

2017 City of Vestavia Hills Citizen Survey

...helping organizations make better decisions since 1982

Draft Report

Submitted to the City of Vestavia Hills, AL

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas 66061

December 2017



Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Benchmarking Analysis	30
Section 3: Importance-Satisfaction Analysis	44
Section 4: Tabular Data	56
Section 5: Survey Instrument	105

2017 City of Vestavia Hills Executive Summary Report

Overview and Methodology

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

Resident Survey. A seven-page survey was mailed to a random sample of households in the City of Vestavia Hills. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not yet returned the survey were given the option of completing it by phone or online. The goal was to receive a minimum of 400 completed surveys. This goal was far exceeded, with 683 households completing the survey. The results for the random sample of 683 households have a 95% level of confidence with a precision of at least $\pm 3.7\%$. There were no statistically significant differences in the results of the survey based on the method of administration (phone vs. 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 (**MAP TO BE ADDED**).

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

**GIS maps that show the results of selected questions as maps of the City are published separately as Appendix A (TO BE ADDED)*

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 (96%), the quality of the City's school system (94%), and the quality of public library facilities/services (90%). Those surveyed were least satisfied with the quality of the City's stormwater runoff and management system (43%). Among the City services that were assessed, there were **no significant increases**. In this report, a "significant increase/decrease" is defined as **a change of 4% or more** since 2014. There were **four significant decreases** in satisfaction with City services: effectiveness of City communication with the public (-5%), flow of traffic and congestion management (-9%), quality of City parks and recreation programs and facilities (-14%), and the quality of the City's stormwater runoff and management system (-15%).
- **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) flow of traffic and congestion management, and 3) the quality of parks and recreation programs and facilities.
- **Perceptions of the City.** Most (89%) of the residents surveyed, *who had an opinion*, were satisfied with the overall quality of life in Vestavia Hills; only 2% were dissatisfied and the remaining 9% gave a neutral rating. Most were also satisfied (85%) with the overall quality of services provided by the City. There were **no significant increases** in respondents' perceptions of the City, and there was **one significant decrease**: overall quality of life in the City (-4%).

- **Public Safety – Police Department.** The police department 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 police protection (94%), overall credibility of the police department (93%), and how quickly police respond to emergencies (90%). There were **two areas of the police department with significant increases** from 2014: quality of animal control (+6%) and City's efforts to prevent crime (+5%). There were **no decreases**.
- **Public Safety – Fire Department.** The fire department 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 (97%) and how quickly fire/emergency personnel respond (94%). There were **three areas of the fire department with significant increases** from 2014: fire safety education programs (+9%), overall quality of local fire protection (+6%), and quality of local ambulance service (+5%). There were **no decreases**.
- **Feelings of Safety in the City.** Most (98%) of the residents surveyed, *who had an opinion*, felt safe, in general (rating of 4 or 5 on a 5-point scale) in Vestavia Hills. In addition, 99% of residents felt safe in their neighborhood during the day and 98% felt safe on school campuses. There were **no increases** in feelings of safety from 2014, and there were **no significant decreases**.
- **Codes and Ordinances.** Nearly three-fourths (72%) 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 61% 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 (52%). There were **no increases** in satisfaction from 2014 and there were **three significant decreases**: enforcement of codes designed to protect public safety (-5%), enforcement of maintenance of residential property (-7%), and enforcement of sign regulations (-8%).
- **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: the maintenance of City buildings (86%), the maintenance of traffic signals (79%), and the cleanliness of City streets and other public areas (79%). Residents were least satisfied with the adequacy of City street lighting (57%). There were **no increases** in satisfaction from 2014 and there were **six significant decreases**: cleanliness of City streets and other public areas (-4%), maintenance of street signs (-5%), mowing/trimming along streets and other public areas (-6%), maintenance of traffic signals (-10%), adequacy of street lighting (-11%), and maintenance of sidewalks (-15%).
- **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 parks (73%), the maintenance of City ballfields (73%), and the

City's youth athletic programs (69%), and outdoor athletic fields (70%). Residents were least satisfied with swimming pools (35%). There were **no increases and nine significant decreases** in satisfaction from 2014: fees charged for recreational programs (-4%), outdoor athletic fields (-5%), the City's youth athletic programs (-6%), the number of City parks (-6%), the City's senior programs (-7%), the maintenance of City parks (-10%), the number of walking and biking trails (-10%), community recreational centers (-14%), and swimming pools (-14%).

- **City Communication.** 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 quality of the community newsletter and 60% were satisfied with the availability of information about City programs and services. Residents were least satisfied with the level of public involvement in local decision-making (51%). There were **no significant increases** in satisfaction from 2014 and there were **three significant decreases**: transparency of City government (-4%), quality of the community newsletter (-5%), and availability of information about City programs and services (-7%).
- **Customer Service from City Employees.** Of the 42% of residents who contacted the City with a question, problem or complaint during the past year, 87% of those surveyed, *who had an opinion*, indicated the customer service contact was either “always” or “usually” courteous and polite. Residents were least satisfied with the overall resolution to their issue (66% indicating either “always” or “usually”). There were **three significant increases** in satisfaction with customer service from 2014: prompt, accurate and complete answers provided (+4%), overall resolution to customer's issue (+5%), and ease of contact (+8%). There were **no decreases**.
- **City Leadership.** Nearly three-fourths (73%) 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. The same category showed a **significant decrease** from 2014 (-6%). There were **no increases**.
- **Trash Services.** Ninety percent (90%) of residents surveyed, *who had an opinion*, were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection services in Vestavia Hills. They were least satisfied with brush and bulky removal services (67%). There were **two significant increases** in satisfaction with trash services from 2014: brush and bulky removal services (+6%) and recycling programs (+4%). There were **no significant decreases**.

Other Findings

- 41% of those surveyed indicated they had called “911”. Of those, most felt they were treated professionally (99%), while 98% said their call was answered in a timely manner and 97% indicated their call resulted in a satisfactory resolution.
- Capital improvements that respondents indicated were the most important were: roadway

improvements (41%), stormwater infrastructure improvements (40%), and sidewalk extensions (39%).

- Capital projects that respondents felt were the most important to fund through general obligation bonds were: roadway improvements (34%), stormwater infrastructure improvements (30%), and sidewalk extensions (29%).

Opportunities for Improvement

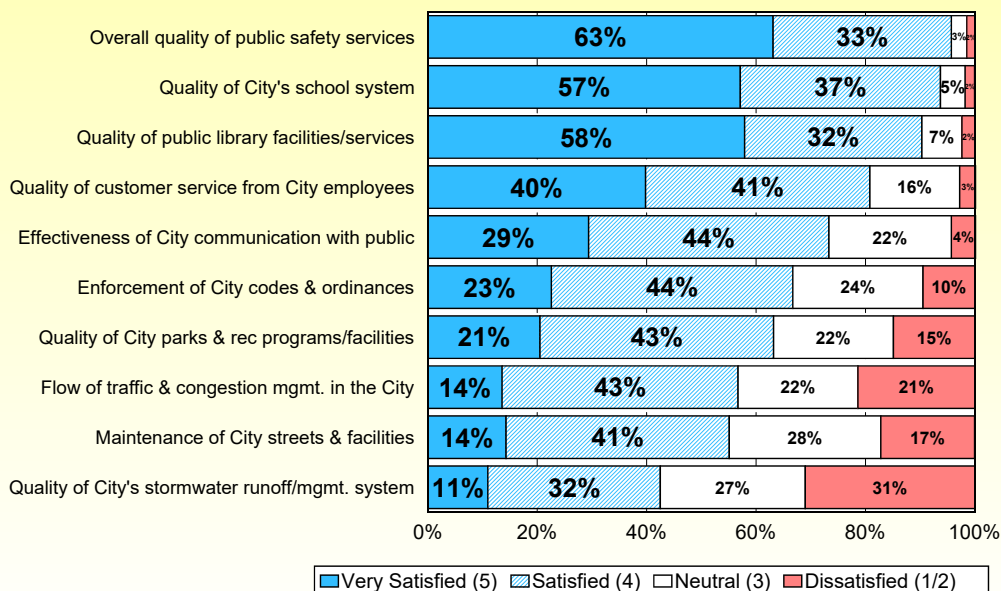
In order to help the City identify opportunities for improvement, ETC Institute conducted an Importance-Satisfaction (I-S) Priorities Analysis. This analysis examined the importance that residents placed on each City service and the level of satisfaction with each service. By identifying services of 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 improvements 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. Based on the results of the Importance-Satisfaction (I-S) Priorities Analysis, ETC Institute recommends the following:

- **Overall Priorities for the City by Major Category.** The first level of 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 three opportunities for improvement over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Maintenance of City streets and facilities
 - Quality of City's stormwater runoff and management system
 - Flow of traffic and congestion management in the City
- **Priorities within Departments/Specific Areas.** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Public Safety:** there were no high priority items in this category
 - **City Maintenance:** adequacy of city street lighting, maintenance of major City streets and maintenance of sidewalks
 - **Parks and Recreation:** number of walking and biking trails and community recreational centers

Section 1: Charts and Graphs

Q1. Overall Satisfaction with City Services

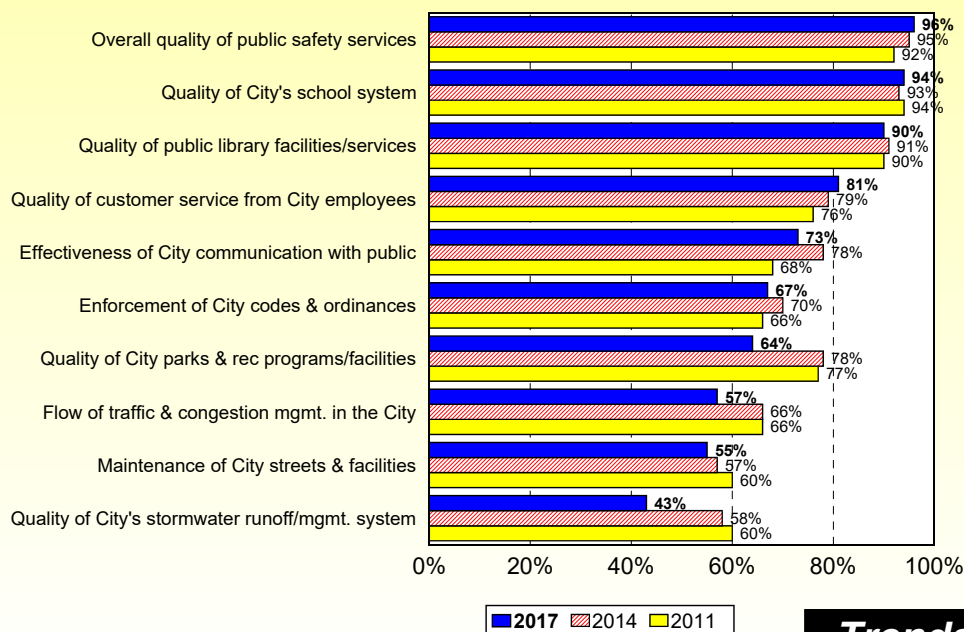
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Overall Satisfaction with City Services - 2011 to 2017

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

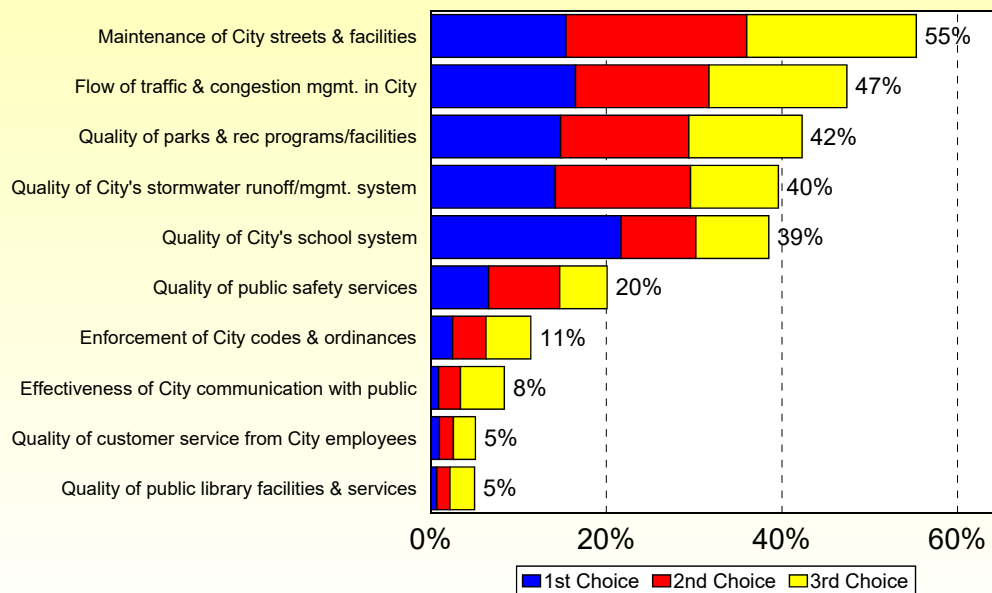


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

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

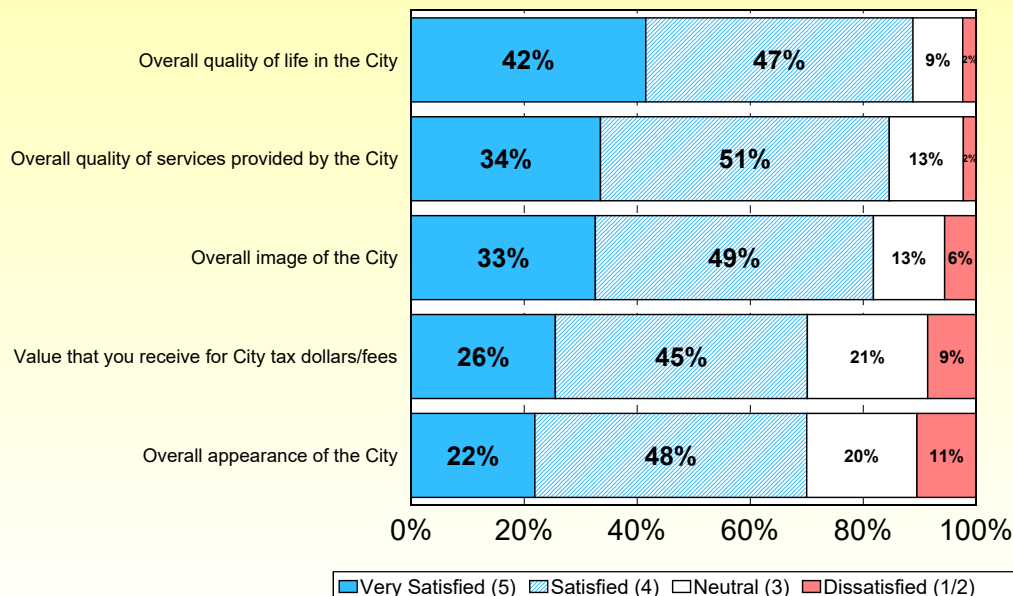
by percentage of respondents who selected the item as one of their top three choices



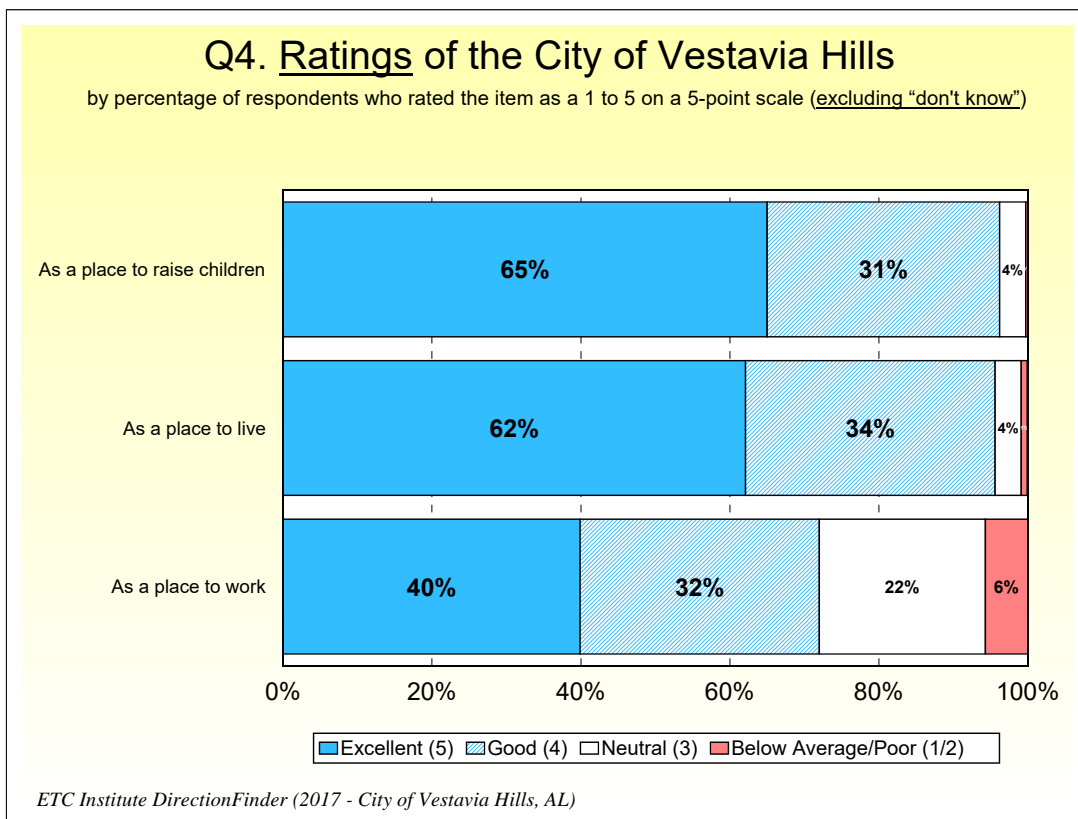
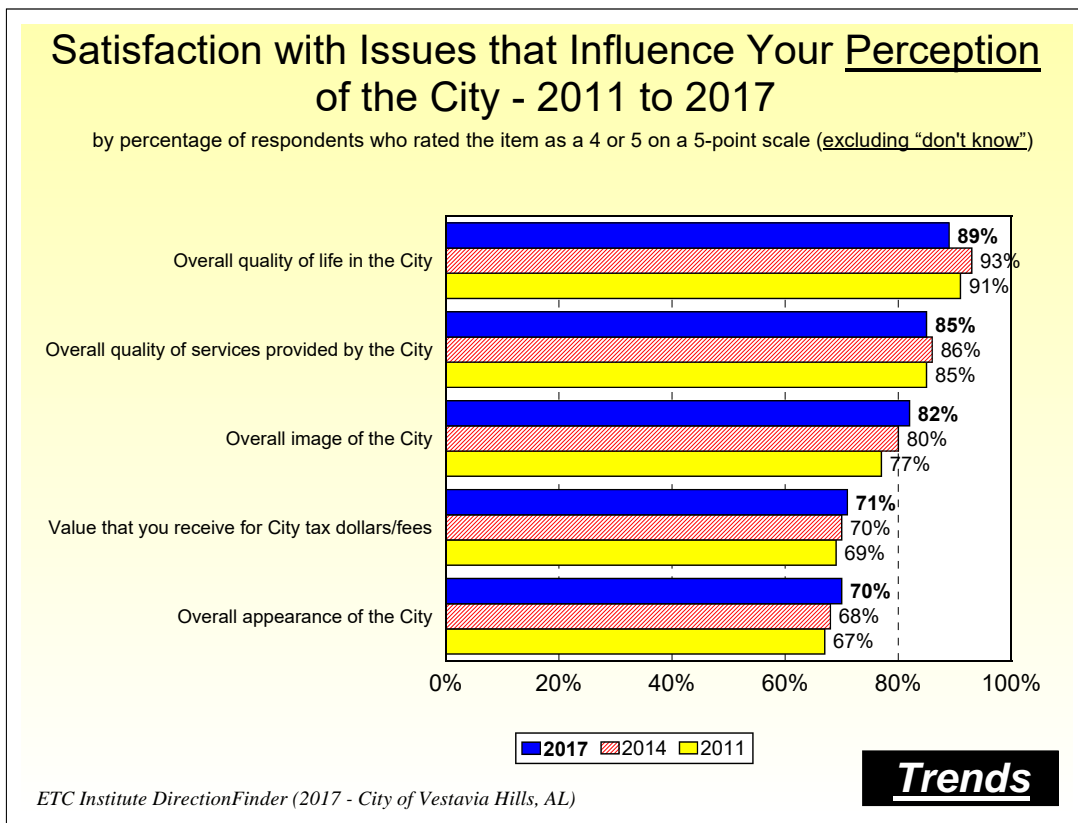
ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

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")

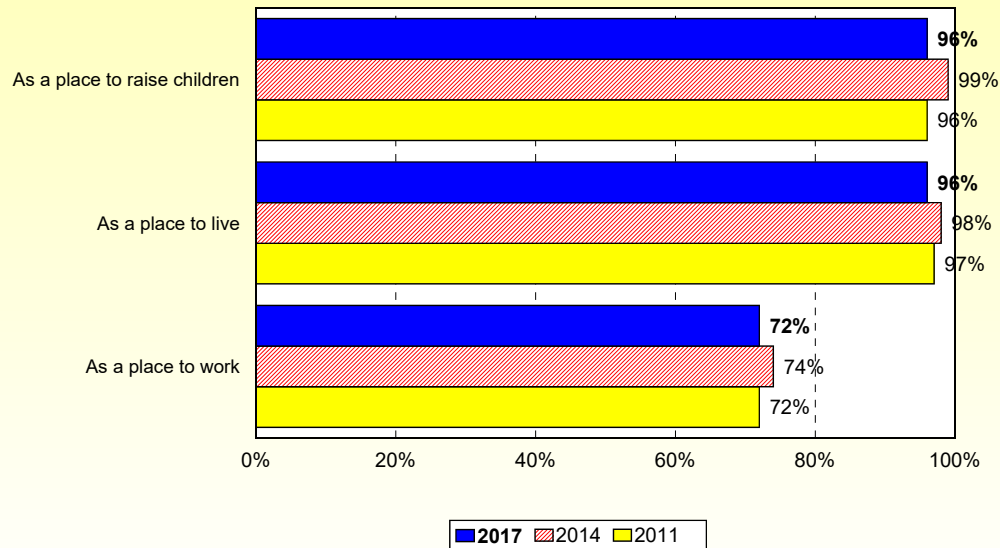


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)



Q4. Ratings of the City of Vestavia Hills 2011 to 2017

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

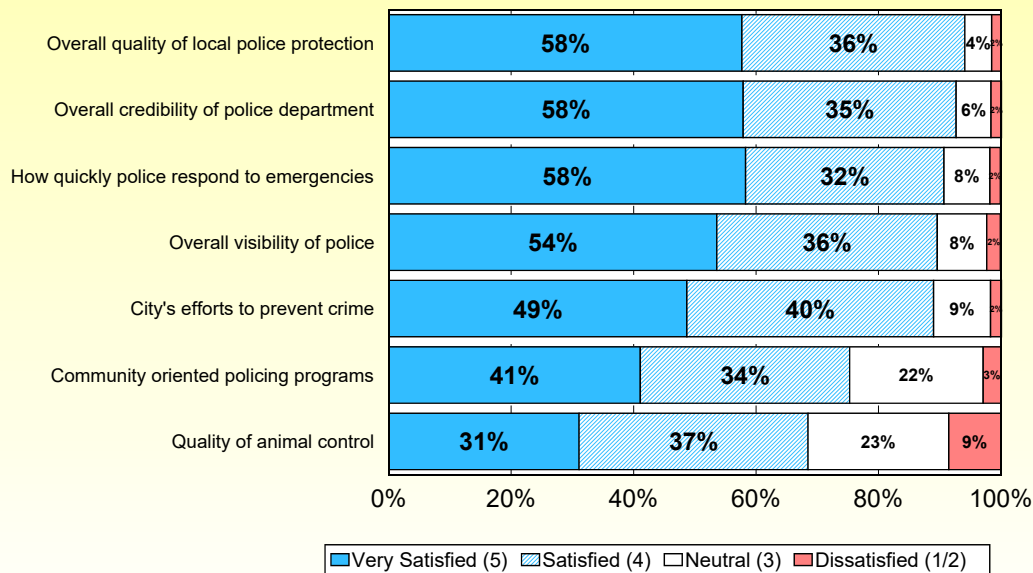


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q5. Satisfaction With Public Safety - Police Department

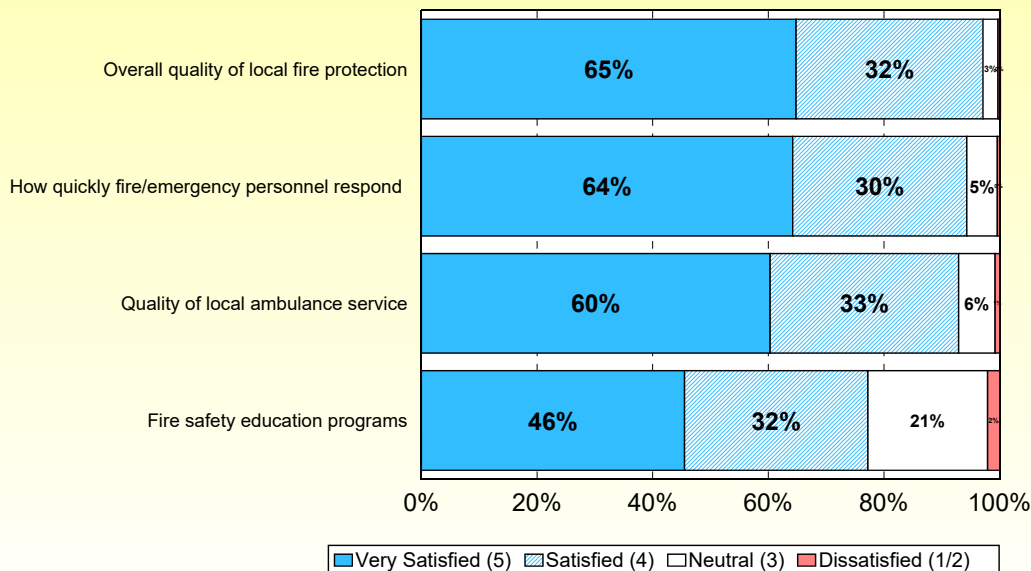
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q5. Satisfaction With Public Safety - Fire Department

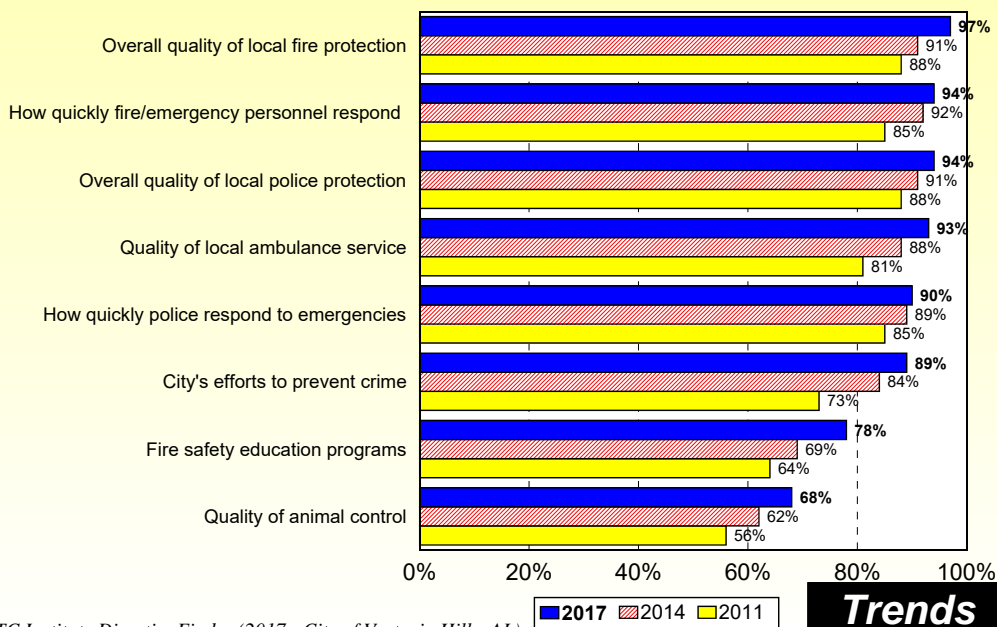
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With Public Safety 2011 to 2017

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

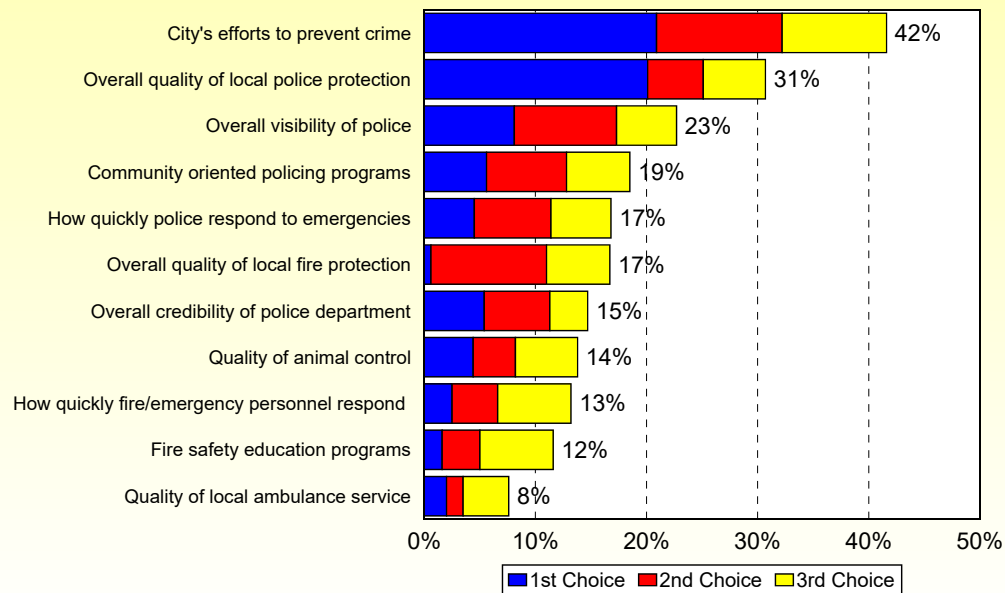


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q6. Public Safety Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

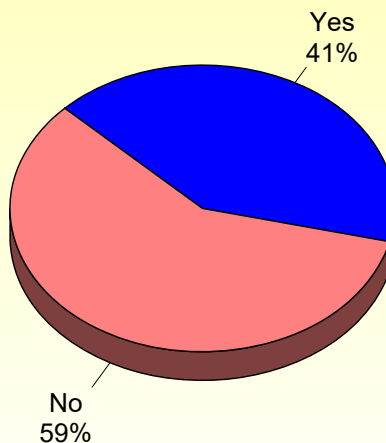
by percentage of respondents who selected the item as one of their top three choices



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q7. Have You Ever Called "911"?

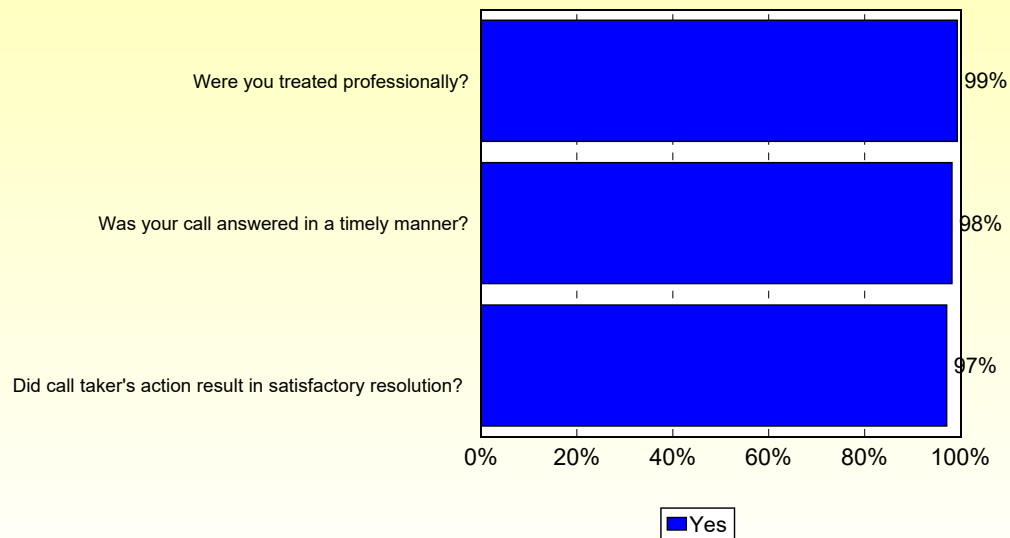
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q7a. How Was Your Service?

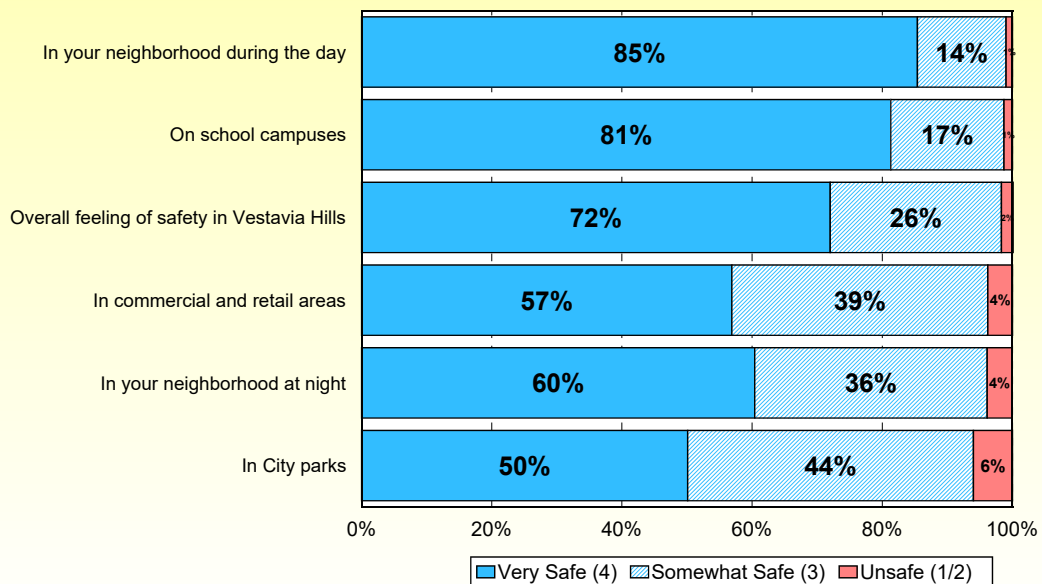
by percentage of respondents who indicated they had called "911"



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q8. Feelings of Safety in Various Situations

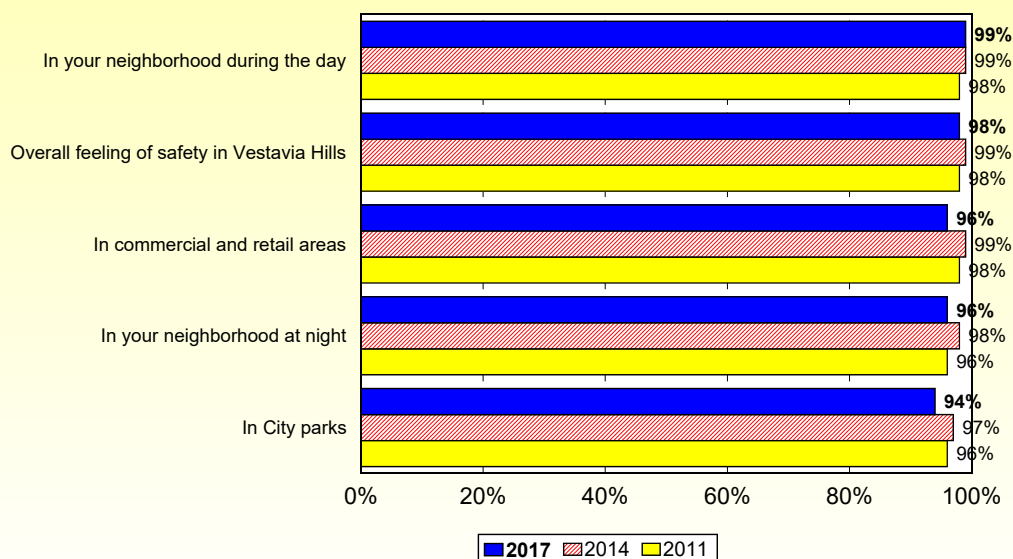
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q8. Feelings of Safety in Various Situations 2011 to 2017

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

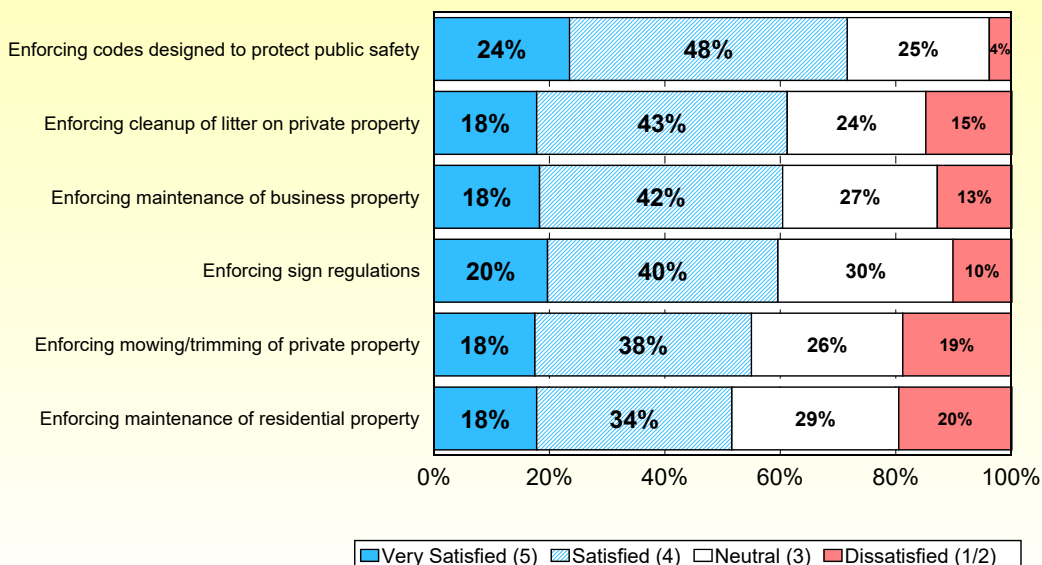


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q9. 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")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With Enforcement of Codes and Ordinances 2011 to 2017

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

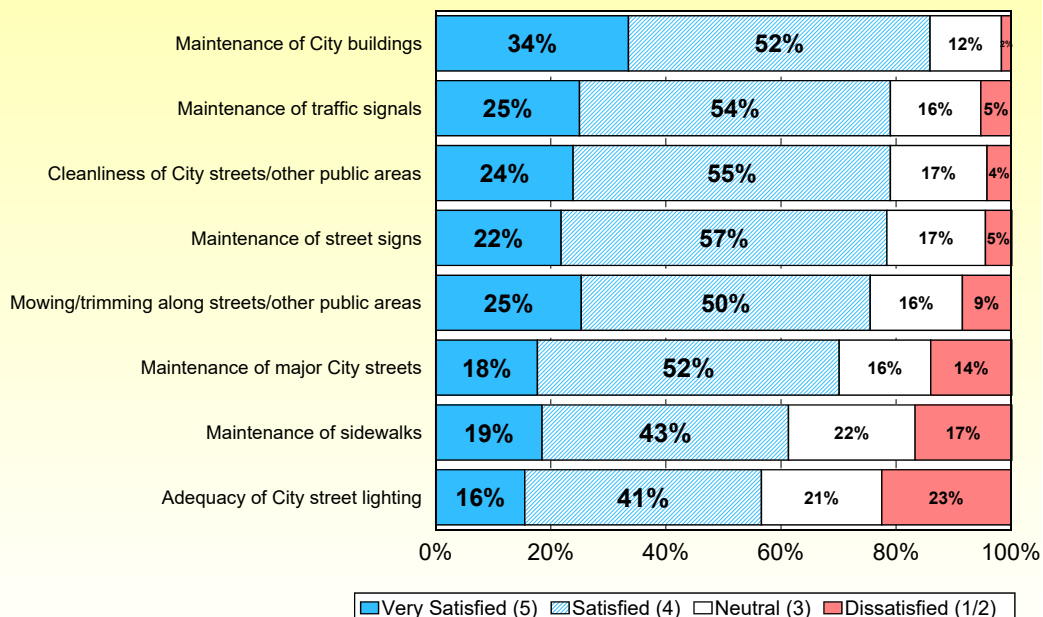


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q10. Satisfaction With City Maintenance

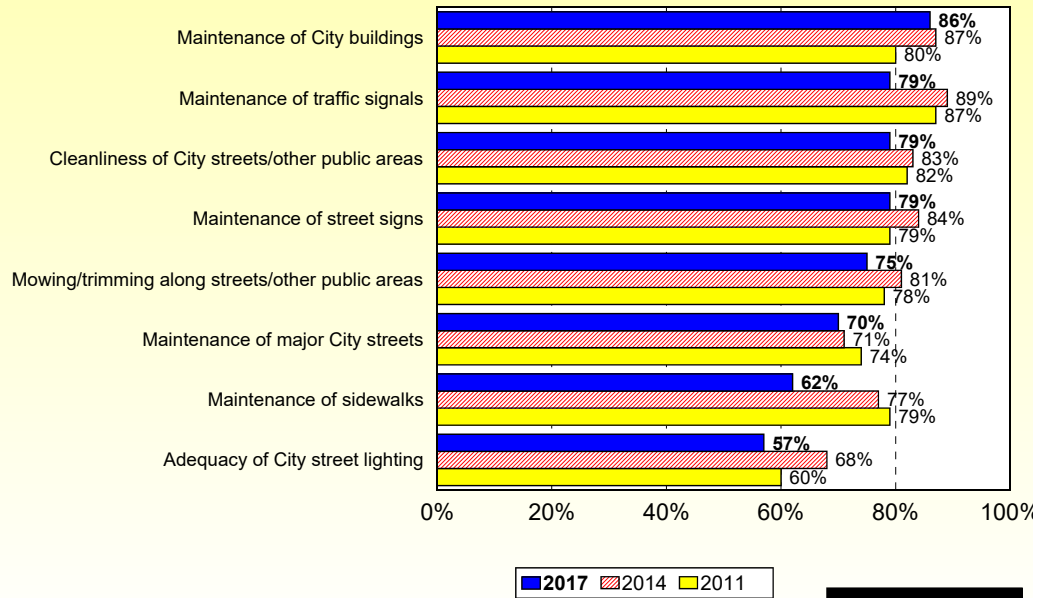
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With City Maintenance - 2011 to 2017

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

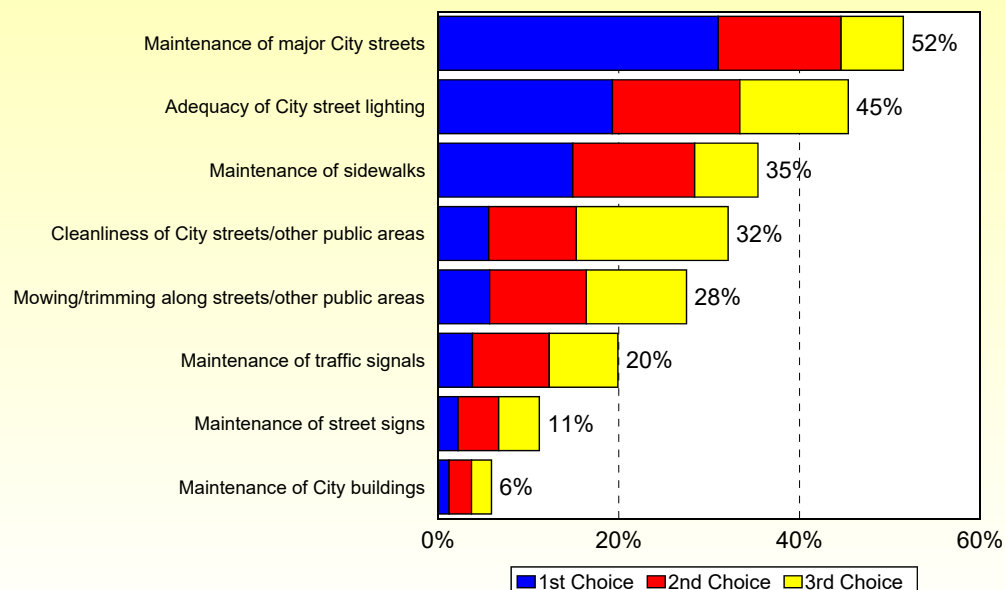


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q11. Maintenance Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

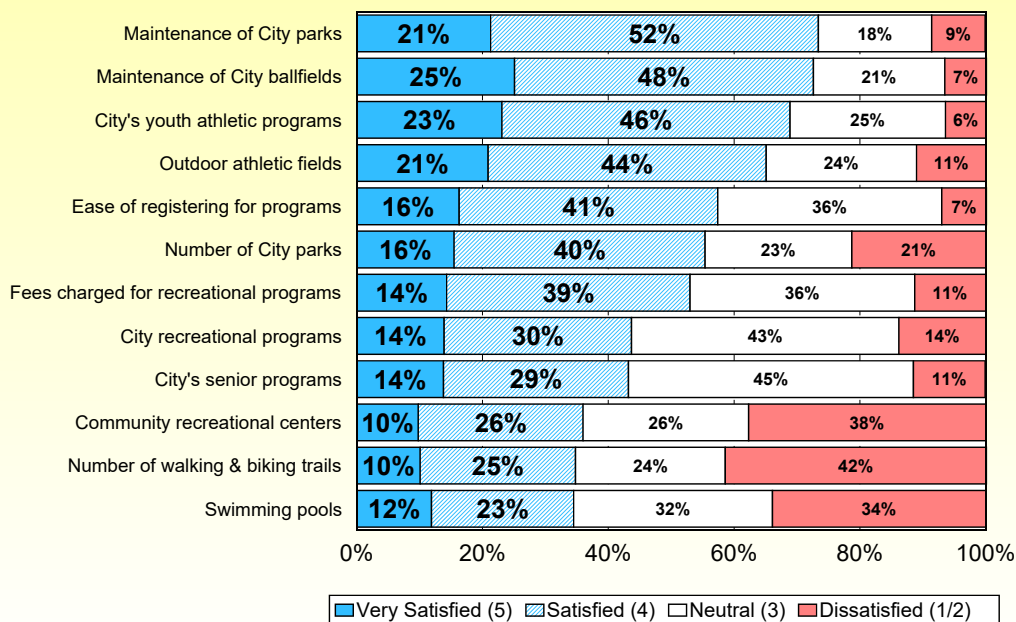
by percentage of respondents who selected the item as one of their top three choices



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q12. Satisfaction With Parks and Recreation

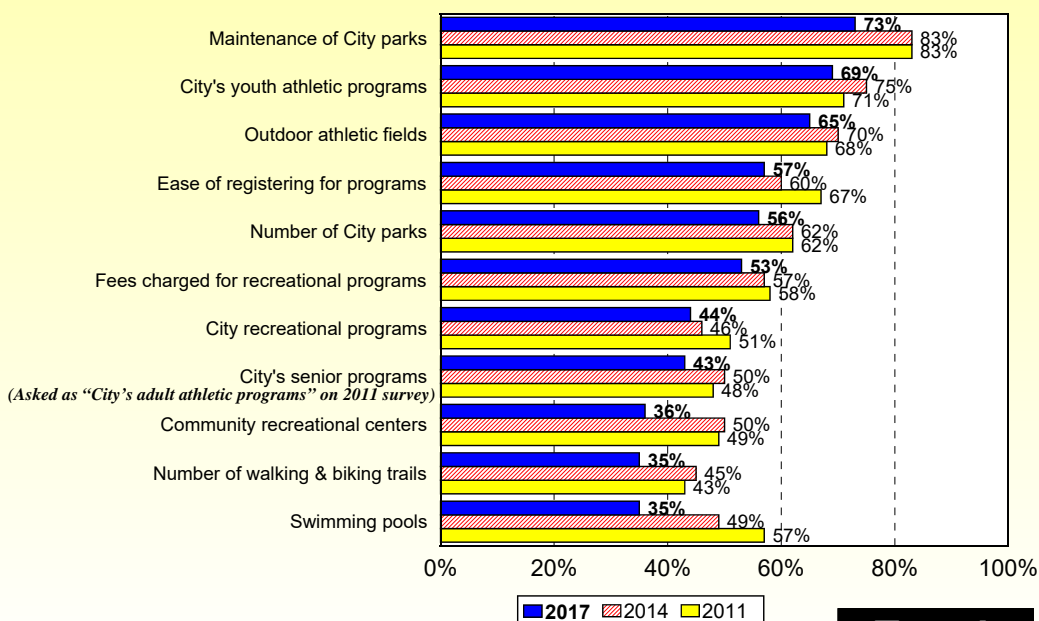
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With Parks and Recreation - 2011 to 2017

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

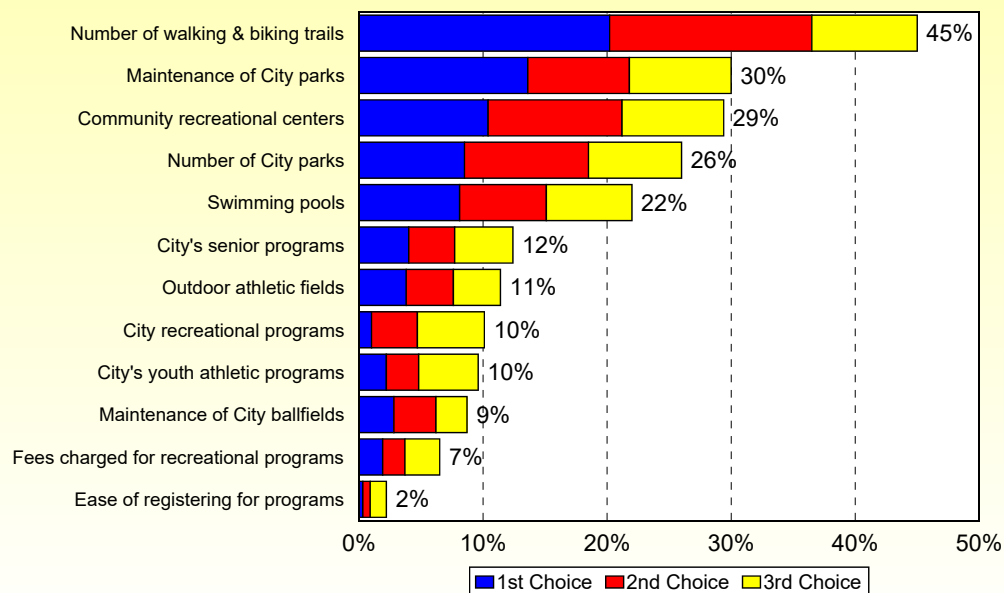


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q13. Parks and Recreation Issues That Should Receive the Most Emphasis From City Leaders Over the Next Two Years

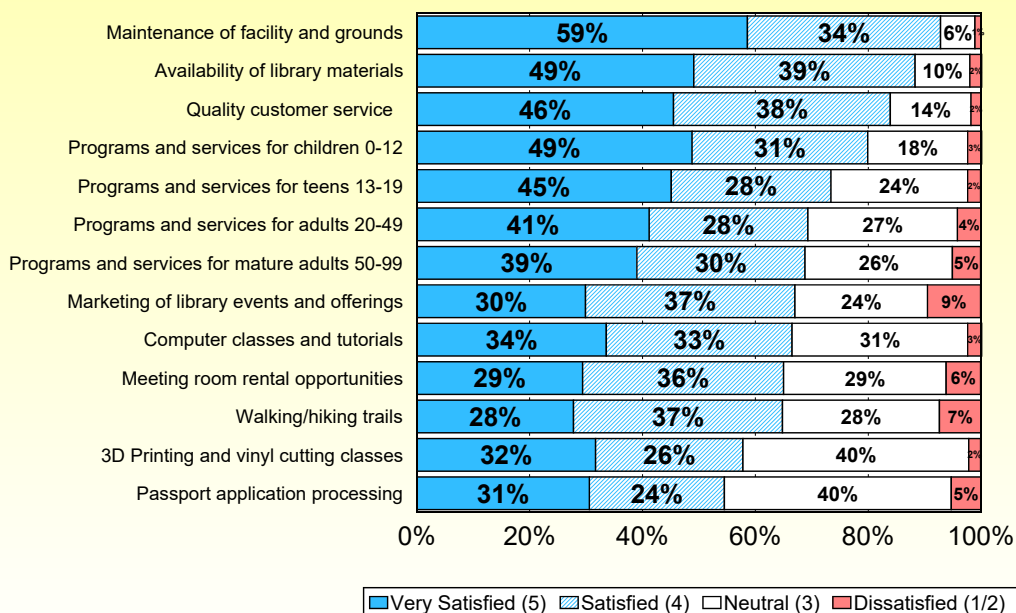
by percentage of respondents who selected the item as one of their top three choices



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q14. Satisfaction With Library in the Forest

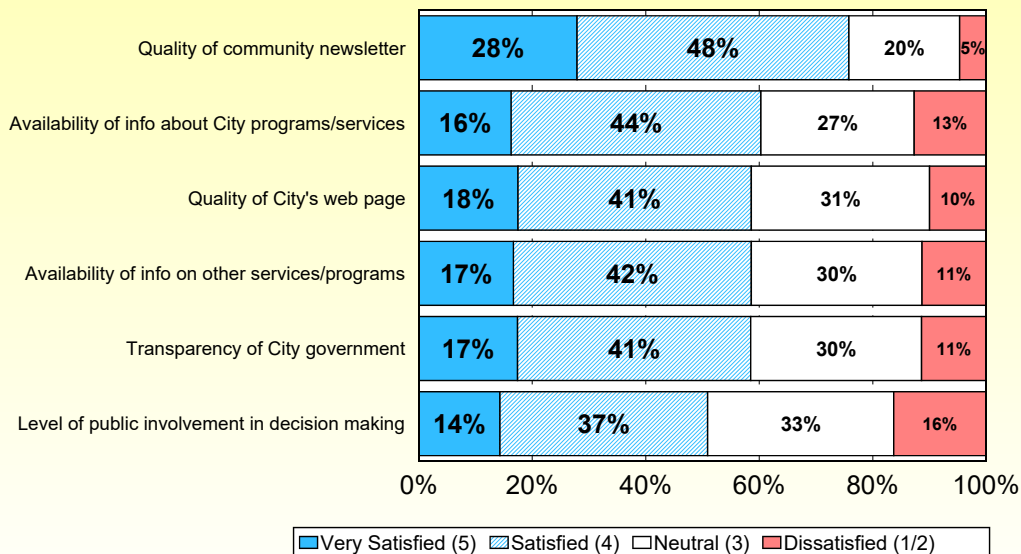
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q15. Satisfaction With City Communication

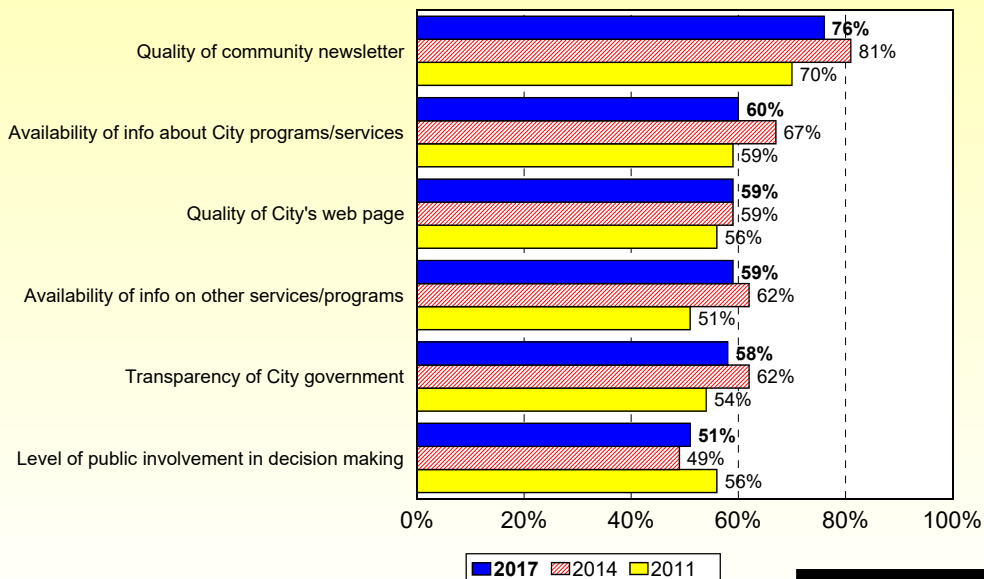
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With City Communication 2011 to 2017

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

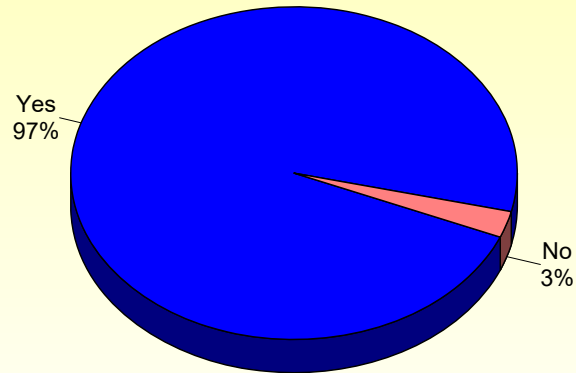


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q16. Do You Have Access to the Internet at Home?

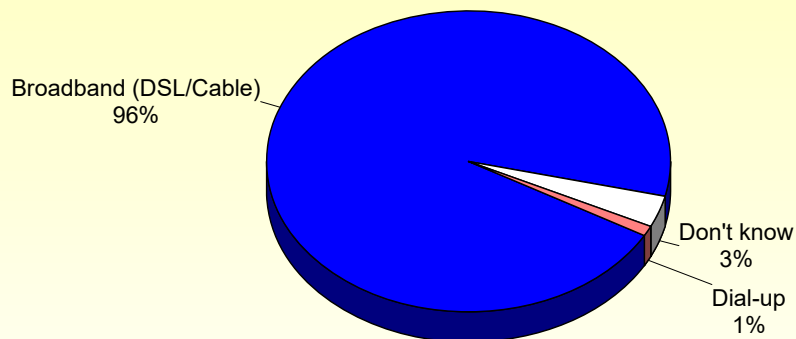
by percentage of respondents (excluding "not provided")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q16a. Type of Internet Access

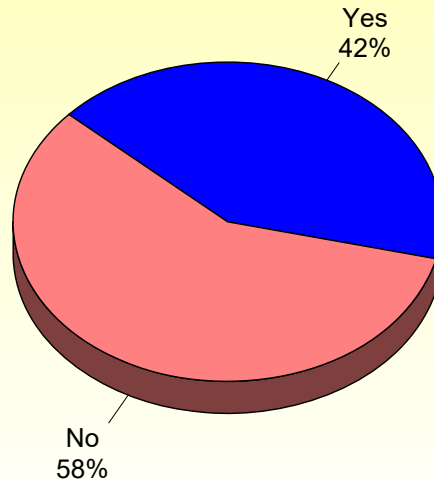
by percentage of respondents who indicated they have internet access



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q17. Have you contacted the City with a question, problem, or complaint during the past year?

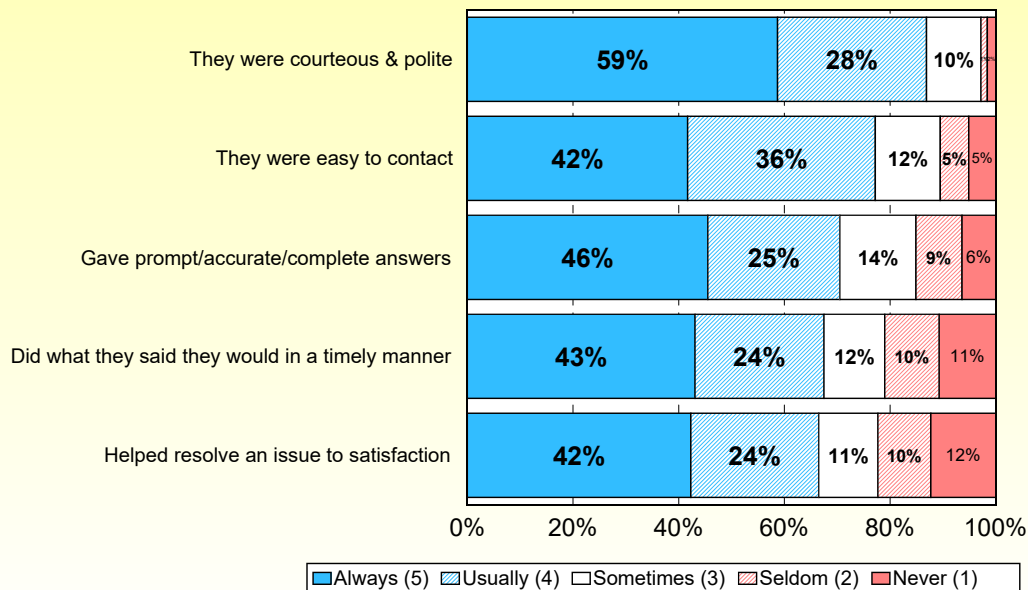
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q17b-f. Satisfaction with Customer Service Provided

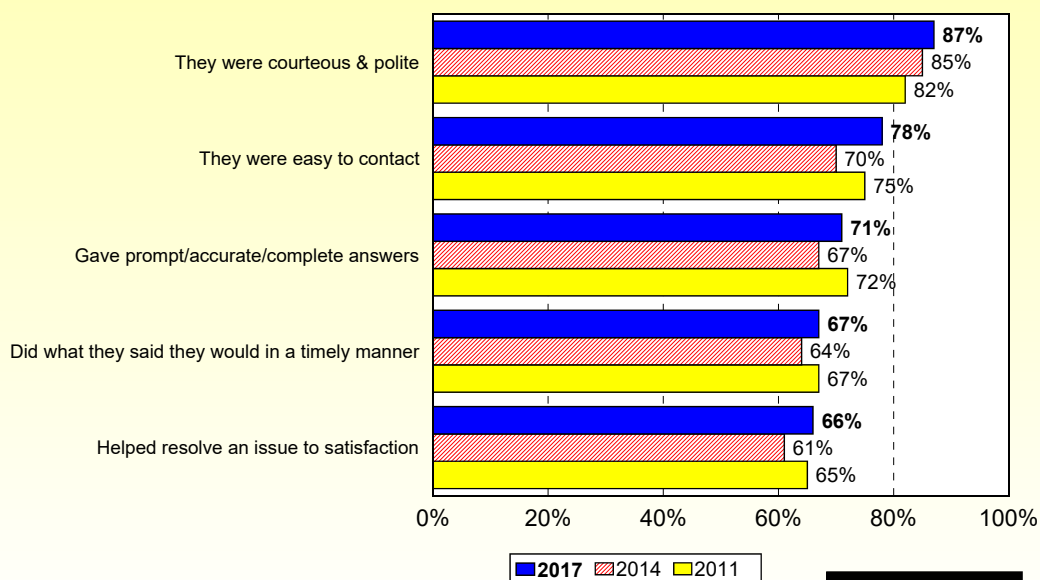
by percentage of respondents who indicated they had contacted the City and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction with Customer Service Provided 2011 to 2017

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

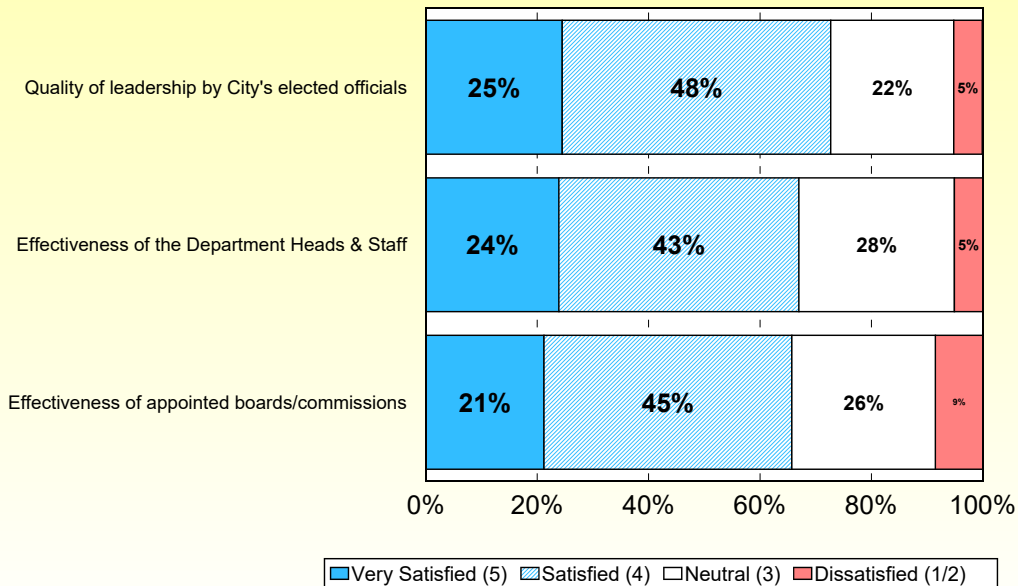


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q18. Satisfaction With City Leadership

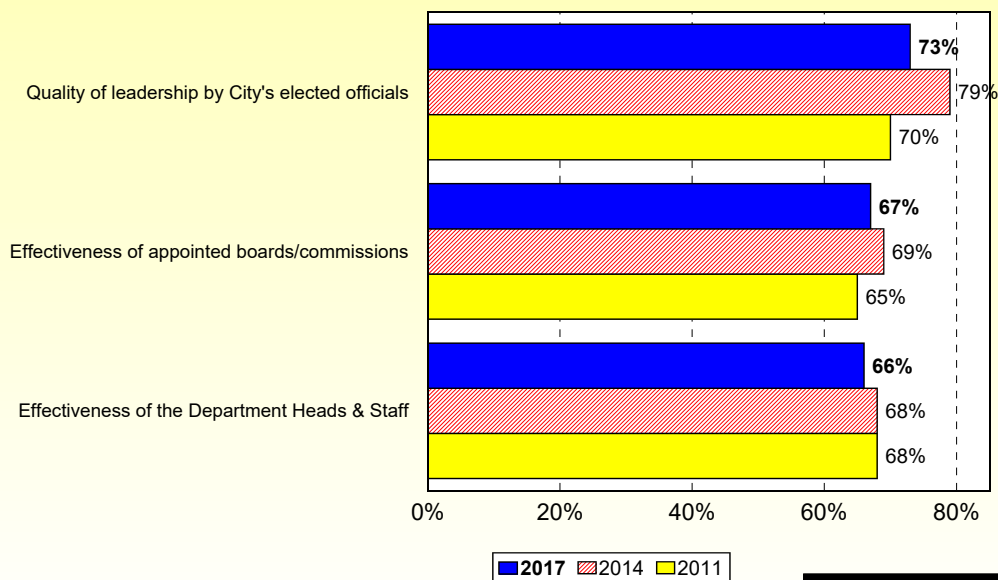
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With City Leadership - 2011 to 2017

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

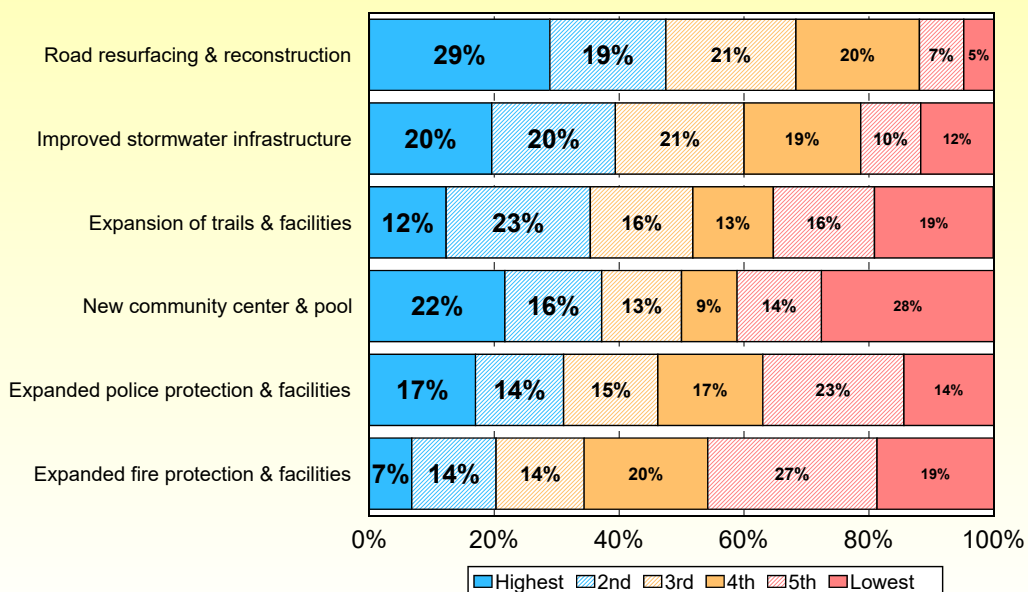


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q19. What Priority Level Respondents Place on the Following Projects

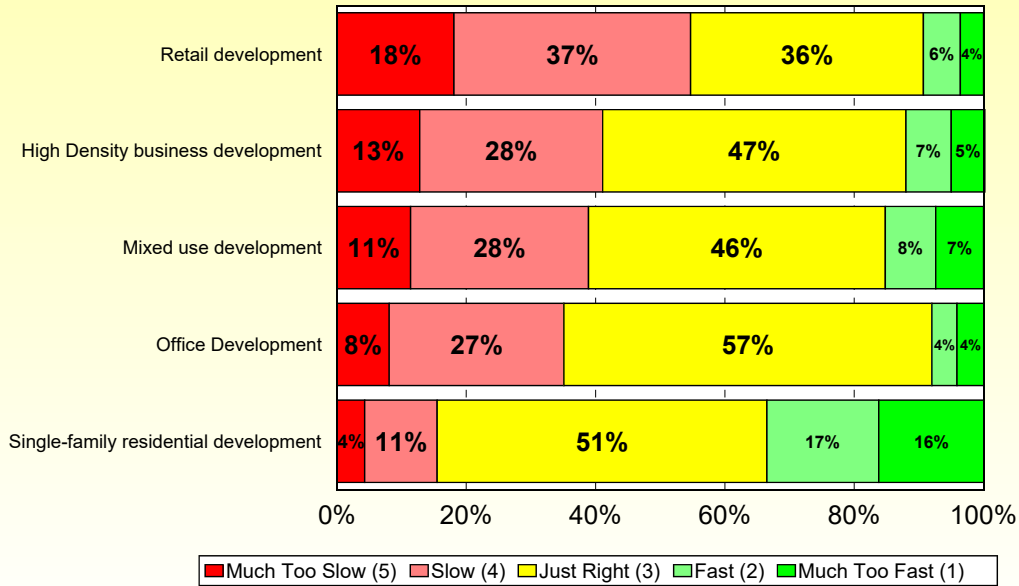
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q20. How Respondents Rate the Pace of Economic Development

