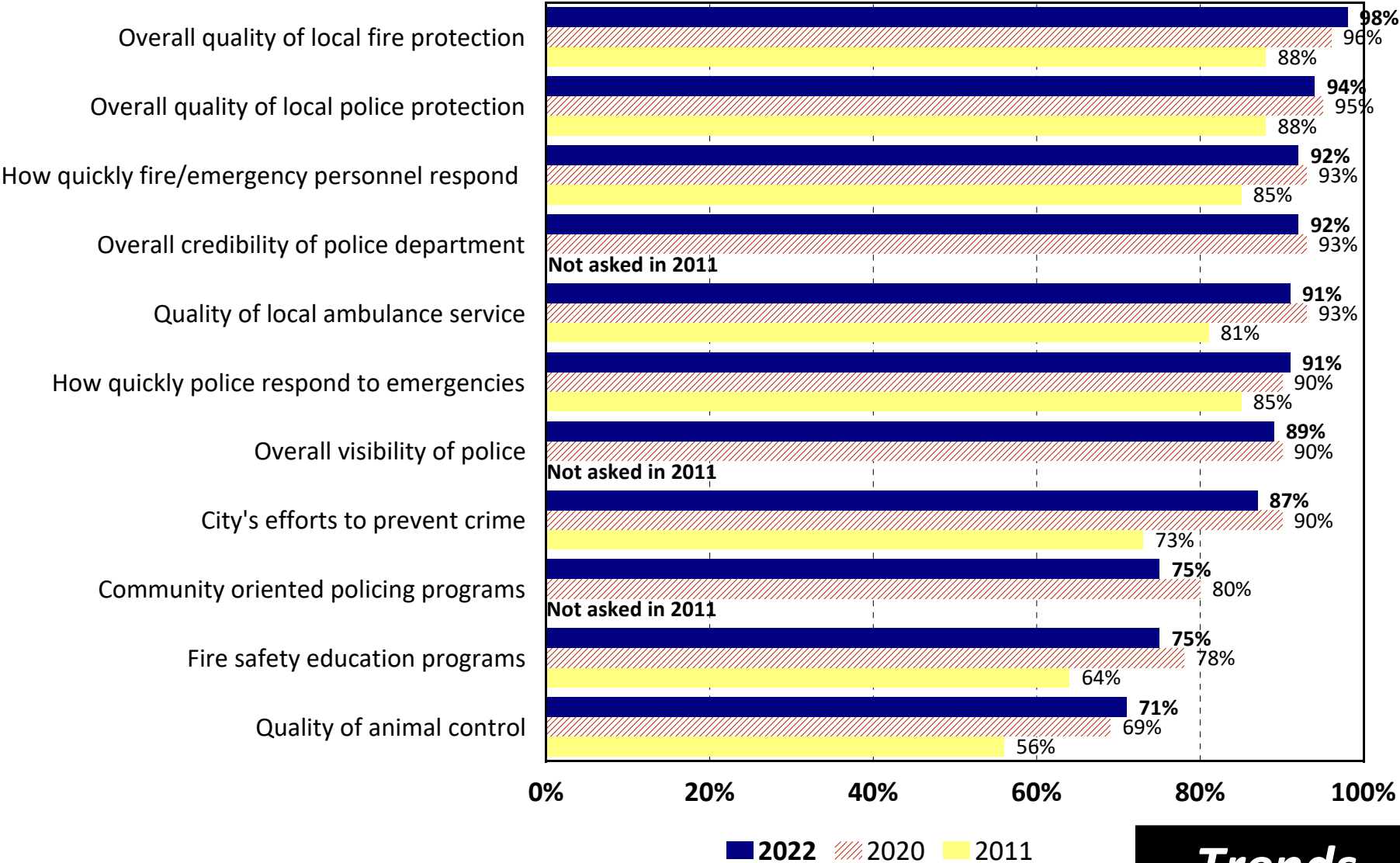
Q6. Satisfaction With Public Safety

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction With Public Safety 2011 to 2022

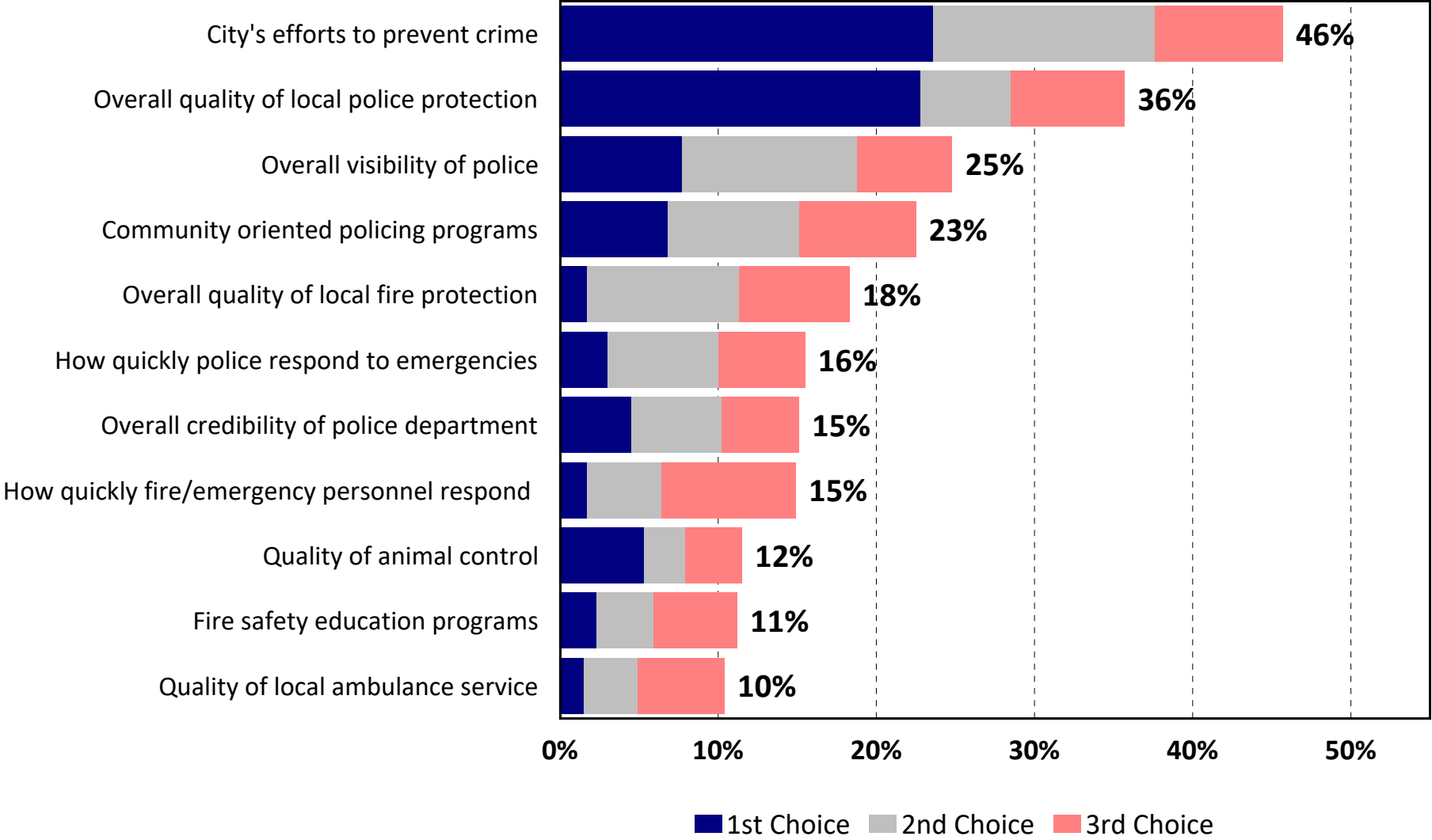
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

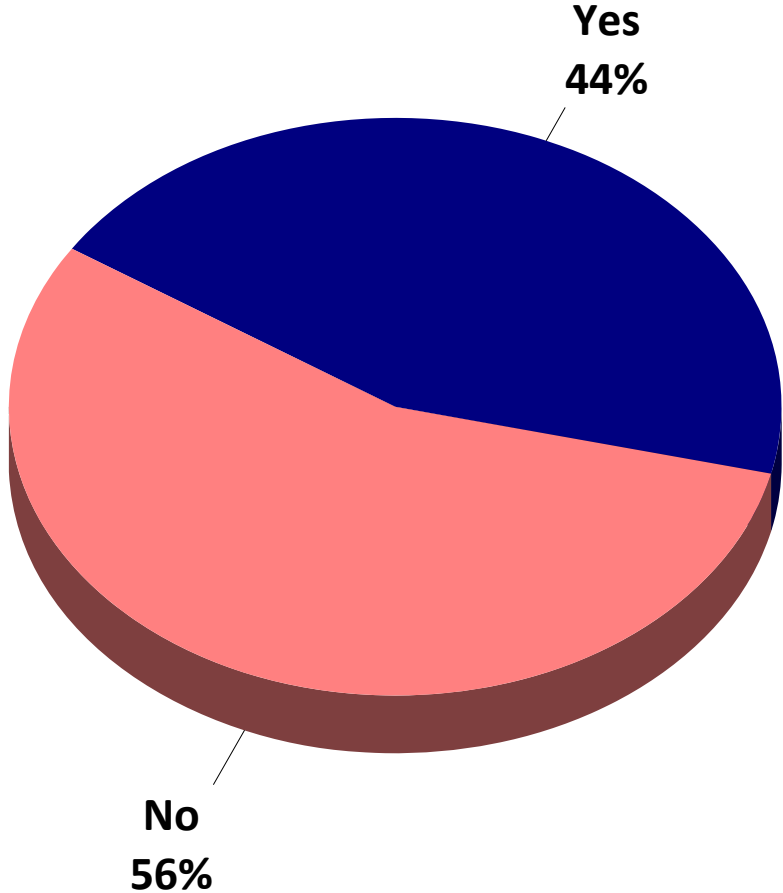
Q7. Public Safety Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



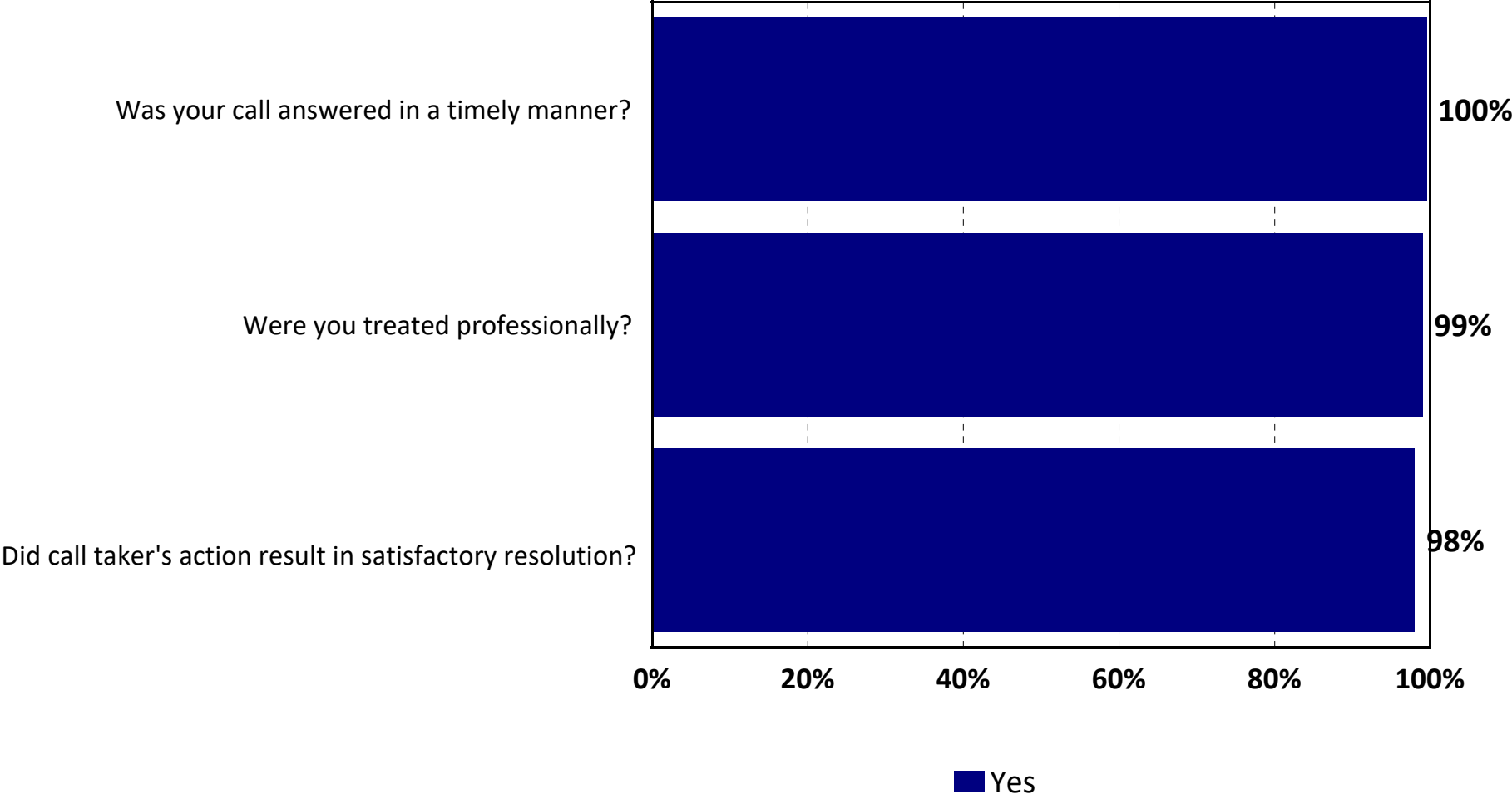
Q8. Have you ever called “911”?

by percentage of respondents



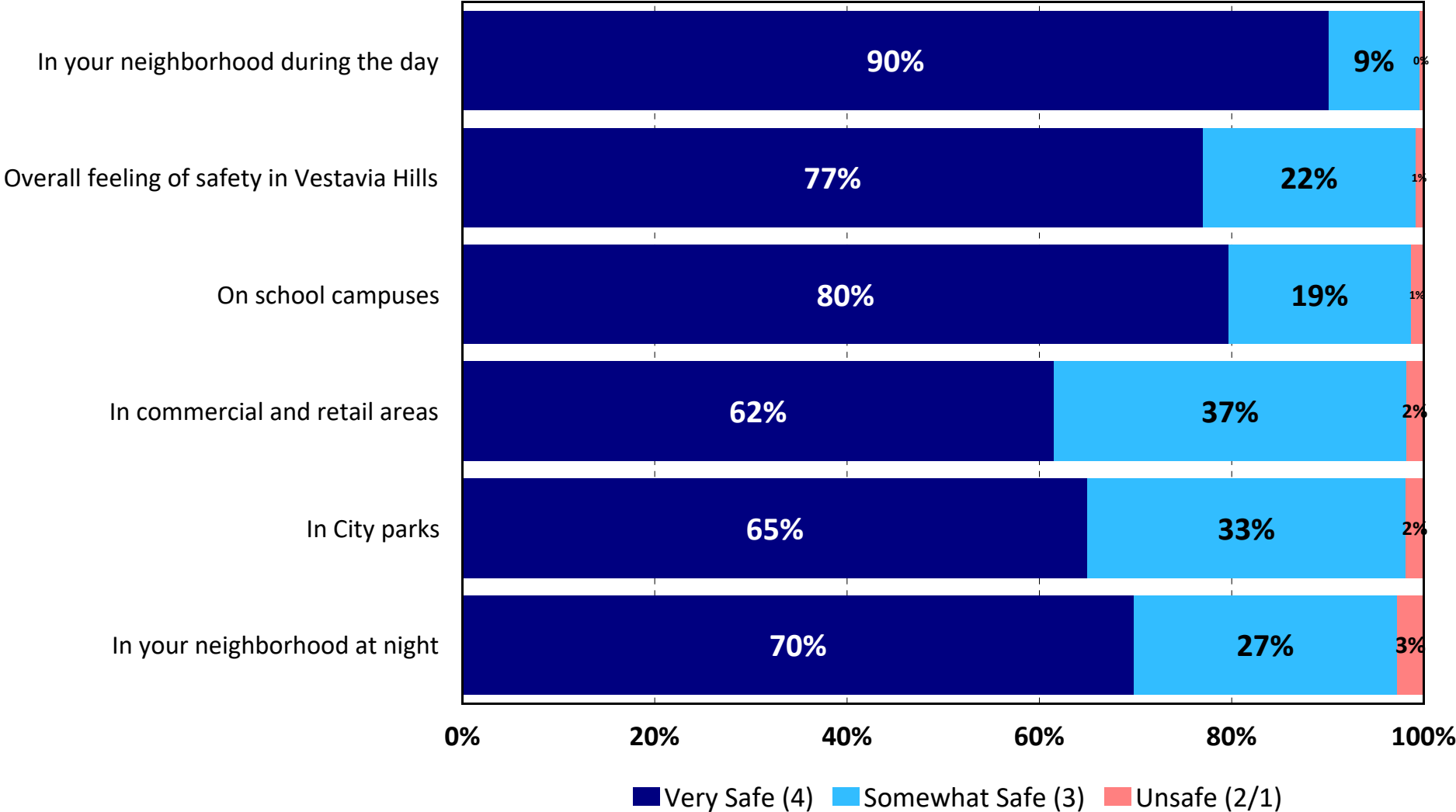
Q8a. How was your service?

by percentage of respondents who indicated they had called "911"



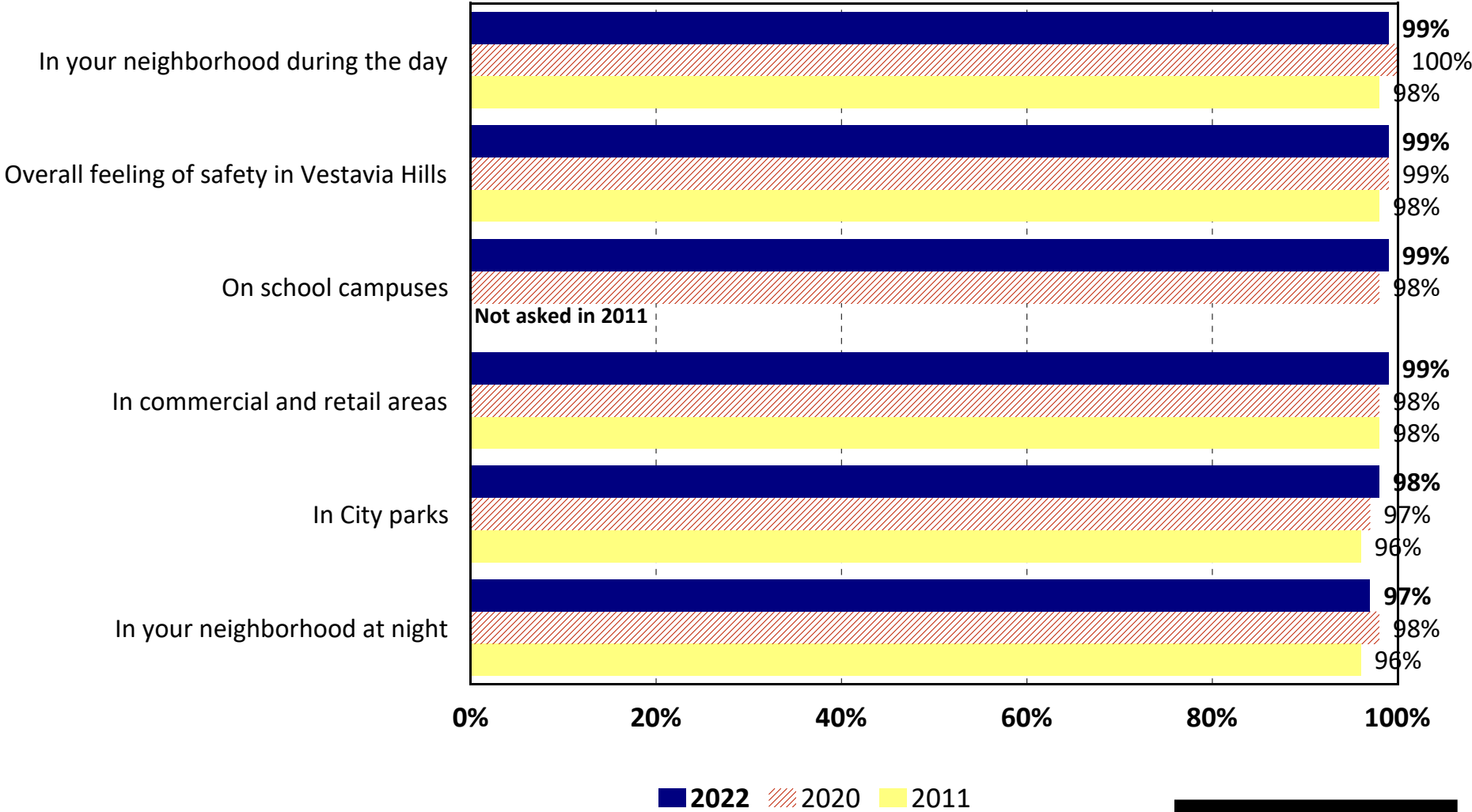
Q9. Feelings of Safety in Various Situations

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding "don't know")



Feelings of Safety in Various Situations 2011 to 2022

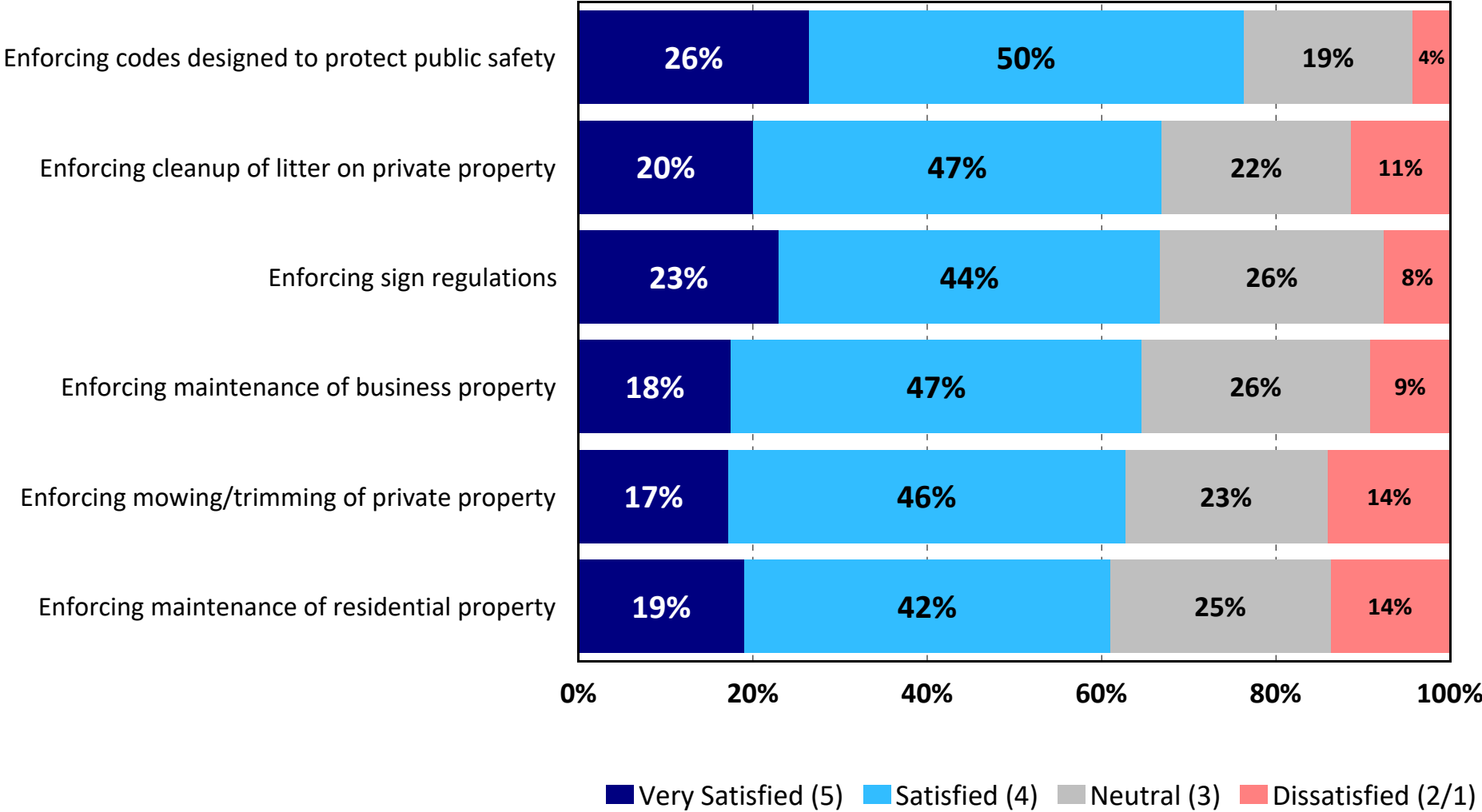
by percentage of respondents who rated the item as a 3 or 4 on a 4-point scale (excluding “don't know”)



Trends

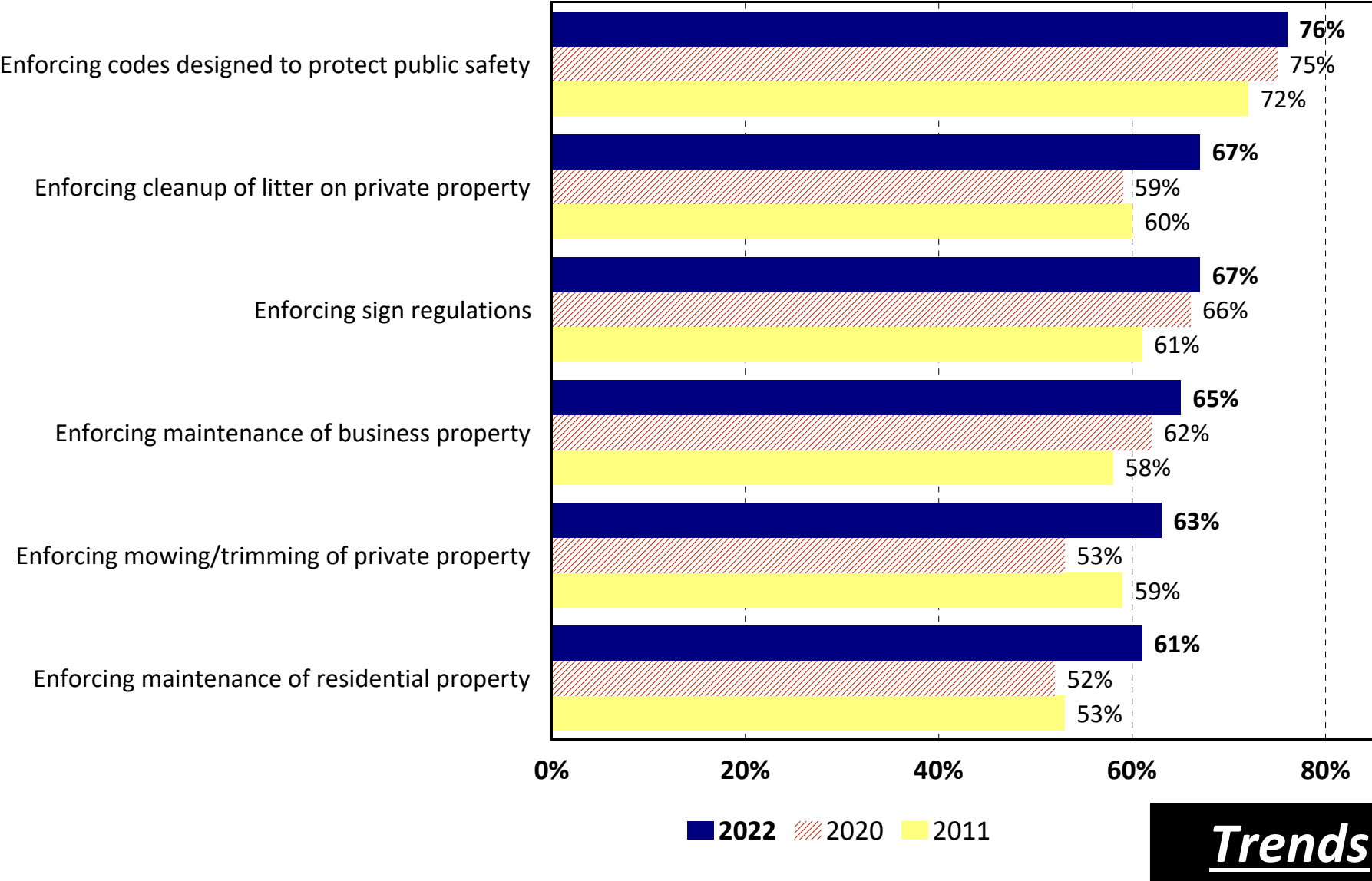
Q10. Satisfaction With Enforcement of Codes and Ordinances

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



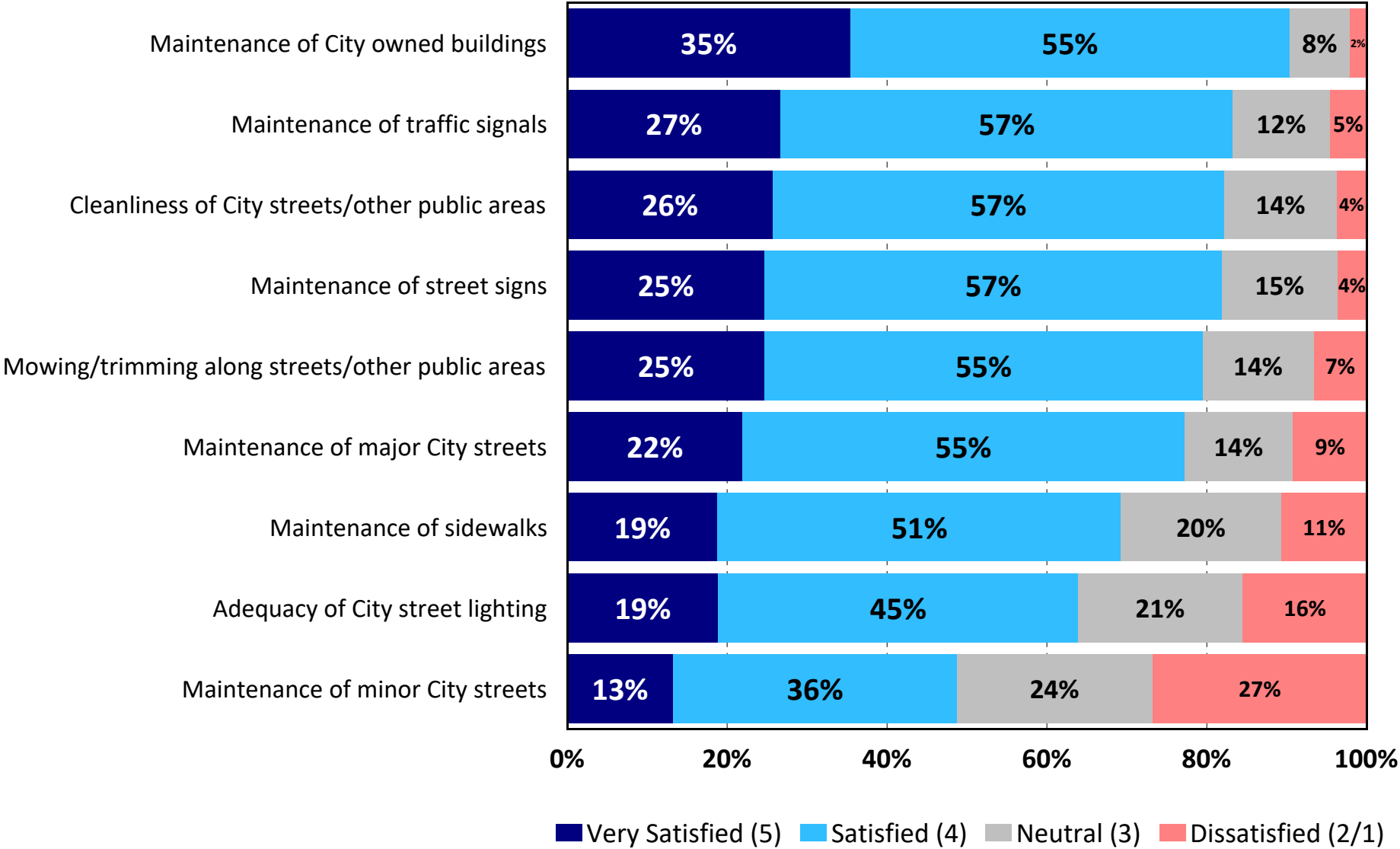
Satisfaction With Enforcement of Codes and Ordinances 2011 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



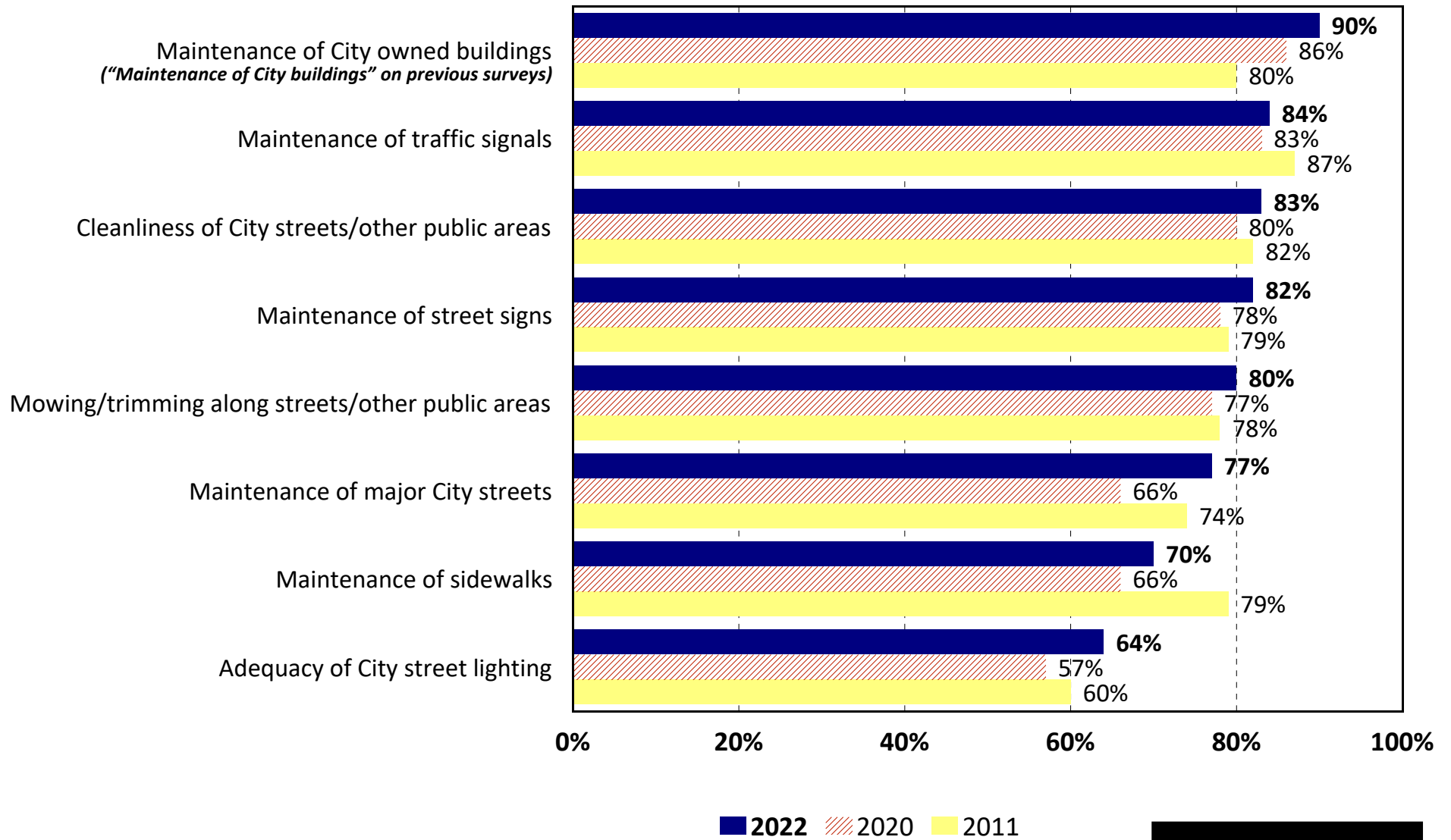
Q11. Satisfaction With City Maintenance

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding “don't know”)



Satisfaction With City Maintenance - 2011 to 2022

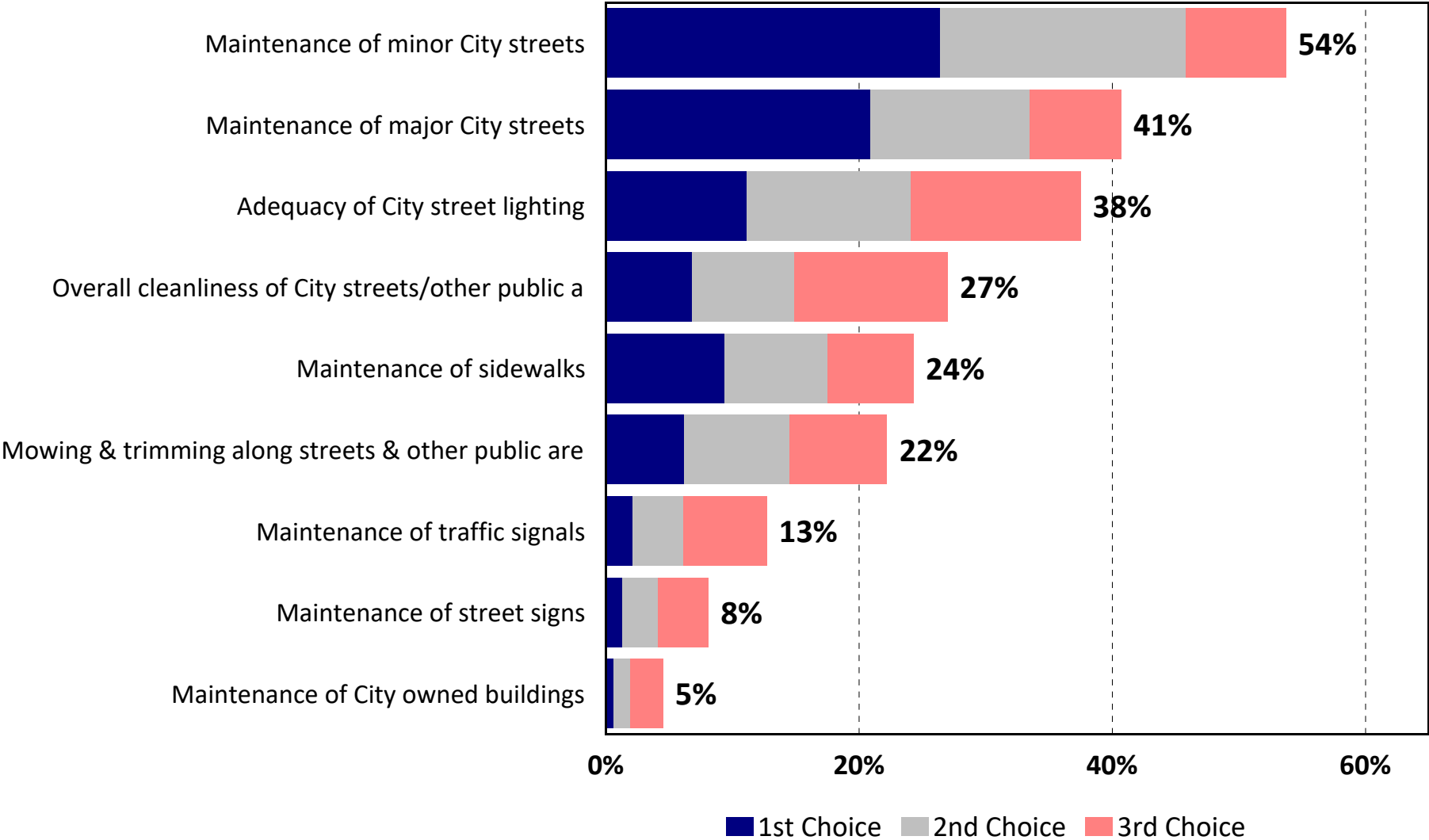
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

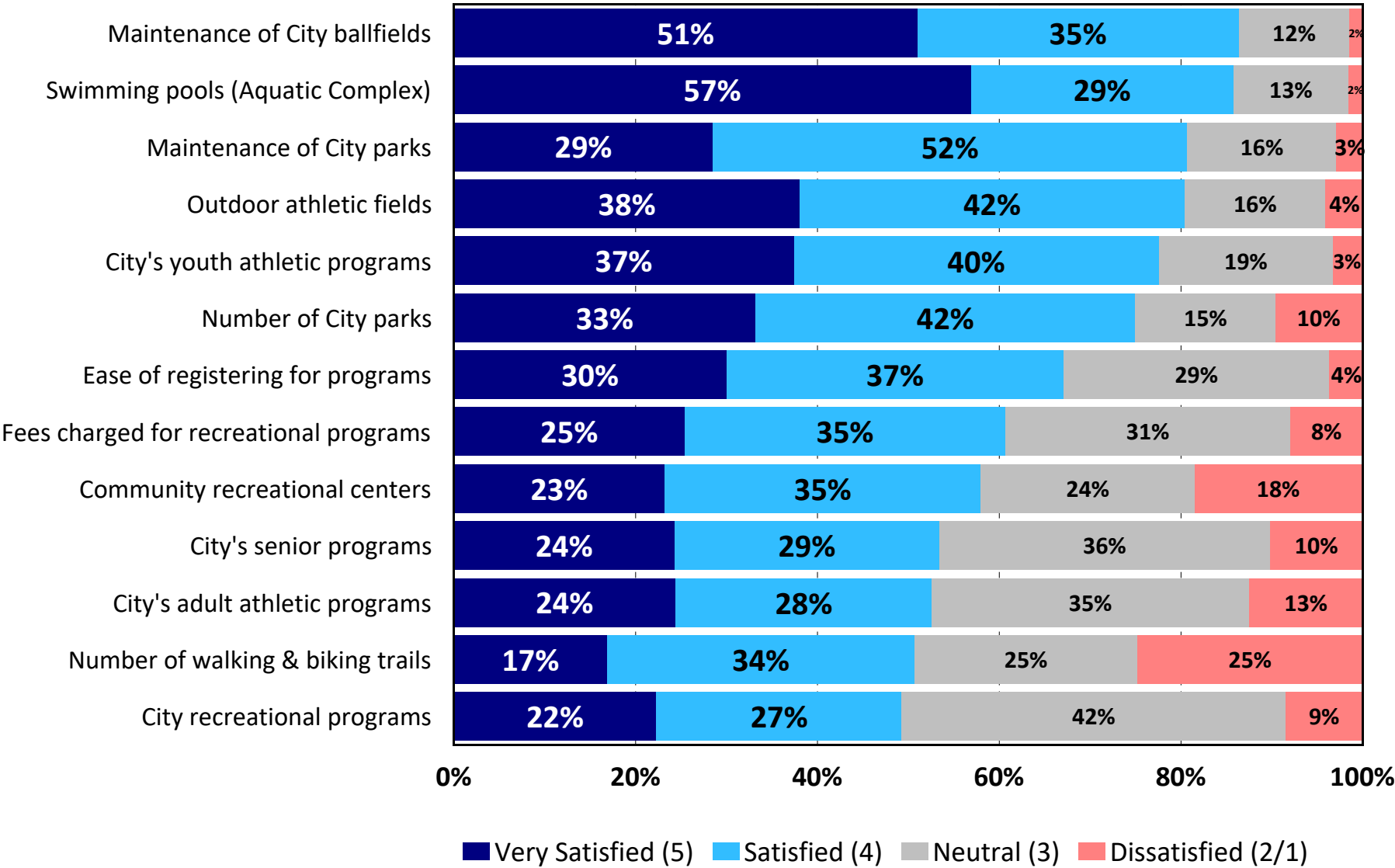
Q12. Maintenance Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



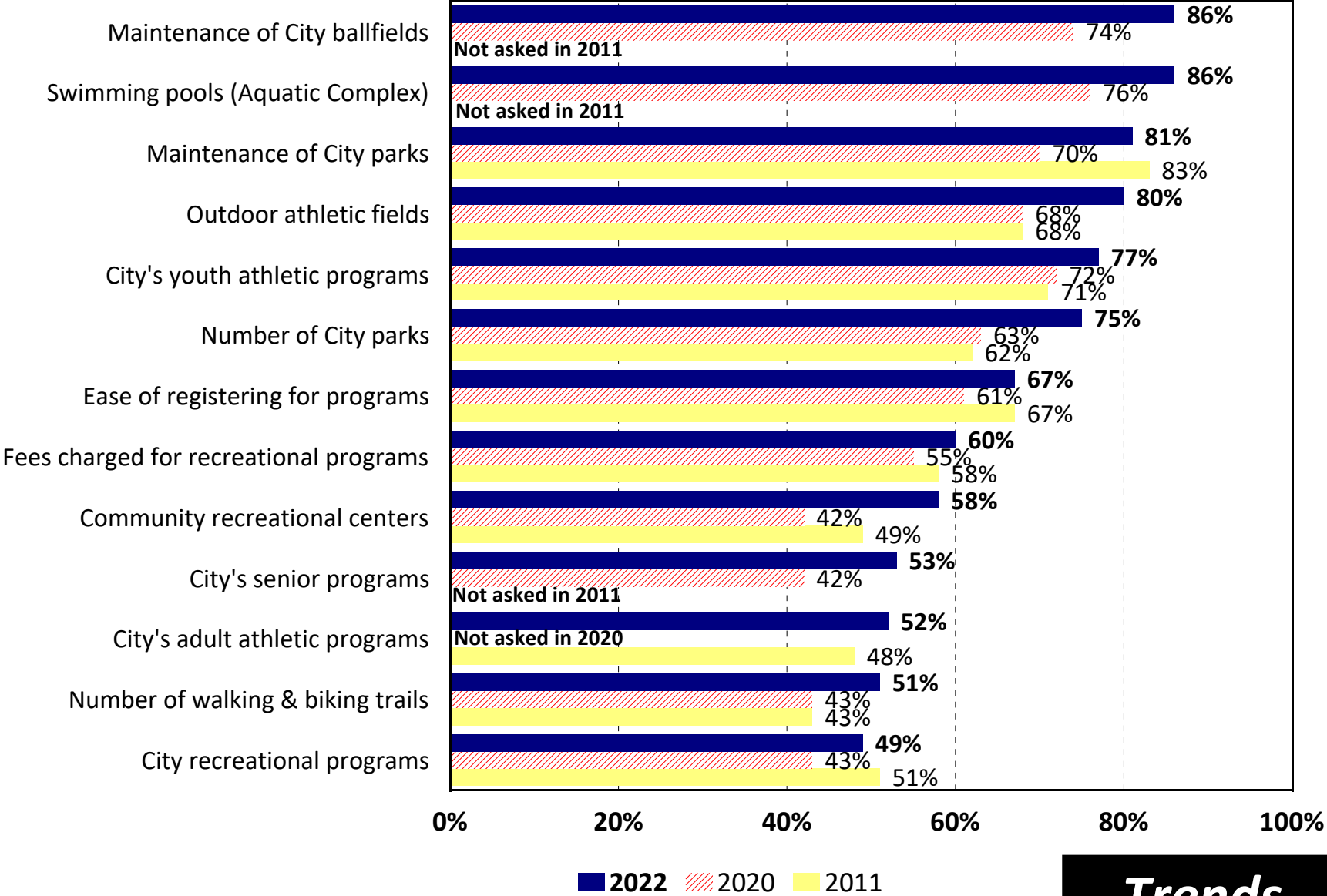
Q13. Satisfaction With Parks and Recreation

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction With Parks and Recreation - 2011 to 2022

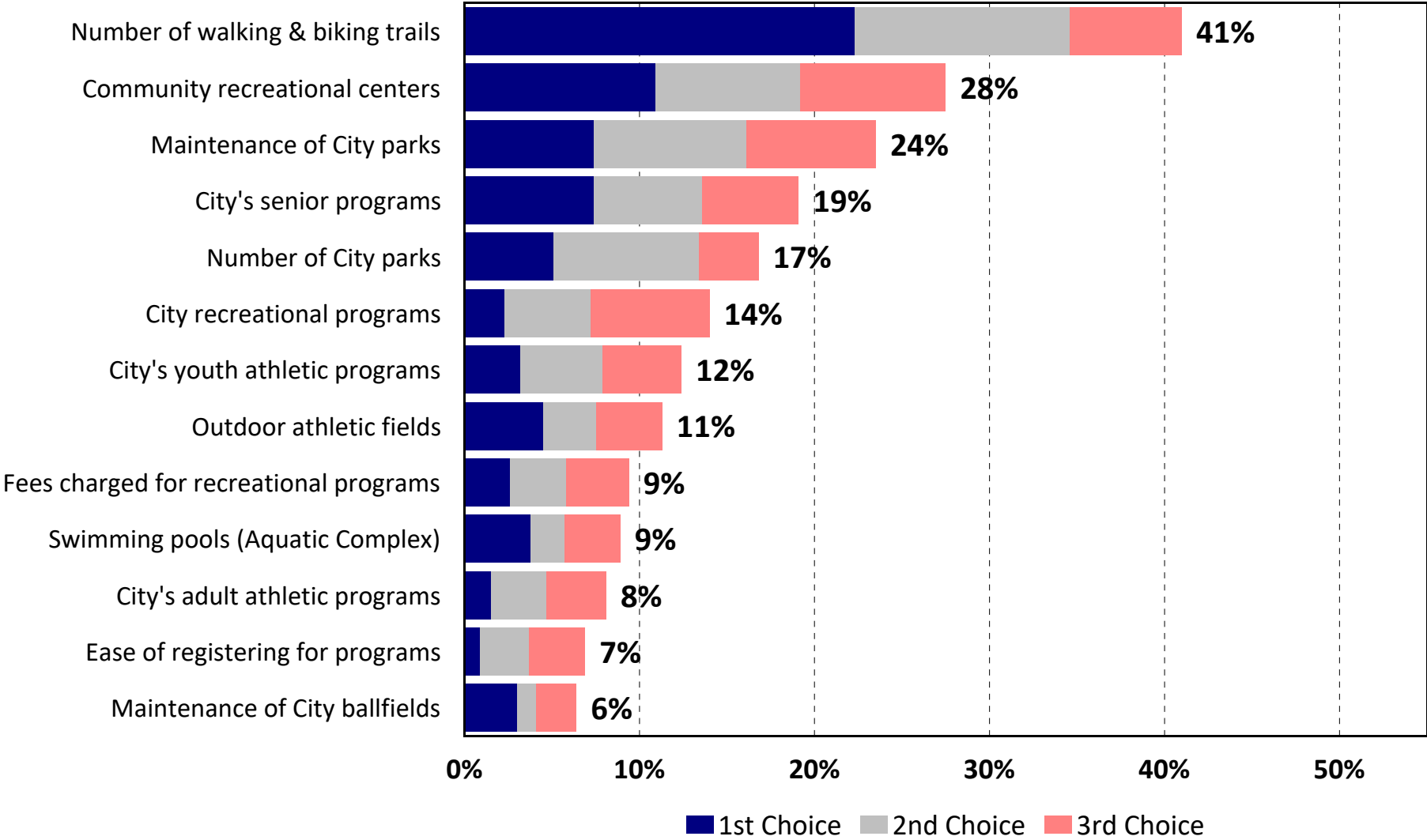
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Trends

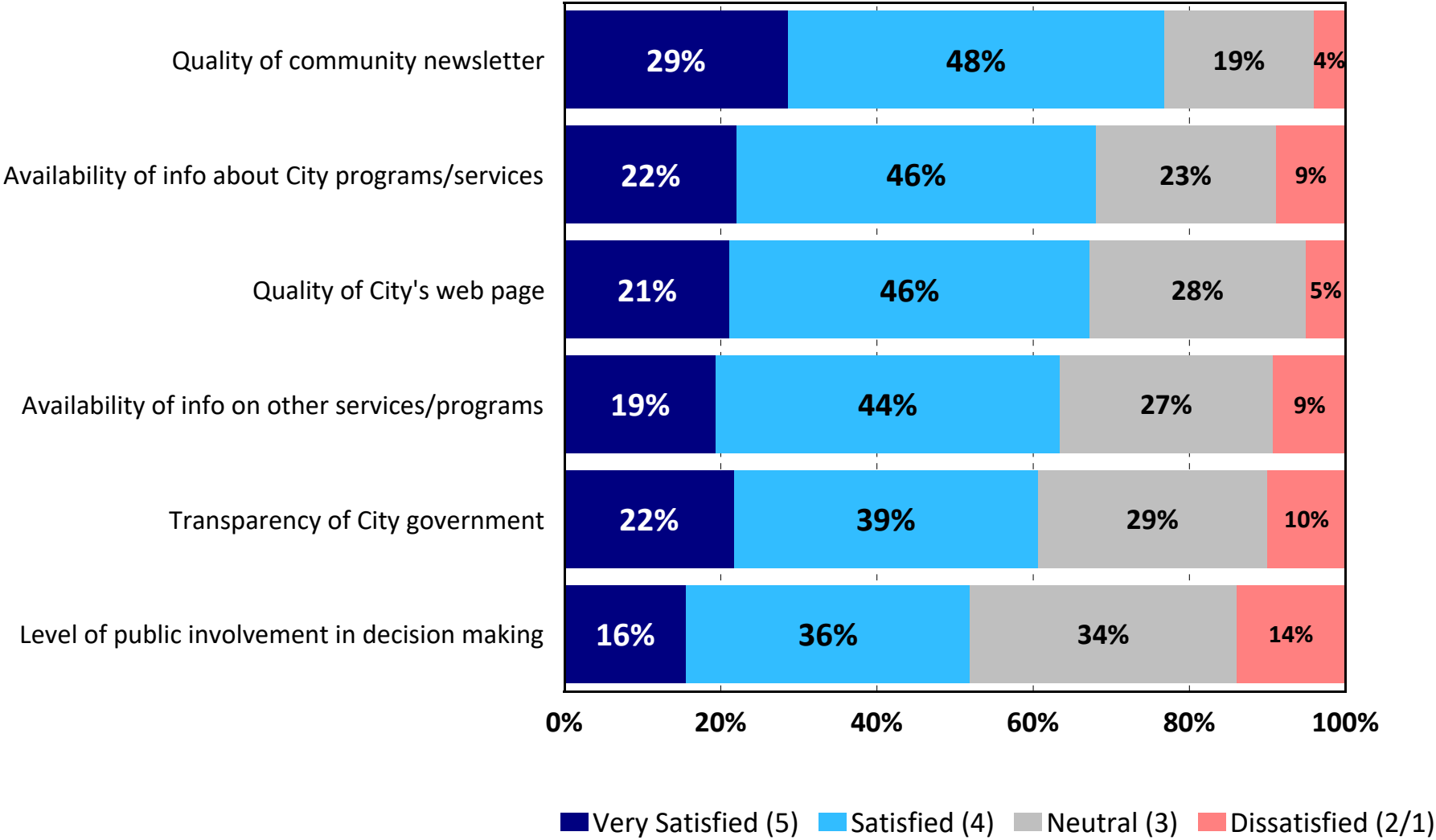
Q14. Parks and Recreation Services That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

by percentage of respondents who selected the item as one of their top three choices



Q15. Satisfaction With City Communication

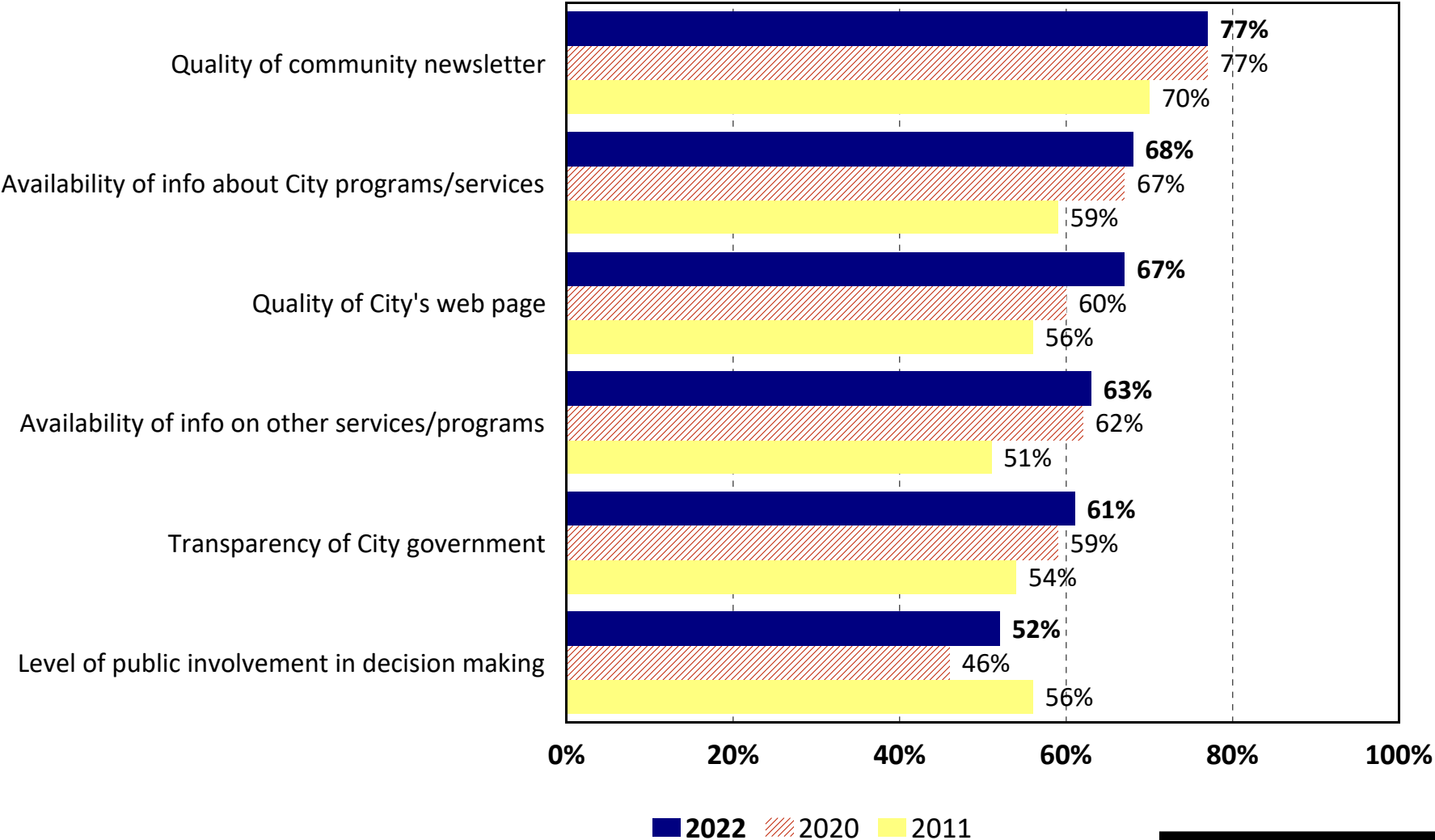
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction With City Communication

2011 to 2022

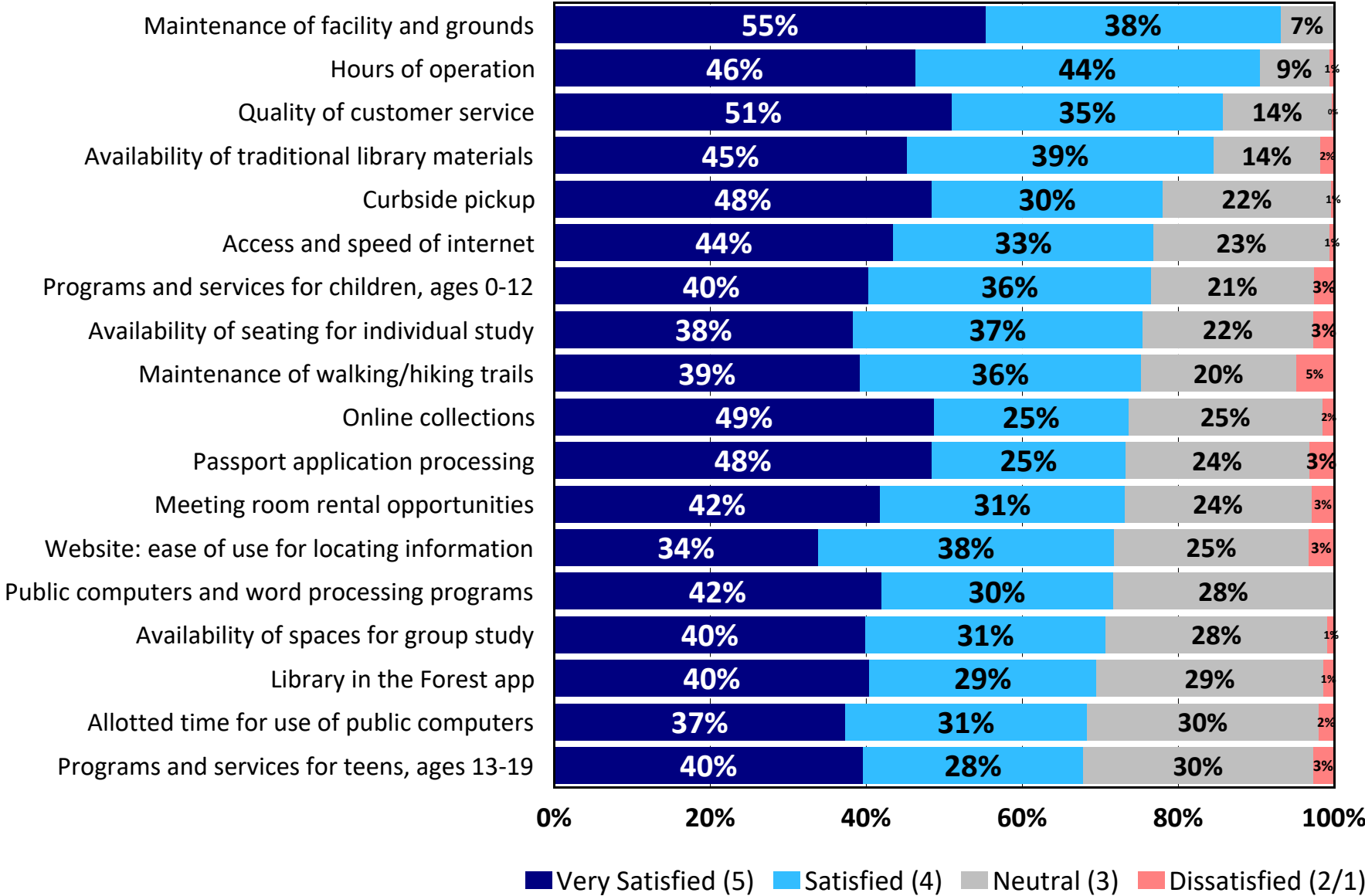
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding “don't know”)



Trends

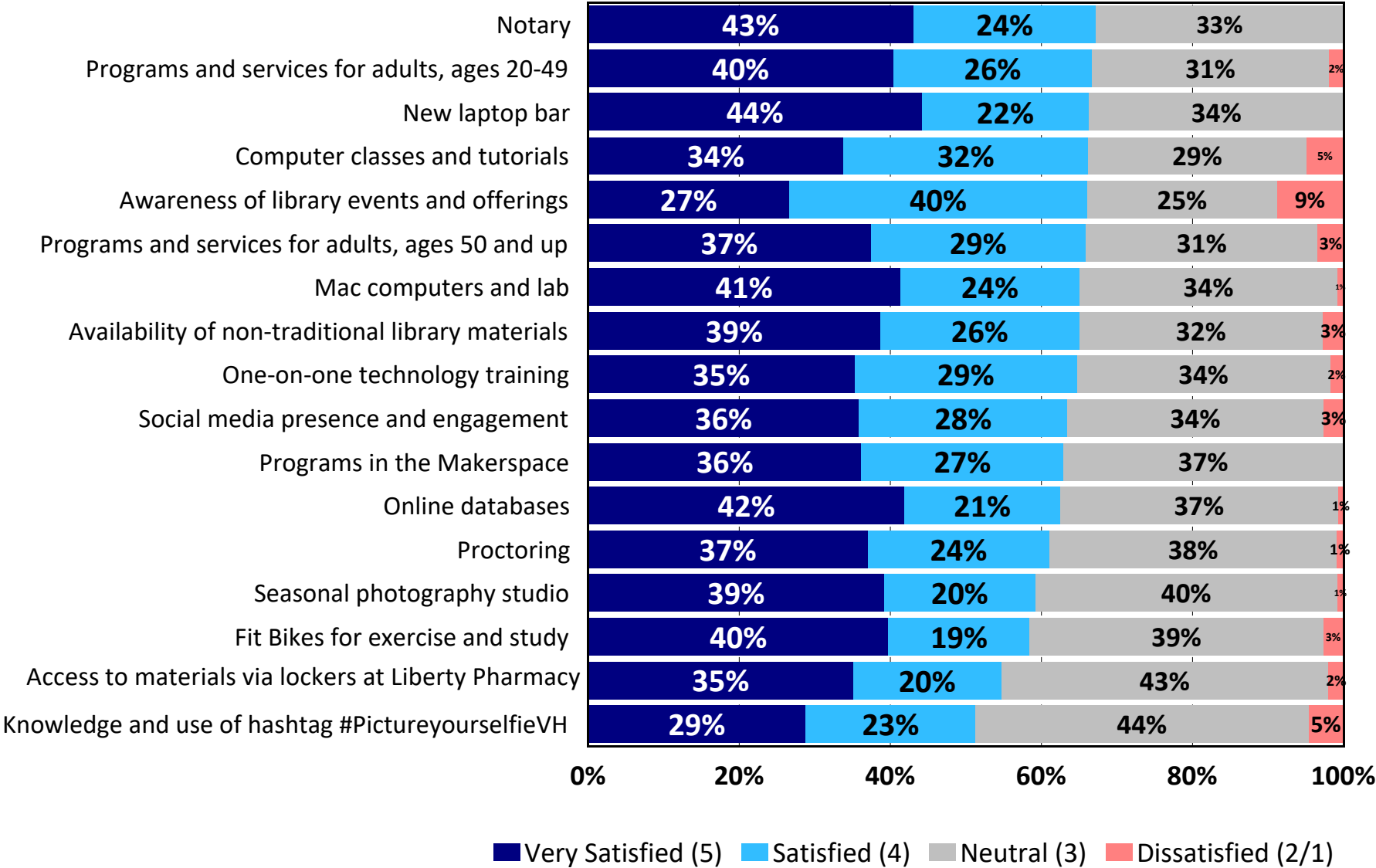
Q16. Satisfaction With Library in the Forest

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



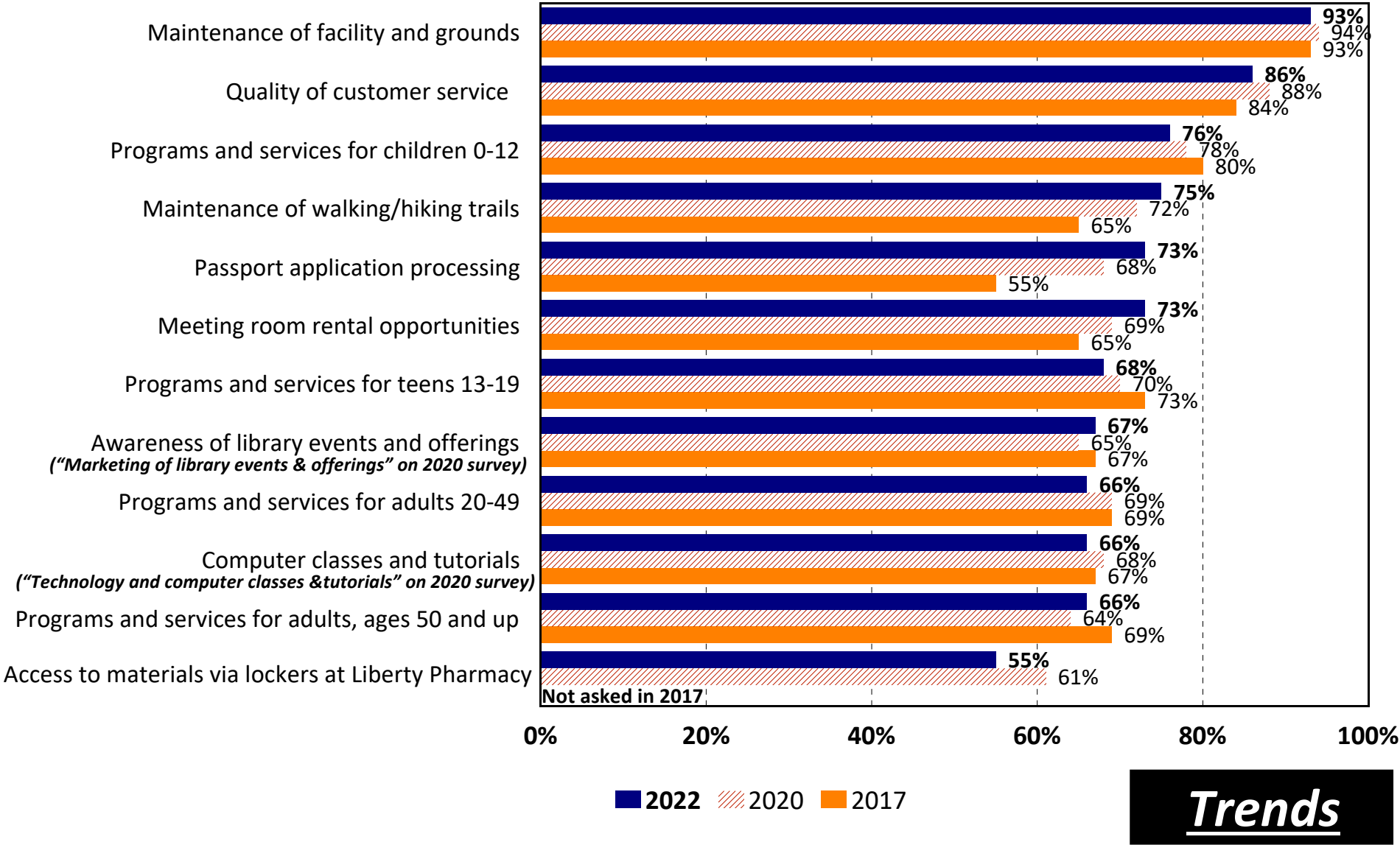
Q16. Satisfaction With Library in the Forest (Cont.)

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



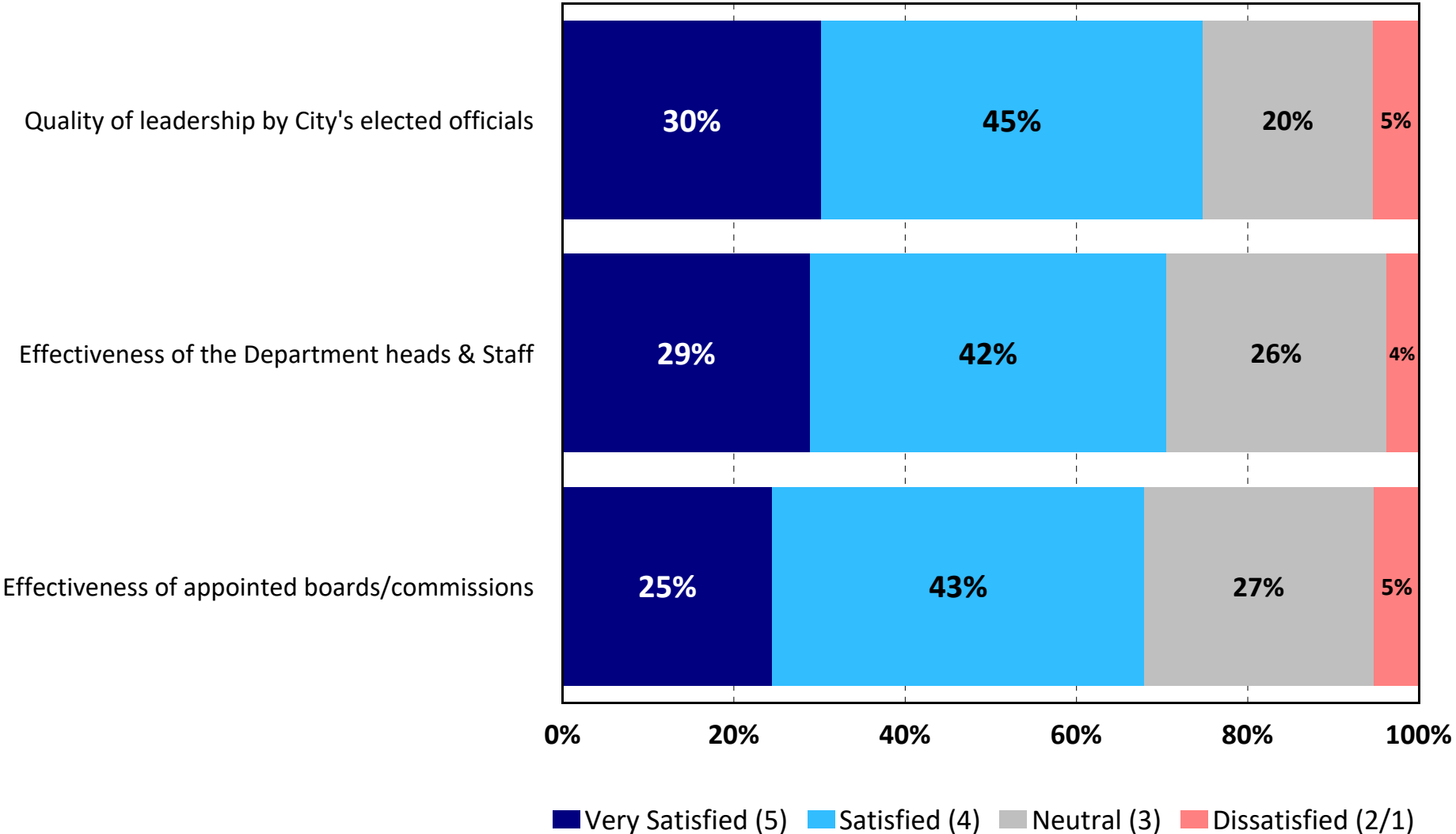
Satisfaction With Library in the Forest 2017 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



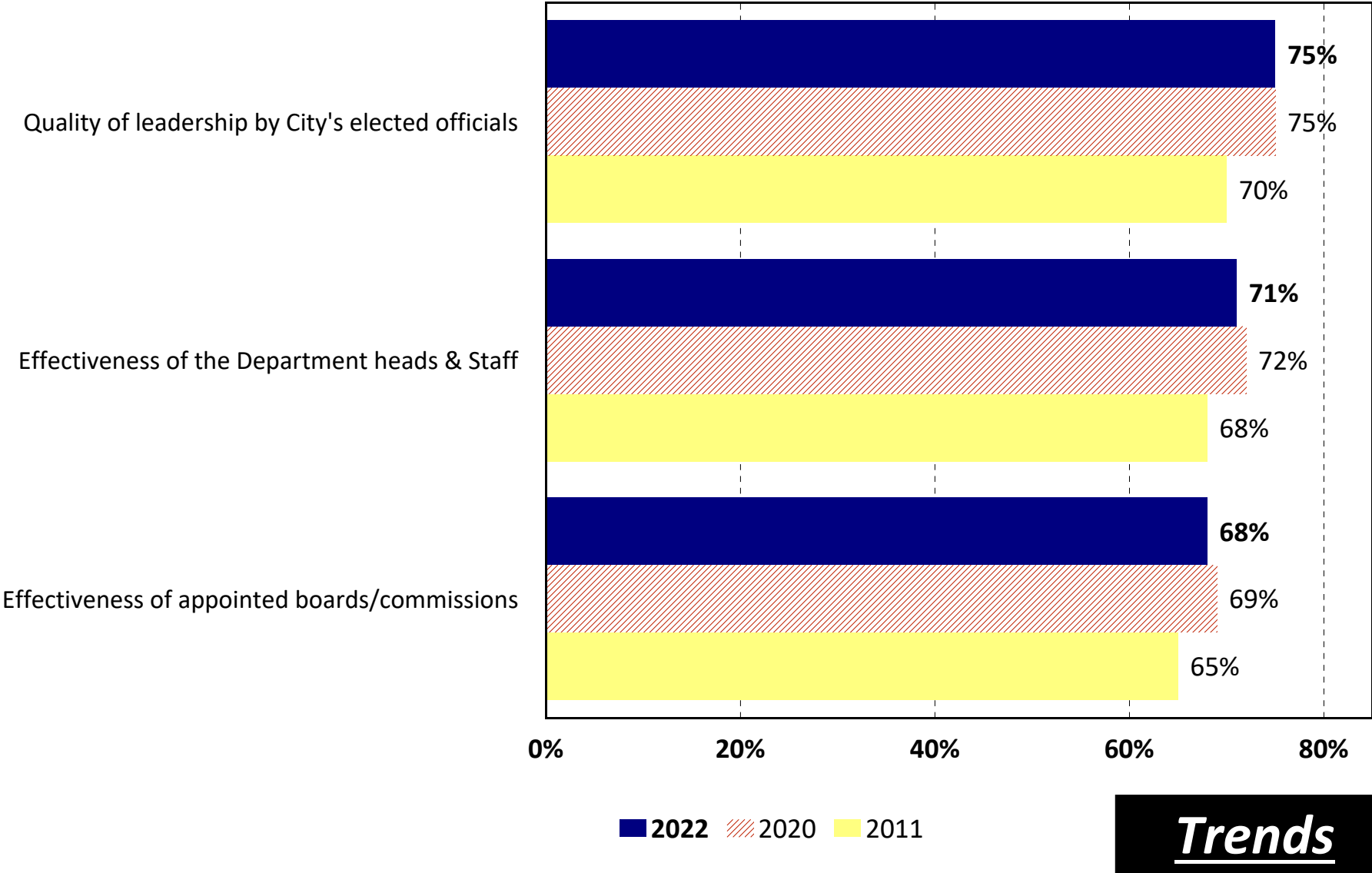
Q17. Satisfaction With City Leadership

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



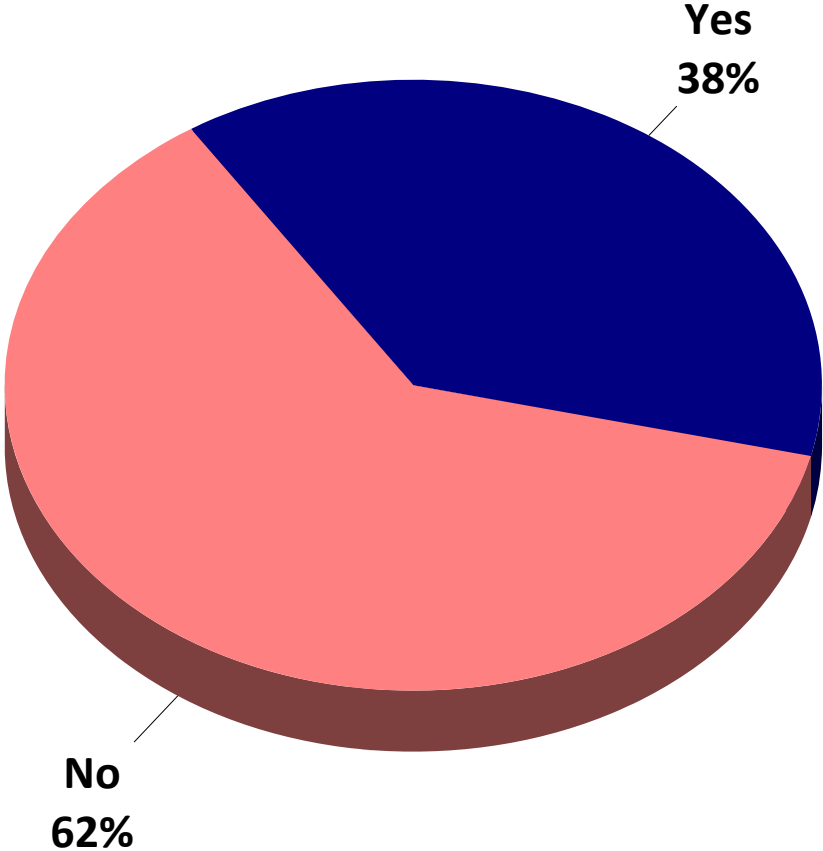
Satisfaction With City Leadership - 2011 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



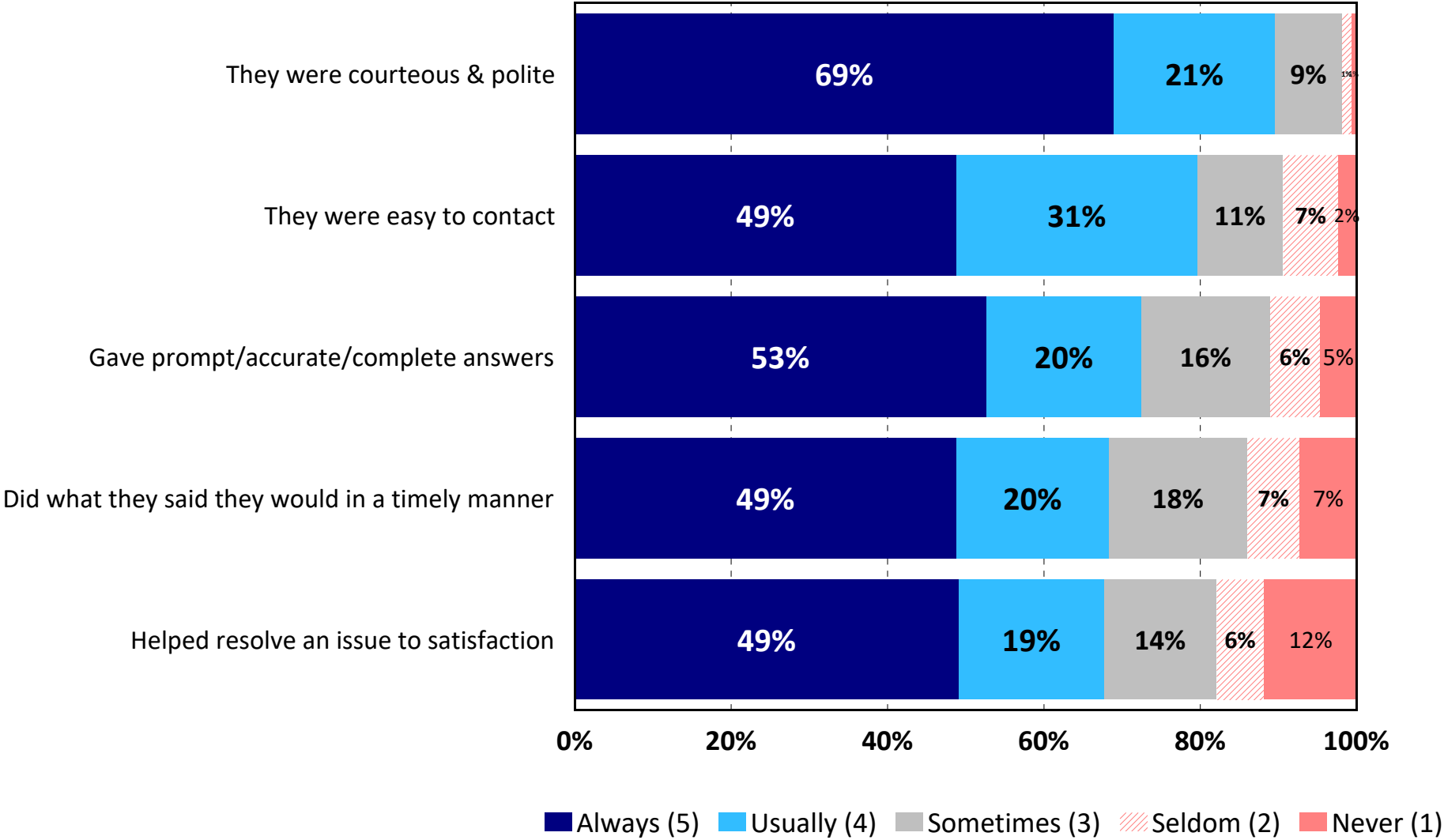
Q18. Have you contacted the City with a question, problem, or complaint during the past year?