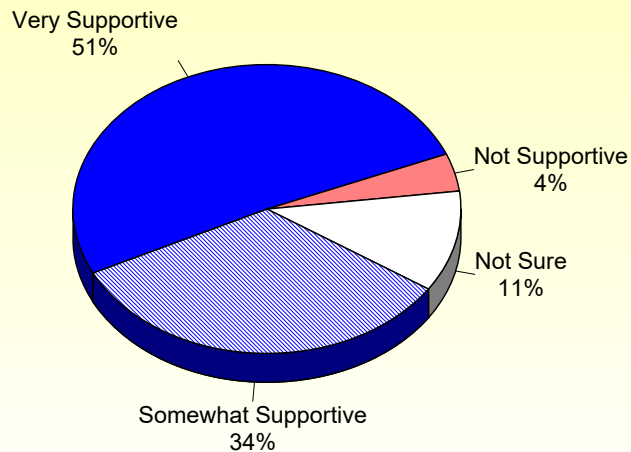
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q21. Support for Using Incentives to Attract and Expand Retail, Manufacturing, Science & Technology, and Regional Office Companies

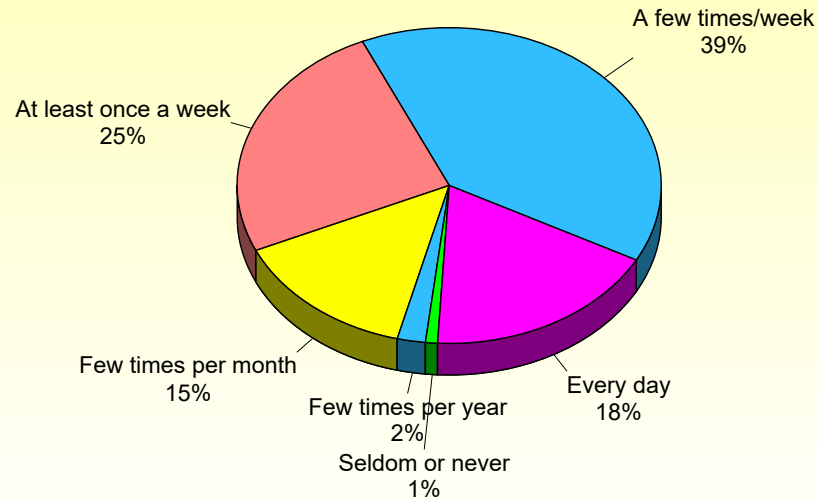
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q22. How Often Respondents Typically Go Outside Vestavia Hills City Limits to Shop

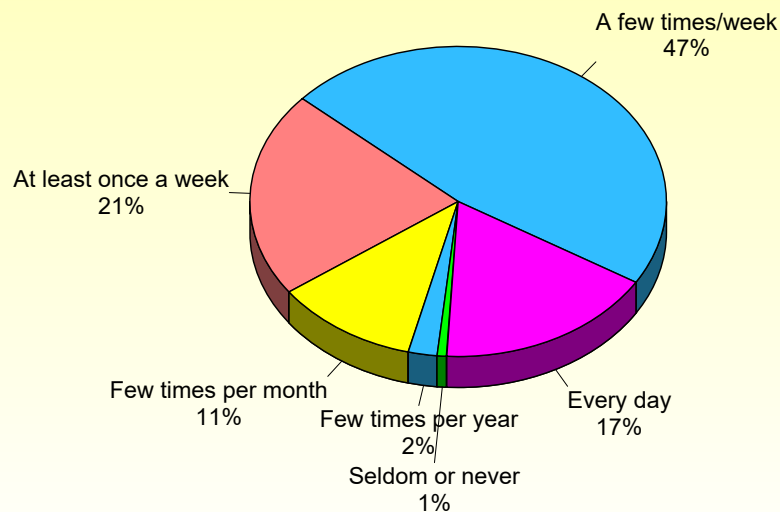
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q23. How Often Respondents Typically Shop Within the Vestavia Hills City Limits

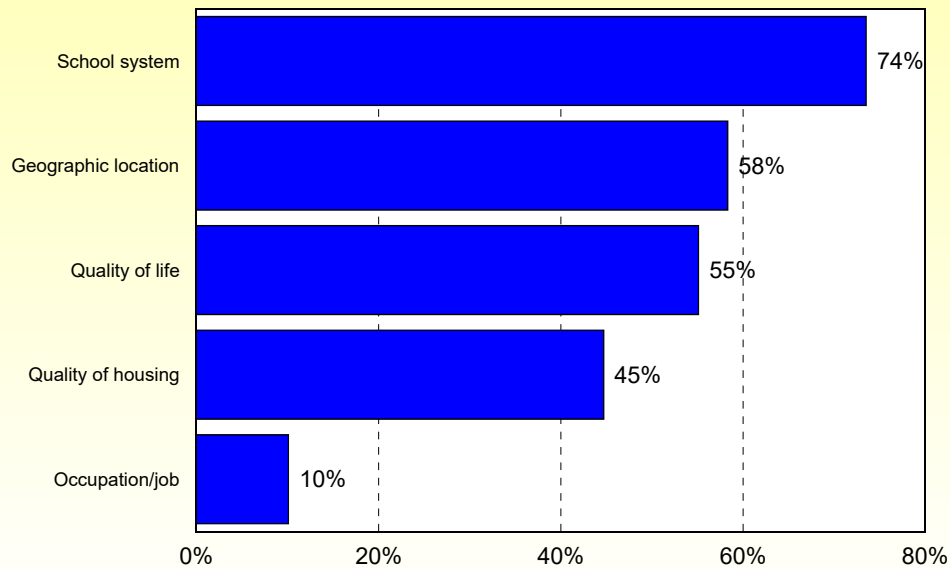
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q24. Most Important Reasons for Choosing to Live in Vestavia Hills

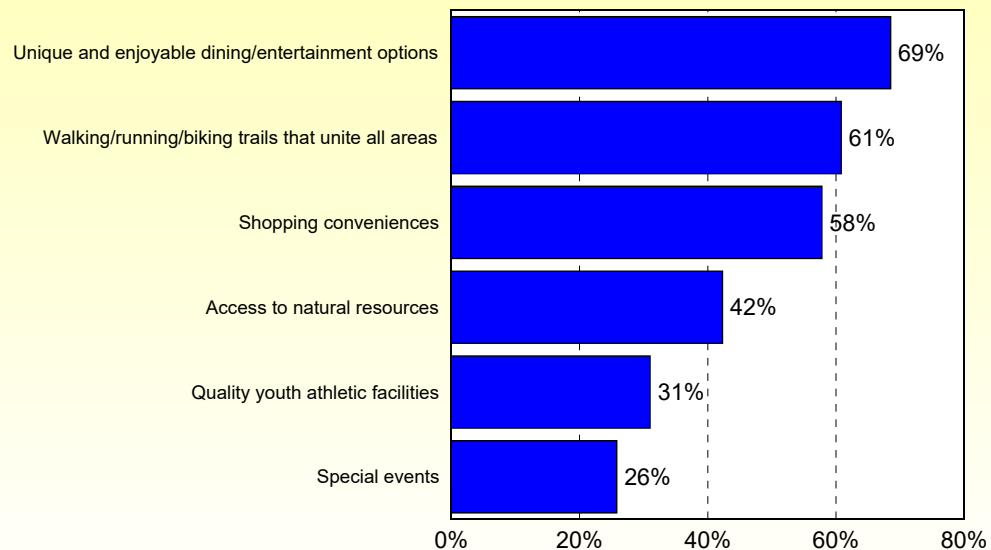
by percentage of respondents (multiple selections could be made)



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q25. Activities/Amenities Offered in Vestavia Hills That Are Most Important or Most Appreciated by Households

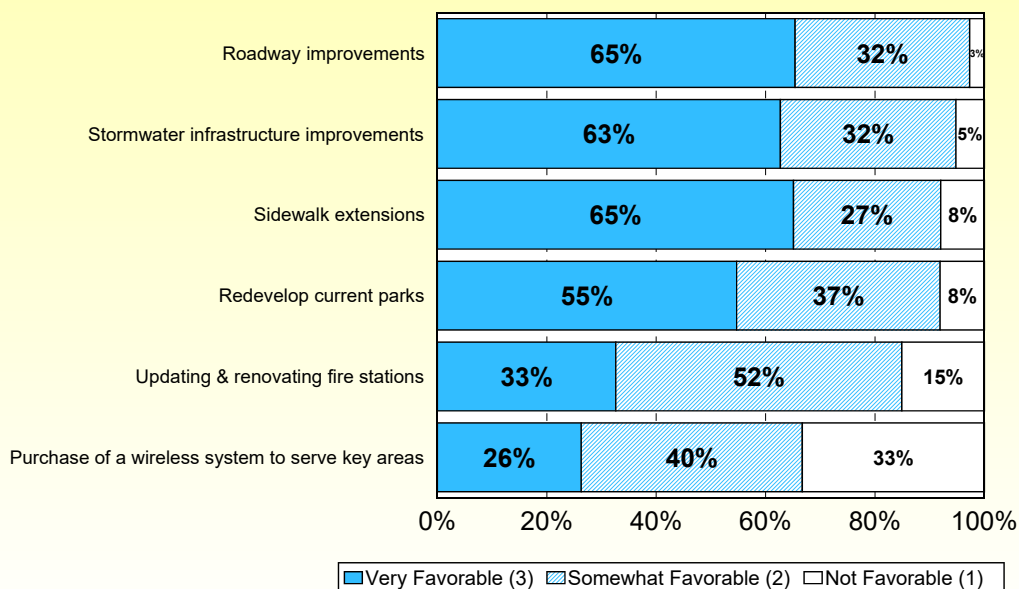
by percentage of respondents (multiple selections could be made)



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q26. How Favorable Respondents Are of Funding the Following Projects

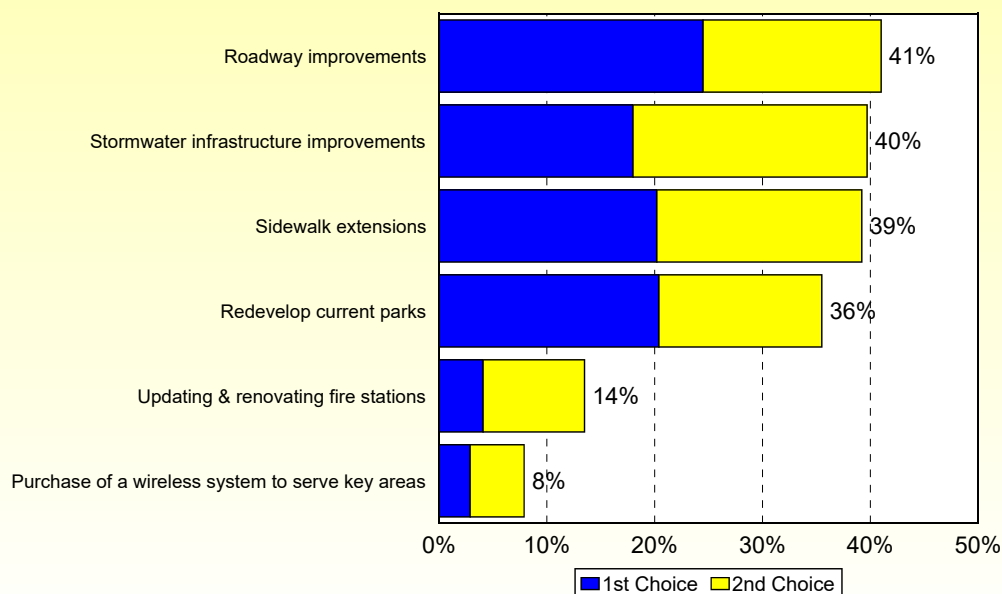
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q27. Two Items Respondents Think are Most Important to Fund

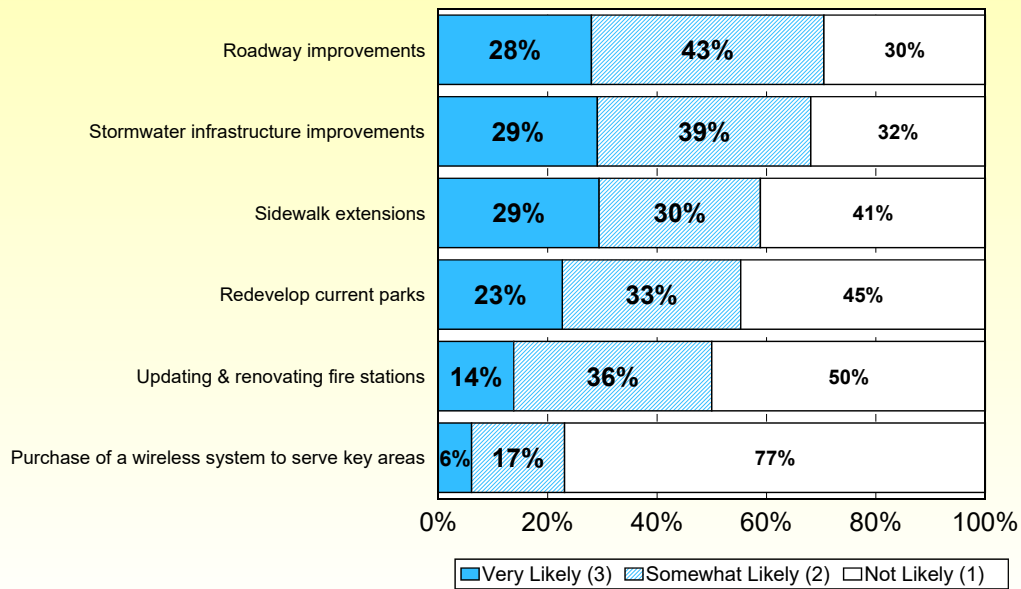
by percentage of respondents who selected the item as one of their top two choices



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q28. How Likely Respondents Would Be to Vote in Favor of Increasing Taxes to Fund the Following

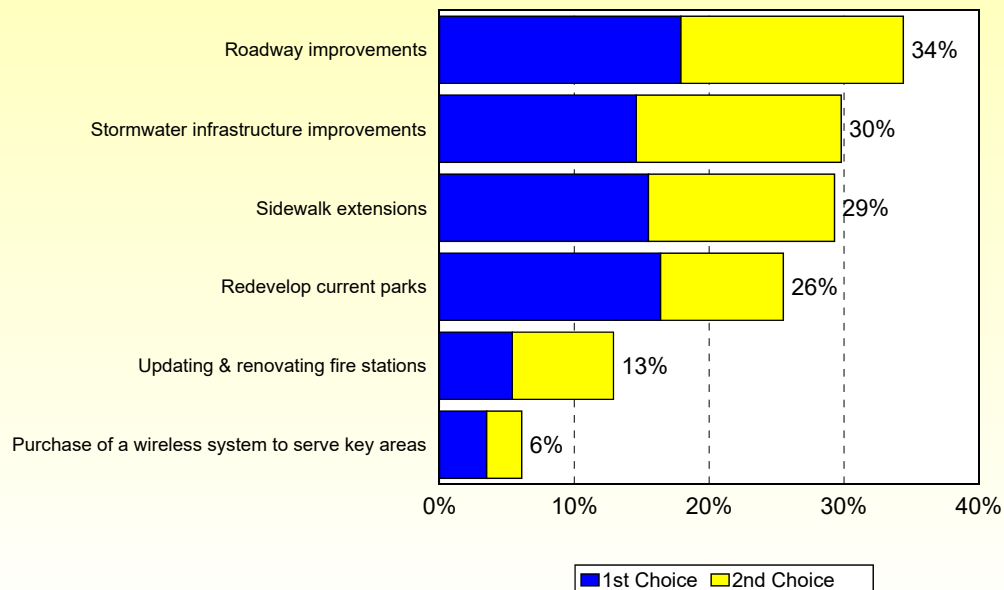
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q29. Two Items Respondents Think are Most Important to Fund Through a Tax Increase

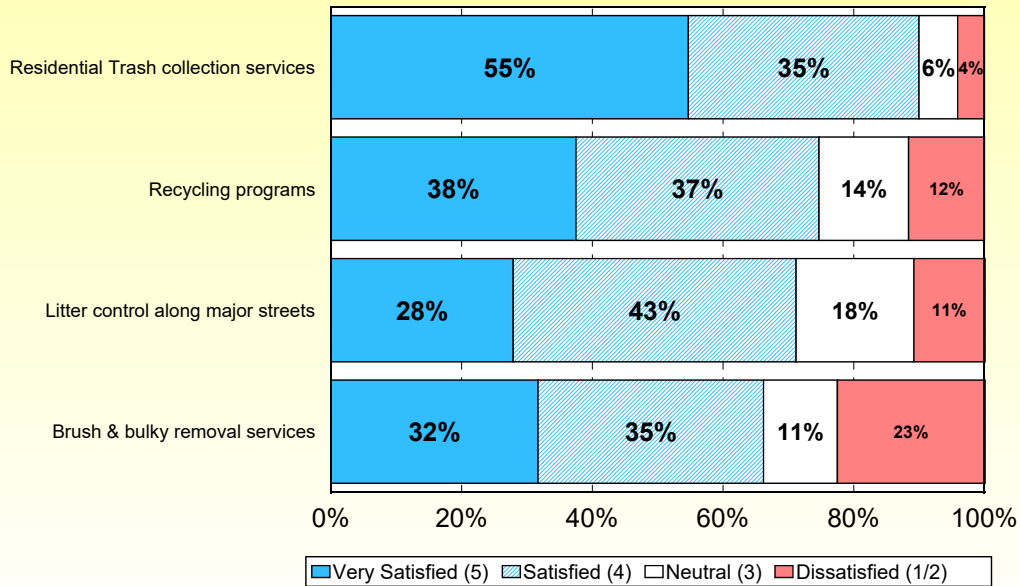
by percentage of respondents who selected the item as one of their top two choices



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q30. Satisfaction With Trash Services

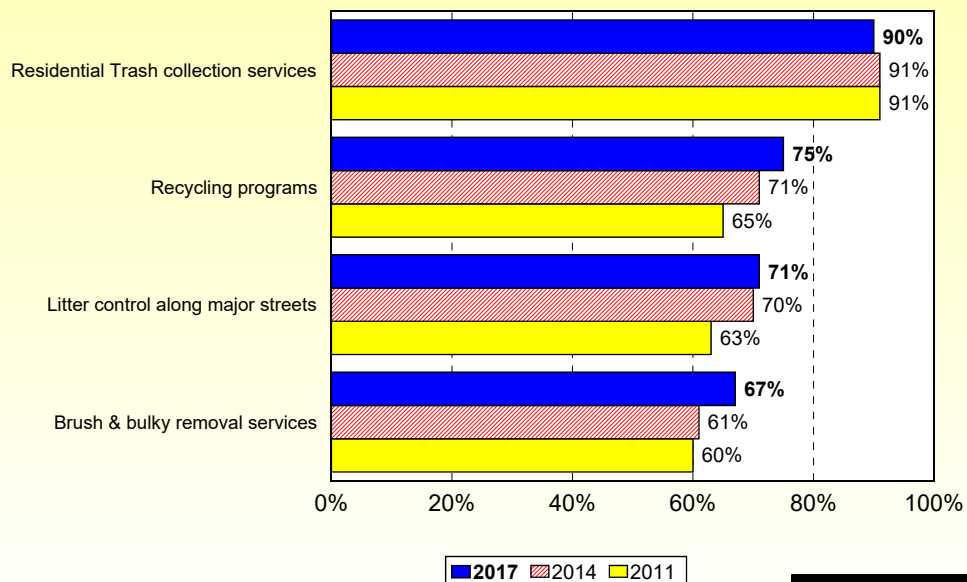
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Satisfaction With Trash Services - 2011 to 2017

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

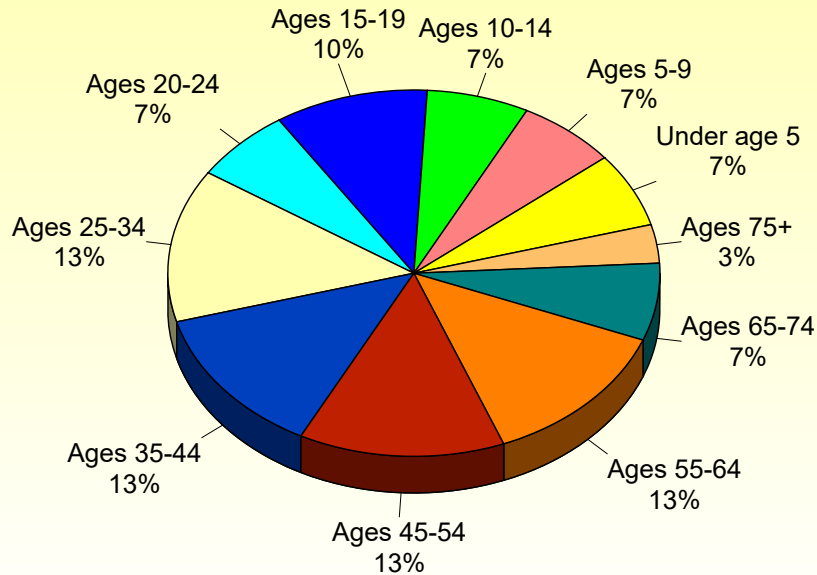


ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Trends

Q31. Demographics: Ages of All Household Members

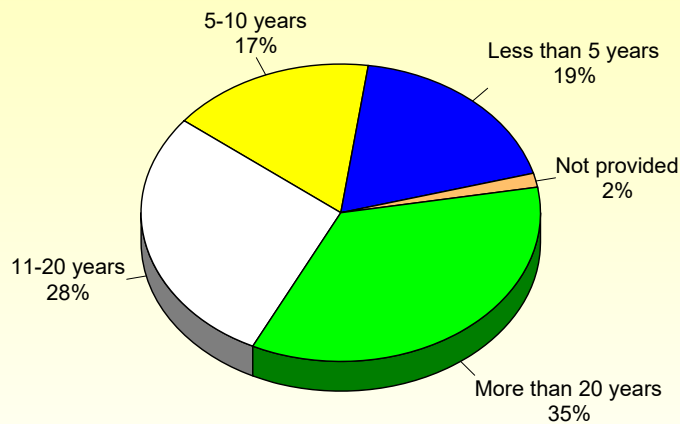
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

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

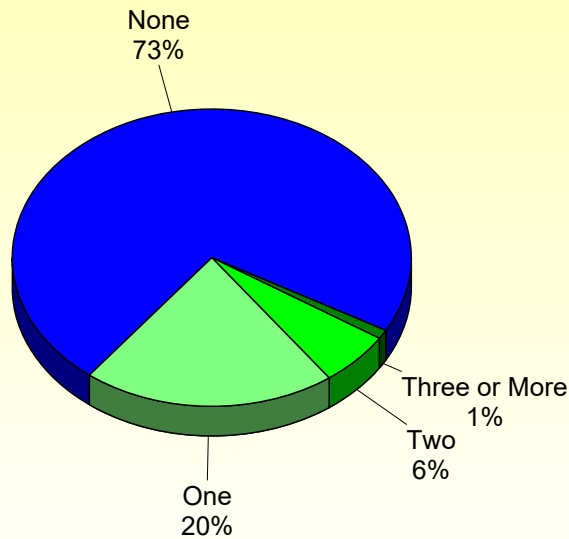
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

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

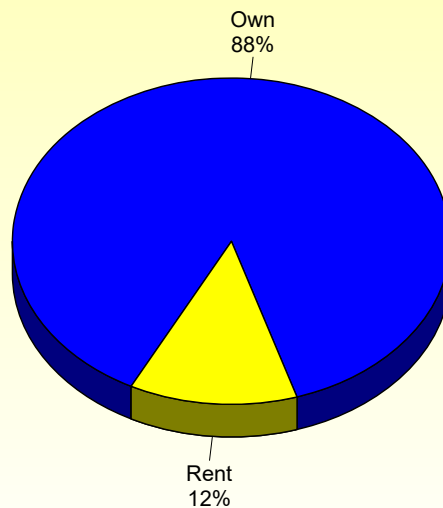
by percentage of respondents (excluding "not provided")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

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

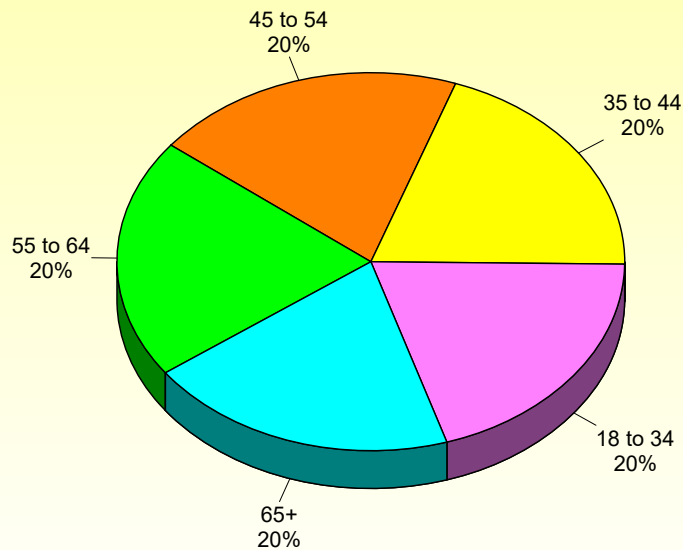
by percentage of respondents (excluding "not provided")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q35. Demographics: Age of Respondent

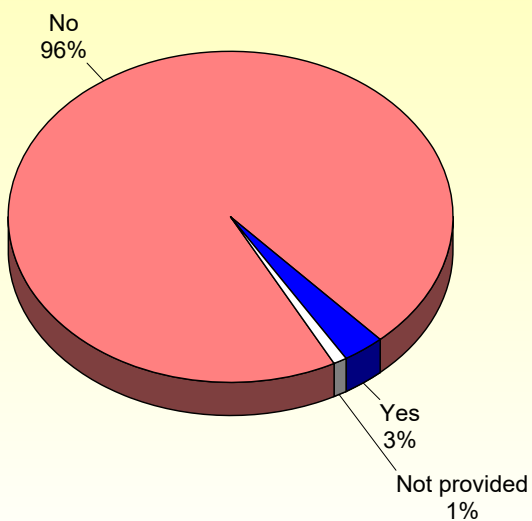
by percentage of respondents (excluding "not provided")



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

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

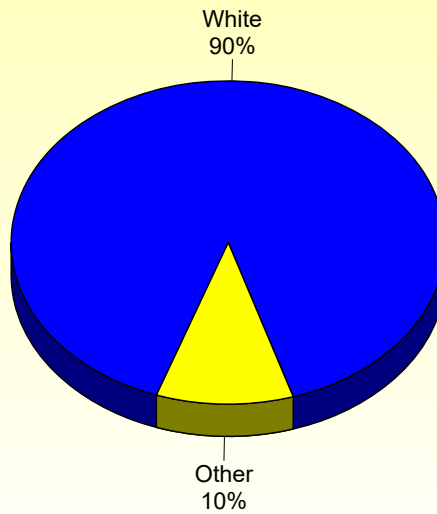
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q37. Demographics: Race of Respondent

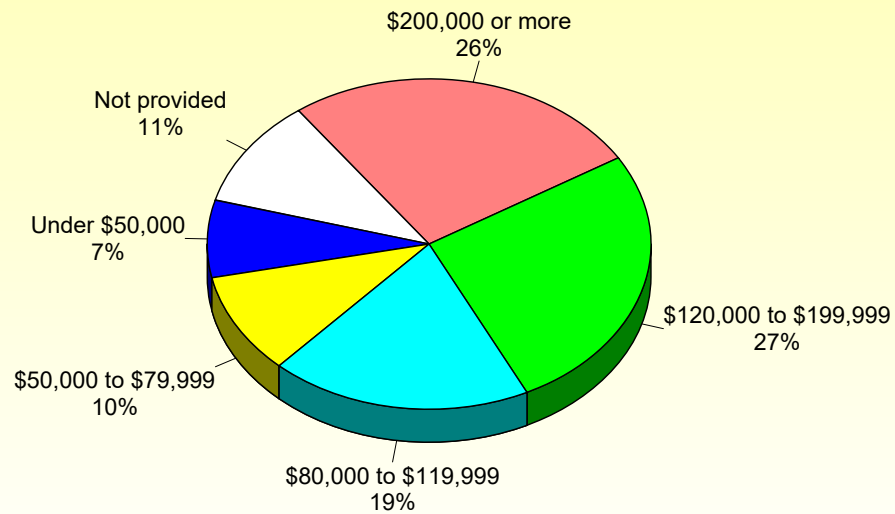
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q38. Demographics: Household Income

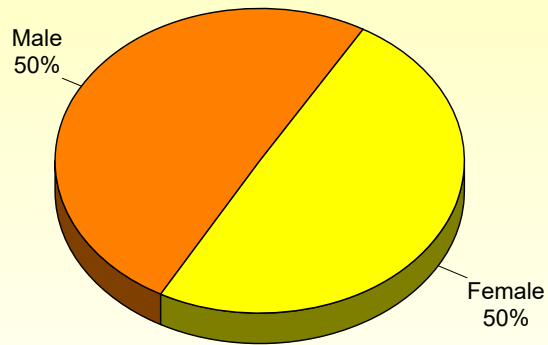
by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Q39. Demographics: Gender

by percentage of respondents



ETC Institute DirectionFinder (2017 - City of Vestavia Hills, AL)

Section 2: Benchmarking Analysis



Benchmarking Summary Report

Vestavia Hills, Alabama

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November of 1999, the survey has been administered in more than 210 cities in 43 states. Most participating cities 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 summer of 2016 to a random sample of more than 4,000 residents across the United States and (2) individual communities with a population of less than 50,000 where ETC Institute had administered the *DirectionFinder Survey* between January 2013 and July 2017; the 45 communities included in these comparisons are listed below.

- Auburn, CA
- Bensenville, IL
- Branson, MO
- Cedar Hill, TX
- Chickasha, OK
- Clayton, MO
- Cleveland Heights, OH
- Coffeyville, KS
- Creve Coeur, MO
- Edgerton, KS
- Gardner, KS
- Gladstone, MO
- Glencoe, IL
- Glenview, IL
- Hallandale Beach, FL
- Hyattsville, MD
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Knoxville, IA
- Lawrenceburg, IN
- Lenexa, KS
- Manassas, VA
- Mission, KS
- Mountain Brook, AL
- Newport, RI
- Oswego, IL
- Perryville, MO
- Pflugerville, TX
- Pinecrest, FL
- Pinehurst, NC
- Pitkin County, CO
- Portland, TX
- Raymore, MO
- Rifle, CO
- Rio Blanco, CO
- Riverside, MO
- Roeland Park, KS
- Rolla, MO
- San Marcos, TX
- Spring Hill, KS
- Vestavia Hills, AL
- Wauwatosa, WI
- Wentzville, MO
- Westlake, TX

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 4,000 U.S. residents.

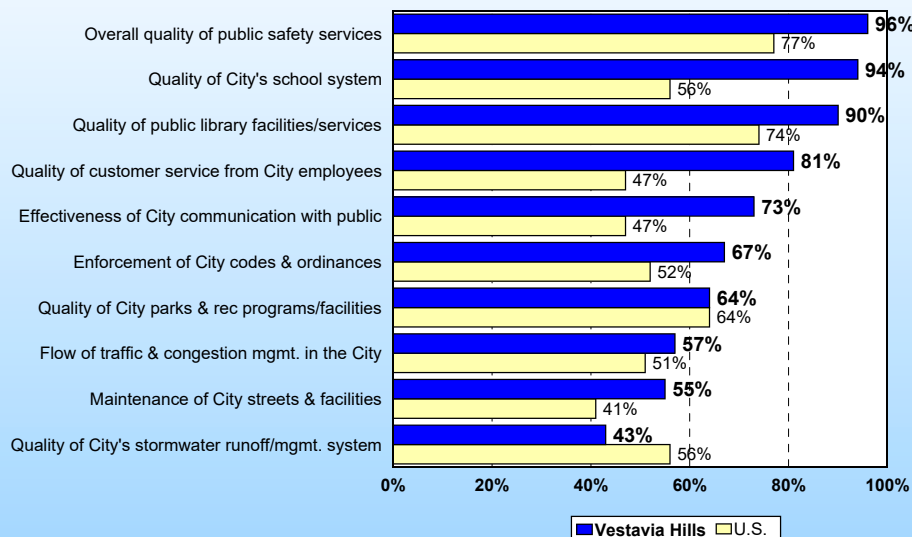
Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 45 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 45 communities. The actual ratings 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 of less than 50,000 where the DirectionFinder® survey has been administered since 2013.

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.

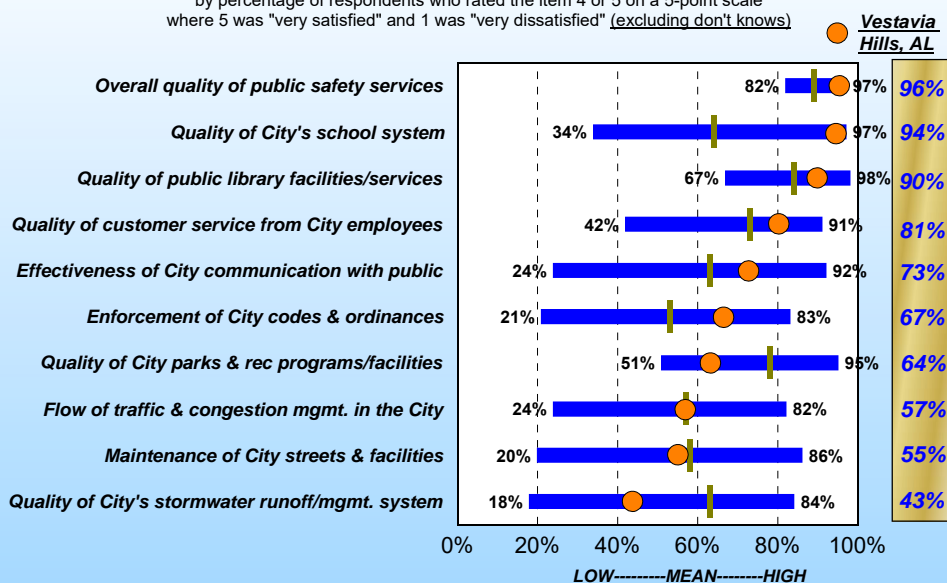
Overall Satisfaction with Major Categories of City Services Vestavia Hills vs. the U.S.

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 - 2017

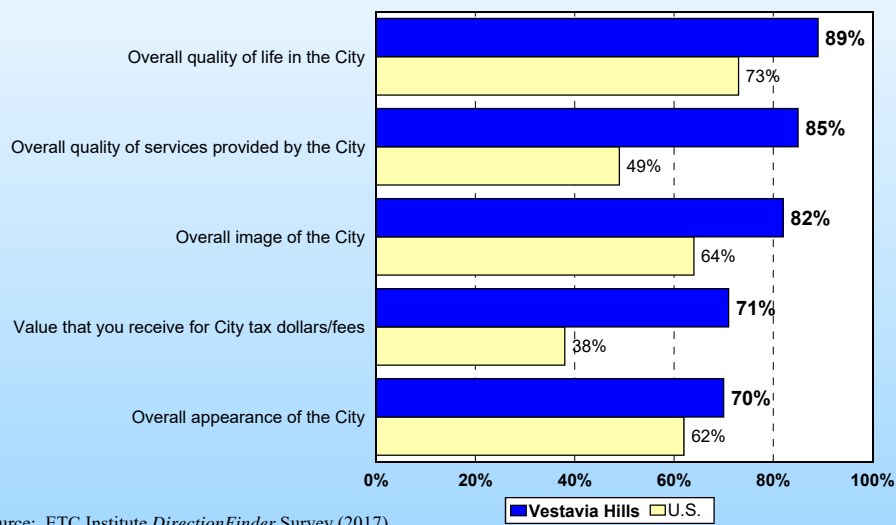
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



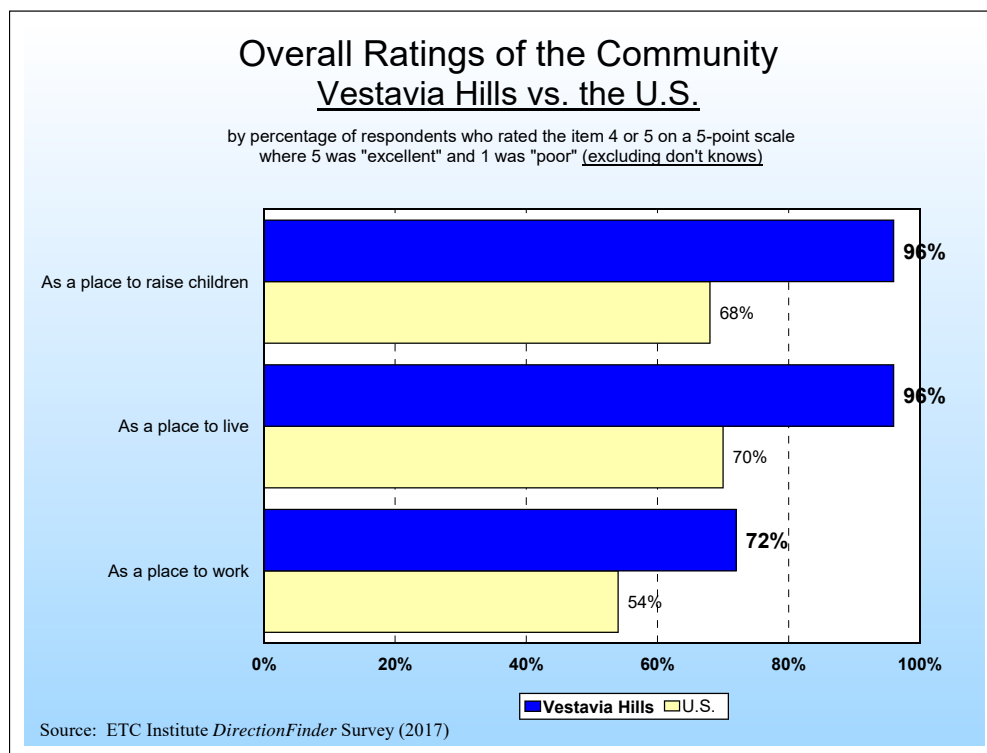
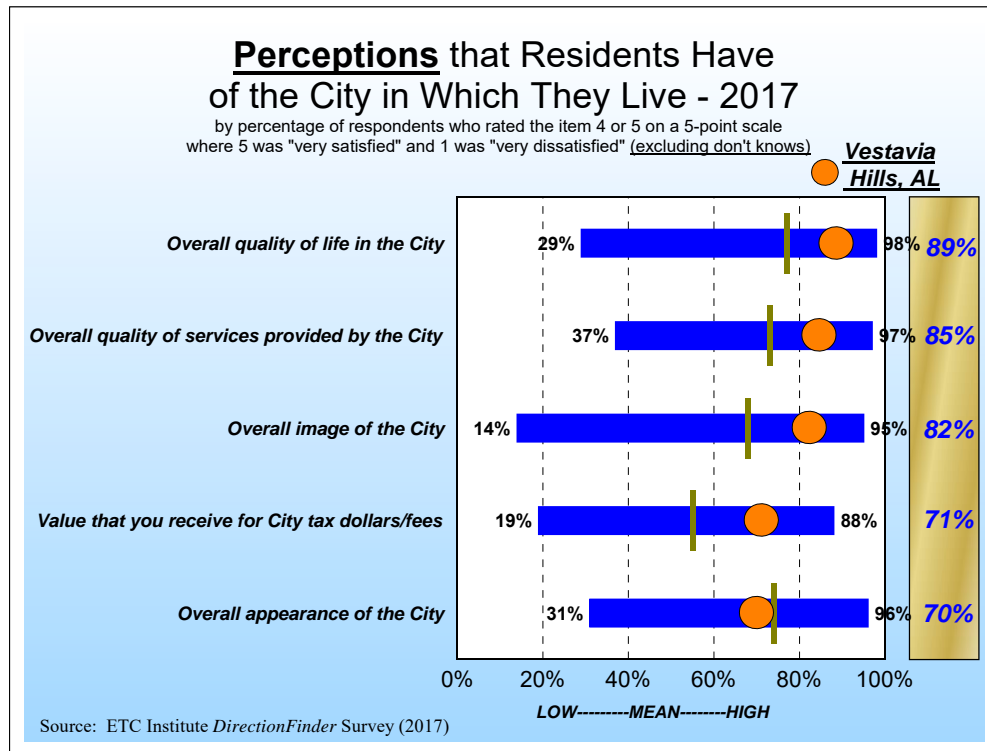
Source: ETC Institute *DirectionFinder* Survey (2017)

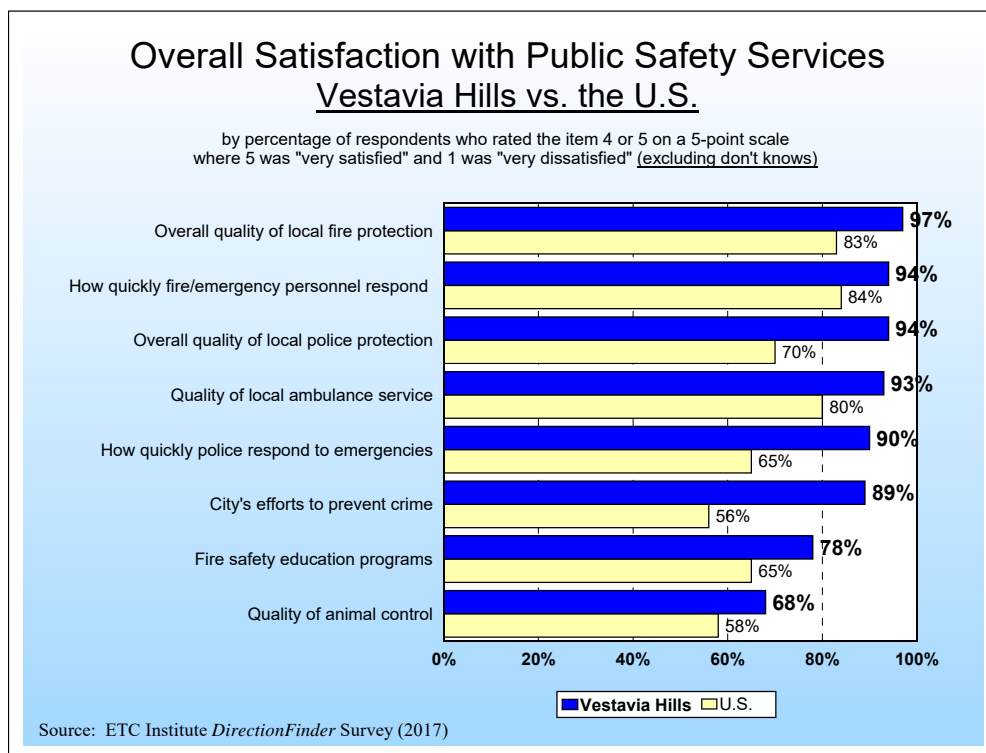
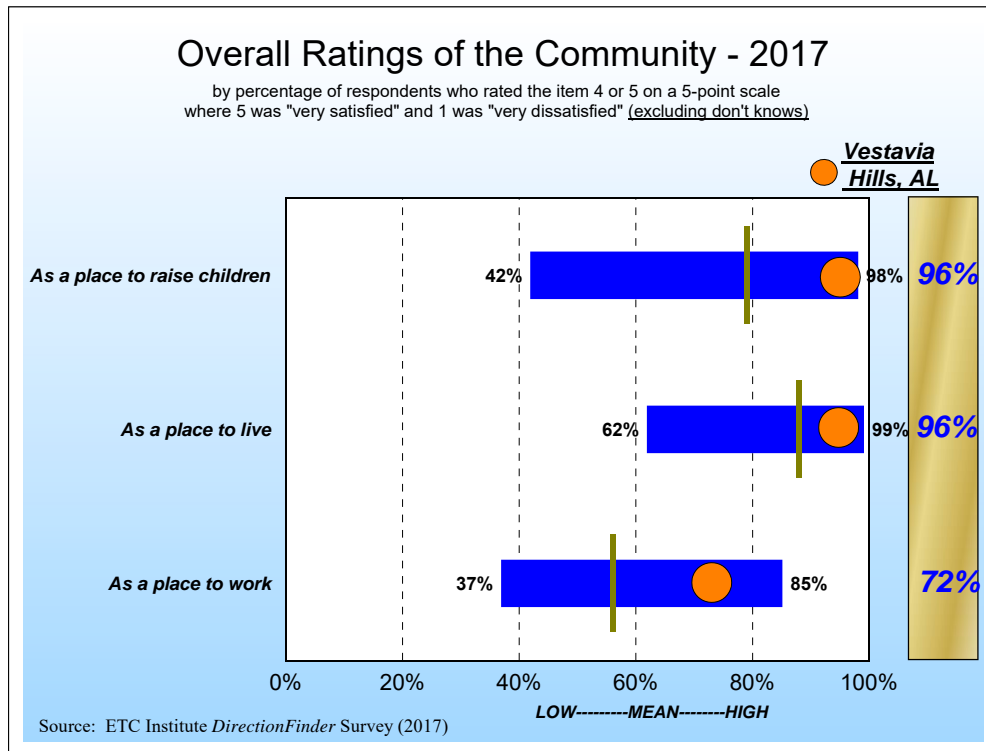
Satisfaction with Issues that Influence Perceptions of the City Vestavia Hills vs. the U.S.

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)



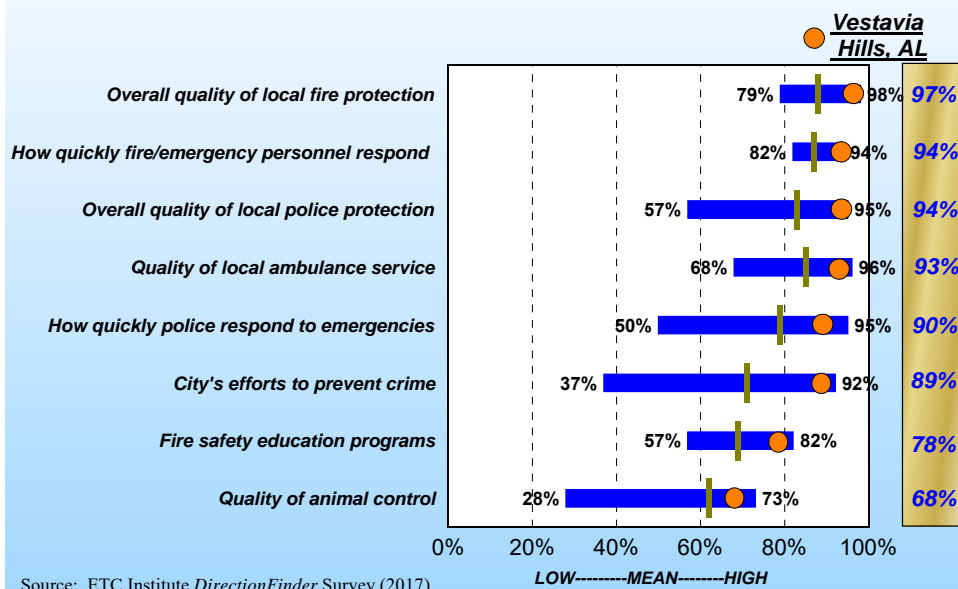
Source: ETC Institute *DirectionFinder* Survey (2017)





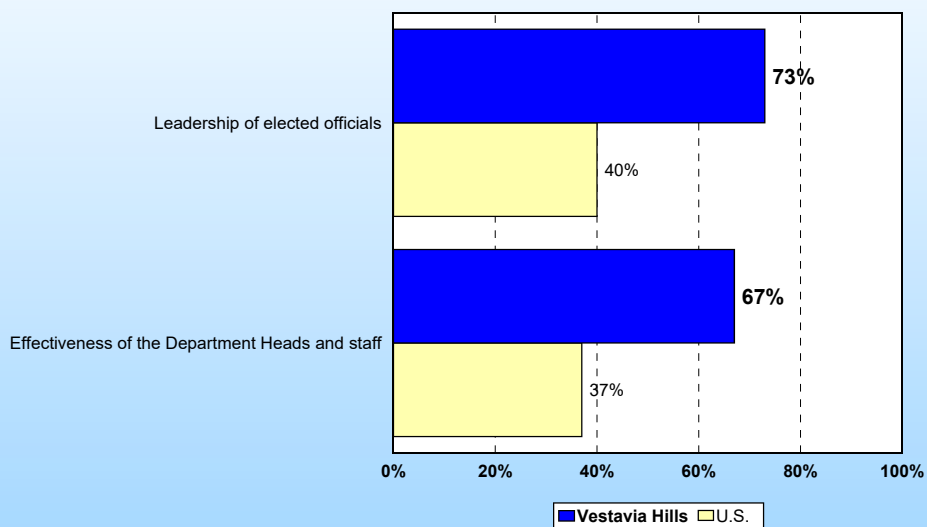
Satisfaction with **Public Safety** Services - 2017

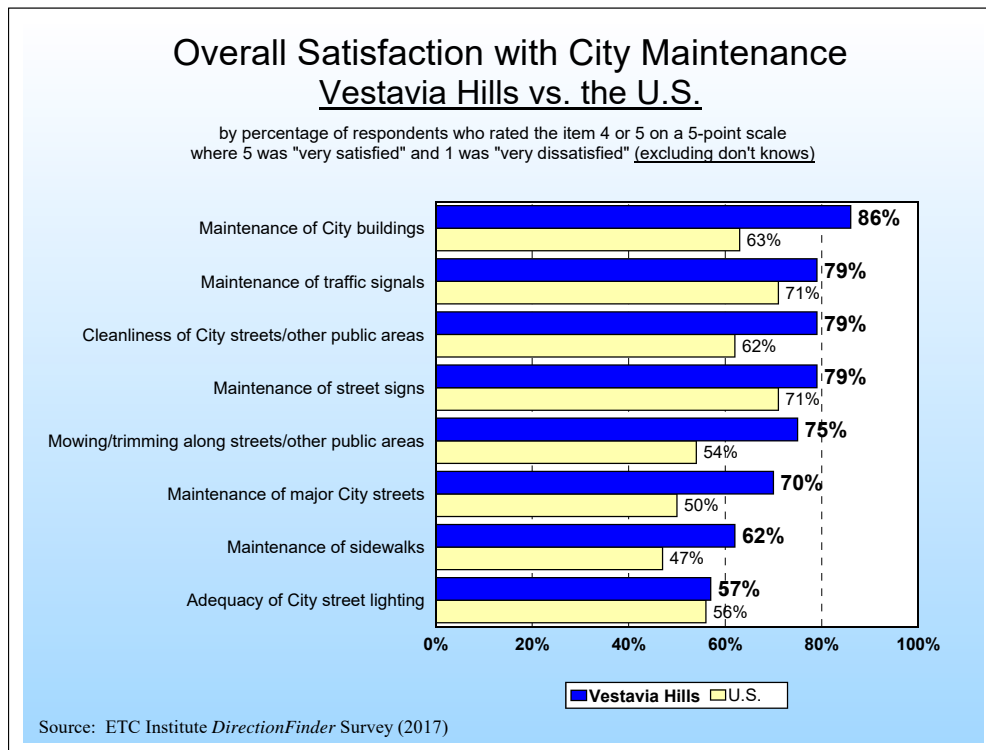
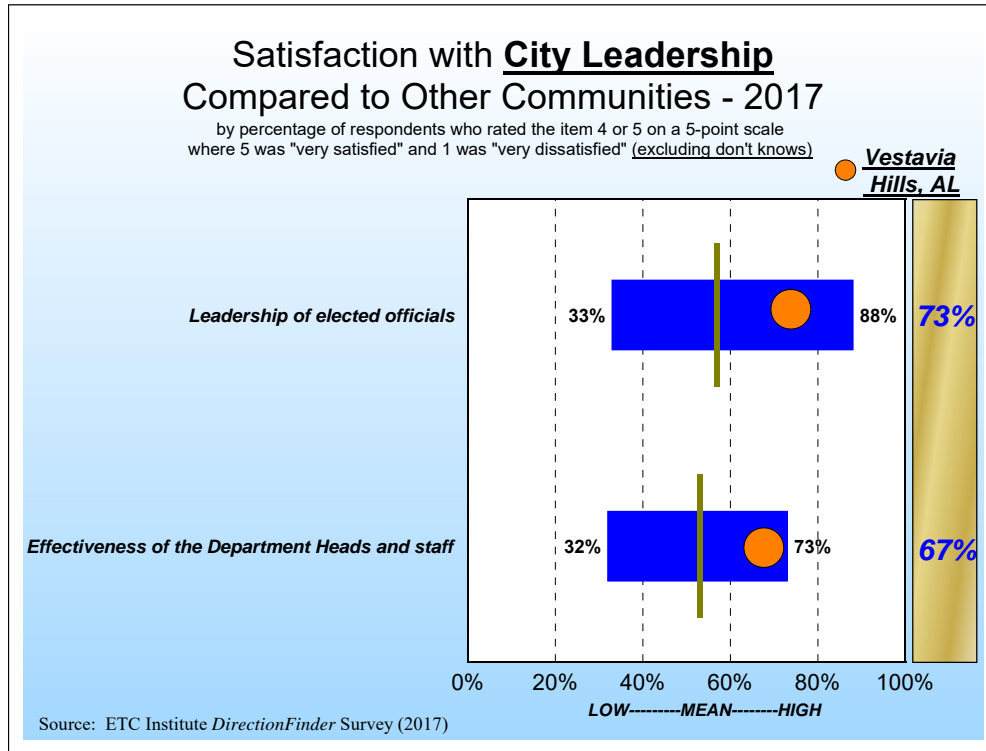
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "Strongly Agree" and 1 was "Strongly Disagree" (excluding don't knows)

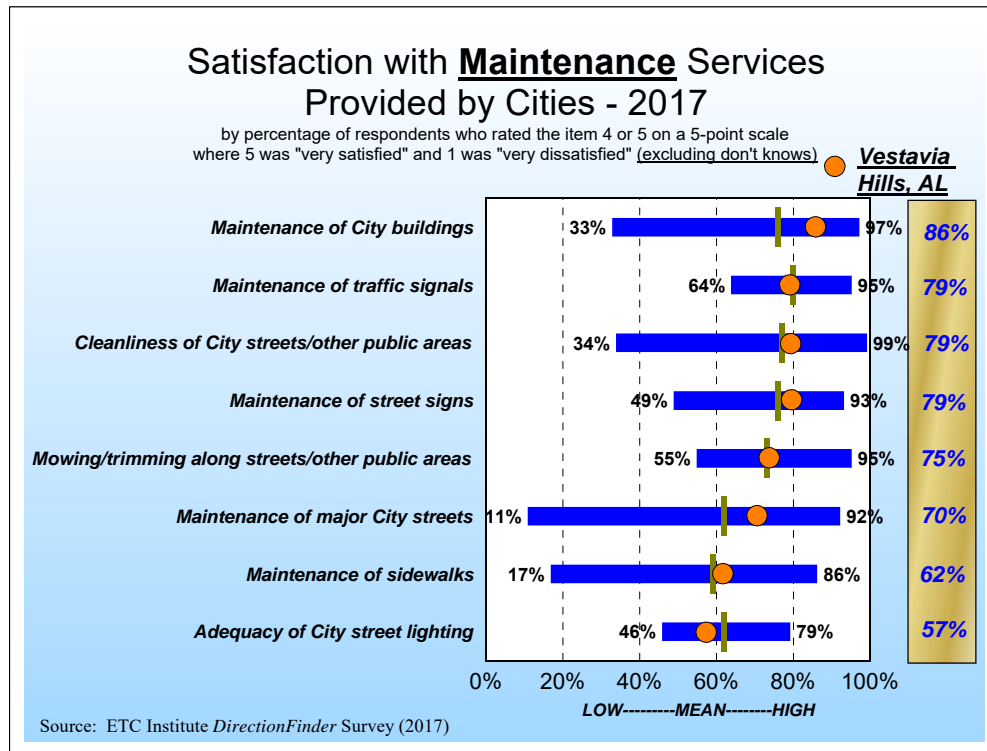


Overall Satisfaction with City Leadership Vestavia Hills vs. the U.S.

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)



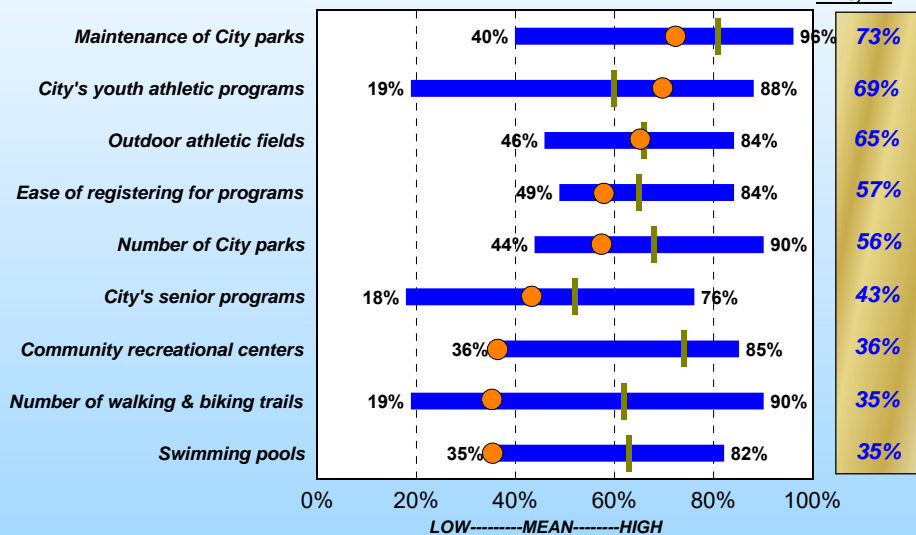




Satisfaction with **Parks and Recreation** Facilities and Services Provided by Cities - 2017

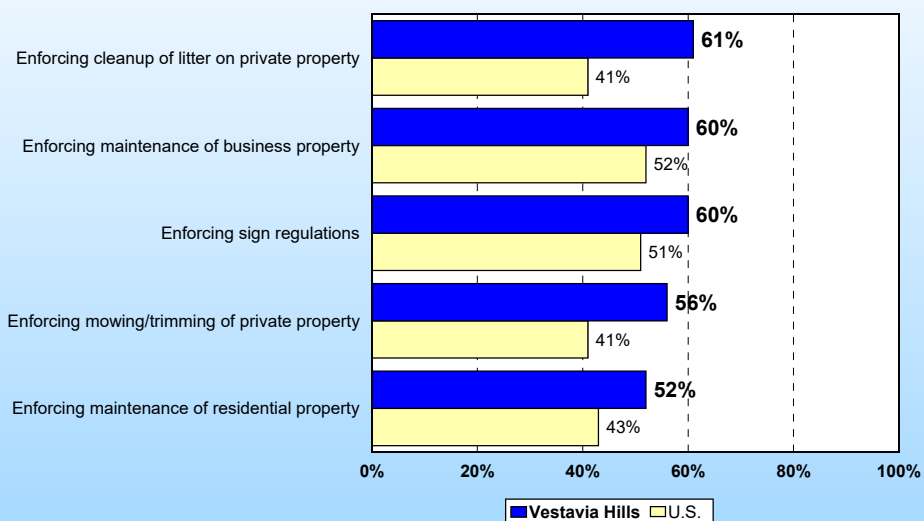
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

Vestavia Hills, AL



Overall Satisfaction with Code Enforcement Vestavia Hills vs. the U.S.

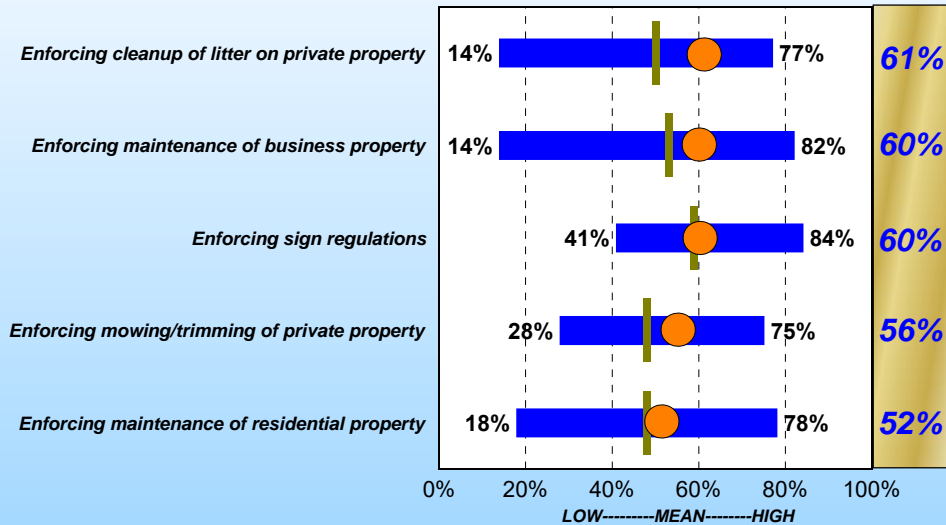
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Satisfaction with Code Enforcement - 2017

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)

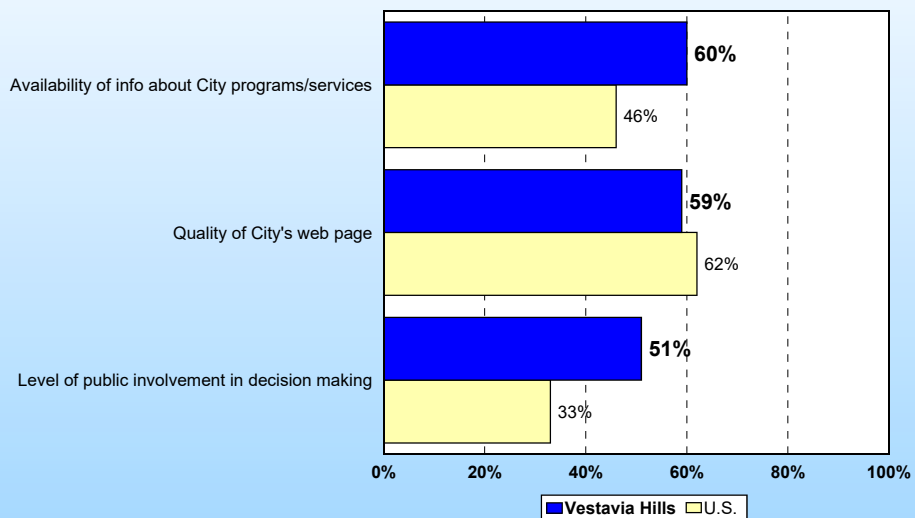
Vestavia Hills, AL



Source: ETC Institute *DirectionFinder* Survey (2017)

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)

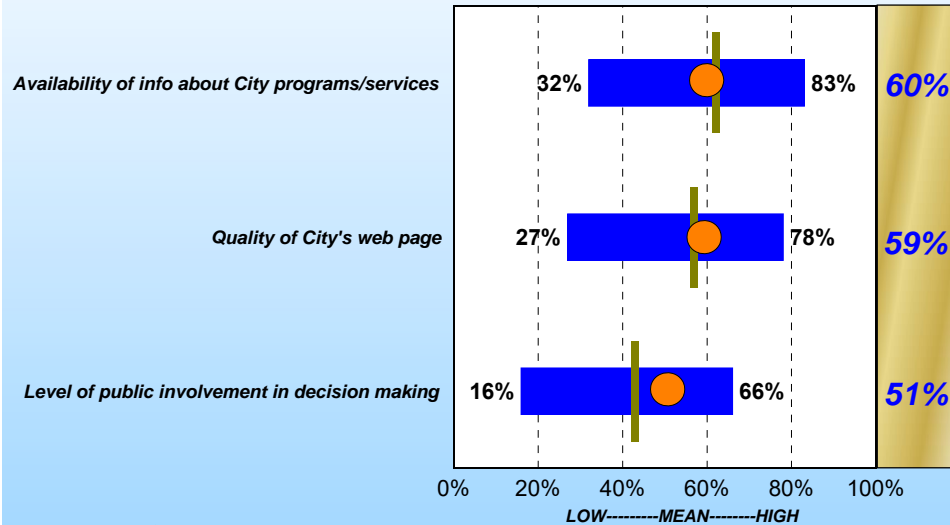


Source: ETC Institute *DirectionFinder* Survey (2017)

Satisfaction with City Communication - 2017

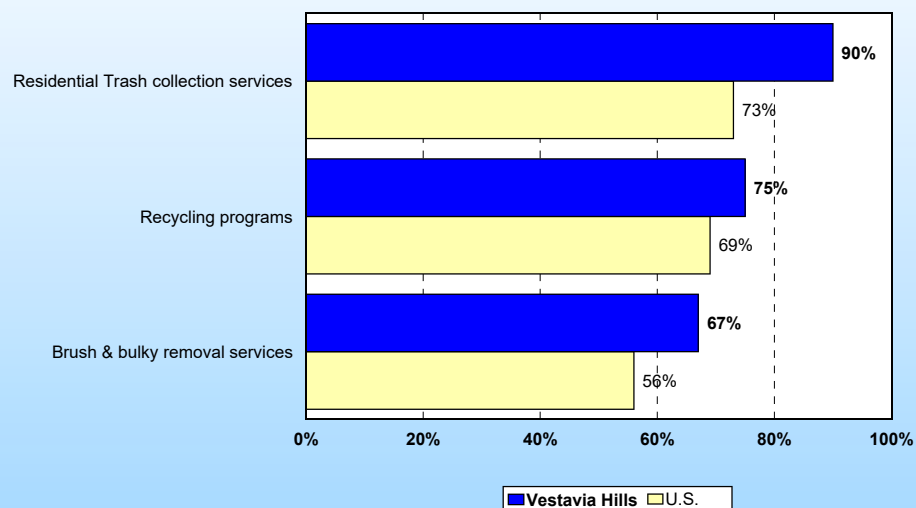
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

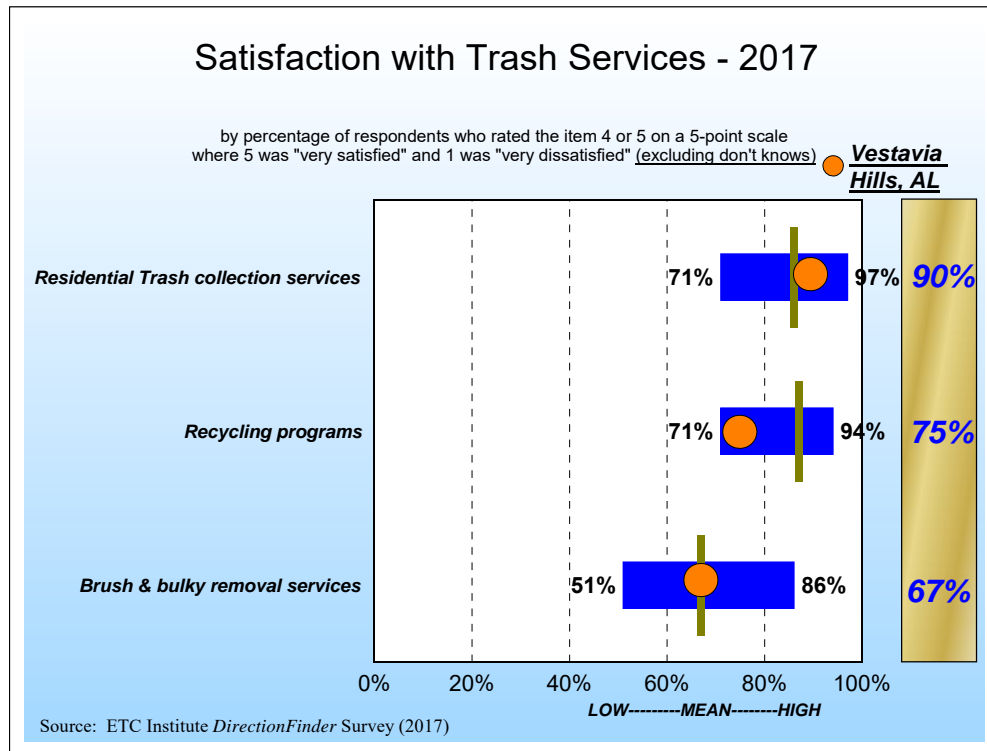
Vestavia Hills, AL



Overall Satisfaction with Trash 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)





Section 3: ***Importance-Satisfaction Analysis***



Importance-Satisfaction Analysis

The City of Vestavia Hills, AL

Overview

Today, city officials 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 (IS) 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 rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

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. This sum is then multiplied by 1 minus the percentage of respondents that 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 that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the City to provide. Approximately fifty-five percent (55.3%) of residents selected "overall maintenance of City streets and facilities" as the most important major service to provide.

With regard to satisfaction, fifty-five percent (55%) of the residents surveyed rated their overall satisfaction with “overall maintenance of City streets and facilities” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “overall maintenance of City streets and facilities” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 55.3% was multiplied by 45% (1-0.55). This calculation yielded an I-S rating of 0.2489, which ranked first out of ten major City services.

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 to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one 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 for the City to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for 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
<u>Very High Priority (IS >.20)</u>						
Maintenance of City streets & facilities	55%	1	55%	9	0.2489	1
Quality of City's stormwater runoff/mgmt. system	40%	4	43%	10	0.2257	2
Flow of traffic & congestion mgmt. in the City	47%	2	57%	8	0.2038	3
<u>High Priority (IS .10-.20)</u>						
Quality of City parks & rec programs/facilities	42%	3	64%	7	0.1523	4
<u>Medium Priority (IS <.10)</u>						
Enforcement of City codes & ordinances	11%	7	67%	6	0.0376	5
Quality of City's school system	39%	5	94%	2	0.0231	6
Effectiveness of City communication with public	8%	8	73%	5	0.0227	7
Quality of customer service from City employees	5%	9	81%	4	0.0097	8
Overall quality of public safety services	20%	6	96%	1	0.0080	9
Quality of public library facilities/services	5%	10	90%	3	0.0050	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.

© 2017 DirectionFinder by ETC Institute

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
<u>Medium Priority (IS < .10)</u>						
Community oriented policing programs	19%	4	75%	10	0.0463	1
City's efforts to prevent crime	42%	1	89%	8	0.0458	2
Quality of animal control	14%	8	68%	11	0.0442	3
Fire safety education programs	12%	10	78%	9	0.0255	4
Overall visibility of police	23%	3	90%	7	0.0227	5
Overall quality of local police protection	31%	2	94%	3	0.0184	6
How quickly police respond to emergencies	17%	5	90%	6	0.0168	7
Overall credibility of police department	15%	7	93%	5	0.0103	8
How quickly fire/emergency personnel respond	13%	9	94%	2	0.0079	9
Quality of local ambulance service	8%	11	93%	4	0.0053	10
Overall quality of local fire protection	17%	6	97%	1	0.0050	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.

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>High Priority (IS .10-.20)</u>						
Adequacy of City street lighting	45%	2	57%	8	0.1952	1
Maintenance of major City streets	52%	1	70%	6	0.1545	2
Maintenance of sidewalks	35%	3	62%	7	0.1345	3
<u>Medium Priority (IS <.10)</u>						
Mowing/trimming along streets/other public areas	28%	5	75%	5	0.0688	4
Cleanliness of City streets/other public areas	32%	4	79%	3	0.0674	5
Maintenance of traffic signals	20%	6	79%	2	0.0418	6
Maintenance of street signs	11%	7	79%	4	0.0235	7
Maintenance of City buildings	6%	8	86%	1	0.0083	8

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.

© 2017 DirectionFinder by ETC Institute

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	45%	1	35%	11	0.2925	1
<u>High Priority (IS .10-.20)</u>						
Community recreational centers	29%	3	36%	10	0.1882	2
Swimming pools	22%	5	35%	12	0.1430	3
Number of City parks	26%	4	56%	6	0.1144	4
<u>Medium Priority (IS <.10)</u>						
Maintenance of City parks	30%	2	73%	1	0.0810	5
City's senior programs	12%	6	43%	9	0.0707	6
City recreational programs	10%	8	44%	8	0.0566	7
Outdoor athletic fields	11%	7	65%	4	0.0399	8
Fees charged for recreational programs	7%	11	53%	7	0.0306	9
City's youth athletic programs	10%	9	69%	3	0.0298	10
Maintenance of City ballfields	9%	10	73%	2	0.0235	11
Ease of registering for programs	2%	12	57%	5	0.0095	12

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.

© 2017 DirectionFinder by ETC Institute

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.

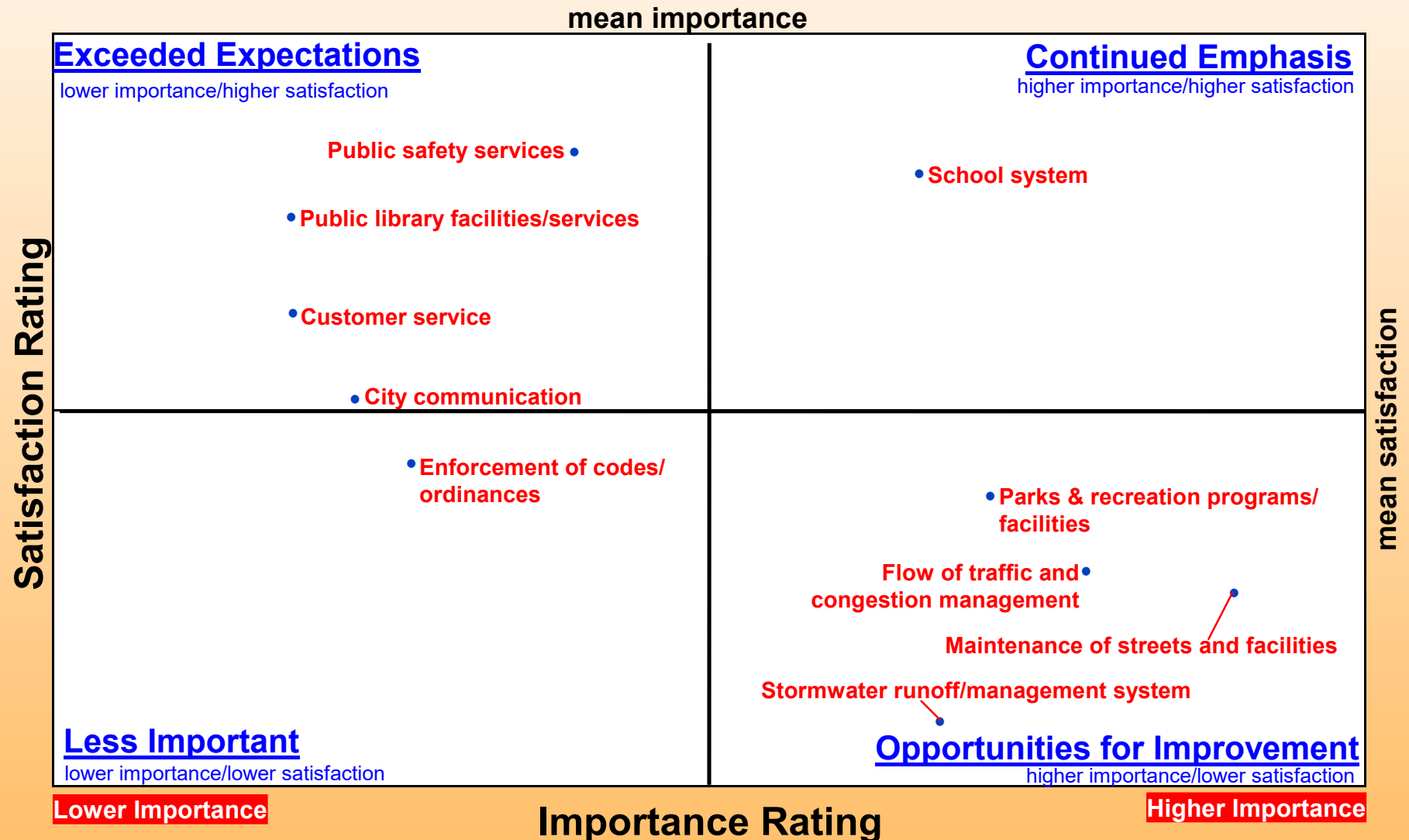
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the City is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The City should maintain (or slightly increase) emphasis on 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 the City's 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.

Matrices showing the results for Vestavia Hills are provided on the following pages.

2017 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)

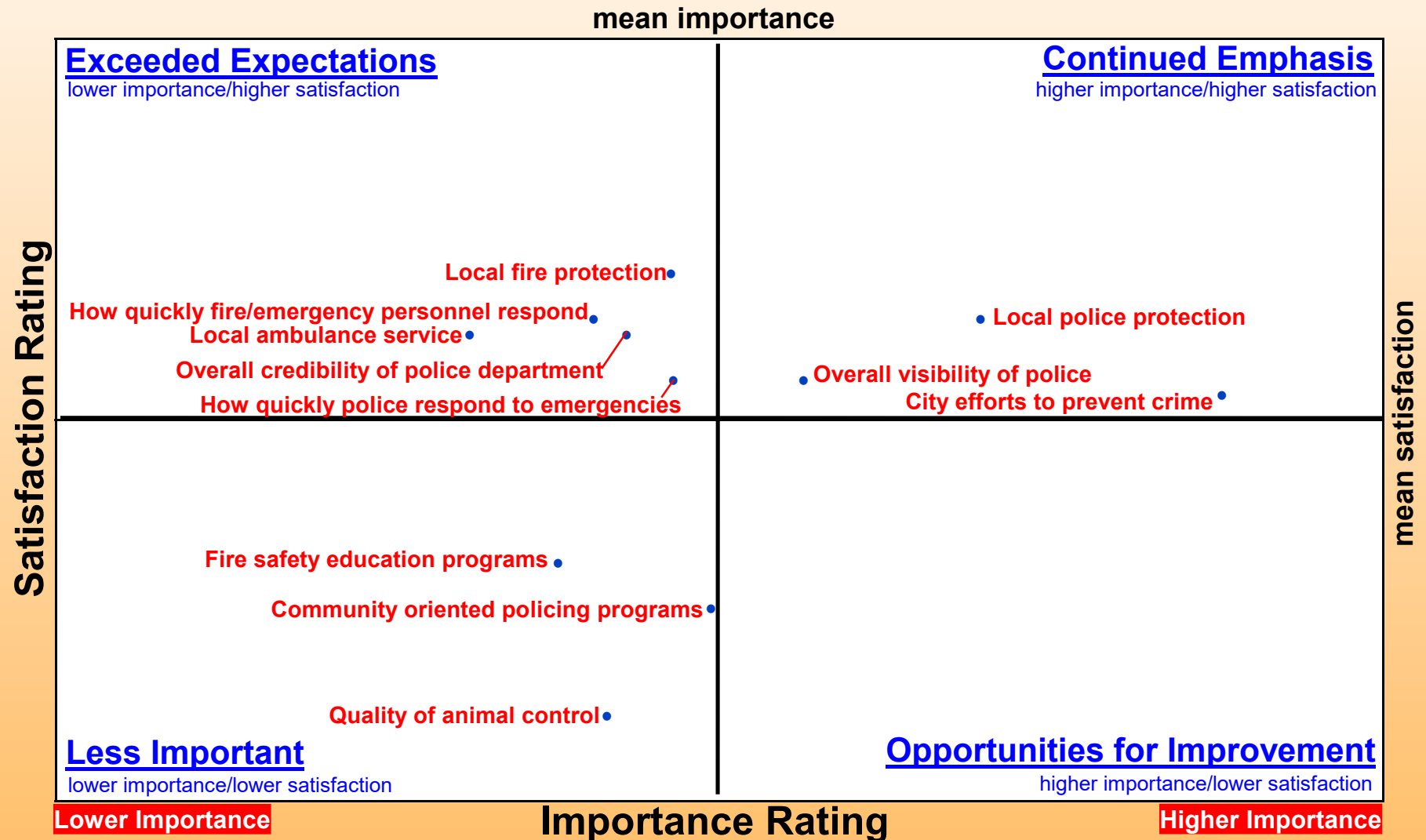


Source: ETC Institute (2017)

2017 City of Vestavia Hills Community 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)

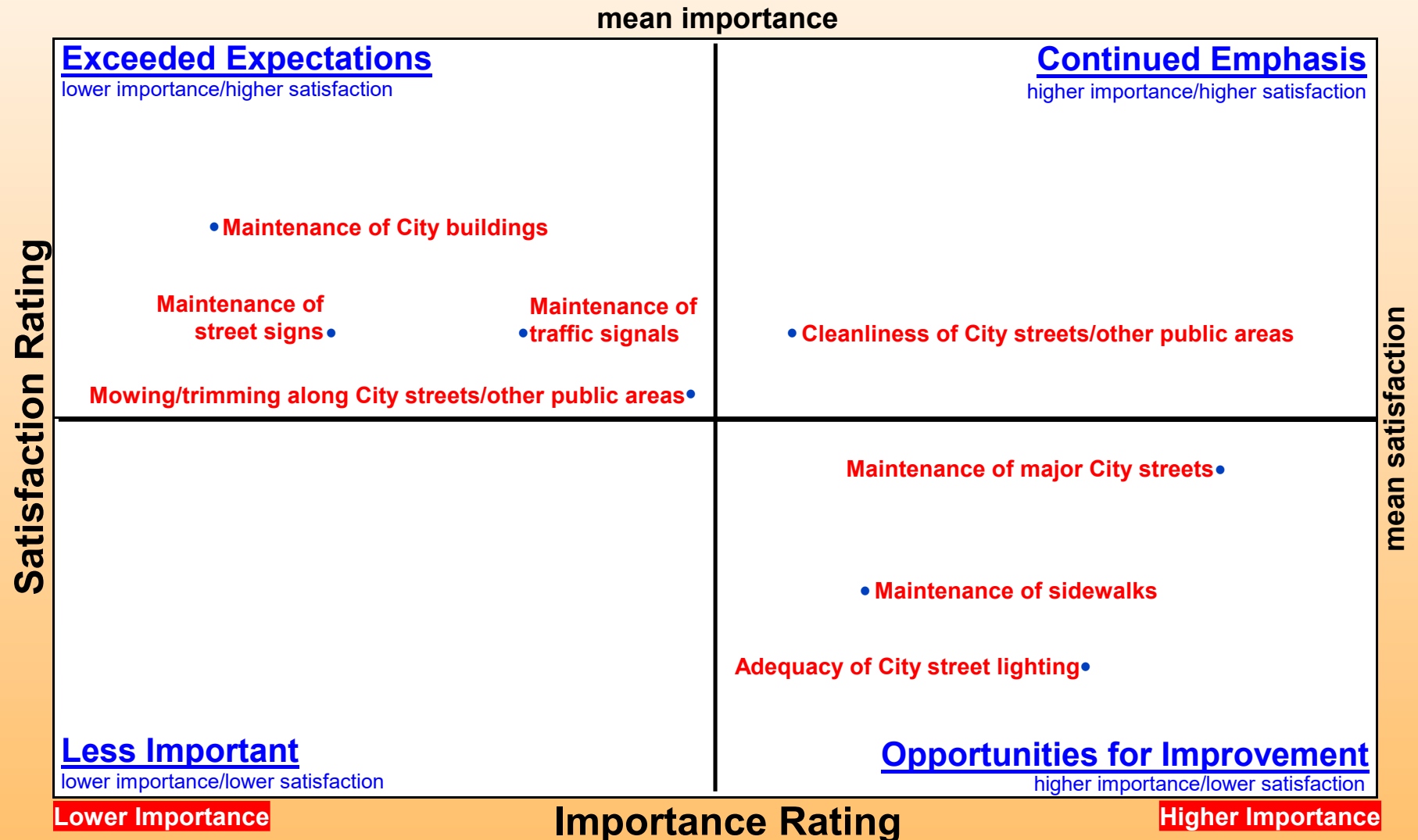


Source: ETC Institute (2017)

2017 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)

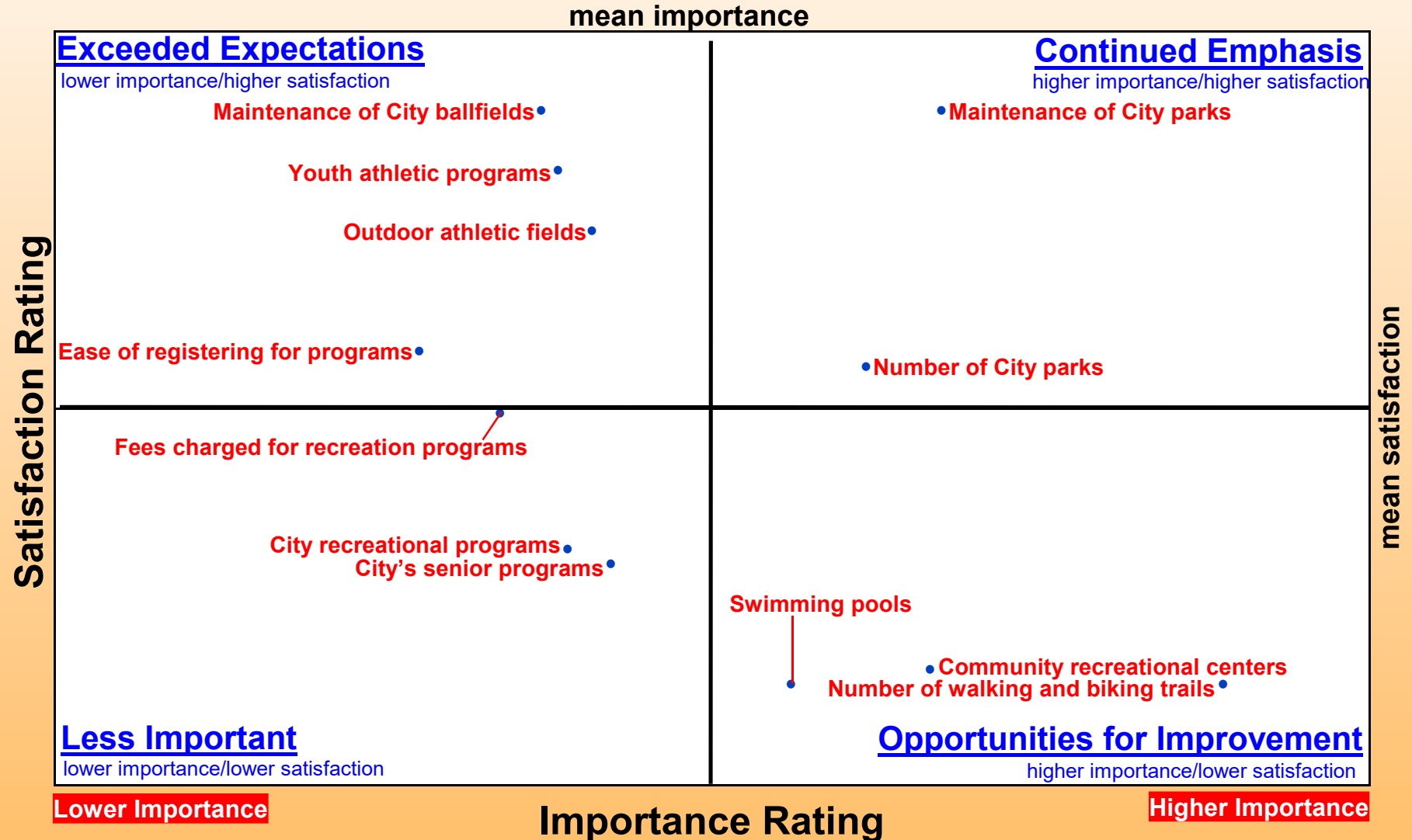


Source: ETC Institute (2017)

2017 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)



Source: ETC Institute (2017)

Section 4: Tabular Data

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

(N=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q1-1. Quality of City's school system	48.0%	30.7%	3.8%	1.5%	0.0%	16.0%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	61.8%	31.9%	2.8%	1.2%	0.3%	2.0%
Q1-3. Overall quality of City parks & recreation programs & facilities	19.2%	40.0%	20.5%	12.7%	1.2%	6.4%
Q1-4. Overall maintenance of City streets & facilities	14.2%	40.4%	27.4%	13.2%	3.8%	1.0%
Q1-5. Overall enforcement of City codes & ordinances	19.5%	38.1%	20.5%	6.7%	1.5%	13.8%
Q1-6. Overall quality of customer service you receive from City employees	34.6%	35.6%	14.2%	1.9%	0.6%	13.2%
Q1-7. Overall effectiveness of City communication with the public	27.8%	41.6%	21.2%	3.4%	0.7%	5.3%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	9.5%	27.4%	23.0%	20.1%	6.9%	13.2%
Q1-9. Overall quality of public library facilities & services	52.4%	29.3%	6.6%	1.8%	0.4%	9.5%
Q1-10. Overall flow of traffic & congestion management in City	13.3%	42.3%	21.5%	15.1%	5.9%	1.9%

WITHOUT "DON'T KNOW"

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

(N=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Quality of City's school system	57.1%	36.6%	4.5%	1.7%	0.0%
Q1-2. Overall quality of public safety services (e.g., police, fire, ambulance)	63.1%	32.6%	2.8%	1.2%	0.3%
Q1-3. Overall quality of City parks & recreation programs & facilities	20.5%	42.7%	21.9%	13.6%	1.3%
Q1-4. Overall maintenance of City streets & facilities	14.3%	40.8%	27.7%	13.3%	3.8%
Q1-5. Overall enforcement of City codes & ordinances	22.6%	44.1%	23.8%	7.8%	1.7%
Q1-6. Overall quality of customer service you receive from City employees	39.8%	41.0%	16.4%	2.2%	0.7%
Q1-7. Overall effectiveness of City communication with the public	29.4%	43.9%	22.4%	3.6%	0.8%
Q1-8. Overall quality of City's stormwater runoff/stormwater management system	11.0%	31.5%	26.5%	23.1%	7.9%
Q1-9. Overall quality of public library facilities & services	57.9%	32.4%	7.3%	1.9%	0.5%
Q1-10. Overall flow of traffic & congestion management in City	13.6%	43.1%	21.9%	15.4%	6.0%

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. Top choice</u>	<u>Number</u>	<u>Percent</u>
Quality of City's school system	148	21.7 %
Overall quality of public safety services (e.g., police, fire, ambulance)	45	6.6 %
Overall quality of City parks & recreation programs & facilities	101	14.8 %
Overall maintenance of City streets & facilities	105	15.4 %
Overall enforcement of City codes & ordinances	17	2.5 %
Overall quality of customer service you receive from City employees	7	1.0 %
Overall effectiveness of City communication with the public	6	0.9 %
Overall quality of City's stormwater runoff/stormwater management system	97	14.2 %
Overall quality of public library facilities & services	5	0.7 %
Overall flow of traffic & congestion management in City	113	16.5 %
None chosen	39	5.7 %
Total	683	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	58	8.5 %
Overall quality of public safety services (e.g., police, fire, ambulance)	55	8.1 %
Overall quality of City parks & recreation programs & facilities	100	14.6 %
Overall maintenance of City streets & facilities	141	20.6 %
Overall enforcement of City codes & ordinances	26	3.8 %
Overall quality of customer service you receive from City employees	11	1.6 %
Overall effectiveness of City communication with the public	17	2.5 %
Overall quality of City's stormwater runoff/stormwater management system	105	15.4 %
Overall quality of public library facilities & services	10	1.5 %
Overall flow of traffic & congestion management in City	104	15.2 %
None chosen	56	8.2 %
Total	683	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	57	8.3 %
Overall quality of public safety services (e.g., police, fire, ambulance)	37	5.4 %
Overall quality of City parks & recreation programs & facilities	88	12.9 %
Overall maintenance of City streets & facilities	132	19.3 %
Overall enforcement of City codes & ordinances	35	5.1 %
Overall quality of customer service you receive from City employees	17	2.5 %
Overall effectiveness of City communication with the public	34	5.0 %
Overall quality of City's stormwater runoff/stormwater management system	68	10.0 %
Overall quality of public library facilities & services	19	2.8 %
Overall flow of traffic & congestion management in City	107	15.7 %
None chosen	89	13.0 %
Total	683	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	263	38.5 %
Overall quality of public safety services (e.g., police, fire, ambulance)	137	20.1 %
Overall quality of City parks & recreation programs & facilities	289	42.3 %
Overall maintenance of City streets & facilities	378	55.3 %
Overall enforcement of City codes & ordinances	78	11.4 %
Overall quality of customer service you receive from City employees	35	5.1 %
Overall effectiveness of City communication with the public	57	8.3 %
Overall quality of City's stormwater runoff/stormwater management system	270	39.5 %
Overall quality of public library facilities & services	34	5.0 %
Overall flow of traffic & congestion management in City	324	47.4 %
None chosen	39	5.7 %
Total	1904	

Q3. Please rate your satisfaction with each of the following several 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q3-1. Overall quality of services provided by City of Vestavia Hills	32.5%	49.6%	12.7%	1.9%	0.3%	2.9%
Q3-2. Overall value that you receive for your City tax & fees	24.7%	43.3%	20.6%	7.0%	1.3%	2.9%
Q3-3. Overall image of City	32.2%	48.6%	12.4%	5.1%	0.4%	1.2%
Q3-4. Overall quality of life in City	41.0%	46.7%	8.6%	2.0%	0.3%	1.3%
Q3-5. Overall appearance of City	21.7%	47.6%	19.3%	9.1%	1.3%	1.0%

WITHOUT "DON'T KNOW"

Q3. Please rate your satisfaction with each of the following several 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q3-1. Overall quality of services provided by City of Vestavia Hills	33.5%	51.1%	13.1%	2.0%	0.3%
Q3-2. Overall value that you receive for your City tax & fees	25.5%	44.6%	21.3%	7.2%	1.4%
Q3-3. Overall image of City	32.6%	49.2%	12.6%	5.2%	0.4%
Q3-4. Overall quality of life in City	41.5%	47.3%	8.8%	2.1%	0.3%
Q3-5. Overall appearance of City	21.9%	48.1%	19.5%	9.2%	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=683)

	Excellent	Good	Neutral	Below average	Poor	Don't know
Q4-1. As a place to live	61.6%	33.2%	3.5%	0.7%	0.1%	0.7%
Q4-2. As a place to raise children	62.8%	30.2%	3.4%	0.3%	0.0%	3.4%
Q4-3. As a place to work	30.6%	24.6%	17.1%	3.1%	1.3%	23.3%

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=683)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. As a place to live	62.1%	33.5%	3.5%	0.7%	0.1%
Q4-2. As a place to raise children	65.0%	31.2%	3.5%	0.3%	0.0%
Q4-3. As a place to work	39.9%	32.1%	22.3%	4.0%	1.7%

Q5(1-7). Public Safety. Please rate your satisfaction with each of the following items of Vestavia Hills Police Department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-1. Overall quality of local police protection	56.1%	35.4%	4.2%	1.2%	0.3%	2.8%
Q5-2. Overall credibility of police department	55.3%	33.2%	5.4%	0.4%	1.2%	4.4%
Q5-3. Overall visibility of police	53.0%	35.6%	8.1%	1.6%	0.6%	1.2%
Q5-4. City's efforts to prevent crime	45.1%	37.3%	8.6%	1.5%	0.1%	7.3%
Q5-5. How quickly police respond to emergencies	44.5%	24.7%	5.7%	1.0%	0.3%	23.7%
Q5-6. Community oriented policing programs	29.0%	24.2%	15.4%	1.6%	0.4%	29.4%
Q5-7. Quality of animal control	22.1%	26.6%	16.4%	4.4%	1.6%	28.8%

WITHOUT "DON'T KNOW"

Q5(1-7). Public Safety. Please rate your satisfaction with each of the following items of Vestavia Hills Police Department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall quality of local police protection	57.7%	36.4%	4.4%	1.2%	0.3%
Q5-2. Overall credibility of police department	57.9%	34.8%	5.7%	0.5%	1.2%
Q5-3. Overall visibility of police	53.6%	36.0%	8.1%	1.6%	0.6%
Q5-4. City's efforts to prevent crime	48.7%	40.3%	9.3%	1.6%	0.2%
Q5-5. How quickly police respond to emergencies	58.3%	32.4%	7.5%	1.3%	0.4%
Q5-6. Community oriented policing programs	41.1%	34.2%	21.8%	2.3%	0.6%
Q5-7. Quality of animal control	31.1%	37.4%	23.0%	6.2%	2.3%

Q5(8-11). Public Safety. Please rate your satisfaction with each of the following items of Vestavia Hills Fire Department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q5-8. Overall quality of local fire protection	57.8%	28.8%	2.3%	0.1%	0.1%	10.7%
Q5-9. Quality of local ambulance service	44.7%	24.2%	4.7%	0.4%	0.1%	25.9%
Q5-10. How quickly fire department/emergency services personnel respond to emergencies	47.7%	22.4%	4.0%	0.3%	0.0%	25.6%
Q5-11. Fire safety education programs	28.6%	19.9%	13.0%	0.6%	0.7%	37.2%

WITHOUT "DON'T KNOW"

Q5(8-11). Public Safety. Please rate your satisfaction with each of the following items of Vestavia Hills Fire Department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-8. Overall quality of local fire protection	64.8%	32.3%	2.6%	0.2%	0.2%
Q5-9. Quality of local ambulance service	60.3%	32.6%	6.3%	0.6%	0.2%
Q5-10. How quickly fire department/emergency services personnel respond to emergencies	64.2%	30.1%	5.3%	0.4%	0.0%
Q5-11. Fire safety education programs	45.5%	31.7%	20.7%	0.9%	1.2%

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. Top choice	Number	Percent
Overall quality of local police protection	137	20.1 %
Overall credibility of police department	37	5.4 %
Overall visibility of police	55	8.1 %
City's efforts to prevent crime	143	20.9 %
How quickly police respond to emergencies	31	4.5 %
Community oriented policing programs	38	5.6 %
Quality of animal control	30	4.4 %
Overall quality of local fire protection	4	0.6 %
Quality of local ambulance service	14	2.0 %
How quickly fire department/emergency services personnel respond to emergencies	17	2.5 %
Fire safety education programs	11	1.6 %
None chosen	166	24.3 %
Total	683	100.0 %

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 2nd choice	Number	Percent
Overall quality of local police protection	34	5.0 %
Overall credibility of police department	40	5.9 %
Overall visibility of police	63	9.2 %
City's efforts to prevent crime	77	11.3 %
How quickly police respond to emergencies	47	6.9 %
Community oriented policing programs	49	7.2 %
Quality of animal control	26	3.8 %
Overall quality of local fire protection	71	10.4 %
Quality of local ambulance service	10	1.5 %
How quickly fire department/emergency services personnel respond to emergencies	28	4.1 %
Fire safety education programs	23	3.4 %
None chosen	215	31.5 %
Total	683	100.0 %

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q6. 3rd choice	Number	Percent
Overall quality of local police protection	38	5.6 %
Overall credibility of police department	23	3.4 %
Overall visibility of police	37	5.4 %
City's efforts to prevent crime	64	9.4 %
How quickly police respond to emergencies	37	5.4 %
Community oriented policing programs	39	5.7 %
Quality of animal control	38	5.6 %
Overall quality of local fire protection	39	5.7 %
Quality of local ambulance service	28	4.1 %
How quickly fire department/emergency services personnel respond to emergencies	45	6.6 %
Fire safety education programs	45	6.6 %
None chosen	250	36.6 %
Total	683	100.0 %

SUM OF TOP 3 CHOICES

Q6. Which THREE of the public safety items listed in Question 5 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q6. Sum of top 3 choices	Number	Percent
Overall quality of local police protection	209	30.6 %
Overall credibility of police department	100	14.6 %
Overall visibility of police	155	22.7 %
City's efforts to prevent crime	284	41.6 %
How quickly police respond to emergencies	115	16.8 %
Community oriented policing programs	126	18.4 %
Quality of animal control	94	13.8 %
Overall quality of local fire protection	114	16.7 %
Quality of local ambulance service	52	7.6 %
How quickly fire department/emergency services personnel respond to emergencies	90	13.2 %
Fire safety education programs	79	11.6 %
None chosen	166	24.3 %
Total	1584	

Q7. Have you ever called "911"?

<u>Q7. Have you ever called 911</u>	<u>Number</u>	<u>Percent</u>
Yes	282	41.3 %
No	401	58.7 %
Total	683	100.0 %

Q7a. (If YES to Question 7) Please answer each of the following questions concerning the services you received from 911.

(N=282)

	<u>Yes</u>	<u>No</u>	<u>Not provided</u>
Q7a-1. Was your call answered in a timely manner	96.1%	1.8%	2.1%
Q7a-2. Were you treated professionally	97.2%	0.7%	2.1%
Q7a-3. Did call taker's action result in a satisfactory resolution	95.0%	2.8%	2.1%

WITHOUT "NOT PROVIDED"**Q7a. (If YES to Question 7) Please answer each of the following questions concerning the services you received from 911. (without "not provided")**

(N=282)

	<u>Yes</u>	<u>No</u>
Q7a-1. Was your call answered in a timely manner	98.2%	1.8%
Q7a-2. Were you treated professionally	99.3%	0.7%
Q7a-3. Did call taker's action result in a satisfactory resolution	97.1%	2.9%

Q8. 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=683)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe	Don't know
Q8-1. In your neighborhood during the day	84.8%	13.5%	0.7%	0.3%	0.7%
Q8-2. In your neighborhood at night	59.9%	35.4%	3.5%	0.3%	0.9%
Q8-3. In City parks	42.6%	37.3%	4.8%	0.3%	14.9%
Q8-4. In commercial & retail areas	55.8%	38.5%	3.7%	0.1%	1.9%
Q8-5. On school campuses	63.0%	13.5%	0.9%	0.1%	22.5%
Q8-6. Overall feeling of safety in Vestavia Hills	71.0%	25.9%	1.8%	0.0%	1.3%

WITHOUT "DON'T KNOW"**Q8. 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=683)

	Very safe	Somewhat safe	Somewhat unsafe	Very unsafe
Q8-1. In your neighborhood during the day	85.4%	13.6%	0.7%	0.3%
Q8-2. In your neighborhood at night	60.4%	35.7%	3.5%	0.3%
Q8-3. In City parks	50.1%	43.9%	5.7%	0.3%
Q8-4. In commercial & retail areas	56.9%	39.3%	3.7%	0.1%
Q8-5. On school campuses	81.3%	17.4%	1.1%	0.2%
Q8-6. Overall feeling of safety in Vestavia Hills	72.0%	26.3%	1.8%	0.0%

Q9. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q9-1. Enforcing cleanup of litter & debris on private property	14.9%	36.3%	20.1%	10.0%	2.5%	16.3%
Q9-2. Enforcing mowing & trimming of private property	14.2%	30.5%	21.2%	12.2%	3.1%	18.9%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	14.5%	27.5%	23.6%	13.5%	2.5%	18.4%
Q9-4. Enforcing maintenance of business property	14.5%	33.4%	21.2%	8.1%	2.2%	20.6%
Q9-5. Enforcing codes designed to protect public safety	18.0%	36.9%	18.9%	2.0%	0.9%	23.3%
Q9-6. Enforcing sign regulations	14.9%	30.3%	23.0%	5.4%	2.3%	24.0%

WITHOUT "DON'T KNOW"

Q9. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Enforcing cleanup of litter & debris on private property	17.8%	43.4%	24.0%	11.9%	3.0%
Q9-2. Enforcing mowing & trimming of private property	17.5%	37.5%	26.2%	15.0%	3.8%
Q9-3. Enforcing maintenance of residential property (exterior of homes)	17.8%	33.8%	28.9%	16.5%	3.1%
Q9-4. Enforcing maintenance of business property	18.3%	42.1%	26.8%	10.1%	2.8%
Q9-5. Enforcing codes designed to protect public safety	23.5%	48.1%	24.6%	2.7%	1.1%
Q9-6. Enforcing sign regulations	19.7%	39.9%	30.3%	7.1%	3.1%

Q10. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q10-1. Maintenance of major City streets	17.3%	51.2%	15.5%	12.0%	1.8%	2.2%
Q10-2. Maintenance of sidewalks	17.1%	39.7%	20.4%	9.5%	6.0%	7.3%
Q10-3. Maintenance of street signs	20.9%	54.3%	16.4%	3.4%	1.0%	4.0%
Q10-4. Maintenance of traffic signals	24.2%	52.3%	15.2%	4.1%	1.0%	3.2%
Q10-5. Maintenance of City buildings	30.9%	48.3%	11.4%	1.3%	0.3%	7.8%
Q10-6. Mowing & trimming along streets & other public areas	24.5%	48.6%	15.5%	6.9%	1.3%	3.2%
Q10-7. Adequacy of City street lighting	14.9%	39.7%	20.2%	17.0%	4.7%	3.5%
Q10-8. Overall cleanliness of City streets/other public areas	23.3%	53.7%	16.4%	3.8%	0.3%	2.5%

WITHOUT "DON'T KNOW"

Q10. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Maintenance of major City streets	17.7%	52.4%	15.9%	12.3%	1.8%
Q10-2. Maintenance of sidewalks	18.5%	42.8%	22.0%	10.3%	6.5%
Q10-3. Maintenance of street signs	21.8%	56.6%	17.1%	3.5%	1.1%
Q10-4. Maintenance of traffic signals	25.0%	54.0%	15.7%	4.2%	1.1%
Q10-5. Maintenance of City buildings	33.5%	52.4%	12.4%	1.4%	0.3%
Q10-6. Mowing & trimming along streets & other public areas	25.3%	50.2%	16.0%	7.1%	1.4%
Q10-7. Adequacy of City street lighting	15.5%	41.1%	20.9%	17.6%	4.9%
Q10-8. Overall cleanliness of City streets/ other public areas	23.9%	55.1%	16.8%	3.9%	0.3%

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. Top choice	Number	Percent
Maintenance of major City streets	212	31.0 %
Maintenance of sidewalks	102	14.9 %
Maintenance of street signs	15	2.2 %
Maintenance of traffic signals	26	3.8 %
Maintenance of City buildings	8	1.2 %
Mowing & trimming along streets & other public areas	39	5.7 %
Adequacy of City street lighting	132	19.3 %
Overall cleanliness of City streets/other public areas	38	5.6 %
None chosen	111	16.3 %
Total	683	100.0 %

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Maintenance of major City streets	93	13.6 %
Maintenance of sidewalks	92	13.5 %
Maintenance of street signs	31	4.5 %
Maintenance of traffic signals	58	8.5 %
Maintenance of City buildings	17	2.5 %
Mowing & trimming along streets & other public areas	73	10.7 %
Adequacy of City street lighting	96	14.1 %
Overall cleanliness of City streets/other public areas	66	9.7 %
None chosen	157	23.0 %
Total	683	100.0 %

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Maintenance of major City streets	47	6.9 %
Maintenance of sidewalks	48	7.0 %
Maintenance of street signs	31	4.5 %
Maintenance of traffic signals	52	7.6 %
Maintenance of City buildings	15	2.2 %
Mowing & trimming along streets & other public areas	76	11.1 %
Adequacy of City street lighting	82	12.0 %
Overall cleanliness of City streets/other public areas	115	16.8 %
None chosen	217	31.8 %
Total	683	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the maintenance/public works items listed in Question 10 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Maintenance of major City streets	352	51.5 %
Maintenance of sidewalks	242	35.4 %
Maintenance of street signs	77	11.3 %
Maintenance of traffic signals	136	19.9 %
Maintenance of City buildings	40	5.9 %
Mowing & trimming along streets & other public areas	188	27.5 %
Adequacy of City street lighting	310	45.4 %
Overall cleanliness of City streets/other public areas	219	32.1 %
None chosen	111	16.3 %
Total	1675	

Q12. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q12-1. Maintenance of City parks	17.9%	43.6%	15.1%	6.3%	0.9%	16.3%
Q12-2. Maintenance of City ballfields	16.7%	31.6%	13.9%	3.5%	0.9%	33.4%
Q12-3. Number of City parks	13.5%	34.6%	20.2%	14.8%	3.7%	13.3%
Q12-4. Number of walking & biking trails	8.6%	21.1%	20.4%	25.2%	10.2%	14.5%
Q12-5. Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	15.4%	32.5%	17.6%	6.1%	1.9%	26.5%
Q12-6. Community recreational centers	7.5%	19.9%	20.1%	19.2%	9.5%	23.9%
Q12-7. City's youth athletic programs	15.2%	30.2%	16.3%	3.5%	0.7%	34.1%
Q12-8. City's senior programs	5.9%	12.4%	19.2%	4.2%	0.6%	57.7%
Q12-9. City recreational programs (classes, trips, special events, arts programming)	6.7%	14.5%	20.6%	4.2%	2.5%	51.4%
Q12-10. Swimming pools	7.8%	14.8%	20.6%	13.6%	8.5%	34.7%
Q12-11. Ease of registering for programs	9.5%	24.0%	20.8%	3.1%	1.0%	41.6%
Q12-12. Fees charged for recreational programs	8.3%	22.5%	20.8%	4.8%	1.8%	41.7%

WITHOUT "DON'T KNOW"

Q12. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Maintenance of City parks	21.3%	52.1%	18.0%	7.5%	1.0%
Q12-2. Maintenance of City ballfields	25.1%	47.5%	20.9%	5.3%	1.3%
Q12-3. Number of City parks	15.5%	39.9%	23.3%	17.1%	4.2%
Q12-4. Number of walking & biking trails	10.1%	24.7%	23.8%	29.5%	12.0%
Q12-5. Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	20.9%	44.2%	23.9%	8.4%	2.6%
Q12-6. Community recreational centers	9.8%	26.2%	26.3%	25.2%	12.5%
Q12-7. City's youth athletic programs	23.1%	45.8%	24.7%	5.3%	1.1%
Q12-8. City's senior programs	13.8%	29.4%	45.3%	10.0%	1.4%
Q12-9. City recreational programs (classes, trips, special events, arts programming)	13.9%	29.8%	42.5%	8.7%	5.1%
Q12-10. Swimming pools	11.9%	22.6%	31.6%	20.9%	13.0%
Q12-11. Ease of registering for programs	16.3%	41.1%	35.6%	5.3%	1.8%
Q12-12. Fees charged for recreational programs	14.3%	38.7%	35.7%	8.3%	3.0%

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. Top choice	Number	Percent
Maintenance of City parks	93	13.6 %
Maintenance of City ballfields	19	2.8 %
Number of City parks	58	8.5 %
Number of walking & biking trails	138	20.2 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	26	3.8 %
Community recreational centers	71	10.4 %
City's youth athletic programs	15	2.2 %
City's senior programs	27	4.0 %
City recreational programs (classes, trips, special events, arts programming)	7	1.0 %
Swimming pools	55	8.1 %
Ease of registering for programs	2	0.3 %
Fees charged for recreational programs	13	1.9 %
None chosen	159	23.3 %
Total	683	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 2nd choice	Number	Percent
Maintenance of City parks	56	8.2 %
Maintenance of City ballfields	23	3.4 %
Number of City parks	68	10.0 %
Number of walking & biking trails	111	16.3 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	26	3.8 %
Community recreational centers	74	10.8 %
City's youth athletic programs	18	2.6 %
City's senior programs	22	3.2 %
City recreational programs (classes, trips, special events, arts programming)	25	3.7 %
Swimming pools	48	7.0 %
Ease of registering for programs	4	0.6 %
Fees charged for recreational programs	12	1.8 %
None chosen	196	28.7 %
Total	683	100.0 %

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years?

Q13. 3rd choice	Number	Percent
Maintenance of City parks	56	8.2 %
Maintenance of City ballfields	17	2.5 %
Number of City parks	51	7.5 %
Number of walking & biking trails	58	8.5 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	26	3.8 %
Community recreational centers	56	8.2 %
City's youth athletic programs	33	4.8 %
City's senior programs	32	4.7 %
City recreational programs (classes, trips, special events, arts programming)	37	5.4 %
Swimming pools	47	6.9 %
Ease of registering for programs	9	1.3 %
Fees charged for recreational programs	19	2.8 %
None chosen	242	35.4 %
Total	683	100.0 %

SUM OF TOP 3 CHOICES

Q13. Which THREE of the Parks and Recreation items listed in Question 12 do you think should receive the MOST EMPHASIS from City leaders over the next TWO years? (top 3)

Q13. Sum of top 3 choices	Number	Percent
Maintenance of City parks	205	30.0 %
Maintenance of City ballfields	59	8.6 %
Number of City parks	177	25.9 %
Number of walking & biking trails	307	44.9 %
Outdoor athletic fields (baseball, soccer, softball, lacrosse, football)	78	11.4 %
Community recreational centers	201	29.4 %
City's youth athletic programs	66	9.7 %
City's senior programs	81	11.9 %
City recreational programs (classes, trips, special events, arts programming)	69	10.1 %
Swimming pools	150	22.0 %
Ease of registering for programs	15	2.2 %
Fees charged for recreational programs	44	6.4 %
None chosen	159	23.3 %
Total	1611	

Q14. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q14-1. Maintenance of facility & grounds	47.4%	27.7%	5.0%	0.7%	0.1%	19.0%
Q14-2. Availability of library materials	38.5%	30.7%	7.6%	1.2%	0.4%	21.5%
Q14-3. Programs & services for children ages 0-12	26.2%	16.7%	9.5%	1.2%	0.1%	46.3%
Q14-4. Programs & services for teens ages 13-19	19.3%	12.2%	10.4%	0.9%	0.1%	57.1%
Q14-5. Programs & services for adults ages 20-49	18.9%	12.9%	12.2%	1.5%	0.4%	54.2%
Q14-6. Programs & services for mature adults ages 50+	16.8%	12.9%	11.3%	2.0%	0.1%	56.8%
Q14-7. Computer classes & tutorials	13.8%	13.5%	12.7%	0.7%	0.3%	59.0%
Q14-8. 3D printing & vinyl cutting classes	10.7%	8.8%	13.5%	0.6%	0.1%	66.3%
Q14-9. Marketing of library events & offerings	19.9%	24.7%	15.7%	5.3%	1.0%	33.4%
Q14-10. Meeting room rental opportunities	13.3%	16.1%	13.0%	2.0%	0.7%	54.8%
Q14-11. Walking/hiking trails	17.7%	23.6%	17.7%	3.4%	1.3%	36.3%
Q14-12. Quality customer service	32.2%	27.2%	10.1%	0.7%	0.6%	29.1%
Q14-13. Passport application processing	9.4%	7.3%	12.3%	1.3%	0.3%	69.4%

WITHOUT "DON'T KNOW"

Q14. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q14-1. Maintenance of facility & grounds	58.6%	34.2%	6.1%	0.9%	0.2%
Q14-2. Availability of library materials	49.1%	39.2%	9.7%	1.5%	0.6%
Q14-3. Programs & services for children ages 0-12	48.8%	31.1%	17.7%	2.2%	0.3%
Q14-4. Programs & services for teens ages 13-19	45.1%	28.3%	24.2%	2.0%	0.3%
Q14-5. Programs & services for adults ages 20-49	41.2%	28.1%	26.5%	3.2%	1.0%
Q14-6. Programs & services for mature adults ages 50+	39.0%	29.8%	26.1%	4.7%	0.3%
Q14-7. Computer classes & tutorials	33.6%	32.9%	31.1%	1.8%	0.7%
Q14-8. 3D printing & vinyl cutting classes	31.7%	26.1%	40.0%	1.7%	0.4%
Q14-9. Marketing of library events & offerings	29.9%	37.1%	23.5%	7.9%	1.5%
Q14-10. Meeting room rental opportunities	29.4%	35.6%	28.8%	4.5%	1.6%
Q14-11. Walking/hiking trails	27.8%	37.0%	27.8%	5.3%	2.1%
Q14-12. Quality customer service	45.5%	38.4%	14.3%	1.0%	0.8%
Q14-13. Passport application processing	30.6%	23.9%	40.2%	4.3%	1.0%

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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q15-1. Availability of information about City programs & services	14.3%	38.7%	23.7%	9.5%	1.6%	12.2%
Q15-2. Level of public involvement in local decision making	11.6%	29.6%	26.5%	10.7%	2.5%	19.2%
Q15-3. Quality of community newsletter	25.0%	43.0%	17.6%	3.2%	1.0%	10.1%
Q15-4. Availability of information on other City services & programs	13.9%	34.8%	25.0%	7.9%	1.5%	16.8%
Q15-5. Quality of City's web page	13.2%	30.9%	23.6%	6.4%	1.0%	24.9%
Q15-6. Transparency of City government/City's willingness to openly share information with community	14.1%	33.2%	24.3%	6.9%	2.3%	19.2%

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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Availability of information about City programs & services	16.3%	44.0%	27.0%	10.8%	1.8%
Q15-2. Level of public involvement in local decision making	14.3%	36.6%	32.8%	13.2%	3.1%
Q15-3. Quality of community newsletter	27.9%	47.9%	19.5%	3.6%	1.1%
Q15-4. Availability of information on other City services & programs	16.7%	41.9%	30.1%	9.5%	1.8%
Q15-5. Quality of City's web page	17.5%	41.1%	31.4%	8.6%	1.4%
Q15-6. Transparency of City government/ City's willingness to openly share information with community	17.4%	41.1%	30.1%	8.5%	2.9%

Q16. Do you have access to the internet at home?

Q16. Do you have access to internet at home?	Number	Percent
Yes	651	95.3 %
No	17	2.5 %
Not provided	15	2.2 %
Total	683	100.0 %

WITHOUT "NOT PROVIDED"**Q16. Do you have access to the internet at home? (without "not provided")**

Q16. Do you have access to internet at home?	Number	Percent
Yes	651	97.5 %
No	17	2.5 %
Total	668	100.0 %

Q16a. (If YES to Question 16) Do you have high-speed broadband or dial-up internet access at your home?

Q16a. Do you have high-speed broadband or dial-up internet access at home?	Number	Percent
Broadband (DSL/cable)	622	95.5 %
Dial-up	7	1.1 %
Don't know	22	3.4 %
Total	651	100.0 %

WITHOUT "DON'T KNOW"**Q16a. (If YES to Question 16) Do you have high-speed broadband or dial-up internet access at your home? (without "don't know")**

Q16a. Do you have high-speed broadband or dial-up internet access at home?	Number	Percent
Broadband (DSL/cable)	622	98.9 %
Dial-up	7	1.1 %
Total	629	100.0 %

Q17. Have you contacted the City with a question, problem, or complaint during the past year?

Q17. Have you contacted City with a question, problem, or complaint during past year?	Number	Percent
Yes	286	41.9 %
No	397	58.1 %
Total	683	100.0 %

Q17a. Which City department did you contact MOST RECENTLY?

Q17a. Which City department?	Number	Percent
Trash	48	17.5 %
Public Works	30	10.9 %
Police	21	7.7 %
Public Services	9	3.3 %
Animal Control	9	3.3 %
Action Center	7	2.6 %
Street Maintenance	5	1.8 %
Waste Management	5	1.8 %
Tag renewal	5	1.8 %
Zoning	5	1.8 %
Parks and Rec	4	1.5 %
Sanitation	4	1.5 %
Roads	4	1.5 %
Maintenance	4	1.5 %
Streets & Sanitation	4	1.5 %
Building Permits	3	1.1 %
Mayor's office	3	1.1 %
City Manager	3	1.1 %
City Engineer	3	1.1 %
Engineering	3	1.1 %
Debris pickup	3	1.1 %
City Maintenance	2	0.7 %
City Hall	2	0.7 %
Recycling	2	0.7 %
Traffic	2	0.7 %
Planning & Zoning	2	0.7 %
Compliance Office	1	0.4 %
City Hall Mayor	1	0.4 %
Recycling & trash	1	0.4 %
Code Violation	1	0.4 %
Library	1	0.4 %
Mosquito control	1	0.4 %
Debris clean up	1	0.4 %
Main number	1	0.4 %
Public Sanitation	1	0.4 %
OFFICER COLMEAN	1	0.4 %
Regarding property lines	1	0.4 %
Building Codes	1	0.4 %
Code Enforcement	1	0.4 %
Bush removal	1	0.4 %
City Hall, Mayor's office, Engineer	1	0.4 %
Road Services (via Action App)	1	0.4 %
Building & Inspection	1	0.4 %
Mintenance	1	0.4 %
Parks	1	0.4 %
Engineering/trash collection	1	0.4 %
Public Action Center	1	0.4 %
Trash, debris pick up	1	0.4 %
Shrub removal	1	0.4 %

Q17a. Which City department did you contact MOST RECENTLY?

Q17a. Which City department?	Number	Percent
Trash/recycling	1	0.4 %
Fire Department (ambulance service)	1	0.4 %
Special trash pick up	1	0.4 %
Debris, trash pick up	1	0.4 %
City planning about sidewalks	1	0.4 %
City streets/signage	1	0.4 %
Vehicle tag tax	1	0.4 %
Building Inspection	1	0.4 %
Picking up debris	1	0.4 %
Tag Revenue	1	0.4 %
Codes & Ordinances via Action Center app	1	0.4 %
Parking Enforcement	1	0.4 %
PICKING UP TRASH OUTSIDE OUR SUBDIVISION	1	0.4 %
Board of Education	1	0.4 %
City Building Inspection, Engineer	1	0.4 %
Tree trimming	1	0.4 %
City stormwater/runoff drain	1	0.4 %
Pick up leaves from curb	1	0.4 %
Trash/large limb debris	1	0.4 %
City clean up	1	0.4 %
Litter clean up	1	0.4 %
Shredding event and neighbors helping neighbors	1	0.4 %
City council	1	0.4 %
Picking up dead animals and potholes	1	0.4 %
Schools	1	0.4 %
Trash, recycling, hazardous waste	1	0.4 %
License plates	1	0.4 %
Trash/debris pickup	1	0.4 %
Building Dept	1	0.4 %
Storm drain	1	0.4 %
Codes and Ordinances	1	0.4 %
Yard debris pickup	1	0.4 %
Education	1	0.4 %
SANITATION AND GARBAGE	1	0.4 %
Driver license, tag renewal, trash & lawn debris pick up	1	0.4 %
BUILDING SAFETY	1	0.4 %
City Maintenance, trash pickup	1	0.4 %
Dead tree removal	1	0.4 %
Sewer drain broken	1	0.4 %
Mayor and City Council	1	0.4 %
Mayor's office and Public Works	1	0.4 %
Council	1	0.4 %
Mayor and trash pick up	1	0.4 %
City Web	1	0.4 %
Waste/trash removal	1	0.4 %
Debris removal, Animal Control	1	0.4 %
Clerk-tags	1	0.4 %
FIX STREET SIGNS	1	0.4 %
PICKING UP LARGE PILE OF DEBRIS AND BRANCHES	1	0.4 %

Q17a. Which City department did you contact MOST RECENTLY?

<u>Q17a. Which City department?</u>	<u>Number</u>	<u>Percent</u>
COMPLAINED ABOUT PROPERTY NOT BEING MOWED	1	0.4 %
Fire Dept	1	0.4 %
City clerk	1	0.4 %
Ordinances	1	0.4 %
Yard waste removal	1	0.4 %
Limb pick up	1	0.4 %
Maintenance/Public Works	1	0.4 %
Limbs and shrubs pickup	1	0.4 %
Bulk pick up	1	0.4 %
Needed a permit for home remodel	1	0.4 %
Total	274	100.0 %

Q17b. 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 Q17a.

(N=286)

	Always	Usually	Sometimes	Seldom	Never	Don't know
Q17b-1. They were easy to contact	40.2%	34.3%	11.9%	5.2%	4.9%	3.5%
Q17b-2. They were courteous & polite	51.7%	24.8%	9.1%	1.0%	1.4%	11.9%
Q17b-3. They gave prompt, accurate, & complete answers to questions	42.0%	23.1%	13.3%	8.0%	5.9%	7.7%
Q17b-4. They did what they said they would do in a timely manner	39.5%	22.4%	10.5%	9.4%	9.8%	8.4%
Q17b-5. They helped you resolve an issue to your satisfaction	38.5%	22.0%	10.1%	9.1%	11.2%	9.1%

WITHOUT "DON'T KNOW"

Q17b. 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 Q17a. (without "don't know")

(N=286)

	Always	Usually	Sometimes	Seldom	Never
Q17b-1. They were easy to contact	41.7%	35.5%	12.3%	5.4%	5.1%
Q17b-2. They were courteous & polite	58.7%	28.2%	10.3%	1.2%	1.6%
Q17b-3. They gave prompt, accurate, & complete answers to questions	45.5%	25.0%	14.4%	8.7%	6.4%
Q17b-4. They did what they said they would do in a timely manner	43.1%	24.4%	11.5%	10.3%	10.7%
Q17b-5. They helped you resolve an issue to your satisfaction	42.3%	24.2%	11.2%	10.0%	12.3%

Q18. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q18-1. Overall quality of leadership provided by City's elected officials	20.8%	40.8%	18.7%	3.5%	0.9%	15.2%
Q18-2. Overall effectiveness of appointed boards & commissions	17.1%	35.9%	20.8%	5.3%	1.6%	19.3%
Q18-3. Overall effectiveness of Department heads & staff	18.3%	33.1%	21.4%	2.9%	1.0%	23.3%

WITHOUT "DON'T KNOW"

Q18. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q18-1. Overall quality of leadership provided by City's elected officials	24.5%	48.2%	22.1%	4.1%	1.0%
Q18-2. Overall effectiveness of appointed boards & commissions	21.2%	44.5%	25.8%	6.5%	2.0%
Q18-3. Overall effectiveness of Department heads & staff	23.9%	43.1%	27.9%	3.8%	1.3%

Q19. Please indicate what priority you would place on the following projects, with 1 being the HIGHEST priority and 6 being the LOWEST priority.

(N=683)

	Highest priority	2	3	4	5	Lowest priority	Not provided
Q19-1. Expanded fire protection & facilities	5.6%	11.1%	11.6%	16.3%	22.3%	15.4%	17.9%
Q19-2. Expanded police protection & facilities	13.6%	11.3%	12.2%	13.5%	18.2%	11.6%	19.8%
Q19-3. Road resurfacing & reconstruction	24.6%	15.8%	17.7%	16.8%	6.0%	4.1%	14.9%
Q19-4. Improved stormwater infrastructure	16.4%	16.5%	17.3%	15.7%	8.1%	9.8%	16.3%
Q19-5. New community center & pool	17.9%	12.7%	10.5%	7.3%	11.1%	22.8%	17.6%
Q19-6. Expansion of trails & facilities	10.2%	19.2%	13.6%	10.7%	13.5%	15.8%	17.0%

WITHOUT "NOT PROVIDED"

Q19. 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=683)

	Highest priority	2	3	4	5	Lowest priority
Q19-1. Expanded fire protection & facilities	6.8%	13.5%	14.1%	19.8%	27.1%	18.7%
Q19-2. Expanded police protection & facilities	17.0%	14.1%	15.1%	16.8%	22.6%	14.4%
Q19-3. Road resurfacing & reconstruction	28.9%	18.6%	20.8%	19.8%	7.1%	4.8%
Q19-4. Improved stormwater infrastructure	19.6%	19.8%	20.6%	18.7%	9.6%	11.7%
Q19-5. New community center & pool	21.7%	15.5%	12.8%	8.9%	13.5%	27.7%
Q19-6. Expansion of trails & facilities	12.3%	23.1%	16.4%	12.9%	16.2%	19.0%

Q20. 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=683)

	Much too slow	Slow	Just right	Fast	Much too fast	Don't know
Q20-1. Office development	4.8%	16.1%	34.0%	2.3%	2.5%	40.3%
Q20-2. High density business development	8.3%	18.4%	30.6%	4.5%	3.4%	34.7%
Q20-3. Mixed use development	7.5%	18.0%	30.0%	5.1%	4.8%	34.6%
Q20-4. Single-family residential development	3.2%	8.3%	38.1%	12.9%	12.2%	25.3%
Q20-5. Retail development	13.9%	28.1%	27.7%	4.4%	2.8%	23.1%

WITHOUT "DON'T KNOW"

Q20. 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=683)

	Much too slow	Slow	Just right	Fast	Much too fast
Q20-1. Office development	8.1%	27.0%	56.9%	3.9%	4.2%
Q20-2. High density business development	12.8%	28.3%	46.9%	7.0%	5.2%
Q20-3. Mixed use development	11.4%	27.5%	45.9%	7.8%	7.4%
Q20-4. Single-family residential development	4.3%	11.2%	51.0%	17.3%	16.3%
Q20-5. Retail development	18.1%	36.6%	36.0%	5.7%	3.6%

Q21. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

Q21. How supportive are you of having City use incentives to attract & expand retail, manufacturing, science & technology, & regional office companies?

	Number	Percent
Very supportive	338	49.5 %
Somewhat supportive	222	32.5 %
Not sure	74	10.8 %
Not supportive	28	4.1 %
Not provided	21	3.1 %
Total	683	100.0 %

WITHOUT "NOT PROVIDED"

Q21. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies? (without "not provided")

Q21. How supportive are you of having City use incentives to attract & expand retail, manufacturing, science & technology, & regional office companies?

	Number	Percent
Very supportive	338	51.1 %
Somewhat supportive	222	33.5 %
Not sure	74	11.2 %
Not supportive	28	4.2 %
Total	662	100.0 %

Q22. How often do you typically go OUTSIDE Vestavia Hills city limits to shop?

Q22. How often do you typically go outside Vestavia

<u>Hills City limits to shop?</u>	<u>Number</u>	<u>Percent</u>
Every day	121	17.7 %
A few times per week	262	38.4 %
At least once a week	167	24.5 %
A few times per month	97	14.2 %
A few times per year	14	2.0 %
Seldom or never	6	0.9 %
<u>Not provided</u>	<u>16</u>	<u>2.3 %</u>
Total	683	100.0 %

WITHOUT "NOT PROVIDED"**Q22. How often do you typically go OUTSIDE Vestavia Hills city limits to shop? (without "not provided")**

Q22. How often do you typically go outside Vestavia

<u>Hills City limits to shop?</u>	<u>Number</u>	<u>Percent</u>
Every day	121	18.1 %
A few times per week	262	39.3 %
At least once a week	167	25.0 %
A few times per month	97	14.5 %
A few times per year	14	2.1 %
<u>Seldom or never</u>	<u>6</u>	<u>0.9 %</u>
Total	667	100.0 %

Q23. How often do you typically shop WITHIN the Vestavia Hills City limits?

Q23. How often do you typically shop within Vestavia

<u>Hills City limits?</u>	<u>Number</u>	<u>Percent</u>
Every day	115	16.8 %
A few times per week	315	46.1 %
At least once a week	143	20.9 %
A few times per month	76	11.1 %
A few times per year	15	2.2 %
Seldom or never	5	0.7 %
<u>Not provided</u>	<u>14</u>	<u>2.0 %</u>
Total	683	100.0 %

WITHOUT "NOT PROVIDED"**Q23. How often do you typically shop WITHIN the Vestavia Hills City limits? (without "not provided")**

Q23. How often do you typically shop within Vestavia

<u>Hills City limits?</u>	<u>Number</u>	<u>Percent</u>
Every day	115	17.2 %
A few times per week	315	47.1 %
At least once a week	143	21.4 %
A few times per month	76	11.4 %
A few times per year	15	2.2 %
Seldom or never	5	0.7 %
Total	669	100.0 %

Q24. Which of the following reasons were MOST IMPORTANT in your decision to live in Vestavia Hills?

Q24. Most important reasons in your decision to live in

Vestavia Hills	Number	Percent
School system	502	73.5 %
Quality of housing	305	44.7 %
Quality of life	376	55.1 %
Occupation/job	69	10.1 %
Geographic location	398	58.3 %
Other	41	6.0 %
Total	1691	

Q24. Other

Q24. Other	Number	Percent
Safety	6	14.6 %
Family	6	14.6 %
Traffic	2	4.9 %
Sidewalks in Liberty Park	1	2.4 %
Public safety	1	2.4 %
Youth sports facilities	1	2.4 %
relatives	1	2.4 %
Location	1	2.4 %
size of lots & nearby neighborhoods	1	2.4 %
BUILT BUILDING	1	2.4 %
Near family	1	2.4 %
Close to family outside of Vestavia Hills	1	2.4 %
Neighborhood was annexed into Vestavia	1	2.4 %
Fire & Police	1	2.4 %
Was annexed	1	2.4 %
General safety	1	2.4 %
Wonderful families	1	2.4 %
Property values	1	2.4 %
LIVED HERE BEFORE ANNEXATION	1	2.4 %
I grew up here	1	2.4 %
Lower crime rate	1	2.4 %
Safety and long term property values	1	2.4 %
We were annexed	1	2.4 %
Good price on townhome	1	2.4 %
Convenience	1	2.4 %
Owned home	1	2.4 %
LACK OF DEVELOPMENT	1	2.4 %
HOUSE VALUE, SCHOOL/LOCATION	1	2.4 %
Police & fire protection	1	2.4 %
Annexed	1	2.4 %
Total	41	100.0 %

Q25. Which of the following activities/amenities offered in Vestavia Hills are MOST IMPORTANT or would be MOST APPRECIATED by your household?

Q25. Most important or would be most appreciated by your household activities/amenities	Number	Percent
Special events (e.g. "I Love America Day," "Wing Ding," Christmas activities, outdoor entertainment events)	176	25.8 %
Access to or view of natural resources (e.g. Cahaba River, Shades Mountain)	289	42.3 %
Walking/running/biking trails that unite all areas of City	415	60.8 %
Unique & enjoyable dining/entertainment venues	468	68.5 %
Quality youth athletic facilities	212	31.0 %
Shopping conveniences or unique shopping experiences/ boutiques	395	57.8 %
Total	1955	

Q26. 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=683)

	Very favorable	Somewhat favorable	Not favorable	Don't know
Q26-1. Redevelop current parks ("Community Spaces Plan")	49.3%	33.5%	7.3%	9.8%
Q26-2. Sidewalk extensions	59.6%	24.6%	7.3%	8.5%
Q26-3. Purchase of a wireless system to serve key areas within City	20.8%	31.9%	26.4%	20.9%
Q26-4. Roadway improvements	61.2%	29.9%	2.5%	6.4%
Q26-5. Updating & renovating fire stations	27.2%	43.6%	12.6%	16.5%
Q26-6. Stormwater infrastructure improvements	54.9%	28.1%	4.5%	12.4%

WITHOUT "DON'T KNOW"

Q26. 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=683)

	Very favorable	Somewhat favorable	Not favorable
Q26-1. Redevelop current parks ("Community Spaces Plan")	54.7%	37.2%	8.1%
Q26-2. Sidewalk extensions	65.1%	26.9%	8.0%
Q26-3. Purchase of a wireless system to serve key areas within City	26.3%	40.4%	33.3%
Q26-4. Roadway improvements	65.4%	31.9%	2.7%
Q26-5. Updating & renovating fire stations	32.6%	52.3%	15.1%
Q26-6. Stormwater infrastructure improvements	62.7%	32.1%	5.2%

Q27. Which TWO of the items listed in Question 26 do you think are MOST IMPORTANT to fund?

<u>Q27. Top choice</u>	<u>Number</u>	<u>Percent</u>
Redevelop current parks ("Community Spaces Plan")	139	20.4 %
Sidewalk extensions	138	20.2 %
Purchase of a wireless system to serve key areas within City	20	2.9 %
Roadway improvements	167	24.5 %
Updating & renovating fire stations	28	4.1 %
Stormwater infrastructure improvements	123	18.0 %
None chosen	68	10.0 %
Total	683	100.0 %

Q27. Which TWO of the items listed in Question 26 do you think are MOST IMPORTANT to fund?

<u>Q27. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Redevelop current parks ("Community Spaces Plan")	103	15.1 %
Sidewalk extensions	130	19.0 %
Purchase of a wireless system to serve key areas within City	34	5.0 %
Roadway improvements	113	16.5 %
Updating & renovating fire stations	64	9.4 %
Stormwater infrastructure improvements	148	21.7 %
None chosen	91	13.3 %
Total	683	100.0 %

SUM OF TOP 2 CHOICES**Q27. Which TWO of the items listed in Question 26 do you think are MOST IMPORTANT to fund? (top 2)**

<u>Q27. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Redevelop current parks ("Community Spaces Plan")	242	35.4 %
Sidewalk extensions	268	39.2 %
Purchase of a wireless system to serve key areas within City	54	7.9 %
Roadway improvements	280	41.0 %
Updating & renovating fire stations	92	13.5 %
Stormwater infrastructure improvements	271	39.7 %
None chosen	68	10.0 %
Total	1275	

Q28. For the City's needs that cannot be met without increasing taxes, how likely would you be to vote in favor of increasing taxes to issue bonds to fund the following projects?

(N=683)

	Very likely	Somewhat likely	Not likely	Don't know
Q28-1. Redevelop current parks ("Community Spaces Plan")	20.1%	28.8%	39.5%	11.6%
Q28-2. Sidewalk extensions	26.5%	26.6%	37.0%	9.8%
Q28-3. Purchase of a wireless system to serve key areas within City	5.1%	14.3%	64.7%	15.8%
Q28-4. Roadway improvements	25.0%	37.9%	26.4%	10.7%
Q28-5. Updating & renovating fire stations	11.9%	31.2%	43.0%	13.9%
Q28-6. Stormwater infrastructure improvements	25.8%	34.6%	28.3%	11.4%

WITHOUT "DON'T KNOW"

Q28. For the City's needs that cannot be met without increasing taxes, how likely would you be to vote in favor of increasing taxes to issue bonds to fund the following projects? (without "don't know")

(N=683)

	Very likely	Somewhat likely	Not likely
Q28-1. Redevelop current parks ("Community Spaces Plan")	22.7%	32.6%	44.7%
Q28-2. Sidewalk extensions	29.4%	29.5%	41.1%
Q28-3. Purchase of a wireless system to serve key areas within City	6.1%	17.0%	76.9%
Q28-4. Roadway improvements	28.0%	42.5%	29.5%
Q28-5. Updating & renovating fire stations	13.8%	36.2%	50.0%
Q28-6. Stormwater infrastructure improvements	29.1%	39.0%	31.9%

Q29. Which TWO of the items listed in Question 28 do you think are MOST IMPORTANT to fund through a tax increase?

Q29. Top choice	Number	Percent
Redevelop current parks ("Community Spaces Plan")	112	16.4 %
Sidewalk extensions	106	15.5 %
Purchase of a wireless system to serve key areas within City	24	3.5 %
Roadway improvements	122	17.9 %
Updating & renovating fire stations	37	5.4 %
Stormwater infrastructure improvements	100	14.6 %
None chosen	182	26.6 %
Total	683	100.0 %

Q29. Which TWO of the items listed in Question 28 do you think are MOST IMPORTANT to fund through a tax increase?

Q29. 2nd choice	Number	Percent
Redevelop current parks ("Community Spaces Plan")	62	9.1 %
Sidewalk extensions	94	13.8 %
Purchase of a wireless system to serve key areas within City	18	2.6 %
Roadway improvements	113	16.5 %
Updating & renovating fire stations	51	7.5 %
Stormwater infrastructure improvements	104	15.2 %
None chosen	241	35.3 %
Total	683	100.0 %

SUM OF TOP 2 CHOICES**Q29. Which TWO of the items listed in Question 28 do you think are MOST IMPORTANT to fund through a tax increase? (top 2)**

Q29. Sum of top 2 choices	Number	Percent
Redevelop current parks ("Community Spaces Plan")	174	25.5 %
Sidewalk extensions	200	29.3 %
Purchase of a wireless system to serve key areas within City	42	6.1 %
Roadway improvements	235	34.4 %
Updating & renovating fire stations	88	12.9 %
Stormwater infrastructure improvements	204	29.9 %
None chosen	182	26.6 %
Total	1125	

Q30. Trash Services. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q30-1. Residential trash collection services	52.7%	34.0%	5.7%	2.9%	1.0%	3.7%
Q30-2. Brush & bulky removal services	29.6%	32.2%	10.5%	16.0%	5.1%	6.6%
Q30-3. Recycling programs	34.6%	34.3%	12.6%	7.8%	2.9%	7.9%
Q30-4. Litter control along major streets	25.9%	40.3%	16.7%	8.1%	2.0%	7.0%

WITHOUT "DON'T KNOW"

Q30. Trash Services. 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=683)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q30-1. Residential trash collection services	54.7%	35.3%	5.9%	3.0%	1.1%
Q30-2. Brush & bulky removal services	31.7%	34.5%	11.3%	17.1%	5.5%
Q30-3. Recycling programs	37.5%	37.2%	13.7%	8.4%	3.2%
Q30-4. Litter control along major streets	27.9%	43.3%	18.0%	8.7%	2.2%

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

	Mean	Sum
number	3.0	2003
Under age 5	0.2	138
Ages 5-9	0.2	151
Ages 10-14	0.2	148
Ages 15-19	0.3	176
Ages 20-24	0.2	108
Ages 25-34	0.4	246
Ages 35-44	0.4	261
Ages 45-54	0.4	279
Ages 55-64	0.4	254
Ages 65-74	0.2	169
Ages 75+	0.1	73

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	128	18.7 %
5-10 years	113	16.5 %
11-20 years	194	28.4 %
20+ years	238	34.8 %
Not provided	10	1.5 %
Total	683	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	128	19.0 %
5-10 years	113	16.8 %
11-20 years	194	28.8 %
20+ years	238	35.4 %
Total	673	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	486	71.2 %
1	137	20.1 %
2	40	5.9 %
3	2	0.3 %
4	1	0.1 %
5	4	0.6 %
Not provided	13	1.9 %
Total	683	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	486	72.5 %
1	137	20.4 %
2	40	6.0 %
3	2	0.3 %
4	1	0.1 %
5	4	0.6 %
Total	670	100.0 %

Q34. Do you own or rent your current residence?

Q34. Do you own or rent your current residence?	Number	Percent
Own	595	87.1 %
Rent	83	12.2 %
Not provided	5	0.7 %
Total	683	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	595	87.8 %
Rent	83	12.2 %
Total	678	100.0 %

Q35. What is your age?

Q35. Your age	Number	Percent
18-34	135	19.8 %
35-44	134	19.6 %
45-54	133	19.5 %
55-64	138	20.2 %
65+	133	19.5 %
Not provided	10	1.5 %
Total	683	100.0 %

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

Q35. Your age	Number	Percent
18-34	135	20.1 %
35-44	134	19.9 %
45-54	133	19.8 %
55-64	138	20.5 %
65+	133	19.8 %
Total	673	100.0 %

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

Q36. Are you of Hispanic or Latino ancestry?	Number	Percent
Yes	21	3.1 %
No	655	95.9 %
Not provided	7	1.0 %
Total	683	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 of Hispanic or Latino ancestry?	Number	Percent
Yes	21	3.1 %
No	655	96.9 %
Total	676	100.0 %

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

Q37. Your race/ethnicity	Number	Percent
African American/Black	26	3.8 %
American Indian/Alaska Native	2	0.3 %
Asian/Hawaiian/Other Pacific Islander	36	5.3 %
White	616	90.2 %
Other	6	0.9 %
Total	686	

Q37. Other

Q37. Other	Number	Percent
Mixed	4	66.7 %
Hispanic	1	16.7 %
Irish, French	1	16.7 %
Total	6	100.0 %

Q38. Would you say your total household income is:

Q38. Your total household income	Number	Percent
Under \$50K	50	7.3 %
\$50K to \$79,999	71	10.4 %
\$80K to \$119,999	129	18.9 %
\$120K to \$199,999	180	26.4 %
\$200K+	179	26.2 %
Not provided	74	10.8 %
Total	683	100.0 %

WITHOUT "NOT PROVIDED"**Q38. Would you say your total household income is: (without "not provided")**

Q38. Your total household income	Number	Percent
Under \$50K	50	8.2 %
\$50K to \$79,999	71	11.7 %
\$80K to \$119,999	129	21.2 %
\$120K to \$199,999	180	29.6 %
\$200K+	179	29.4 %
Total	609	100.0 %

Q39. Your gender:

<u>Q39. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	344	50.4 %
Female	338	49.5 %
Not provided	1	0.1 %
Total	683	100.0 %

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

<u>Q39. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	344	50.4 %
Female	338	49.6 %
Total	682	100.0 %

Section 5: Survey Instrument



VESTAVIA HILLS

A LIFE ABOVE

ASHLEY C. CURRY
Mayor

JEFFREY DOWNES
City Manager

Dear Vestavia Hills Residents,

We would appreciate your helping the City of Vestavia Hills to plan for the future by completing the enclosed 2017 Vestavia Hills Citizen Survey. Periodically we conduct this survey as a means of aiding us to understand our residents' perceptions of the services we provide. We use the survey as a tool to establish budget priorities and guide policy making.