by percentage of respondents



Q18b. Satisfaction with Customer Service Provided

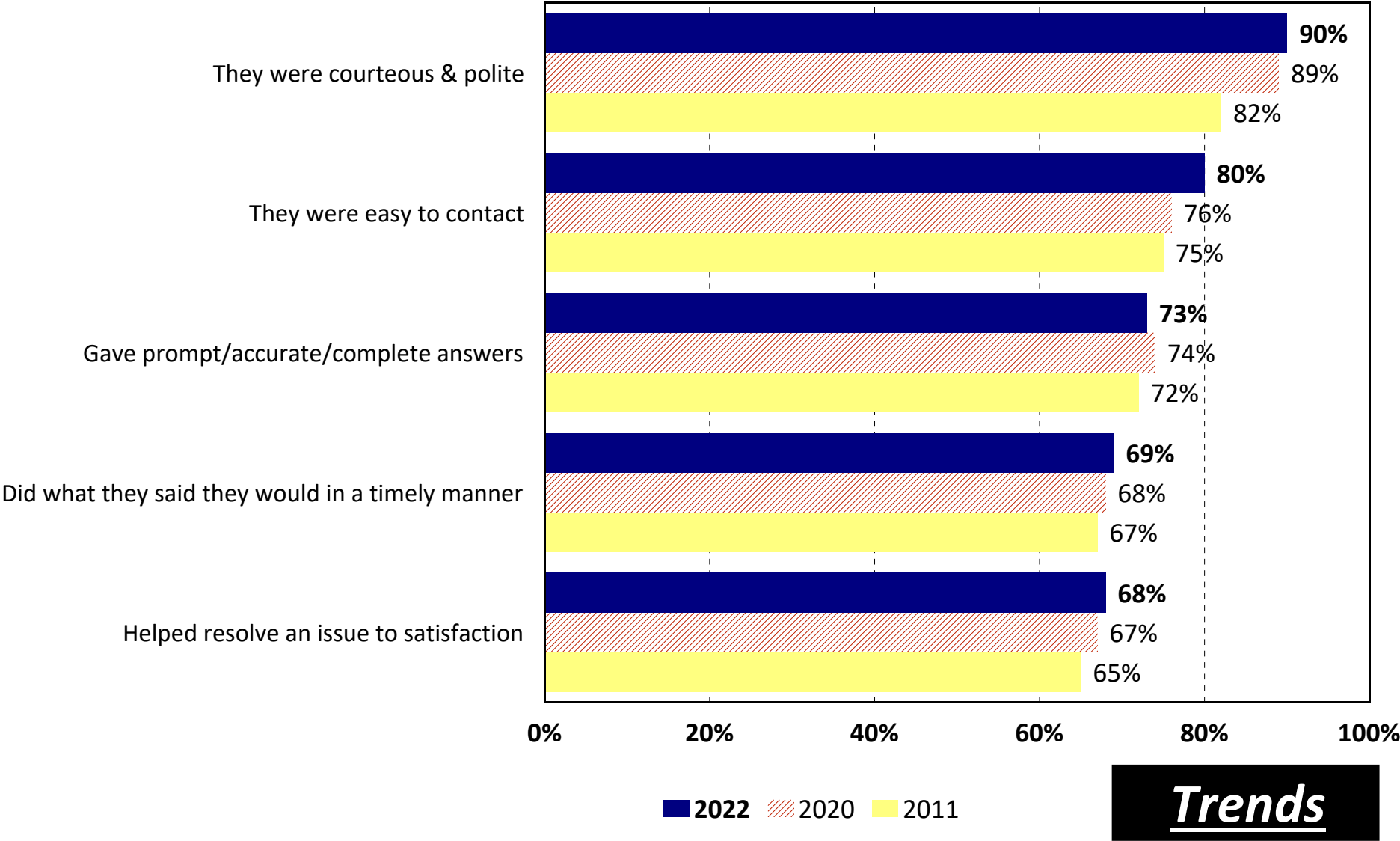
by percentage of respondents who indicated they had contacted the City and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction with Customer Service Provided

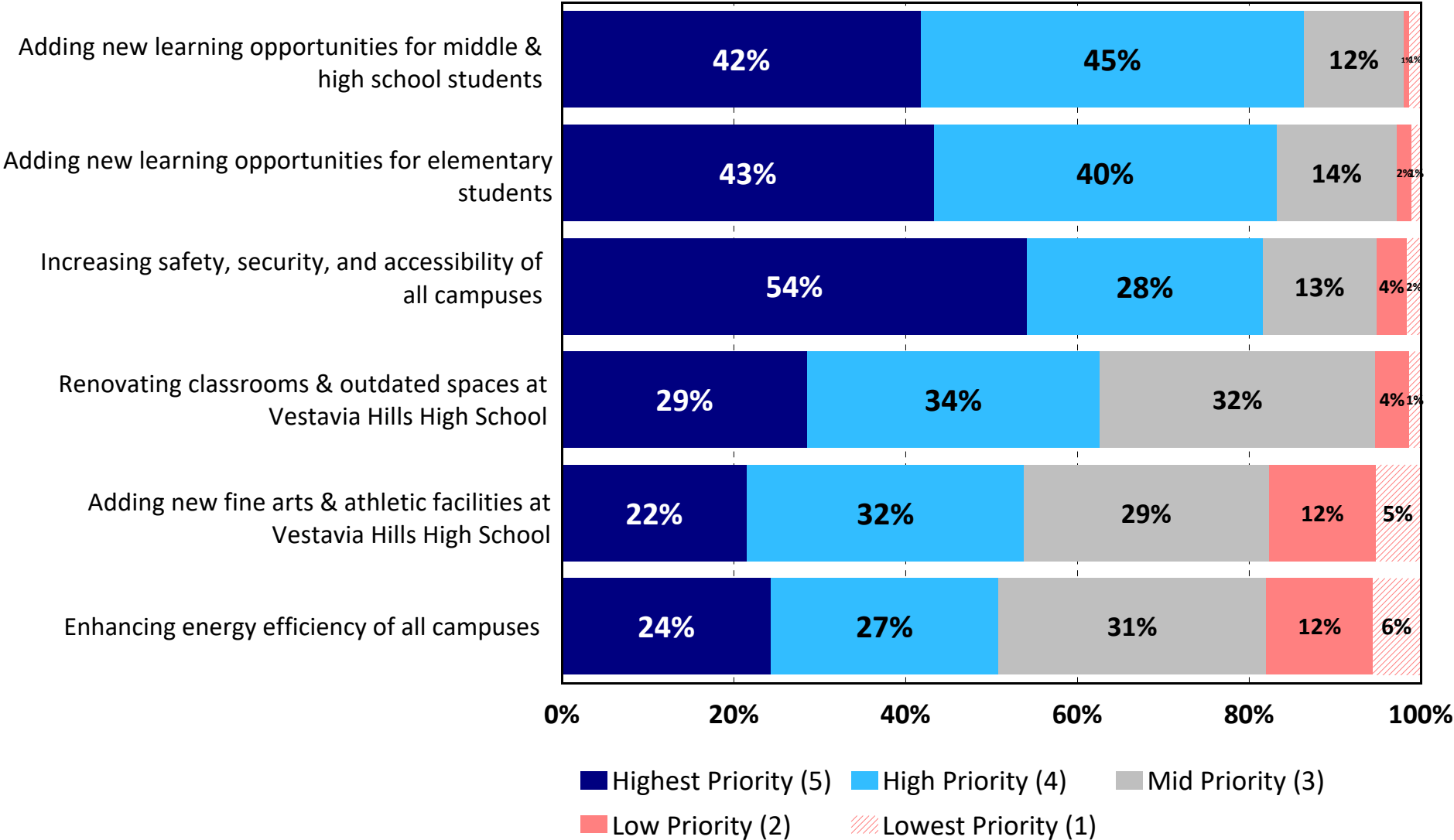
2011 to 2022

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



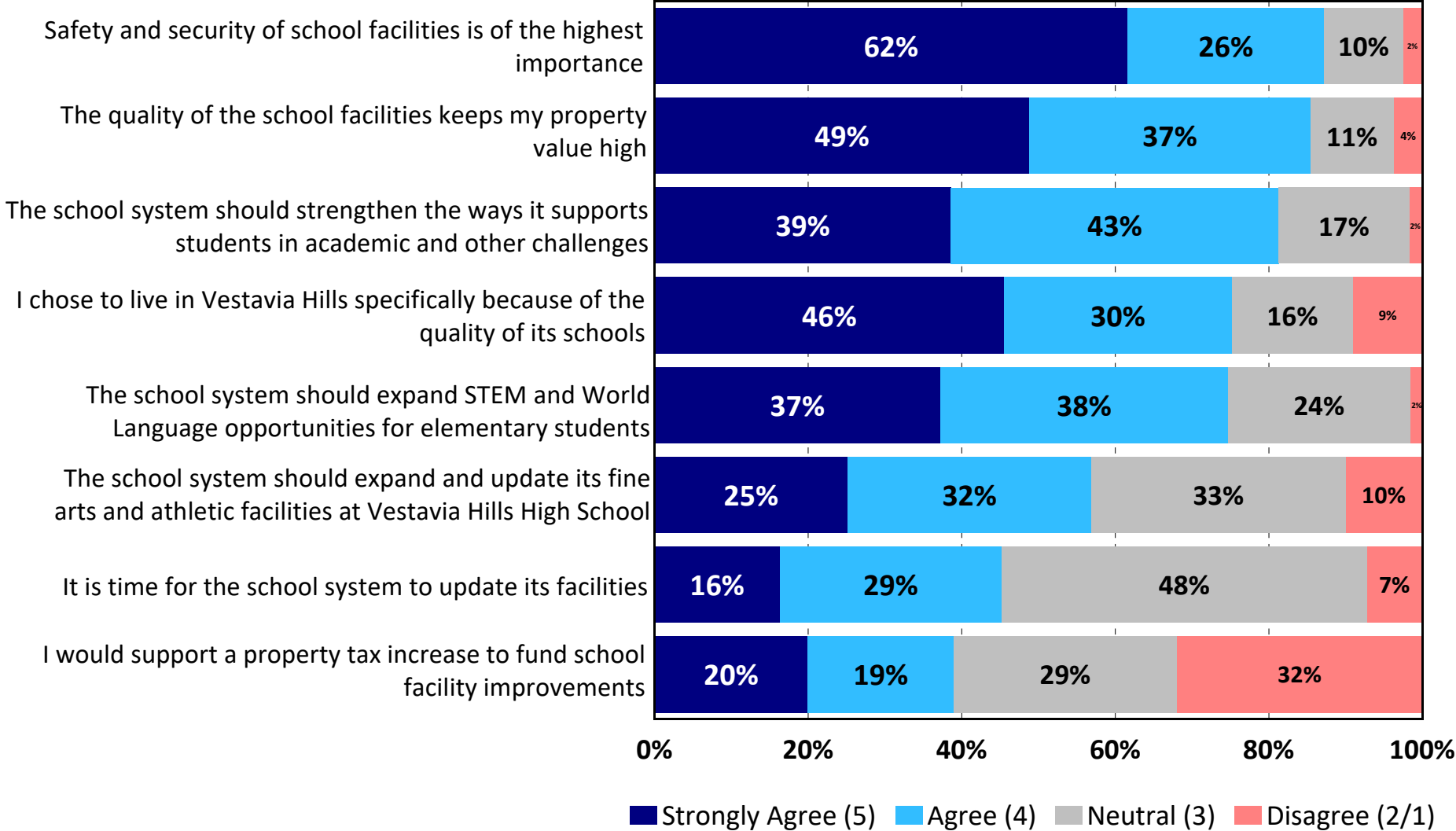
Q19. Level of Priority That Respondents Place on the Following School Facility Improvements

by percentage of respondents (excluding "don't know")



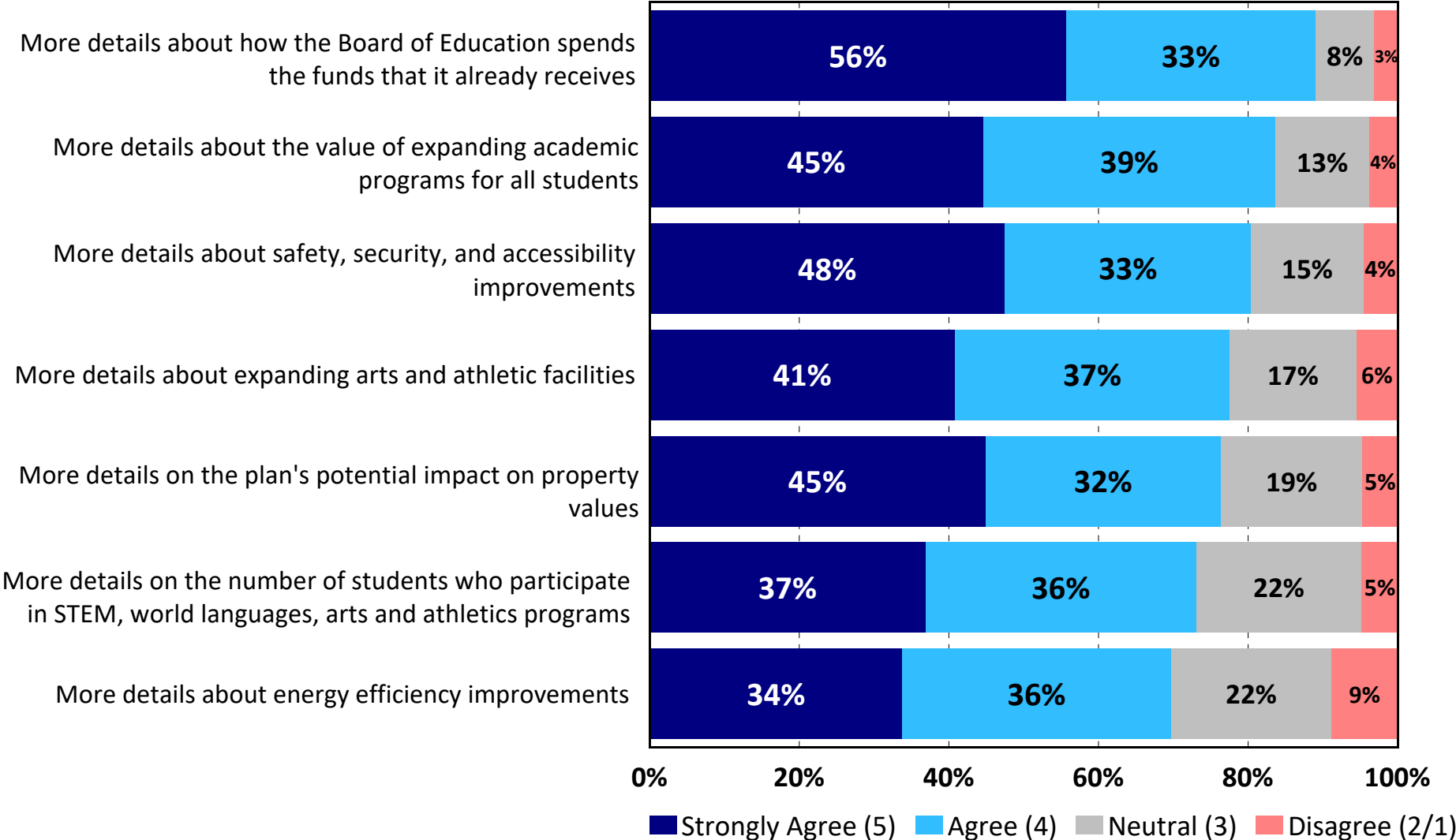
Q20. Level of Agreement With the Following Statements Regarding the Vestavia Hills School System

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



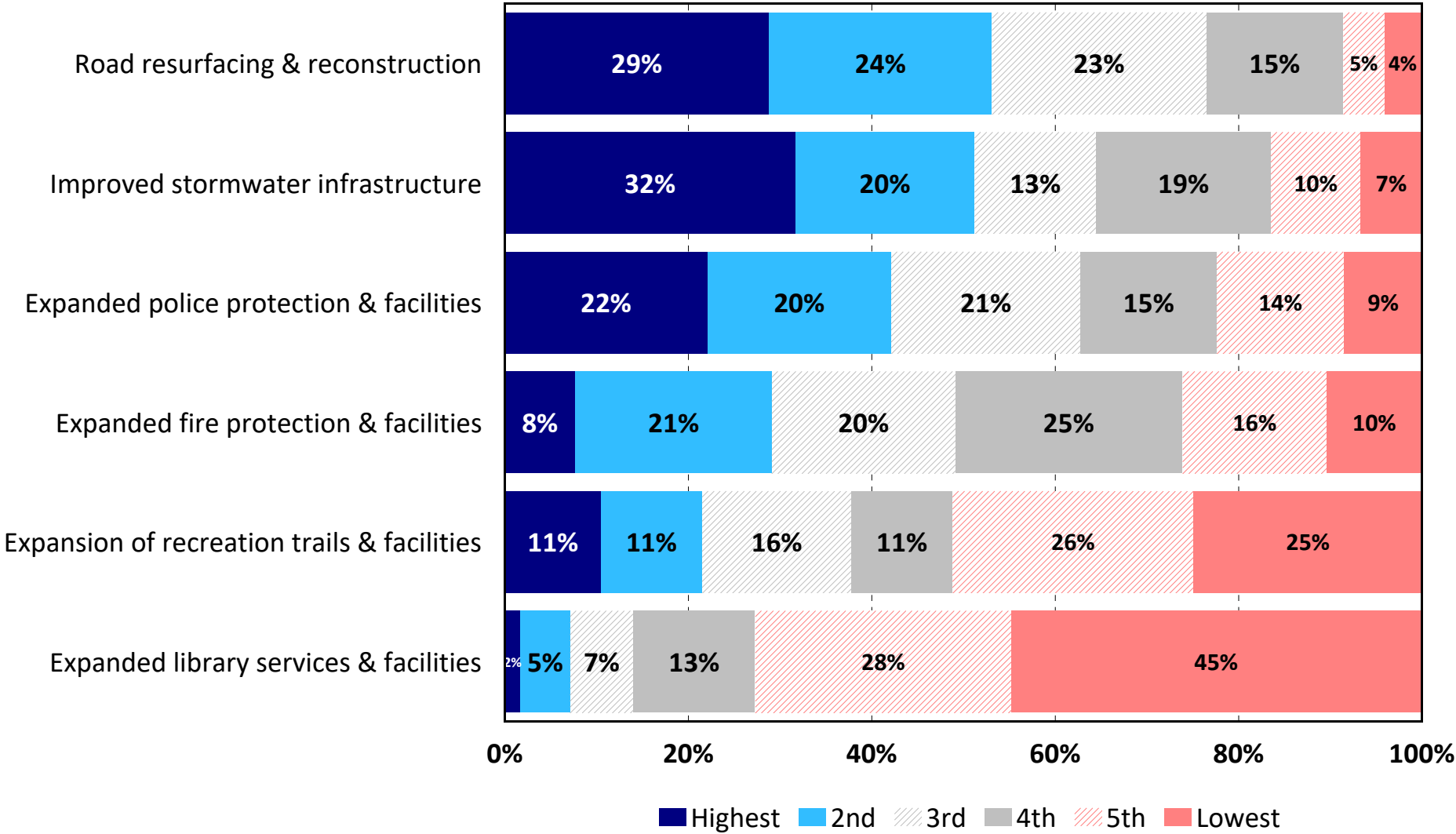
Q21. Level of Agreement With Additional Information That Would Need to be Considered to Support a Tax Increase for the Needs of the School System

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



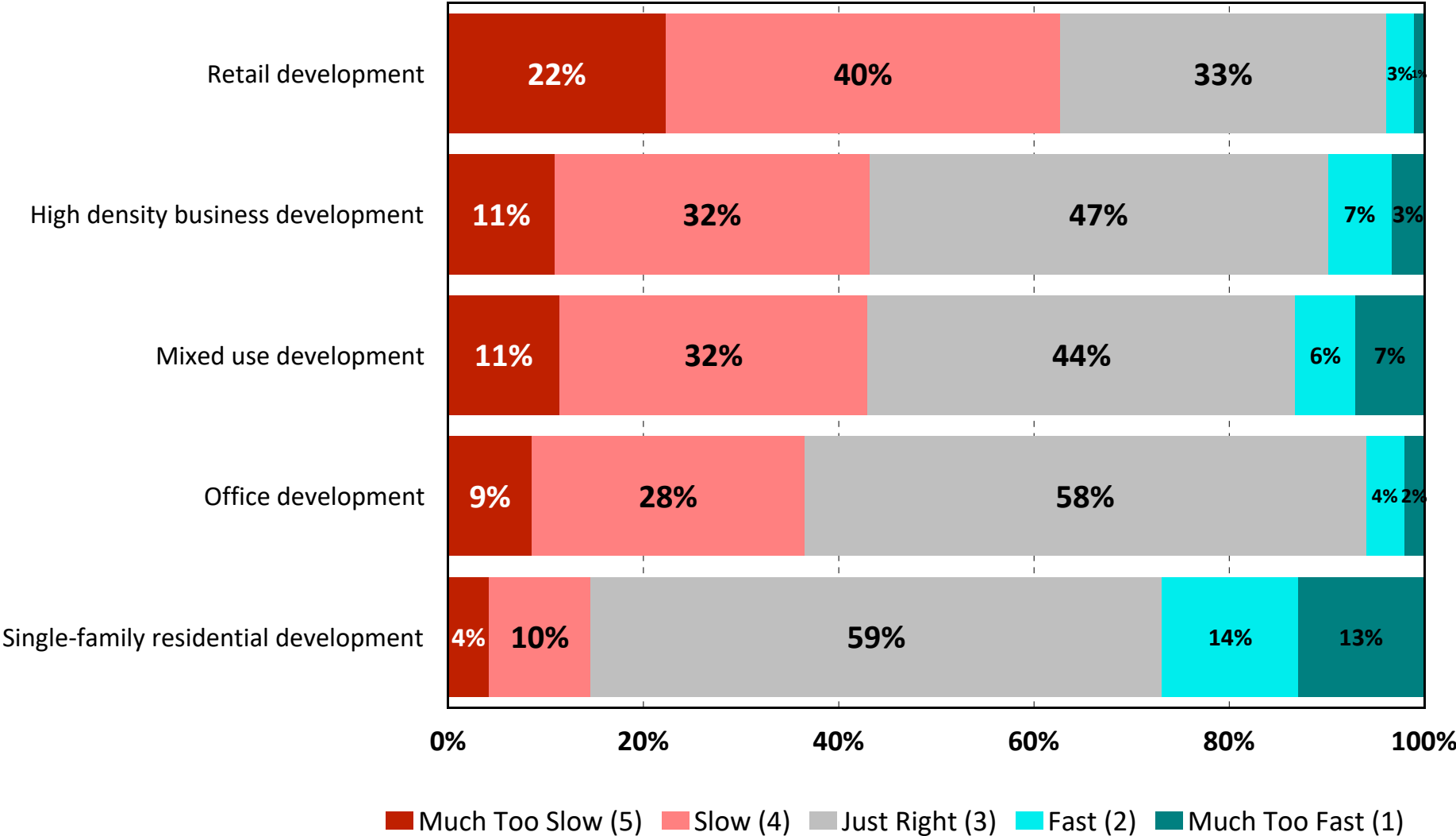
Q22. What Priority Level Respondents Place on the Following Projects

by percentage of respondents



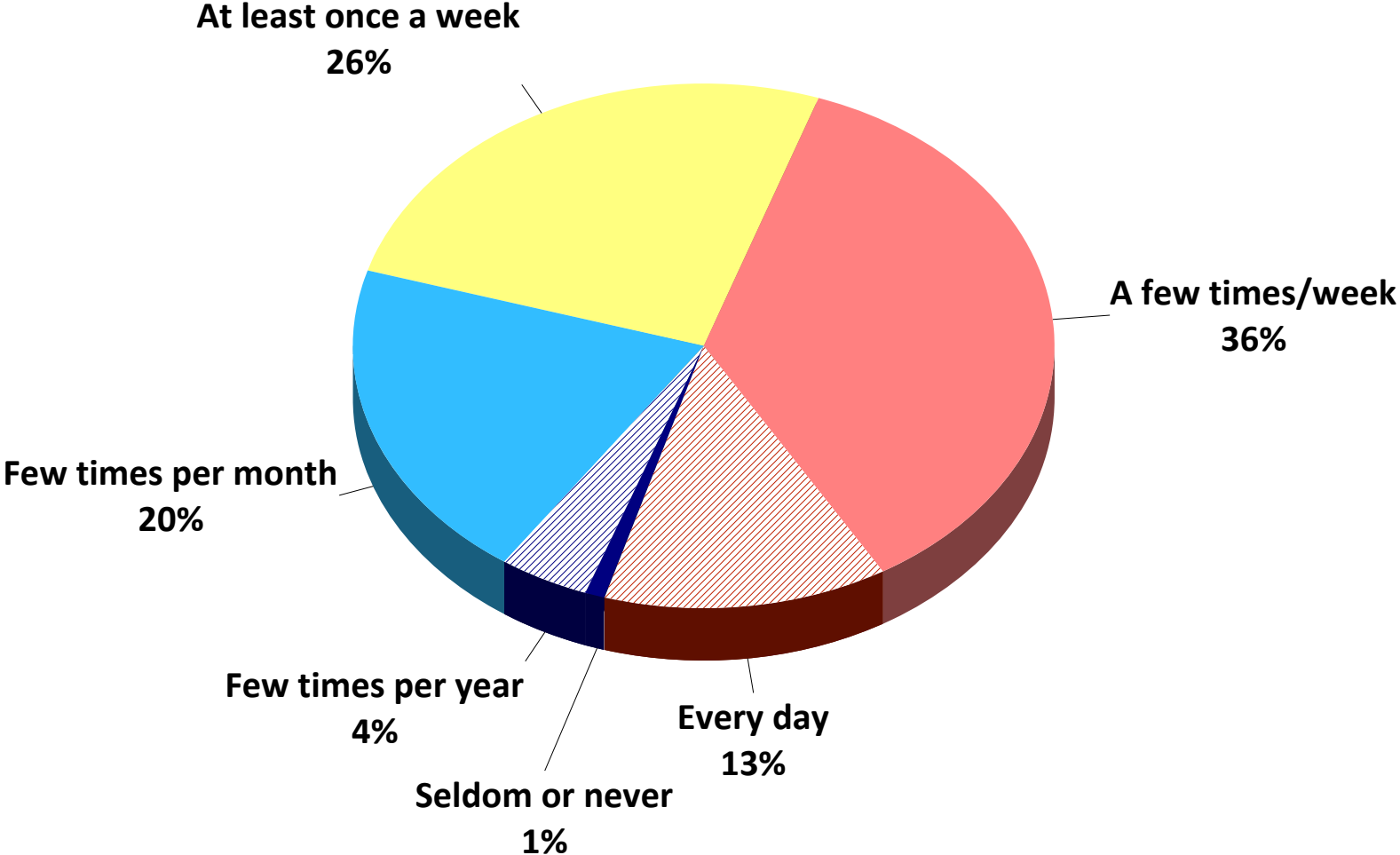
Q23. How Respondents Rate the Pace of Economic Development

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



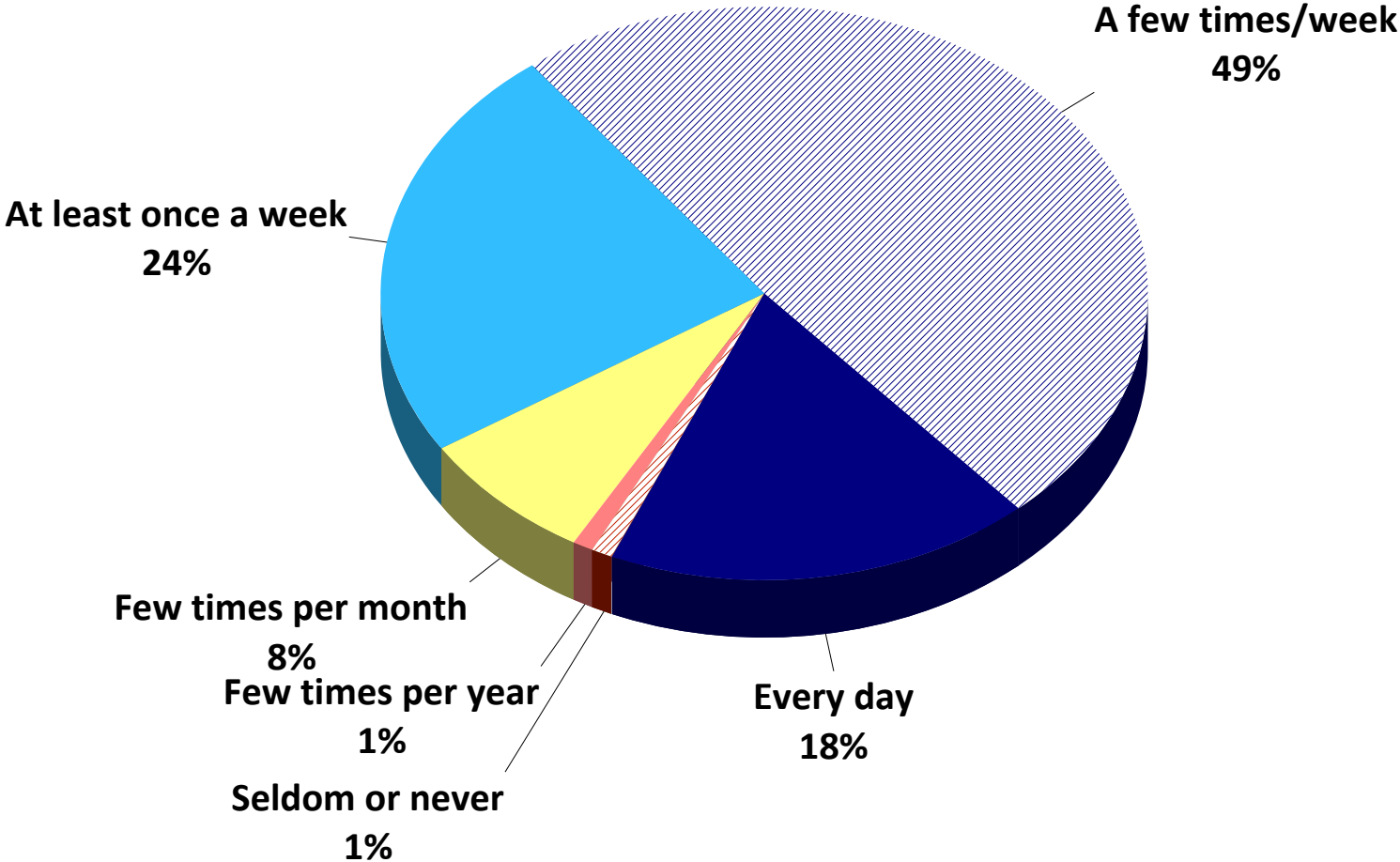
Q24. How Often Respondents Typically Go Outside Vestavia Hills City Limits to Shop

by percentage of respondents (excluding "not provided")



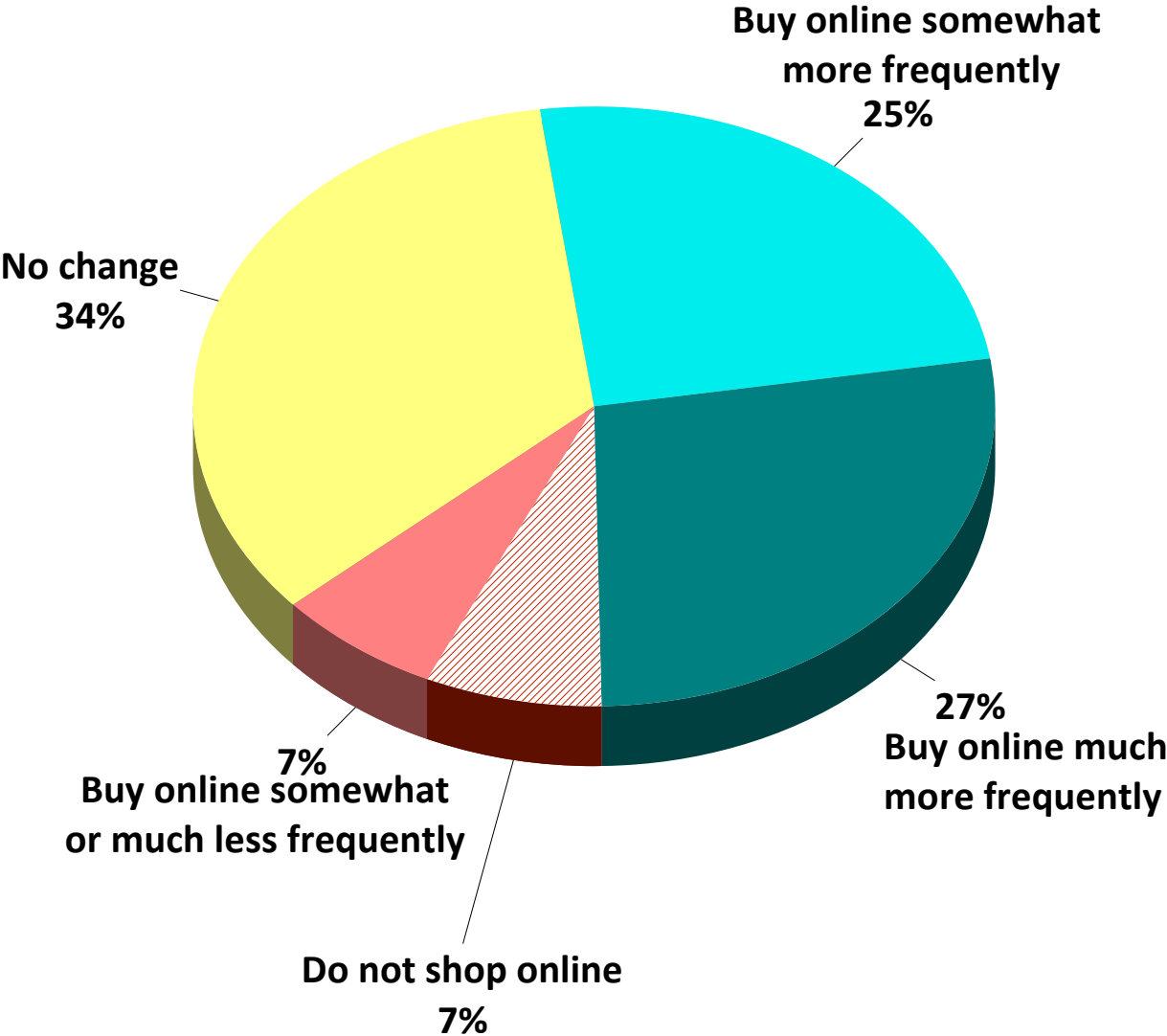
Q25. How Often Respondents Typically Shop Within the Vestavia Hills City Limits

by percentage of respondents (excluding "not provided")



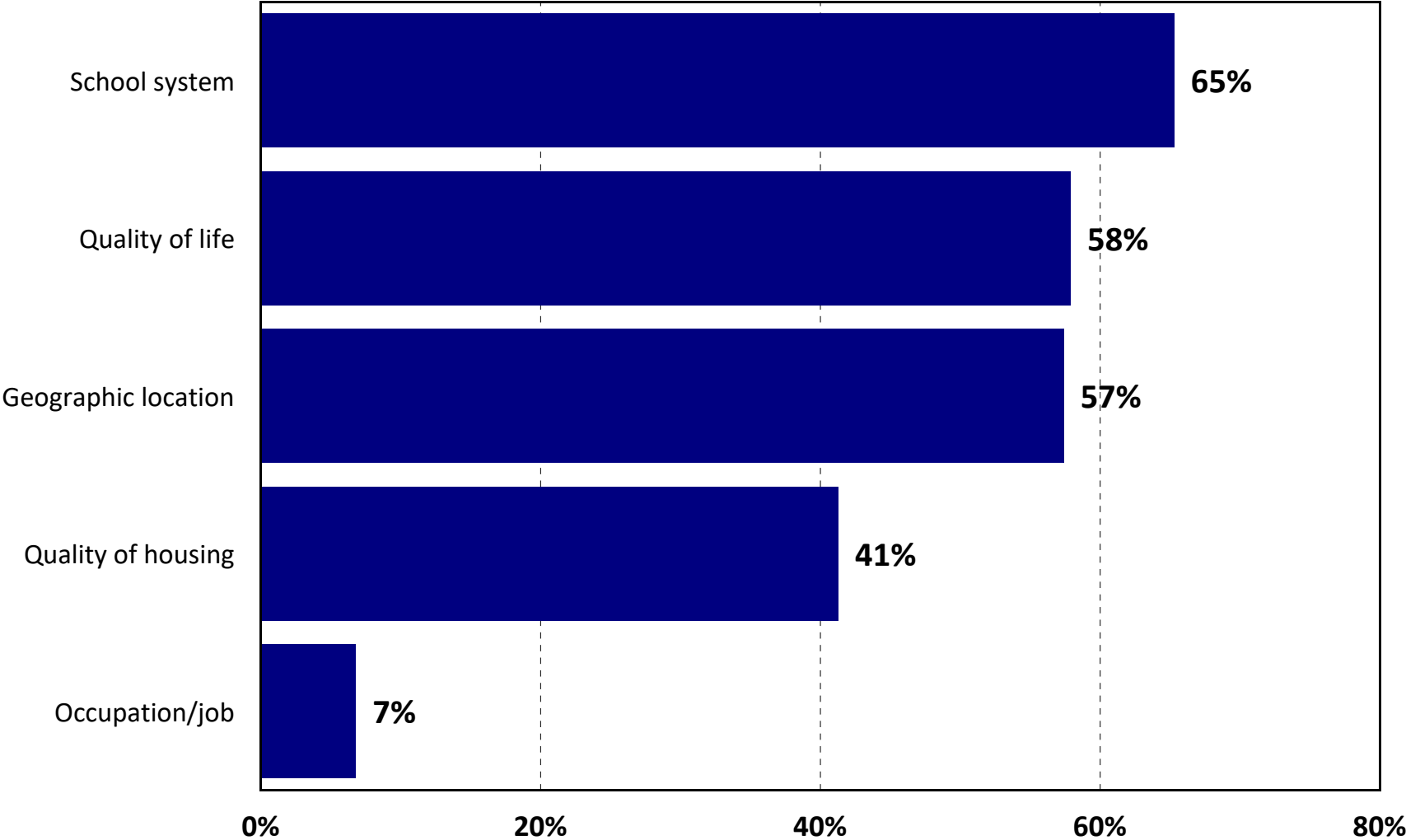
Q26. How Respondents' ONLINE Purchase of Goods and Services Has Changed in the Past 12 Months

by percentage of respondents (excluding "not provided")



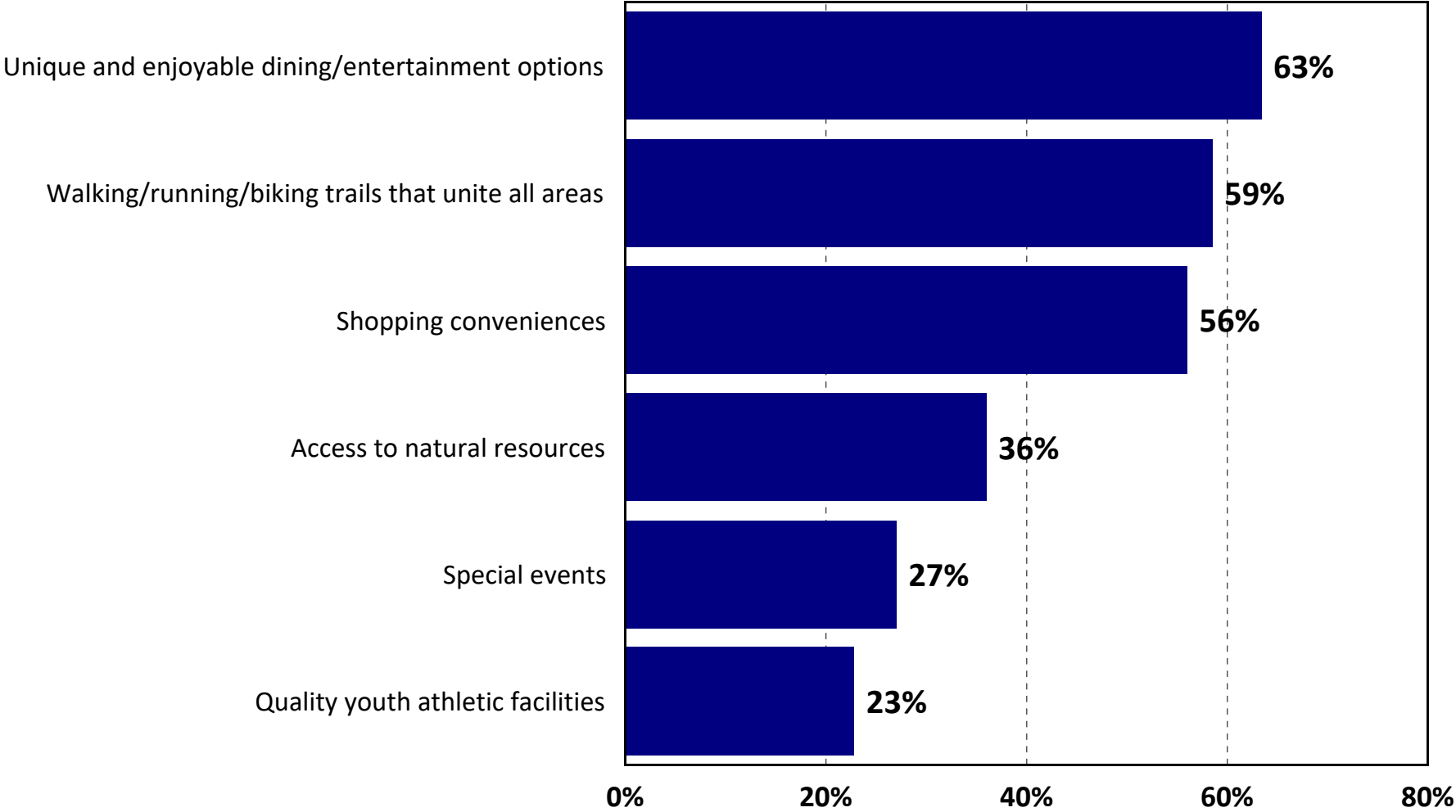
Q27. Most Important Reasons for Choosing to Live in Vestavia Hills

by percentage of respondents (multiple selections could be made)