Please take a few minutes to complete and return this survey in the postage-paid return envelope addressed to ETC Institute, our partner in this effort. Your responses are anonymous.

Upon completion, the comprehensive report analyzing the results will be available at the Vestavia Hills City Hall and posted on the City's website www.vhal.org.

If you have any questions or concerns, you may contact the Mayor's Office at 978-0130.

Thank you for your participation.

Sincerely,

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

Ashley C. Curry
Mayor

Enclosures

VHAL.ORG

VESTAVIA HILLS CITY HALL
1032 MONTGOMERY HWY
VESTAVIA HILLS, AL 35216

P.O. BOX 660854
VESTAVIA HILLS, AL 35266-0854
205 978 0100



2017 City of Vestavia Hills Citizen Survey

Welcome to the City of Vestavia Hills Citizen Survey for 2017. 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 have questions, please call the City of Vestavia Hills at 978-0100.

1. **OVERALL SATISFACTION WITH CITY SERVICES.** Using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the services listed below.

City Services		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Quality of the City's school system	5	4	3	2	1	9
B.	Overall quality of public safety services (e.g., police, fire, ambulance)	5	4	3	2	1	9
C.	Overall quality of City parks and recreation programs and facilities	5	4	3	2	1	9
D.	Overall maintenance of City streets and facilities	5	4	3	2	1	9
E.	Overall enforcement of City codes and ordinances	5	4	3	2	1	9
F.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
G.	Overall effectiveness of City communication with the public	5	4	3	2	1	9
H.	Overall quality of the City's stormwater runoff/stormwater management system	5	4	3	2	1	9
I.	Overall quality of public library facilities and services	5	4	3	2	1	9
J.	Overall flow of traffic and congestion management in the City	5	4	3	2	1	9

2. Which **THREE** of these items do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 1 above.]

____ 1st ____ 2nd ____ 3rd

3. Several items that may influence your perception of the City of Vestavia Hills are listed below. Please rate your satisfaction with each item on 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
A.	Overall quality of services provided by the City of Vestavia Hills	5	4	3	2	1	9
B.	Overall value that you receive for your City tax dollars and fees	5	4	3	2	1	9
C.	Overall image of the City	5	4	3	2	1	9
D.	Overall quality of life in the City	5	4	3	2	1	9
E.	Overall appearance of the City	5	4	3	2	1	9

4. Please rate the City of Vestavia Hills with your satisfaction with each item on 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
A.	As a place to live	5	4	3	2	1	9
B.	As a place to raise children	5	4	3	2	1	9
C.	As a place to work	5	4	3	2	1	9

5. **PUBLIC SAFETY.** For each of the items listed, please rate your satisfaction on 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							
A.	Overall quality of local police protection	5	4	3	2	1	9
B.	Overall credibility of the police department	5	4	3	2	1	9
C.	The overall visibility of police	5	4	3	2	1	9
D.	The City's efforts to prevent crime	5	4	3	2	1	9
E.	How quickly police respond to emergencies	5	4	3	2	1	9
F.	Community oriented policing programs	5	4	3	2	1	9
G.	Quality of animal control	5	4	3	2	1	9
Vestavia Hills Fire Department							
H.	Overall quality of local fire protection	5	4	3	2	1	9
I.	Quality of local ambulance service	5	4	3	2	1	9
J.	How quickly fire department/emergency services personnel respond to emergencies	5	4	3	2	1	9
K.	Fire safety education programs	5	4	3	2	1	9

6. Which **THREE** of the public safety items listed above do you think should receive the most emphasis from City leaders over the next **TWO** Years? [Write in the letters below using the letters from the list in Question 5 above.]

_____ 1st _____ 2nd _____ 3rd

7. Have you ever called "911?"

_____ (1) Yes [go to Q7a-c] _____ (2) No [go to Q8]

7a-c. If "yes" to Question 7, how was your service?

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

8. 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
A.	In your neighborhood during the day	4	3	2	1	9
B.	In your neighborhood at night	4	3	2	1	9
C.	In the City parks	4	3	2	1	9
D.	In commercial and retail areas	4	3	2	1	9
E.	On school campuses	4	3	2	1	9
F.	Overall feeling of safety in Vestavia Hills	4	3	2	1	9

- 9. ENFORCEMENT OF CODES AND ORDINANCES** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

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

- 10. CITY MAINTENANCE.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>City Maintenance</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of major City streets	5	4	3	2	1	9
B.	Maintenance of sidewalks	5	4	3	2	1	9
C.	Maintenance of street signs	5	4	3	2	1	9
D.	Maintenance of traffic signals	5	4	3	2	1	9
E.	Maintenance of City buildings	5	4	3	2	1	9
F.	Mowing and trimming along streets and other public areas	5	4	3	2	1	9
G.	Adequacy of City street lighting	5	4	3	2	1	9
H.	Overall cleanliness of City streets/other public areas	5	4	3	2	1	9

- 11. Which THREE of the maintenance/public works items listed above do you think should receive the most emphasis from City leaders over the next TWO years?** [Write letters below using the letters from the list in Question 10.]

_____ 1st
_____ 2nd
_____ 3rd

- 12. PARKS AND RECREATION.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Parks and Recreation</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of City parks	5	4	3	2	1	9
B.	Maintenance of City Ballfields	5	4	3	2	1	9
C.	Number of City parks	5	4	3	2	1	9
D.	Number of walking and biking trails	5	4	3	2	1	9
E.	Outdoor athletic fields (baseball, soccer, softball, lacrosse, and football)	5	4	3	2	1	9
F.	Community recreational centers	5	4	3	2	1	9
G.	The City's youth athletic programs	5	4	3	2	1	9
H.	The City's senior programs	5	4	3	2	1	9
I.	City recreational programs (classes, trips, special events and arts programming)	5	4	3	2	1	9
J.	Swimming pools	5	4	3	2	1	9
K.	Ease of registering for programs	5	4	3	2	1	9
L.	Fees charged for recreational programs	5	4	3	2	1	9

13. Which THREE of the parks and recreation items listed on the previous page do you think should receive the most emphasis from City leaders over the next TWO years? [Write in the letters below using the letters from the list in Question 12.]

_____ 1st _____ 2nd _____ 3rd

14. LIBRARY IN THE FOREST. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>Library in the Forest</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Maintenance of facility and grounds	5	4	3	2	1	9
B.	Availability of library materials	5	4	3	2	1	9
C.	Programs and services for children 0-12	5	4	3	2	1	9
D.	Programs and services for teens 13-19	5	4	3	2	1	9
E.	Programs and services for adults 20-49	5	4	3	2	1	9
F.	Programs and services for mature adults 50-99	5	4	3	2	1	9
G.	Computer classes and tutorials	5	4	3	2	1	9
H.	3D Printing and vinyl cutting classes	5	4	3	2	1	9
I.	Marketing of library events and offerings	5	4	3	2	1	9
J.	Meeting room rental opportunities	5	4	3	2	1	9
K.	Walking / hiking trails	5	4	3	2	1	9
L.	Quality customer service	5	4	3	2	1	9
M.	Passport application processing	5	4	3	2	1	9

15. CITY COMMUNICATION. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

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

16. Do you have access to the internet at home?

_____ (1) Yes [go to Q16a] _____ (2) No [go to Q17]

16a. If "YES" to Question 16, do you have high speed broadband or dial-up Internet access at your home?

_____ (1) Broadband (DSL/cable)

_____ (3) Don't know

_____ (2) Dial-up

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

_____ (1) Yes [go to Q17a-f] _____ (2) No [go to Q18]

17a. Which City department did you contact most recently? _____

17b-f. 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 Q16a.

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

18. **CITY LEADERSHIP.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>City Leadership</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>Don't Know</i>
A.	Overall quality of leadership provided by the City's elected officials	5	4	3	2	1	9
B.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C.	Overall effectiveness of the Department Heads and staff	5	4	3	2	1	9

19. What priority would you place on the following projects? [Please indicate priority, with 1 being the HIGHEST priority and 6 being the LOWEST priority.]

____(A) Expanded fire protection & facilities
 ____ (B) Expanded police protection & facilities
 ____ (C) Road resurfacing and reconstruction

____(D) Improved stormwater infrastructure
 ____ (E) New community center and pool
 ____ (F) Expansion of trails and facilities

ECONOMIC DEVELOPMENT

20. Using a five-point scale 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.

<i>Economic Development</i>		<i>Much Too Slow</i>	<i>Slow</i>	<i>Just Right</i>	<i>Fast</i>	<i>Much Too Fast</i>	<i>Don't Know</i>
A.	Office development	5	4	3	2	1	9
B.	High density business development	5	4	3	2	1	9
C.	Mixed use development	5	4	3	2	1	9
D.	Single-family residential development	5	4	3	2	1	9
E.	Retail development	5	4	3	2	1	9

21. In general, how supportive are you of having the City use incentives to attract and expand retail, manufacturing, science & technology, and regional office companies?

____ (1) Very supportive _____ (3) Not sure
 ____ (2) Somewhat supportive _____ (4) Not supportive

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

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

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

_____ (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

Capital Projects		Very Favorable	Somewhat Favorable	Not Favorable	Don't know
A.	Redevelop current parks- “Community Spaces Plan”	3	2	1	9
B.	Sidewalk extensions	3	2	1	9
C.	Purchase of a wireless system to serve key areas within the City	3	2	1	9
D.	Roadway improvements	3	2	1	9
E.	Updating and renovating fire stations	3	2	1	9
F.	Stormwater Infrastructure Improvements	3	2	1	9

<u>1st</u>	<u>2nd</u>	<u>None</u>
-----------------------	-----------------------	-------------

General		Very Likely	Somewhat Likely	Not Likely	Don't know
A.	Redevelop current parks- “Community Spaces Plan”	3	2	1	9
B.	Sidewalk extensions	3	2	1	9
C.	Purchase of a wireless system to serve key areas within the City	3	2	1	9
D.	Roadway improvements	3	2	1	9
E.	Updating and renovating fire stations	3	2	1	9
F.	Stormwater Infrastructure Improvements	3	2	1	9

1st

2nd

None

OTHER ISSUES

30. **TRASH SERVICES.** For each of the items listed, please rate your satisfaction on 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
A.	Residential Trash collection services	5	4	3	2	1	9
B.	Brush and bulky removal services	5	4	3	2	1	9
C.	Recycling programs	5	4	3	2	1	9
D.	Litter control along major streets	5	4	3	2	1	9

DEMOGRAPHICS

31. How many in your household (counting yourself), are?

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

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

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

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

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

35. What is your age?

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

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

_____(1) Yes _____(2) No

37. Which of the following best describes your race?

_____(1) African American/Black	_____(4) White
_____(2) American Indian or Alaska Native	_____(5) Other: _____
_____(3) Asian, Hawaiian or Other Pacific Islander	

38. Would you say your total household income is:

_____(1) Under \$50,000	_____(4) \$120,000 to \$199,999
_____(2) \$50,000 to \$79,999	_____(5) \$200,000 or more
_____(3) \$80,000 to \$119,999	

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.

2017 City of Vestavia Hills Citizen Survey *Appendix A – GIS Maps*

...helping organizations make better decisions since 1982

Submitted to the City of Vestavia Hills, AL

by:

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas 66061

December 2017



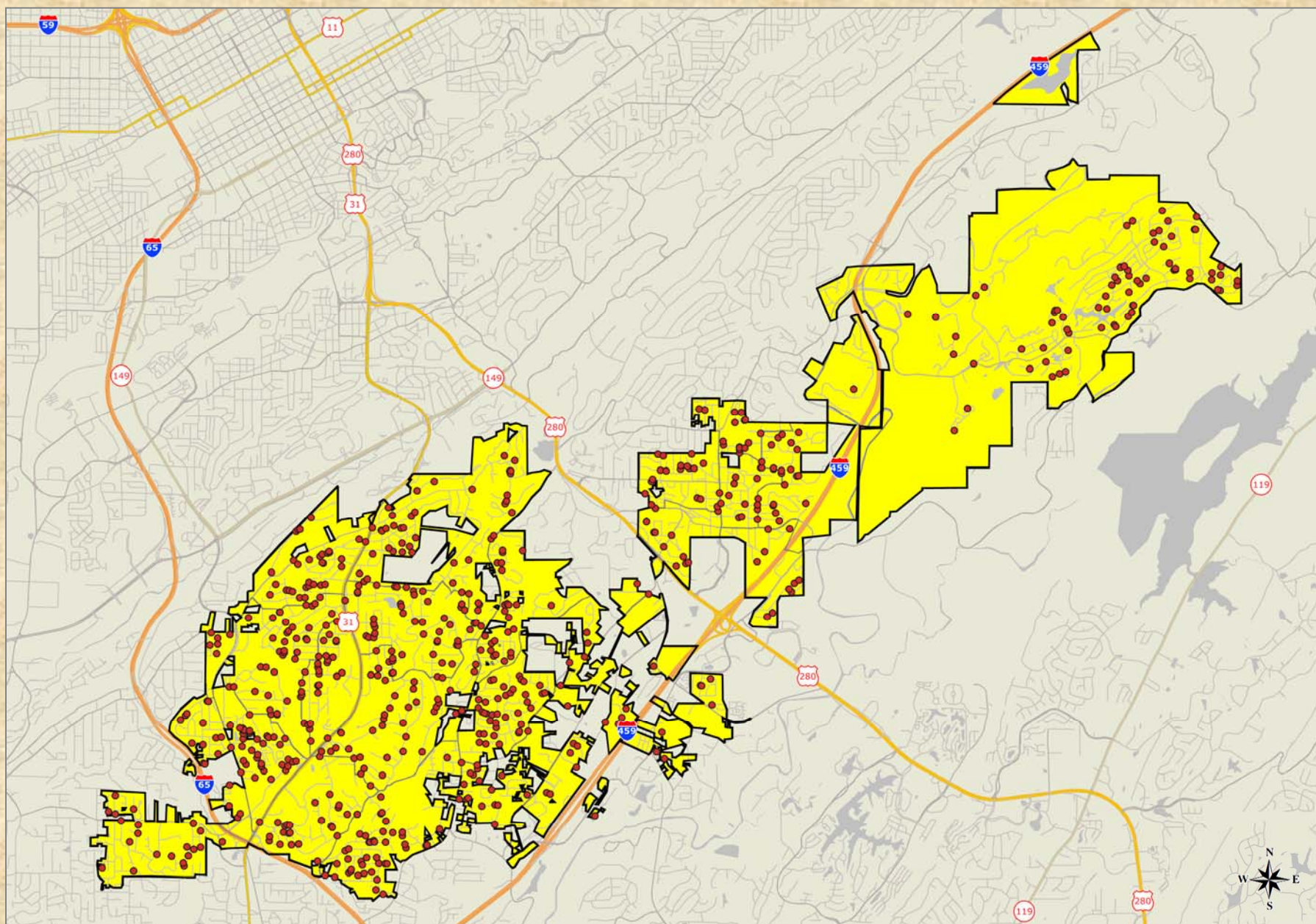
Interpreting the Maps

The maps on the following pages show the mean ratings for several questions on the survey by Census Block Group. If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

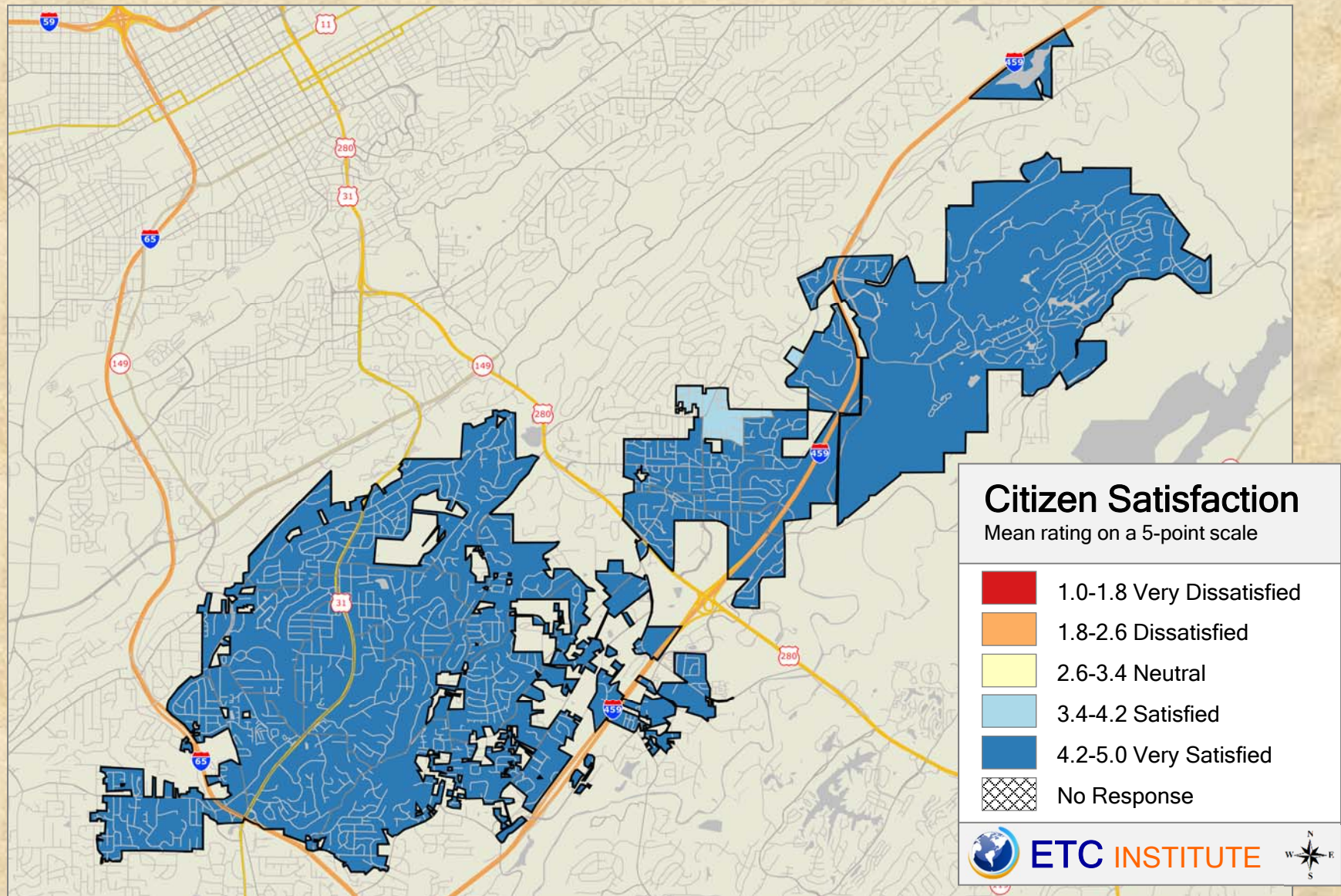
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate satisfaction with a service, ratings of “excellent” or “good” and ratings of “very safe” or “safe.”
- **OFF-WHITE** shades indicate NEUTRAL ratings. Shades of neutral generally indicate that residents thought the quality of service delivery is adequate.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of “below average” or “poor” and ratings of “unsafe” or “very unsafe.”

Location of Survey Respondents



2017 City of Vestavia Hills Citizen Survey

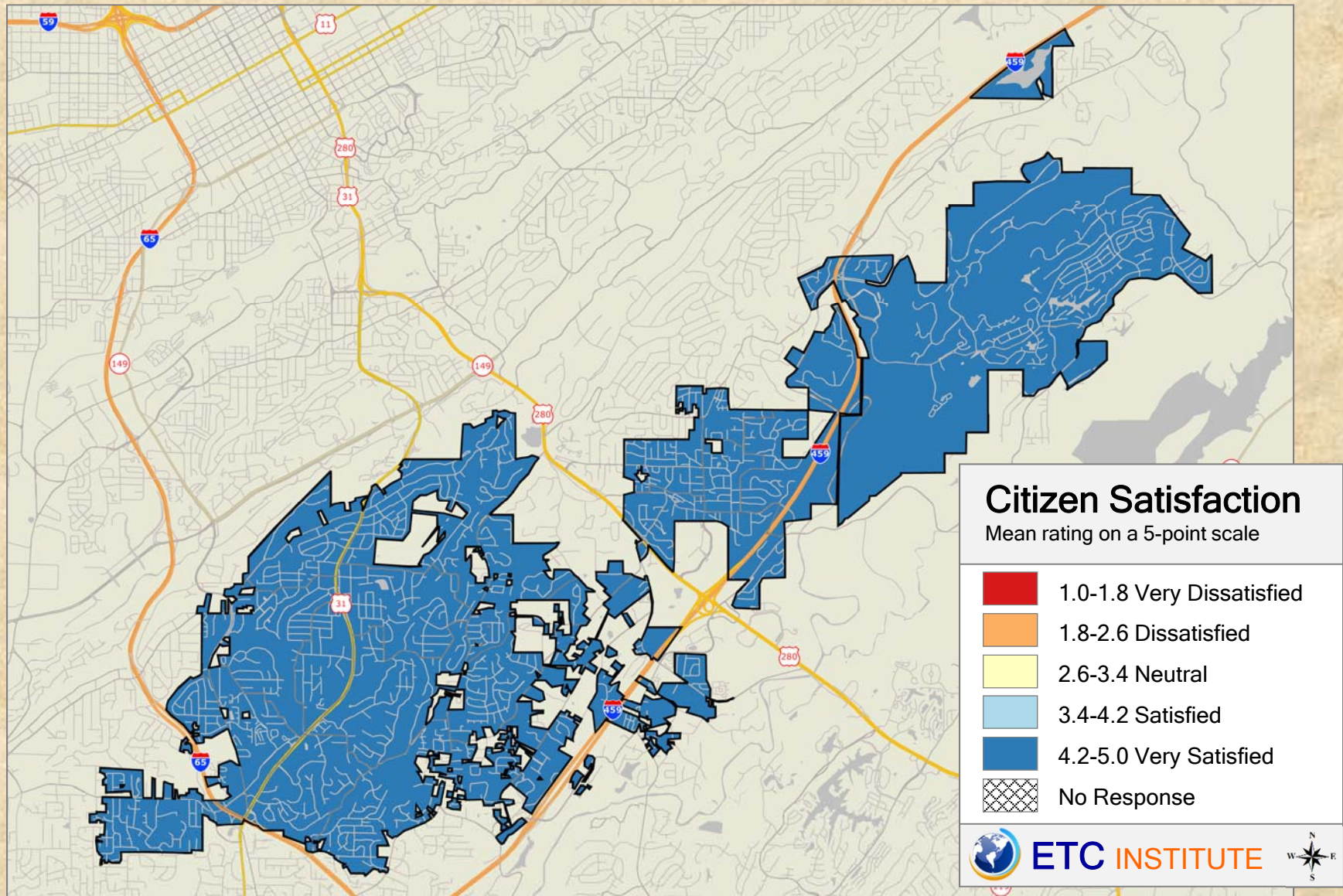
Q1-01 Satisfaction with quality of the City's school system



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

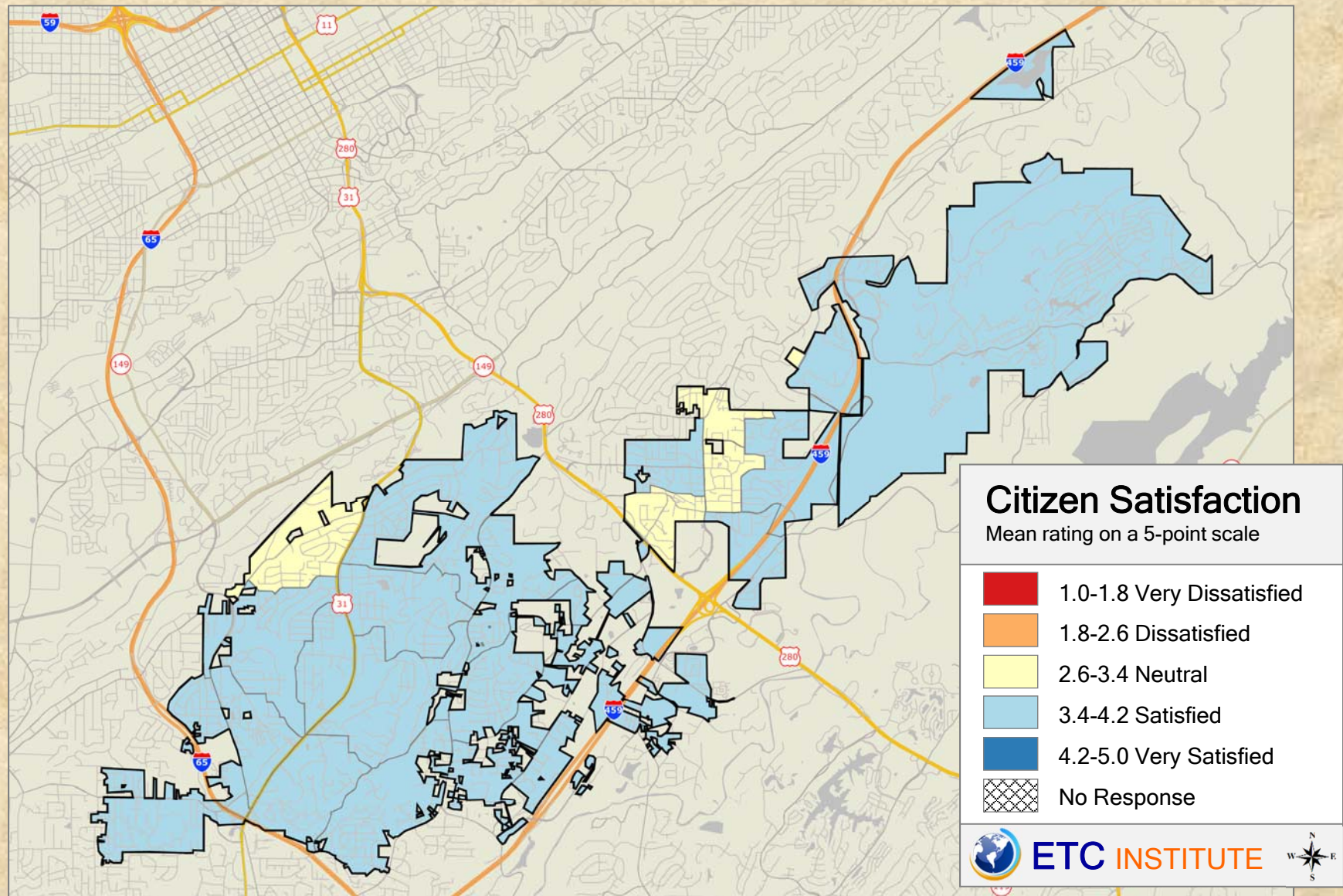
Q1-02 Satisfaction with overall quality of public safety services (police, fire, ambulance)



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

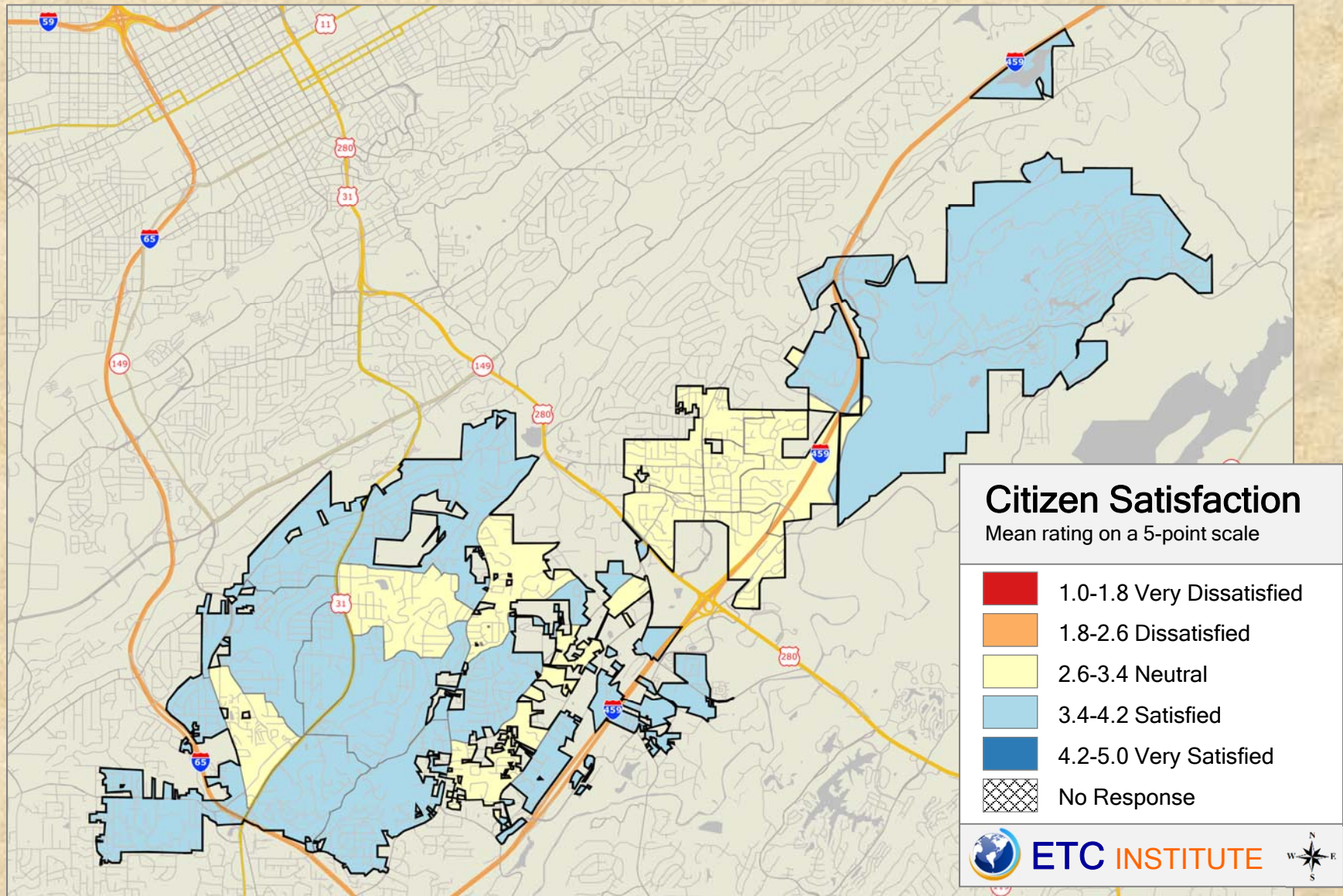
Q1-03 Satisfaction with overall quality of City parks and recreation programs and facilities



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

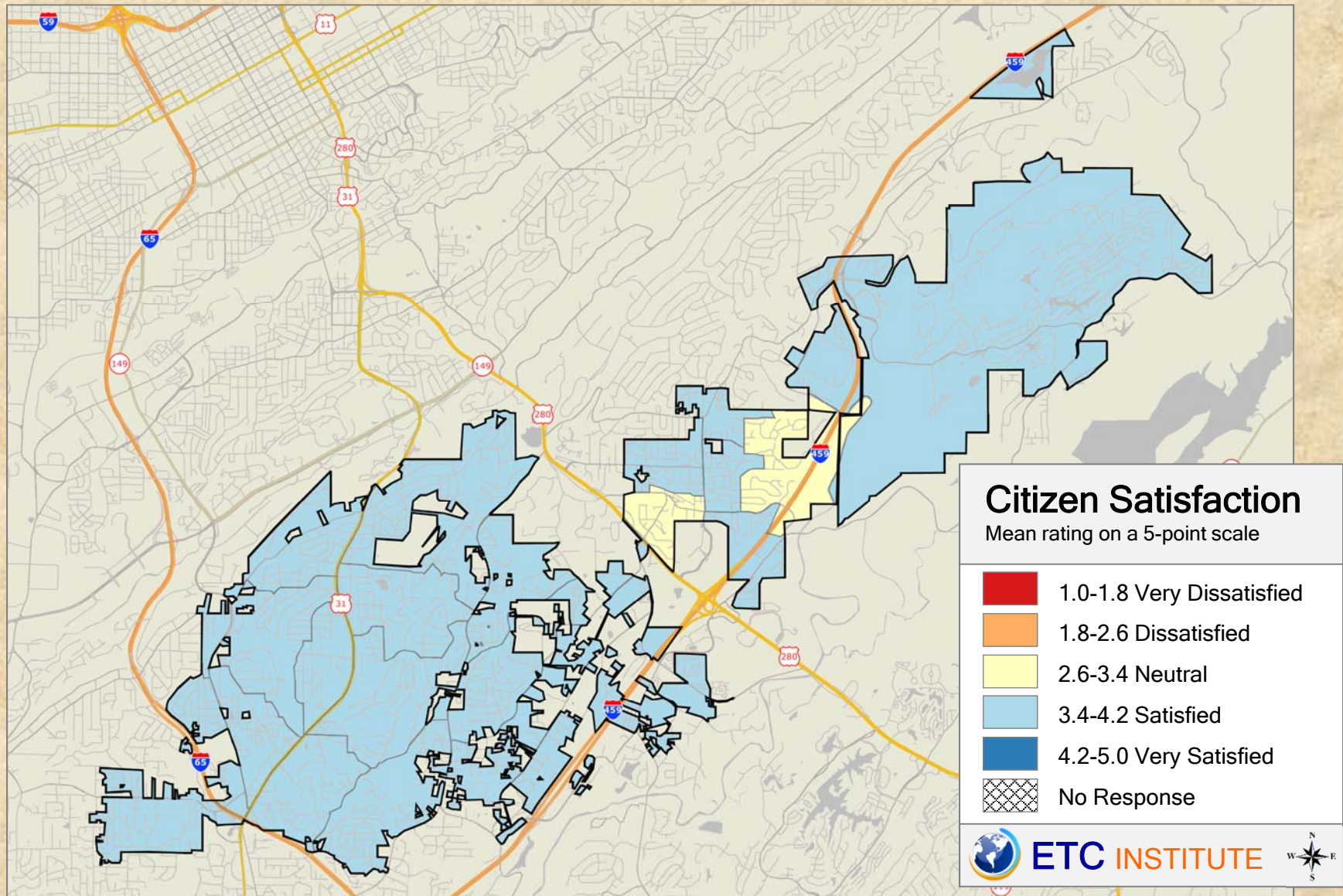
Q1-04 Satisfaction with overall maintenance of City streets and facilities



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

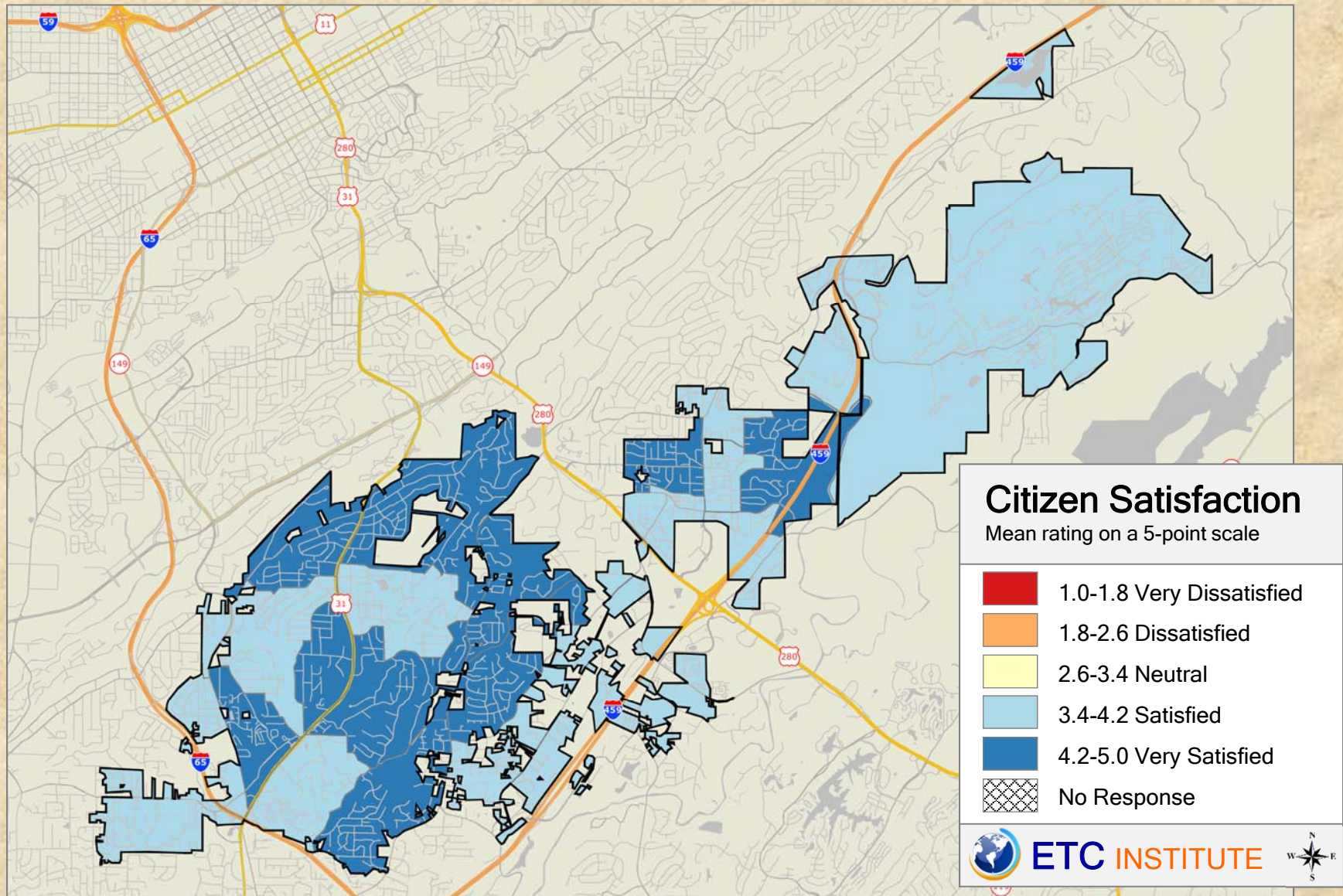
Q1-05 Satisfaction with overall enforcement of City codes and ordinances



2017 City of Vestavia Hills Citizen Survey

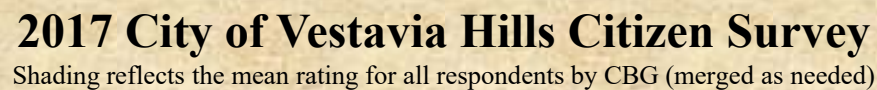
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q1-06 Satisfaction with overall quality of customer service received from City employees

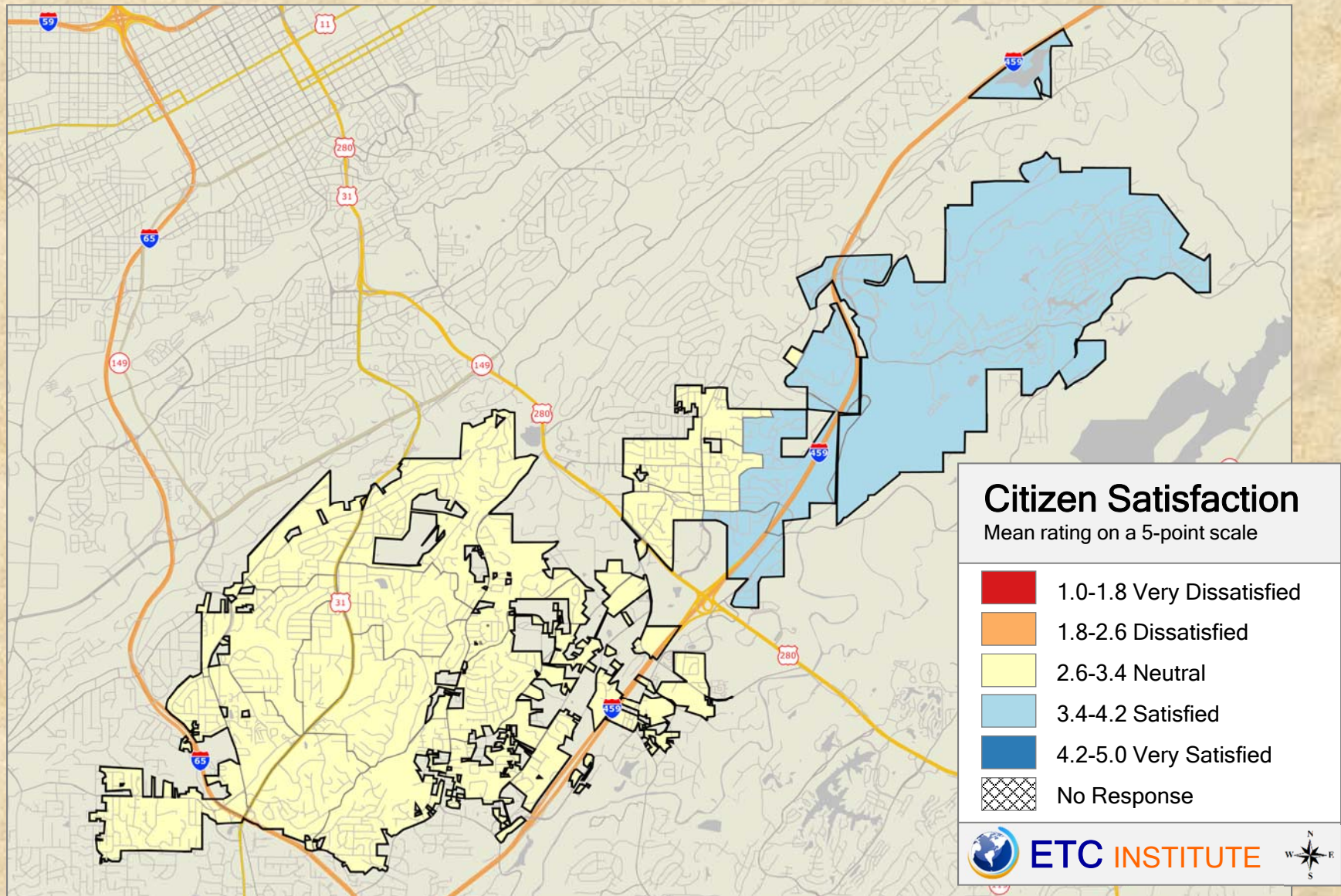


2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)



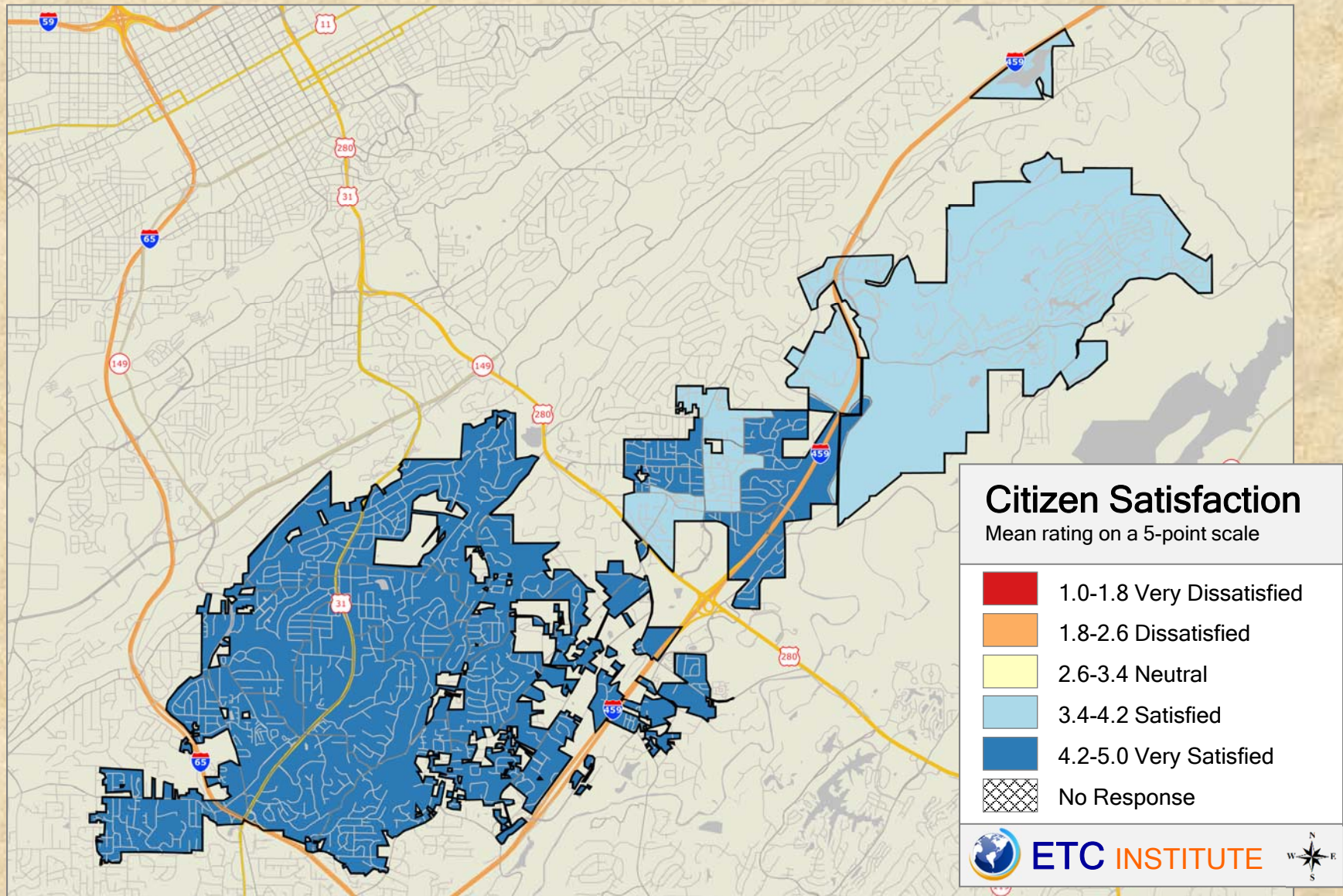
Q1-08 Satisfaction with overall quality of the City's stormwater runoff/ stormwater management system



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

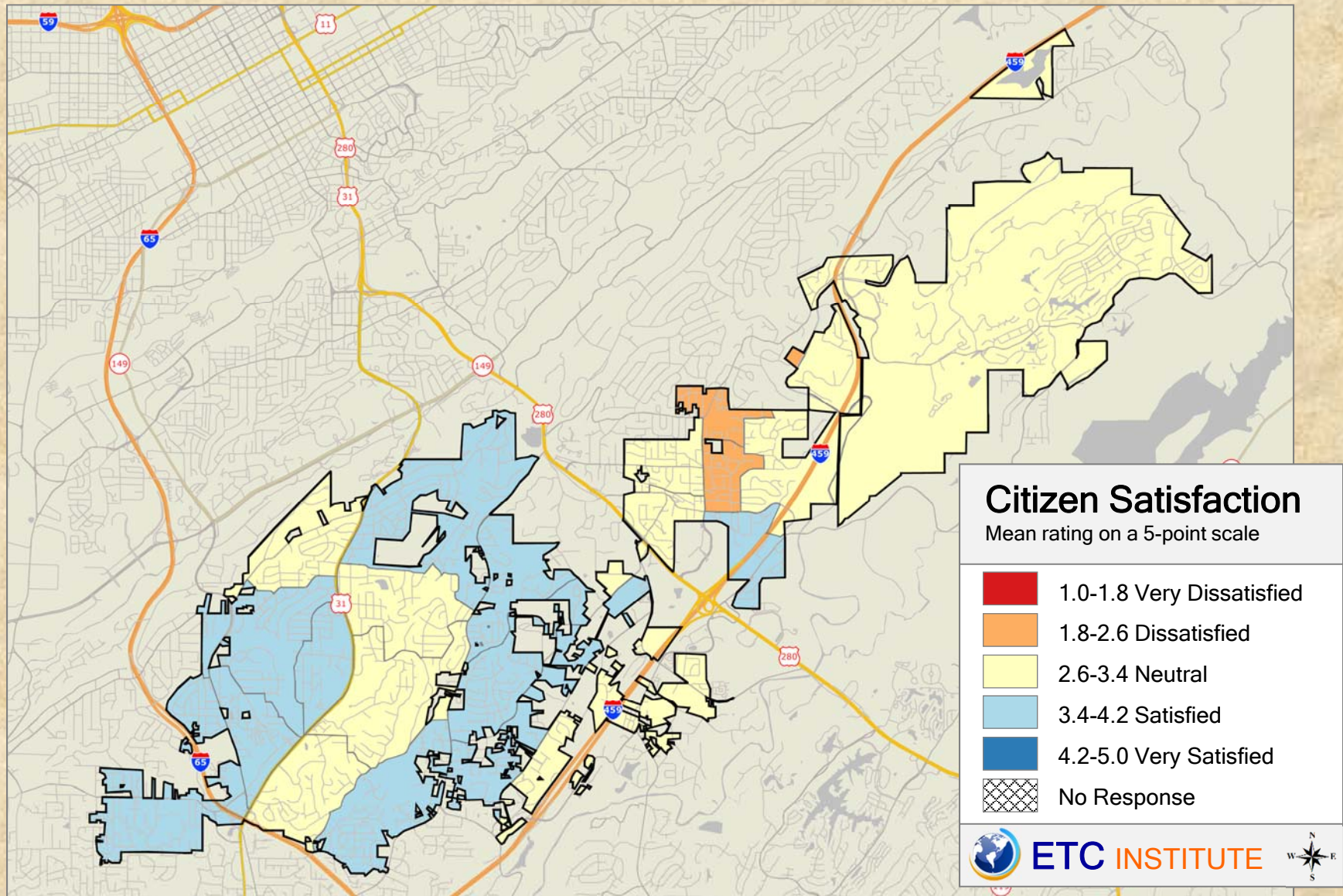
Q1-09 Satisfaction with overall quality of public library facilities and services



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

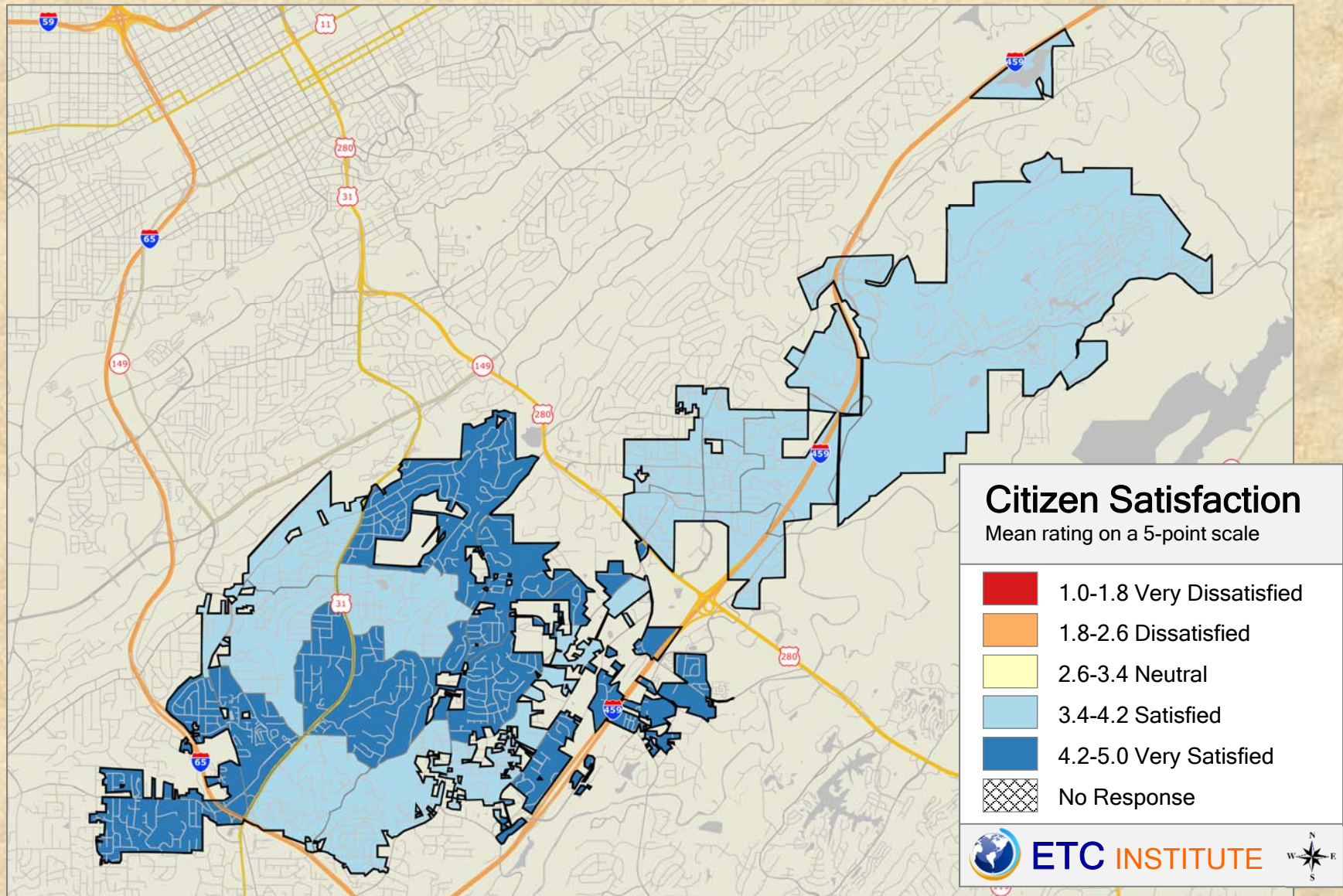
Q1-10 Satisfaction with overall flow of traffic and congestion management in the City



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

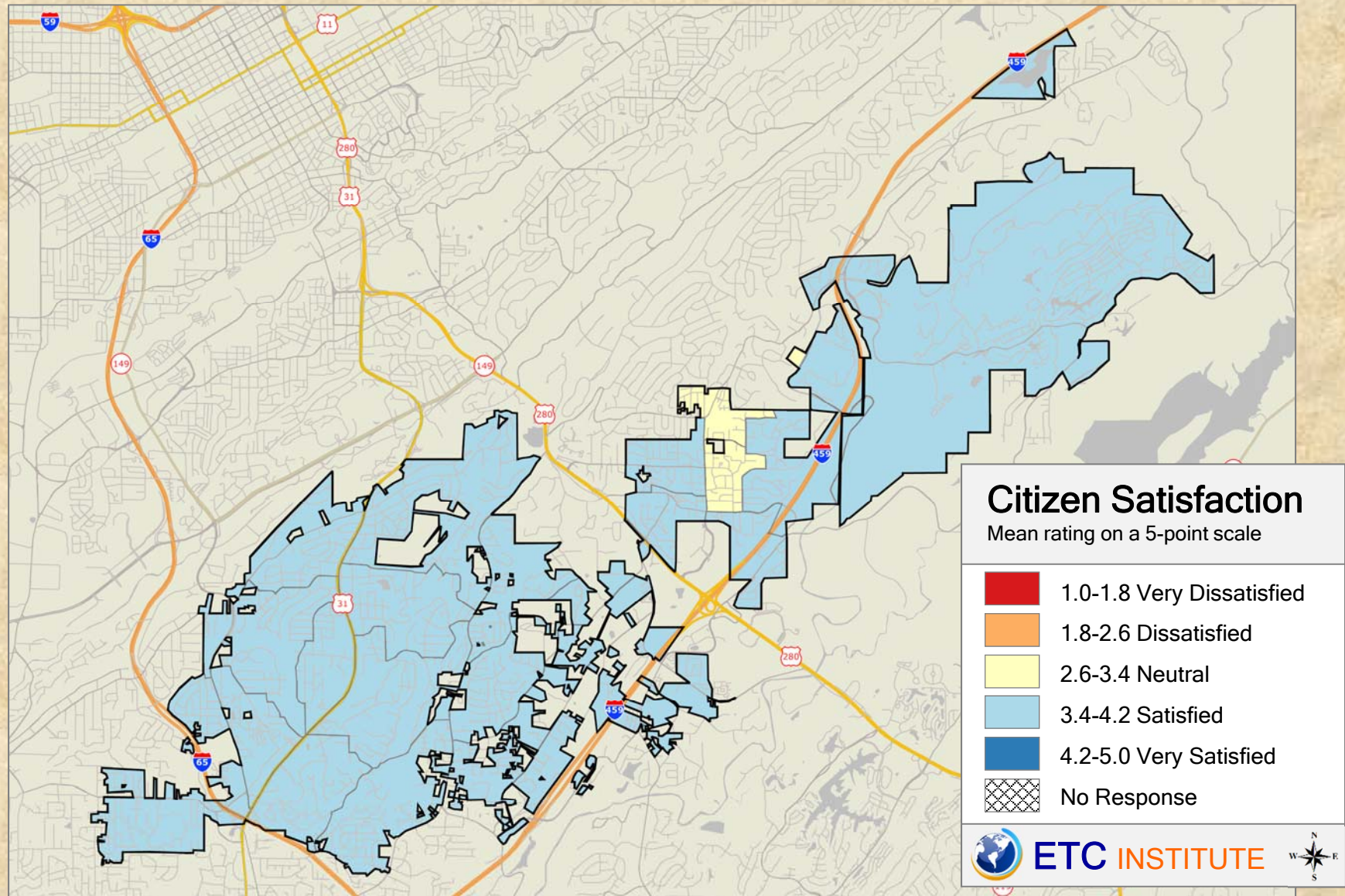
Q3-01 Satisfaction with overall quality of services provided by the City of Vestavia Hills



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

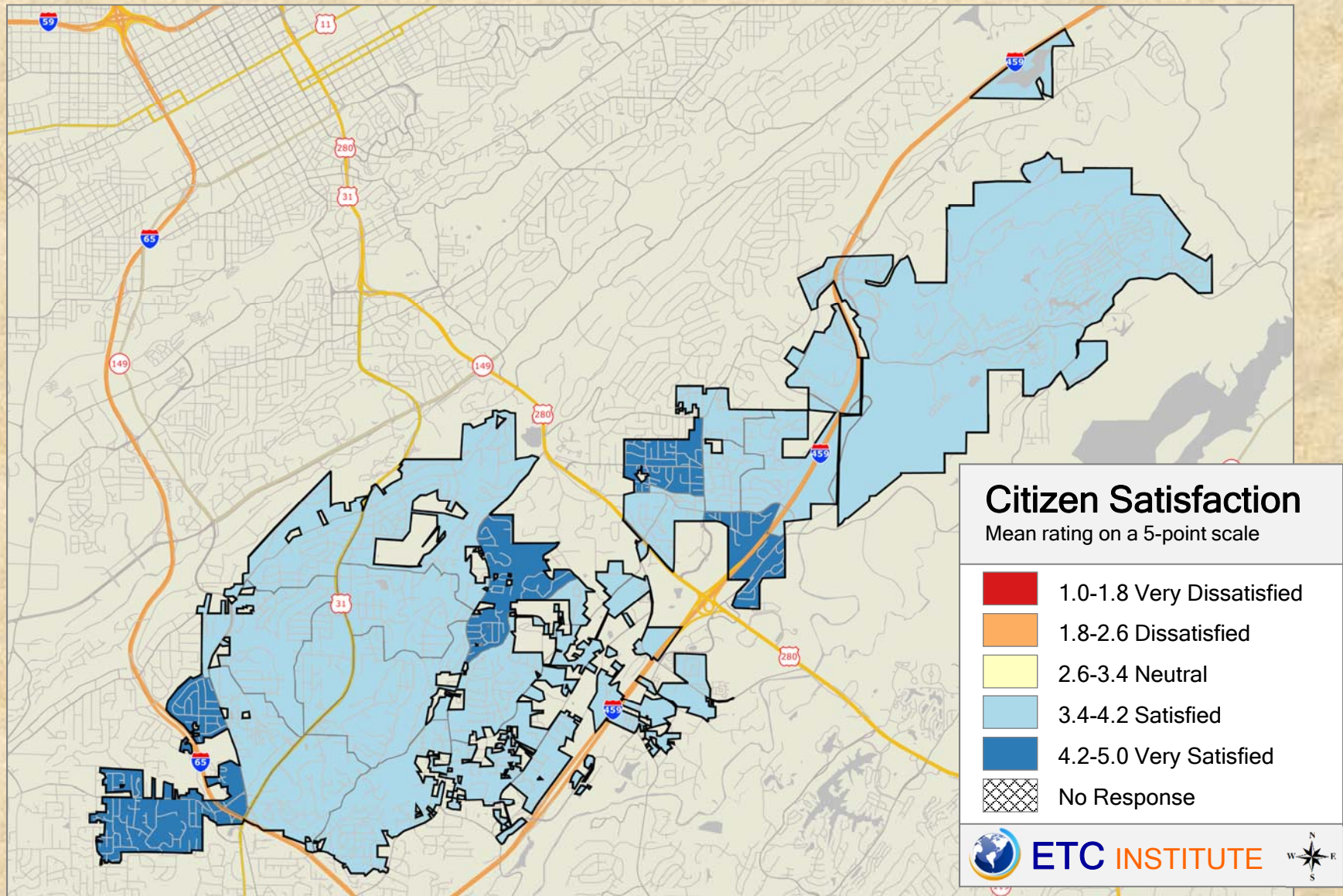
Q3-02 Satisfaction with overall value received for City tax dollars and fees



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

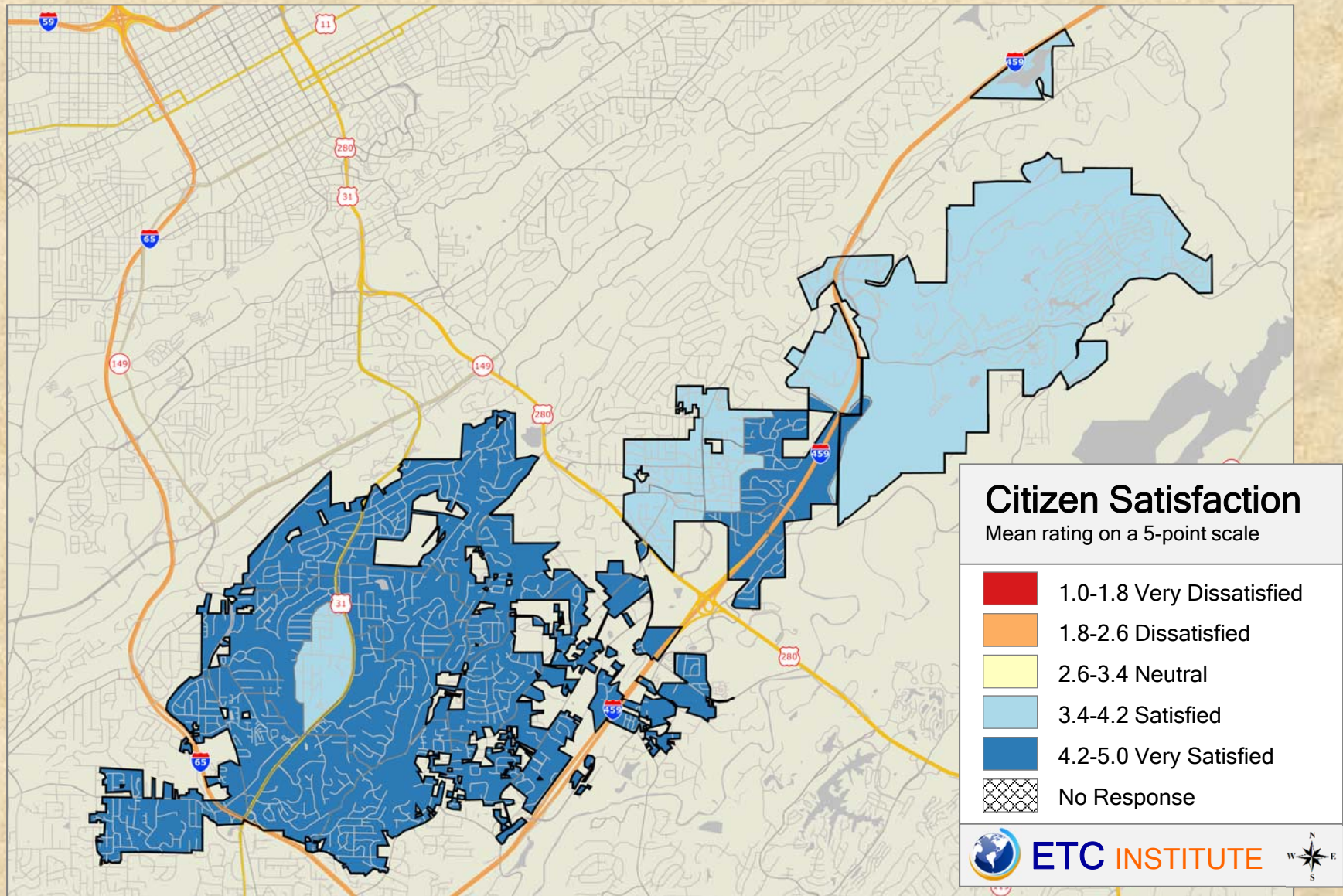
Q3-03 Satisfaction with overall image of the City



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

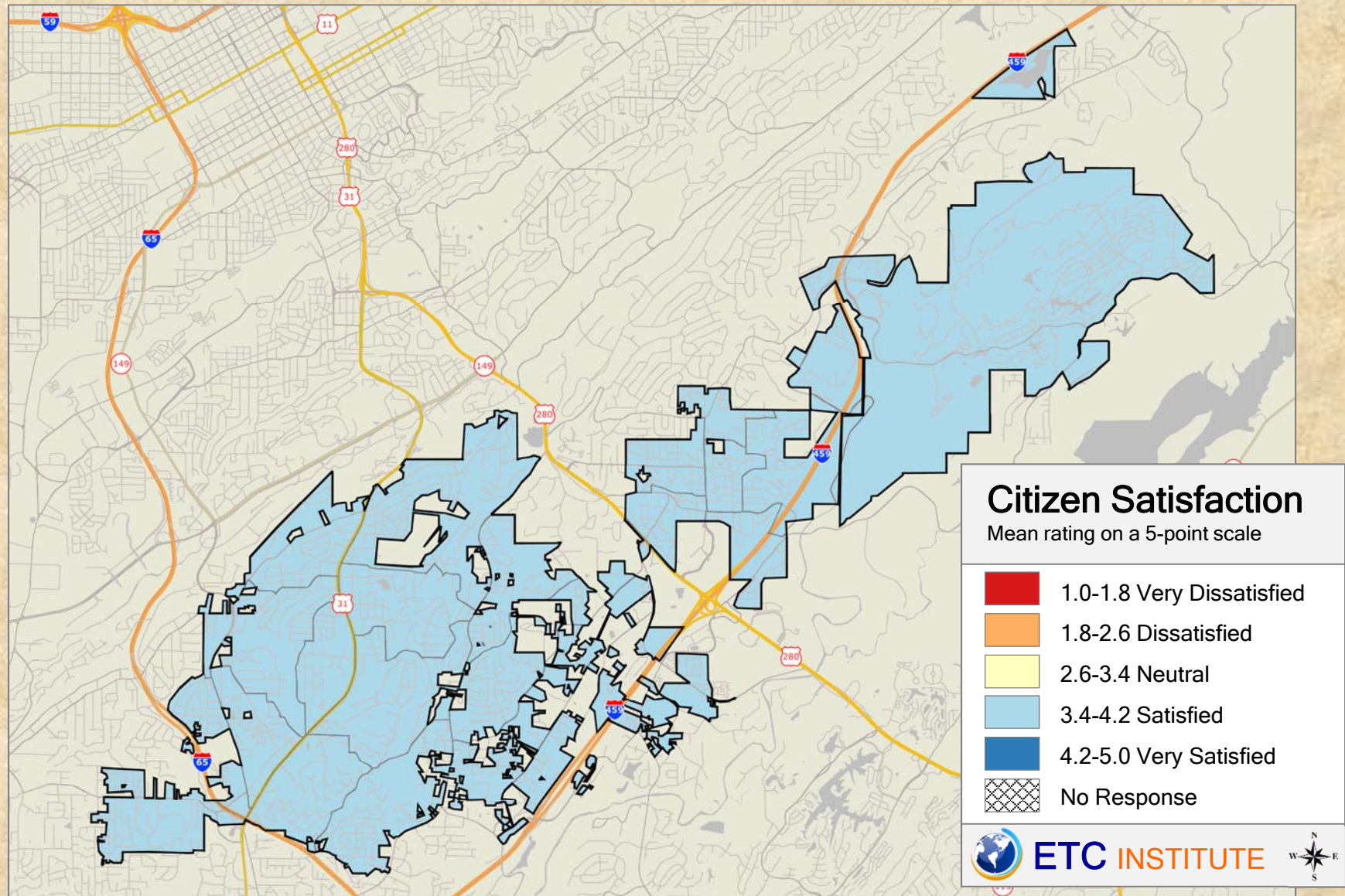
Q3-04 Satisfaction with overall quality of life in the City