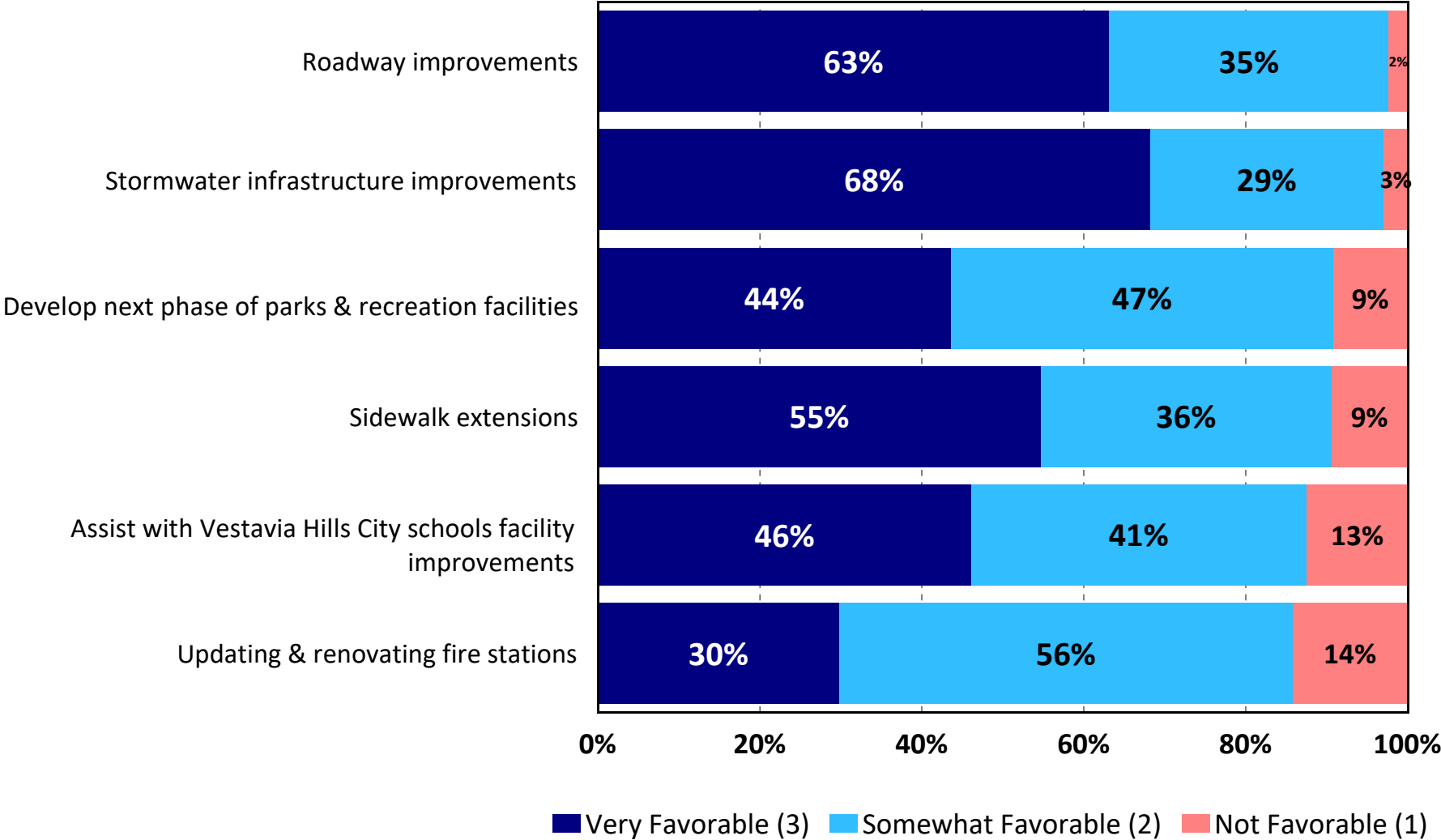
Q28. Activities/Amenities Offered in Vestavia Hills That Are Most Important or Most Appreciated by Households

by percentage of respondents (multiple selections could be made)



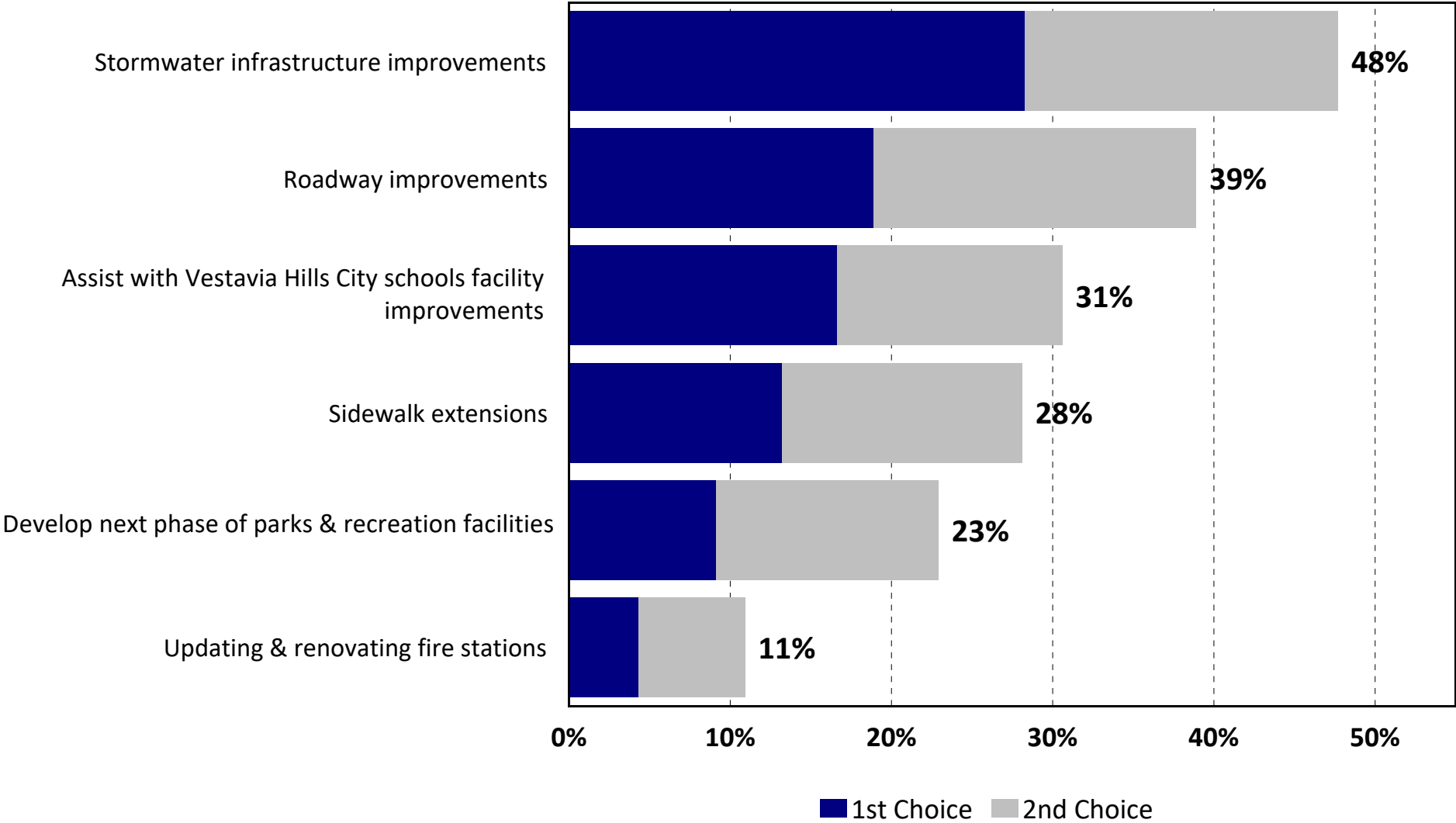
Q29. How Favorable Respondents Are of Funding the Following Projects

by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding "don't know")



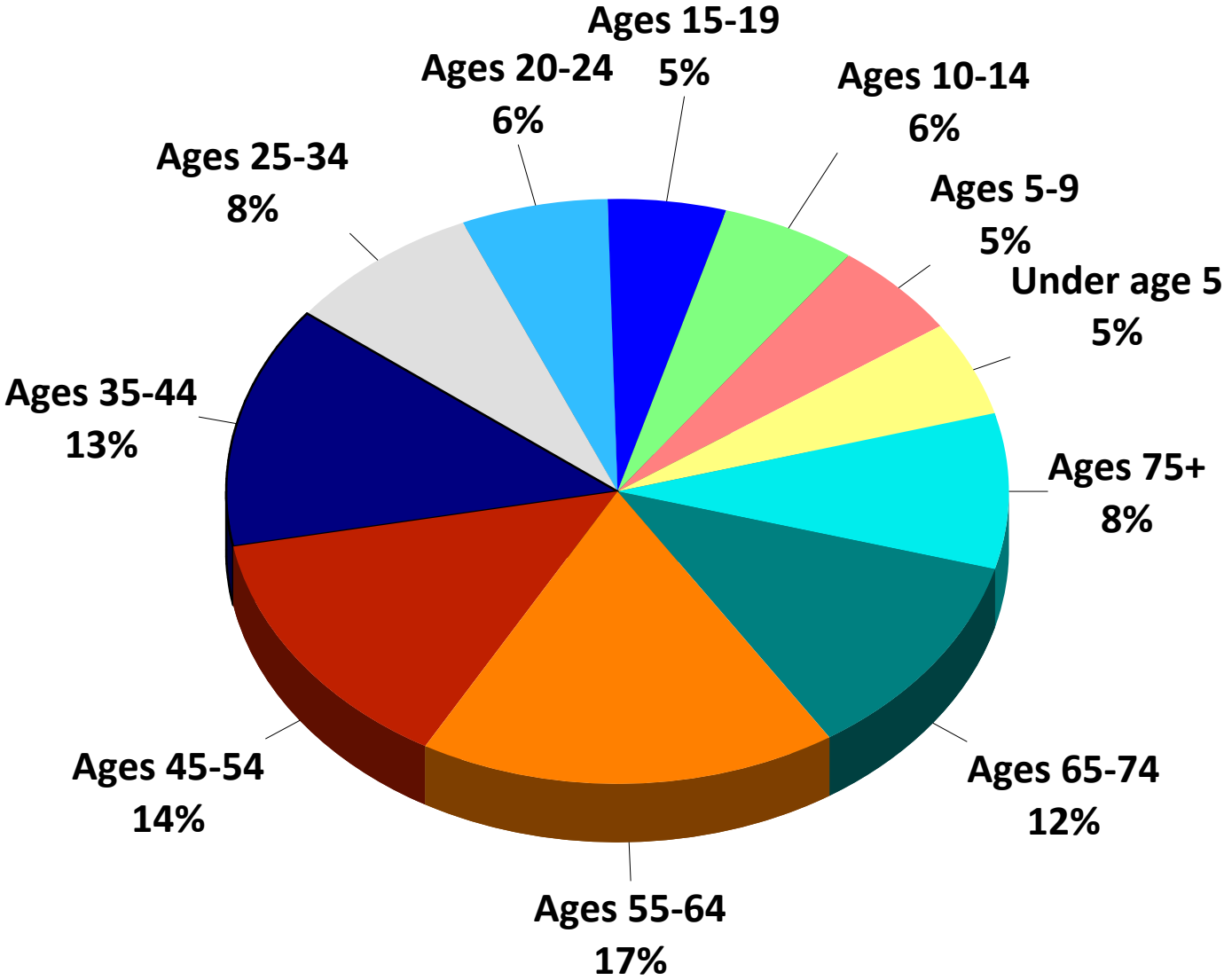
Q30. Two Items Respondents Think are Most Important to Fund

by percentage of respondents who selected the item as one of their top two choices



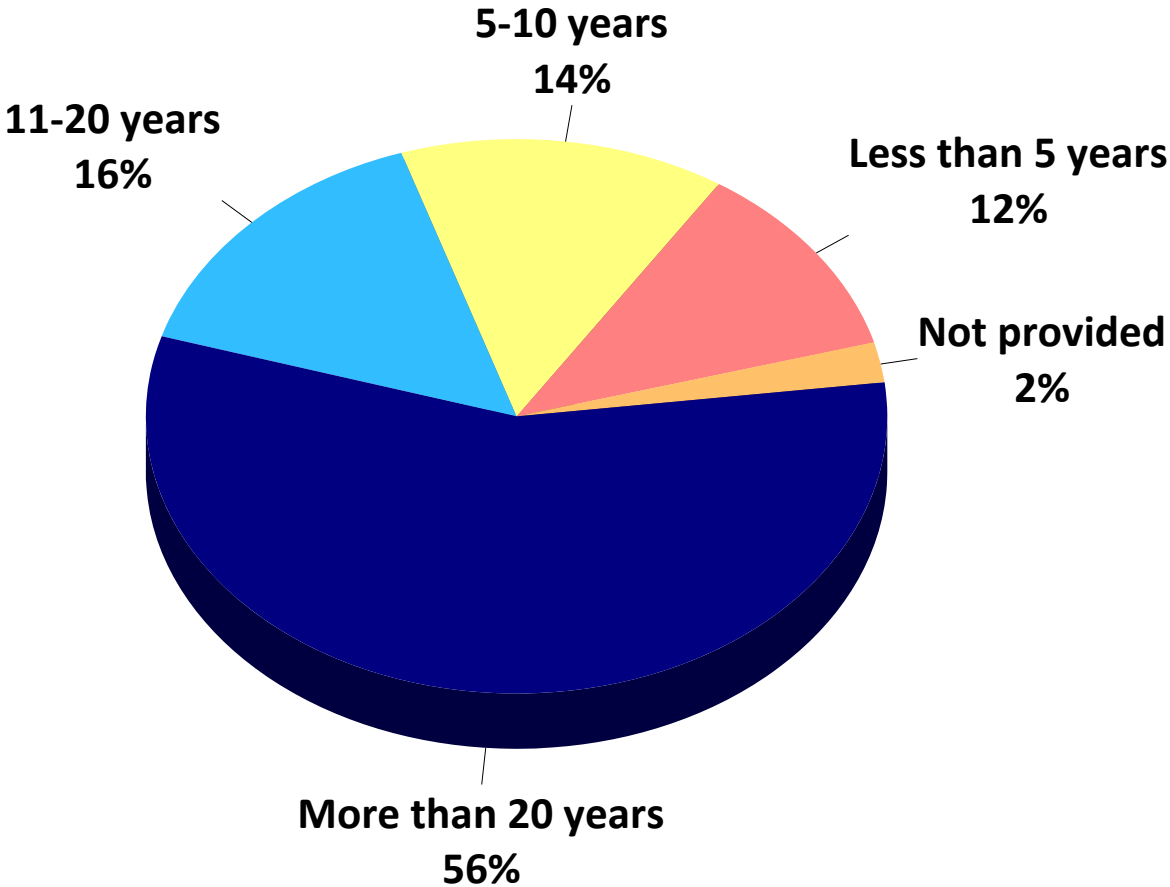
Q31. Demographics: Ages of All Household Members

by percentage of respondents



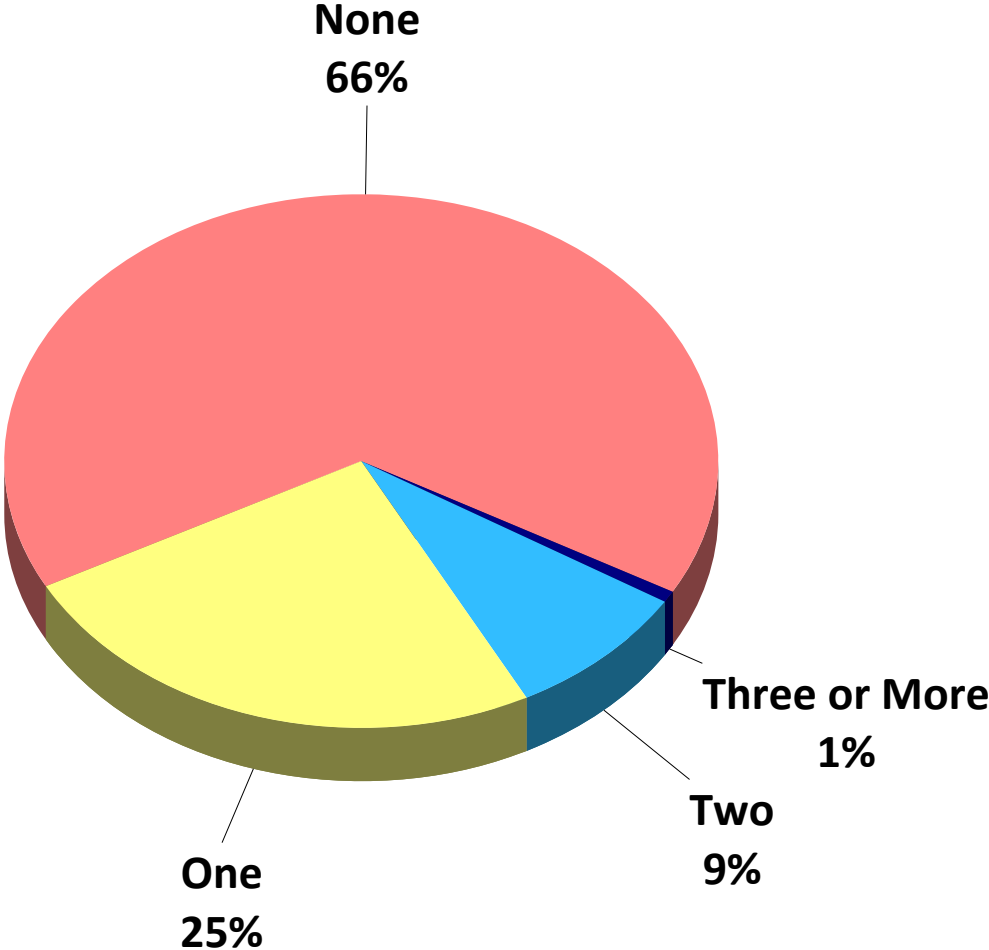
Q32. Demographics: Number of Years Lived in the City of Vestavia Hills

by percentage of respondents



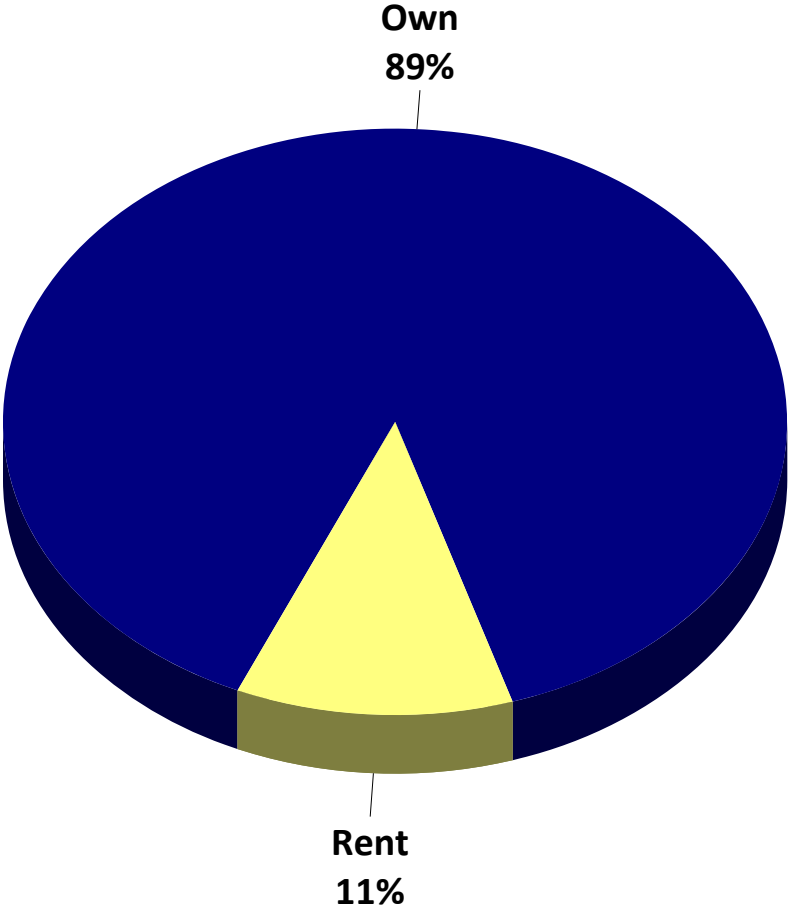
Q33. Demographics: Number in Household Who Work Within the City Limits of Vestavia Hills

by percentage of respondents (excluding "not provided")



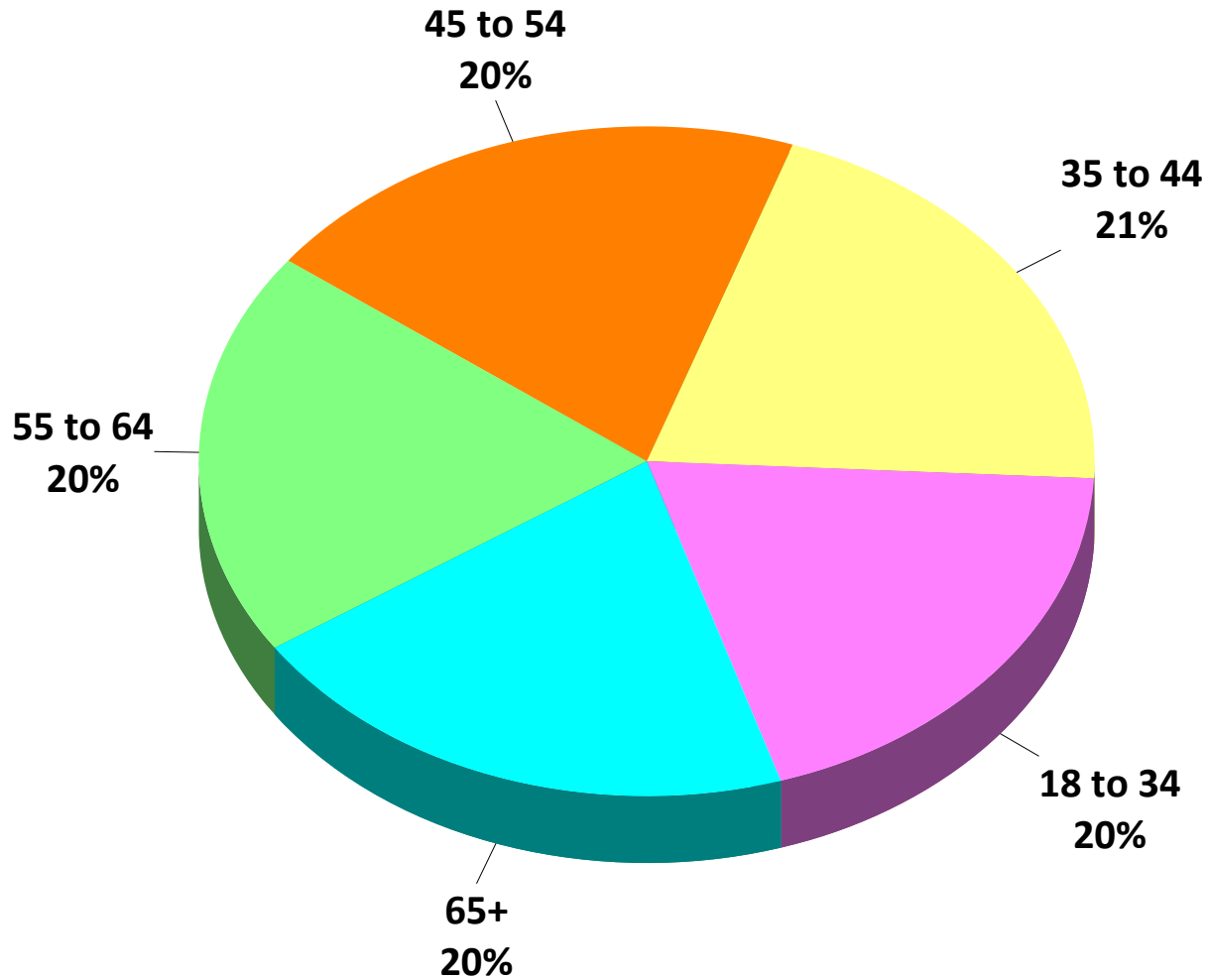
Q34. Demographics: Do you own or rent your current residence?

by percentage of respondents (excluding “not provided”)



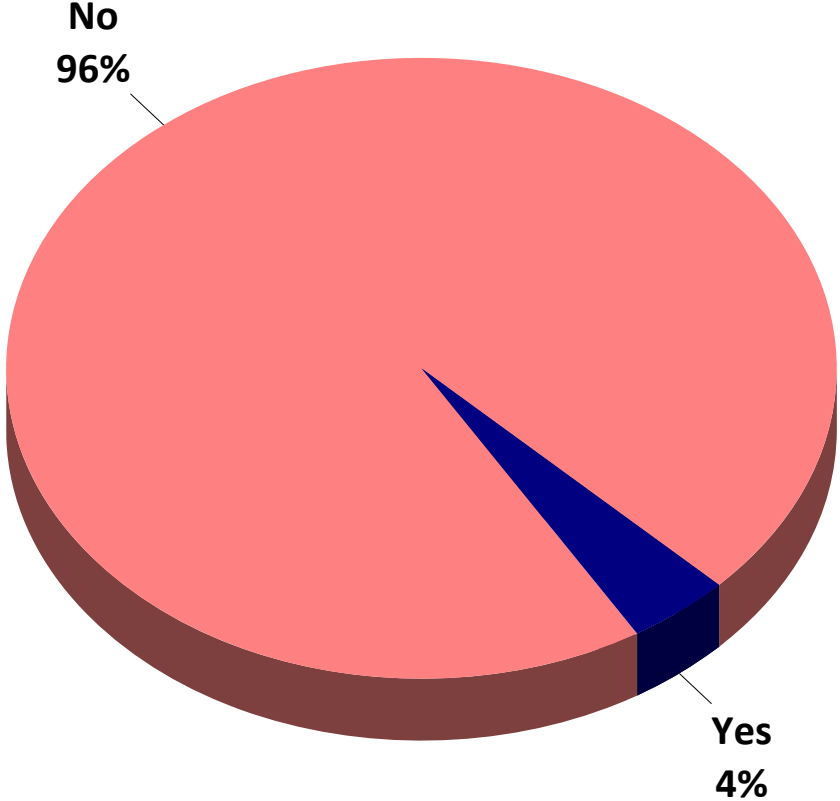
Q35. Demographics: Age of Respondent

by percentage of respondents (excluding "not provided")



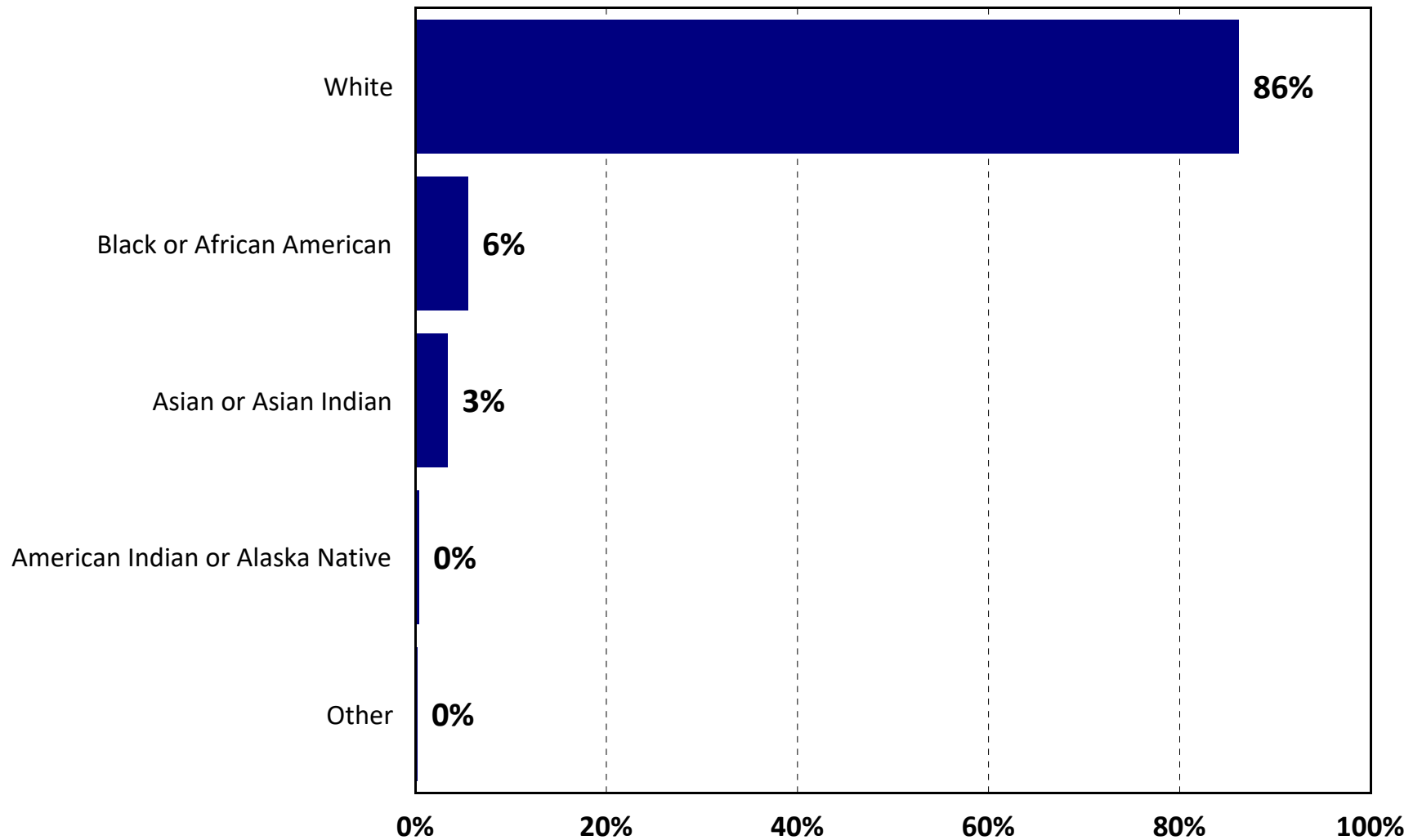
Q36. Demographics: Are you or other members of your household of Hispanic or Latino ancestry?

by percentage of respondents (excluding "not provided")



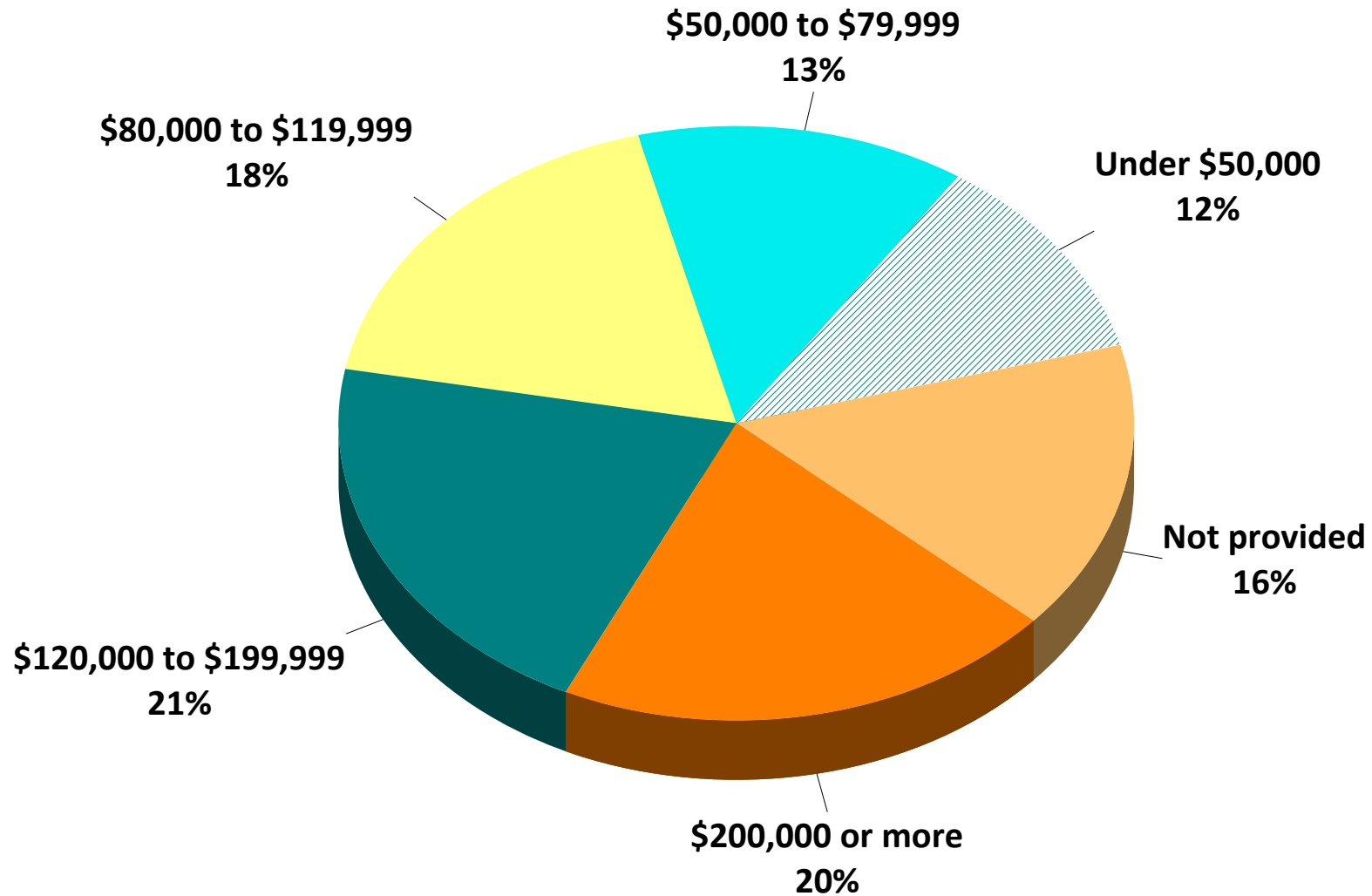
Q37. Demographics: Race of Respondent

by percentage of respondents (multiple selections could be made)



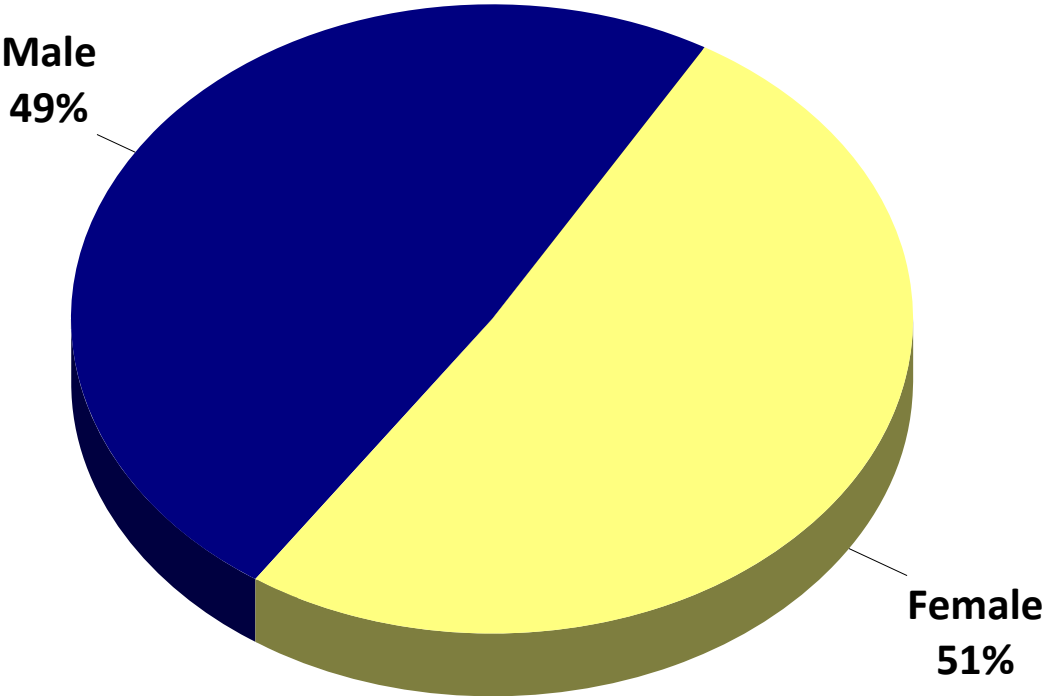
Q38. Demographics: Household Income

by percentage of respondents



Q39. Demographics: Gender

by percentage of respondents (excluding “not provided”)





2

Benchmarking Analysis

Benchmarking Analysis



Overview

ETC Institute's *DirectionFinder*® program was originally developed in 1999 to help community leaders use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 500 cities and counties in 49 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from two sources: (1) a national survey that was administered by ETC Institute during the fall of 2021 to a random sample of more than 9,000 residents in the continental United States and (2) individual communities with a population between 20,000 and 50,000 where ETC Institute had administered the *DirectionFinder*® survey between October 2020 and October 2022; the 27 communities included in these comparisons are listed below.

- Belton, MO
- Burleson, TX
- Carrboro, NC
- Cedar Hill, TX
- Dickinson, TX
- Emporia, KS
- Fountain Hills, AZ
- Galesburg, IL
- Gladstone, MO
- Holly Springs, NC
- Hutto, TX
- Issaquah, WA
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Lake Oswego, OR
- Los Gatos, CA
- Manassas, VA
- Miami Lakes, FL
- Minot, ND
- Oregon City, OR
- Palmetto Bay, FL
- Pelham, AL
- Raymore, MO
- Scarborough, ME
- Schertz, TX
- Waxahachie, TX

Benchmarking Analysis



Interpreting the Charts

National Benchmarks. The first set of charts on the following pages show how the overall results for Vestavia Hills compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 9,000 U.S. residents during the fall of 2021.

Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 27 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 27 communities. The actual ratings for Vestavia Hills are listed to the right of each chart. The dot on each bar shows how the results for Vestavia Hills compare to the other communities with a population between 20,000 and 50,000 where the *DirectionFinder*[®] survey has been administered since October 2020.

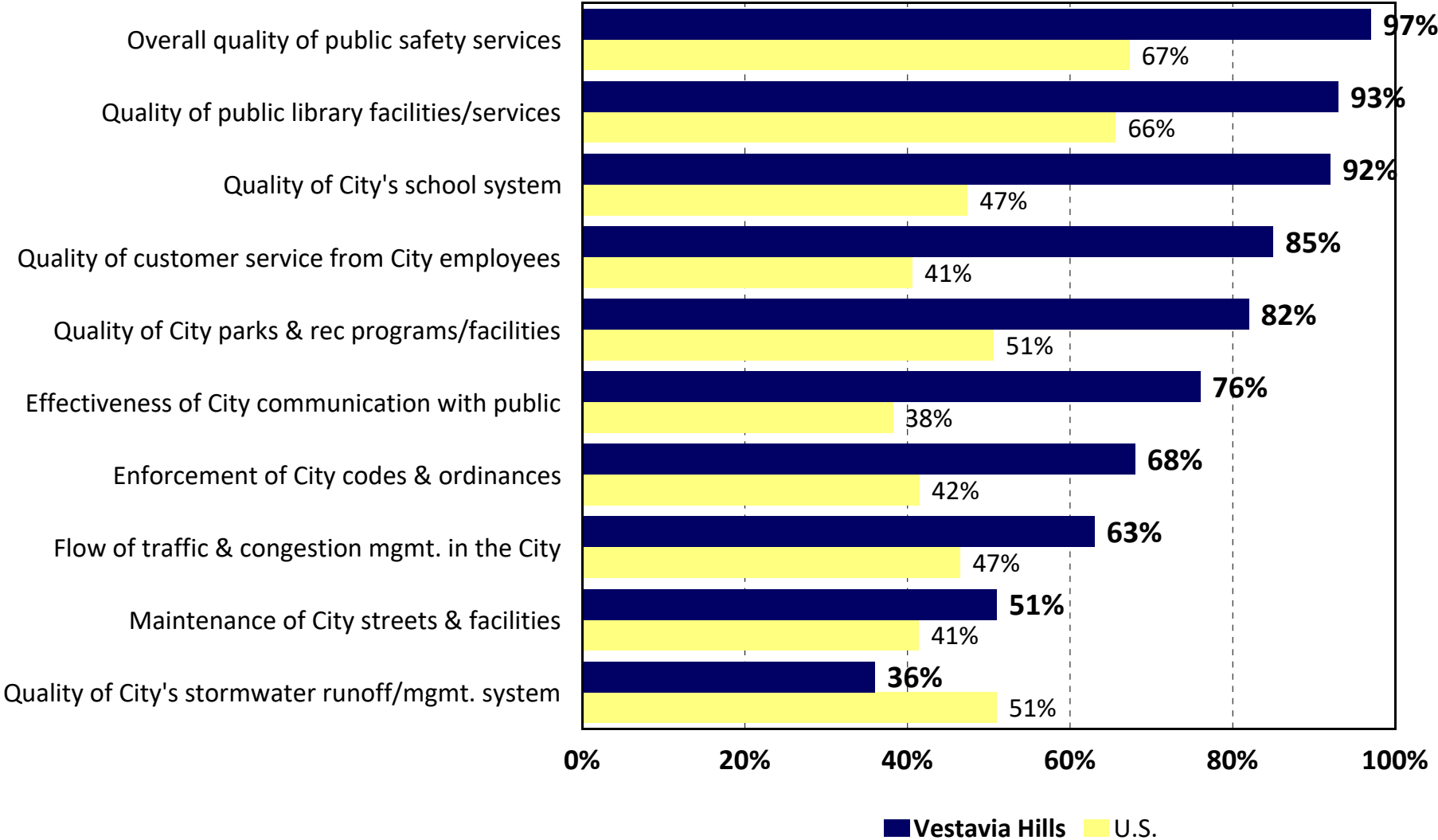
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Vestavia Hills, Alabama is not authorized without written consent from ETC Institute.

Overall Satisfaction with Major Categories of City Services

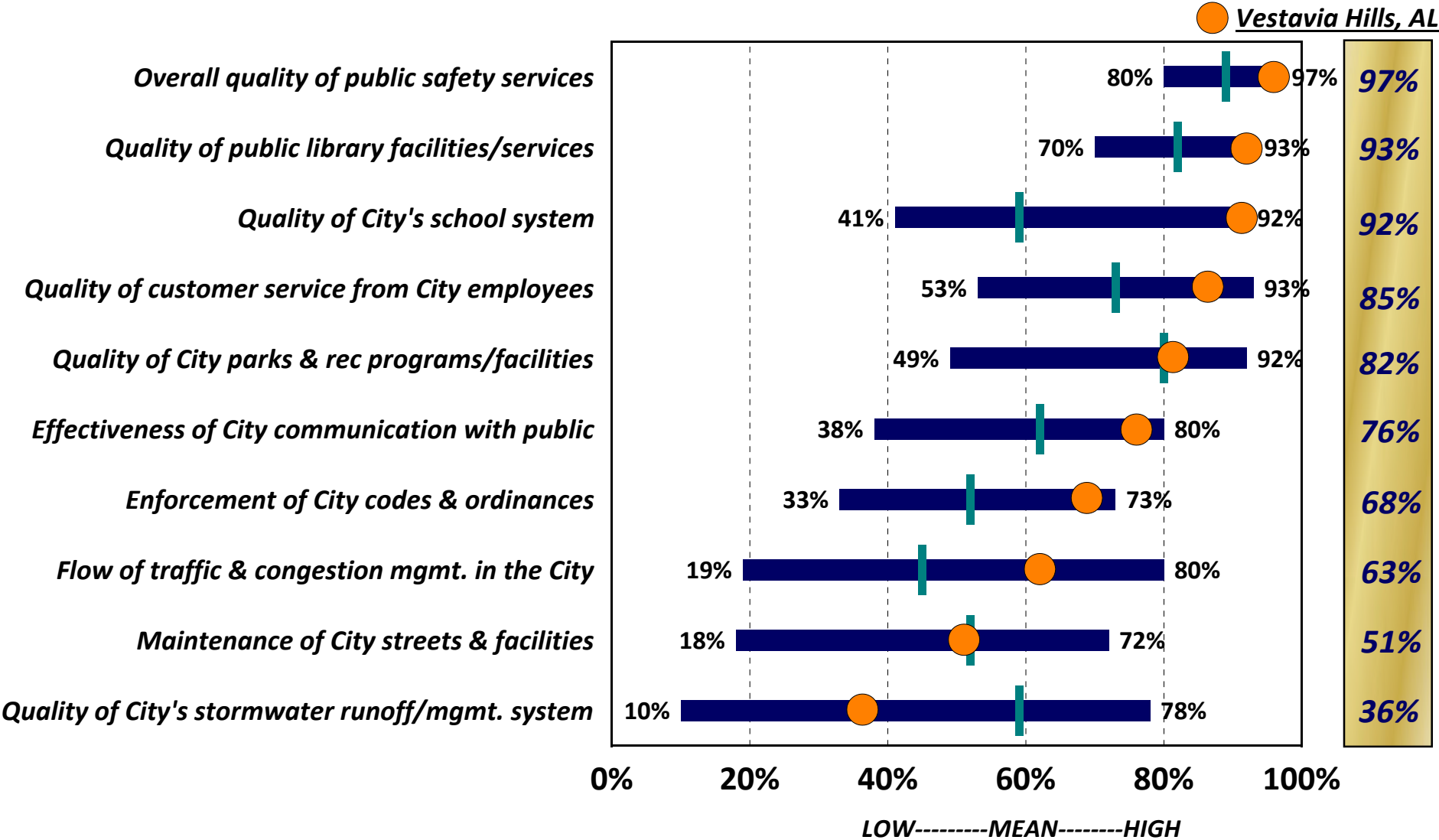
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Various City Services by Major Category - 2022

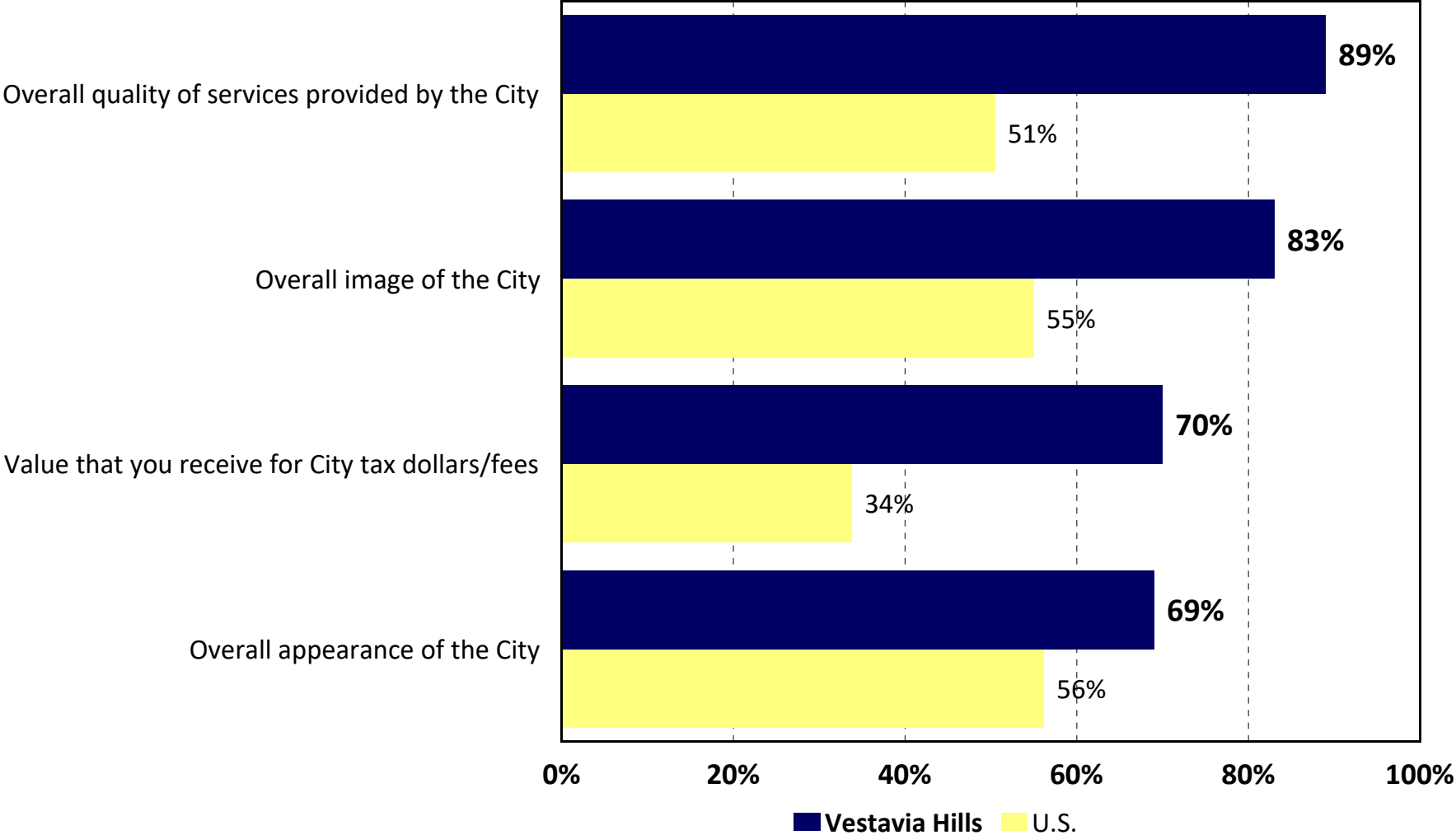
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Issues that Influence Perceptions of the City

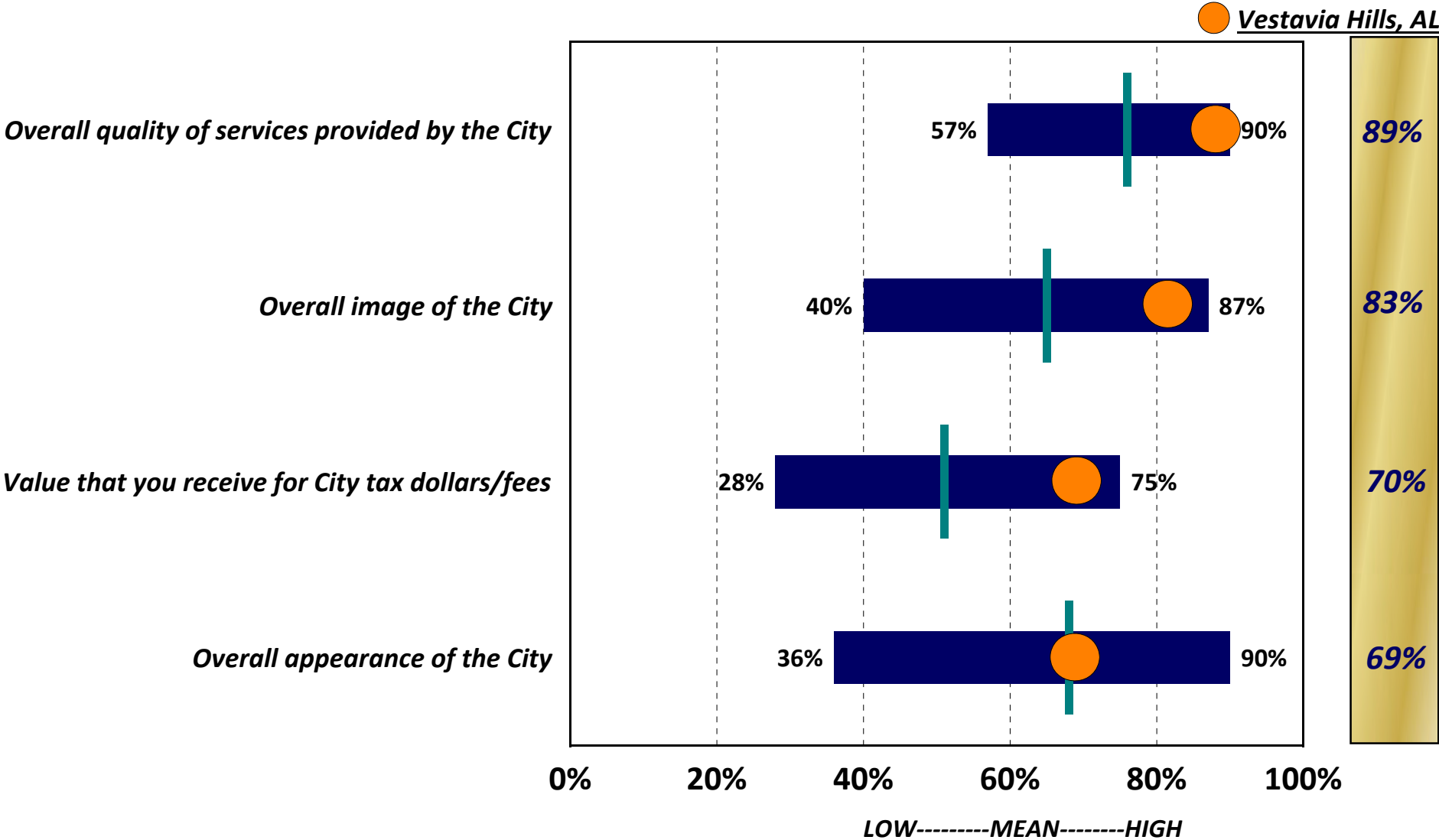
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Perceptions that Residents Have of the City in Which They Live - 2022

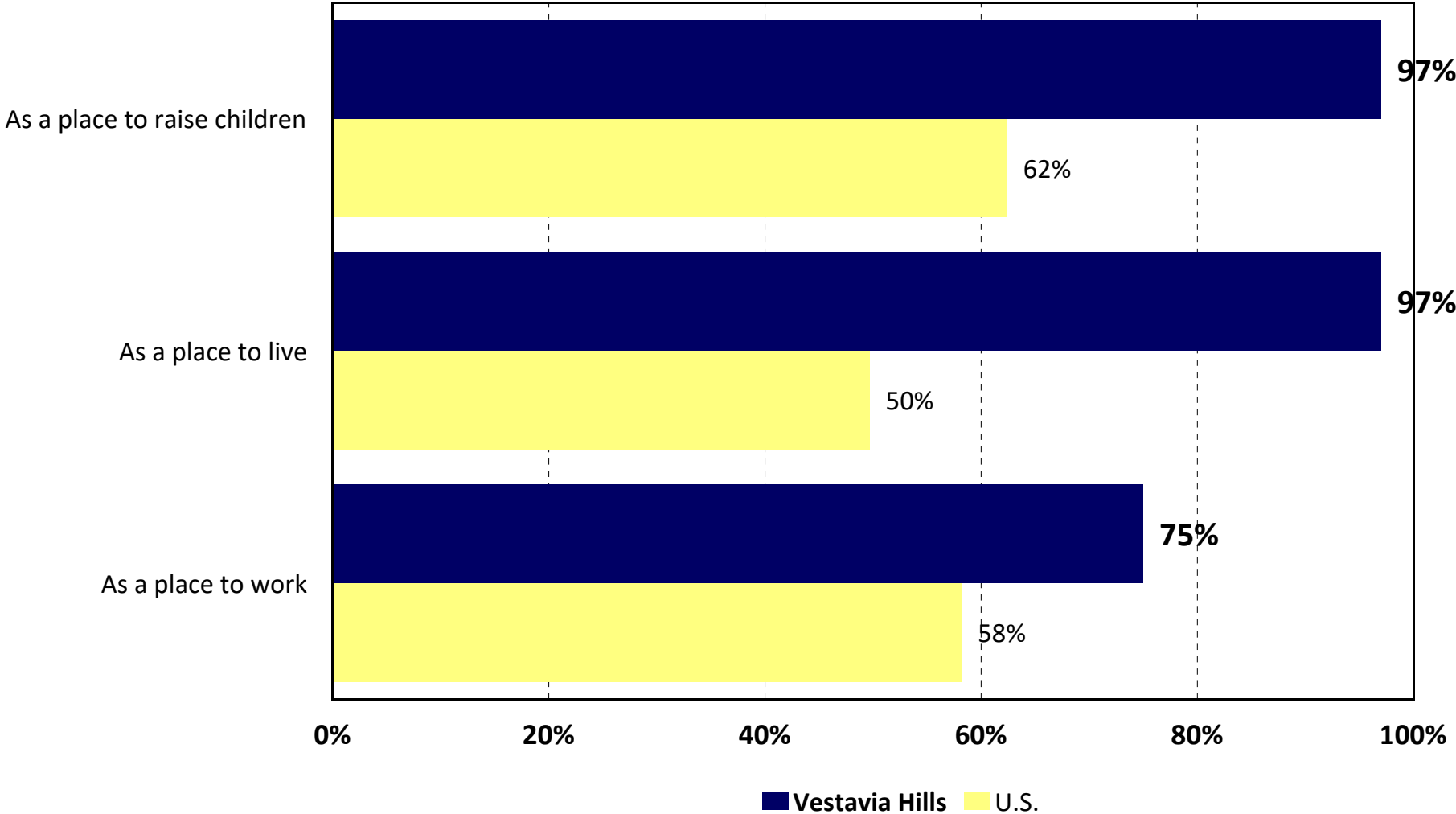
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Ratings of the Community

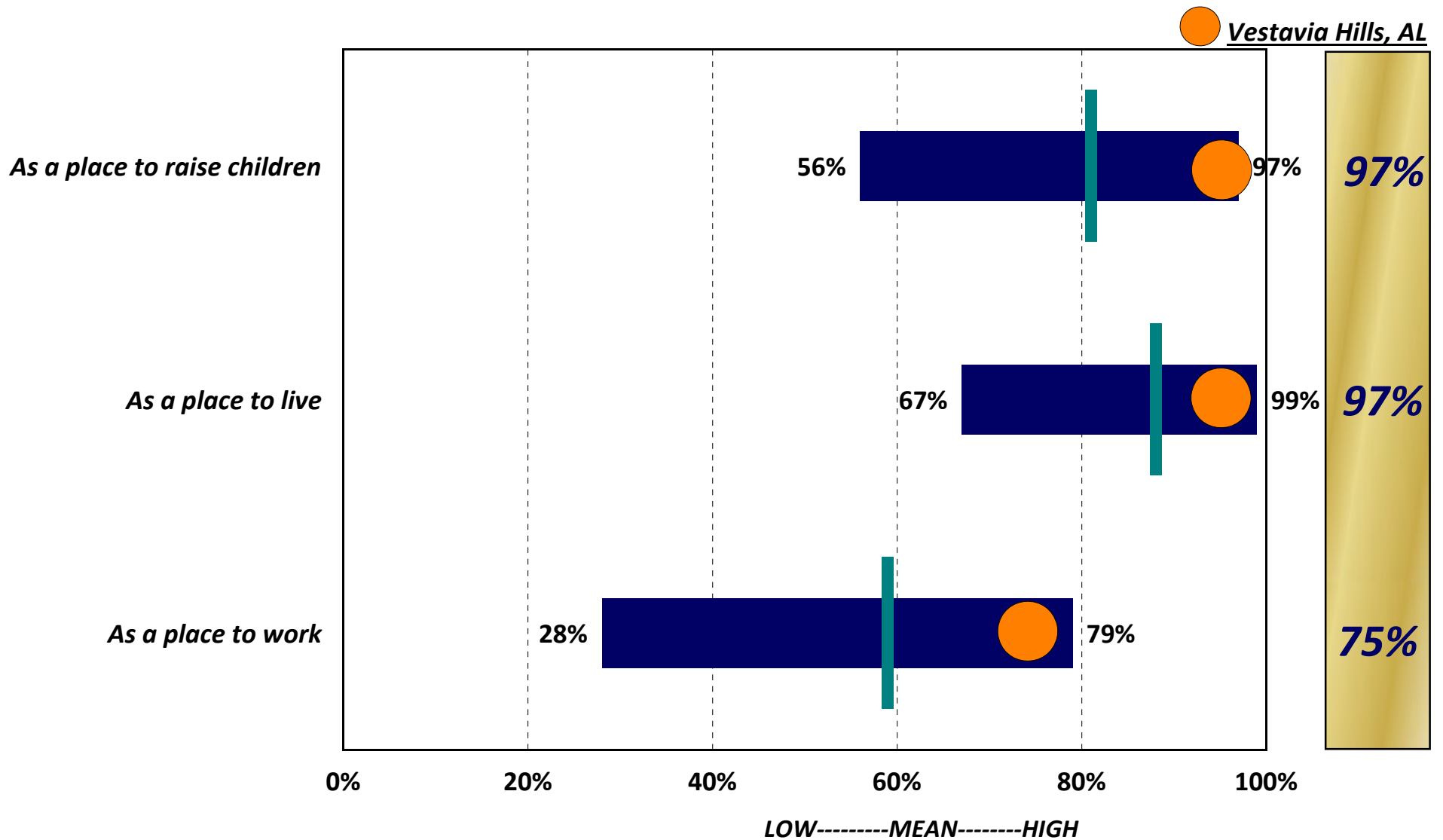
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Overall Ratings of the Community - 2022

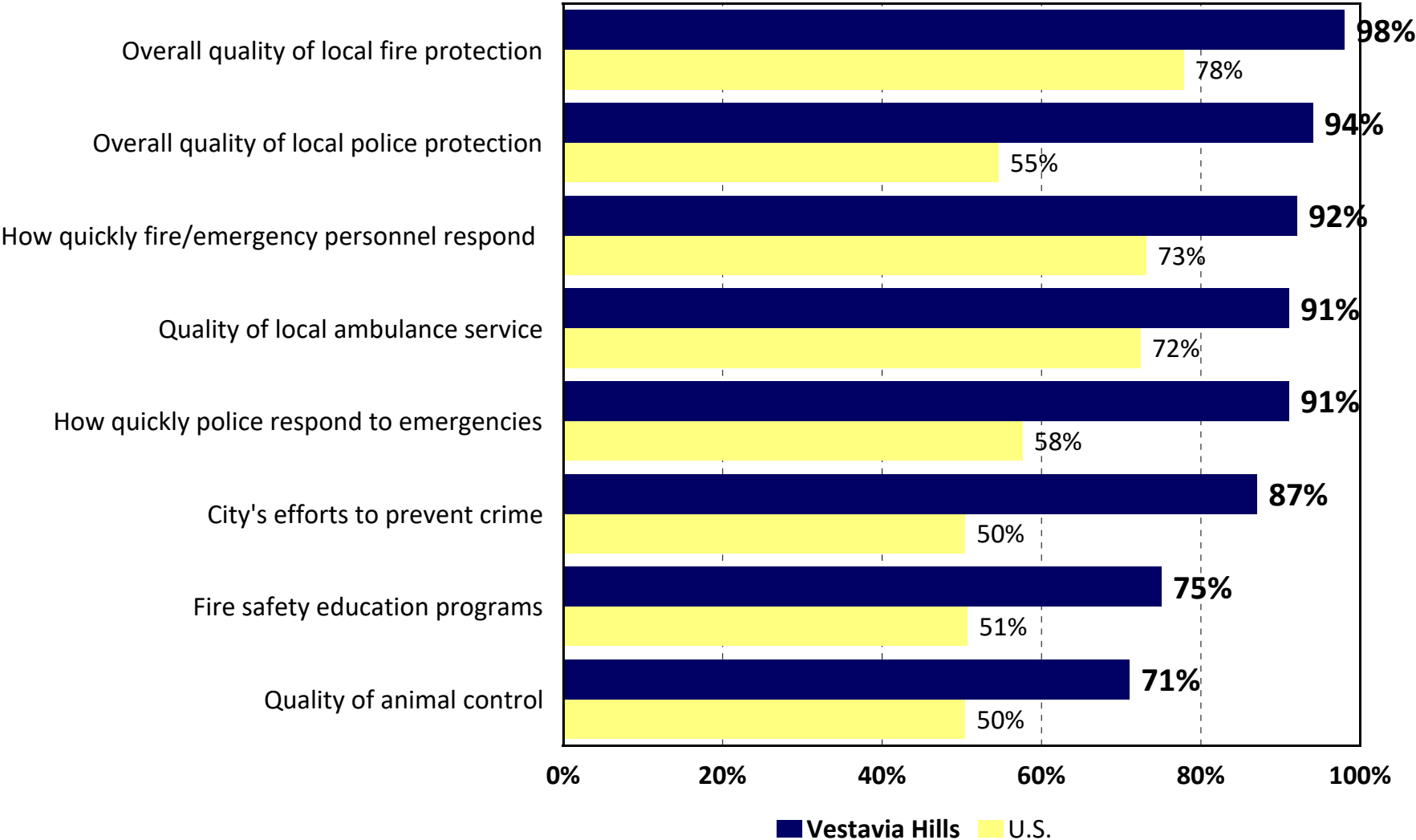
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "excellent" and 1 was "poor" (excluding don't knows)



Overall Satisfaction with Public Safety Services

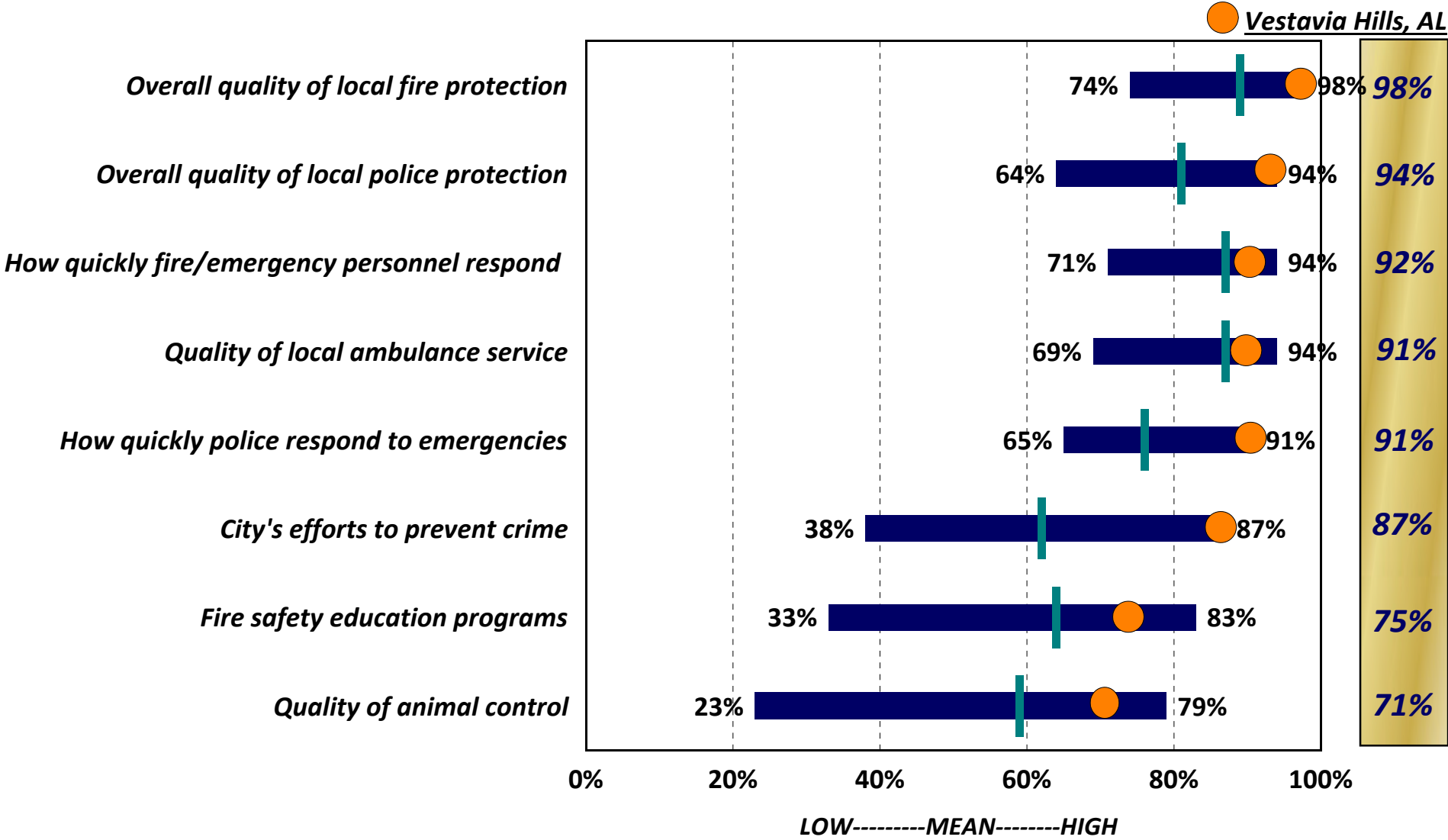
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Public Safety Services - 2022

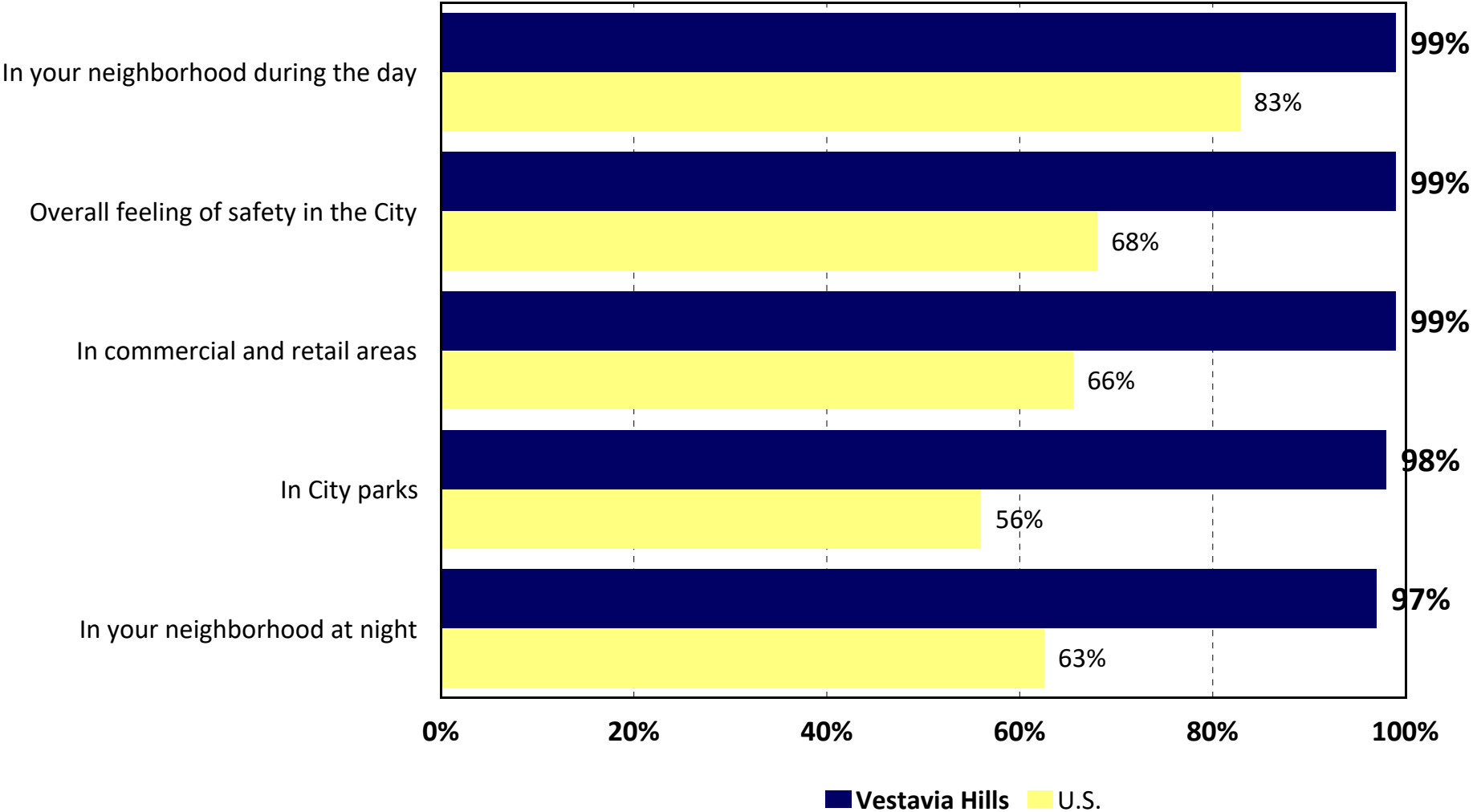
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Feeling of Safety in the Community

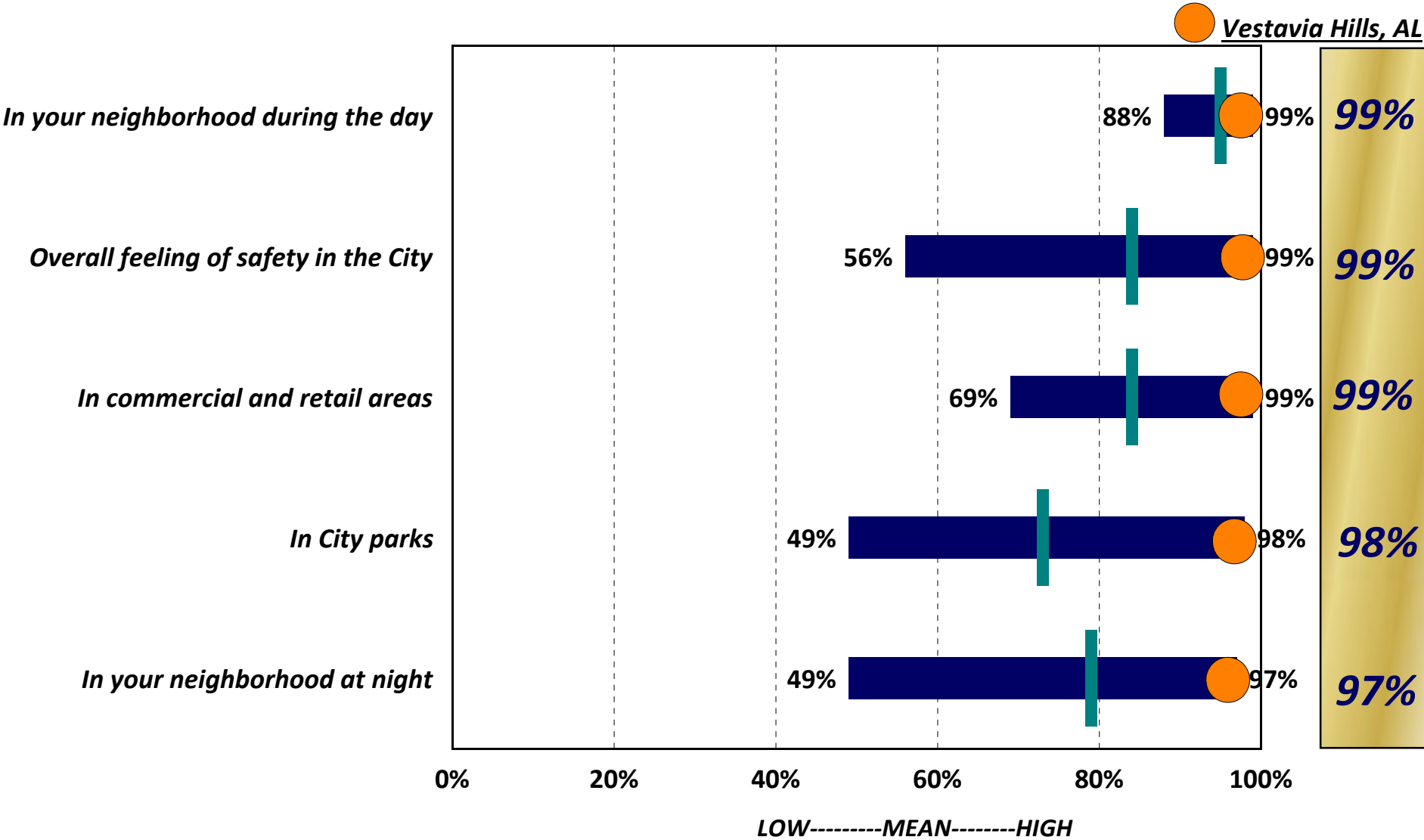
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Feeling of Safety in the Community - 2022

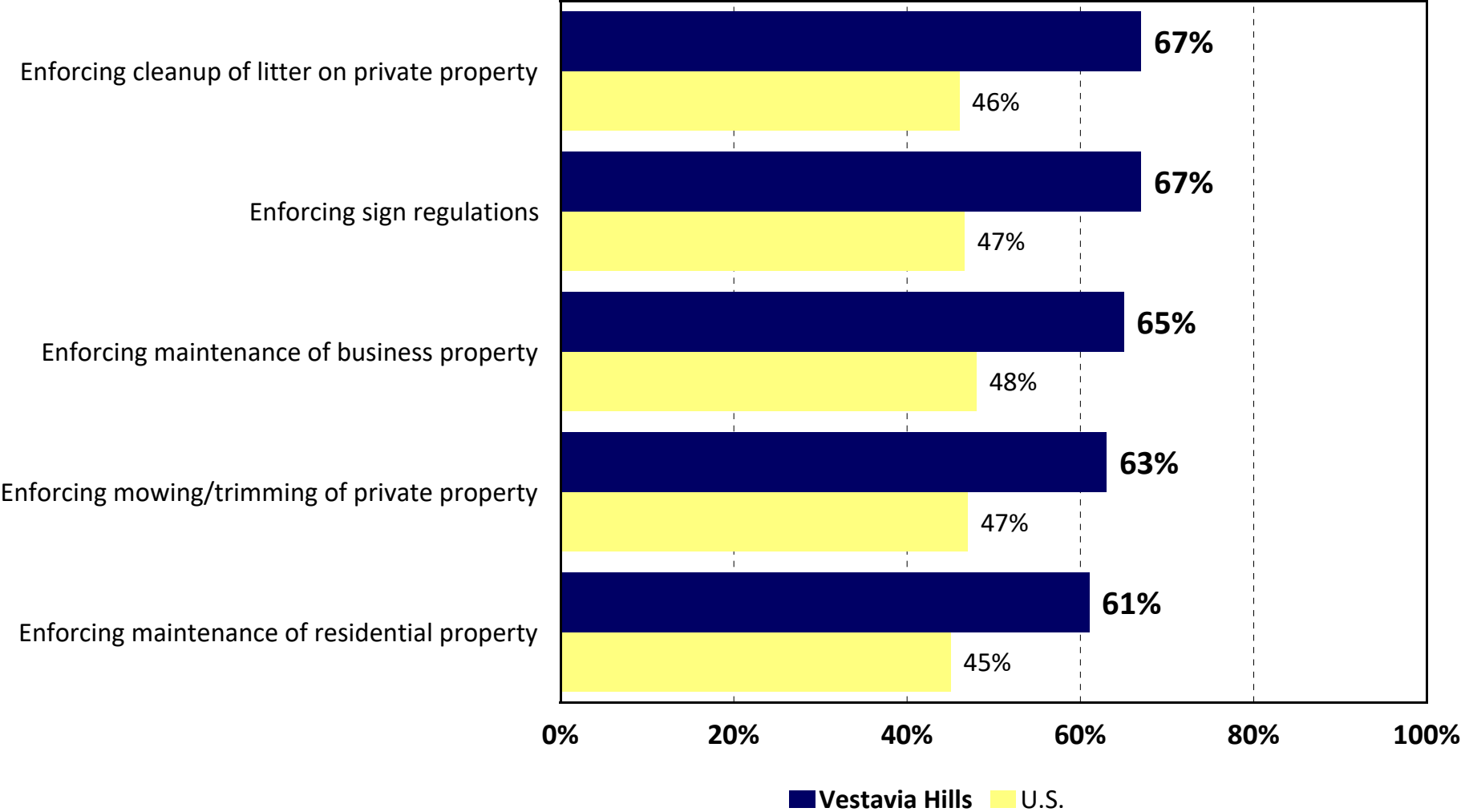
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 4 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Overall Satisfaction with Code Enforcement

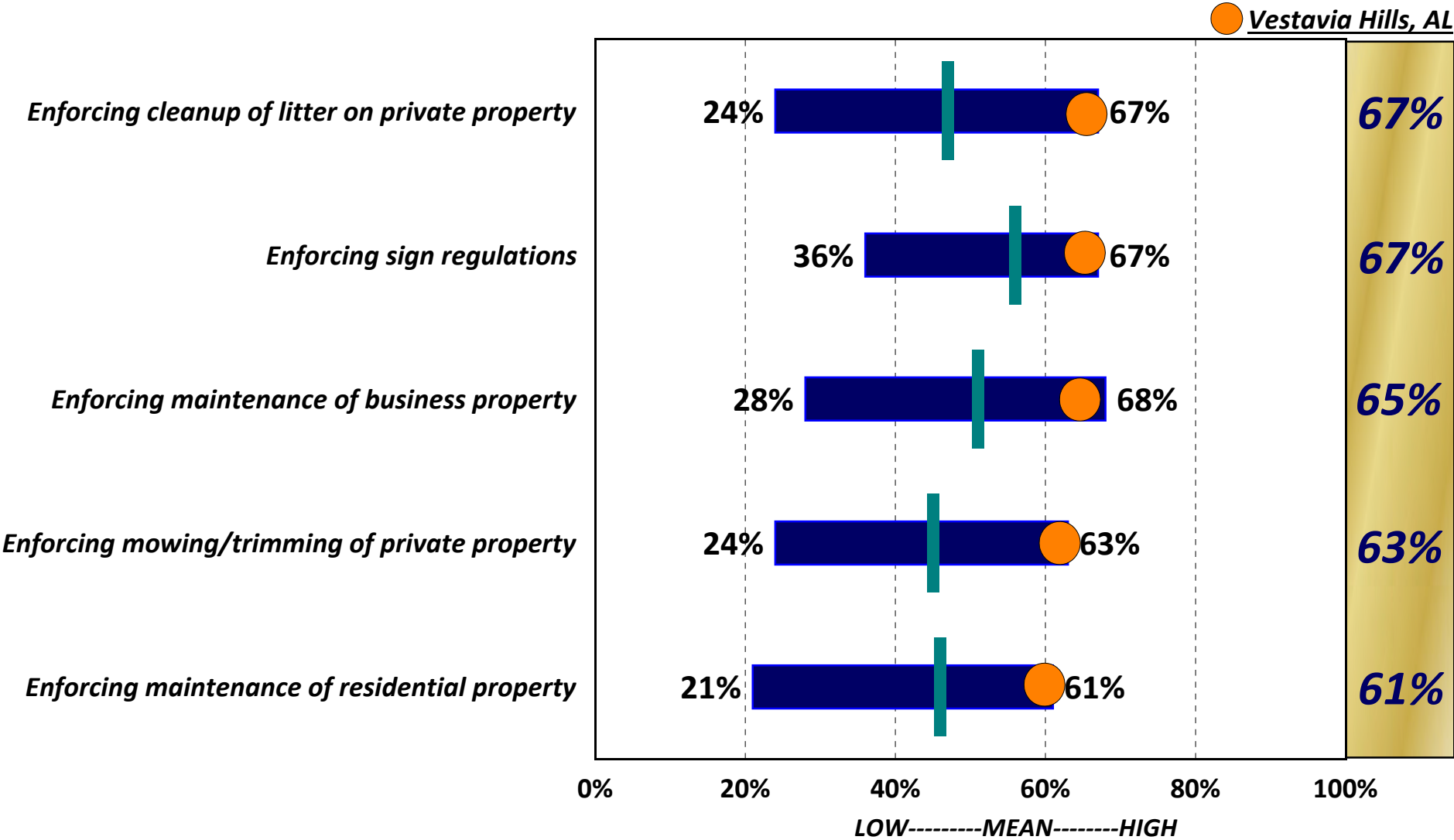
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Code Enforcement - 2022