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

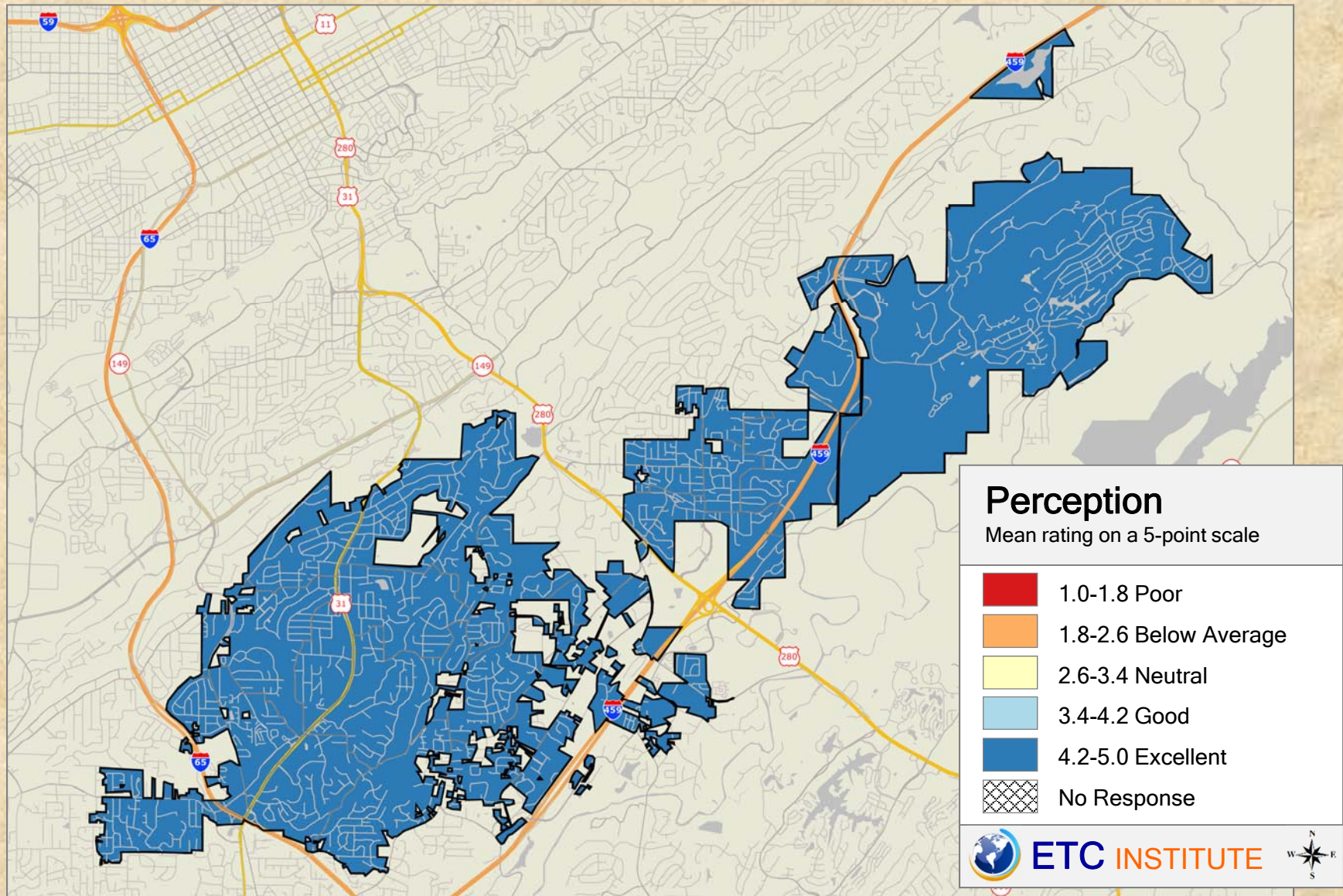
Q3-05 Satisfaction with overall appearance of the City



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

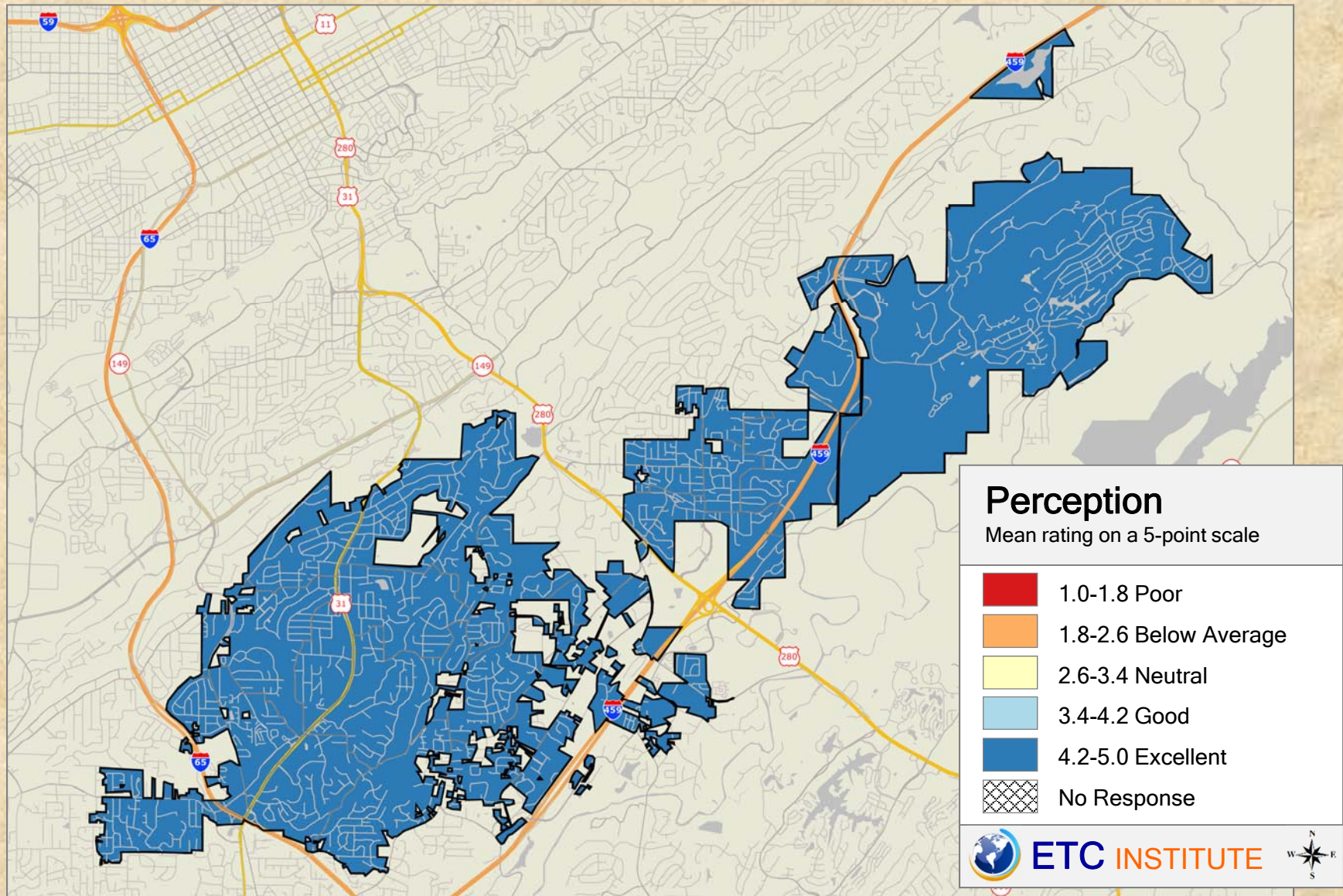
Q4-01 Ratings of the City as a place to live



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

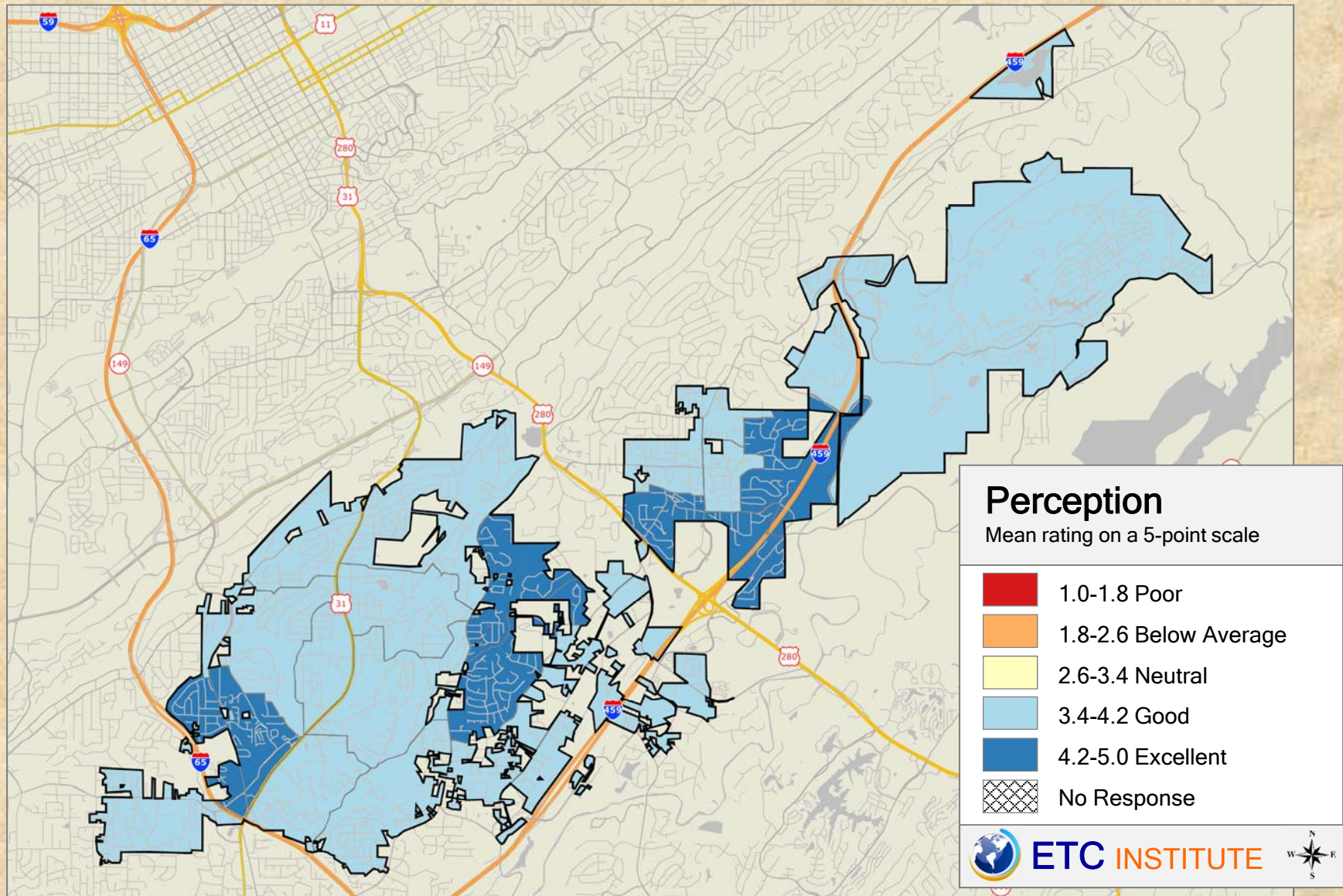
Q4-02 Ratings of the City as a place to raise children



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

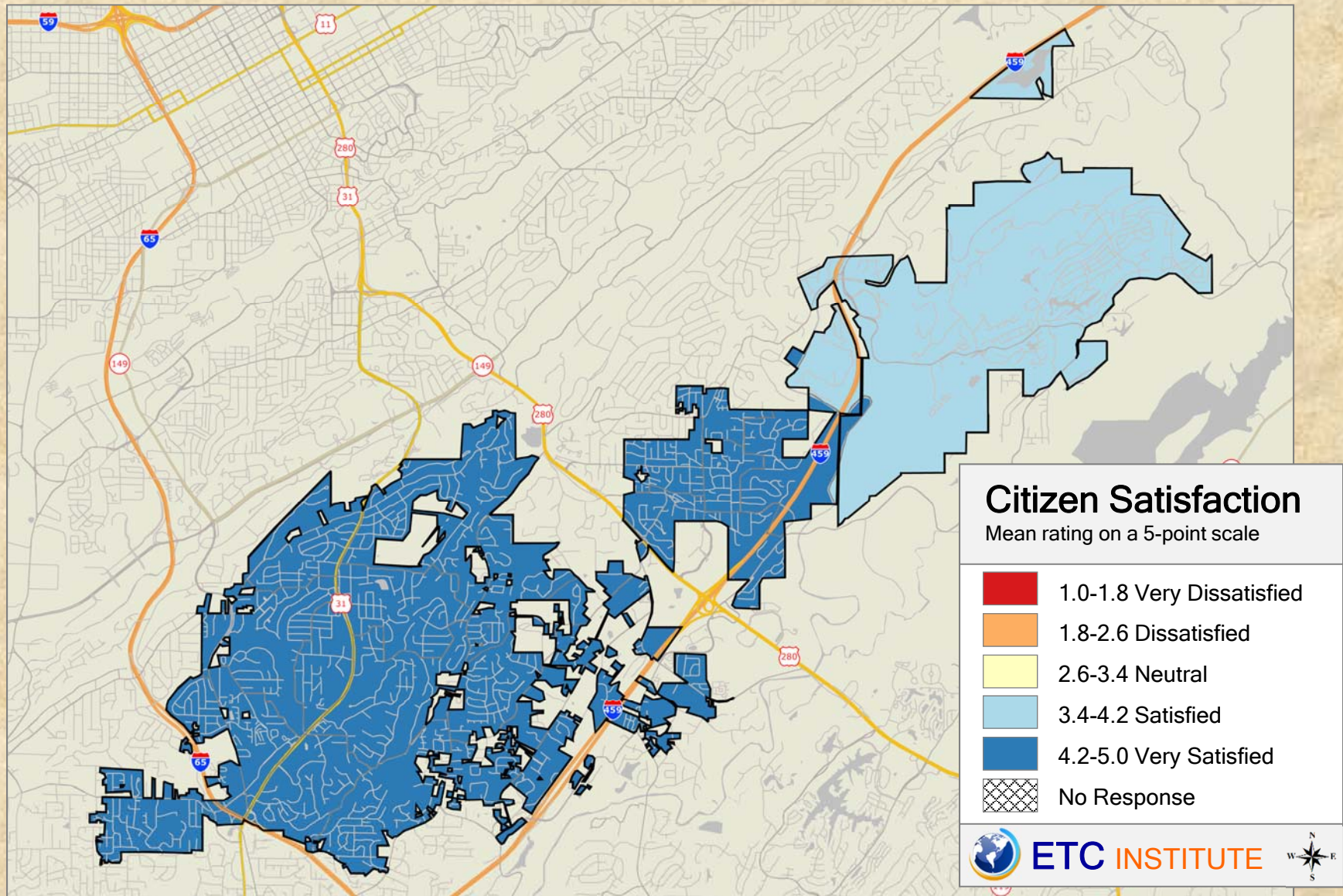
Q4-03 Ratings of the City as a place to work



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

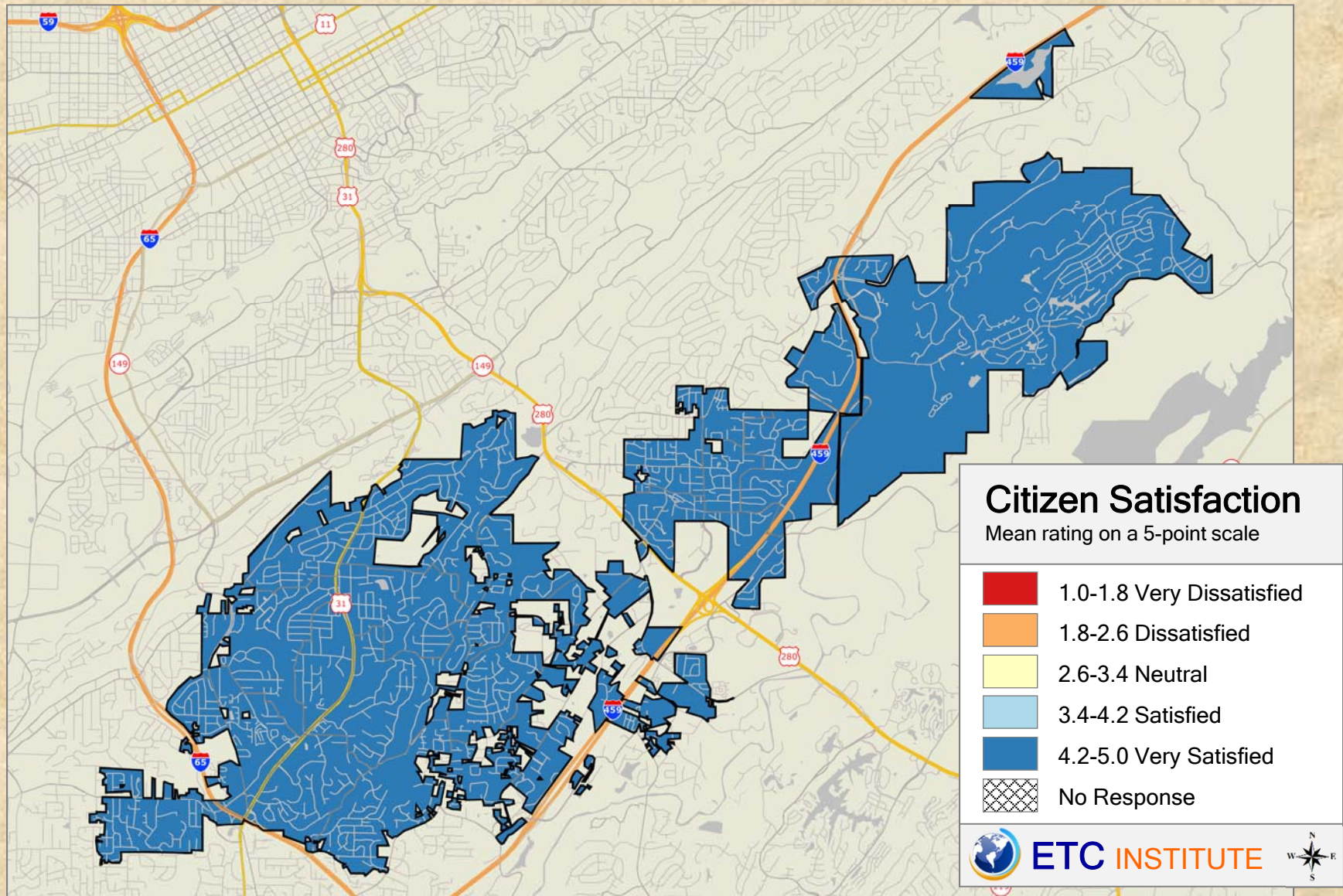
Q5-01 Satisfaction with overall quality of local police protection



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

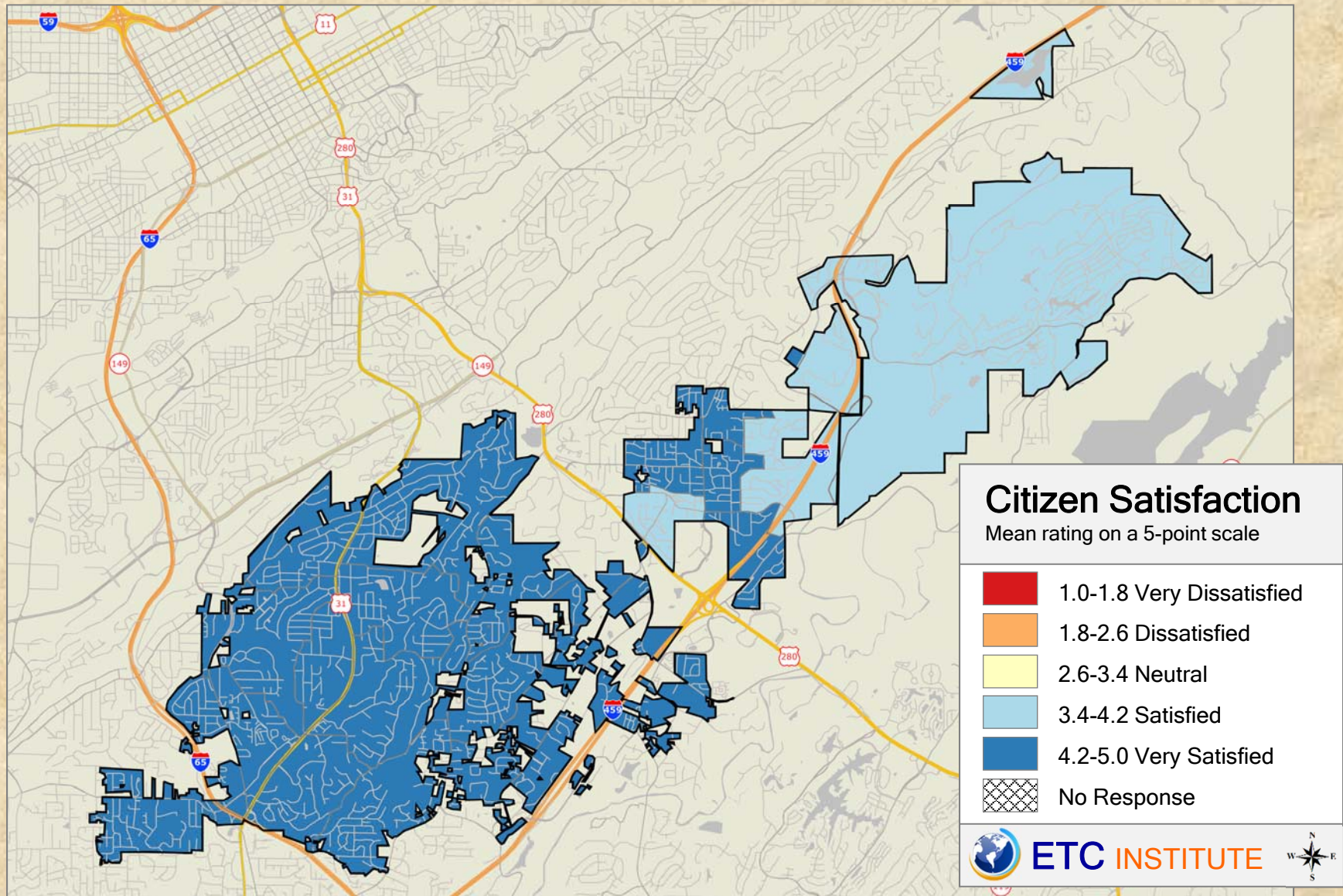
Q5-02 Satisfaction with overall credibility of the police department



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

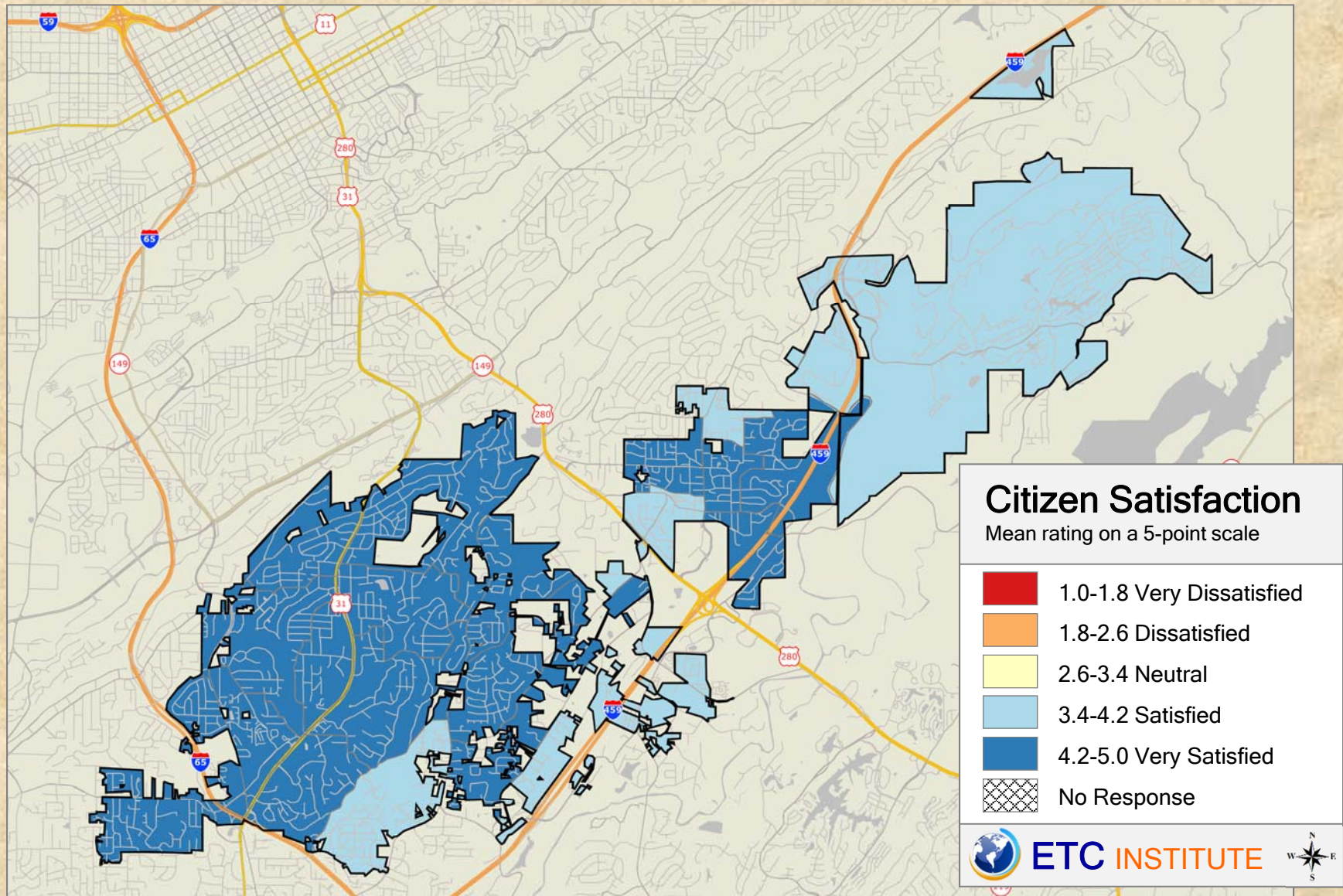
Q5-03 Satisfaction with the overall visibility of police



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

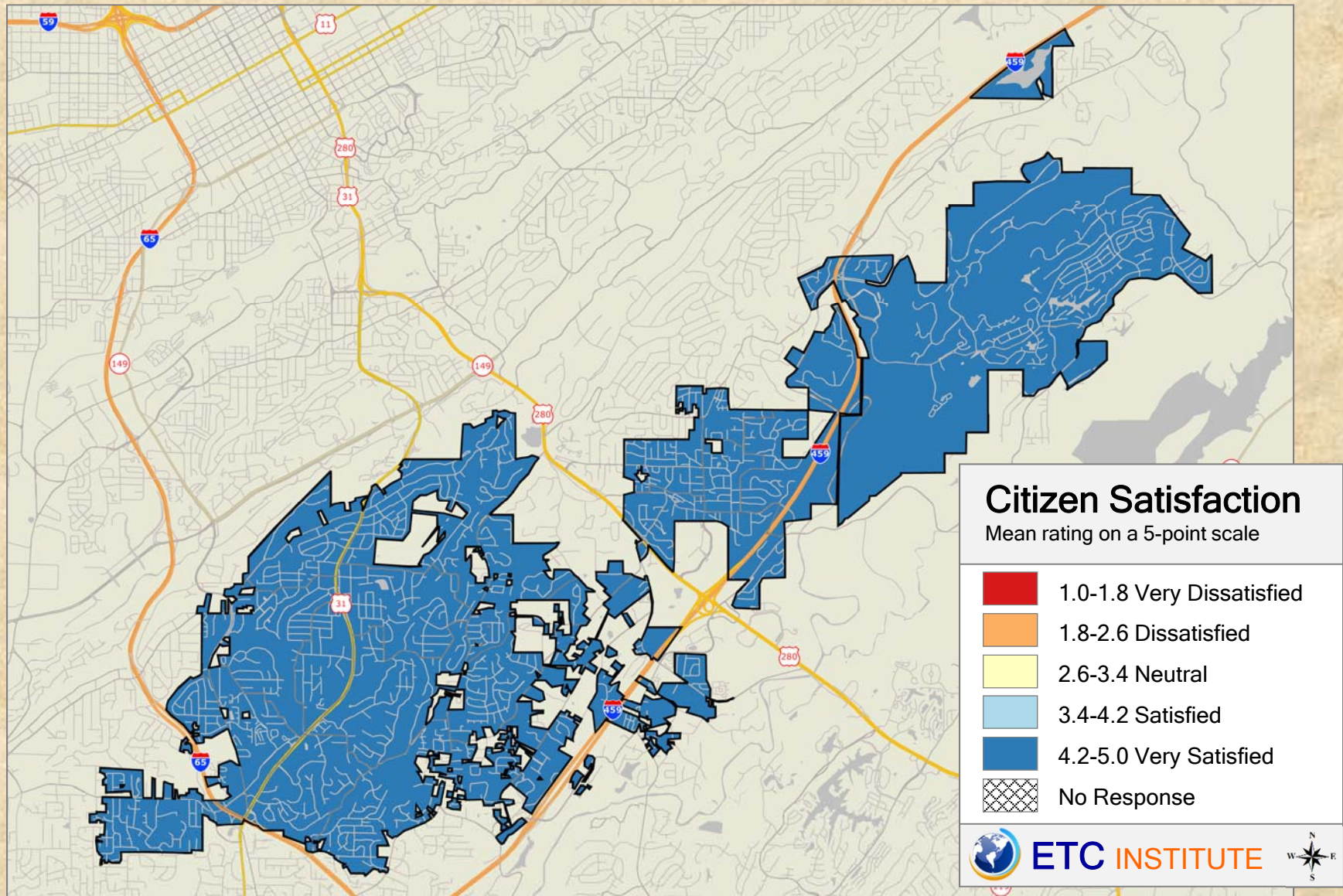
Q5-04 Satisfaction with the City's efforts to prevent crime



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

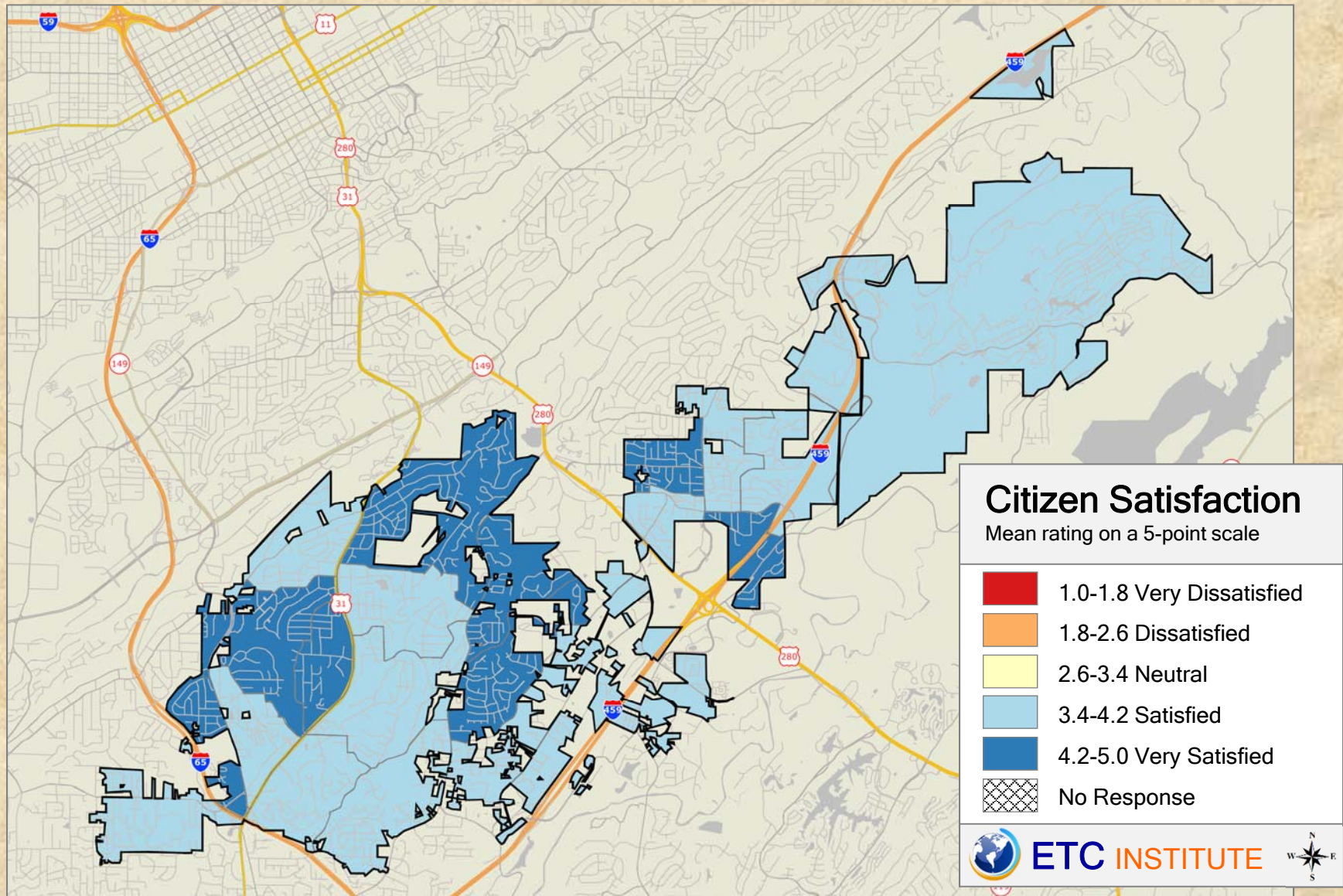
Q5-05 Satisfaction with how quickly police respond to emergencies



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

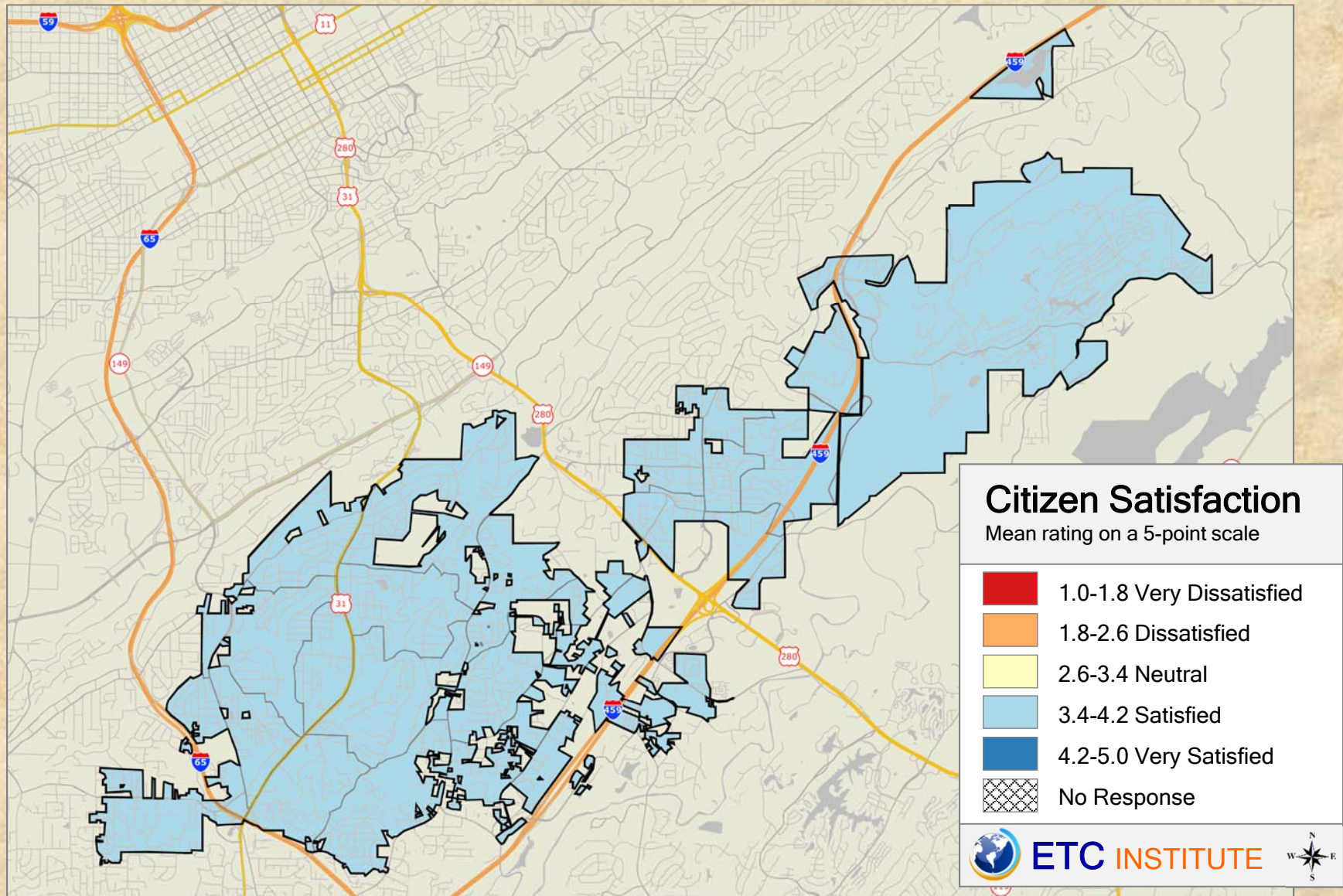
Q5-06 Satisfaction with community oriented policing programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

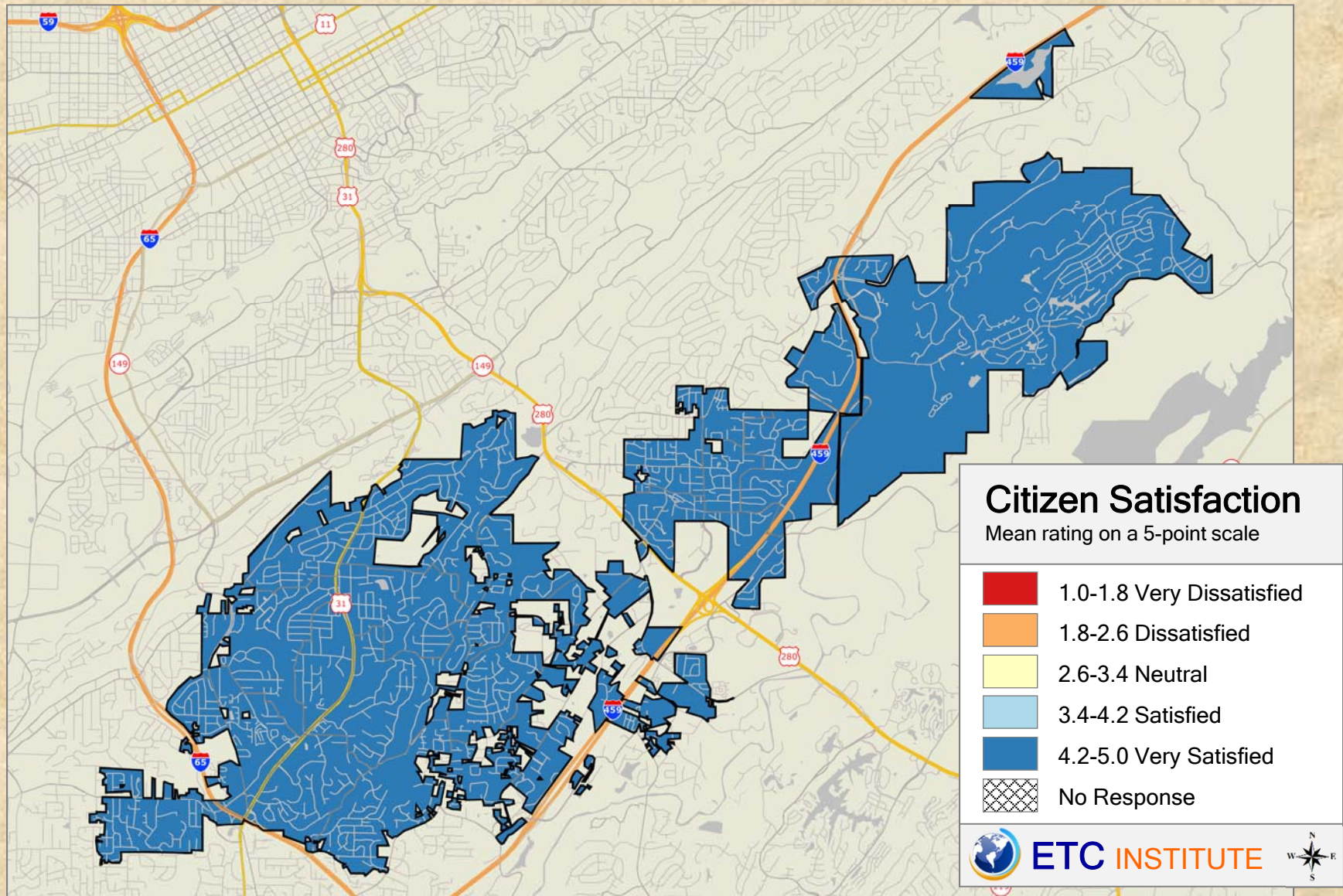
Q5-07 Satisfaction with quality of animal control



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

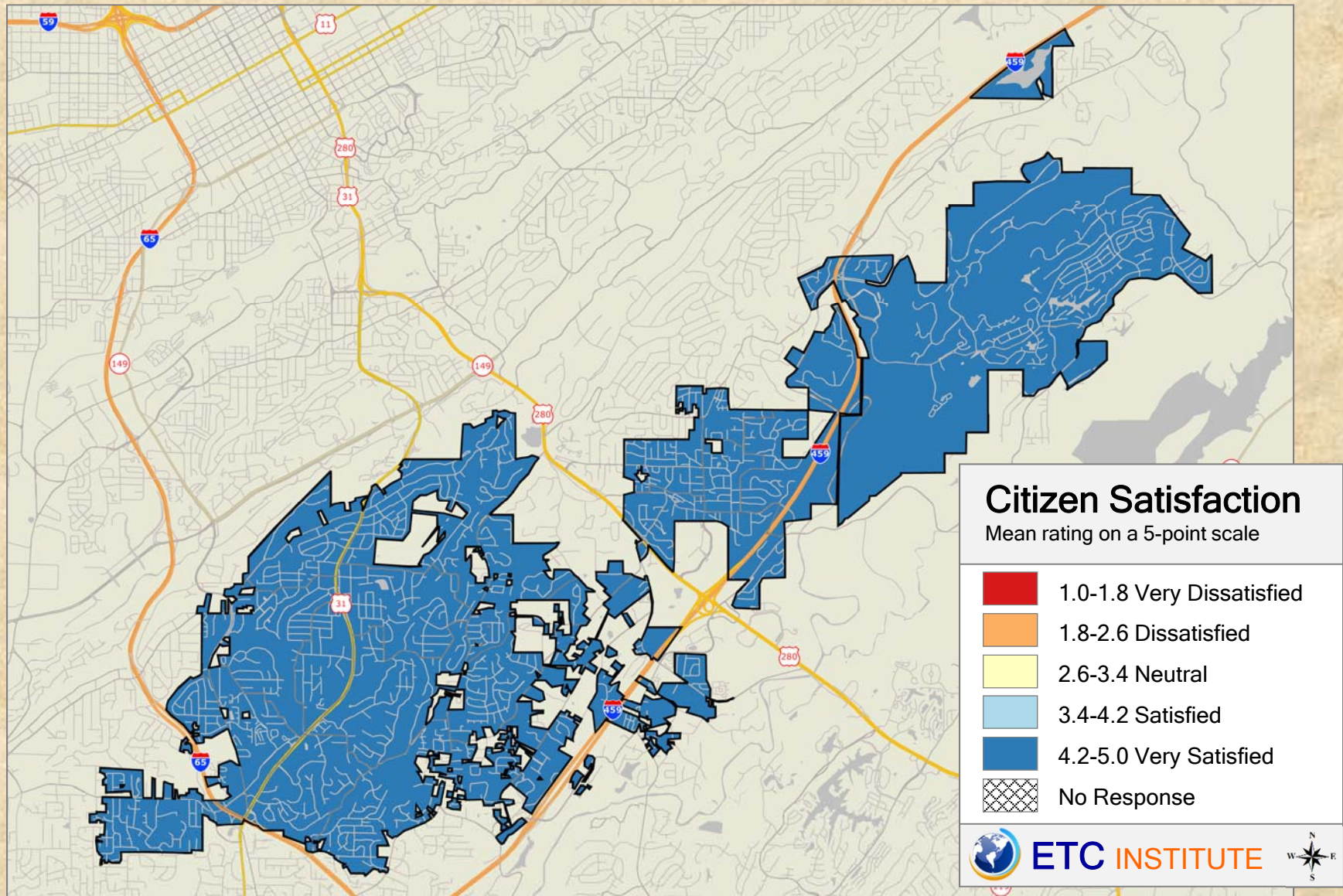
Q5-08 Satisfaction with overall quality of local fire protection



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

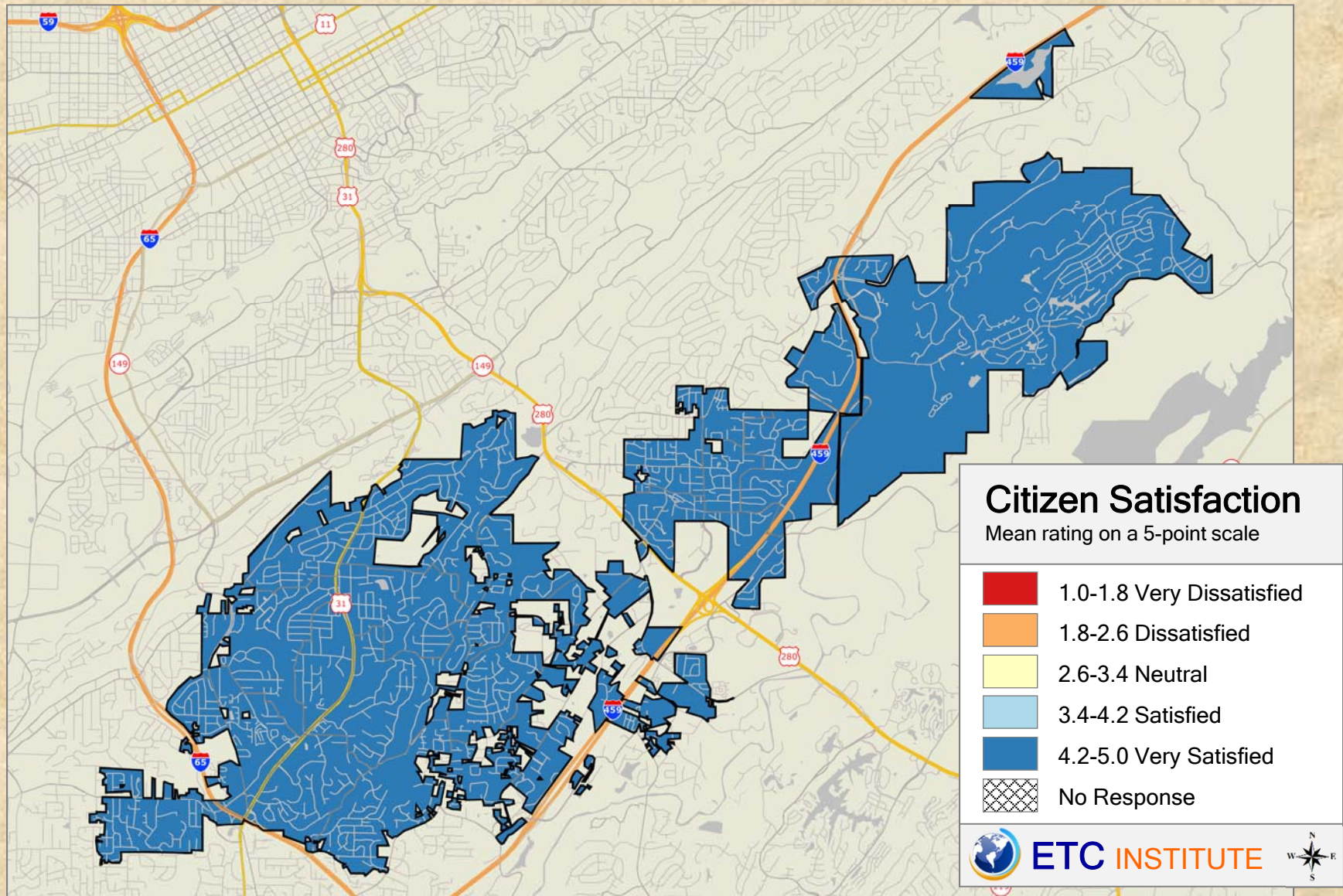
Q5-09 Satisfaction with quality of local ambulance service



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

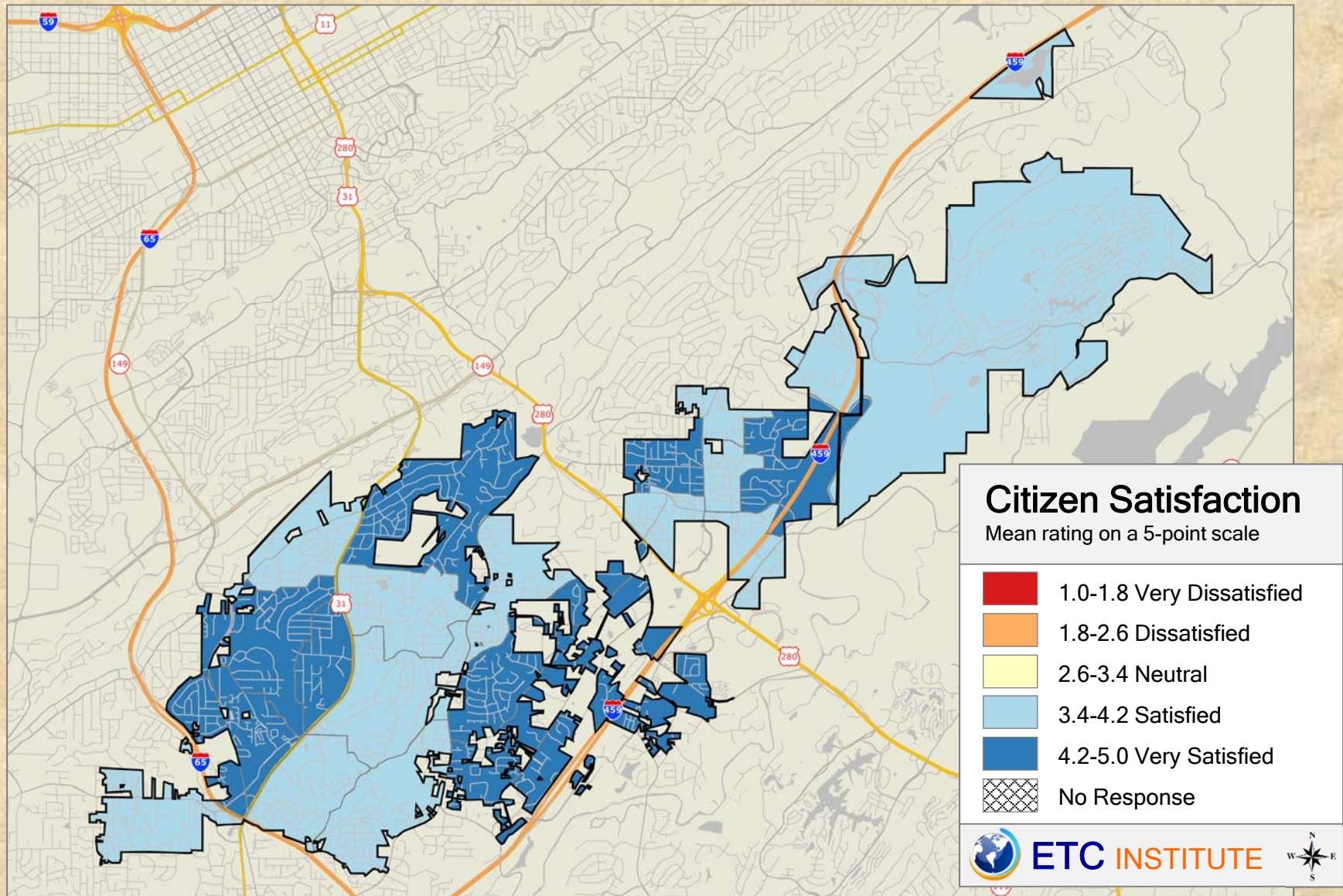
Q5-10 Satisfaction with how quickly fire department/emergency services personnel respond to emergencies



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

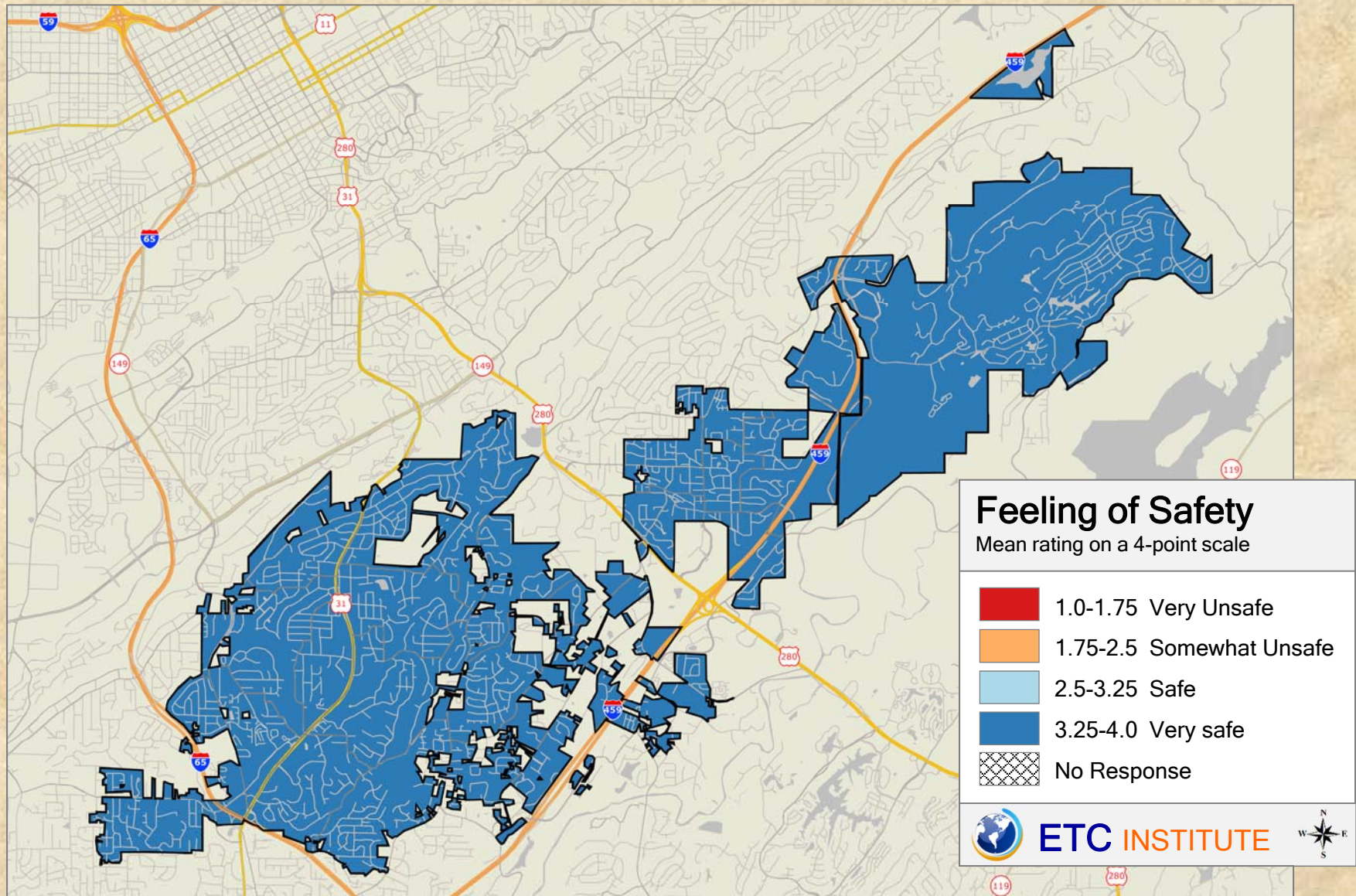
Q5-11 Satisfaction with fire safety education programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

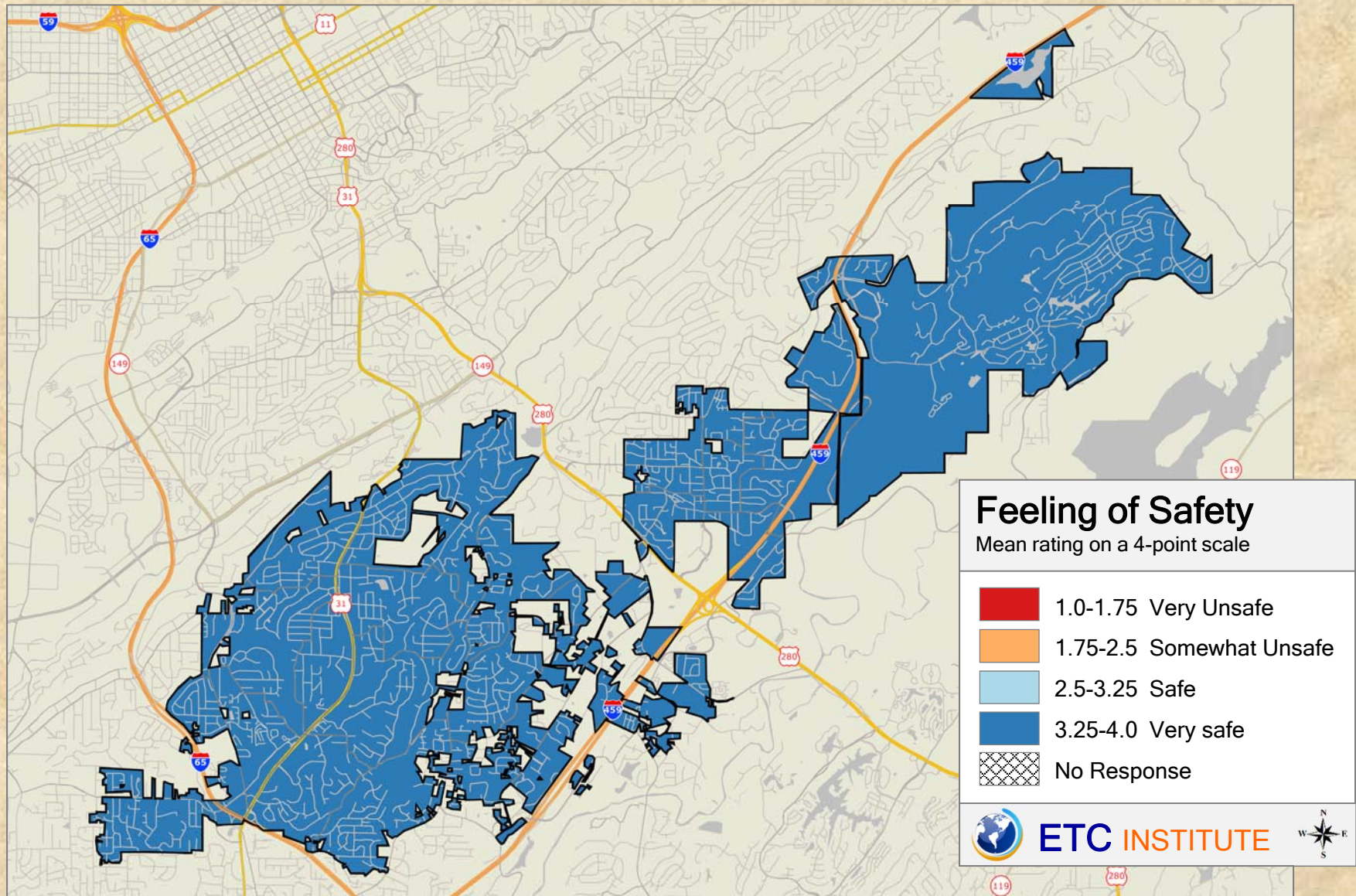
Q8-01 Feeling of safety in neighborhoods during the day



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

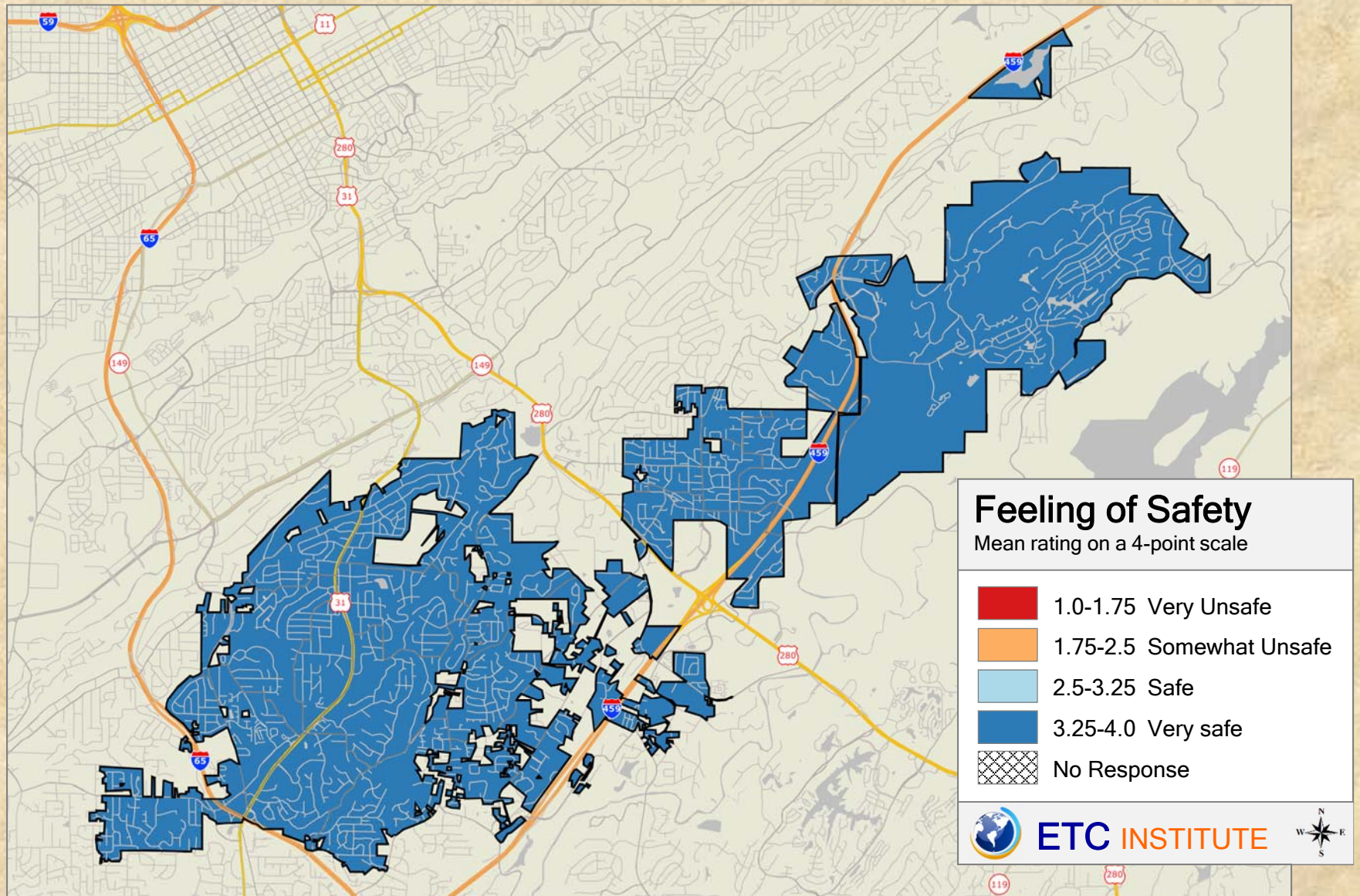
Q8-02 Feeling of safety in neighborhoods at night



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

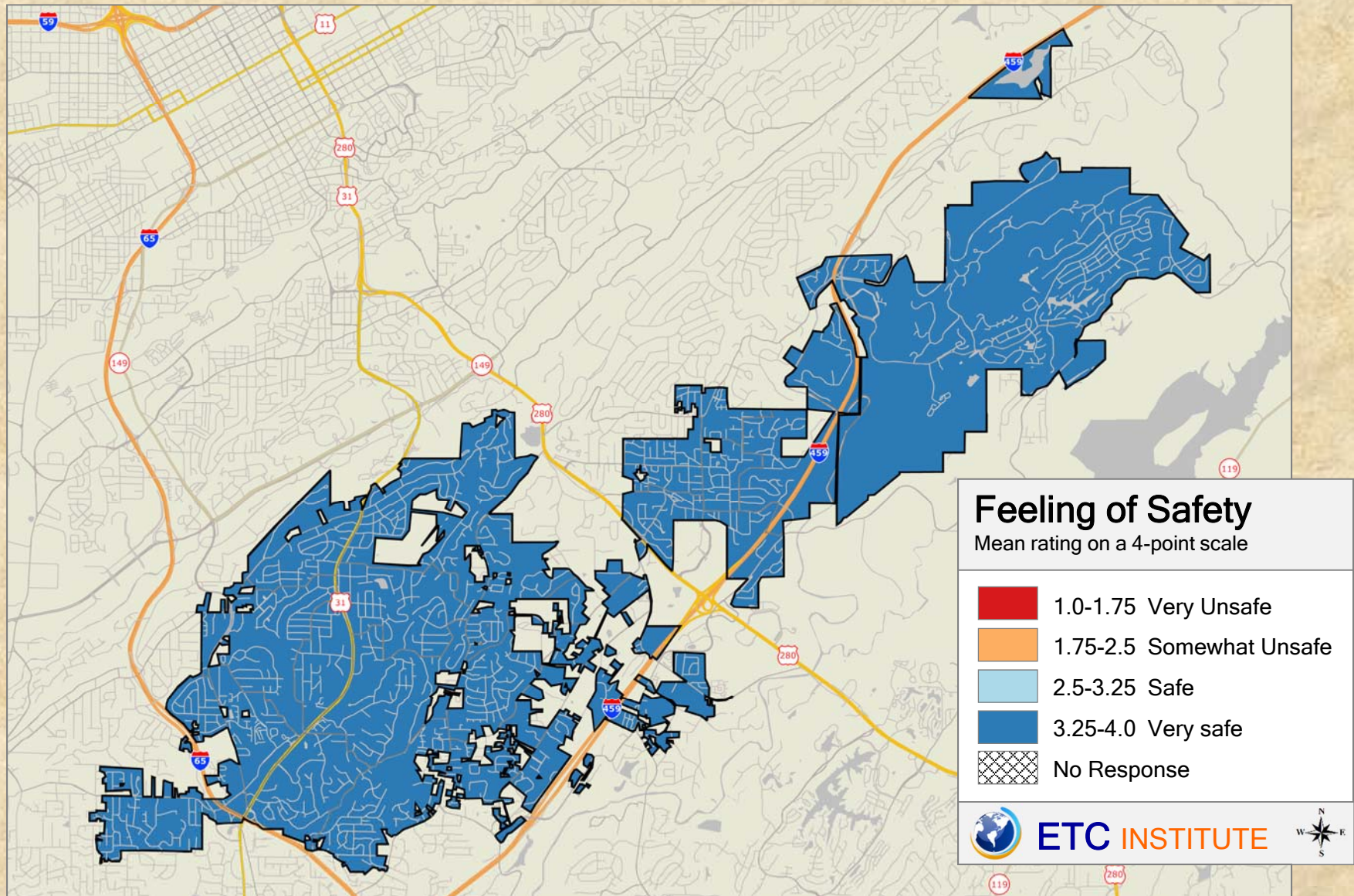
Q8-03 Feeling of safety in the City parks



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

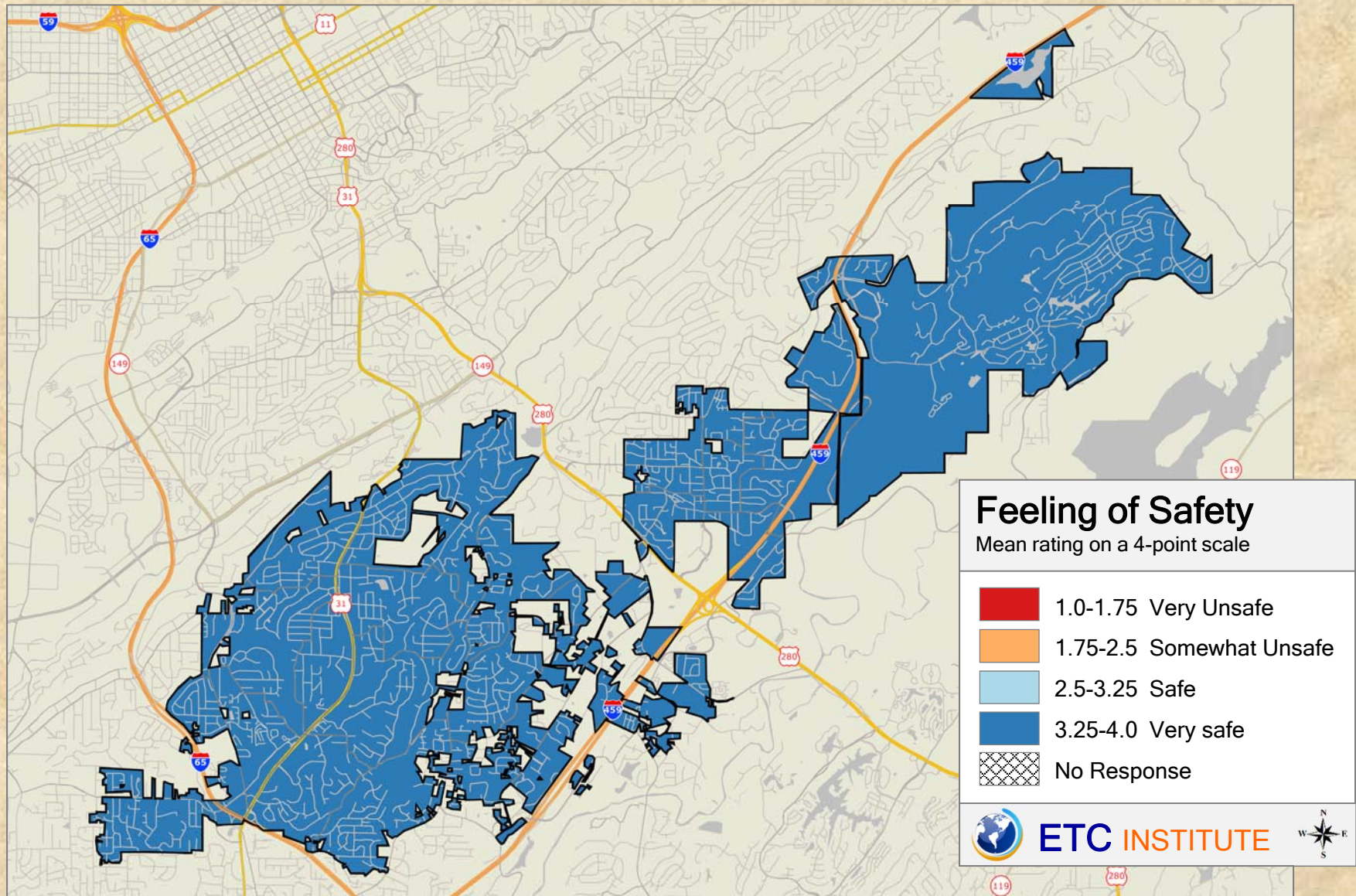
Q8-04 Feeling of safety in commercial and retail areas