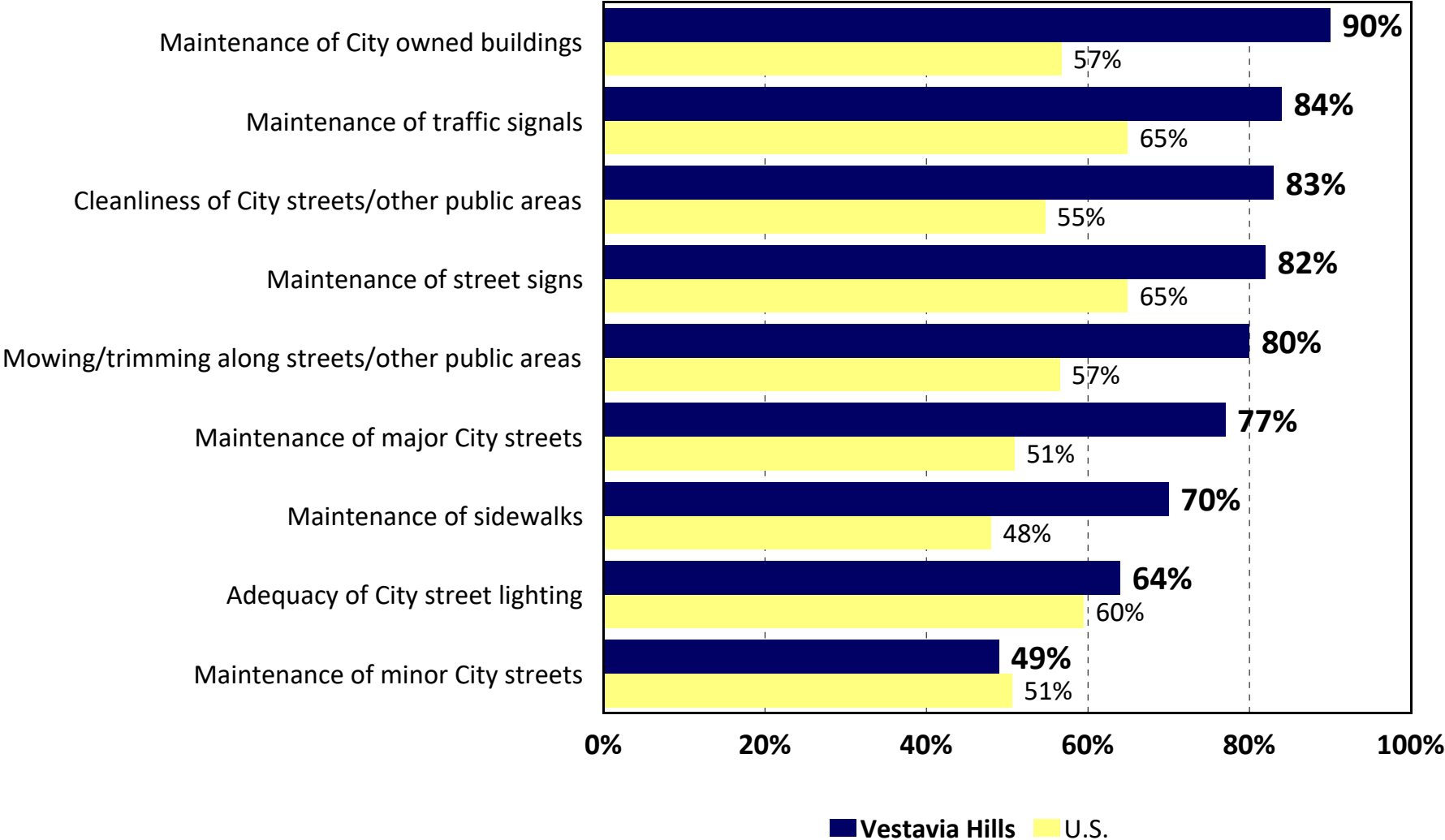
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Maintenance

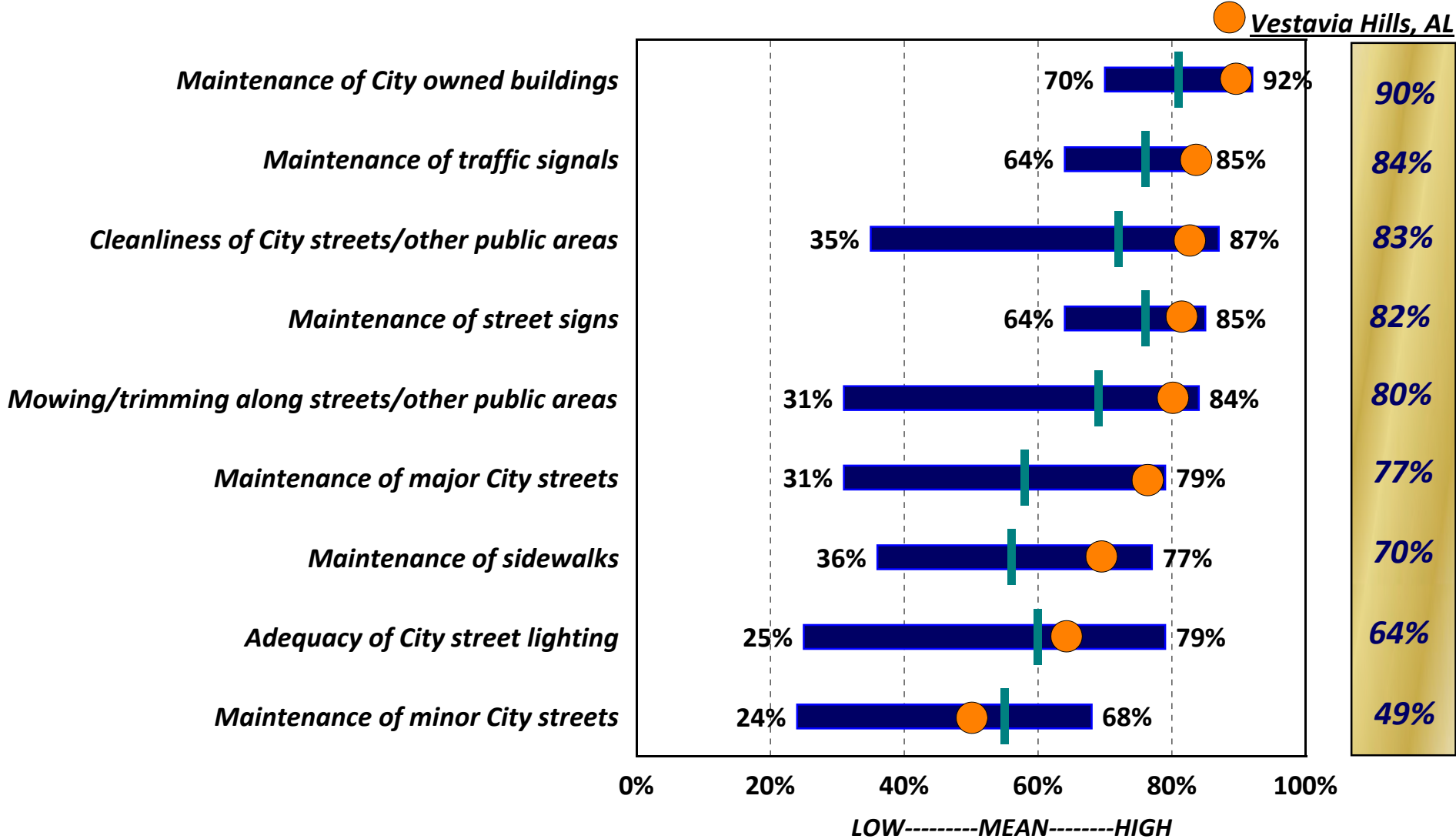
Vestavia Hills vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Maintenance Services Provided by Cities - 2022

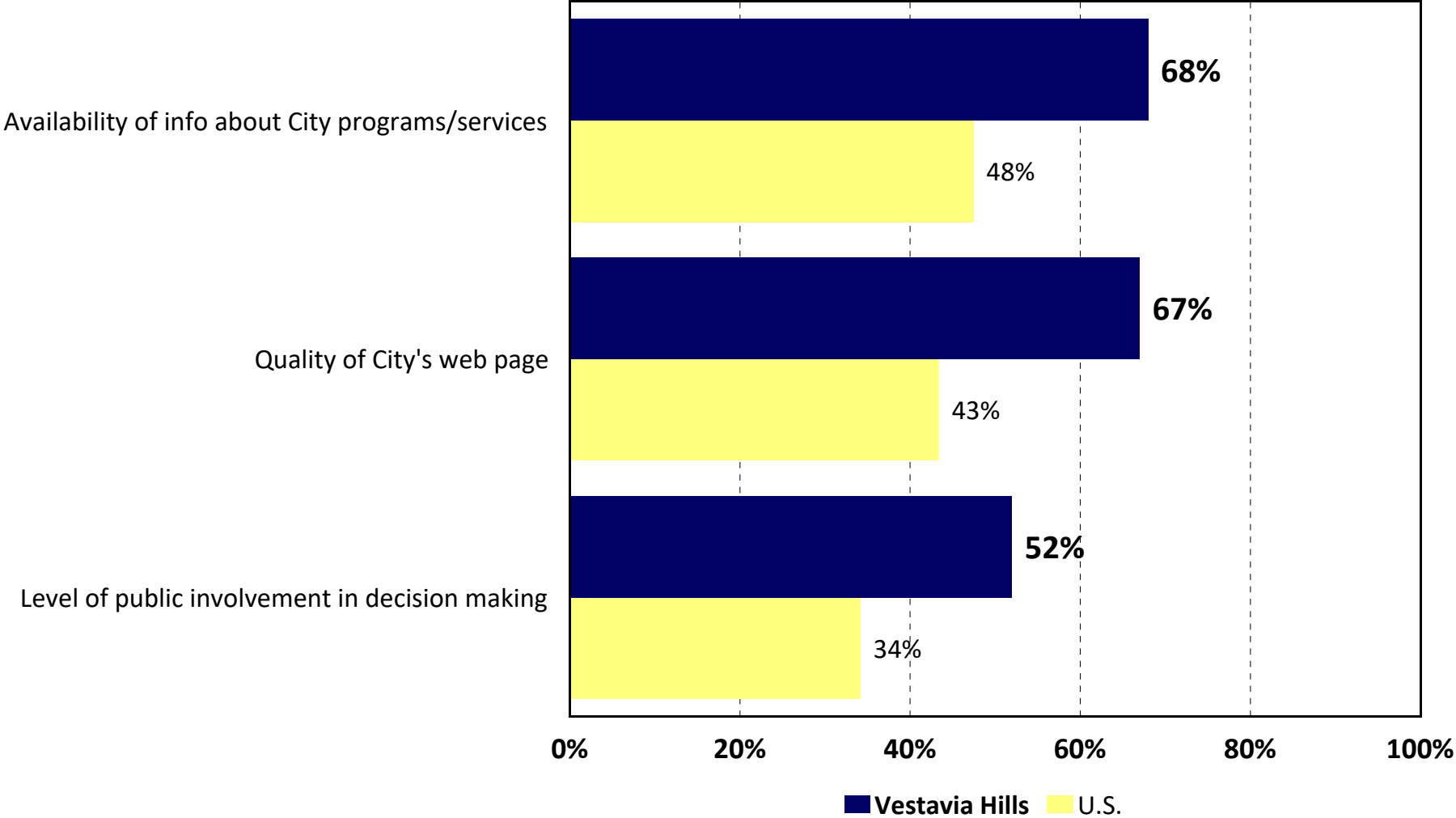
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with Communication

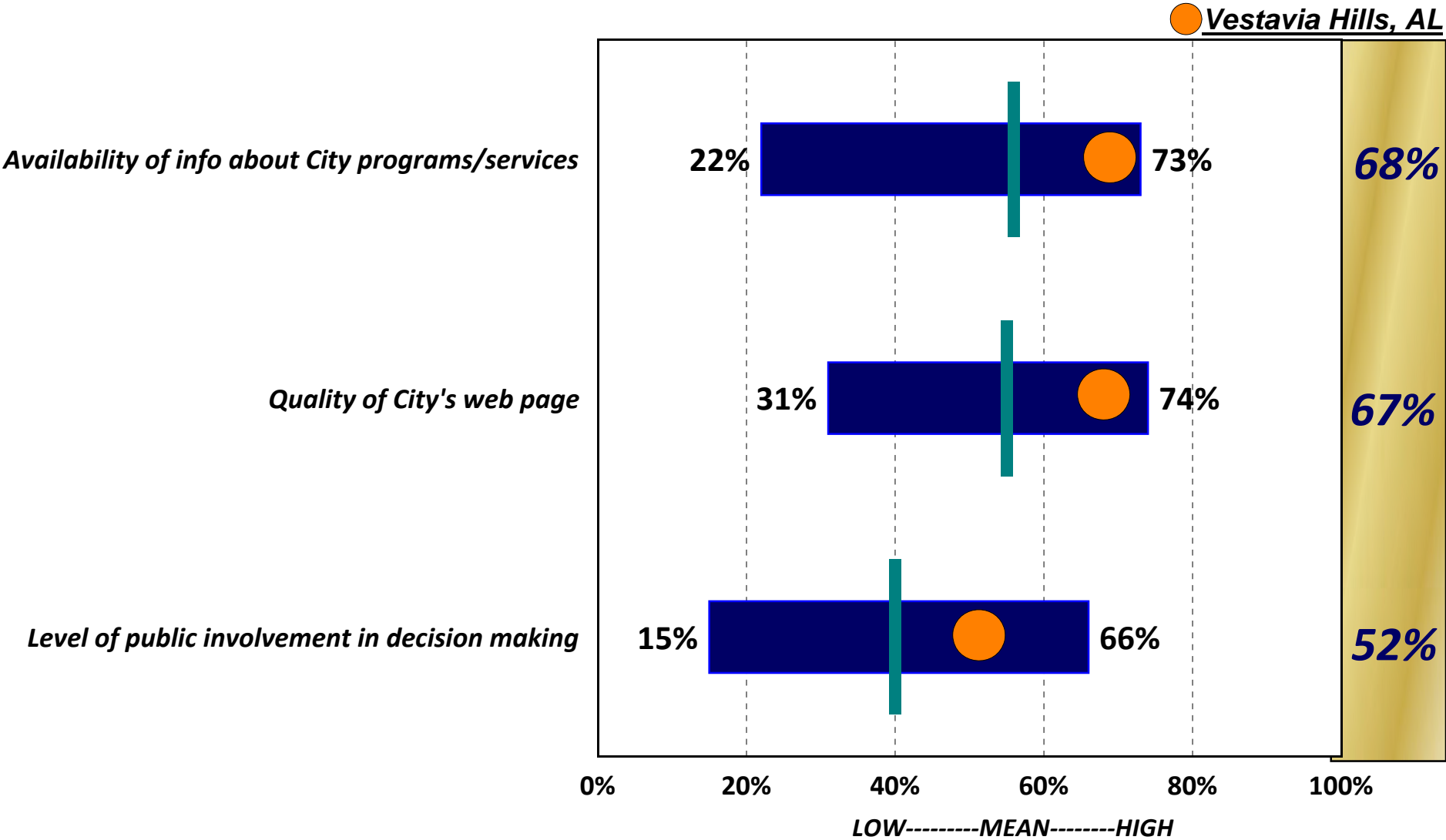
Vestavia Hills vs. the U.S

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Communication - 2022

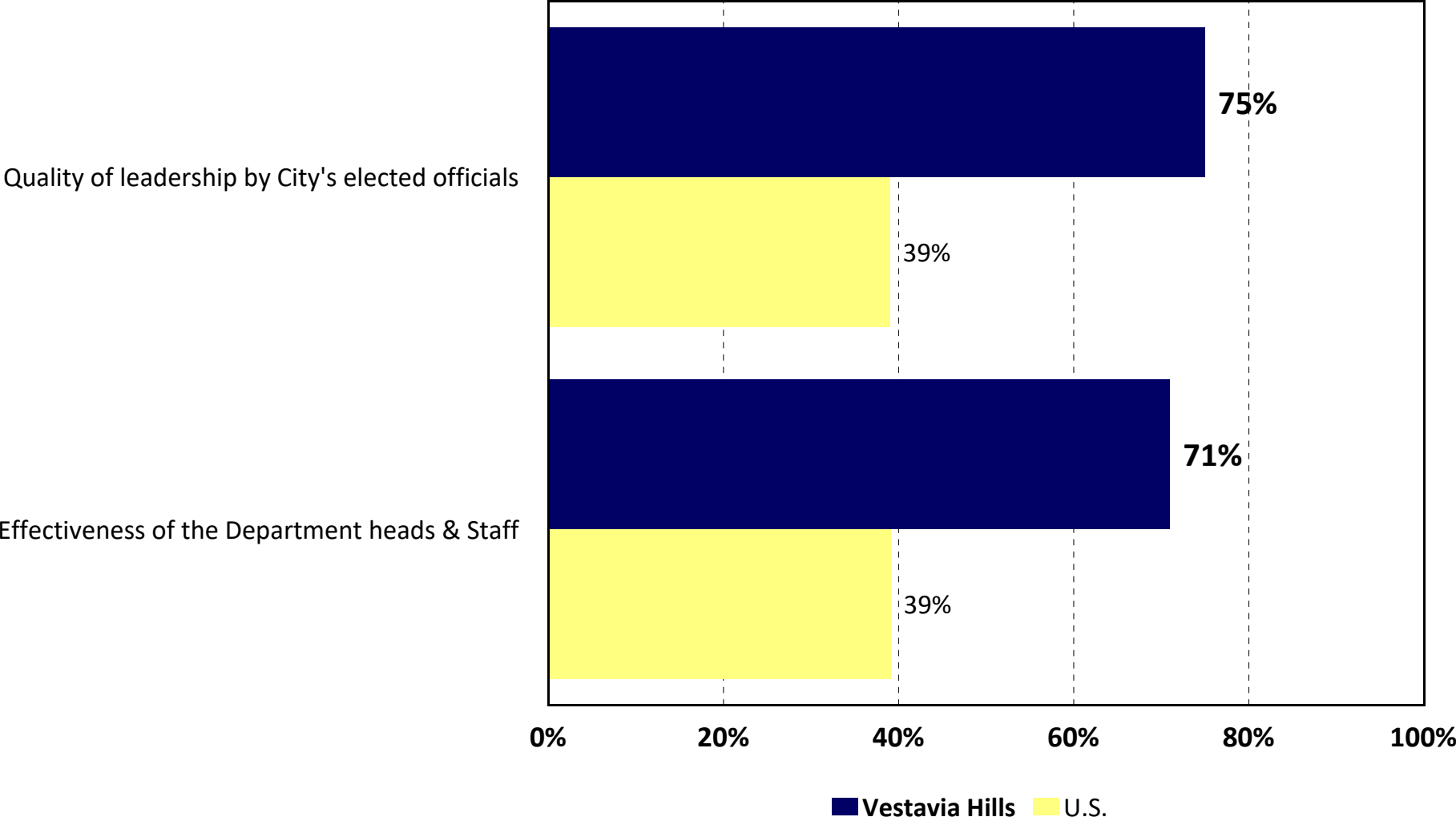
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Overall Satisfaction with City Leadership

Vestavia Hills vs. the U.S.

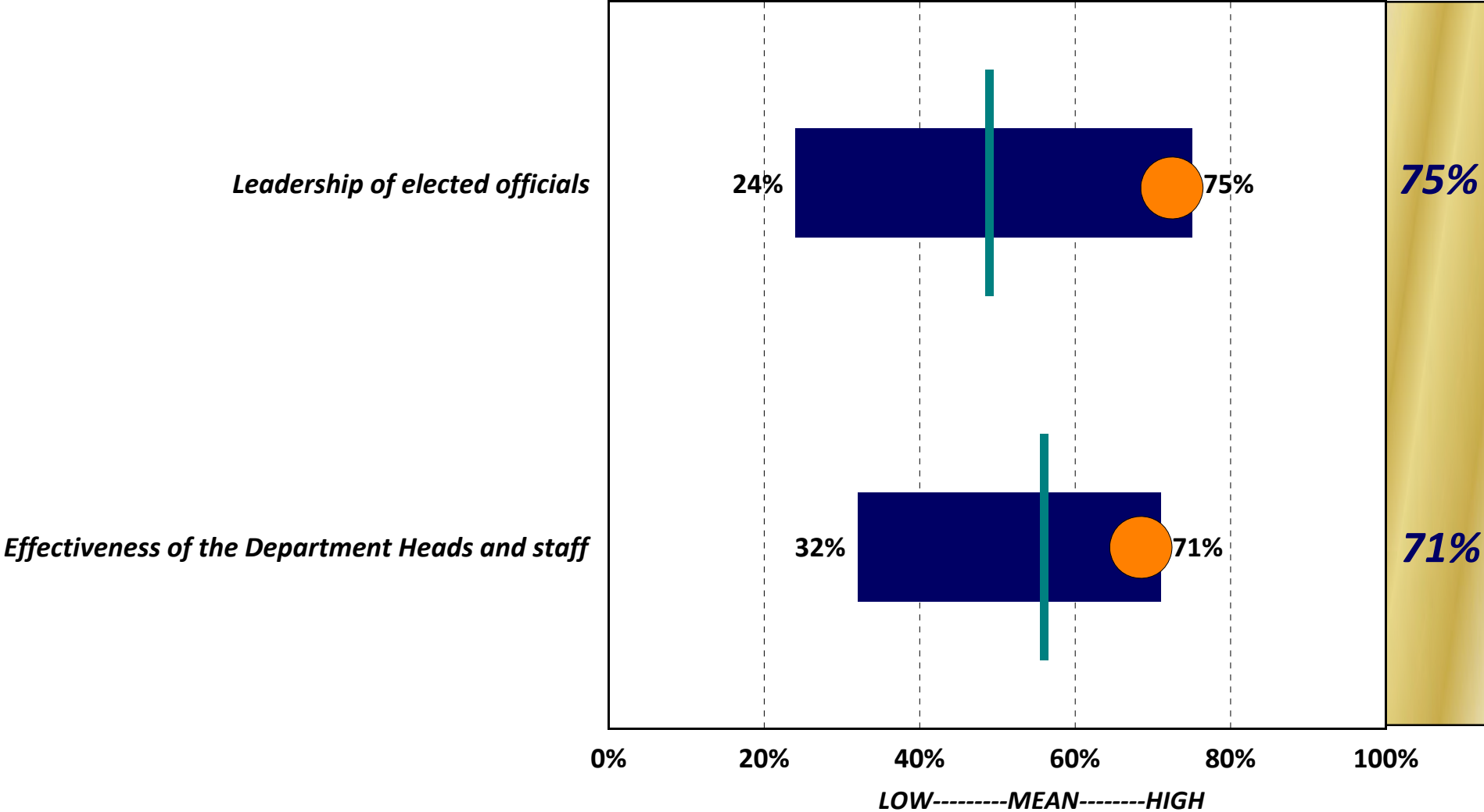
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with City Leadership Compared to Other Communities - 2022

by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Vestavia Hills, AL





3 Importance-Satisfaction Analysis

Importance-Satisfaction Analysis



Overview

Today, community leaders have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (I-S) rating is a unique tool that allows public officials to better understand both of these highly important decision-making criteria for each of the services they are providing. The Importance-Satisfaction (I-S) rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high.

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the City to emphasize over the next two years. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the City's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable.

$$\text{I-S Rating} = \text{Importance} \times (1 - \text{Satisfaction})$$

Example of the Calculation

Respondents were asked to identify the major categories of City services that were most important to their household. Nearly half (49.4%) of the respondent households selected *"quality of the City's stormwater runoff/management system"* as one of the most important services for the City to emphasize over the next two years.

With regard to satisfaction, 36% of respondents surveyed rated *"quality of the City's stormwater runoff/management system"* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating was calculated by multiplying the sum of the most important percentages by one minus the sum of the satisfaction percentages. In this example, 49.4% was multiplied by 64% (1-0.36). This calculation yielded an I-S rating of 0.3162, which ranked first out of ten major categories of City services analyzed.

Importance-Satisfaction Analysis



The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices of importance and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one of the three most important areas.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis (I-S > 0.20)
- Increase Current Emphasis (I-S = 0.10 - 0.20)
- Maintain Current Emphasis (I-S < 0.10)

Tables showing the results for the City of Vestavia Hills are provided on the following pages.

Importance-Satisfaction Rating

City of Vestavia Hills, AL

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Very High Priority (IS >.20)</i>						
Quality of City's stormwater runoff/mgmt. system	49%	2	36%	10	0.3162	1
Maintenance of City streets & facilities	60%	1	51%	9	0.2950	2
<i>High Priority (IS .10-.20)</i>						
Flow of traffic & congestion mgmt. in the City	40%	3	63%	8	0.1465	3
<i>Medium Priority (IS <.10)</i>						
Quality of City parks & rec programs/facilities	28%	5	82%	5	0.0511	4
Enforcement of City codes & ordinances	12%	7	68%	7	0.0381	5
Quality of City's school system	38%	4	92%	3	0.0306	6
Effectiveness of City communication with public	10%	8	76%	6	0.0245	7
Quality of customer service from City employees	6%	9	85%	4	0.0087	8
Overall quality of public safety services	27%	6	97%	1	0.0081	9
Quality of public library facilities/services	5%	10	93%	2	0.0038	10

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Vestavia Hills, AL

Public Safety

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<i>Medium Priority (IS <.10)</i>						
City's efforts to prevent crime	46%	1	87%	8	0.0594	1
Community oriented policing programs	23%	4	75%	9	0.0563	2
Quality of animal control	12%	9	71%	11	0.0334	3
Fire safety education programs	11%	10	75%	10	0.0280	4
Overall visibility of police	25%	3	89%	7	0.0273	5
Overall quality of local police protection	36%	2	94%	2	0.0214	6
How quickly police respond to emergencies	16%	6	91%	6	0.0140	7
Overall credibility of police department	15%	7	92%	4	0.0121	8
How quickly fire/emergency personnel respond	15%	8	92%	3	0.0119	9
Quality of local ambulance service	10%	11	91%	5	0.0094	10
Overall quality of local fire protection	18%	5	98%	1	0.0037	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Vestavia Hills, AL

City Maintenance

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Maintenance of minor City streets	54%	1	49%	9	0.2739	1
<u>High Priority (IS .10-.20)</u>						
Adequacy of City street lighting	38%	3	57%	8	0.1613	2
Maintenance of major City streets	41%	2	66%	6	0.1384	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of sidewalks	24%	5	66%	7	0.0826	4
Cleanliness of City streets/other public areas	27%	4	80%	3	0.0540	5
Mowing/trimming along streets/other public areas	22%	6	77%	5	0.0511	6
Maintenance of traffic signals	13%	7	83%	2	0.0216	7
Maintenance of street signs	8%	8	78%	4	0.0178	8
Maintenance of City owned buildings	5%	9	86%	1	0.0063	9

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

City of Vestavia Hills, AL

Parks and Recreation

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Number of walking & biking trails	41%	1	51%	12	0.2009	1
<u>High Priority (IS .10-.20)</u>						
Community recreational centers	28%	2	58%	9	0.1155	2
<u>Medium Priority (IS <.10)</u>						
City's senior programs	19%	4	53%	10	0.0898	3
City recreational programs	14%	6	49%	13	0.0714	4
Maintenance of City parks	24%	3	81%	3	0.0447	5
Number of City parks	17%	5	75%	6	0.0420	6
City's adult athletic programs	8%	11	52%	11	0.0389	7
Fees charged for recreational programs	9%	9	60%	8	0.0376	8
City's youth athletic programs	12%	7	77%	5	0.0285	9
Ease of registering for programs	7%	12	67%	7	0.0228	10
Outdoor athletic fields	11%	8	80%	4	0.0226	11
Swimming pools (Aquatic Complex)	9%	10	86%	2	0.0125	12
Maintenance of City ballfields	6%	13	86%	1	0.0090	13

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Analysis



Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low, and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

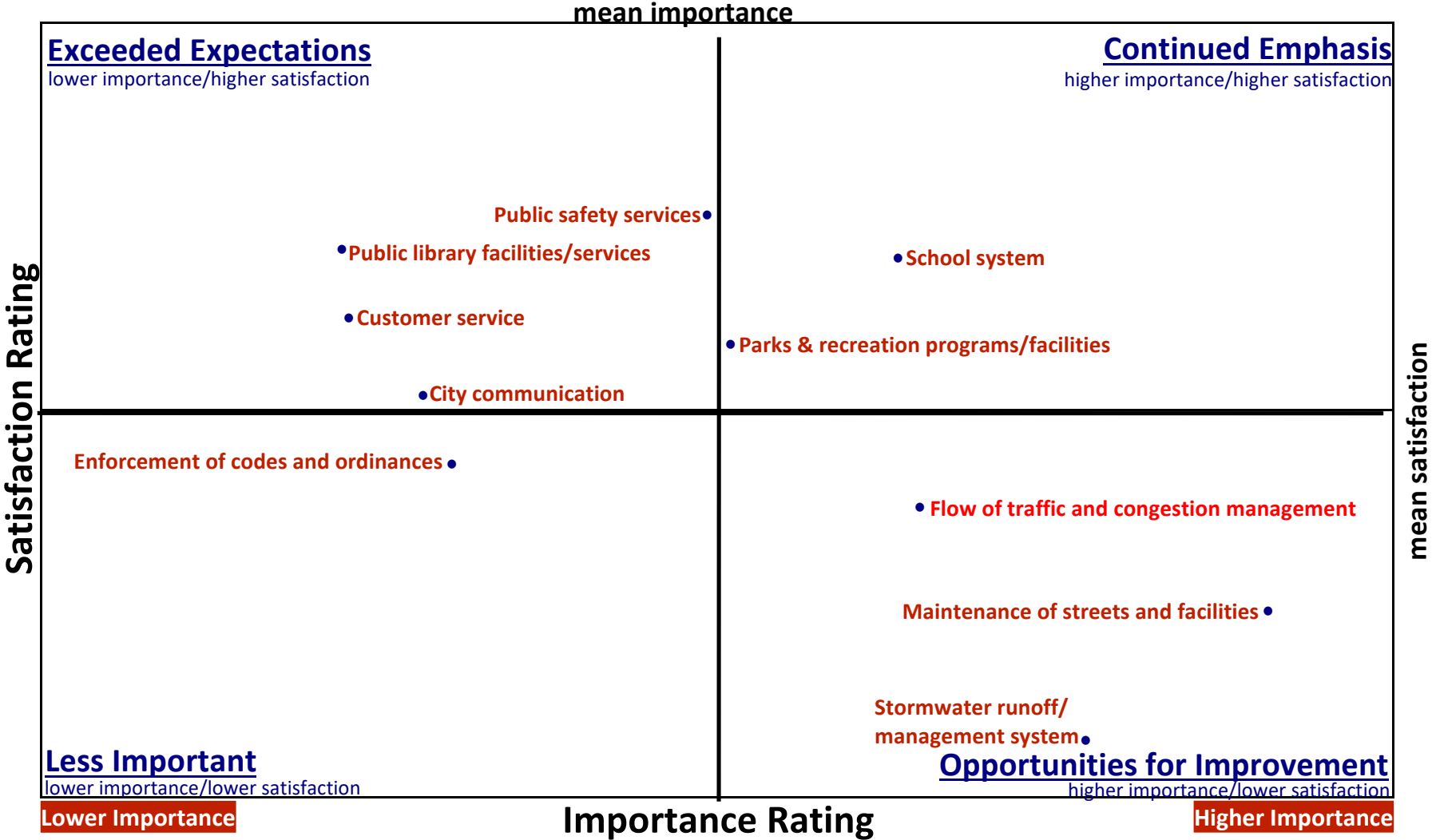
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the City is performing significantly better than customers expect the City to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with City services. The City should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the City is not performing as well as residents expect the City to perform. This area has a significant impact on customer satisfaction, and the City should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the City is not performing well relative to its performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with City services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrix charts showing the results for the City of Vestavia Hills are provided on the following pages.

2022 City of Vestavia Hills Community Survey Importance-Satisfaction Assessment Matrix

-Overall-

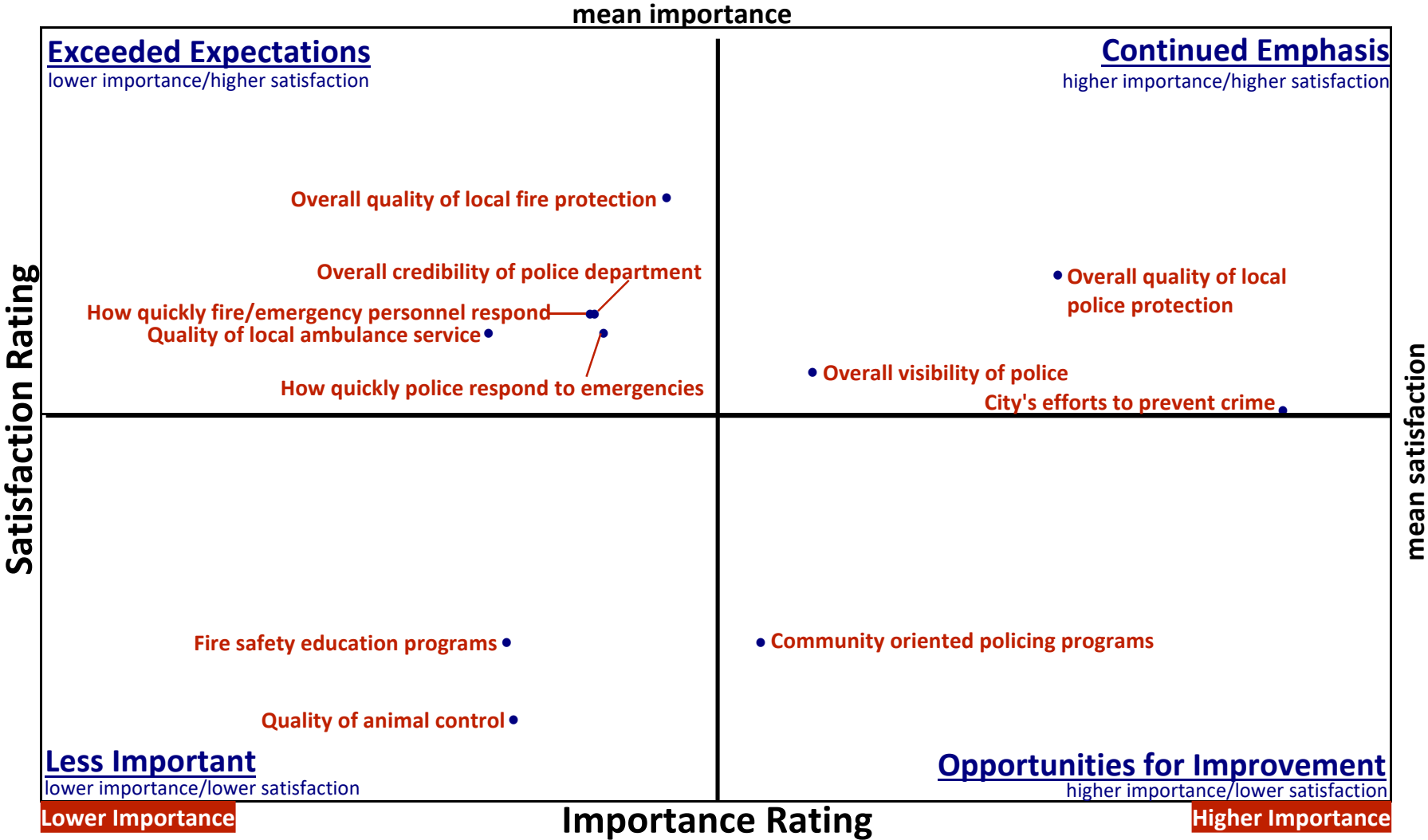
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Vestavia Hills Community Survey Importance-Satisfaction Assessment Matrix

-Public Safety-

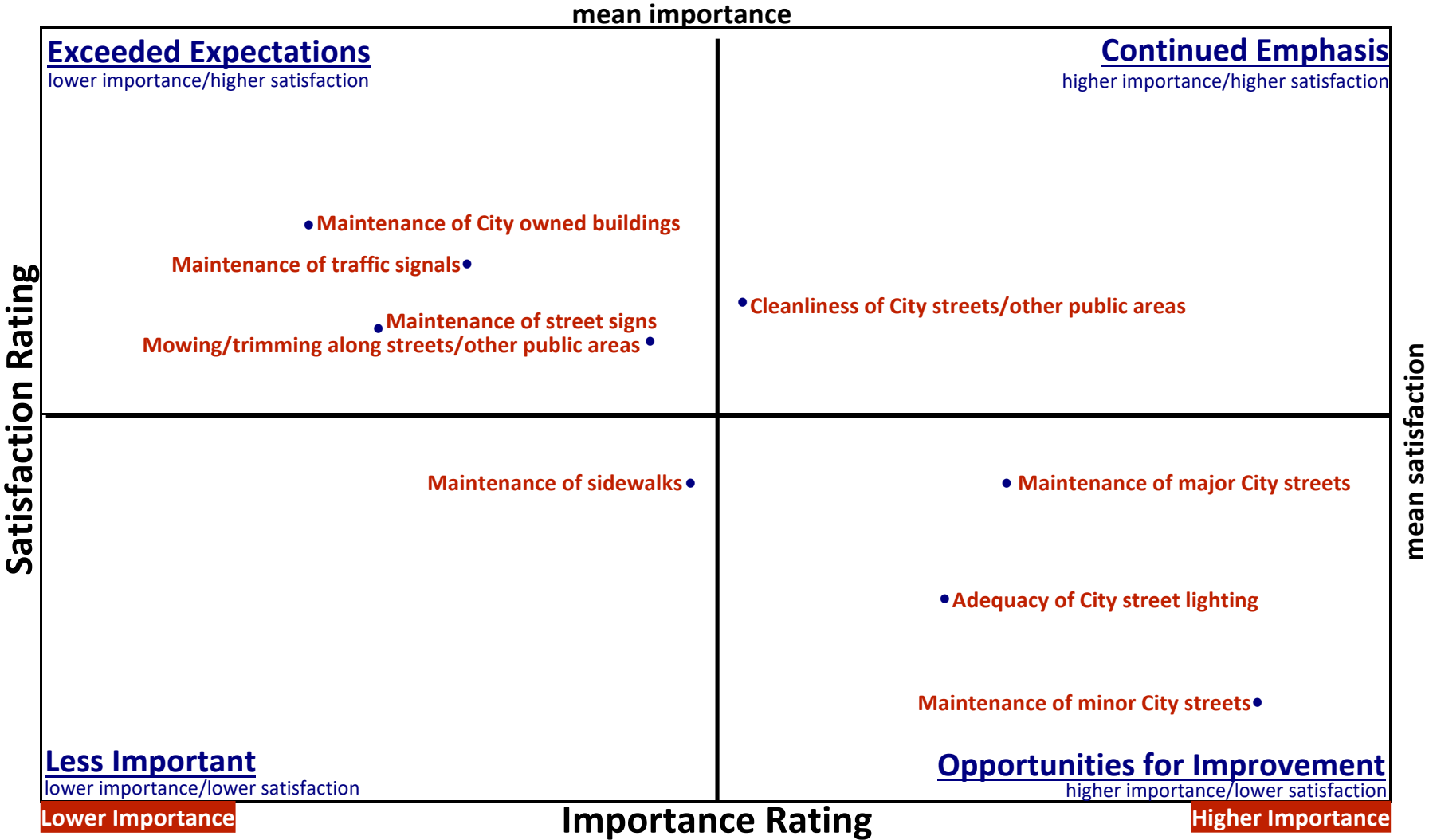
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Vestavia Hills Community Survey Importance-Satisfaction Assessment Matrix