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

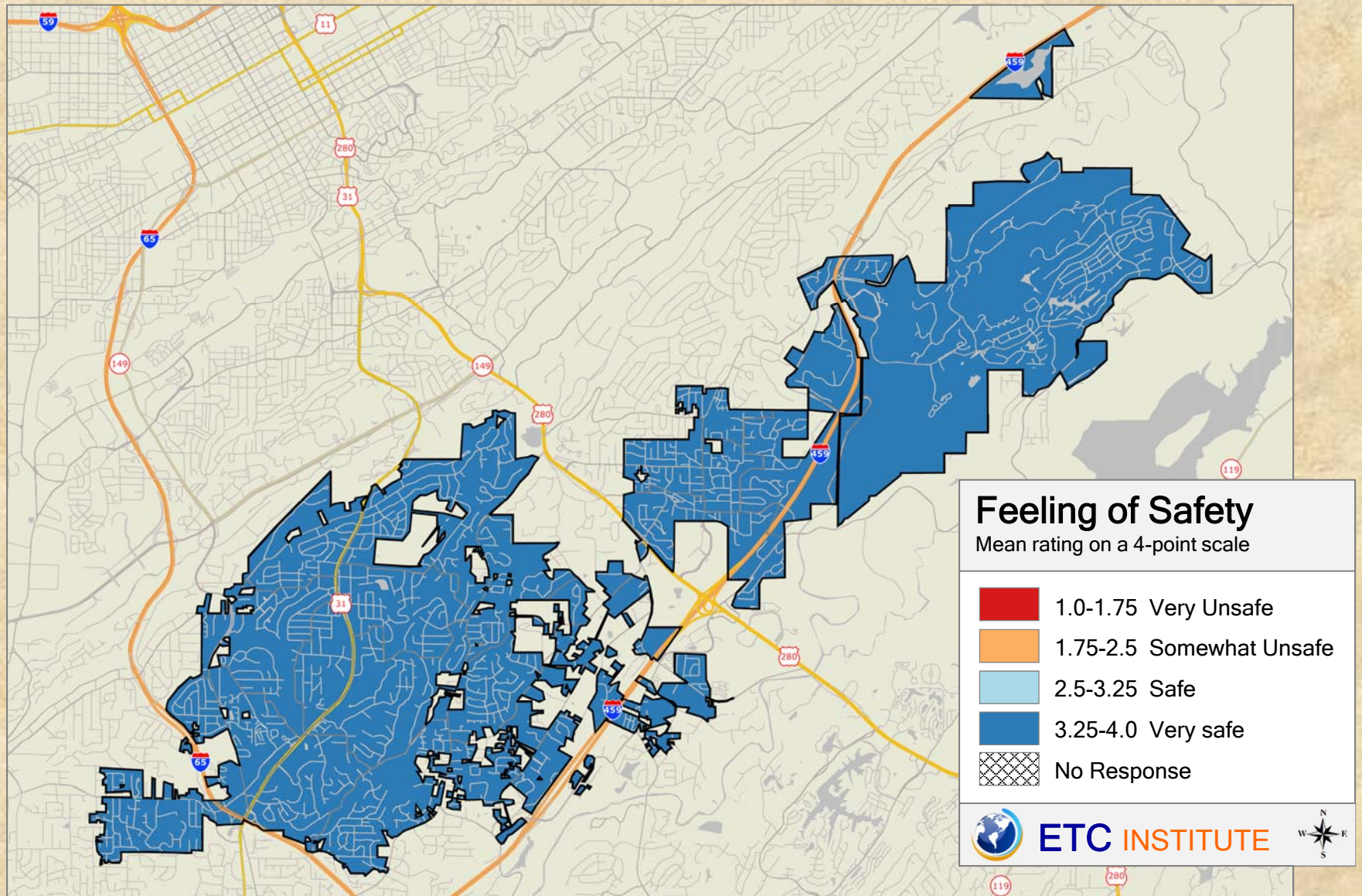
Q8-05 Feeling of safety on school campuses



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

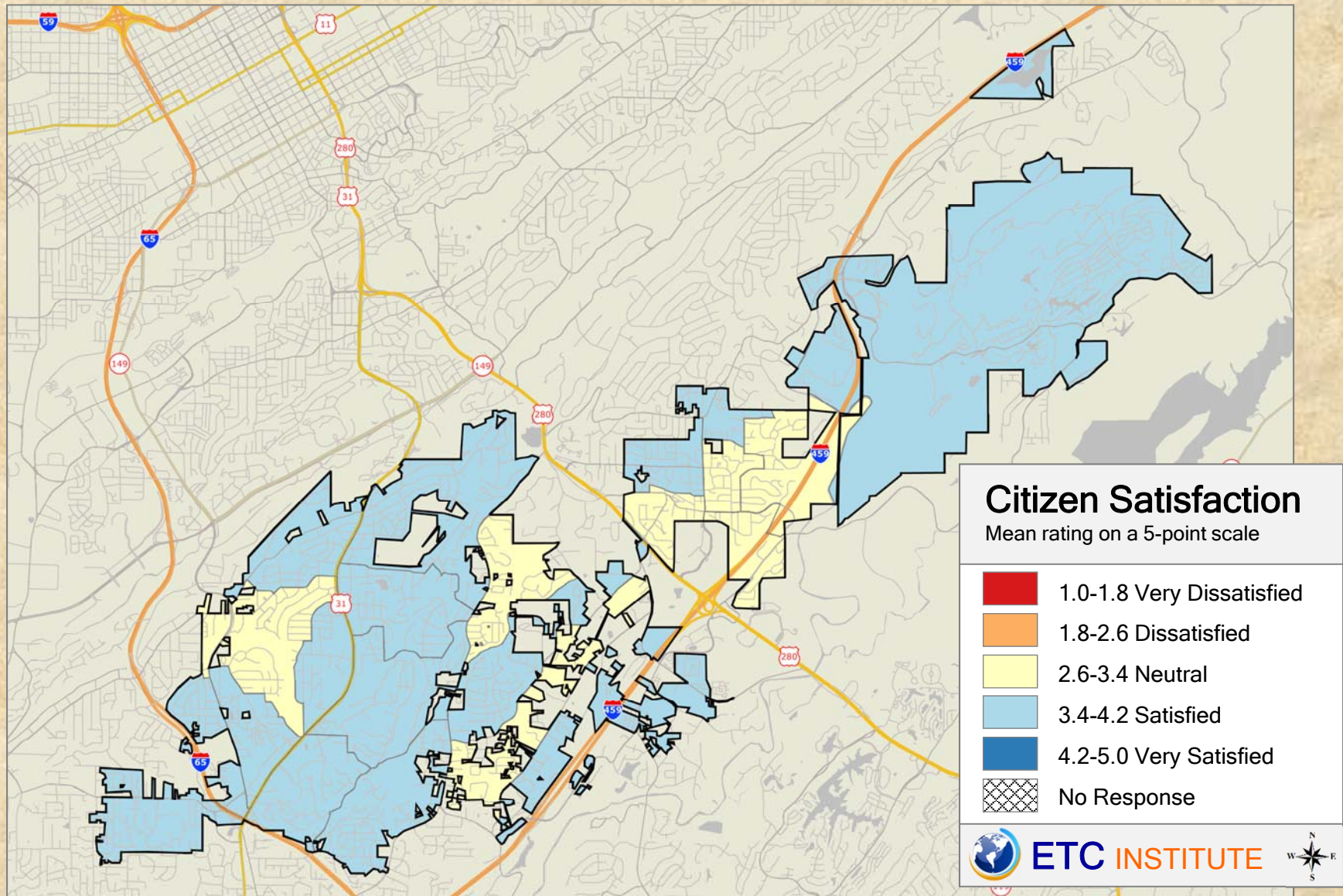
Q8-06 Overall feeling of safety in Vestavia Hills



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

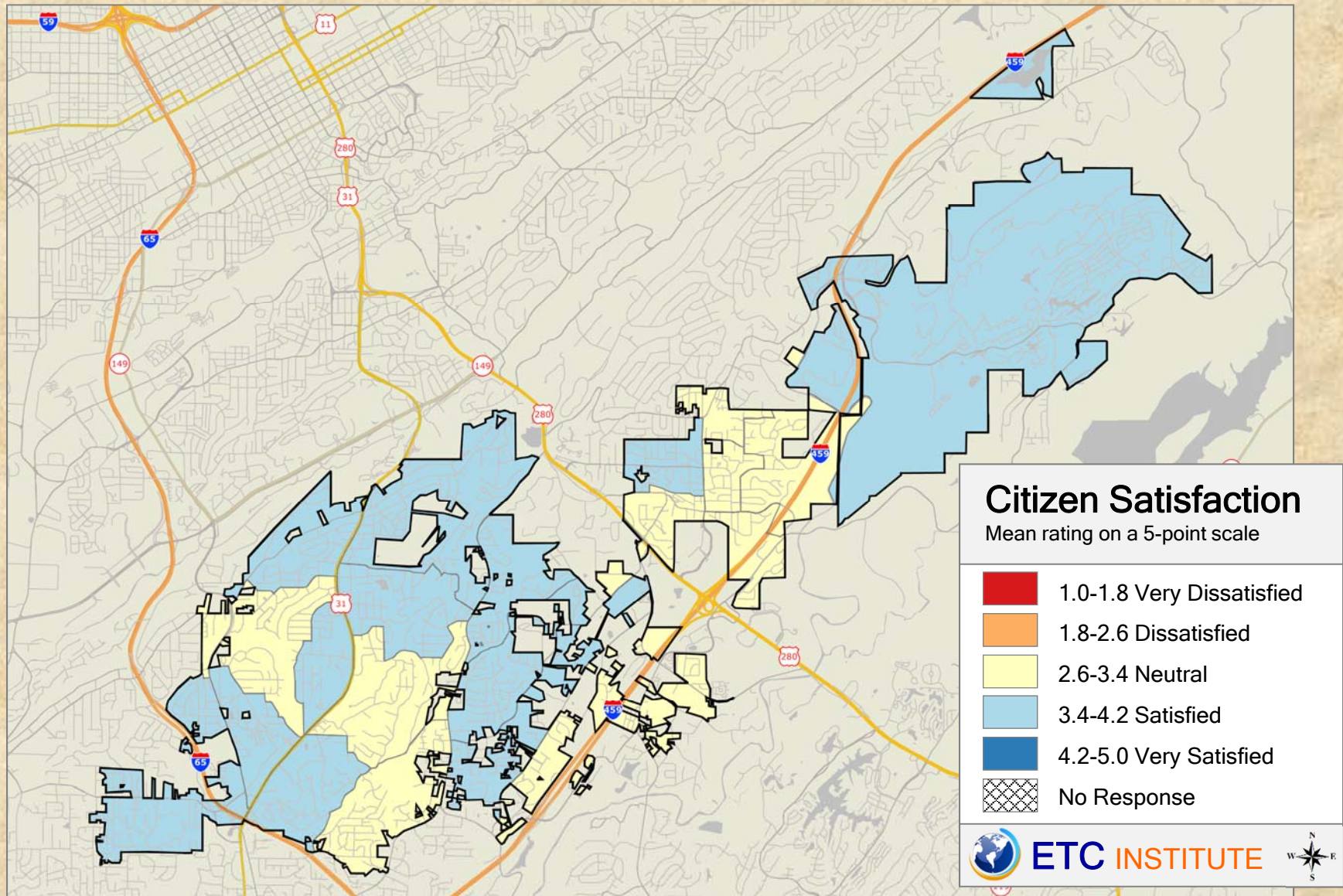
Q9-01 Satisfaction with enforcing the cleanup of litter and debris on private property



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

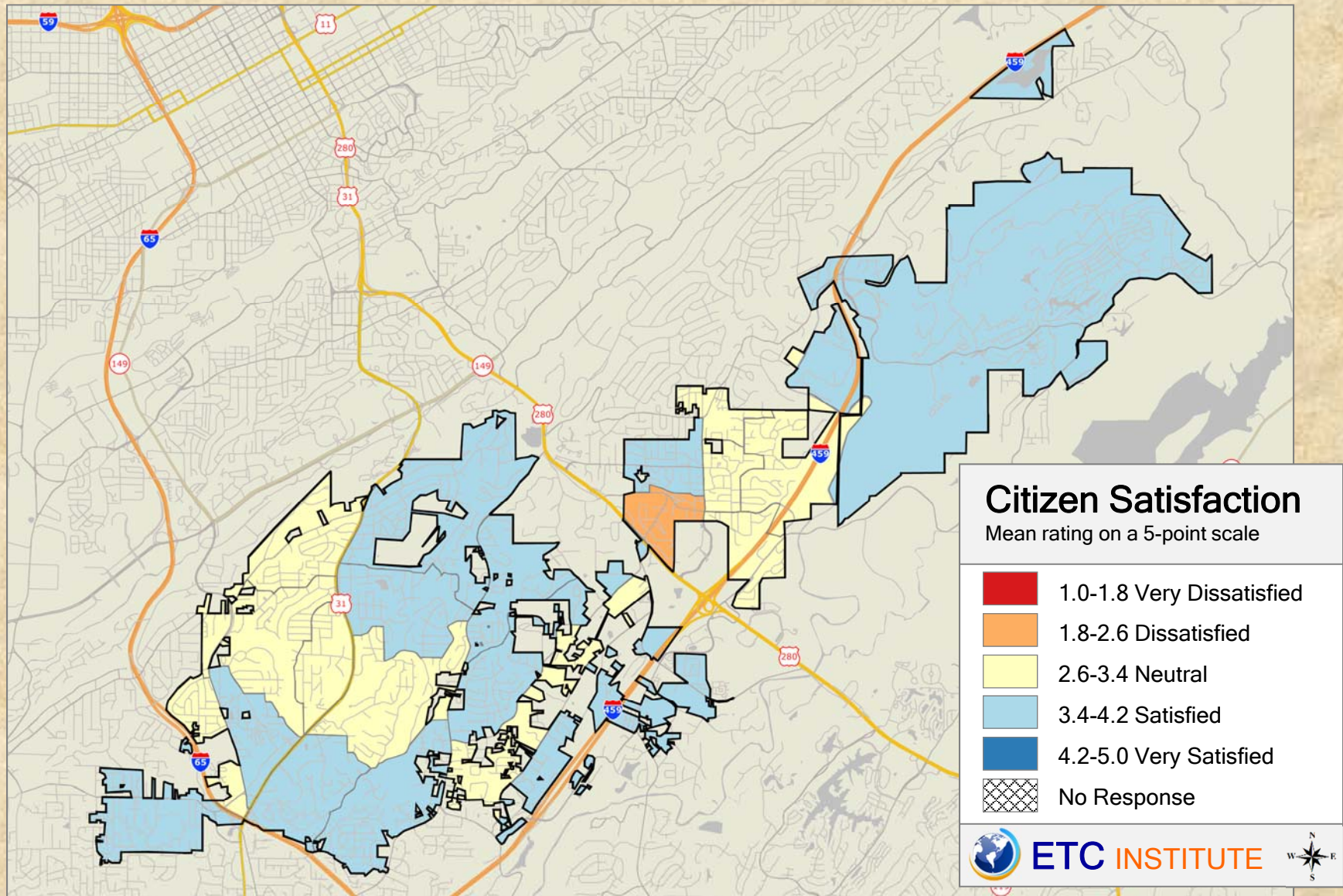
Q9-02 Satisfaction with enforcing the mowing and trimming of private property



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

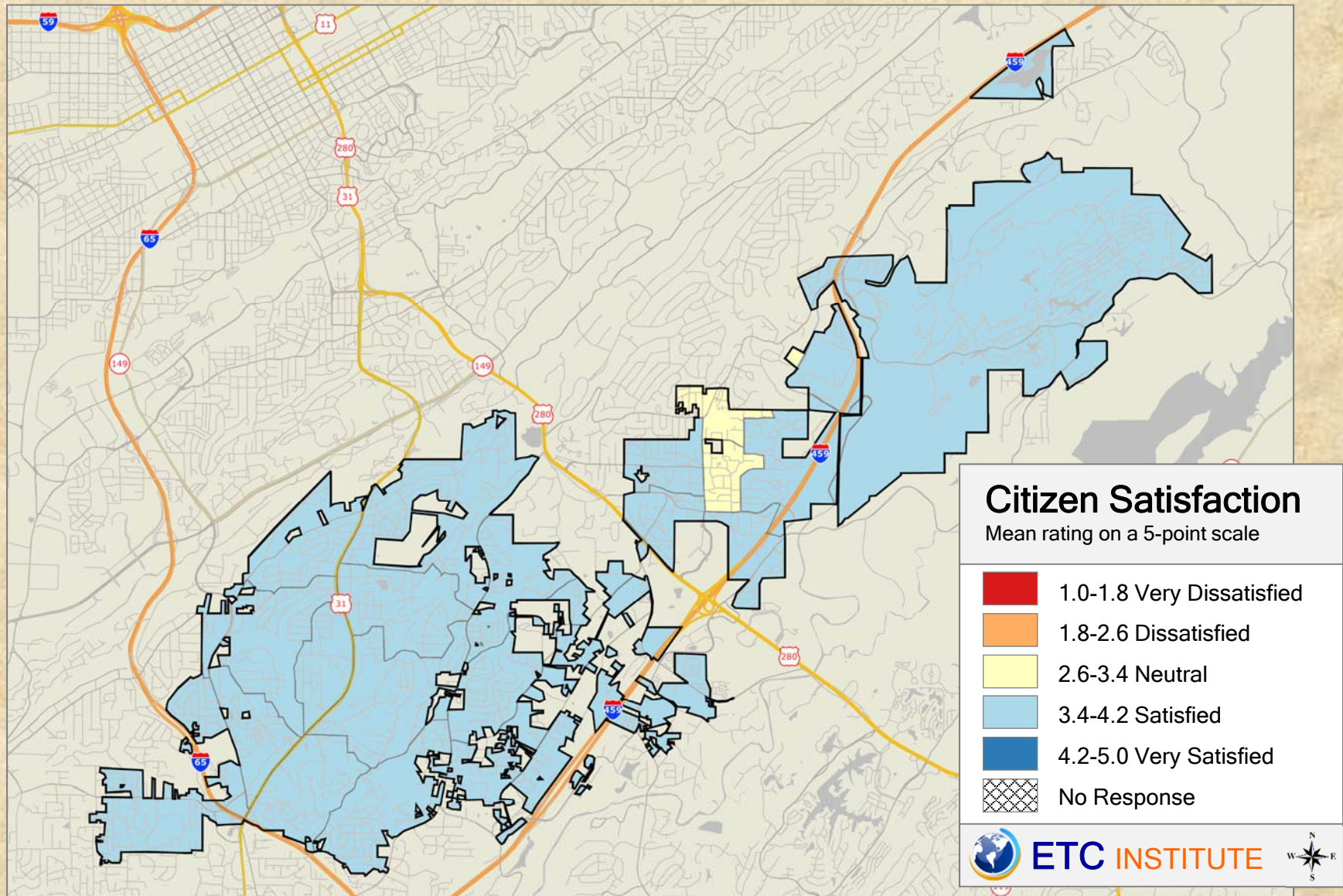
Q9-03 Satisfaction with enforcing the maintenance of residential property



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

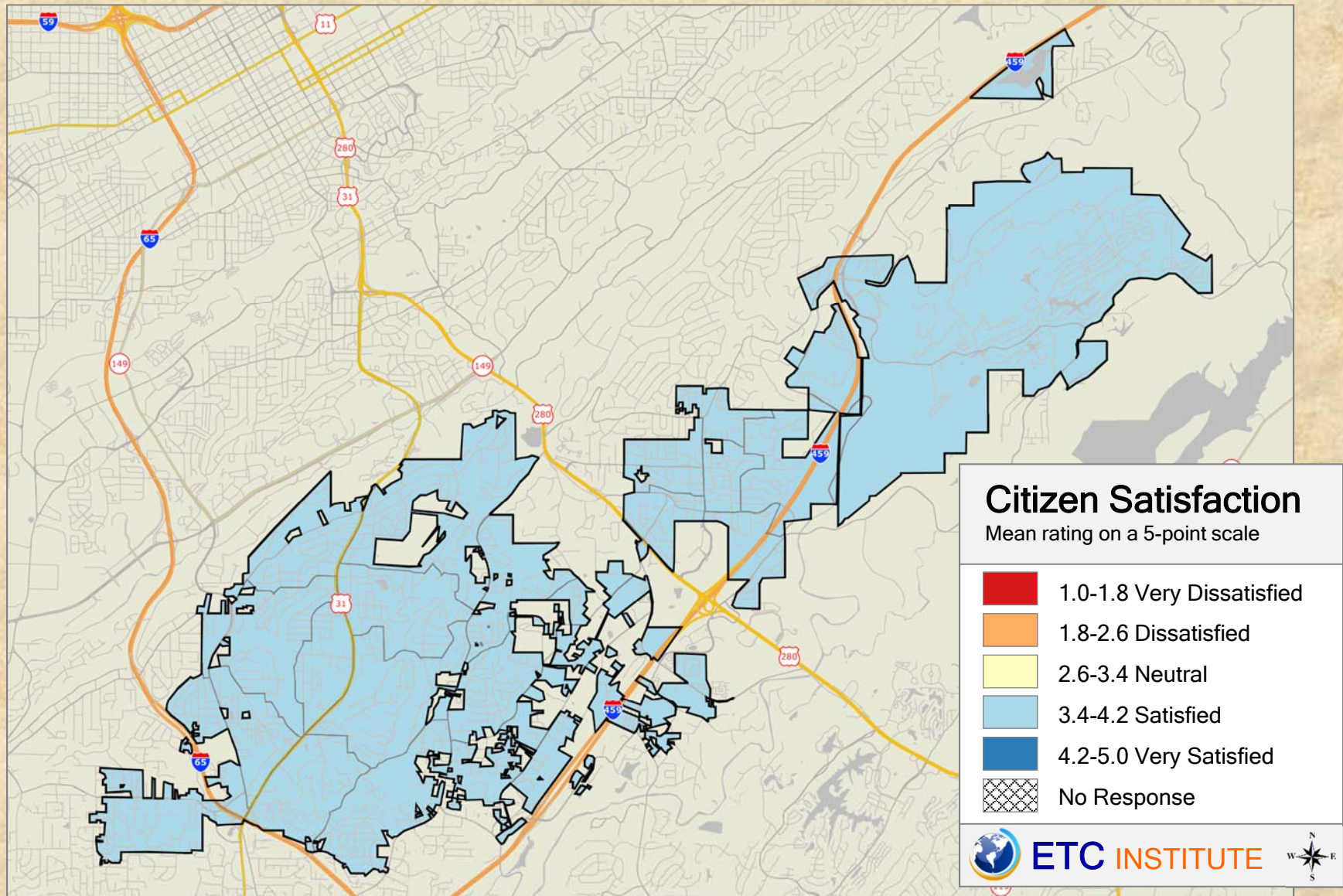
Q9-04 Satisfaction with enforcing the maintenance of business property



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

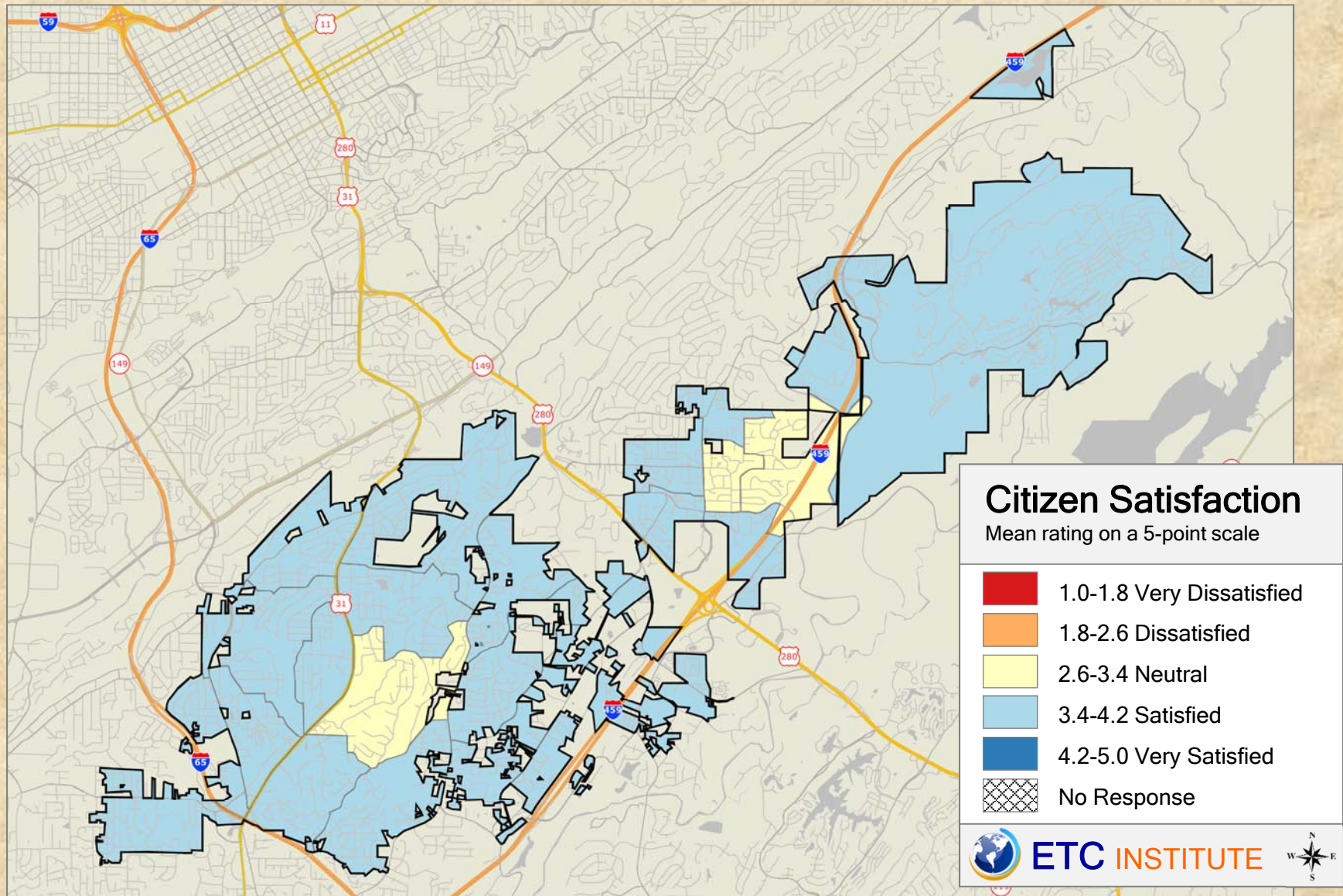
Q9-05 Satisfaction with enforcing codes designed to protect public safety



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

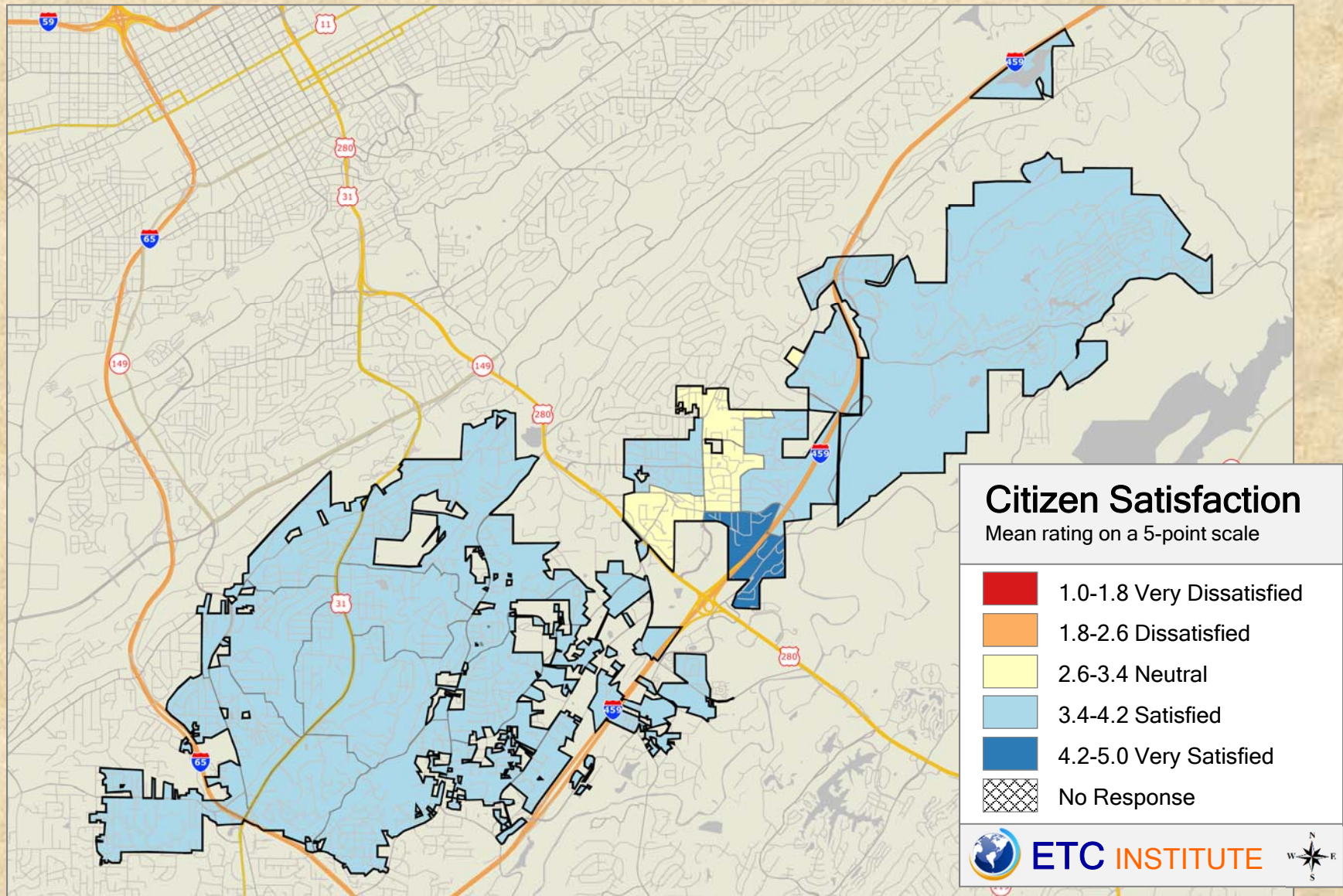
Q9-06 Satisfaction with enforcing sign regulations



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

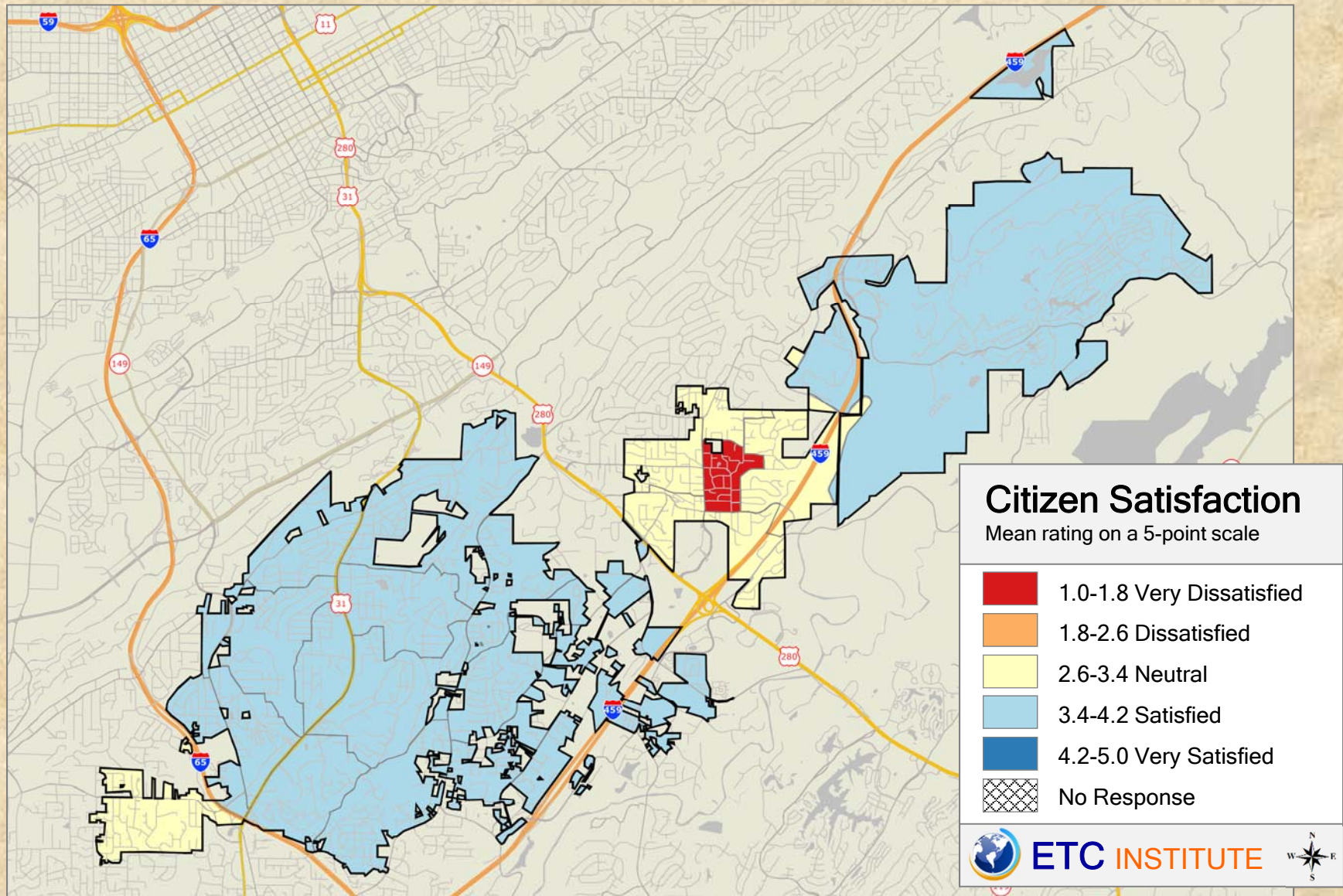
Q10-01 Satisfaction with maintenance of major City streets



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

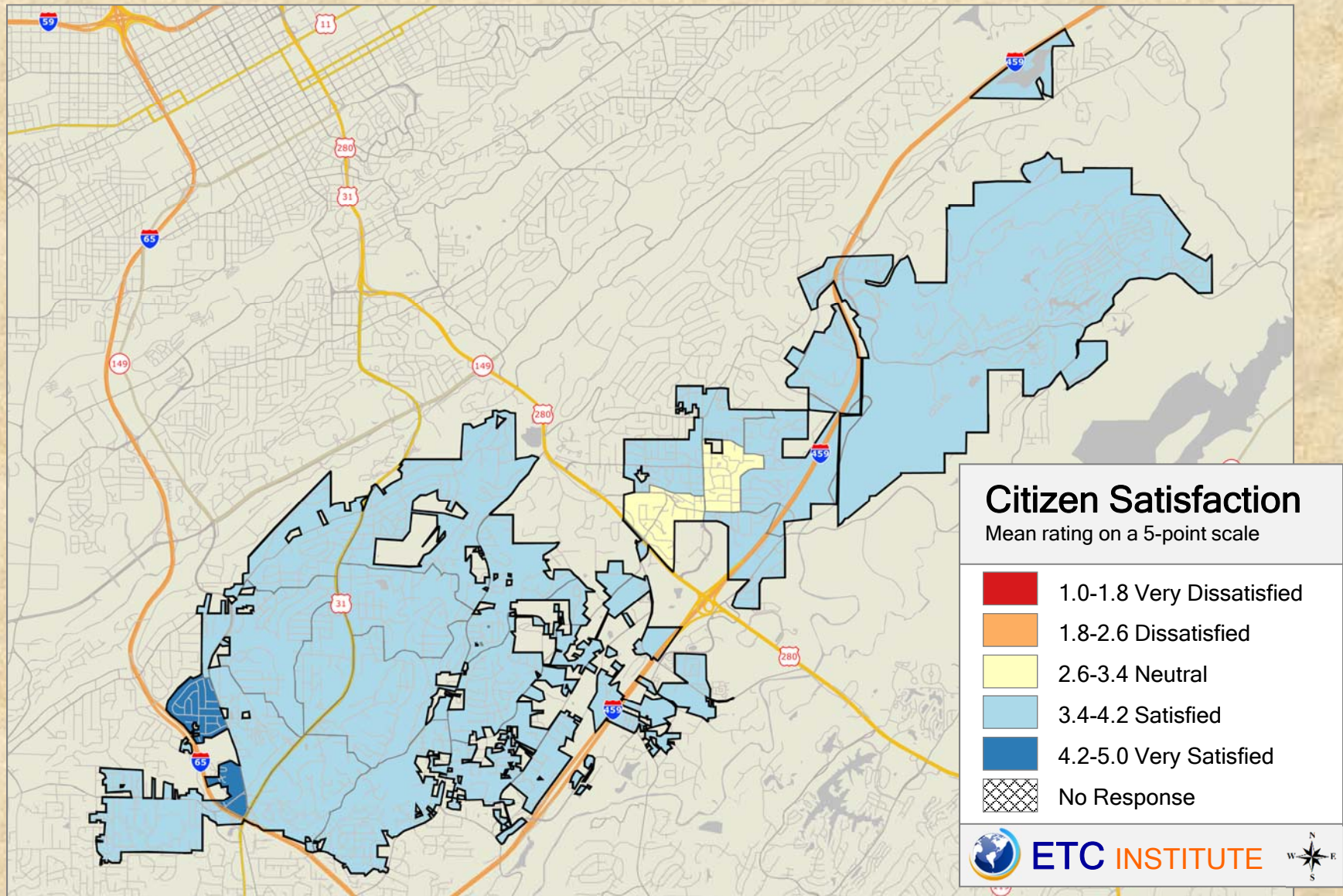
Q10-02 Satisfaction with maintenance of sidewalks



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

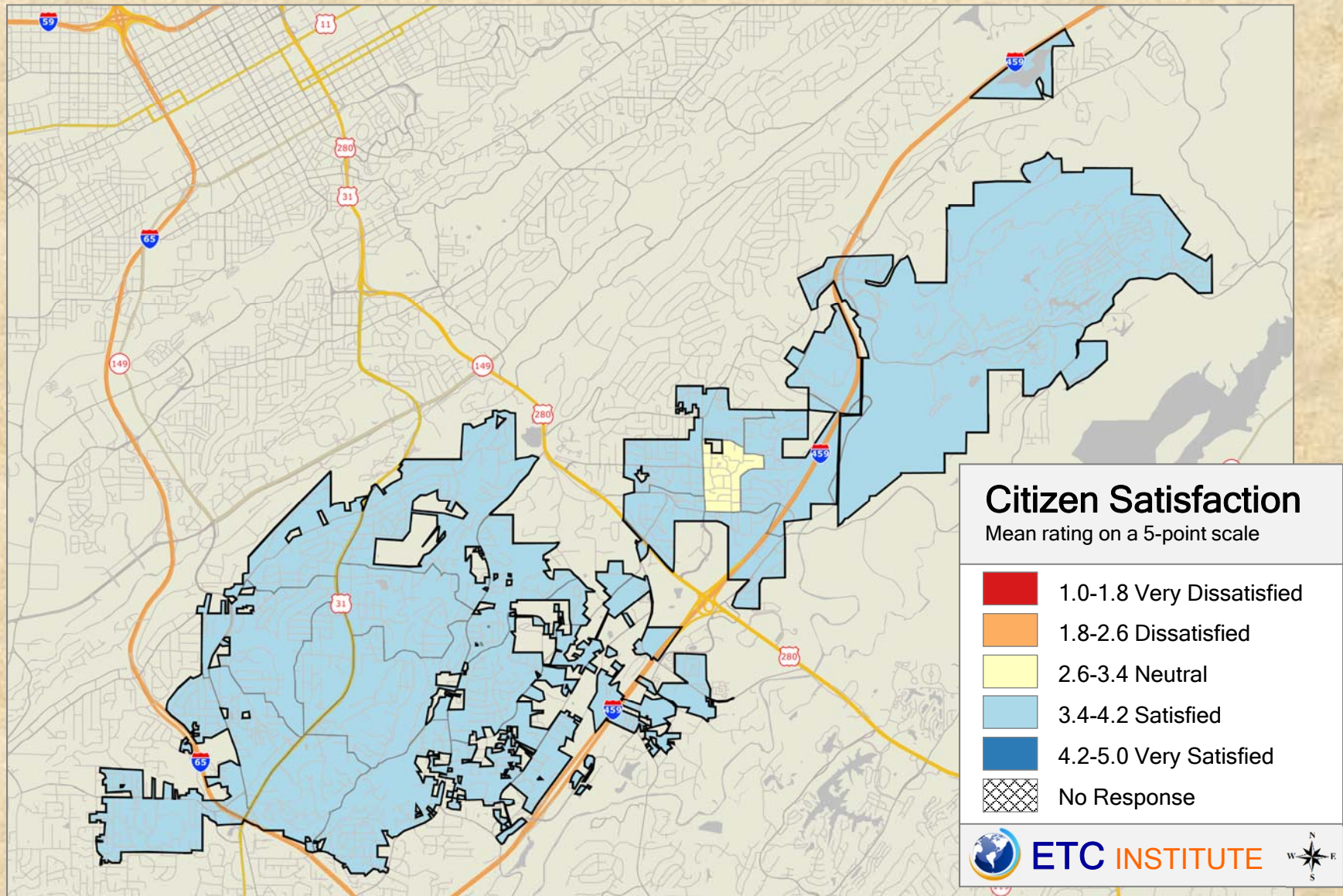
Q10-03 Satisfaction with maintenance of street signs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

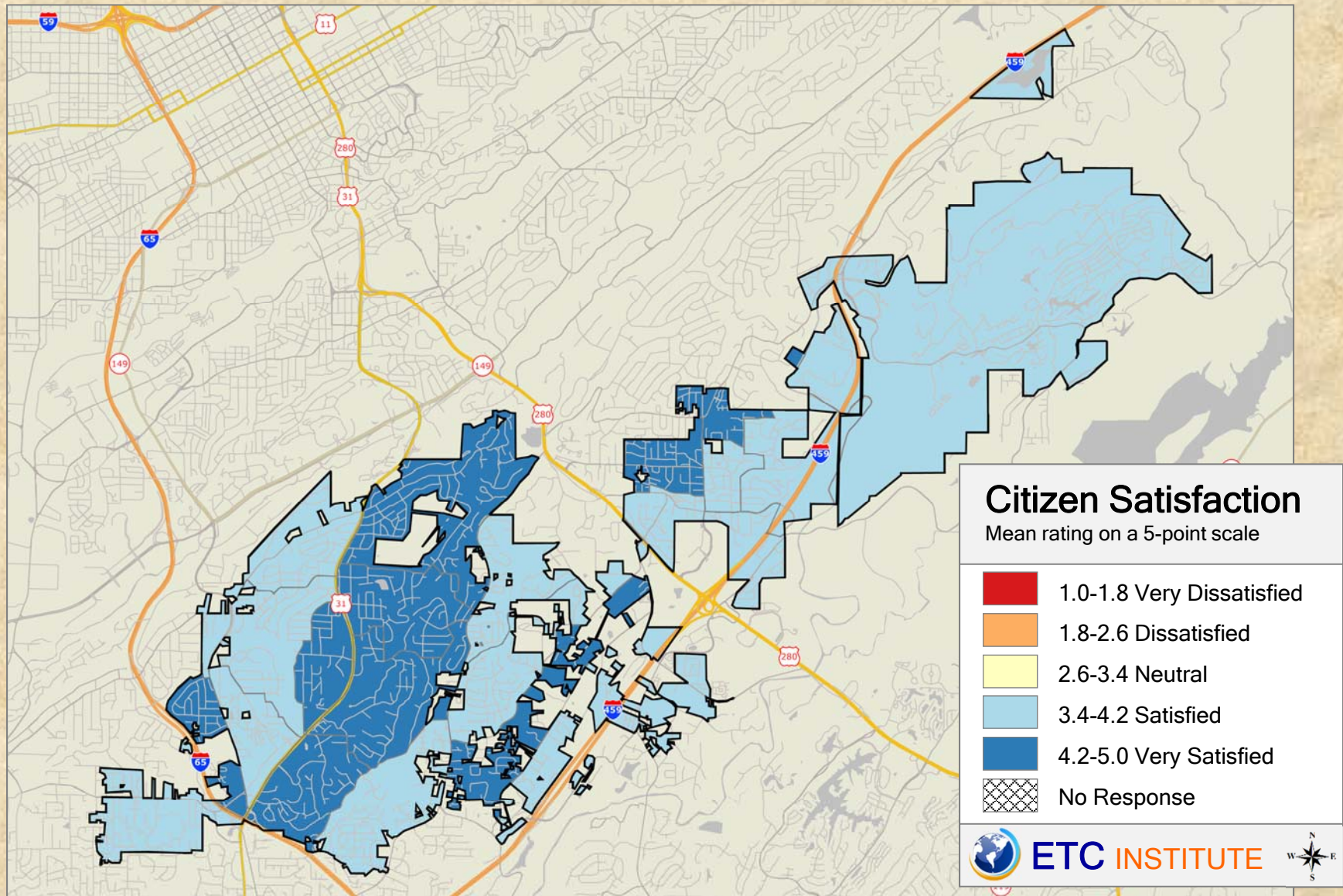
Q10-04 Satisfaction with maintenance of traffic signals



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

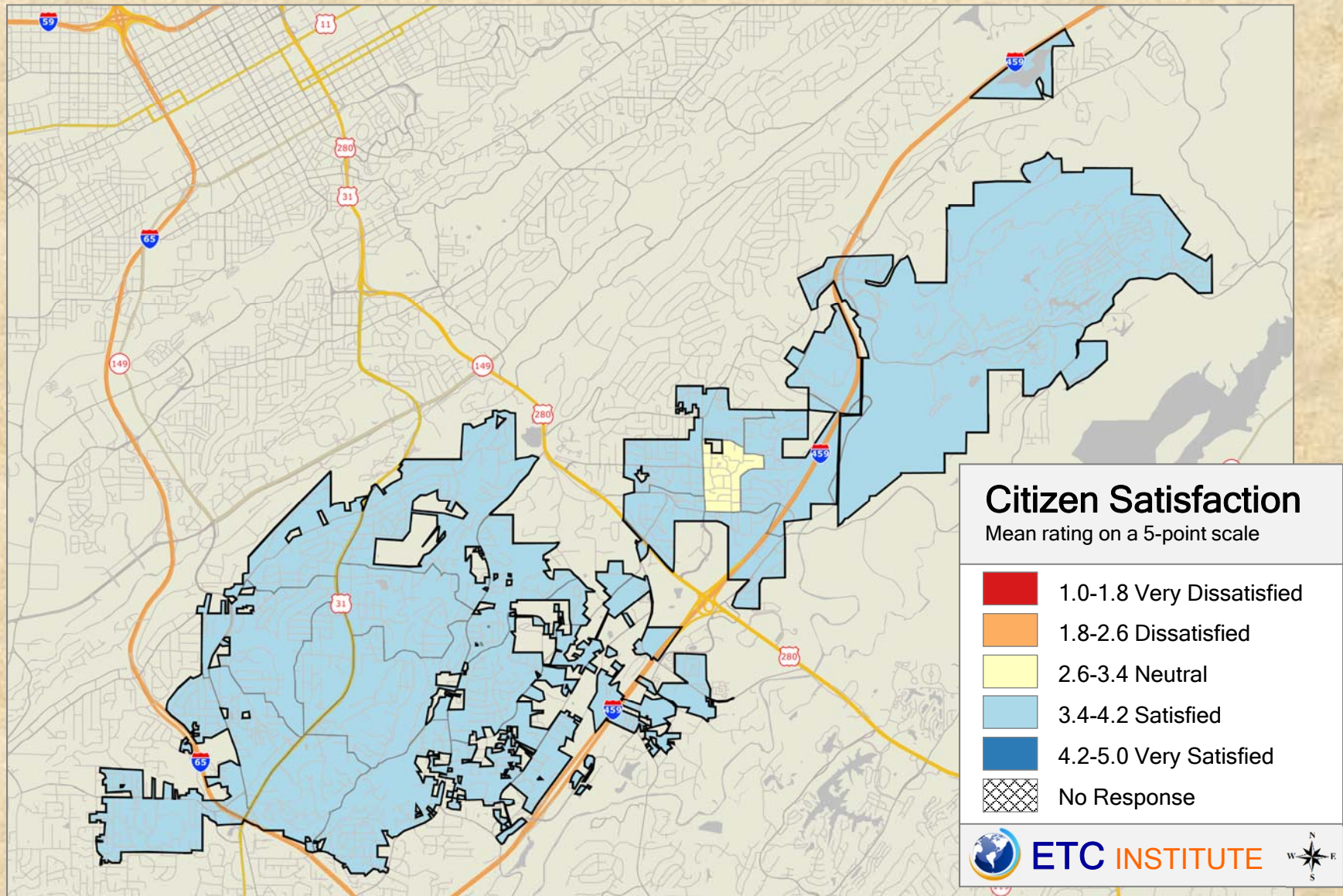
Q10-05 Satisfaction with maintenance of City buildings



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

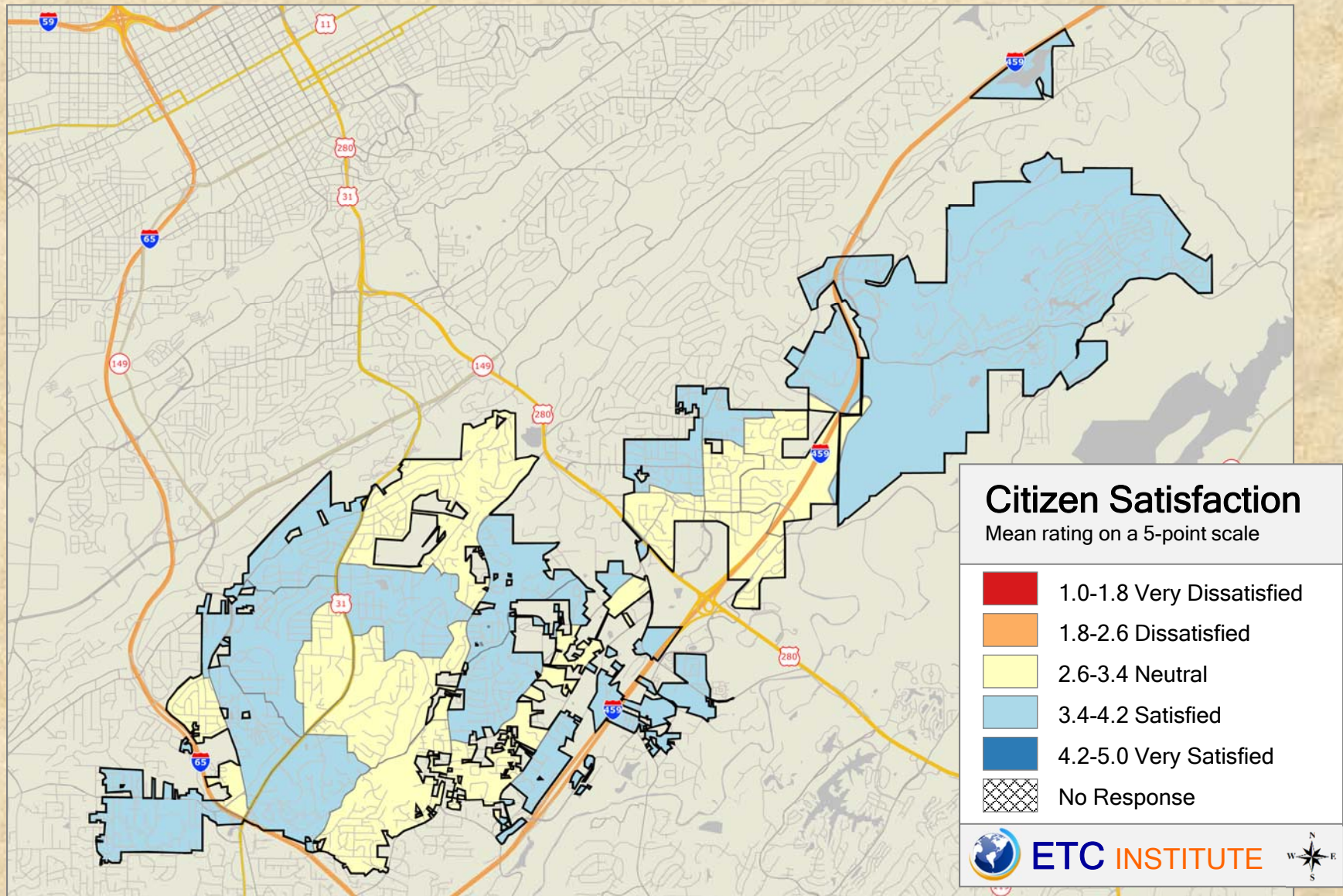
Q10-06 Satisfaction with mowing and trimming along streets and other public areas



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

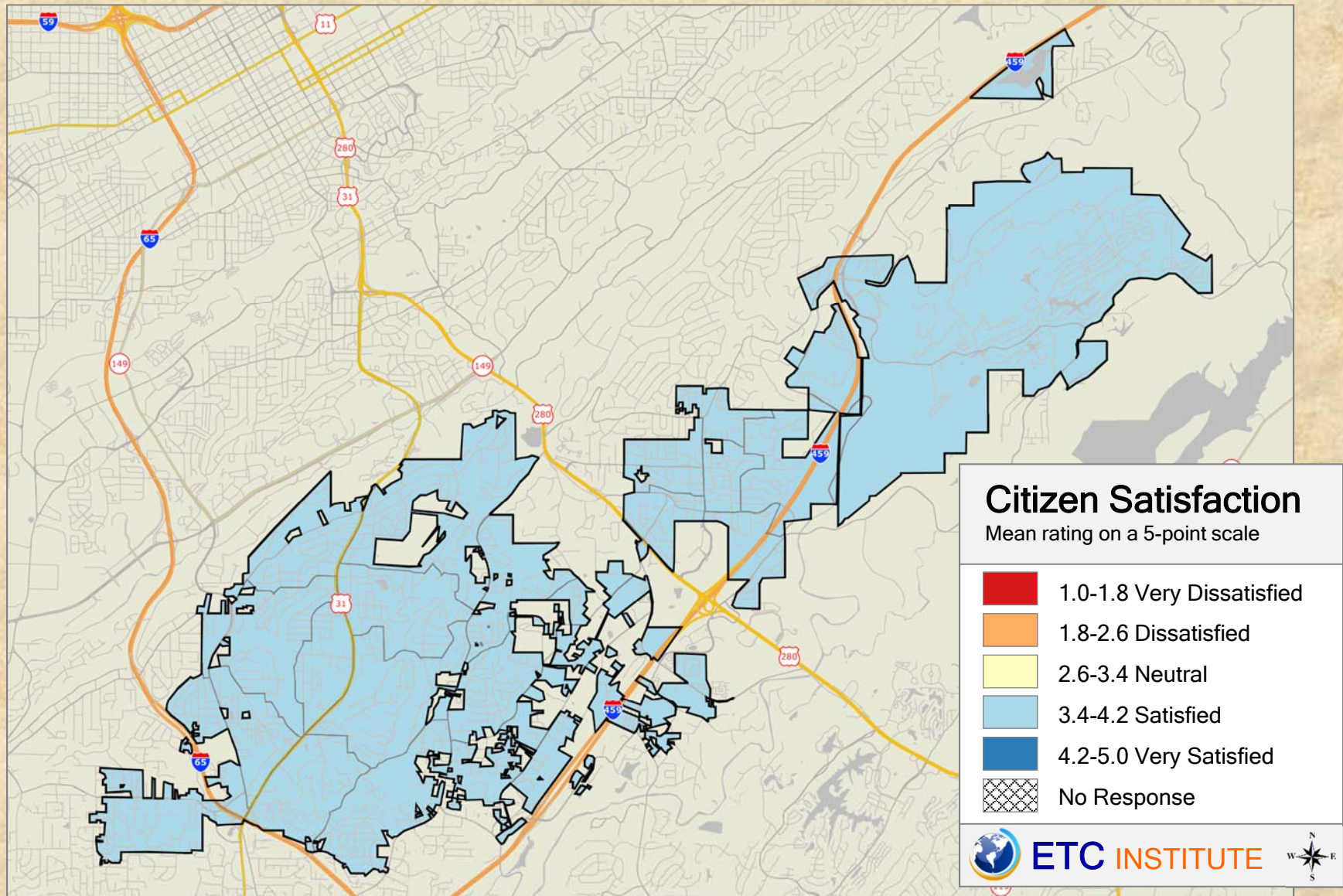
Q10-07 Satisfaction with adequacy of City street lighting



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

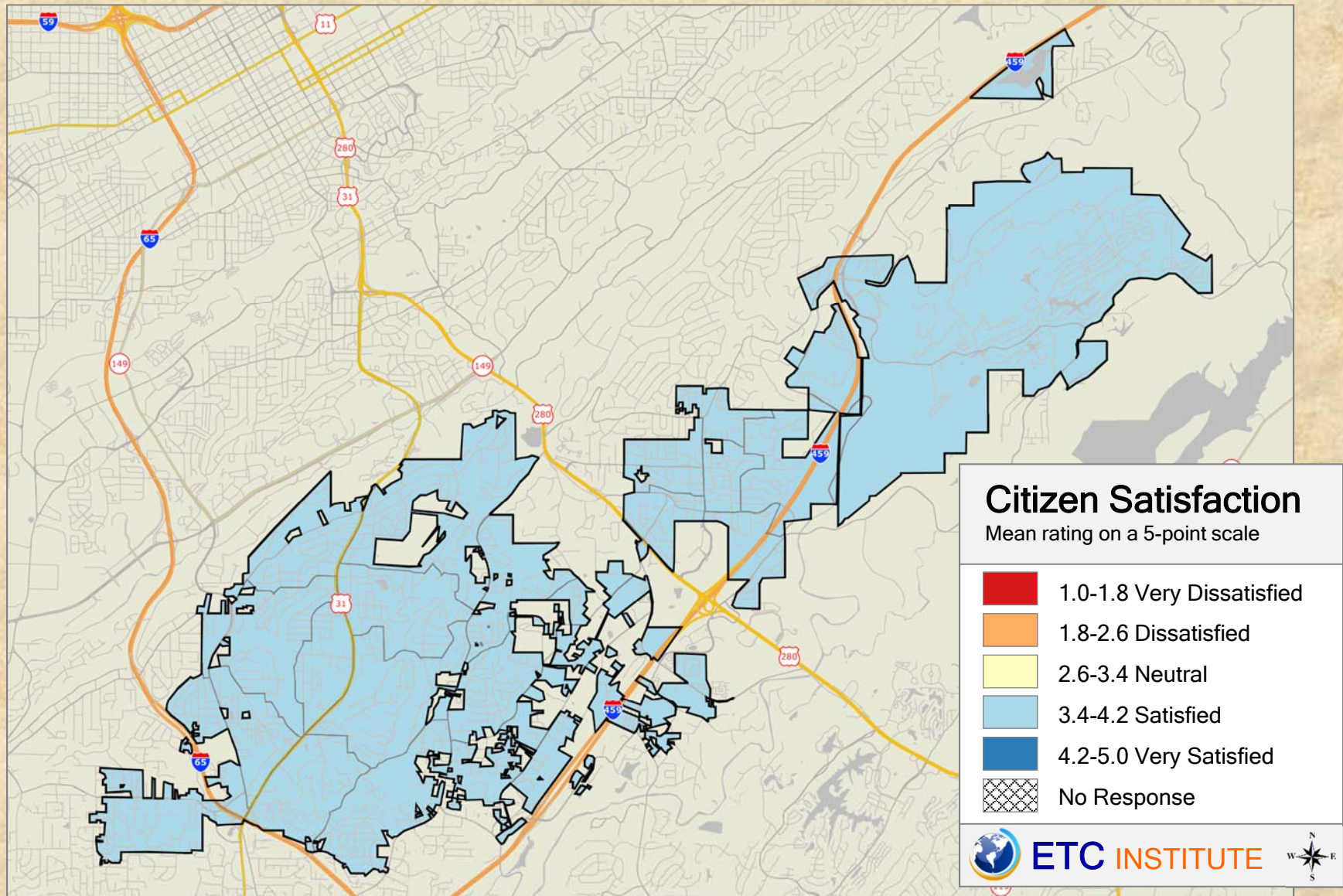
Q10-08 Satisfaction with overall cleanliness of City streets/other public areas



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

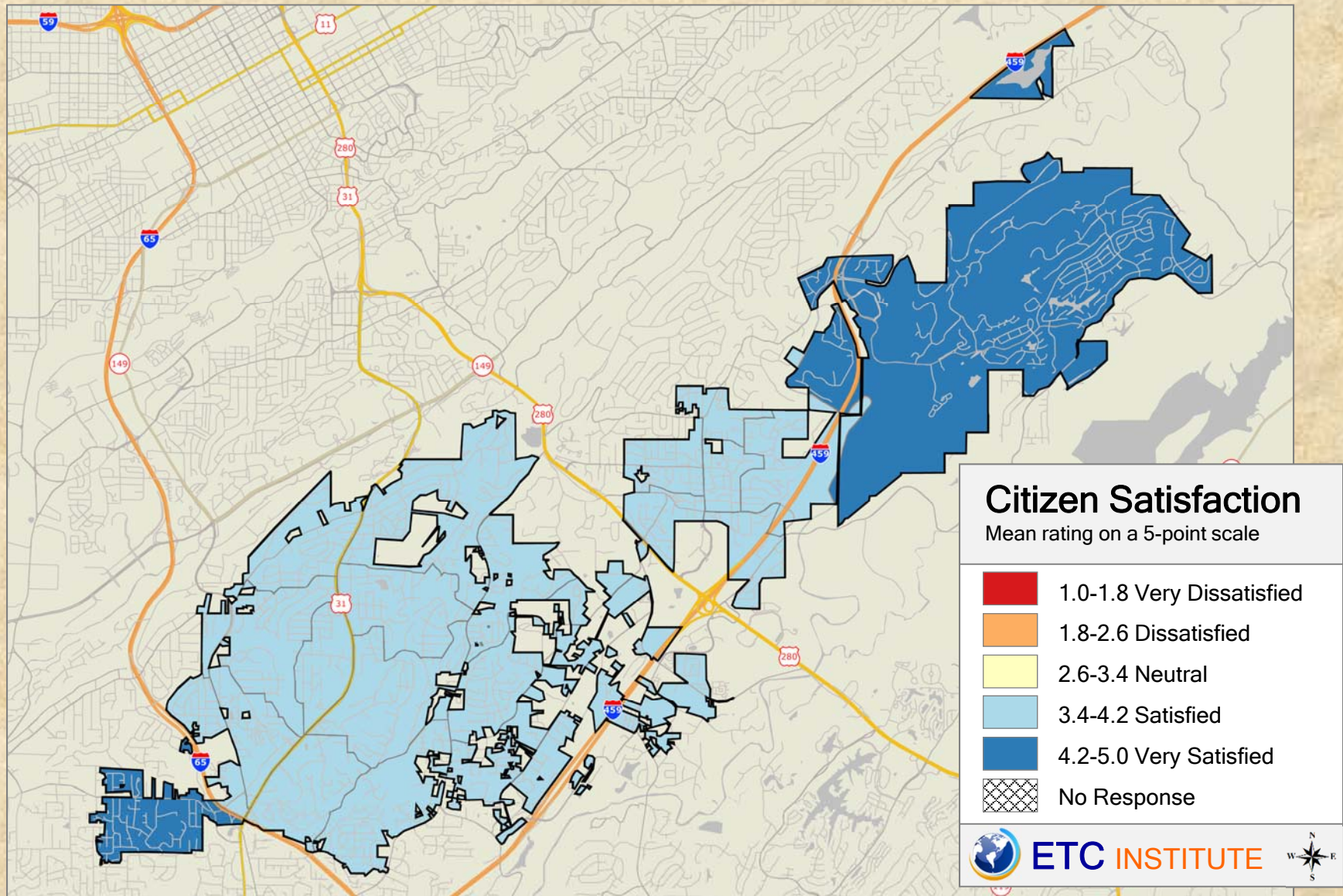
Q12-01 Satisfaction with maintenance of City parks



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

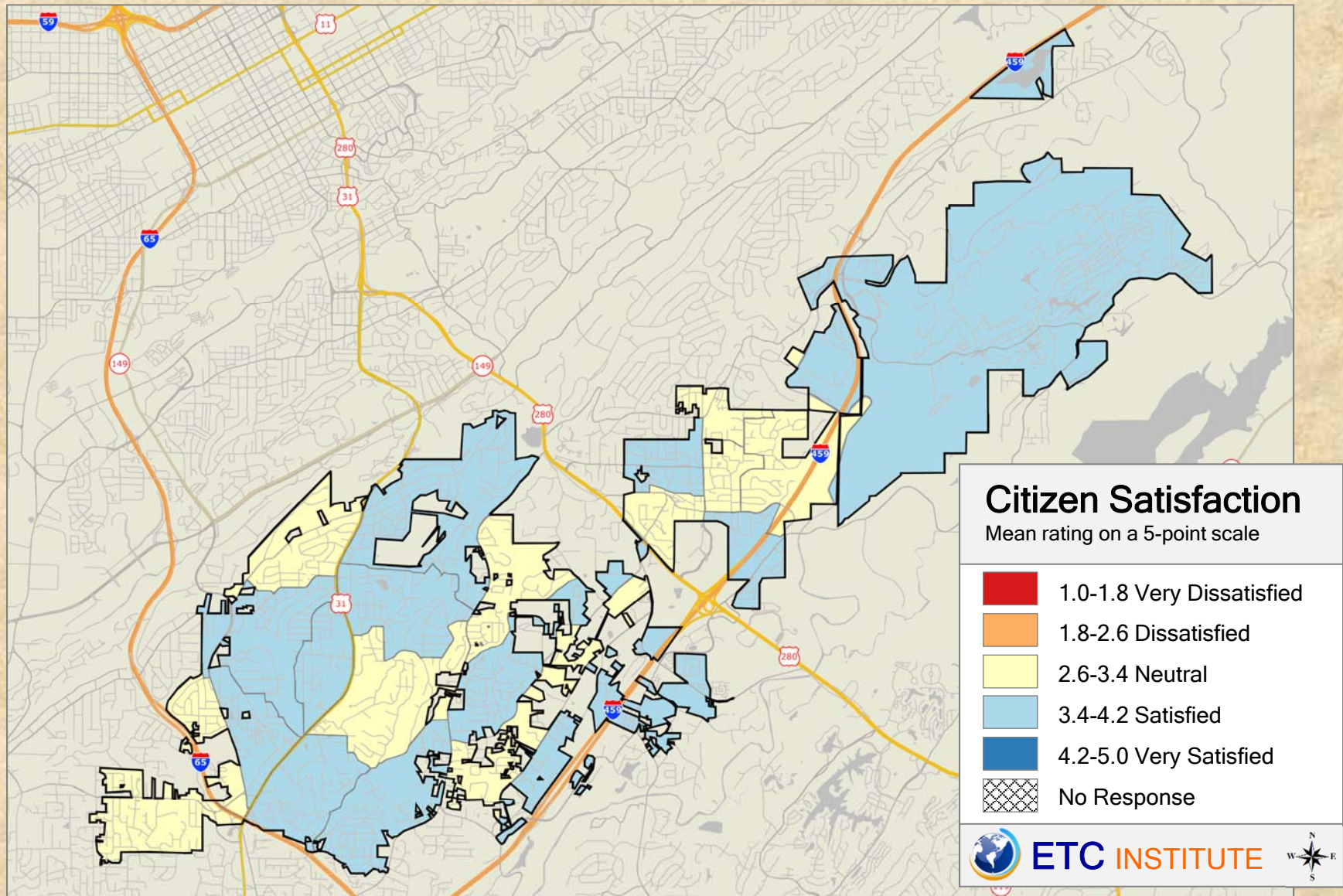
Q12-02 Satisfaction with maintenance of City ballfields



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

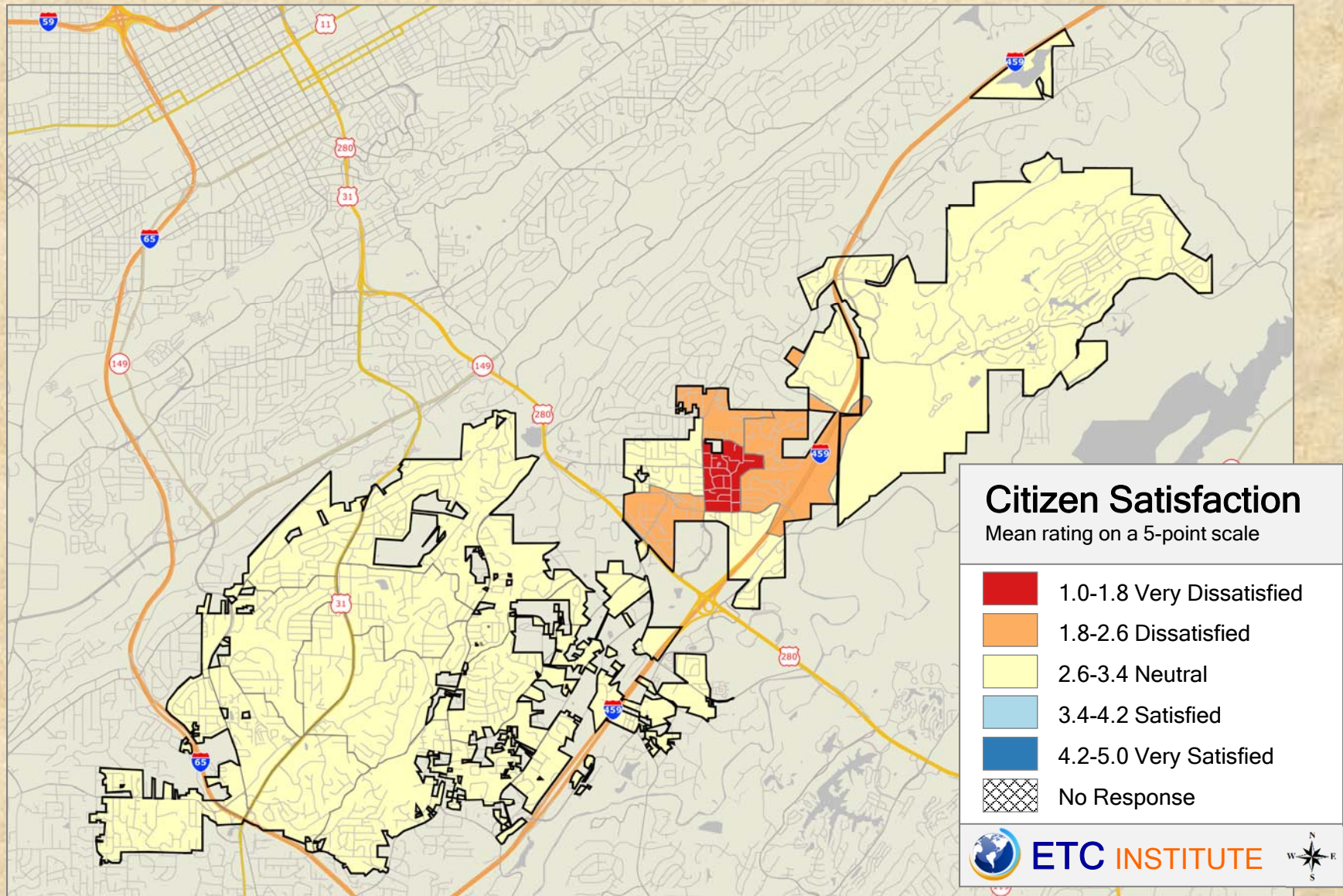
Q12-03 Satisfaction with number of City parks



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

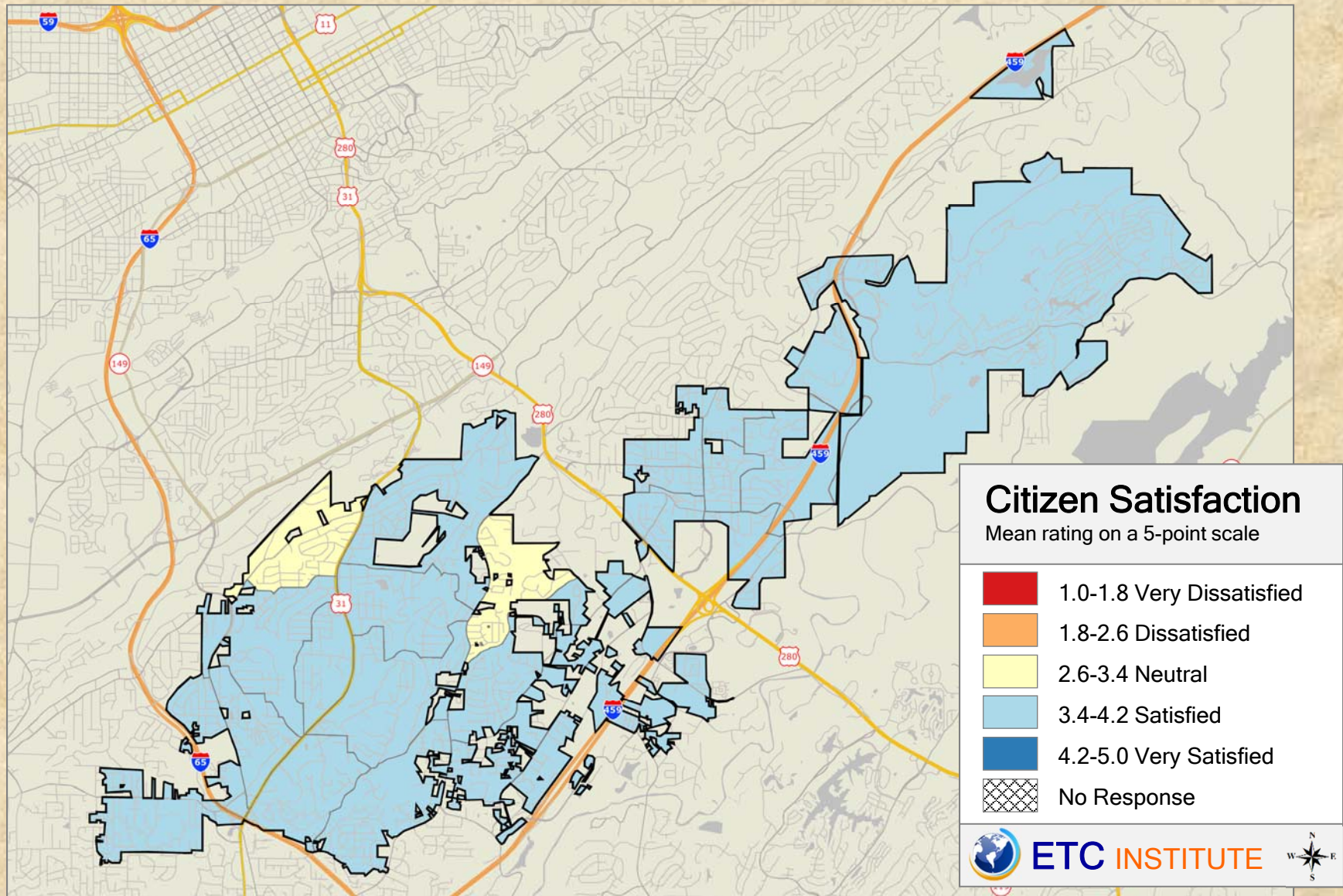
Q12-04 Satisfaction with number of walking and biking trails



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

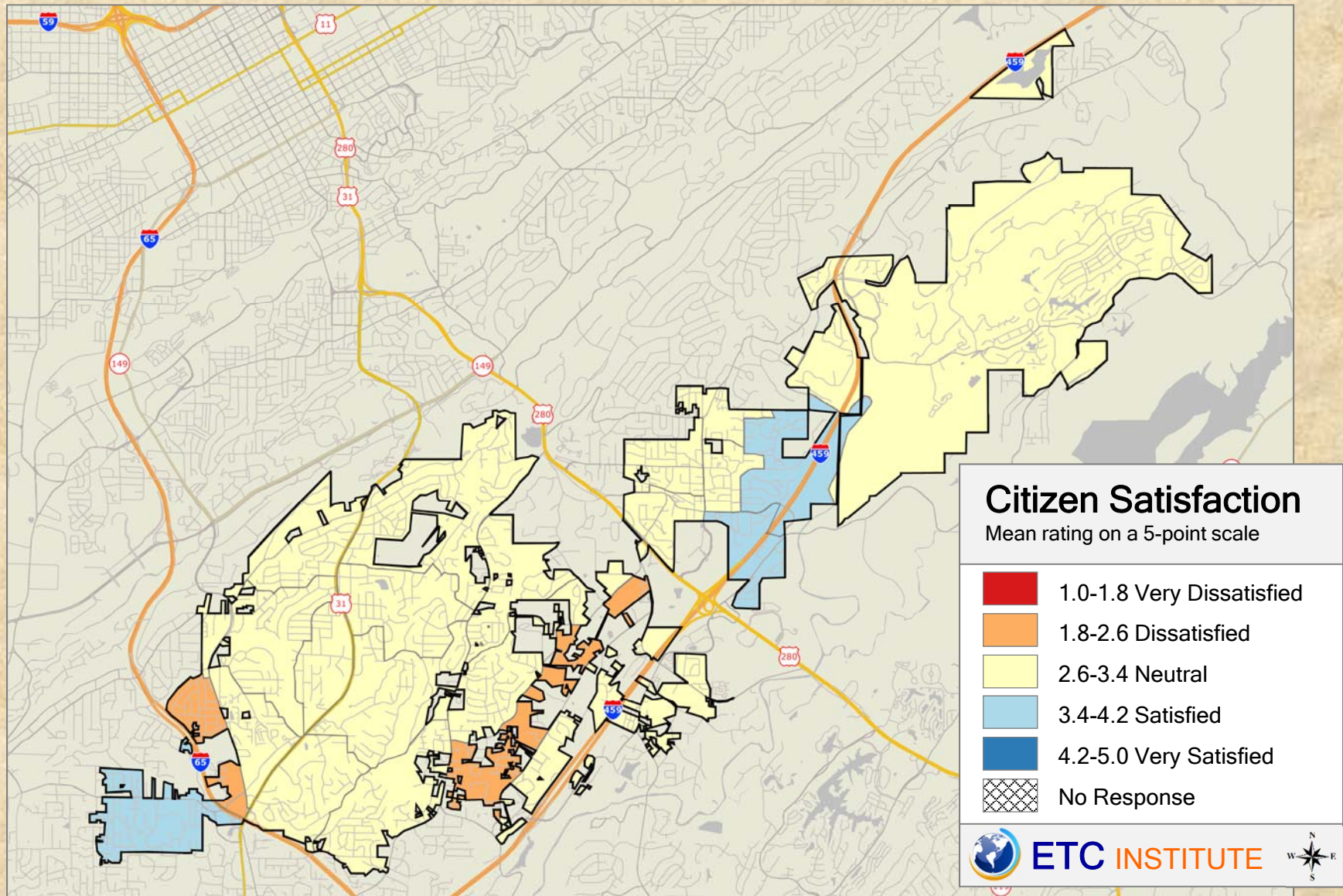
Q12-05 Satisfaction with outdoor athletic fields



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

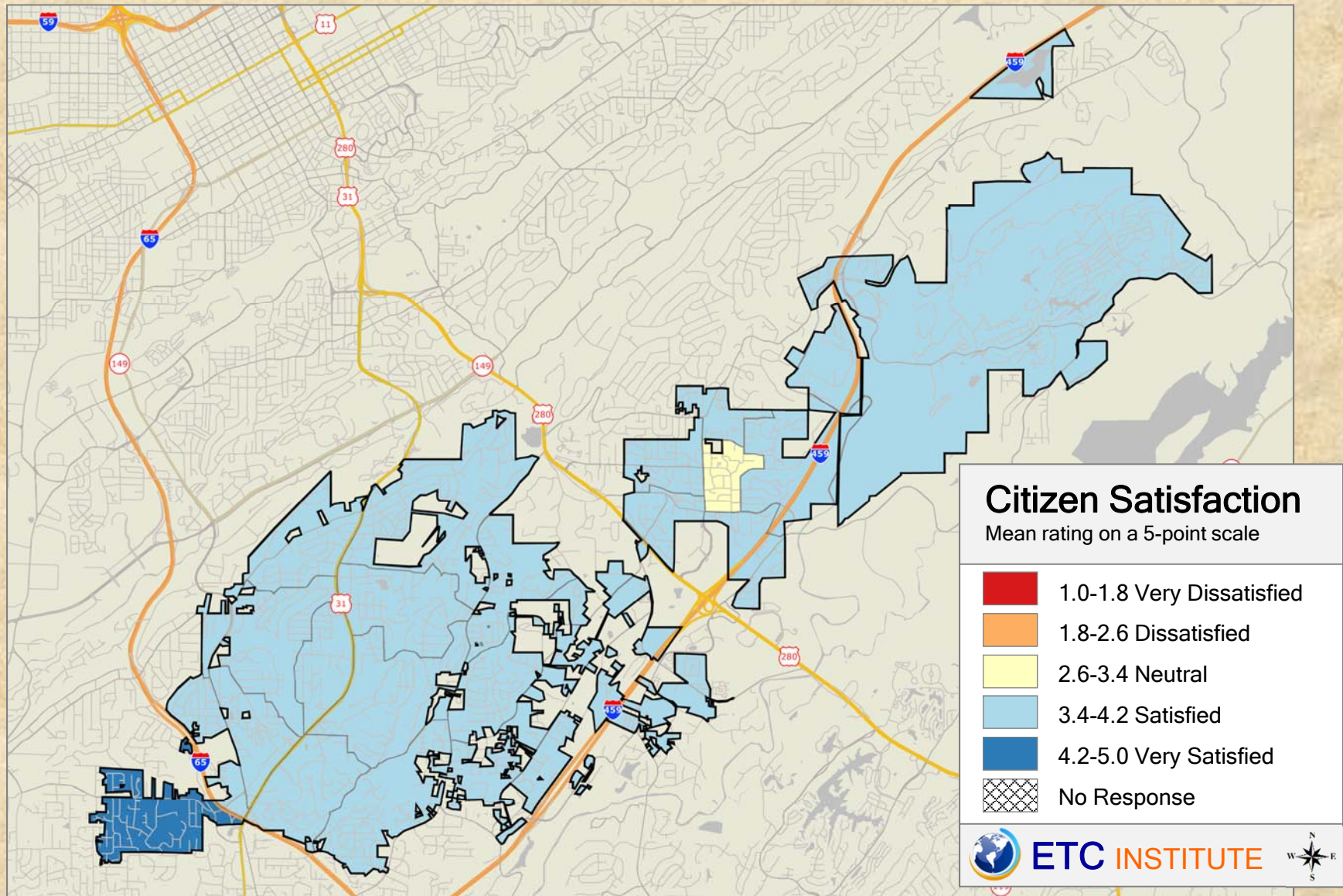
Q12-06 Satisfaction with community recreational centers



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

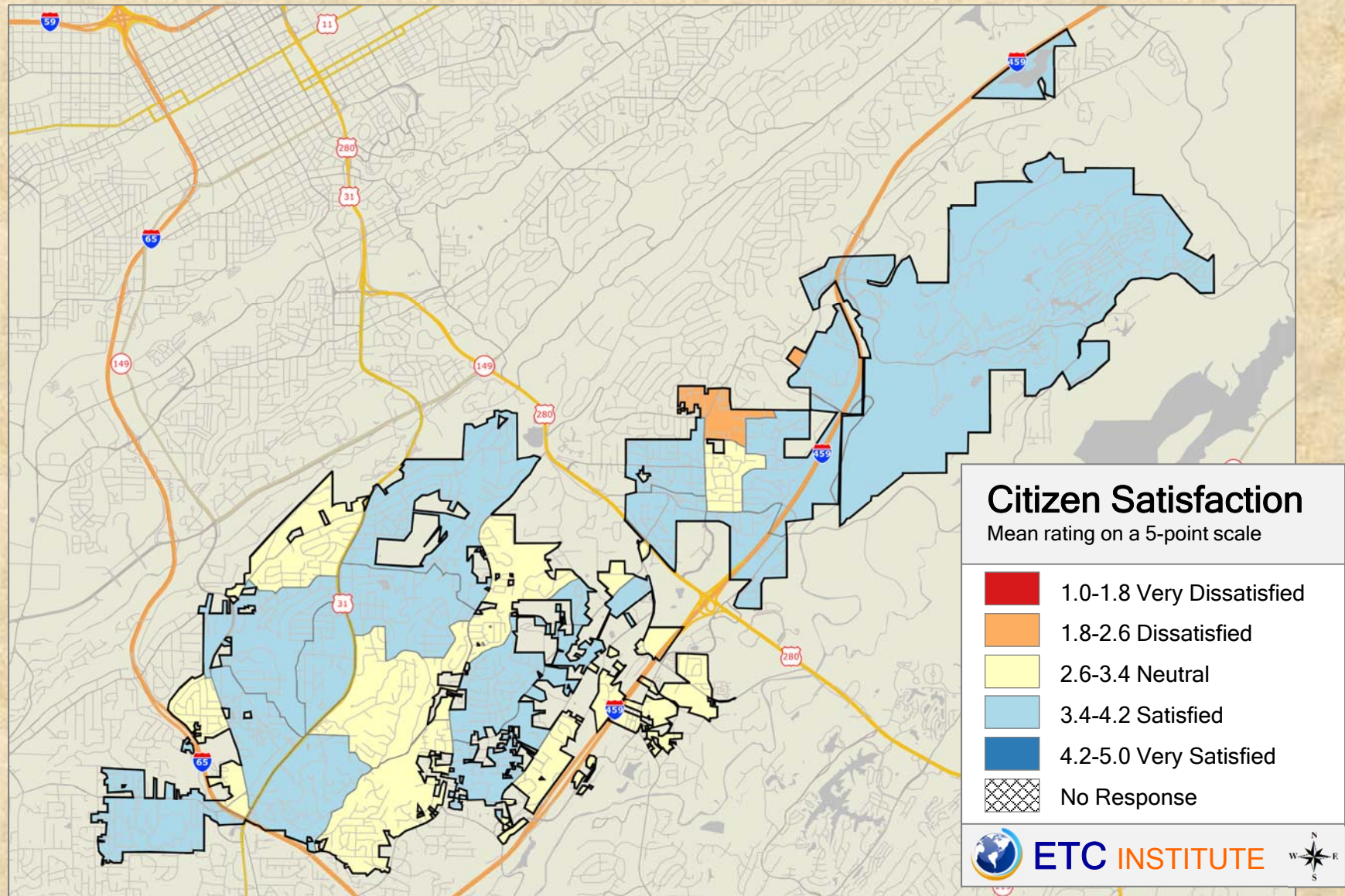
Q12-07 Satisfaction with the City's youth athletic programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

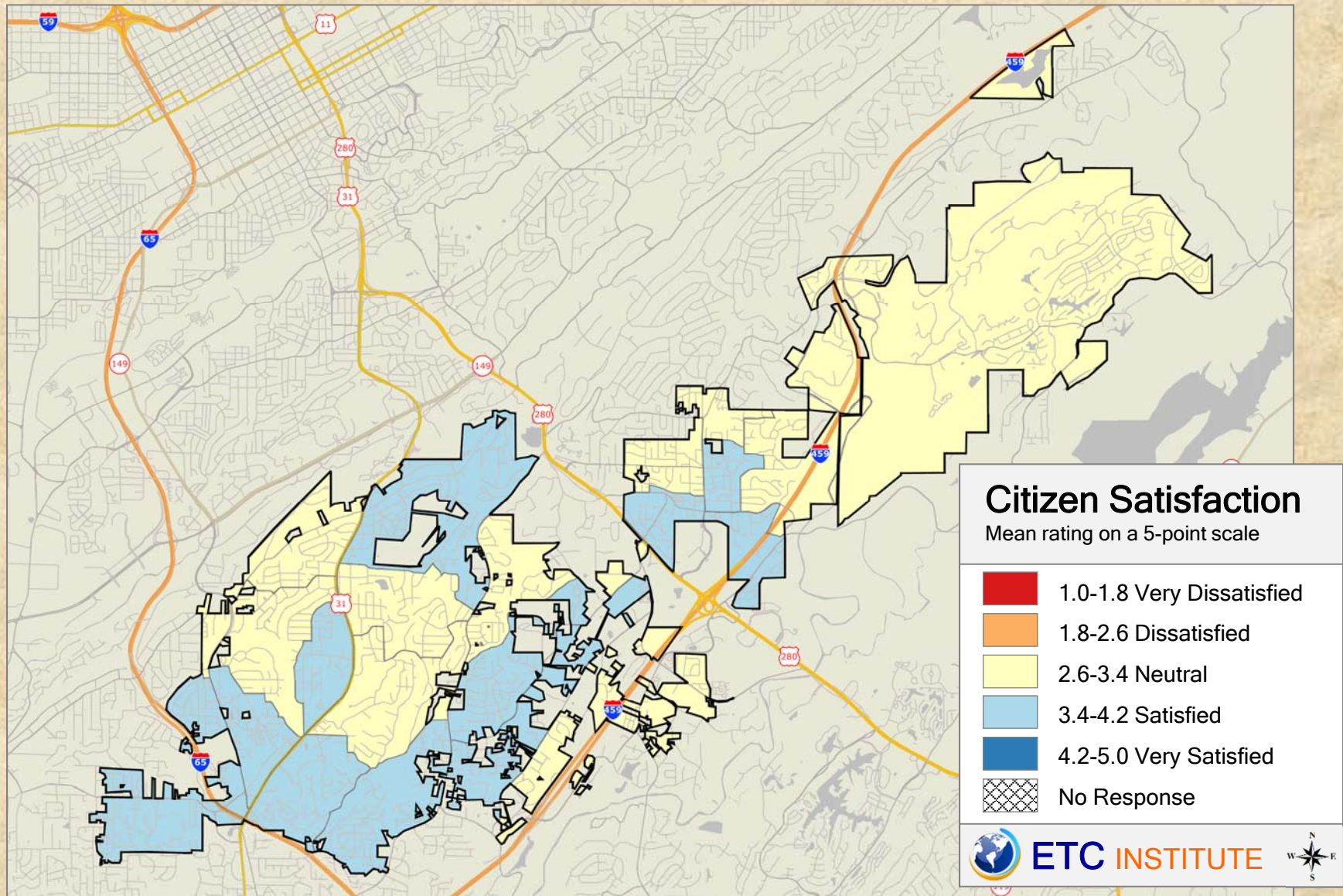
Q12-08 Satisfaction with the City's senior programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

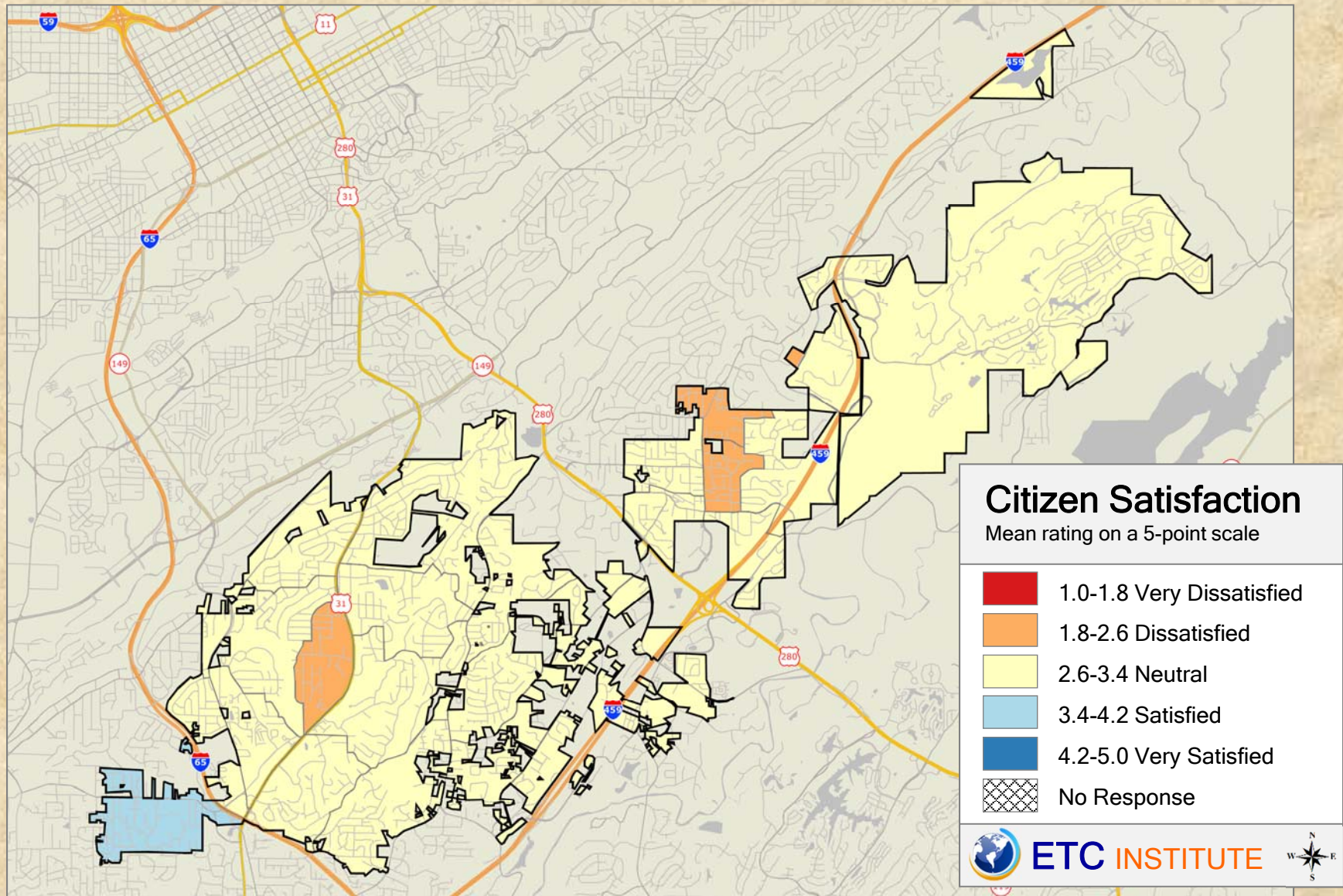
Q12-09 Satisfaction with City recreational programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

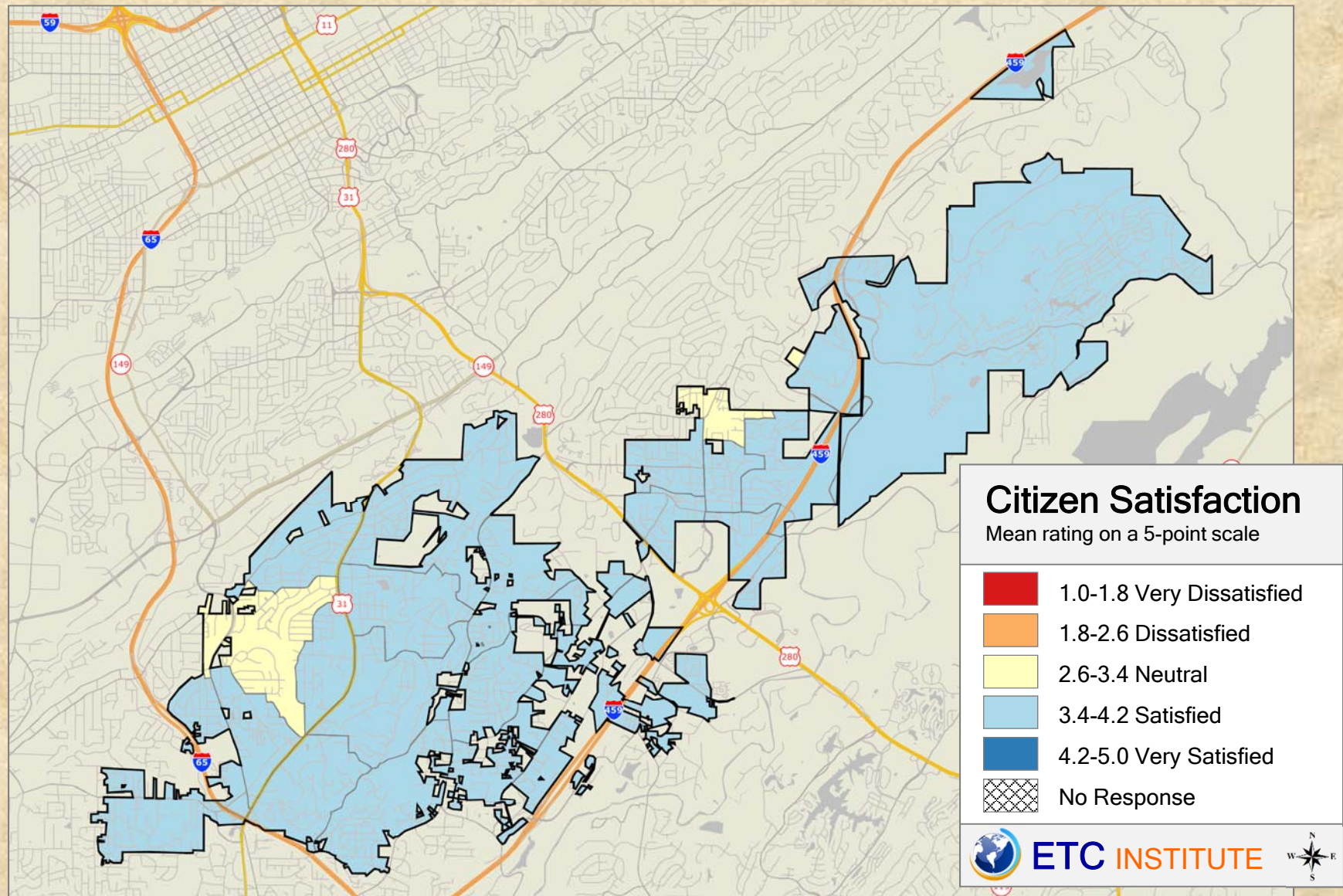
Q12-10 Satisfaction with swimming pools



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

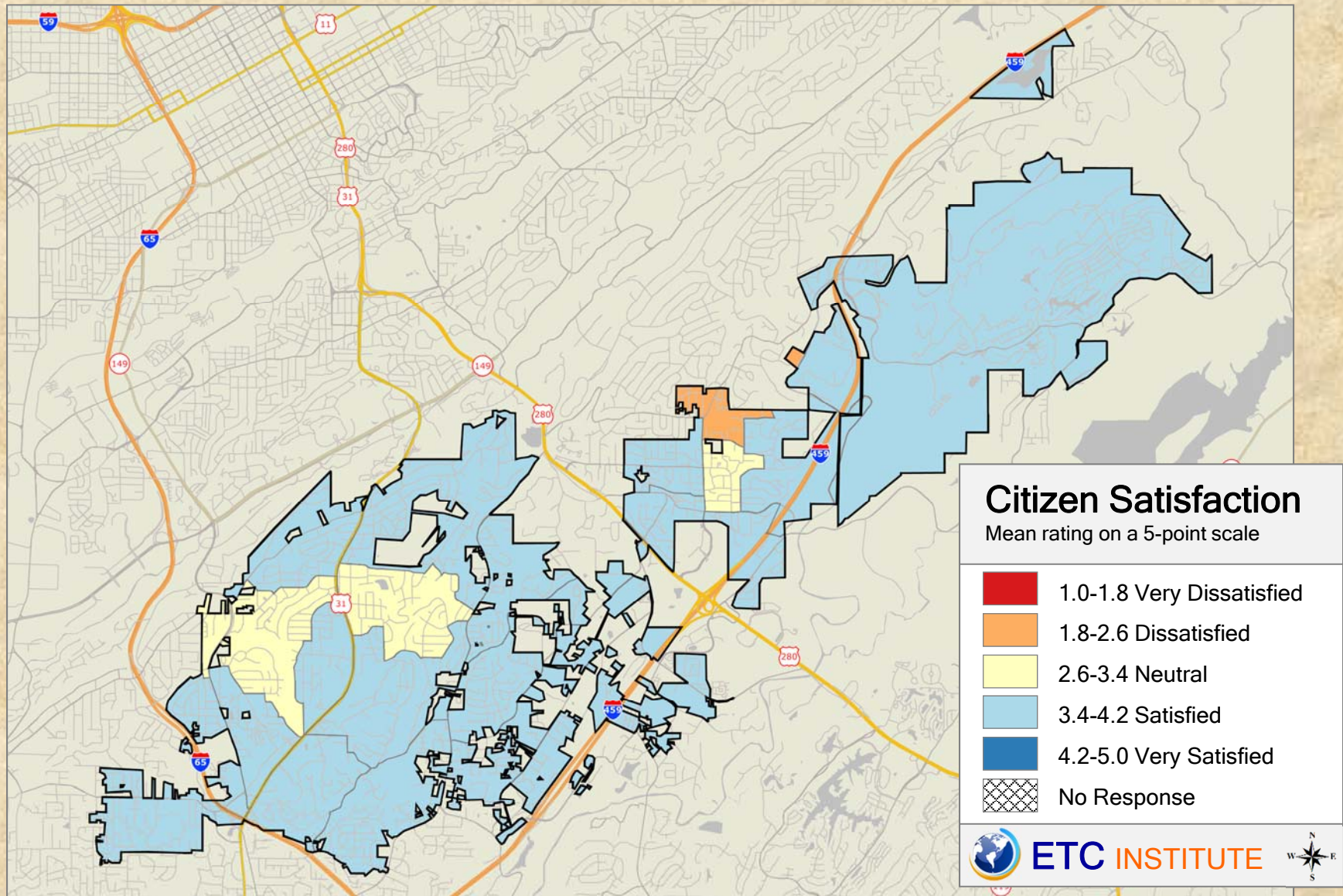
Q12-11 Satisfaction with ease of registering for programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

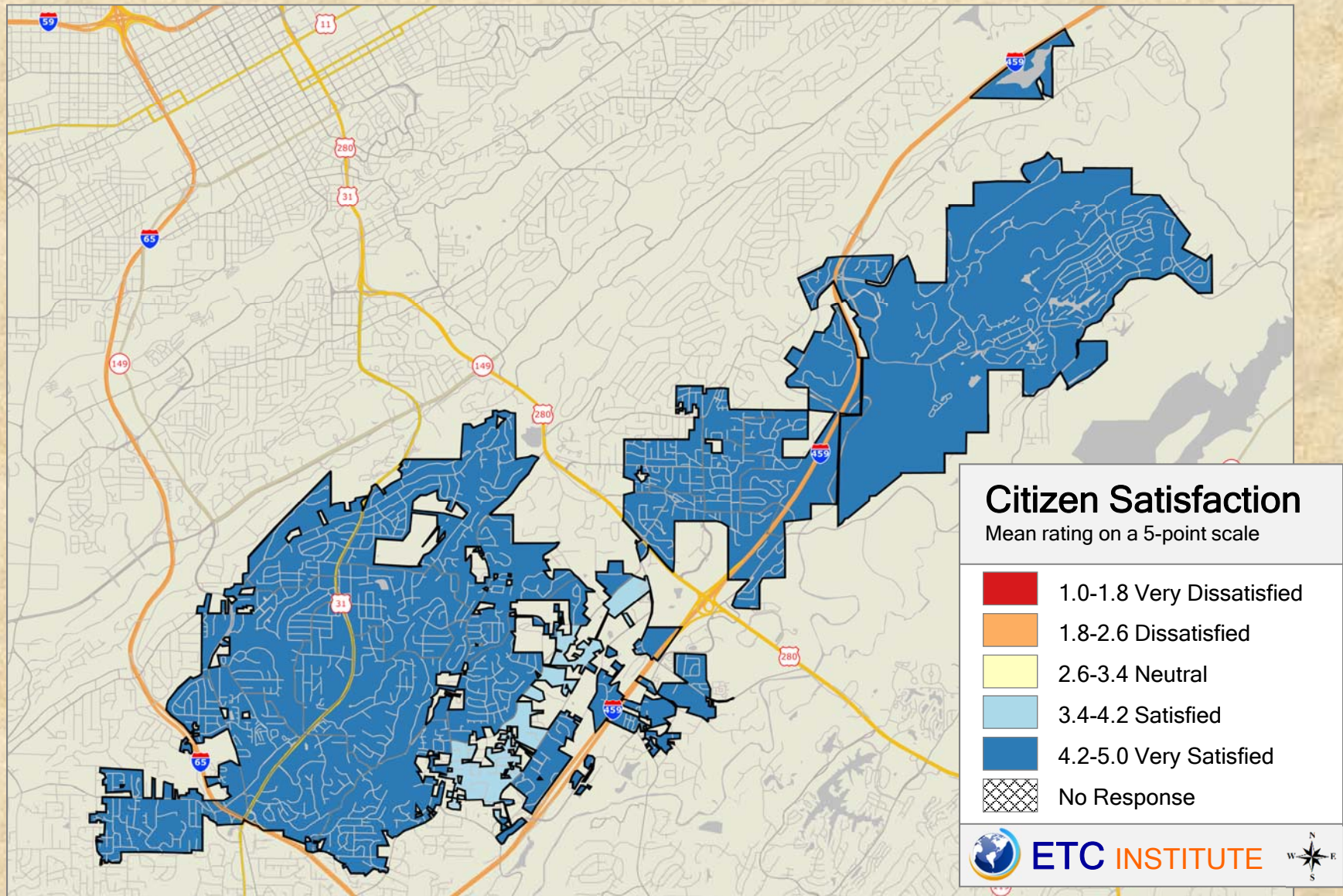
Q12-12 Satisfaction with fees charged for recreational programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

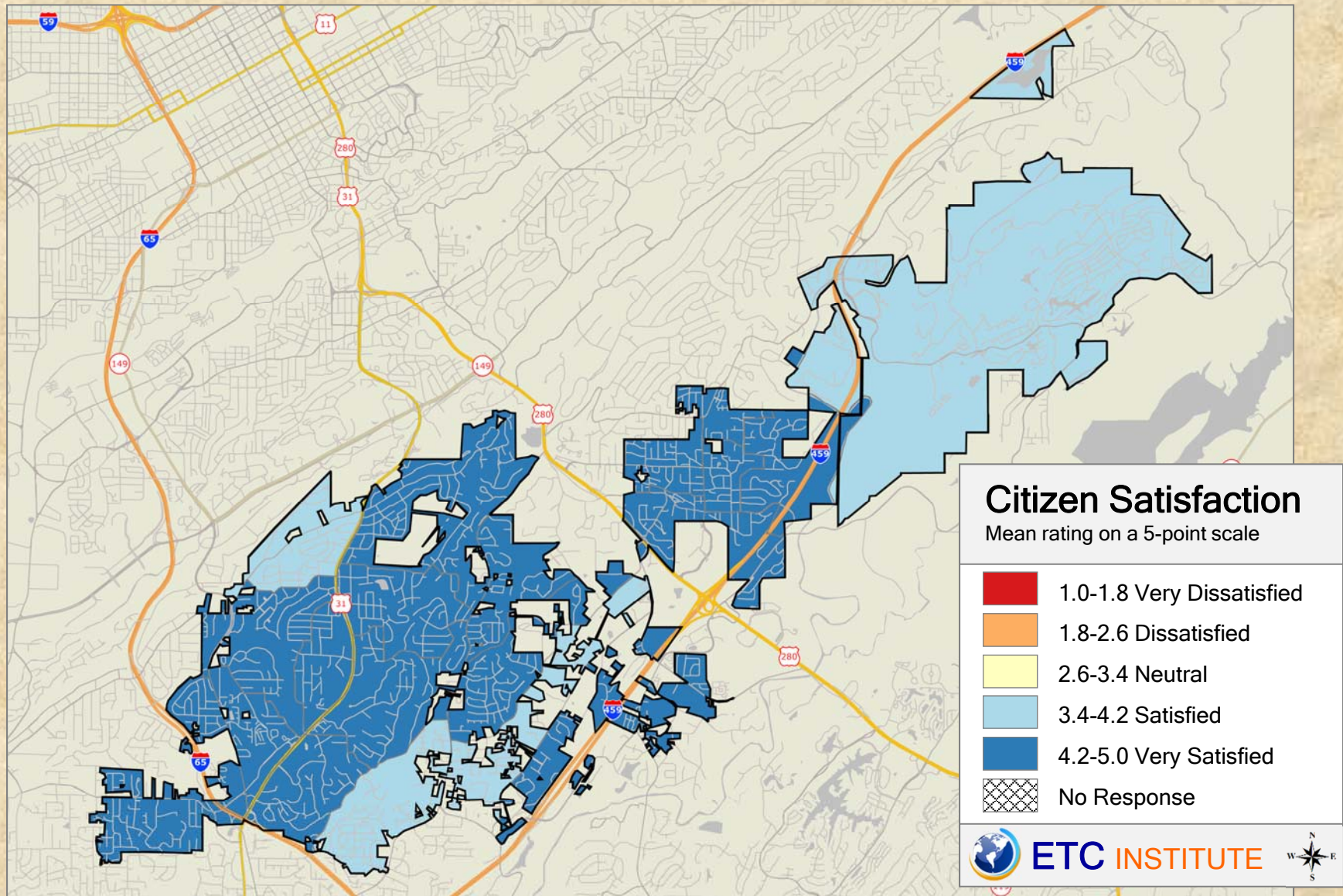
Q14-01 Satisfaction with maintenance of facility and grounds



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

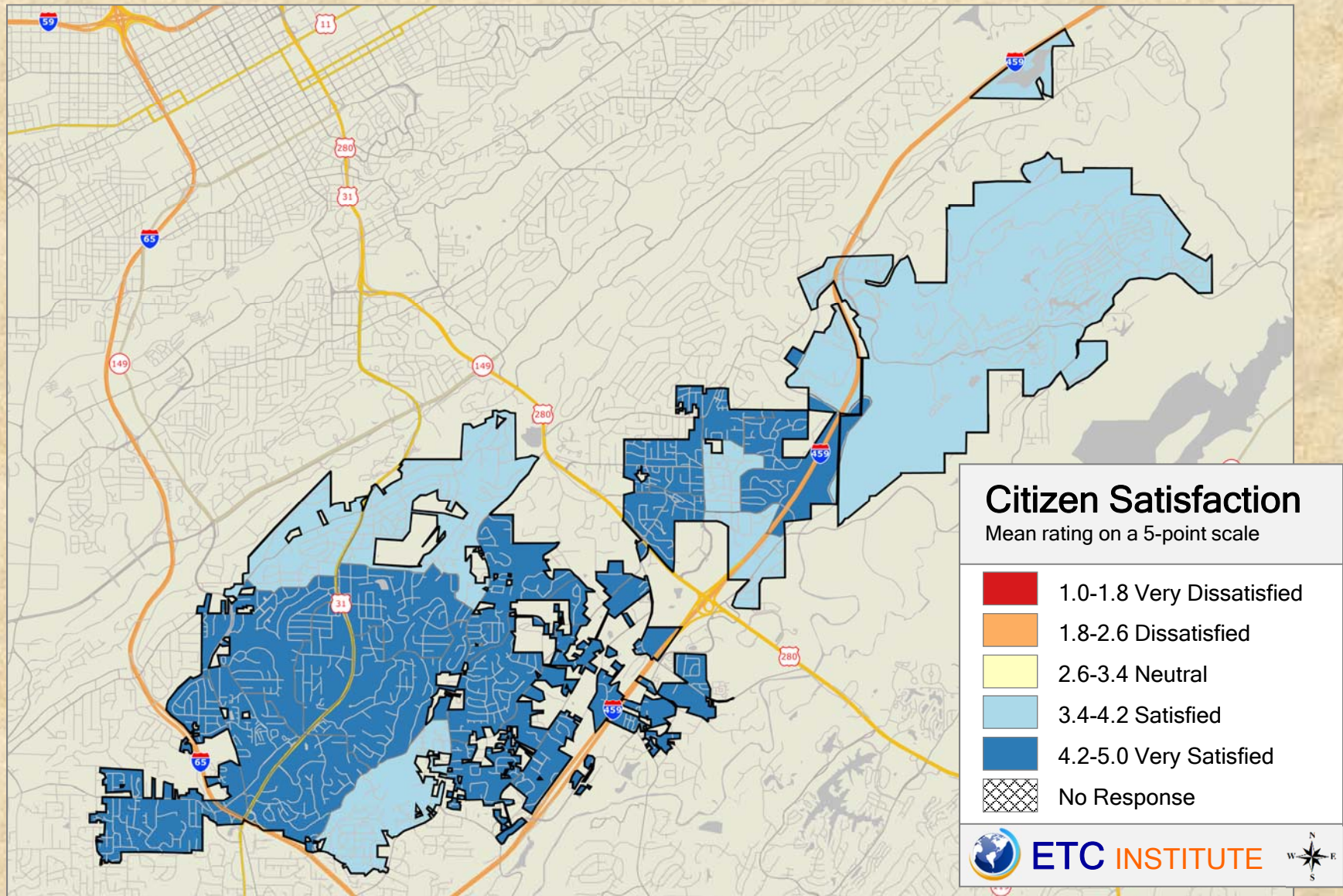
Q14-02 Satisfaction with availability of library materials



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

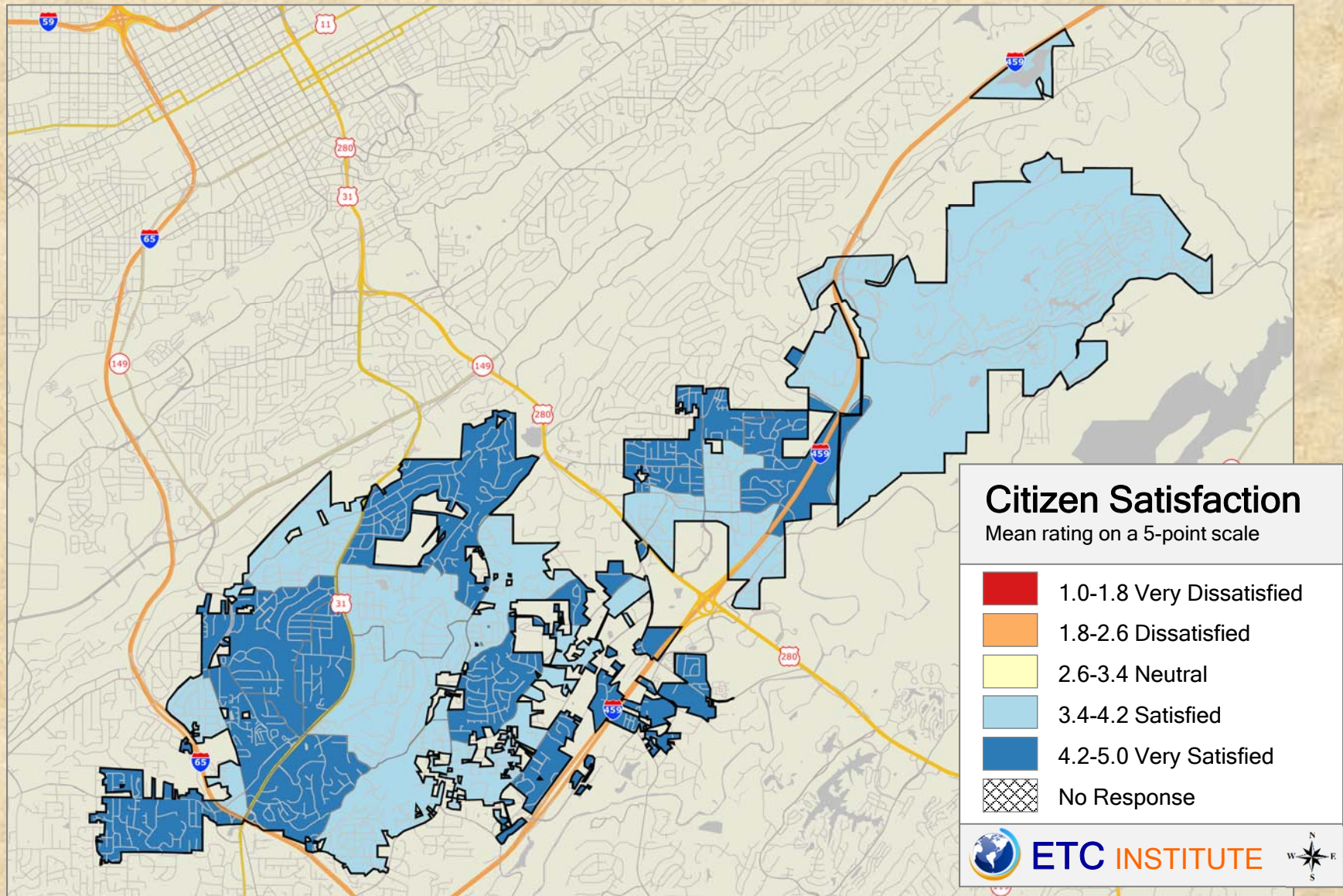
Q14-03 Satisfaction with programs and services for children 0-12



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

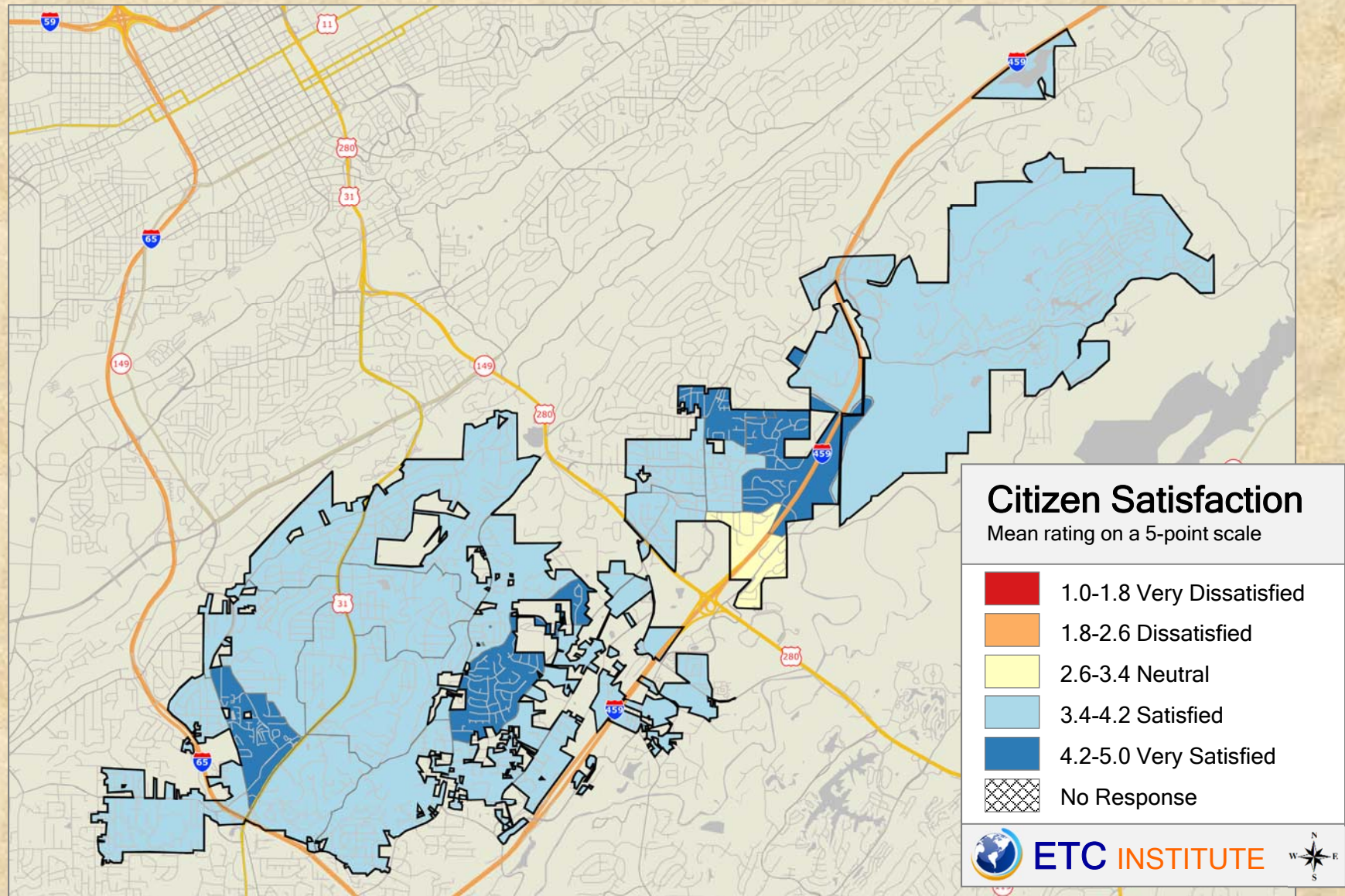
Q14-04 Satisfaction with programs and services for teens 13-19



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

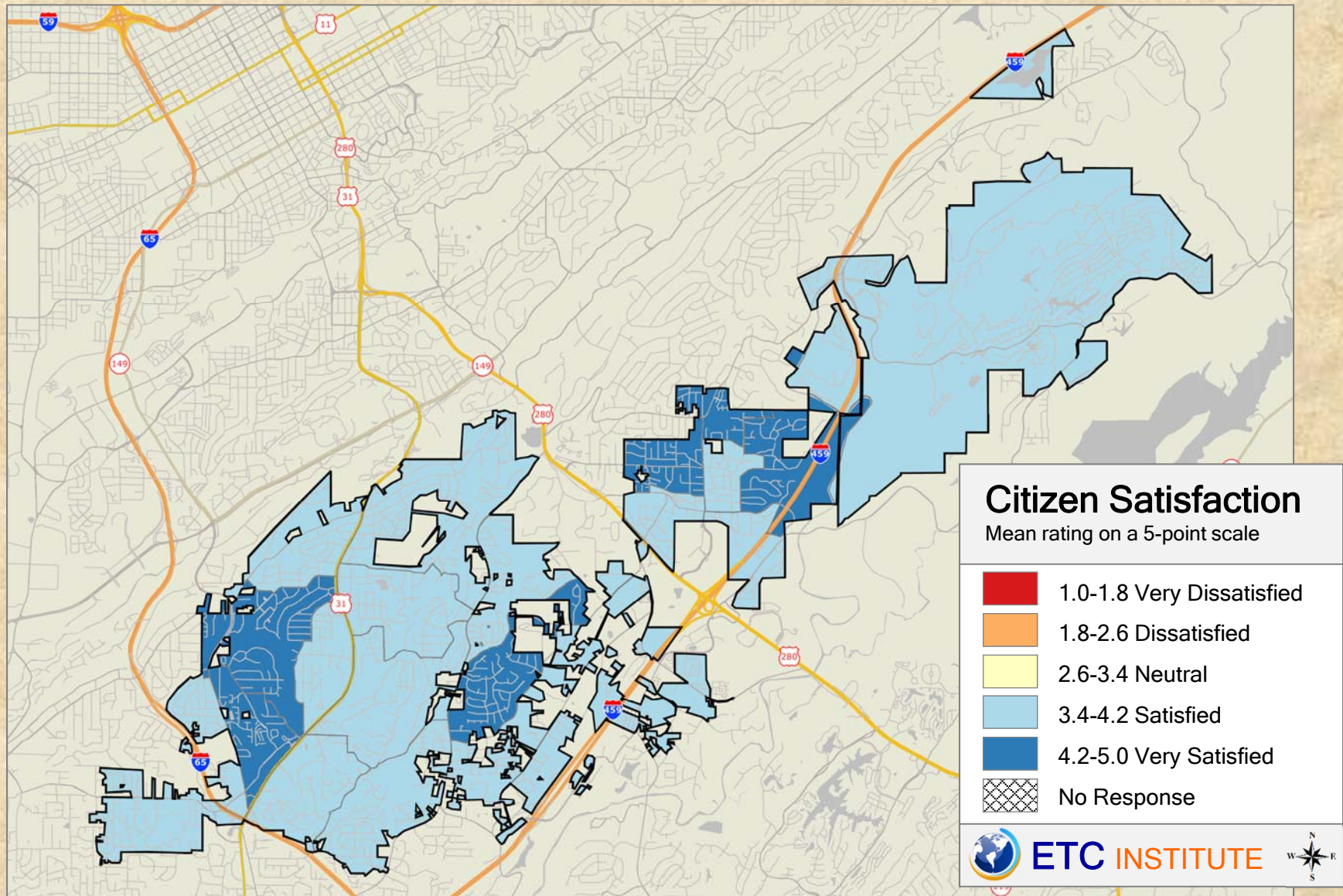
Q14-05 Satisfaction with programs and services for adults 20-49



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

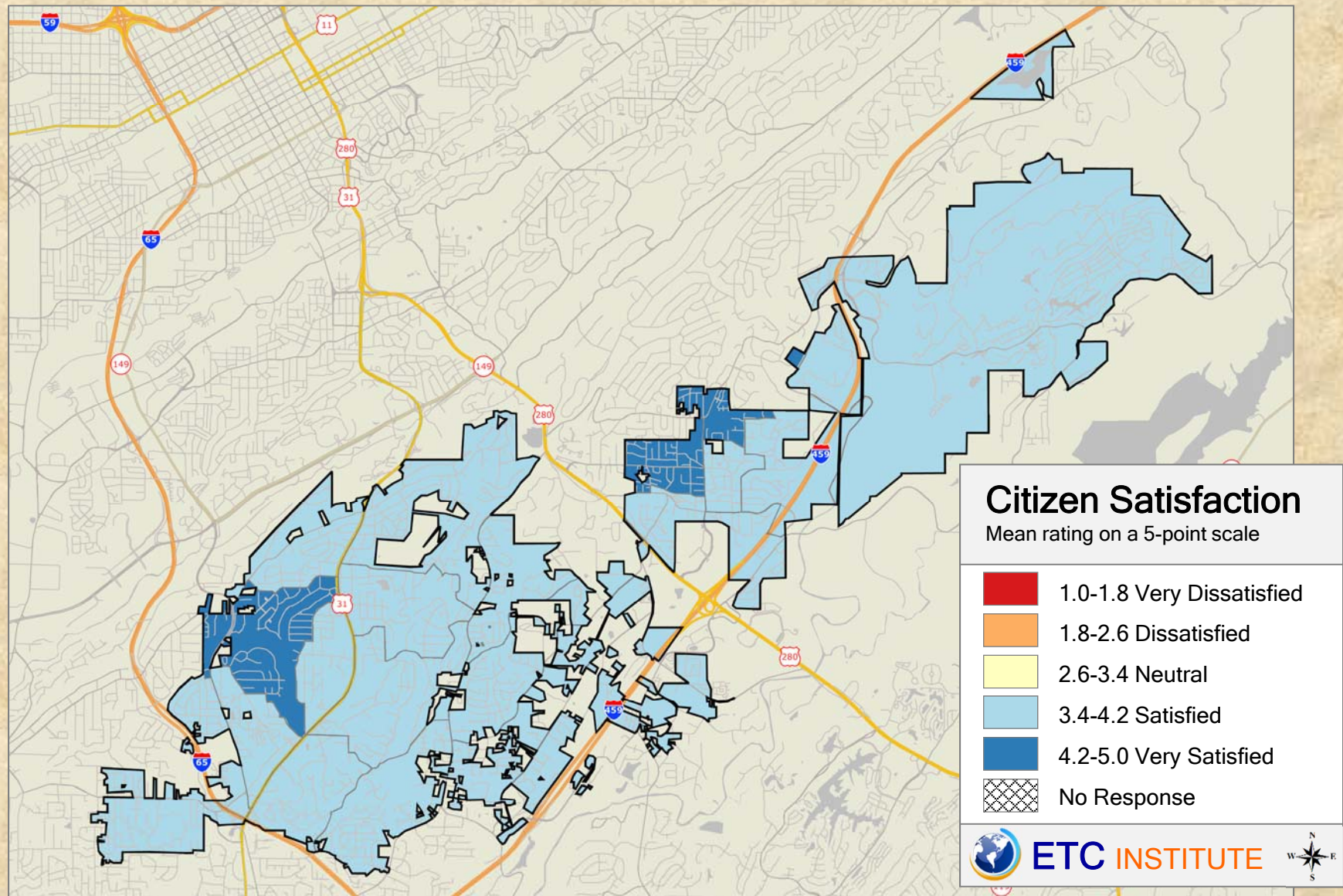
Q14-06 Satisfaction with programs and services for mature adults 50-99



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

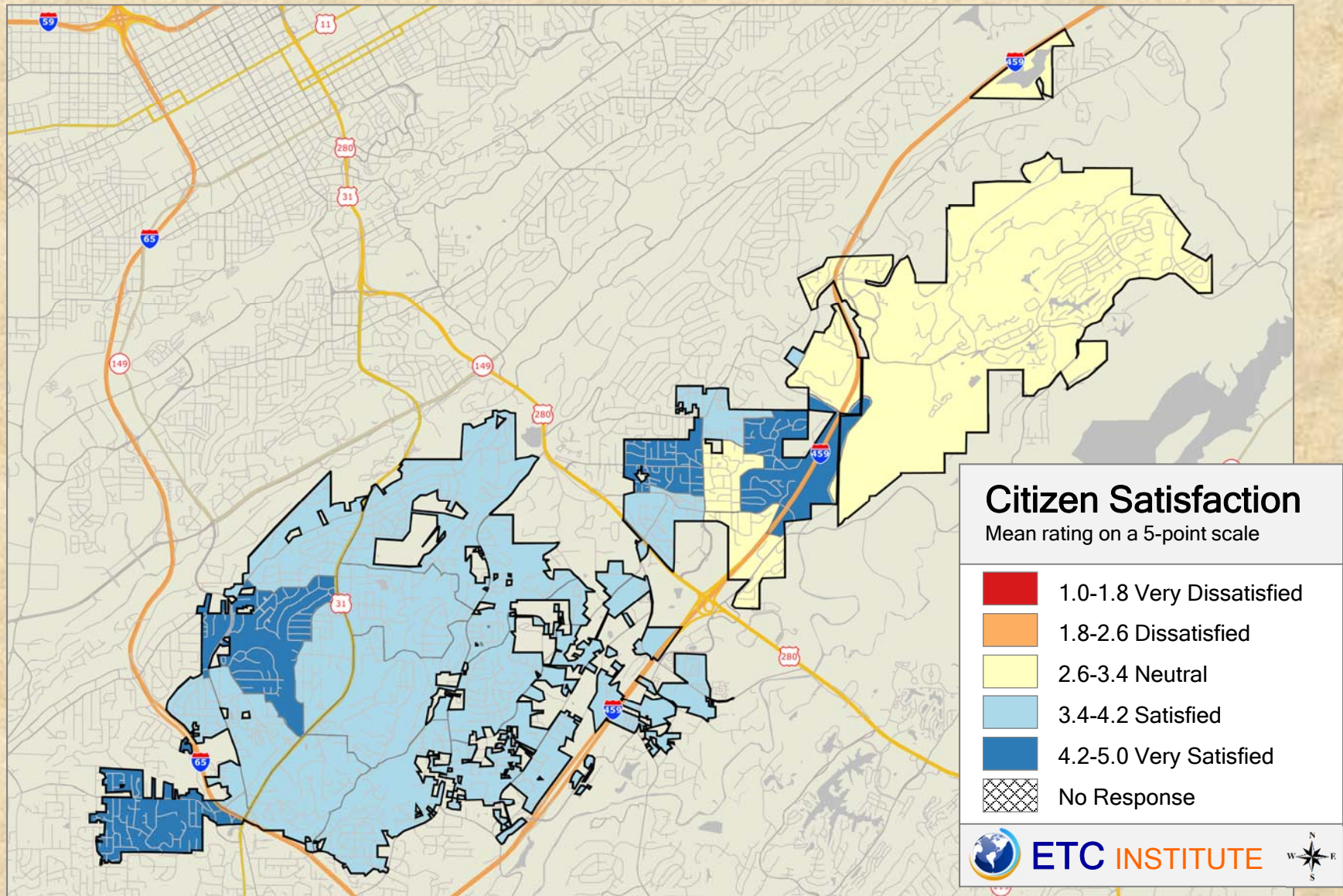
Q14-07 Satisfaction with computer classes and tutorials



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

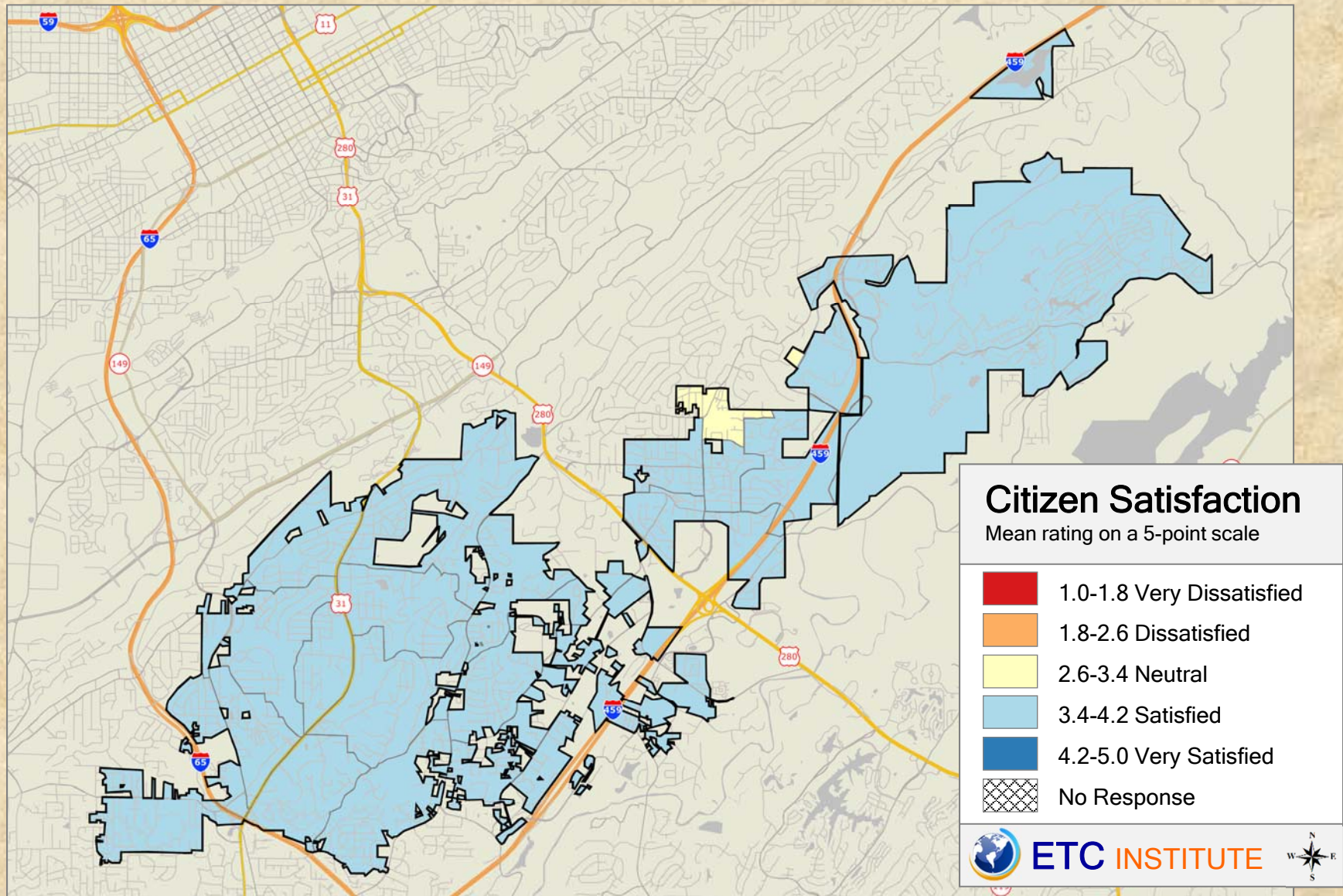
Q14-08 Satisfaction with 3D printing and vinyl cutting classes



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

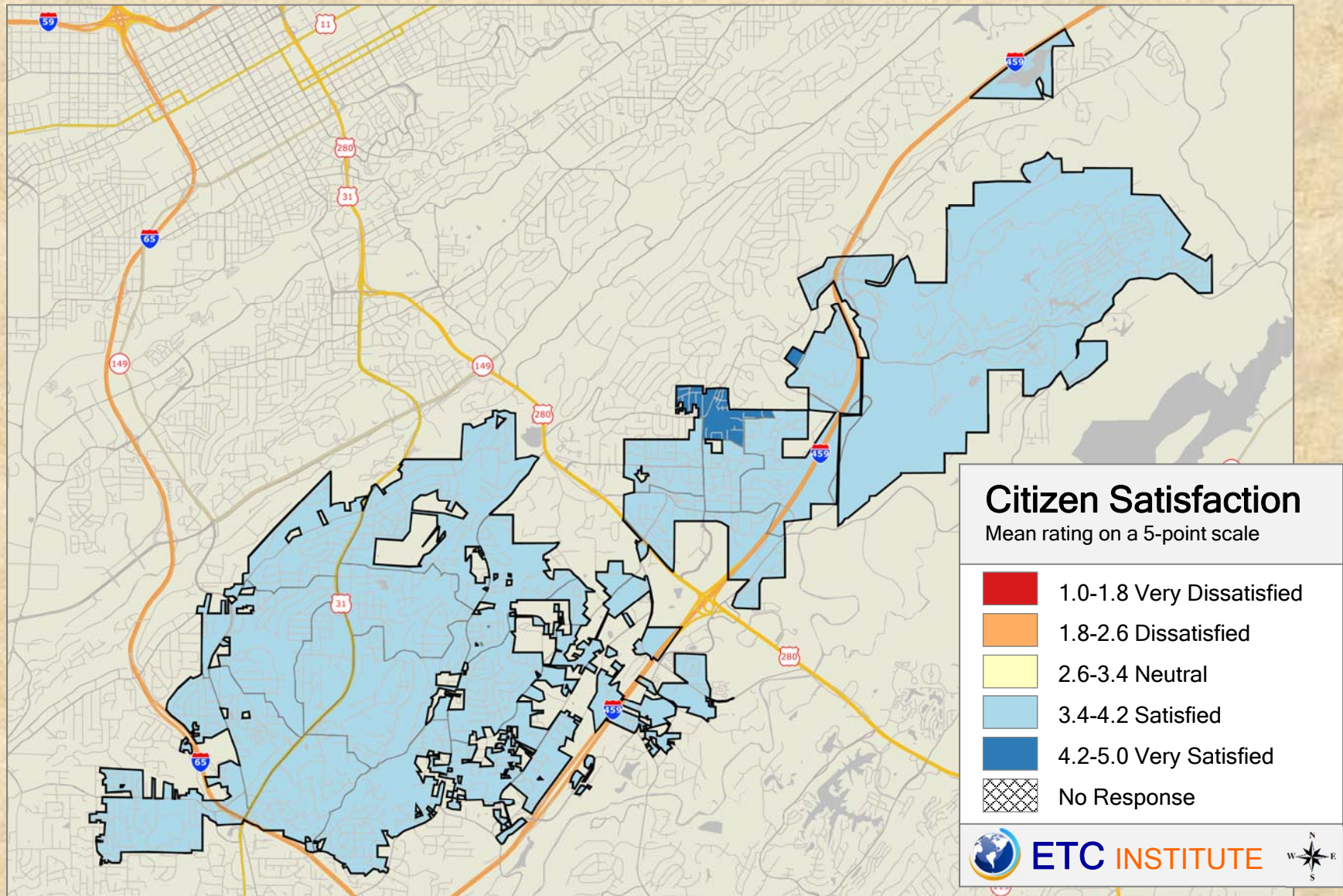
Q14-09 Satisfaction with marketing of library events and offerings



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

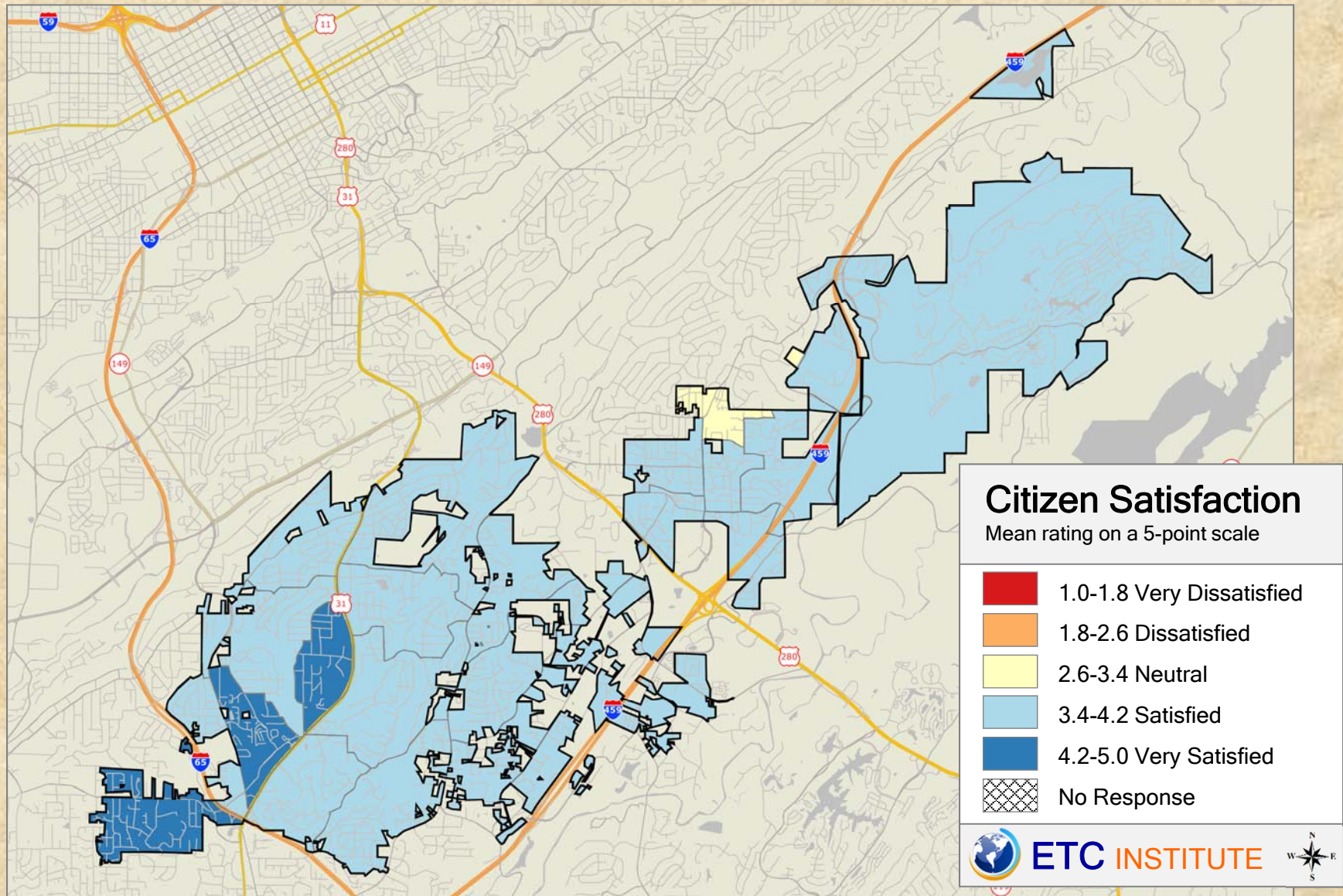
Q14-10 Satisfaction with meeting room rental opportunities