-Maintenance-

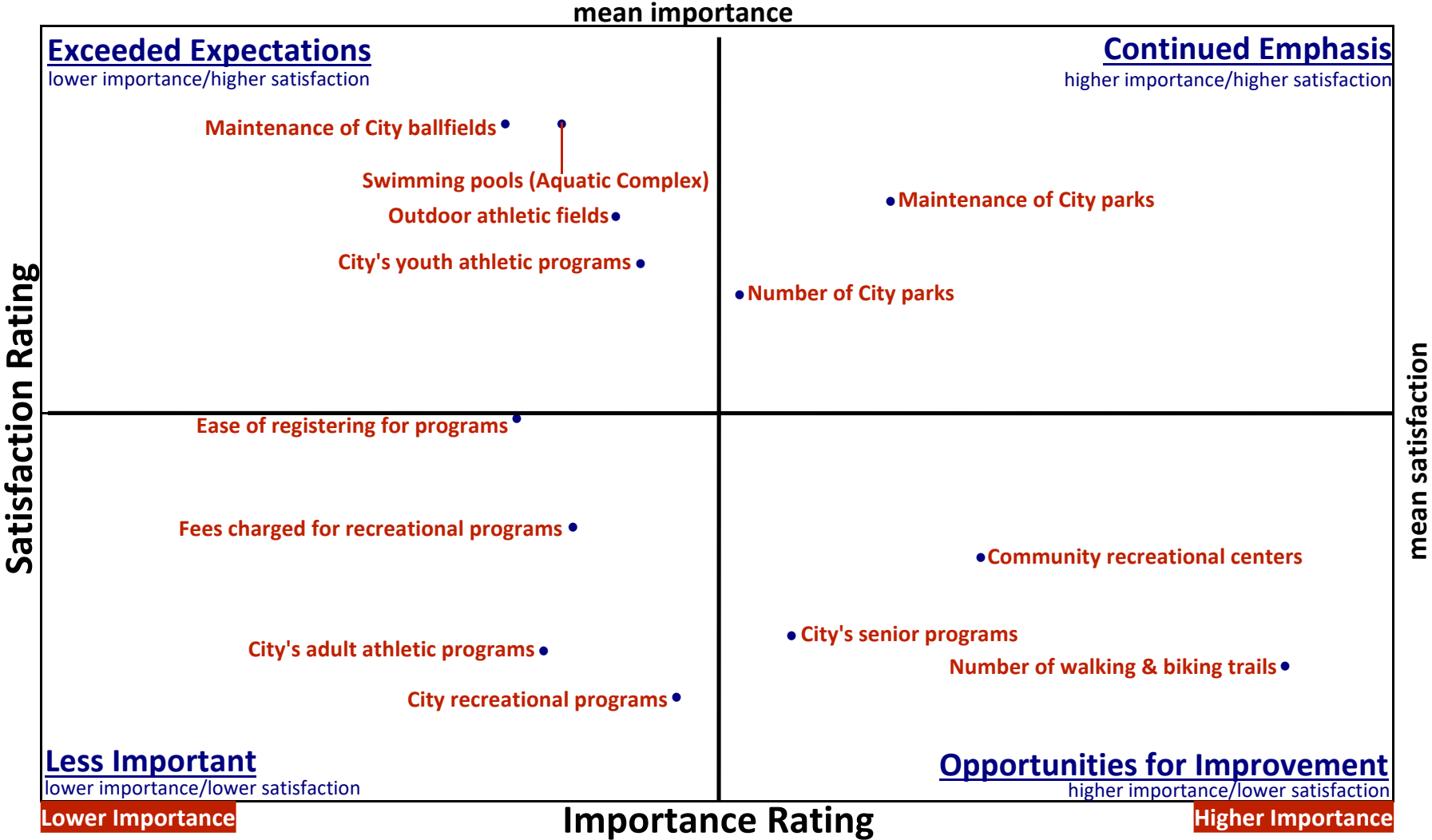
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2022 City of Vestavia Hills Community Survey Importance-Satisfaction Assessment Matrix

-Parks and Recreation-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)





4

Tabular Data

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of City's school system	48.1%	28.1%	5.5%	1.1%	0.2%	17.0%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	63.4%	31.3%	2.1%	0.4%	0.0%	2.8%
Q1-3. Overall quality of City parks & recreation programs & facilities	36.0%	41.5%	11.3%	4.9%	0.6%	5.7%
Q1-4. Overall maintenance of City streets & facilities	13.2%	47.9%	20.4%	13.6%	4.0%	0.9%
Q1-5. Overall enforcement of City codes & ordinances	20.4%	37.9%	22.3%	3.4%	1.3%	14.7%
Q1-6. Overall quality of customer service you receive from City employees	38.1%	37.0%	11.1%	1.7%	0.9%	11.3%
Q1-7. Overall effectiveness of City communication with the public	30.4%	43.8%	18.7%	3.6%	0.9%	2.6%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	7.9%	23.2%	26.0%	20.0%	10.2%	12.8%
Q1-9. Overall quality of public library facilities & services	56.6%	31.7%	5.5%	1.3%	0.0%	4.9%
Q1-10. Overall flow of traffic & congestion management in City	16.0%	46.0%	21.5%	12.6%	2.8%	1.3%

WITHOUT "DON'T KNOW"

Q1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	57.9%	33.8%	6.7%	1.3%	0.3%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	65.2%	32.2%	2.2%	0.4%	0.0%
Q1-3. Overall quality of City parks & recreation programs & facilities	38.1%	44.0%	12.0%	5.2%	0.7%
Q1-4. Overall maintenance of City streets & facilities	13.3%	48.3%	20.6%	13.7%	4.1%
Q1-5. Overall enforcement of City codes & ordinances	23.9%	44.4%	26.2%	4.0%	1.5%
Q1-6. Overall quality of customer service you receive from City employees	42.9%	41.7%	12.5%	1.9%	1.0%
Q1-7. Overall effectiveness of City communication with the public	31.2%	45.0%	19.2%	3.7%	0.9%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	9.0%	26.6%	29.8%	22.9%	11.7%
Q1-9. Overall quality of public library facilities & services	59.5%	33.3%	5.8%	1.3%	0.0%
Q1-10. Overall flow of traffic & congestion management in City	16.2%	46.6%	21.8%	12.7%	2.8%

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	74	15.7 %
Overall quality of public safety services (e.g., police, fire, ambulance)	46	9.8 %
Overall quality of City parks & recreation programs & facilities	35	7.4 %
Overall maintenance of City streets & facilities	104	22.1 %
Overall enforcement of City codes & ordinances	10	2.1 %
Overall quality of customer service you receive from City employees	4	0.9 %
Overall effectiveness of City communication with the public	7	1.5 %
Overall quality of City's stormwater runoff/stormwater management system	115	24.5 %
Overall quality of public library facilities & services	4	0.9 %
Overall flow of traffic & congestion management in City	51	10.9 %
None chosen	20	4.3 %
Total	470	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	67	14.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	42	8.9 %
Overall quality of City parks & recreation programs & facilities	41	8.7 %
Overall maintenance of City streets & facilities	101	21.5 %
Overall enforcement of City codes & ordinances	20	4.3 %
Overall quality of customer service you receive from City employees	12	2.6 %
Overall effectiveness of City communication with the public	17	3.6 %
Overall quality of City's stormwater runoff/stormwater management system	65	13.8 %
Overall quality of public library facilities & services	8	1.7 %
Overall flow of traffic & congestion management in City	64	13.6 %
None chosen	33	7.0 %
Total	470	100.0 %

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q2. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	39	8.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	39	8.3 %
Overall quality of City parks & recreation programs & facilities	58	12.3 %
Overall maintenance of City streets & facilities	78	16.6 %
Overall enforcement of City codes & ordinances	26	5.5 %
Overall quality of customer service you receive from City employees	11	2.3 %
Overall effectiveness of City communication with the public	24	5.1 %
Overall quality of City's stormwater runoff/stormwater management system	52	11.1 %
Overall quality of public library facilities & services	13	2.8 %
Overall flow of traffic & congestion management in City	71	15.1 %
None chosen	59	12.6 %
Total	470	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q2. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	180	38.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	127	27.0 %
Overall quality of City parks & recreation programs & facilities	134	28.5 %
Overall maintenance of City streets & facilities	283	60.2 %
Overall enforcement of City codes & ordinances	56	11.9 %
Overall quality of customer service you receive from City employees	27	5.7 %
Overall effectiveness of City communication with the public	48	10.2 %
Overall quality of City's stormwater runoff/stormwater management system	232	49.4 %
Overall quality of public library facilities & services	25	5.3 %
Overall flow of traffic & congestion management in City	186	39.6 %
None chosen	20	4.3 %
Total	1318	

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Vestavia Hills using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Vestavia Hills	33.6%	54.0%	8.5%	1.7%	0.4%	1.7%
Q3-2. Overall value that you receive for your City tax dollars & fees	26.8%	42.1%	23.2%	4.9%	1.5%	1.5%
Q3-3. Overall image of City	34.0%	47.7%	12.6%	4.3%	0.2%	1.3%
Q3-4. Overall quality of life in City	46.4%	44.5%	7.0%	1.3%	0.2%	0.6%
Q3-5. Overall appearance of City	23.6%	44.5%	18.3%	11.3%	1.3%	1.1%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Vestavia Hills using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Vestavia Hills	34.2%	55.0%	8.7%	1.7%	0.4%
Q3-2. Overall value that you receive for your City tax dollars & fees	27.2%	42.8%	23.5%	5.0%	1.5%
Q3-3. Overall image of City	34.5%	48.3%	12.7%	4.3%	0.2%
Q3-4. Overall quality of life in City	46.7%	44.8%	7.1%	1.3%	0.2%
Q3-5. Overall appearance of City	23.9%	44.9%	18.5%	11.4%	1.3%

Q4. Please rate the City of Vestavia Hills with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=470)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	63.2%	33.0%	2.3%	0.9%	0.2%	0.4%
Q4-2. As a place to raise children	66.2%	24.9%	2.8%	0.0%	0.2%	6.0%
Q4-3. As a place to work	34.0%	20.4%	15.1%	3.0%	0.4%	27.0%

WITHOUT "DON'T KNOW"

Q4. Please rate the City of Vestavia Hills with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "don't know")

(N=470)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	63.5%	33.1%	2.4%	0.9%	0.2%
Q4-2. As a place to raise children	70.4%	26.5%	2.9%	0.0%	0.2%
Q4-3. As a place to work	46.6%	28.0%	20.7%	4.1%	0.6%

Q5. Trash Services Provided by AmWaste. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Residential trash collection services	38.9%	44.9%	8.1%	3.8%	2.3%	1.9%
Q5-2. Brush & bulky removal services	27.4%	43.8%	15.5%	7.0%	1.1%	5.1%
Q5-3. New "Mixed Stream" recycling services	22.3%	26.6%	22.1%	8.3%	4.0%	16.6%
Q5-4. Litter control along major streets	22.3%	46.2%	17.9%	7.4%	1.9%	4.3%
Q5-5. Route schedule	29.8%	44.9%	11.7%	2.6%	0.4%	10.6%

WITHOUT "DON'T KNOW"

Q5. Trash Services Provided by AmWaste. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Residential trash collection services	39.7%	45.8%	8.2%	3.9%	2.4%
Q5-2. Brush & bulky removal services	28.9%	46.2%	16.4%	7.4%	1.1%
Q5-3. New "Mixed Stream" recycling services	26.8%	31.9%	26.5%	9.9%	4.8%
Q5-4. Litter control along major streets	23.3%	48.2%	18.7%	7.8%	2.0%
Q5-5. Route schedule	33.3%	50.2%	13.1%	2.9%	0.5%

Q6. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q6-1. Overall quality of local police protection	60.9%	30.2%	4.5%	1.1%	0.4%	3.0%
Q6-2. Overall credibility of police department	57.2%	29.1%	5.7%	1.5%	0.6%	5.7%
Q6-3. Overall visibility of police	54.3%	33.4%	8.1%	2.1%	0.9%	1.3%
Q6-4. City's efforts to prevent crime	45.5%	32.1%	11.3%	0.6%	0.0%	10.4%
Q6-5. How quickly police respond to emergencies	46.2%	19.6%	6.0%	0.9%	0.0%	27.4%
Q6-6. Community oriented policing programs	27.2%	21.5%	13.8%	1.5%	0.4%	35.5%
Q6-7. Quality of animal control	22.1%	27.0%	16.8%	2.8%	1.1%	30.2%
Q6-8. Overall quality of local fire protection	59.6%	27.2%	2.6%	0.0%	0.0%	10.6%
Q6-9. Quality of local ambulance service	43.2%	22.6%	6.0%	0.2%	0.0%	28.1%
Q6-10. How quickly fire department/emergency services personnel respond to emergencies	53.2%	16.0%	5.3%	0.2%	0.0%	25.3%
Q6-11. Fire safety education programs	22.8%	17.9%	12.8%	0.4%	0.4%	45.7%

WITHOUT "DON'T KNOW"**Q6. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Overall quality of local police protection	62.7%	31.1%	4.6%	1.1%	0.4%
Q6-2. Overall credibility of police department	60.7%	30.9%	6.1%	1.6%	0.7%
Q6-3. Overall visibility of police	55.0%	33.8%	8.2%	2.2%	0.9%
Q6-4. City's efforts to prevent crime	50.8%	35.9%	12.6%	0.7%	0.0%
Q6-5. How quickly police respond to emergencies	63.6%	27.0%	8.2%	1.2%	0.0%
Q6-6. Community oriented policing programs	42.2%	33.3%	21.5%	2.3%	0.7%
Q6-7. Quality of animal control	31.7%	38.7%	24.1%	4.0%	1.5%
Q6-8. Overall quality of local fire protection	66.7%	30.5%	2.9%	0.0%	0.0%
Q6-9. Quality of local ambulance service	60.1%	31.4%	8.3%	0.3%	0.0%
Q6-10. How quickly fire department/ emergency services personnel respond to emergencies	71.2%	21.4%	7.1%	0.3%	0.0%
Q6-11. Fire safety education programs	42.0%	32.9%	23.5%	0.8%	0.8%

Q7. Which THREE of the Public Safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. Top choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	107	22.8 %
Overall credibility of police department	21	4.5 %
Overall visibility of police	36	7.7 %
City's efforts to prevent crime	111	23.6 %
How quickly police respond to emergencies	14	3.0 %
Community oriented policing programs	32	6.8 %
Quality of animal control	25	5.3 %
Overall quality of local fire protection	8	1.7 %
Quality of local ambulance service	7	1.5 %
How quickly fire department/emergency services personnel respond to emergencies	8	1.7 %
Fire safety education programs	11	2.3 %
None chosen	90	19.1 %
Total	470	100.0 %

Q7. Which THREE of the Public Safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	27	5.7 %
Overall credibility of police department	27	5.7 %
Overall visibility of police	52	11.1 %
City's efforts to prevent crime	66	14.0 %
How quickly police respond to emergencies	33	7.0 %
Community oriented policing programs	39	8.3 %
Quality of animal control	12	2.6 %
Overall quality of local fire protection	45	9.6 %
Quality of local ambulance service	16	3.4 %
How quickly fire department/emergency services personnel respond to emergencies	22	4.7 %
Fire safety education programs	17	3.6 %
None chosen	114	24.3 %
Total	470	100.0 %

Q7. Which THREE of the Public Safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q7. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	34	7.2 %
Overall credibility of police department	23	4.9 %
Overall visibility of police	28	6.0 %
City's efforts to prevent crime	38	8.1 %
How quickly police respond to emergencies	26	5.5 %
Community oriented policing programs	35	7.4 %
Quality of animal control	17	3.6 %
Overall quality of local fire protection	33	7.0 %
Quality of local ambulance service	26	5.5 %
How quickly fire department/emergency services personnel respond to emergencies	40	8.5 %
Fire safety education programs	25	5.3 %
None chosen	145	30.9 %
Total	470	100.0 %

SUM OF TOP 3 CHOICES

Q7. Which THREE of the Public Safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q7. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Overall quality of local police protection	168	35.7 %
Overall credibility of police department	71	15.1 %
Overall visibility of police	116	24.7 %
City's efforts to prevent crime	215	45.7 %
How quickly police respond to emergencies	73	15.5 %
Community oriented policing programs	106	22.6 %
Quality of animal control	54	11.5 %
Overall quality of local fire protection	86	18.3 %
Quality of local ambulance service	49	10.4 %
How quickly fire department/emergency services personnel respond to emergencies	70	14.9 %
Fire safety education programs	53	11.3 %
None chosen	90	19.1 %
Total	1151	

Q8. Have you ever called "911?"

Q8. Have you ever called 911	Number	Percent
Yes	209	44.5 %
No	261	55.5 %
Total	470	100.0 %

Q8a. If "YES," Please answer each of the following questions concerning the service you received from "911."

(N=209)

	Yes	No	Not provided
Q8a-1. Was your call answered in a timely manner	99.5%	0.5%	0.0%
Q8a-2. Were you treated professionally	97.6%	1.0%	1.4%
Q8a-3. Did call taker's action result in a satisfactory resolution	96.2%	1.9%	1.9%

WITHOUT "NOT PROVIDED"

Q8a. If "YES," Please answer each of the following questions concerning the service you received from 911. (without "not provided")

(N=209)

	Yes	No
Q8a-1. Was your call answered in a timely manner	99.5%	0.5%
Q8a-2. Were you treated professionally	99.0%	1.0%
Q8a-3. Did call taker's action result in a satisfactory resolution	98.0%	2.0%

Q9. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

(N=470)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q9-1. In your neighborhood during the day	89.4%	9.4%	0.4%	0.0%	0.9%
Q9-2. In your neighborhood at night	68.7%	27.0%	2.6%	0.2%	1.5%
Q9-3. In City parks	51.1%	26.0%	1.5%	0.0%	21.5%
Q9-4. In commercial & retail areas	59.1%	35.3%	1.3%	0.4%	3.8%
Q9-5. On school campuses	50.2%	11.9%	0.6%	0.2%	37.0%
Q9-6. Overall feeling of safety in Vestavia Hills	76.4%	21.9%	0.6%	0.2%	0.9%

WITHOUT "DON'T KNOW"

Q9. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations. (without "don't know")

(N=470)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q9-1. In your neighborhood during the day	90.1%	9.4%	0.4%	0.0%
Q9-2. In your neighborhood at night	69.8%	27.4%	2.6%	0.2%
Q9-3. In City parks	65.0%	33.1%	1.9%	0.0%
Q9-4. In commercial & retail areas	61.5%	36.7%	1.3%	0.4%
Q9-5. On school campuses	79.7%	18.9%	1.0%	0.3%
Q9-6. Overall feeling of safety in Vestavia Hills	77.0%	22.1%	0.6%	0.2%

Q10. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Enforcing cleanup of litter & debris on private property	15.3%	36.0%	16.6%	6.6%	2.1%	23.4%
Q10-2. Enforcing mowing & trimming of private property	13.0%	34.3%	17.4%	7.9%	2.8%	24.7%
Q10-3. Enforcing maintenance of residential property (exterior of homes)	14.3%	31.5%	18.9%	7.4%	2.8%	25.1%
Q10-4. Enforcing maintenance of business property	13.4%	36.0%	20.0%	5.7%	1.3%	23.6%
Q10-5. Enforcing codes designed to protect public safety	19.1%	36.2%	14.0%	2.3%	0.9%	27.4%
Q10-6. Enforcing sign regulations	16.6%	31.5%	18.5%	3.6%	1.9%	27.9%

WITHOUT "DON'T KNOW"

Q10. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Enforcing cleanup of litter & debris on private property	20.0%	46.9%	21.7%	8.6%	2.8%
Q10-2. Enforcing mowing & trimming of private property	17.2%	45.5%	23.2%	10.5%	3.7%
Q10-3. Enforcing maintenance of residential property (exterior of homes)	19.0%	42.0%	25.3%	9.9%	3.7%
Q10-4. Enforcing maintenance of business property	17.5%	47.1%	26.2%	7.5%	1.7%
Q10-5. Enforcing codes designed to protect public safety	26.4%	49.9%	19.4%	3.2%	1.2%
Q10-6. Enforcing sign regulations	23.0%	43.7%	25.7%	5.0%	2.7%

Q11. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q11-1. Maintenance of major City streets	21.3%	53.6%	13.2%	7.2%	1.7%	3.0%
Q11-2. Maintenance of minor City streets	12.8%	34.5%	23.6%	21.1%	4.9%	3.2%
Q11-3. Maintenance of sidewalks	17.0%	45.7%	18.1%	7.2%	2.6%	9.4%
Q11-4. Maintenance of street signs	23.6%	54.7%	13.8%	2.8%	0.6%	4.5%
Q11-5. Maintenance of traffic signals	25.7%	54.7%	11.7%	3.6%	0.9%	3.4%
Q11-6. Maintenance of City owned buildings	31.9%	49.6%	6.8%	1.7%	0.2%	9.8%
Q11-7. Mowing & trimming along streets & other public areas	23.8%	53.0%	13.4%	4.7%	1.7%	3.4%
Q11-8. Adequacy of City street lighting	18.3%	43.6%	20.0%	13.2%	1.9%	3.0%
Q11-9. Overall cleanliness of City streets/other public areas	25.1%	55.3%	13.8%	2.8%	0.9%	2.1%

WITHOUT "DON'T KNOW"

Q11. City Maintenance. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q11-1. Maintenance of major City streets	21.9%	55.3%	13.6%	7.5%	1.8%
Q11-2. Maintenance of minor City streets	13.2%	35.6%	24.4%	21.8%	5.1%
Q11-3. Maintenance of sidewalks	18.8%	50.5%	20.0%	8.0%	2.8%
Q11-4. Maintenance of street signs	24.7%	57.2%	14.5%	2.9%	0.7%
Q11-5. Maintenance of traffic signals	26.7%	56.6%	12.1%	3.7%	0.9%
Q11-6. Maintenance of City owned buildings	35.4%	55.0%	7.5%	1.9%	0.2%
Q11-7. Mowing & trimming along streets & other public areas	24.7%	54.8%	13.9%	4.8%	1.8%
Q11-8. Adequacy of City street lighting	18.9%	45.0%	20.6%	13.6%	2.0%
Q11-9. Overall cleanliness of City streets/ other public areas	25.7%	56.5%	14.1%	2.8%	0.9%

Q12. Which THREE of the City Maintenance items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	98	20.9 %
Maintenance of minor City streets	124	26.4 %
Maintenance of sidewalks	44	9.4 %
Maintenance of street signs	6	1.3 %
Maintenance of traffic signals	10	2.1 %
Maintenance of City owned buildings	3	0.6 %
Mowing & trimming along streets & other public areas	29	6.2 %
Adequacy of City street lighting	52	11.1 %
Overall cleanliness of City streets/other public areas	32	6.8 %
None chosen	72	15.3 %
Total	470	100.0 %

Q12. Which THREE of the City Maintenance items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	59	12.6 %
Maintenance of minor City streets	91	19.4 %
Maintenance of sidewalks	38	8.1 %
Maintenance of street signs	13	2.8 %
Maintenance of traffic signals	19	4.0 %
Maintenance of City owned buildings	6	1.3 %
Mowing & trimming along streets & other public areas	39	8.3 %
Adequacy of City street lighting	61	13.0 %
Overall cleanliness of City streets/other public areas	38	8.1 %
None chosen	106	22.6 %
Total	470	100.0 %

Q12. Which THREE of the City Maintenance items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

<u>Q12. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	34	7.2 %
Maintenance of minor City streets	37	7.9 %
Maintenance of sidewalks	32	6.8 %
Maintenance of street signs	19	4.0 %
Maintenance of traffic signals	31	6.6 %
Maintenance of City owned buildings	12	2.6 %
Mowing & trimming along streets & other public areas	36	7.7 %
Adequacy of City street lighting	63	13.4 %
Overall cleanliness of City streets/other public areas	57	12.1 %
None chosen	149	31.7 %
Total	470	100.0 %

SUM OF TOP 3 CHOICES

Q12. Which THREE of the City Maintenance items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

<u>Q12. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of major City streets	191	40.6 %
Maintenance of minor City streets	252	53.6 %
Maintenance of sidewalks	114	24.3 %
Maintenance of street signs	38	8.1 %
Maintenance of traffic signals	60	12.8 %
Maintenance of City owned buildings	21	4.5 %
Mowing & trimming along streets & other public areas	104	22.1 %
Adequacy of City street lighting	176	37.4 %
Overall cleanliness of City streets/other public areas	127	27.0 %
None chosen	72	15.3 %
Total	1155	

Q13. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Swimming pools (Aquatic Complex)	30.6%	15.5%	6.8%	0.9%	0.0%	46.2%
Q13-2. Maintenance of City ballfields	27.9%	19.4%	6.6%	0.9%	0.0%	45.3%
Q13-3. Number of City parks	26.6%	33.4%	12.3%	6.6%	1.1%	20.0%
Q13-4. Number of walking & biking trails	13.6%	27.2%	19.8%	15.5%	4.5%	19.4%
Q13-5. Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	25.1%	27.9%	10.2%	2.1%	0.6%	34.0%
Q13-6. Community recreational centers	15.3%	23.0%	15.5%	8.7%	3.4%	34.0%
Q13-7. City's youth athletic programs	19.6%	21.1%	10.0%	1.1%	0.6%	47.7%
Q13-8. City's adult athletic programs	10.9%	12.6%	15.5%	5.1%	0.4%	55.5%
Q13-9. City's senior programs	10.6%	12.8%	16.0%	3.0%	1.5%	56.2%
Q13-10. City recreational programs (classes, trips, special events, arts programming)	10.0%	12.1%	18.9%	3.0%	0.9%	55.1%
Q13-11. Maintenance of City parks	22.6%	41.3%	13.0%	2.3%	0.0%	20.9%
Q13-12. Ease of registering for programs	15.3%	18.9%	14.9%	1.9%	0.0%	48.9%
Q13-13. Fees charged for recreational programs	13.6%	18.9%	16.8%	2.8%	1.5%	46.4%

WITHOUT "DON'T KNOW"**Q13. Parks and Recreation. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Swimming pools (Aquatic Complex)	56.9%	28.9%	12.6%	1.6%	0.0%
Q13-2. Maintenance of City ballfields	51.0%	35.4%	12.1%	1.6%	0.0%
Q13-3. Number of City parks	33.2%	41.8%	15.4%	8.2%	1.3%
Q13-4. Number of walking & biking trails	16.9%	33.8%	24.5%	19.3%	5.5%
Q13-5. Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	38.1%	42.3%	15.5%	3.2%	1.0%
Q13-6. Community recreational centers	23.2%	34.8%	23.5%	13.2%	5.2%
Q13-7. City's youth athletic programs	37.4%	40.2%	19.1%	2.0%	1.2%
Q13-8. City's adult athletic programs	24.4%	28.2%	34.9%	11.5%	1.0%
Q13-9. City's senior programs	24.3%	29.1%	36.4%	6.8%	3.4%
Q13-10. City recreational programs (classes, trips, special events, arts programming)	22.3%	27.0%	42.2%	6.6%	1.9%
Q13-11. Maintenance of City parks	28.5%	52.2%	16.4%	3.0%	0.0%
Q13-12. Ease of registering for programs	30.0%	37.1%	29.2%	3.8%	0.0%
Q13-13. Fees charged for recreational programs	25.4%	35.3%	31.3%	5.2%	2.8%

Q14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. Top choice	Number	Percent
Swimming pools (Aquatic Complex)	18	3.8 %
Maintenance of City ballfields	14	3.0 %
Number of City parks	24	5.1 %
Number of walking & biking trails	105	22.3 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	21	4.5 %
Community recreational centers	51	10.9 %
City's youth athletic programs	15	3.2 %
City's adult athletic programs	7	1.5 %
City's senior programs	35	7.4 %
City recreational programs (classes, trips, special events, arts programming)	11	2.3 %
Maintenance of City parks	35	7.4 %
Ease of registering for programs	4	0.9 %
Fees charged for recreational programs	12	2.6 %
None chosen	118	25.1 %
Total	470	100.0 %

Q14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 2nd choice	Number	Percent
Swimming pools (Aquatic Complex)	9	1.9 %
Maintenance of City ballfields	5	1.1 %
Number of City parks	39	8.3 %
Number of walking & biking trails	58	12.3 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	14	3.0 %
Community recreational centers	39	8.3 %
City's youth athletic programs	22	4.7 %
City's adult athletic programs	15	3.2 %
City's senior programs	29	6.2 %
City recreational programs (classes, trips, special events, arts programming)	23	4.9 %
Maintenance of City parks	41	8.7 %
Ease of registering for programs	13	2.8 %
Fees charged for recreational programs	15	3.2 %
None chosen	148	31.5 %
Total	470	100.0 %

Q14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q14. 3rd choice	Number	Percent
Swimming pools (Aquatic Complex)	15	3.2 %
Maintenance of City ballfields	11	2.3 %
Number of City parks	16	3.4 %
Number of walking & biking trails	30	6.4 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	18	3.8 %
Community recreational centers	39	8.3 %
City's youth athletic programs	21	4.5 %
City's adult athletic programs	16	3.4 %
City's senior programs	26	5.5 %
City recreational programs (classes, trips, special events, arts programming)	32	6.8 %
Maintenance of City parks	35	7.4 %
Ease of registering for programs	15	3.2 %
Fees charged for recreational programs	17	3.6 %
None chosen	179	38.1 %
Total	470	100.0 %

SUM OF TOP 3 CHOICES

Q14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q14. Sum of top 3 choices	Number	Percent
Swimming pools (Aquatic Complex)	42	8.9 %
Maintenance of City ballfields	30	6.4 %
Number of City parks	79	16.8 %
Number of walking & biking trails	193	41.1 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	53	11.3 %
Community recreational centers	129	27.4 %
City's youth athletic programs	58	12.3 %
City's adult athletic programs	38	8.1 %
City's senior programs	90	19.1 %
City recreational programs (classes, trips, special events, arts programming)	66	14.0 %
Maintenance of City parks	111	23.6 %
Ease of registering for programs	32	6.8 %
Fees charged for recreational programs	44	9.4 %
None chosen	118	25.1 %
Total	1083	

Q15. City Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	20.0%	41.5%	20.9%	6.6%	1.5%	9.6%
Q15-2. Level of public involvement in local decision making	12.6%	29.1%	27.4%	8.1%	3.0%	19.8%
Q15-3. Quality of community newsletter	26.8%	45.1%	17.9%	3.6%	0.2%	6.4%
Q15-4. Availability of information on other City services & programs	16.8%	38.1%	23.6%	6.4%	1.7%	13.4%
Q15-5. Quality of City's web page	16.0%	34.7%	20.9%	2.8%	1.1%	24.7%
Q15-6. Transparency of City government/City's willingness to openly share information with the community	17.4%	31.3%	23.6%	5.7%	2.3%	19.6%

WITHOUT "DON'T KNOW"**Q15. City Communication. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	22.1%	45.9%	23.1%	7.3%	1.6%
Q15-2. Level of public involvement in local decision making	15.6%	36.3%	34.2%	10.1%	3.7%
Q15-3. Quality of community newsletter	28.6%	48.2%	19.1%	3.9%	0.2%
Q15-4. Availability of information on other City services & programs	19.4%	44.0%	27.3%	7.4%	2.0%
Q15-5. Quality of City's web page	21.2%	46.0%	27.7%	3.7%	1.4%
Q15-6. Transparency of City government/ City's willingness to openly share information with the community	21.7%	38.9%	29.4%	7.1%	2.9%

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-1. Hours of operation	35.1%	33.4%	6.8%	0.4%	0.0%	24.3%
Q16-2. Maintenance of facility & grounds	43.0%	29.4%	5.3%	0.0%	0.0%	22.3%
Q16-3. Maintenance of walking/hiking trails	26.0%	23.8%	13.2%	2.3%	0.9%	33.8%
Q16-4. Meeting room rental opportunities	18.5%	13.8%	10.6%	1.3%	0.0%	55.7%
Q16-5. New laptop bar	14.5%	7.2%	11.1%	0.0%	0.0%	67.2%
Q16-6. Availability of spaces for group study	17.7%	13.6%	12.6%	0.4%	0.0%	55.7%
Q16-7. Availability of seating for individual study	20.9%	20.2%	11.9%	1.5%	0.0%	45.5%
Q16-8. Availability of traditional library materials: books, movies, music, etc.	32.3%	28.1%	9.8%	1.3%	0.0%	28.5%
Q16-9. Availability of non-traditional library materials: walking-sticks, hammocks, selfie-sticks, puzzles, mobile hotspots, cognitive care kits, etc.	15.3%	10.4%	12.8%	1.1%	0.0%	60.4%
Q16-10. Online collections: Libby, Hoopla, Kanopy	20.0%	10.2%	10.2%	0.6%	0.0%	58.9%
Q16-11. Online databases: Creative Bug, Niche Academy, Universal Class, Heritage Quest	12.1%	6.0%	10.6%	0.2%	0.0%	71.1%
Q16-12. Quality of customer service: Staff knowledge of policies, technology, materials & services	34.0%	23.2%	9.4%	0.0%	0.2%	33.2%
Q16-13. Curbside pickup	21.9%	13.4%	9.8%	0.2%	0.0%	54.7%
Q16-14. Passport application processing	16.6%	8.5%	8.1%	1.1%	0.0%	65.7%

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-15. Proctoring	8.5%	5.5%	8.7%	0.2%	0.0%	77.0%
Q16-16. Notary	10.6%	6.0%	8.1%	0.0%	0.0%	75.3%
Q16-17. Seasonal photography studio	10.0%	5.1%	10.2%	0.2%	0.0%	74.5%
Q16-18. Fit Bikes for exercise and study	10.0%	4.7%	9.8%	0.6%	0.0%	74.9%
Q16-19. Allotted time for use of public computers	12.6%	10.4%	10.0%	0.6%	0.0%	66.4%
Q16-20. Access to materials via lockers at Liberty Pharmacy	7.2%	4.0%	8.9%	0.4%	0.0%	79.4%
Q16-21. Programs & services for children, ages 0-12	16.8%	15.1%	8.7%	0.9%	0.2%	58.3%
Q16-22. Programs & services for teens, ages 13-19	12.6%	8.9%	9.4%	0.4%	0.4%	68.3%
Q16-23. Programs & services for adults, ages 20-49	13.4%	8.7%	10.4%	0.4%	0.2%	66.8%
Q16-24. Programs & services for adults, ages 50 & up	14.3%	10.9%	11.7%	1.1%	0.2%	61.9%
Q16-25. Programs in the Makerspace: 3D printing, vinyl cutting, CNC Milling, etc.	8.9%	6.6%	9.1%	0.0%	0.0%	75.3%
Q16-26. Computer classes & tutorials	10.2%	9.8%	8.7%	1.3%	0.2%	69.8%
Q16-27. One-on-one technology training	8.9%	7.4%	8.5%	0.2%	0.2%	74.7%
Q16-28. Library in the Forest app	13.0%	9.4%	9.4%	0.4%	0.0%	67.9%
Q16-29. Access & speed of internet	16.4%	12.6%	8.5%	0.2%	0.0%	62.3%
Q16-30. Public computers & word processing programs	13.2%	9.4%	8.9%	0.0%	0.0%	68.5%
Q16-31. Mac computers & lab	11.1%	6.4%	9.1%	0.2%	0.0%	73.2%

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q16-32. Social media presence & engagement Facebook, Instagram, TikTok	11.7%	8.9%	11.1%	0.9%	0.0%	67.4%
Q16-33. Website ease of use for locating information	15.3%	17.2%	11.3%	1.5%	0.0%	54.7%
Q16-34. Awareness of library events & offerings	14.9%	22.1%	14.0%	4.0%	0.9%	44.0%
Q16-35. Knowledge & use of hashtag #PictureyourselfieVH	6.8%	5.3%	10.4%	0.9%	0.2%	76.4%

WITHOUT "DON'T KNOW"**Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-1. Hours of operation	46.3%	44.1%	9.0%	0.6%	0.0%
Q16-2. Maintenance of facility & grounds	55.3%	37.8%	6.8%	0.0%	0.0%
Q16-3. Maintenance of walking/hiking trails	39.2%	36.0%	19.9%	3.5%	1.3%
Q16-4. Meeting room rental opportunities	41.8%	31.3%	24.0%	2.9%	0.0%
Q16-5. New laptop bar	44.2%	22.1%	33.8%	0.0%	0.0%
Q16-6. Availability of spaces for group study	39.9%	30.8%	28.4%	1.0%	0.0%
Q16-7. Availability of seating for individual study	38.3%	37.1%	21.9%	2.7%	0.0%
Q16-8. Availability of traditional library materials: books, movies, music, etc.	45.2%	39.3%	13.7%	1.8%	0.0%
Q16-9. Availability of non-traditional library materials: walking-sticks, hammocks, selfie-sticks, puzzles, mobile hotspots, cognitive care kits, etc.	38.7%	26.3%	32.3%	2.7%	0.0%
Q16-10. Online collections: Libby, Hoopla, Kanopy	48.7%	24.9%	24.9%	1.6%	0.0%
Q16-11. Online databases: Creative Bug, Niche Academy, Universal Class, Heritage Quest	41.9%	20.6%	36.8%	0.7%	0.0%
Q16-12. Quality of customer service: Staff knowledge of policies, technology, materials & services	51.0%	34.7%	14.0%	0.0%	0.3%
Q16-13. Curbside pickup	48.4%	29.6%	21.6%	0.5%	0.0%
Q16-14. Passport application processing	48.4%	24.8%	23.6%	3.1%	0.0%
Q16-15. Proctoring	37.0%	24.1%	38.0%	0.9%	0.0%
Q16-16. Notary	43.1%	24.1%	32.8%	0.0%	0.0%
Q16-17. Seasonal photography studio	39.2%	20.0%	40.0%	0.8%	0.0%
Q16-18. Fit Bikes for exercise and study	39.8%	18.6%	39.0%	2.5%	0.0%

WITHOUT "DON'T KNOW"

Q16. Library in the Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q16-19. Allotted time for use of public computers	37.3%	31.0%	29.7%	1.9%	0.0%
Q16-20. Access to materials via lockers at Liberty Pharmacy	35.1%	19.6%	43.3%	2.1%	0.0%
Q16-21. Programs & services for children, ages 0-12	40.3%	36.2%	20.9%	2.0%	0.5%
Q16-22. Programs & services for teens, ages 13-19	39.6%	28.2%	29.5%	1.3%	1.3%
Q16-23. Programs & services for adults, ages 20-49	40.4%	26.3%	31.4%	1.3%	0.6%
Q16-24. Programs & services for adults, ages 50 & up	37.4%	28.5%	30.7%	2.8%	0.6%
Q16-25. Programs in the Makerspace: 3D printing, vinyl cutting, CNC Milling, etc.	36.2%	26.7%	37.1%	0.0%	0.0%
Q16-26. Computer classes & tutorials	33.8%	32.4%	28.9%	4.2%	0.7%
Q16-27. One-on-one technology training	35.3%	29.4%	33.6%	0.8%	0.8%
Q16-28. Library in the Forest app	40.4%	29.1%	29.1%	1.3%	0.0%
Q16-29. Access & speed of internet	43.5%	33.3%	22.6%	0.6%	0.0%
Q16-30. Public computers & word processing programs	41.9%	29.7%	28.4%	0.0%	0.0%
Q16-31. Mac computers & lab	41.3%	23.8%	34.1%	0.8%	0.0%
Q16-32. Social media presence & engagement Facebook, Instagram, TikTok	35.9%	27.5%	34.0%	2.6%	0.0%
Q16-33. Website ease of use for locating information	33.8%	38.0%	24.9%	3.3%	0.0%
Q16-34. Awareness of library events & offerings	26.6%	39.5%	25.1%	7.2%	1.5%
Q16-35. Knowledge & use of hashtag #PictureyourselfieVH	28.8%	22.5%	44.1%	3.6%	0.9%

Q17. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q17-1. Overall quality of leadership provided by City's elected officials	26.4%	38.9%	17.2%	3.4%	1.3%	12.8%
Q17-2. Overall effectiveness of appointed boards & commissions	20.4%	36.2%	22.3%	3.0%	1.5%	16.6%
Q17-3. Overall effectiveness of Department heads & staff	23.2%	33.4%	20.6%	1.9%	1.1%	19.8%

WITHOUT "DON'T KNOW"

Q17. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=470)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Overall quality of leadership provided by City's elected officials	30.2%	44.6%	19.8%	3.9%	1.5%
Q17-2. Overall effectiveness of appointed boards & commissions	24.5%	43.4%	26.8%	3.6%	1.8%
Q17-3. Overall effectiveness of Department heads & staff	28.9%	41.6%	25.7%	2.4%	1.3%

Q18. Have you contacted the City with a question, problem, or complaint during the past year?

Q18. Have you contacted City with a question, problem, or complaint during past year	Number	Percent
Yes	177	37.7 %
No	293	62.3 %
Total	470	100.0 %

Q18a. Which City department did you contact MOST RECENTLY?

- About houses in neighborhood
- Action center
- Animal control
- Auto tag
- BOE, city council
- Building dept
- Building permits
- Building services
- City Clerk
- City council-zoning (among others)
- CITY ENGINEER
- city engineer, storm water
- City Engineer/ public works
- City Hall
- City Hall, police
- CITY MAINTENANCE & PUBLIC SAFETY
- City Manager
- City Manager, city engineer
- City planning
- City Works for debris pickup
- code enforcement
- curbside debris pickup
- Debris pick up
- Department responsible for garbage collection
- Engineering
- Financial
- Fire dept
- Garbage
- General information
- I called the main office number to ask a general question. The receptionist that answered was so pleasant to talk to, knowledgeable, and kind.
- Inspection
- It was about trash pick up
- Joanie Alfano

Q18a. Which City department did you contact MOST RECENTLY?

- Library
- Maintenance
- Mayor's office
- Missed trash pickup
- Park and recreation
- Parks
- Parks and rec - pool payment questions (unfortunately that didn't get resolved, and questions about the rec center
- permits/building dept
- Police
- Police/traffic
- Public services
- Public Works
- Renew auto reg
- Road maintenance
- Roads/Engineering
- Sanitation
- School Board Office
- schools
- Sidewalk maintenance
- Storm drains
- Street Maintenance
- Streets
- Streets, storm runoff, drain issue
- Streets/engineering, codes enforcement
- Streets/sanitation
- TAGS
- Traffic & city engineering
- Transportation
- Trash
- Trash, license, engineering
- Tree trimming
- Tried to reach Animal Control. Not available or helpful at all. No website or social media posts, nor from Vestavia Animal Clinic.
- utility
- VESTAVIA POLICE DEPARTMENT
- waste management, brush pile removed
- Waste Management
- Yard debris
- Zoning

Q18b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your satisfaction with the customer service you received from the City department you listed in Q18a.

(N=177)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q18b-1. They were easy to contact	47.5%	29.9%	10.7%	6.8%	2.3%	2.8%
Q18b-2. They were courteous & polite	63.8%	19.2%	7.9%	1.1%	0.6%	7.3%
Q18b-3. They gave prompt, accurate, & complete answers to questions	50.8%	19.2%	15.8%	6.2%	4.5%	3.4%
Q18b-4. They did what they said they would do in a timely manner	45.2%	18.1%	16.4%	6.2%	6.8%	7.3%
Q18b-5. They helped you resolve an issue to your satisfaction	46.3%	17.5%	13.6%	5.6%	11.3%	5.6%

WITHOUT "DON'T KNOW"

Q18b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never," please rate your satisfaction with the customer service you received from the City department you listed in Q18a. (without "don't know")

(N=177)

	Always	Usually	Sometimes	Seldom	Never
Q18b-1. They were easy to contact	48.8%	30.8%	11.0%	7.0%	2.3%
Q18b-2. They were courteous & polite	68.9%	20.7%	8.5%	1.2%	0.6%
Q18b-3. They gave prompt, accurate, & complete answers to questions	52.6%	19.9%	16.4%	6.4%	4.7%
Q18b-4. They did what they said they would do in a timely manner	48.8%	19.5%	17.7%	6.7%	7.3%
Q18b-5. They helped you resolve an issue to your satisfaction	49.1%	18.6%	14.4%	6.0%	12.0%

Q19. Vestavia Hills City Schools is developing a system-wide plan for school facility improvements. On a scale of 1 to 5, where 5 means "Highest Priority" and 1 means "Lowest Priority," please rank how the school system should prioritize these improvement plans.

(N=470)

	Highest priority	High priority	Mid priority	Low priority	Lowest priority	Don't know
Q19-1. Increasing safety, security, & accessibility of all campuses	41.9%	21.3%	10.2%	2.8%	1.3%	22.6%
Q19-2. Adding new learning opportunities for elementary students such as science, technology, engineering & math (STEM) & world languages programs	33.4%	30.9%	10.9%	1.3%	0.9%	22.8%
Q19-3. Adding new learning opportunities for middle & high school students such as science, technology, engineering, & math (STEM) programs	32.1%	34.3%	8.9%	0.4%	1.1%	23.2%
Q19-4. Renovating classrooms & outdated spaces at Vestavia Hills High School (e.g., STEM labs, new kitchen/cafeteria, additional parking)	21.7%	26.0%	24.5%	3.0%	1.1%	23.8%
Q19-5. Adding new fine arts & athletic facilities at Vestavia Hills High School (e.g., band room, dance studio, renovated choral & theater space, indoor multi-purpose practice facility)	16.6%	24.9%	21.9%	9.6%	4.0%	23.0%
Q19-6. Enhancing energy efficiency of all campuses (e.g., roofing, lighting, heating/air conditioning & ventilation)	18.7%	20.4%	24.0%	9.6%	4.3%	23.0%

WITHOUT "DON'T KNOW"

Q19. Vestavia Hills City Schools is developing a system-wide plan for school facility improvements. On a scale of 1 to 5, where 5 means "Highest Priority" and 1 means "Lowest Priority," please rank how the school system should prioritize these improvement plans. (without "don't know")

(N=470)

	Highest priority	High priority	Mid priority	Low priority	Lowest priority
Q19-1. Increasing safety, security, & accessibility of all campuses	54.1%	27.5%	13.2%	3.6%	1.6%
Q19-2. Adding new learning opportunities for elementary students such as science, technology, engineering & math (STEM) & world languages programs	43.3%	39.9%	14.0%	1.7%	1.1%
Q19-3. Adding new learning opportunities for middle & high school students such as science, technology, engineering, & math (STEM) programs	41.8%	44.6%	11.6%	0.6%	1.4%
Q19-4. Renovating classrooms & outdated spaces at Vestavia Hills High School (e.g., STEM labs, new kitchen/cafeteria, additional parking)	28.5%	34.1%	32.1%	3.9%	1.4%
Q19-5. Adding new fine arts & athletic facilities at Vestavia Hills High School (e.g., band room, dance studio, renovated choral & theater space, indoor multi-purpose practice facility)	21.5%	32.3%	28.5%	12.4%	5.2%
Q19-6. Enhancing energy efficiency of all campuses (e.g., roofing, lighting, heating/air conditioning & ventilation)	24.3%	26.5%	31.2%	12.4%	5.5%

Q20. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate how much you agree with the following statements.

(N=470)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q20-1. I chose to live in Vestavia Hills specifically because of quality of its schools	39.8%	26.0%	13.8%	5.1%	2.8%	12.6%
Q20-2. It is time for school system to update its facilities	12.1%	21.5%	35.3%	4.3%	1.1%	25.7%
Q20-3. Safety & security of school facilities is of highest importance	53.2%	22.1%	8.9%	1.9%	0.2%	13.6%
Q20-4. School system should strengthen the ways it supports students in academic & other challenges	30.4%	33.6%	13.4%	0.9%	0.4%	21.3%
Q20-5. School system should expand STEM & World Language opportunities for elementary students	28.7%	28.9%	18.3%	0.9%	0.4%	22.8%
Q20-6. School system should expand & update its fine arts & athletic facilities at Vestavia Hills High School	19.4%	24.5%	25.5%	5.1%	2.6%	23.0%
Q20-7. Quality of school facilities keeps my property value high	41.7%	31.3%	9.4%	2.1%	1.1%	14.5%
Q20-8. I would support a property tax increase to fund school facility improvements	16.8%	16.2%	24.5%	13.6%	13.4%	15.5%

WITHOUT "DON'T KNOW"

Q20. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate how much you agree with the following statements. (without "don't know")

(N=470)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q20-1. I chose to live in Vestavia Hills specifically because of quality of its schools	45.5%	29.7%	15.8%	5.8%	3.2%
Q20-2. It is time for school system to update its facilities	16.3%	28.9%	47.6%	5.7%	1.4%
Q20-3. Safety & security of school facilities is of highest importance	61.6%	25.6%	10.3%	2.2%	0.2%
Q20-4. School system should strengthen the ways it supports students in academic & other challenges	38.6%	42.7%	17.0%	1.1%	0.5%
Q20-5. School system should expand STEM & World Language opportunities for elementary students	37.2%	37.5%	23.7%	1.1%	0.6%
Q20-6. School system should expand & update its fine arts & athletic facilities at Vestavia Hills High School	25.1%	31.8%	33.1%	6.6%	3.3%
Q20-7. Quality of school facilities keeps my property value high	48.8%	36.6%	10.9%	2.5%	1.2%
Q20-8. I would support a property tax increase to fund school facility improvements	19.9%	19.1%	29.0%	16.1%	15.9%

Q21. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate what additional information you would need to consider supporting a property tax increase for the needs of the school system.

(N=470)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q21-1. More details about how Board of Education spends the funds that it already receives	48.1%	28.7%	6.8%	1.1%	1.7%	13.6%
Q21-2. More details about the value of expanding academic programs for all students	37.9%	33.2%	10.6%	1.9%	1.3%	15.1%
Q21-3. More details about expanding arts & athletic facilities	34.5%	31.1%	14.3%	3.4%	1.3%	15.5%
Q21-4. More details about safety, security, & accessibility improvements	40.9%	28.3%	13.0%	2.3%	1.5%	14.0%
Q21-5. More details about energy efficiency improvements	28.5%	30.2%	18.1%	4.0%	3.4%	15.7%
Q21-6. More details on the number of students who participate in STEM, world languages, arts & athletics programs	30.6%	30.0%	18.3%	3.0%	1.1%	17.0%
Q21-7. More details on plan's potential impact on property values	38.5%	27.0%	16.2%	2.8%	1.3%	14.3%

WITHOUT "DON'T KNOW"

Q21. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate what additional information you would need to consider supporting a property tax increase for the needs of the school system. (without "don't know")

(N=470)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q21-1. More details about how Board of Education spends the funds that it already receives	55.7%	33.3%	7.9%	1.2%	2.0%
Q21-2. More details about the value of expanding academic programs for all students	44.6%	39.1%	12.5%	2.3%	1.5%
Q21-3. More details about expanding arts & athletic facilities	40.8%	36.8%	16.9%	4.0%	1.5%
Q21-4. More details about safety, security, & accessibility improvements	47.5%	32.9%	15.1%	2.7%	1.7%
Q21-5. More details about energy efficiency improvements	33.8%	35.9%	21.5%	4.8%	4.0%
Q21-6. More details on the number of students who participate in STEM, world languages, arts & athletics programs	36.9%	36.2%	22.1%	3.6%	1.3%
Q21-7. More details on plan's potential impact on property values	44.9%	31.5%	18.9%	3.2%	1.5%

Q22. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 6 being the LOWEST priority.

(N=470)

	Highest priority	2	3	4	5	Lowest priority	Not provided
Q22-1. Expanded fire protection & facilities	6.8%	18.9%	17.7%	21.9%	13.8%	9.1%	11.7%
Q22-2. Expanded police protection & facilities	19.4%	17.4%	18.1%	13.0%	12.1%	7.4%	12.6%
Q22-3. Road resurfacing & reconstruction	26.0%	21.9%	21.1%	13.4%	4.0%	3.6%	10.0%
Q22-4. Improved stormwater infrastructure	28.3%	17.4%	11.9%	17.0%	8.7%	6.0%	10.6%
Q22-5. Expanded library services & facilities	1.5%	4.7%	6.0%	11.5%	24.0%	38.5%	13.8%
Q22-6. Expansion of recreation trails & facilities	9.1%	9.6%	14.3%	9.6%	23.0%	21.7%	12.8%

WITHOUT "NOT PROVIDED"

Q22. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 6 being the LOWEST priority. (without "not provided")

(N=470)

	Highest priority	2	3	4	5	Lowest priority
Q22-1. Expanded fire protection & facilities	7.7%	21.4%	20.0%	24.8%	15.7%	10.4%
Q22-2. Expanded police protection & facilities	22.1%	20.0%	20.7%	14.8%	13.9%	8.5%
Q22-3. Road resurfacing & reconstruction	28.8%	24.3%	23.4%	14.9%	4.5%	4.0%
Q22-4. Improved stormwater infrastructure	31.7%	19.5%	13.3%	19.0%	9.8%	6.7%
Q22-5. Expanded library services & facilities	1.7%	5.4%	6.9%	13.3%	27.9%	44.7%
Q22-6. Expansion of recreation trails & facilities	10.5%	11.0%	16.3%	11.0%	26.3%	24.9%

Q23. Economic Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

(N=470)

	Much too slow	Slow	Just right	Fast	Much too fast	Don't know
Q23-1. Office development	5.1%	16.6%	34.3%	2.3%	1.3%	40.4%
Q23-2. High density business development	6.8%	20.2%	29.4%	4.0%	2.1%	37.4%
Q23-3. Mixed use development	7.2%	20.0%	27.7%	3.8%	4.5%	36.8%
Q23-4. Single-family residential development	3.0%	7.4%	41.7%	10.0%	9.1%	28.7%
Q23-5. Retail development	17.0%	30.9%	25.5%	2.1%	0.9%	23.6%

WITHOUT "DON'T KNOW"

Q23. Economic Development. Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas. (without "don't know")

(N=470)

	Much too slow	Slow	Just right	Fast	Much too fast
Q23-1. Office development	8.6%	27.9%	57.5%	3.9%	2.1%
Q23-2. High density business development	10.9%	32.3%	46.9%	6.5%	3.4%
Q23-3. Mixed use development	11.4%	31.6%	43.8%	6.1%	7.1%
Q23-4. Single-family residential development	4.2%	10.4%	58.5%	14.0%	12.8%
Q23-5. Retail development	22.3%	40.4%	33.4%	2.8%	1.1%

Q24. How often do you typically go OUTSIDE Vestavia Hills City limits to shop?

Q24. How often do you typically go outside Vestavia

Hills City limits to shop	Number	Percent
Every day	59	12.6 %
A few times per week	166	35.3 %
At least once a week	117	24.9 %
A few times per month	91	19.4 %
A few times per year	19	4.0 %
Seldom or never	4	0.9 %
Not provided	14	3.0 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q24. How often do you typically go OUTSIDE Vestavia Hills City limits to shop? (without "not provided")**

Q24. How often do you typically go outside Vestavia

Hills City limits to shop	Number	Percent
Every day	59	12.9 %
A few times per week	166	36.4 %
At least once a week	117	25.7 %
A few times per month	91	20.0 %
A few times per year	19	4.2 %
Seldom or never	4	0.9 %
Total	456	100.0 %

Q25. How often do you typically shop WITHIN the Vestavia Hills City limits?

Q25. How often do you typically shop within Vestavia

Hills City limits	Number	Percent
Every day	82	17.4 %
A few times per week	224	47.7 %
At least once a week	109	23.2 %
A few times per month	36	7.7 %
A few times per year	4	0.9 %
Seldom or never	4	0.9 %
Not provided	11	2.3 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q25. How often do you typically shop WITHIN the Vestavia Hills City limits? (without "not provided")**

Q25. How often do you typically shop within Vestavia

Hills City limits	Number	Percent
Every day	82	17.9 %
A few times per week	224	48.8 %
At least once a week	109	23.7 %
A few times per month	36	7.8 %
A few times per year	4	0.9 %
Seldom or never	4	0.9 %
Total	459	100.0 %

Q26. How has your ONLINE purchase of goods and services changed in the past 12 MONTHS?

Q26. How has your online purchase of goods & services changed in past 12 months	Number	Percent
Buy online much more frequently	125	26.6 %
Buy online somewhat more frequently	113	24.0 %
No change	158	33.6 %
Buy online somewhat less frequently	14	3.0 %
Buy online much less frequently	17	3.6 %
Do not shop online	32	6.8 %
Not provided	11	2.3 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q26. How has your ONLINE purchase of goods and services changed in the past 12 MONTHS? (without "not provided")**

Q26. How has your online purchase of goods & services changed in past 12 months	Number	Percent
Buy online much more frequently	125	27.2 %
Buy online somewhat more frequently	113	24.6 %
No change	158	34.4 %
Buy online somewhat less frequently	14	3.1 %
Buy online much less frequently	17	3.7 %
Do not shop online	32	7.0 %
Total	459	100.0 %

Q27. Which of the following reasons were MOST IMPORTANT in your decision to live in Vestavia Hills?

Q27. Which following reasons were most important in your decision to live in Vestavia Hills	Number	Percent
School system	307	65.3 %
Quality of housing	194	41.3 %
Quality of life	272	57.9 %
Occupation/job	32	6.8 %
Geographic location	270	57.4 %
Other	33	7.0 %
Total	1108	

Q27-6. Other

- Beauty of lot
- Being close to family member
- Born and raised in Vestavia
- bought a house here to be close to family, husband grew up here
- church
- Closer to family
- cost of living
- family
- family
- Feels safe.
- friends
- Grew up here. Attended school. All immediate family lives here.
- home values
- housing value
- I always lived here.
- I lived here before it was Vestavia
- near family
- opportunity
- Safe area because surrounded by safe areas
- Safety
- safety of neighborhoods
- strong community
- walkable

Q28. Which of the following activities/amenities offered in Vestavia Hills are MOST IMPORTANT or would be MOST APPRECIATED by your household?

Q28. Which following activities/amenities offered in Vestavia Hills are most important or would be most appreciated by your household	Number	Percent
Special events (e.g., "I Love America Day," "Wing Ding," Christmas activities, outdoor entertainment events)	127	27.0 %
Access to or view of natural resources (e.g., Cahaba River, Shades Mountain)	169	36.0 %
Walking/running/biking trails that unite all areas of City	275	58.5 %
Unique & enjoyable dining/entertainment venues	298	63.4 %
Quality youth athletic facilities	107	22.8 %
Shopping conveniences or unique shopping experiences/boutiques	263	56.0 %
Total	1239	

Q29. The City may have the capacity to fund capital projects (without having to increase taxes). With that in mind, how favorable would you be of funding the following projects?

(N=470)

	Very favorable	Somewhat favorable	Not favorable	Don't know
Q29-1. Develop next phase of parks & recreation facilities	38.1%	41.3%	8.1%	12.6%
Q29-2. Sidewalk extensions	50.6%	33.2%	8.7%	7.4%
Q29-3. Assist with Vestavia Hills City schools facility improvements	39.8%	35.7%	10.9%	13.6%
Q29-4. Roadway improvements	58.9%	32.3%	2.1%	6.6%
Q29-5. Updating & renovating fire stations	24.5%	46.0%	11.7%	17.9%
Q29-6. Stormwater infrastructure improvements	61.5%	26.0%	2.8%	9.8%

WITHOUT "DON'T KNOW"

Q29. The City may have the capacity to fund capital projects (without having to increase taxes). With that in mind, how favorable would you be of funding the following projects? (without "don't know")

(N=470)

	Very favorable	Somewhat favorable	Not favorable
Q29-1. Develop next phase of parks & recreation facilities	43.6%	47.2%	9.2%
Q29-2. Sidewalk extensions	54.7%	35.9%	9.4%
Q29-3. Assist with Vestavia Hills City schools facility improvements	46.1%	41.4%	12.6%
Q29-4. Roadway improvements	63.1%	34.6%	2.3%
Q29-5. Updating & renovating fire stations	29.8%	56.0%	14.2%
Q29-6. Stormwater infrastructure improvements	68.2%	28.8%	3.1%

Q30. Which TWO of the items listed in Question 29 do you think are MOST IMPORTANT to fund?

Q30. Top choice	Number	Percent
Develop next phase of parks & recreation facilities	43	9.1 %
Sidewalk extensions	62	13.2 %
Assist with Vestavia Hills City schools facility improvements	78	16.6 %
Roadway improvements	89	18.9 %
Updating & renovating fire stations	20	4.3 %
Stormwater infrastructure improvements	133	28.3 %
None chosen	45	9.6 %
Total	470	100.0 %

Q30. Which TWO of the items listed in Question 29 do you think are MOST IMPORTANT to fund?

Q30. 2nd choice	Number	Percent
Develop next phase of parks & recreation facilities	65	13.8 %
Sidewalk extensions	70	14.9 %
Assist with Vestavia Hills City schools facility improvements	66	14.0 %
Roadway improvements	94	20.0 %
Updating & renovating fire stations	31	6.6 %
Stormwater infrastructure improvements	91	19.4 %
None chosen	53	11.3 %
Total	470	100.0 %

SUM OF TOP 2 CHOICES**Q30. Which TWO of the items listed in Question 29 do you think are MOST IMPORTANT to fund? (top 2)**

Q30. Sum of top 2 choices	Number	Percent
Develop next phase of parks & recreation facilities	108	23.0 %
Sidewalk extensions	132	28.1 %
Assist with Vestavia Hills City schools facility improvements	144	30.6 %
Roadway improvements	183	38.9 %
Updating & renovating fire stations	51	10.9 %
Stormwater infrastructure improvements	224	47.7 %
None chosen	45	9.6 %
Total	887	

Q31. Including yourself, how many people in your household are...

	Mean	Sum
number	2.7	1221
Under age 5	0.1	65
Ages 5-9	0.1	67
Ages 10-14	0.2	69
Ages 15-19	0.1	58
Ages 20-24	0.2	73
Ages 25-34	0.2	101
Ages 35-44	0.4	162
Ages 45-54	0.4	171
Ages 55-64	0.5	209
Ages 65-74	0.3	144
Ages 75+	0.2	102

Q32. Approximately how many years have you lived in the City of Vestavia Hills?

Q32. How many years have you lived in City of Vestavia Hills	Number	Percent
Less than 5 years	55	11.7 %
5-10 years	66	14.0 %
11-20 years	73	15.5 %
20+ years	265	56.4 %
Not provided	11	2.3 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q32. Approximately how many years have you lived in the City of Vestavia Hills? (without "not provided")**

Q32. How many years have you lived in City of Vestavia Hills	Number	Percent
Less than 5 years	55	12.0 %
5-10 years	66	14.4 %
11-20 years	73	15.9 %
20+ years	265	57.7 %
Total	459	100.0 %

Q33. How many people in your household work within the City limits of Vestavia Hills?

Q33. How many people in your household work within City limits of Vestavia Hills	Number	Percent
0	288	61.3 %
1	109	23.2 %
2	38	8.1 %
3+	3	0.6 %
Not provided	32	6.8 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q33. How many people in your household work within the City limits of Vestavia Hills? (without "not provided")**

Q33. How many people in your household work within City limits of Vestavia Hills	Number	Percent
0	288	65.8 %
1	109	24.9 %
2	38	8.7 %
3+	3	0.7 %
Total	438	100.0 %

Q34. Do you own or rent your current residence?

Q34. Do you own or rent your current residence	Number	Percent
Own	412	87.7 %
Rent	52	11.1 %
Not provided	6	1.3 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Do you own or rent your current residence? (without "not provided")**

Q34. Do you own or rent your current residence	Number	Percent
Own	412	88.8 %
Rent	52	11.2 %
Total	464	100.0 %

Q35. What is your age?

Q35. Your age	Number	Percent
18-34	89	18.9 %
35-44	94	20.0 %
45-54	91	19.4 %
55-64	89	18.9 %
65+	93	19.8 %
Not provided	14	3.0 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q35. What is your age? (without "not provided")**

Q35. Your age	Number	Percent
18-34	89	19.5 %
35-44	94	20.6 %
45-54	91	20.0 %
55-64	89	19.5 %
65+	93	20.4 %
Total	456	100.0 %

Q36. Are you or other members of your household of Hispanic or Latino ancestry?

Q36. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	19	4.0 %
No	439	93.4 %
Not provided	12	2.6 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Are you or other members of your household of Hispanic or Latino ancestry? (without "not provided")**

Q36. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry	Number	Percent
Yes	19	4.1 %
No	439	95.9 %
Total	458	100.0 %

Q37. Which of the following best describes your race/ethnicity?

Q37. Your race/ethnicity	Number	Percent
Asian or Asian Indian	16	3.4 %
Black or African American	26	5.5 %
American Indian or Alaska Native	2	0.4 %
White	405	86.2 %
Other	1	0.2 %
Total	450	

Q37-5. Self-describe your race/ethnicity:

Q37-5. Self-describe your race/ethnicity	Number	Percent
Middle Eastern	1	100.0 %
Total	1	100.0 %

Q38. What is your total household income?

Q38. What is your total household income	Number	Percent
Under \$50K	54	11.5 %
\$50K-\$79,999	62	13.2 %
\$80K-\$119,999	86	18.3 %
\$120K-\$199,999	98	20.9 %
\$200K+	96	20.4 %
Not provided	74	15.7 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q38. What is your total household income? (without "not provided")**

Q38. What is your total household income	Number	Percent
Under \$50K	54	13.6 %
\$50K-\$79,999	62	15.7 %
\$80K-\$119,999	86	21.7 %
\$120K-\$199,999	98	24.7 %
\$200K+	96	24.2 %
Total	396	100.0 %

Q39. Your gender:

Q39. Your gender	Number	Percent
Male	225	47.9 %
Female	235	50.0 %
Not provided	10	2.1 %
Total	470	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Your gender: (without "not provided")**

Q39. Your gender	Number	Percent
Male	225	48.9 %
Female	235	51.1 %
Total	460	100.0 %



5

Survey Instrument



VESTAVIA HILLS

A LIFE ABOVE

ASHLEY C. CURRY
Mayor

JEFFREY DOWNES
City Manager

Dear Vestavia Hills Residents,

As our community grows and changes, it is more important than ever to hear from those we serve. Please take a few minutes to complete the 2022 Vestavia Hills Citizen Survey and return your anonymous responses in the enclosed postage-paid return envelope addressed to ETC Institute, our partner in this project.

Your assistance in helping the City of Vestavia Hills plan for the future is greatly appreciated! Survey responses assist in the development of policy, serve as an integral decision-making tool in establishing budget priorities, and help City staff and elected officials understand residents' perceptions of City services.

Upon completion, ETC Institute will generate a comprehensive report analyzing the survey results. This report will be posted to the City website at <https://vhal.org/economy/studies-assessment/#citizen-surveys>. If you have any questions or concerns, please contact us at 205.978.0100 or administration@vhal.org.

Thank you for your participation.

Sincerely,

A handwritten signature in blue ink that reads "Ashley C. Curry".

Ashley C. Curry
Mayor, City of Vestavia Hills

Enclosures



2022 City of Vestavia Hills Citizen Survey

Welcome to the 2022 City of Vestavia Hills Citizen Survey. Your input is an important part of the City's ongoing effort to involve citizens in long-range planning and investment decisions. Please take a few minutes to complete this survey. If you prefer to take this survey online, you may do so at vestavihillssurvey.org. If you have questions, please call the City of Vestavia Hills at 205.978.0100.

1. Overall Satisfaction with City Services. Please rate your satisfaction with each of the following services using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of the City's school system	5	4	3	2	1	9
02. Overall quality of public safety services (e.g., police, fire, ambulance)	5	4	3	2	1	9
03. Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
04. Overall maintenance of City streets and facilities	5	4	3	2	1	9
05. Overall enforcement of City codes and ordinances	5	4	3	2	1	9
06. Overall quality of customer service you receive from City employees	5	4	3	2	1	9
07. Overall effectiveness of City communication with the public	5	4	3	2	1	9
08. Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
09. Overall quality of public library facilities and services	5	4	3	2	1	9
10. Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which THREE of the items listed in Question 1 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Q1.]

1st: ____ 2nd: ____ 3rd: ____

3. Please rate your satisfaction with each of the following items that may influence your perception of the City of Vestavia Hills using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How would you rate the City of Vestavia Hills...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Overall quality of services provided by the City of Vestavia Hills	5	4	3	2	1	9
2. Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
3. Overall image of the City	5	4	3	2	1	9
4. Overall quality of life in the City	5	4	3	2	1	9
5. Overall appearance of the City	5	4	3	2	1	9

4. Please rate the City of Vestavia Hills with regard to each of the following items using a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

How would you rate the City of Vestavia Hills...	Excellent	Good	Neutral	Below Average	Poor	Don't Know
1. As a place to live	5	4	3	2	1	9
2. As a place to raise children	5	4	3	2	1	9
3. As a place to work	5	4	3	2	1	9

5. Trash Services Provided by AmWaste. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Trash Service	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Residential trash collection services	5	4	3	2	1	9
2. Brush and bulky removal services	5	4	3	2	1	9
3. New "Mixed Stream" recycling services	5	4	3	2	1	9
4. Litter control along major streets	5	4	3	2	1	9
5. Route schedule	5	4	3	2	1	9

6. Public Safety. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Public Safety		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Vestavia Hills Police Department							
01.	Overall quality of local police protection	5	4	3	2	1	9
02.	Overall credibility of the police department	5	4	3	2	1	9
03.	The overall visibility of police	5	4	3	2	1	9
04.	The City's efforts to prevent crime	5	4	3	2	1	9
05.	How quickly police respond to emergencies	5	4	3	2	1	9
06.	Community oriented policing programs	5	4	3	2	1	9
07.	Quality of animal control	5	4	3	2	1	9
Vestavia Hills Fire Department							
08.	Overall quality of local fire protection	5	4	3	2	1	9
09.	Quality of local ambulance service	5	4	3	2	1	9
10.	How quickly fire department/emergency services personnel respond to emergencies	5	4	3	2	1	9
11.	Fire safety education programs	5	4	3	2	1	9

7. Which THREE of the Public Safety items listed in Question 6 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Q6.]

1st: ____ 2nd: ____ 3rd: ____

8. Have you ever called "911"? ____ (1) Yes ____ (2) No [Skip to Q9.]

8a. Please answer each of the following questions concerning the service you received from 911.

911 Service		Yes	No
1.	Was your call answered in a timely manner?	1	2
2.	Were you treated professionally?	1	2
3.	Did the call taker's action result in a satisfactory resolution?	1	2

9. Using a scale of 1 to 4, where 4 means "Very Safe" and 1 means "Very Unsafe," please rate how safe you feel in the following situations.

How safe do you feel...		Very Safe	Somewhat Safe	Somewhat Unsafe	Very Unsafe	Don't Know
1.	In your neighborhood during the day	4	3	2	1	9
2.	In your neighborhood at night	4	3	2	1	9
3.	In the City parks	4	3	2	1	9
4.	In commercial and retail areas	4	3	2	1	9
5.	On school campuses	4	3	2	1	9
6.	Overall feeling of safety in Vestavia Hills	4	3	2	1	9

10. Enforcement of Codes and Ordinances. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Codes and Ordinances		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Enforcing the cleanup of litter and debris on private property	5	4	3	2	1	9
2.	Enforcing the mowing and trimming of private property	5	4	3	2	1	9
3.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing the maintenance of business property	5	4	3	2	1	9
5.	Enforcing codes designed to protect public safety	5	4	3	2	1	9
6.	Enforcing sign regulations	5	4	3	2	1	9

11. **City Maintenance.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Maintenance		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Maintenance of major City streets	5	4	3	2	1	9
2.	Maintenance of minor City streets	5	4	3	2	1	9
3.	Maintenance of sidewalks	5	4	3	2	1	9
4.	Maintenance of street signs	5	4	3	2	1	9
5.	Maintenance of traffic signals	5	4	3	2	1	9
6.	Maintenance of City owned buildings	5	4	3	2	1	9
7.	Mowing and trimming along streets and other public areas	5	4	3	2	1	9
8.	Adequacy of City street lighting	5	4	3	2	1	9
9.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9

12. Which THREE of the City Maintenance items listed in Question 11 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Q11.]

1st: ____ 2nd: ____ 3rd: ____

13. **Parks and Recreation.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Parks and Recreation		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Swimming pools (Aquatic Complex)	5	4	3	2	1	9
02.	Maintenance of City ballfields	5	4	3	2	1	9
03.	Number of City parks	5	4	3	2	1	9
04.	Number of walking and biking trails	5	4	3	2	1	9
05.	Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	5	4	3	2	1	9
06.	Community recreational centers	5	4	3	2	1	9
07.	The City's youth athletic programs	5	4	3	2	1	9
08.	The City's adult athletic programs	5	4	3	2	1	9
09.	The City's senior programs	5	4	3	2	1	9
10.	City recreational programs (classes, trips, special events, arts programming)	5	4	3	2	1	9
11.	Maintenance of City parks	5	4	3	2	1	9
12.	Ease of registering for programs	5	4	3	2	1	9
13.	Fees charged for recreational programs	5	4	3	2	1	9

14. Which THREE of the Parks and Recreation items listed in Question 13 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? [Write-in your answers below using the numbers from the list in Q13.]

1st: ____ 2nd: ____ 3rd: ____

15. **City Communication.** Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Communication		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	The availability of information about City programs and services	5	4	3	2	1	9
2.	Level of public involvement in local decision making	5	4	3	2	1	9
3.	Quality of community newsletter	5	4	3	2	1	9
4.	Availability of information on other City services and programs	5	4	3	2	1	9
5.	The quality of the City's web page	5	4	3	2	1	9
6.	Transparency of City government/the City's willingness to openly share information with the community	5	4	3	2	1	9

16. Library in The Forest. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Library in the Forest		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01.	Hours of operation	5	4	3	2	1	9
02.	Maintenance of facility and grounds	5	4	3	2	1	9
03.	Maintenance of walking/hiking trails	5	4	3	2	1	9
04.	Meeting room rental opportunities	5	4	3	2	1	9
05.	New laptop bar	5	4	3	2	1	9
06.	Availability of spaces for group study	5	4	3	2	1	9
07.	Availability of seating for individual study	5	4	3	2	1	9
08.	Availability of traditional library materials: books, movies, music, etc.	5	4	3	2	1	9
09.	Availability of non-traditional library materials: walking-sticks, hammocks, selfie-sticks, puzzles, mobile hotspots, cognitive care kits, etc.	5	4	3	2	1	9
10.	Online collections: Libby, Hoopla, Kanopy	5	4	3	2	1	9
11.	Online databases: Creative Bug, Niche Academy, Universal Class, Heritage Quest	5	4	3	2	1	9
12.	Quality of customer service: Staff knowledge of policies, technology, materials and services	5	4	3	2	1	9
13.	Curbside pickup	5	4	3	2	1	9
14.	Passport application processing	5	4	3	2	1	9
15.	Proctoring	5	4	3	2	1	9
16.	Notary	5	4	3	2	1	9
17.	Seasonal photography studio	5	4	3	2	1	9
18.	Fit Bikes for exercise and study	5	4	3	2	1	9
19.	Allotted time for use of public computers	5	4	3	2	1	9
20.	Access to materials via lockers at Liberty Pharmacy	5	4	3	2	1	9
21.	Programs and services for children, ages 0-12	5	4	3	2	1	9
22.	Programs and services for teens, ages 13-19	5	4	3	2	1	9
23.	Programs and services for adults, ages 20-49	5	4	3	2	1	9
24.	Programs and services for adults, ages 50 and up	5	4	3	2	1	9
25.	Programs in the Makerspace: 3D printing, vinyl cutting, CNC Milling, etc.	5	4	3	2	1	9
26.	Computer classes and tutorials	5	4	3	2	1	9
27.	One-on-one technology training	5	4	3	2	1	9
28.	Library in the Forest app	5	4	3	2	1	9
29.	Access and speed of internet	5	4	3	2	1	9
30.	Public computers and word processing programs	5	4	3	2	1	9
31.	Mac computers and lab	5	4	3	2	1	9
32.	Social media presence and engagement: Facebook, Instagram, TikTok	5	4	3	2	1	9
33.	Website: ease of use for locating information	5	4	3	2	1	9
34.	Awareness of library events and offerings	5	4	3	2	1	9
35.	Knowledge and use of hashtag #PictureyourselfieVH	5	4	3	2	1	9

17. City Leadership. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

City Leadership		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
2.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
3.	Overall effectiveness of the Department heads and staff	5	4	3	2	1	9

18. Have you contacted the City with a question, problem, or complaint during the past year?

____(1) Yes ____ (2) No [Skip to Q19.]

18a. Which City department did you contact MOST RECENTLY?

18b. Several factors that may influence your perception of the quality of customer service you receive from City employees are listed below. Using a scale of 1 to 5, where 5 means "Always" and 1 means "Never", please rate your satisfaction with the customer service you received from the City department you listed in Q18a.

Customer Service	Always	Usually	Sometimes	Seldom	Never	Don't Know
1. They were easy to contact	5	4	3	2	1	9
2. They were courteous and polite	5	4	3	2	1	9
3. They gave prompt, accurate, and complete answers to questions	5	4	3	2	1	9
4. They did what they said they would do in a timely manner	5	4	3	2	1	9
5. They helped you resolve an issue to your satisfaction	5	4	3	2	1	9

19. Vestavia Hills City Schools is developing a system-wide plan for school facility improvements. On a scale of 1 to 5, where 5 means "Highest Priority" and 1 means "Lowest Priority," please rank how the school system should prioritize these improvement plans.

School Facility Improvements	Highest Priority	High Priority	Mid Priority	Low Priority	Lowest Priority	Don't know
1. Increasing safety, security, and accessibility of all campuses	5	4	3	2	1	9
2. Adding new learning opportunities for elementary students such as science, technology, engineering and math (STEM) and world languages programs	5	4	3	2	1	9
3. Adding new learning opportunities for middle and high school students such as science, technology, engineering, and math (STEM) programs	5	4	3	2	1	9
4. Renovating classrooms and outdated spaces at Vestavia Hills High School (e.g., STEM labs, new kitchen/cafeteria, additional parking)	5	4	3	2	1	9
5. Adding new fine arts and athletic facilities at Vestavia Hills High School (e.g., band room, dance studio, renovated choral and theater space, indoor multipurpose practice facility)	5	4	3	2	1	9
6. Enhancing energy efficiency of all campuses (e.g., roofing, lighting, heating/air conditioning and ventilation)	5	4	3	2	1	9

20. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate how much you agree with the following statements.

Vestavia Hills City Schools	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
1. I chose to live in Vestavia Hills specifically because of the quality of its schools	5	4	3	2	1	9
2. It is time for the school system to update its facilities	5	4	3	2	1	9
3. Safety and security of school facilities is of the highest importance	5	4	3	2	1	9
4. The school system should strengthen the ways it supports students in academic and other challenges	5	4	3	2	1	9
5. The school system should expand STEM and World Language opportunities for elementary students	5	4	3	2	1	9
6. The school system should expand and update its fine arts and athletic facilities at Vestavia Hills High School	5	4	3	2	1	9
7. The quality of the school facilities keeps my property value high	5	4	3	2	1	9
8. I would support a property tax increase to fund school facility improvements	5	4	3	2	1	9

21. On a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree," please rate what additional information you would need to consider supporting a property tax increase for the needs of the school system.

Property Tax Increase for Schools		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't know
1.	More details about how the Board of Education spends the funds that it already receives	5	4	3	2	1	9
2.	More details about the value of expanding academic programs for all students	5	4	3	2	1	9
3.	More details about expanding arts and athletic facilities	5	4	3	2	1	9
4.	More details about safety, security, and accessibility improvements	5	4	3	2	1	9
5.	More details about energy efficiency improvements	5	4	3	2	1	9
6.	More details on the number of students who participate in STEM, world languages, arts and athletics programs	5	4	3	2	1	9
7.	More details on the plan's potential impact on property values	5	4	3	2	1	9

22. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 6 being the LOWEST priority. [Each rank may only be used once.]

- | | |
|---|---|
| ____(1) Expanded fire protection and facilities | ____(4) Improved stormwater infrastructure |
| ____(2) Expanded police protection and facilities | ____(5) Expanded library services and facilities |
| ____(3) Road resurfacing and reconstruction | ____(6) Expansion of recreation trails and facilities |

23. **Economic Development.** Using a scale of 1 to 5, where 5 means "Much Too Slow" and 1 means "Much Too Fast," please rate the City's current pace of development in each of the following areas.

Economic Development		Much Too Slow	Slow	Just Right	Fast	Much Too Fast	Don't Know
1.	Office development	5	4	3	2	1	9
2.	High density business development	5	4	3	2	1	9
3.	Mixed use development	5	4	3	2	1	9
4.	Single-family residential development	5	4	3	2	1	9
5.	Retail development	5	4	3	2	1	9

24. How often do you typically go OUTSIDE Vestavia Hills city limits to shop? [Check only one.]

- | | | |
|------------------------------|-------------------------------|------------------------------|
| ____(1) Every day | ____(3) At least once a week | ____(5) A few times per year |
| ____(2) A few times per week | ____(4) A few times per month | ____(6) Seldom or never |

25. How often do you typically shop WITHIN the Vestavia Hills city limits? [Check only one.]

- | | | |
|------------------------------|-------------------------------|------------------------------|
| ____(1) Every day | ____(3) At least once a week | ____(5) A few times per year |
| ____(2) A few times per week | ____(4) A few times per month | ____(6) Seldom or never |

26. How has your ONLINE purchase of goods and services changed in the past 12 MONTHS? [Check only one.]

- | | |
|---|---|
| ____(1) Buy online much more frequently | ____(4) Buy online somewhat less frequently |
| ____(2) Buy online somewhat more frequently | ____(5) Buy online much less frequently |
| ____(3) No change | ____(6) Do not shop online |

27. Which of the following reasons were MOST IMPORTANT in your decision to live in Vestavia Hills? [Check all that apply.]

- | | | |
|----------------------------|-------------------------|-----------------------------|
| ____(1) School system | ____(3) Quality of life | ____(5) Geographic location |
| ____(2) Quality of housing | ____(4) Occupation/job | ____(6) Other: _____ |

28. Which of the following activities/amenities offered in Vestavia Hills are MOST IMPORTANT or would be MOST APPRECIATED by your household? [Check all that apply.]

- (1) Special events (e.g., "I Love America Day," "Wing Ding," Christmas activities, outdoor entertainment events)
- (2) Access to or view of natural resources (e.g., Cahaba River, Shades Mountain)
- (3) Walking/running/biking trails that unite all areas of the City
- (4) Unique and enjoyable dining/entertainment venues
- (5) Quality youth athletic facilities
- (6) Shopping conveniences or unique shopping experiences/boutiques

29. The City may have the capacity to fund capital projects (without having to increase taxes). With that in mind, how favorable would you be of funding the following projects?

Capital Projects	Very Favorable	Somewhat Favorable	Not Favorable	Don't Know
1. Develop next phase of parks and recreation facilities	3	2	1	9
2. Sidewalk extensions	3	2	1	9
3. Assist with Vestavia Hills City Schools facility improvements	3	2	1	9
4. Roadway improvements	3	2	1	9
5. Updating and renovating fire stations	3	2	1	9
6. Stormwater infrastructure improvements	3	2	1	9

30. Which TWO of the items listed in Question 29 do you think are MOST IMPORTANT to fund? [Write-in your answers below using the numbers from the list in Q29, or circle "NONE."]

1st: ____ 2nd: ____ NONE

31. Including yourself, how many people in your household are...

- Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
 Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75+: ____
 Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____

32. Approximately how many years have you lived in the City of Vestavia Hills?

- (1) Less than 5 years (2) 5-10 years (3) 11-20 years (4) 20+ years

33. How many people in your household work within the City limits of Vestavia Hills? _____ people

34. Do you own or rent your current residence? (1) Own (2) Rent

35. What is your age?

- (1) Under 25 (2) 25-34 (3) 35-44 (4) 45-54 (5) 55-64 (6) 65+

36. Are you or any members of your family of Hispanic, Spanish, or Latino/a/x ancestry?

- (1) Yes (2) No

37. Which of the following best describes your race/ethnicity?

- (01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, Latino/a/x
 (03) American Indian or Alaska Native (99) Other: _____
 (04) White

38. What is your total household income?

- (1) Under \$50,000 (3) \$80,000-\$119,999 (5) \$200,000+
 (2) \$50,000-\$79,999 (4) \$120,000-\$199,999

39. Your gender: (1) Male (2) Female

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information printed to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information. Thank you.