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

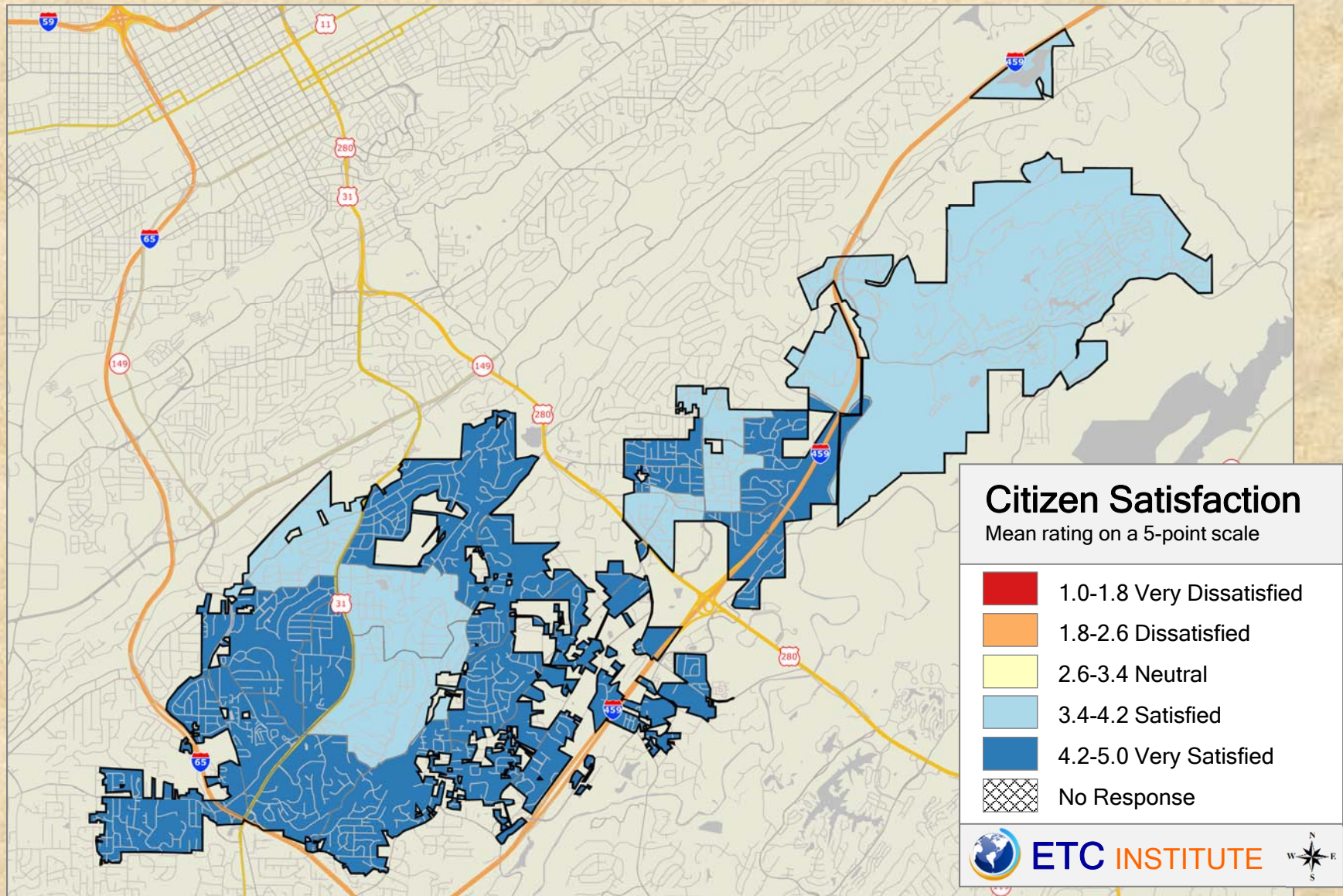
Q14-11 Satisfaction with walking/hiking trails



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

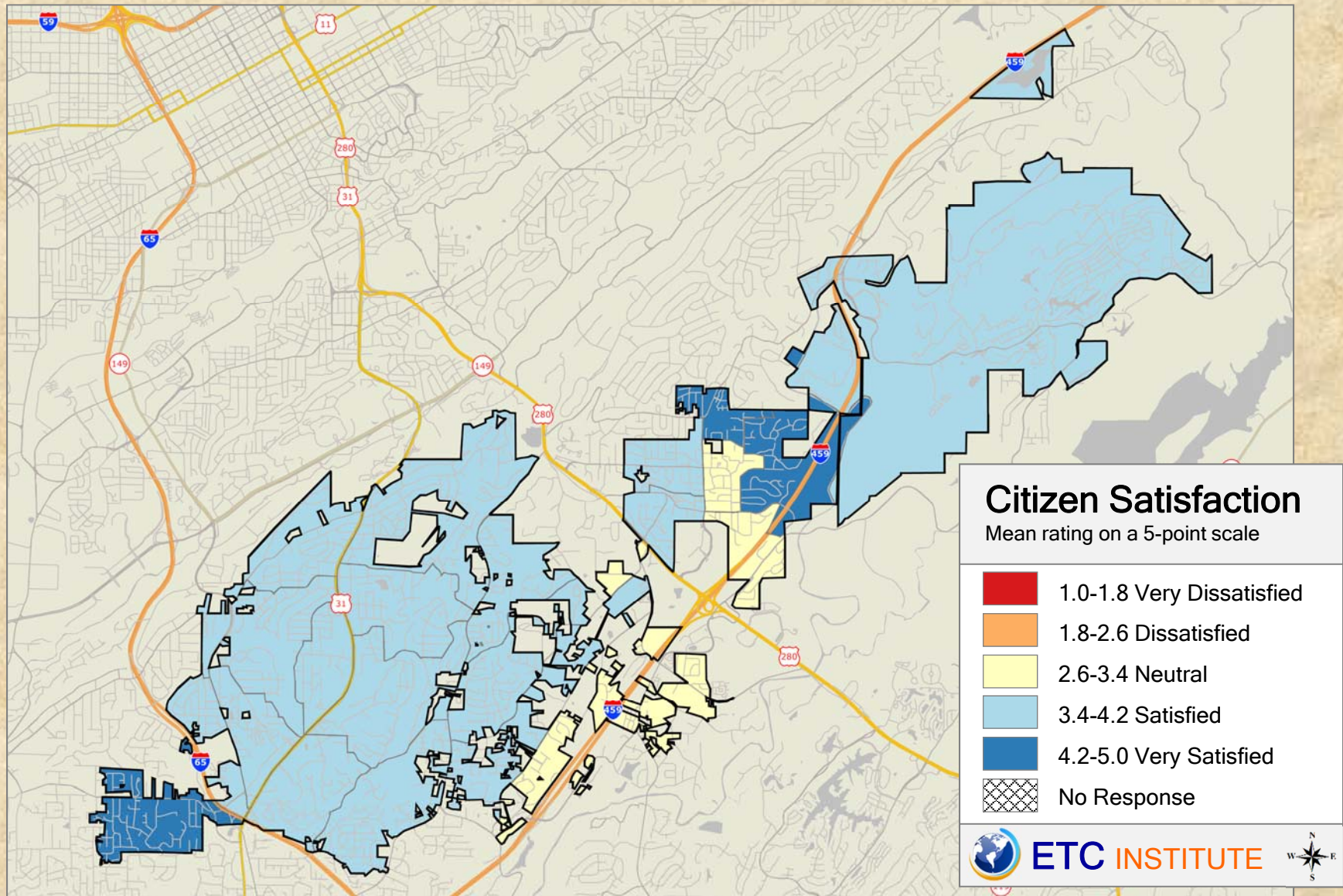
Q14-12 Satisfaction with quality customer service



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

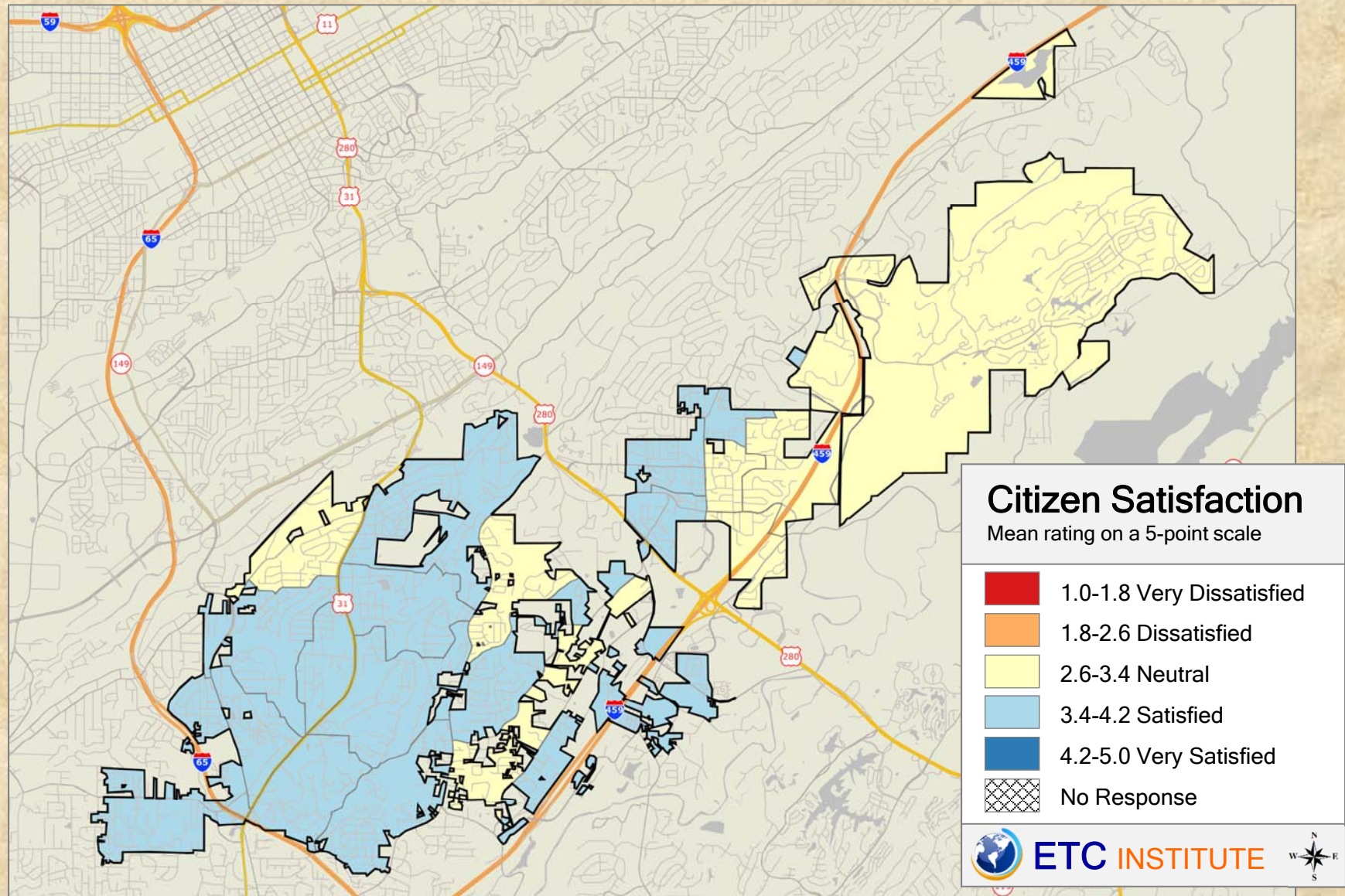
Q14-13 Satisfaction with passport application processing



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

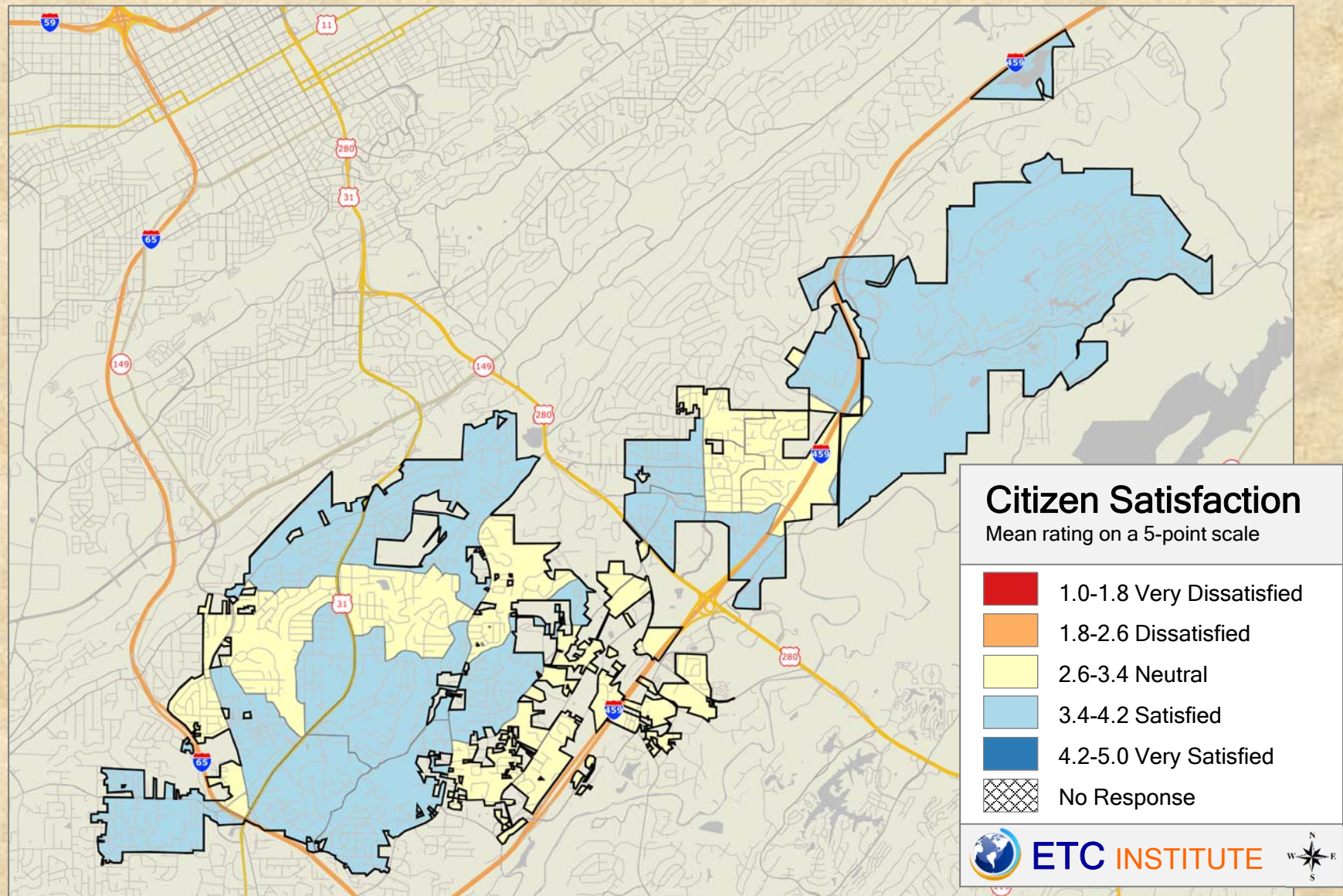
Q15-01 Satisfaction with the availability of information about City programs and services



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

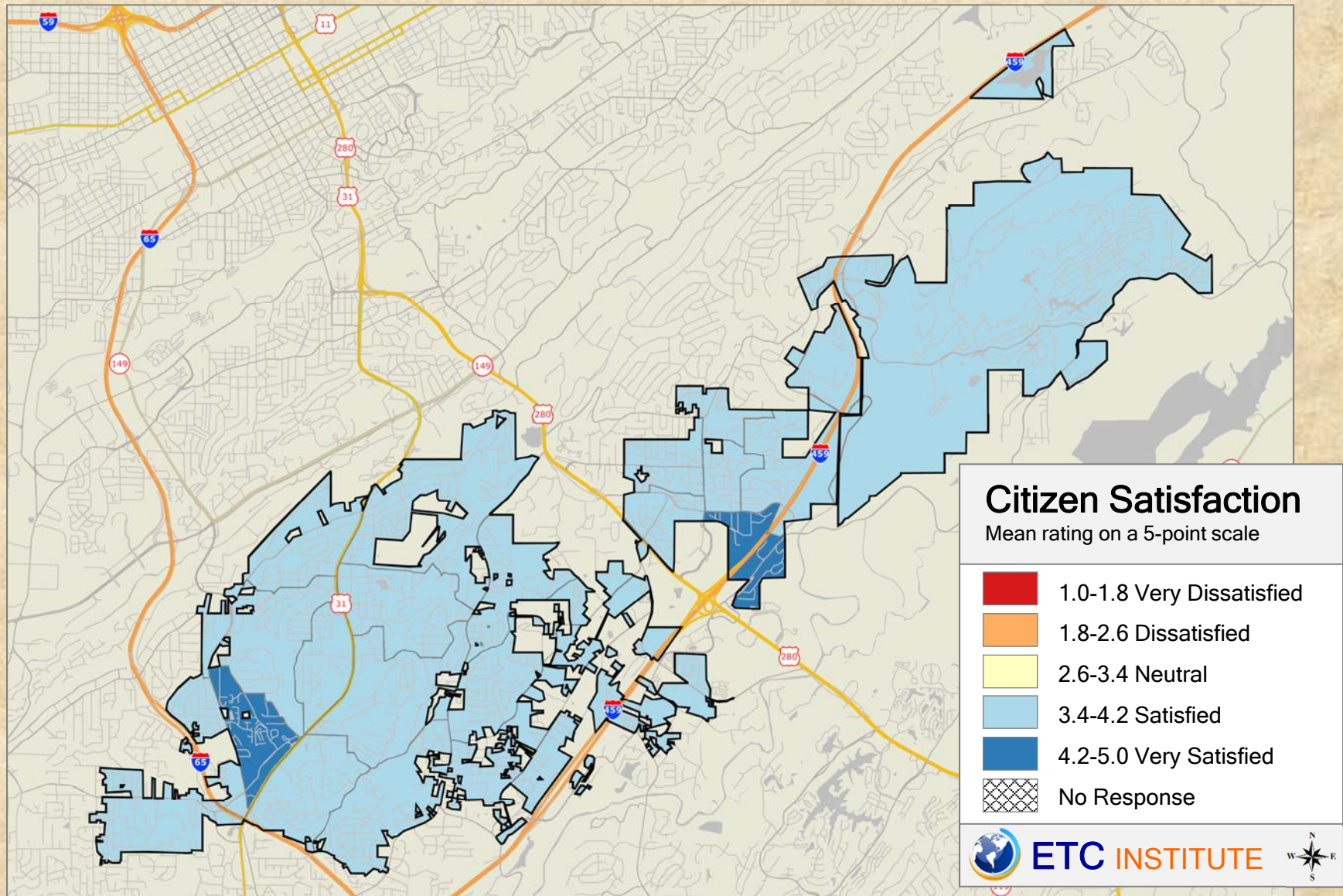
Q15-02 Satisfaction with the level of public involvement in local decision making



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

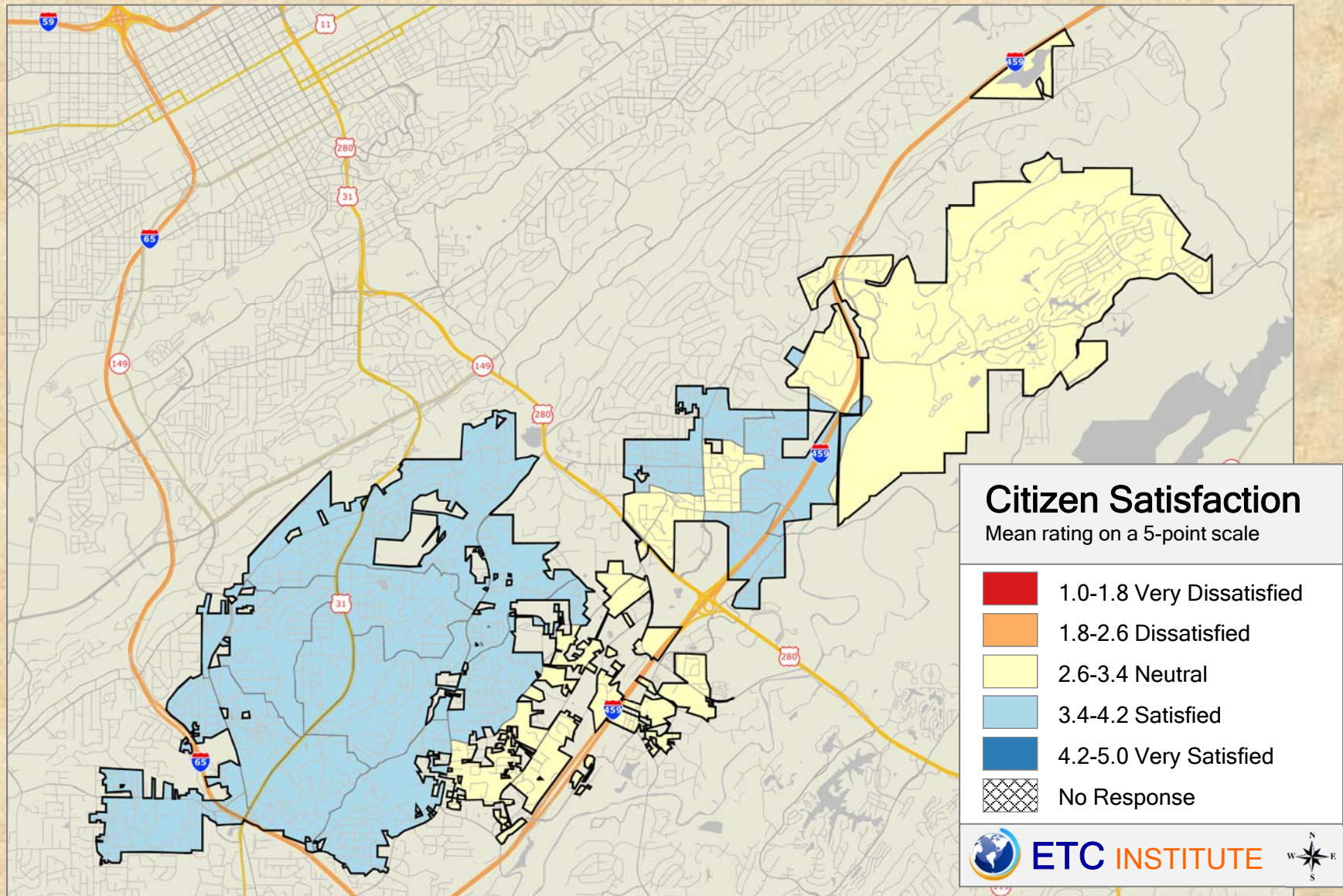
Q15-03 Satisfaction with the quality of the community newsletter



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

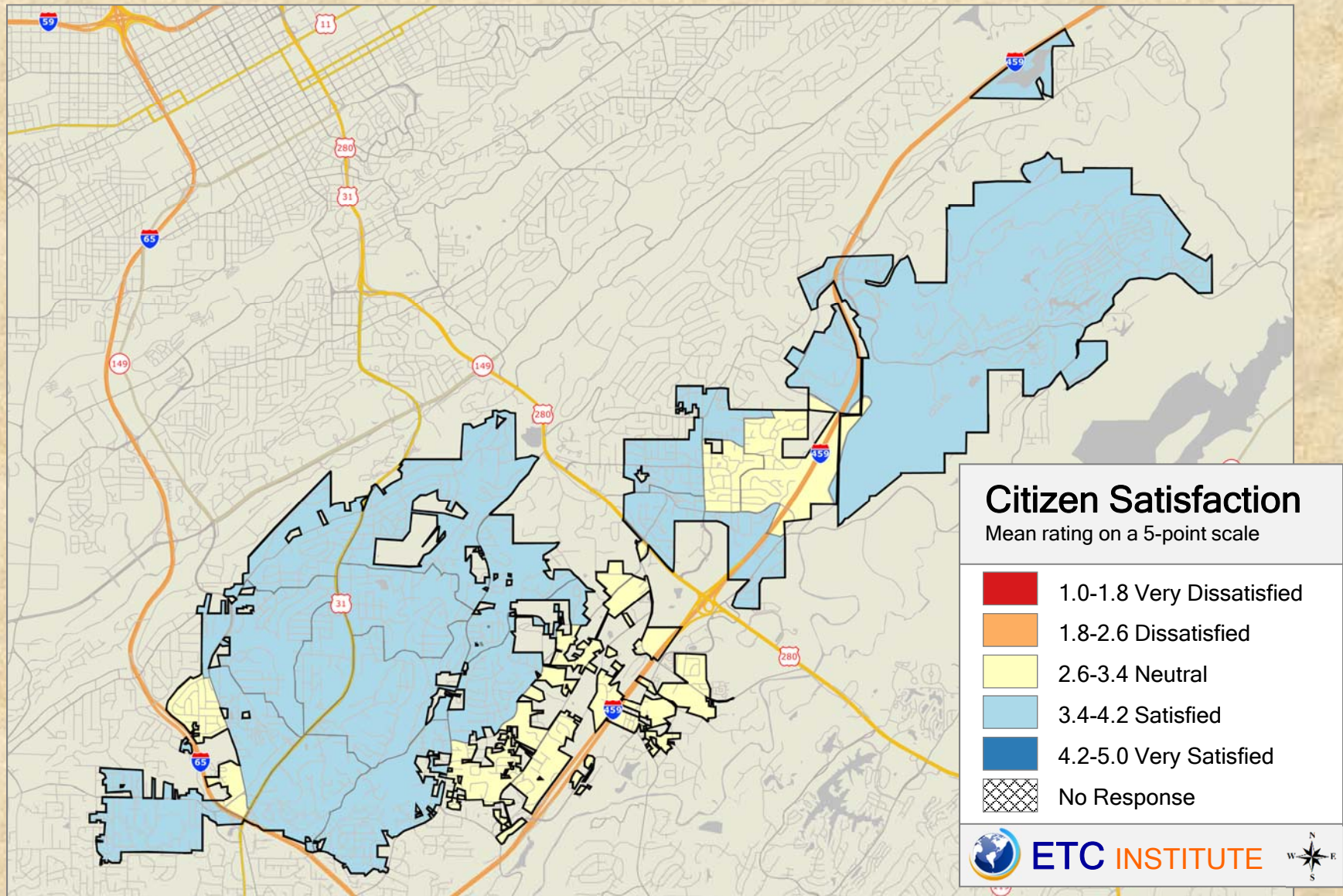
Q15-04 Satisfaction with the availability of information on other City services and programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

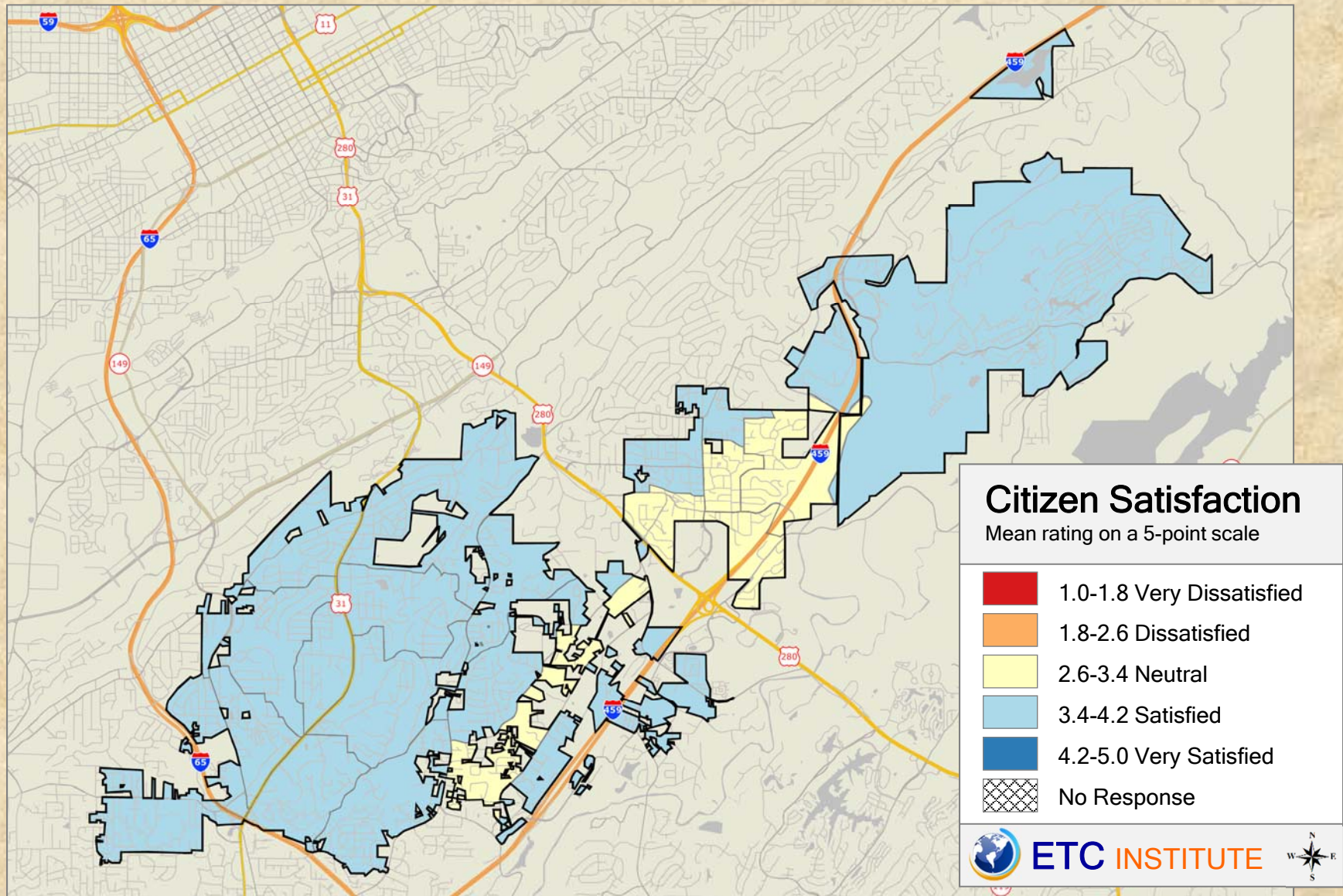
Q15-05 Satisfaction with the quality of the City's web page



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

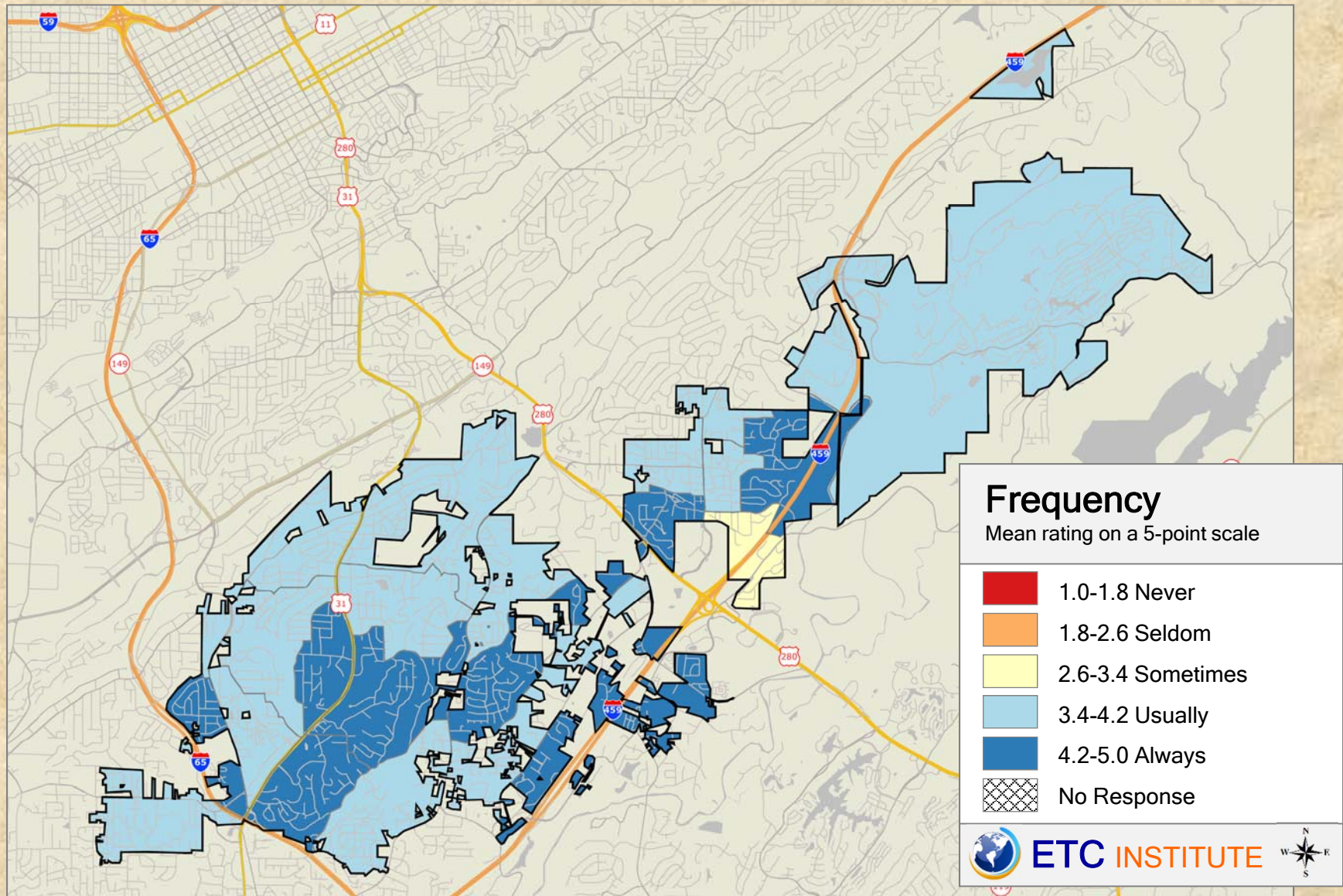
Q15-06 Satisfaction with transparency of City government/the City's willingness to openly share information with the community



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

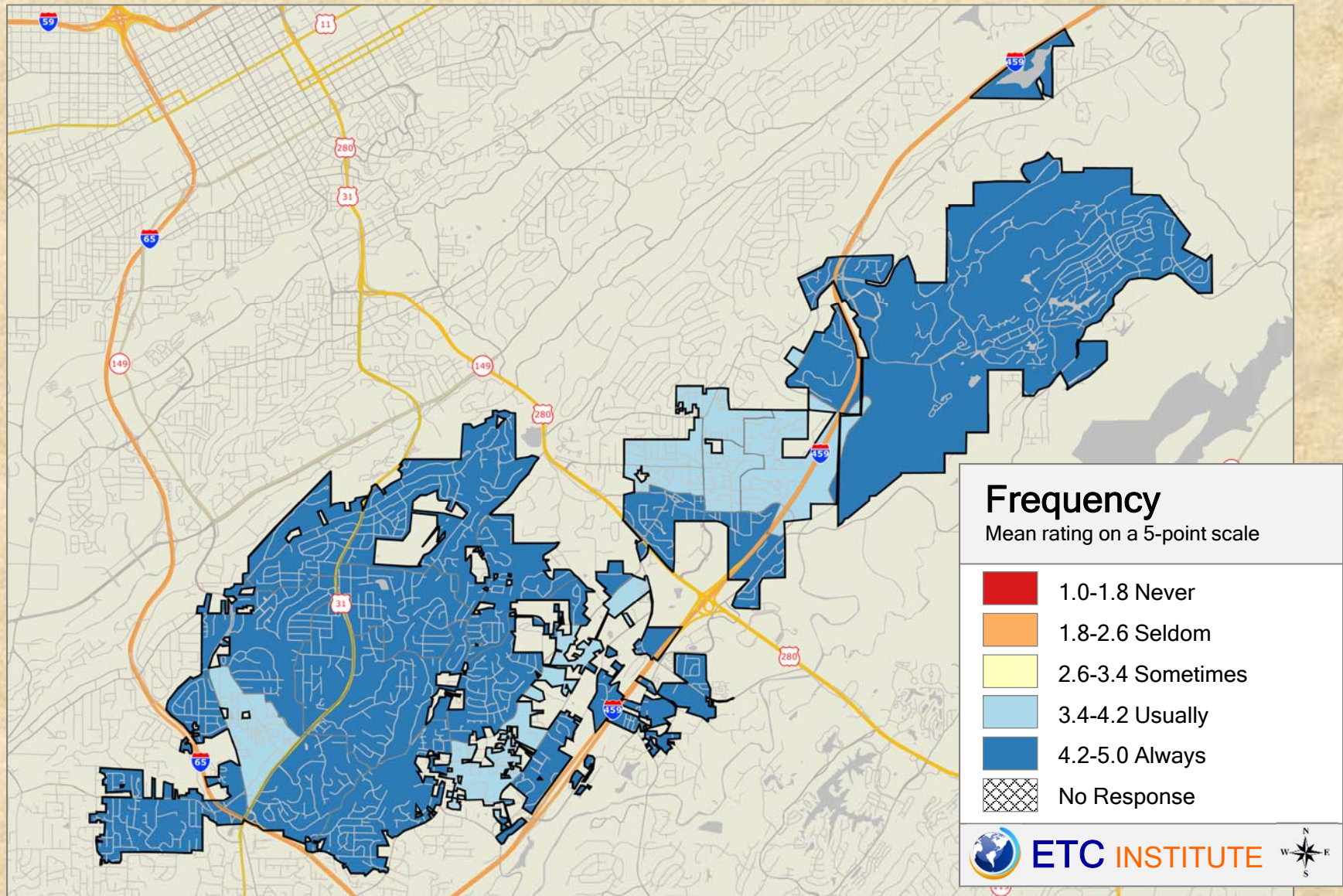
Q17b-01 How often City employees were easy to contact



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

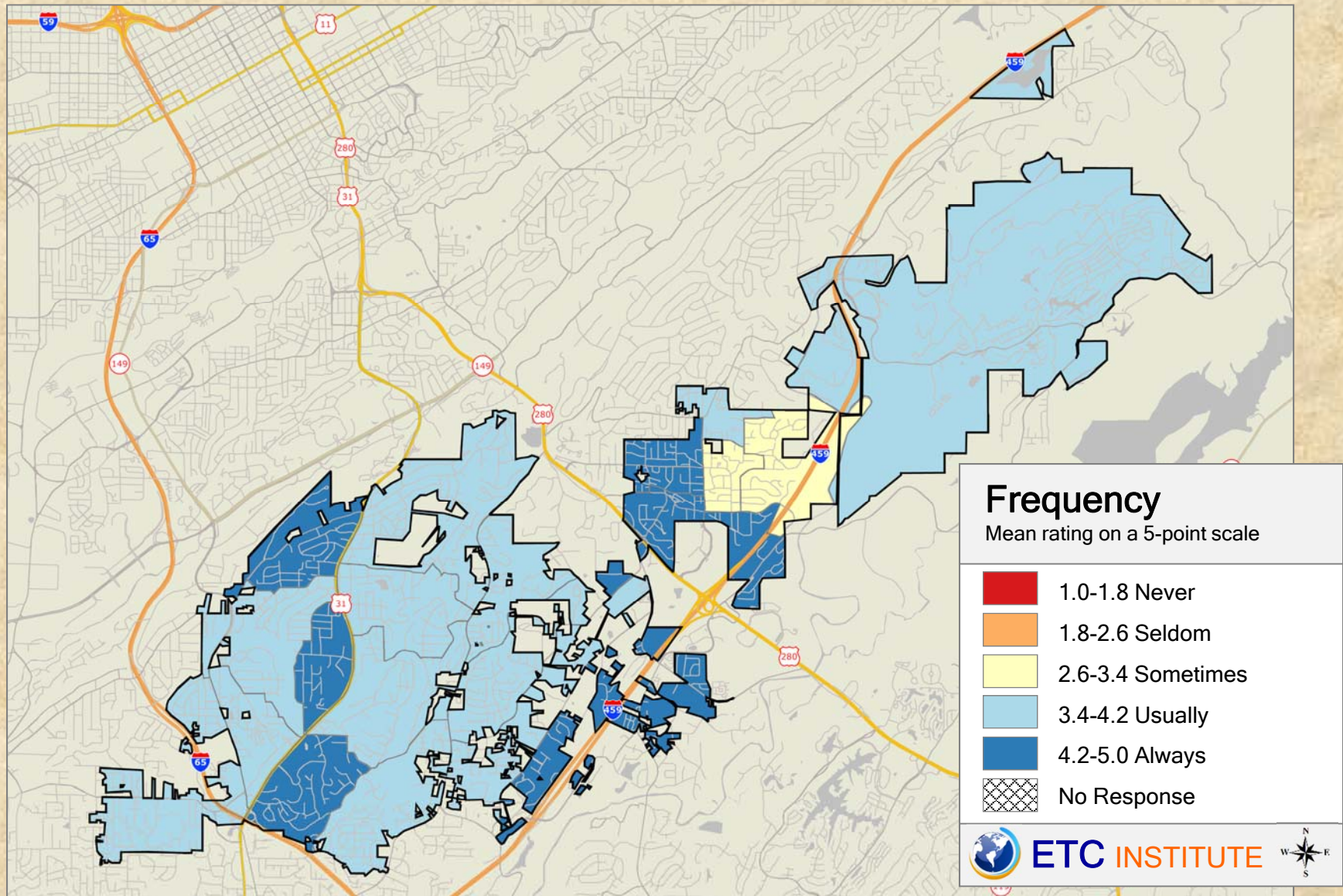
Q17b-02 How often City employees were courteous and polite



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

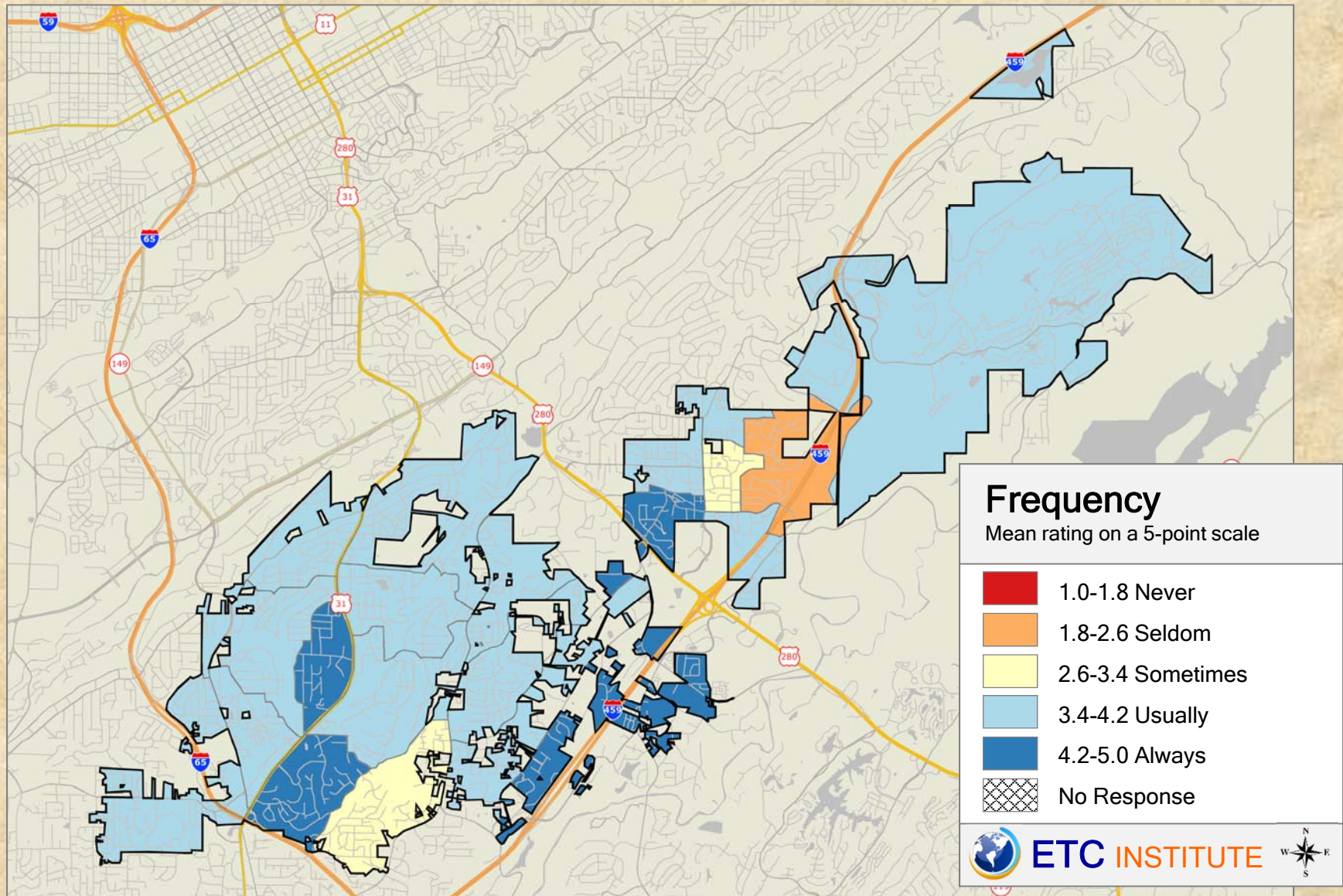
Q17b-03 How often City employees gave prompt, accurate, and complete answers to questions



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

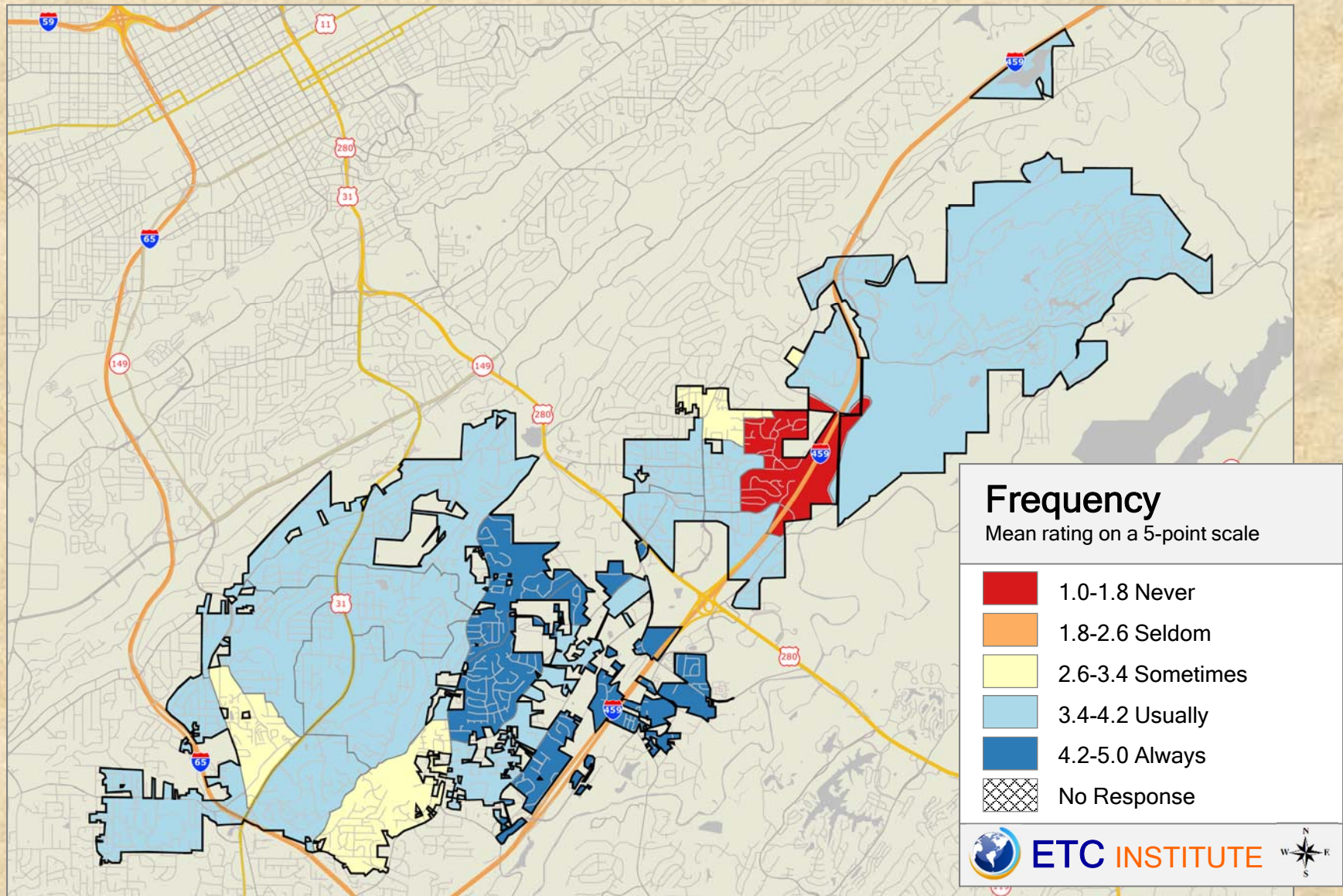
Q17b-04 How often City employees did what they said they would do in a timely manner



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

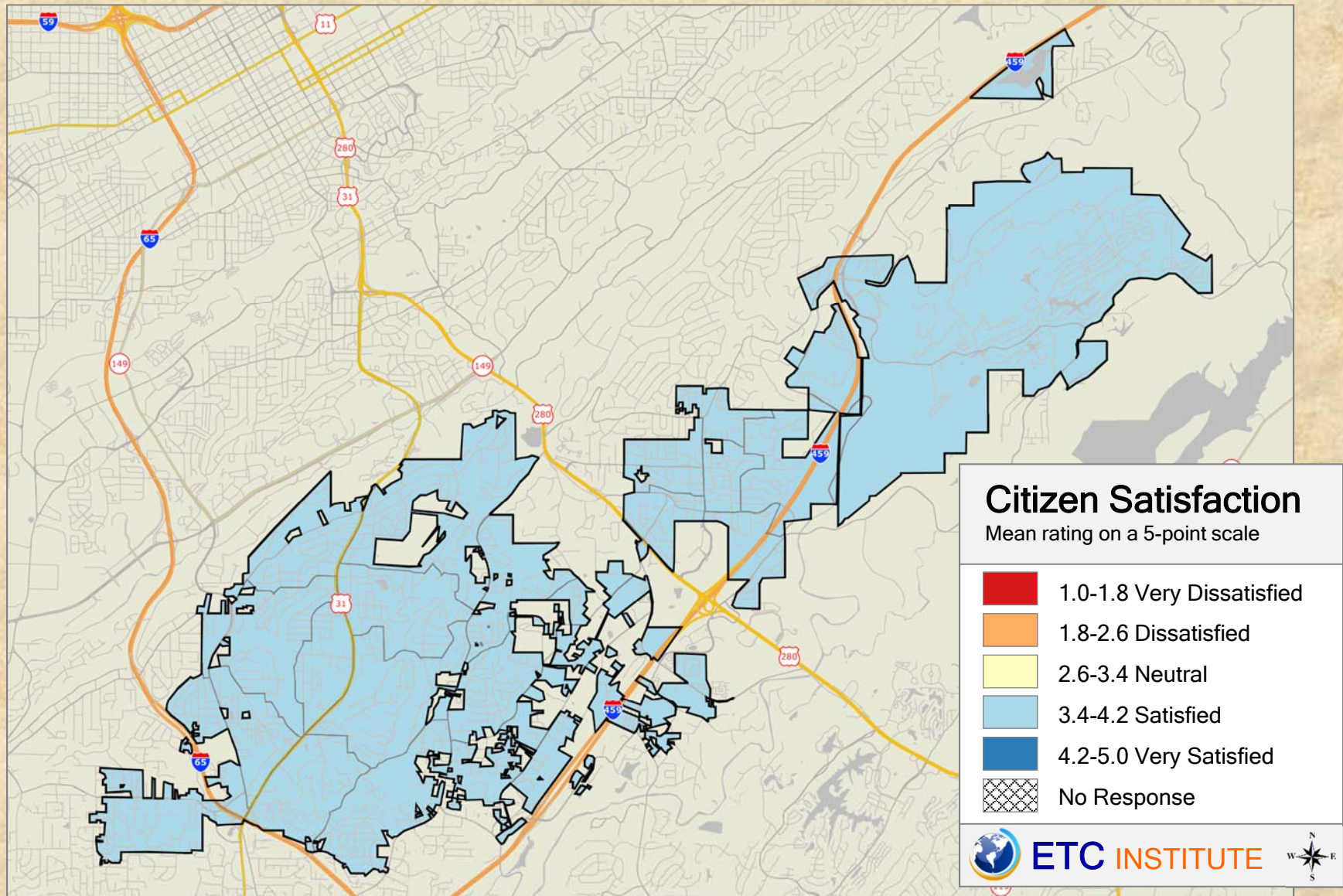
Q17b-05 How often City employees helped resolve an issue to the resident's satisfaction



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

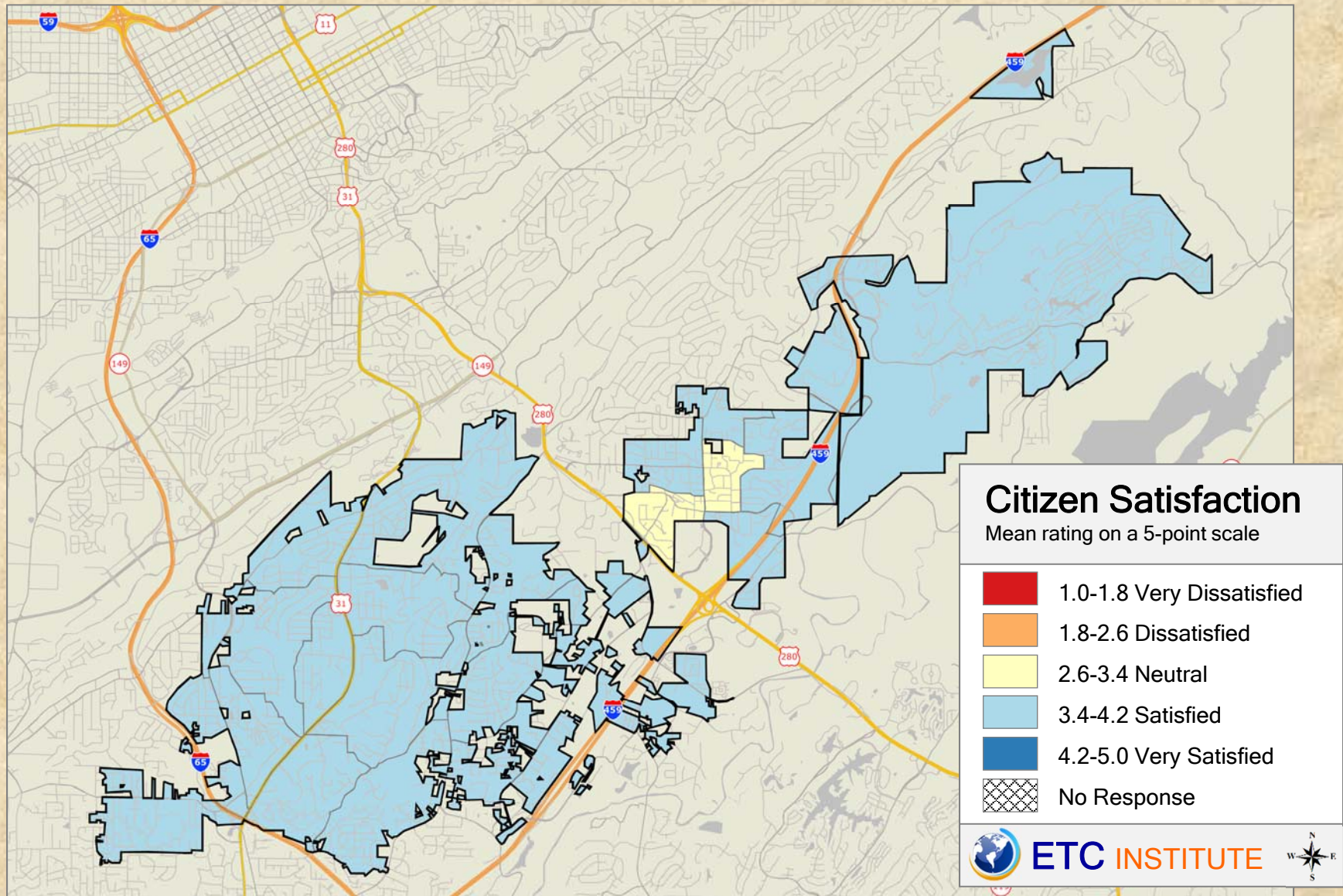
Q18-01 Satisfaction with overall quality of leadership provided by the City's elected officials



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

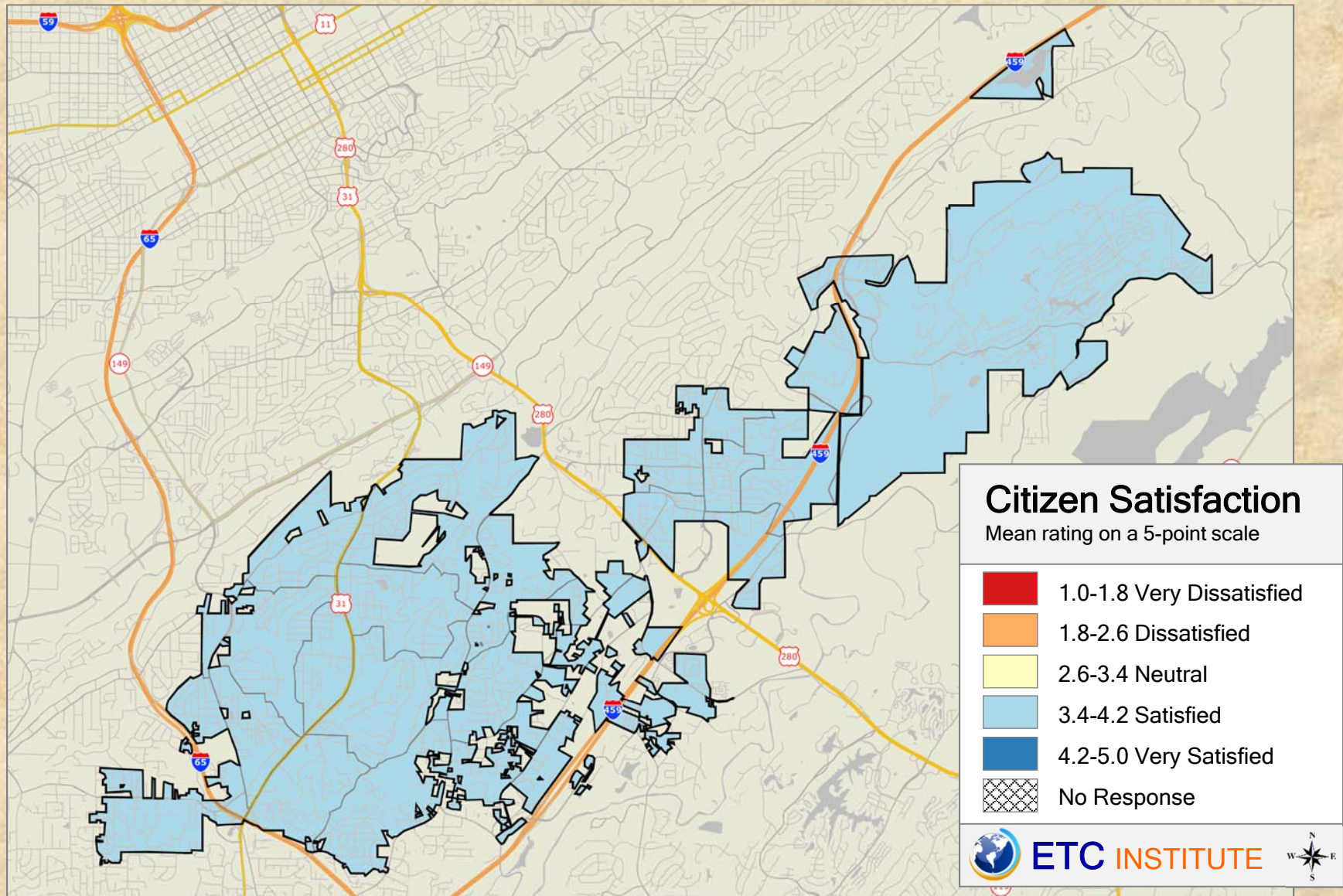
Q18-02 Satisfaction with overall effectiveness of appointed boards and commissions



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

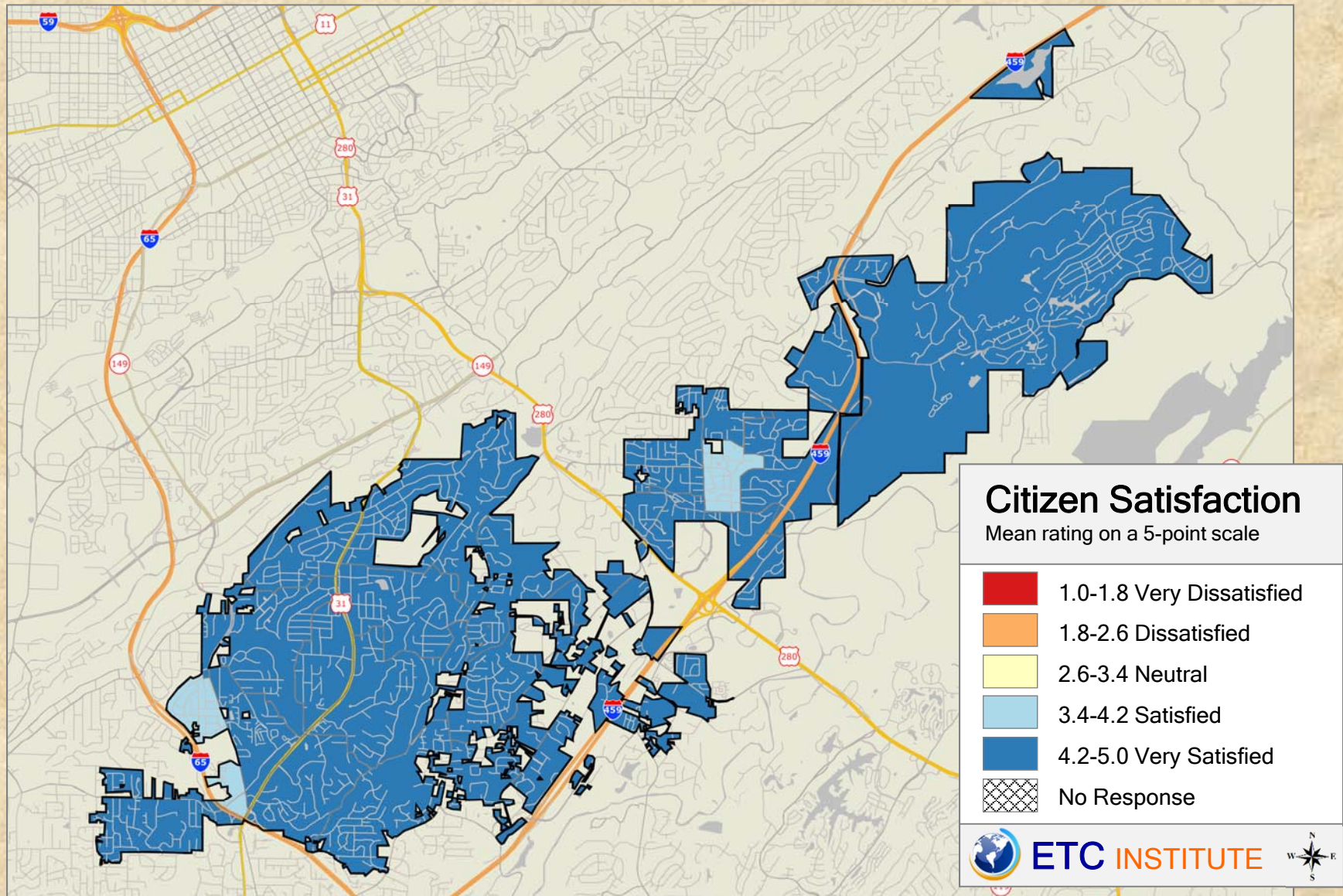
Q18-03 Satisfaction with overall effectiveness of the Department Heads and staff



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

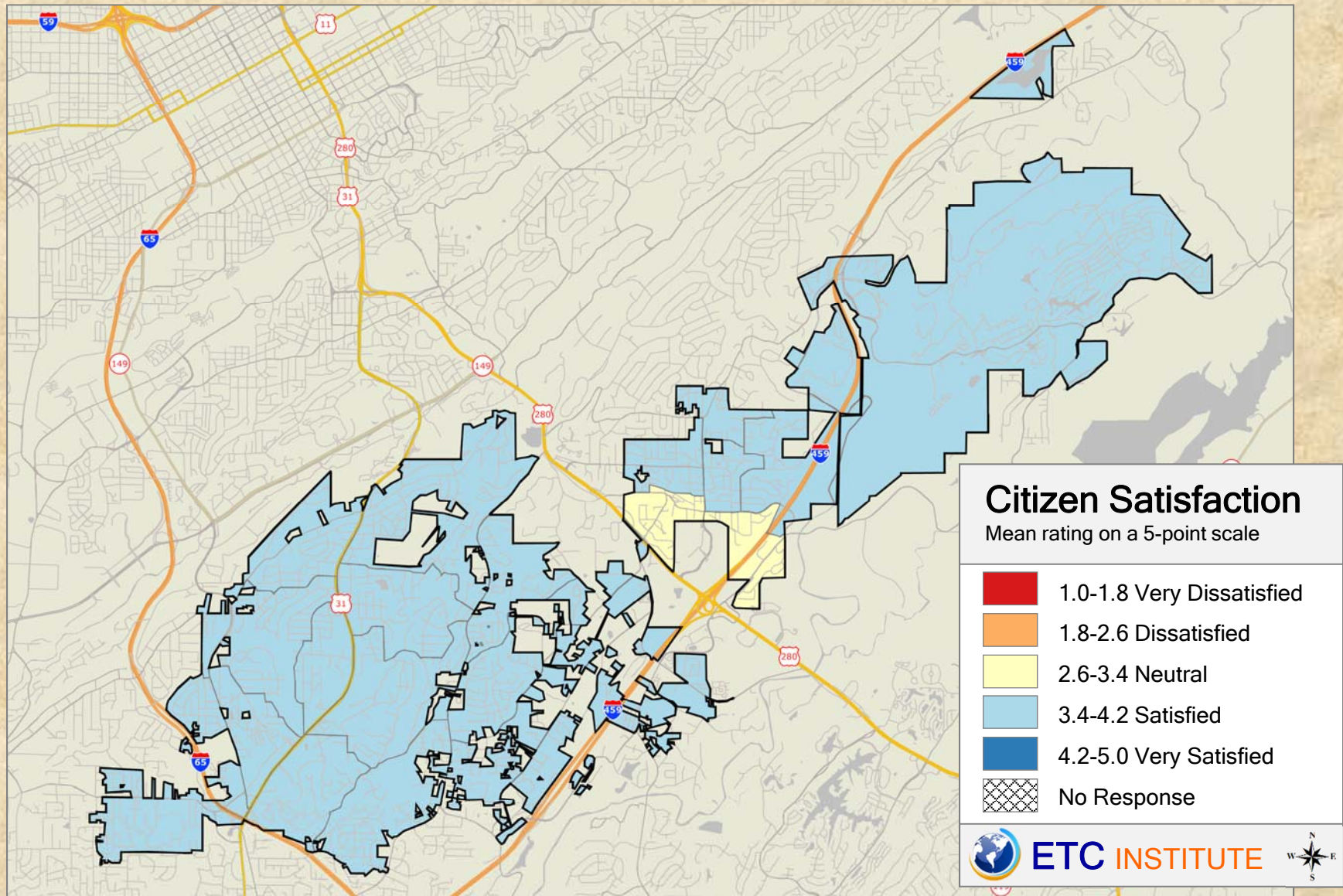
Q30-01 Satisfaction with residential trash collection services



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

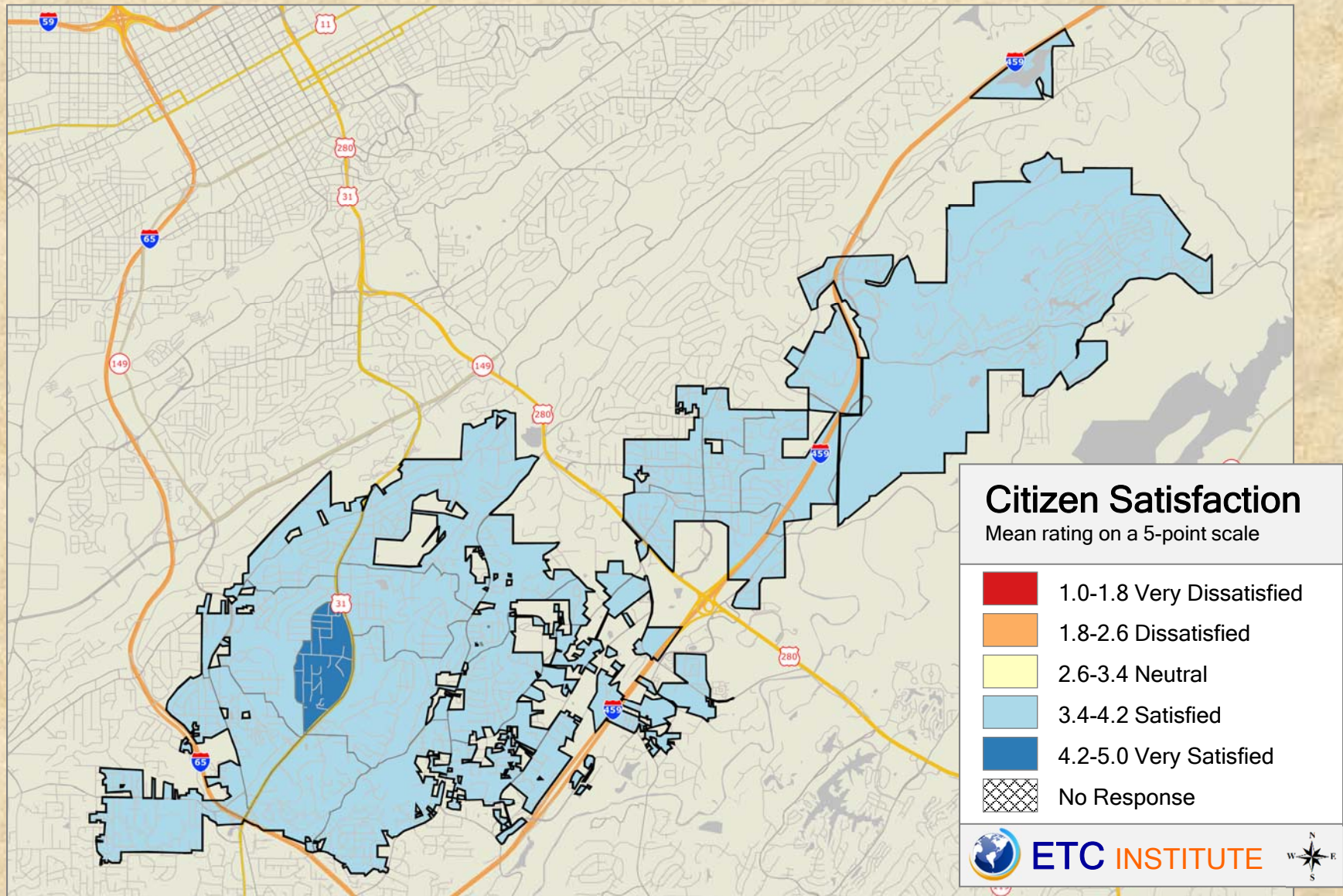
Q30-02 Satisfaction with brush and bulky removal services



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

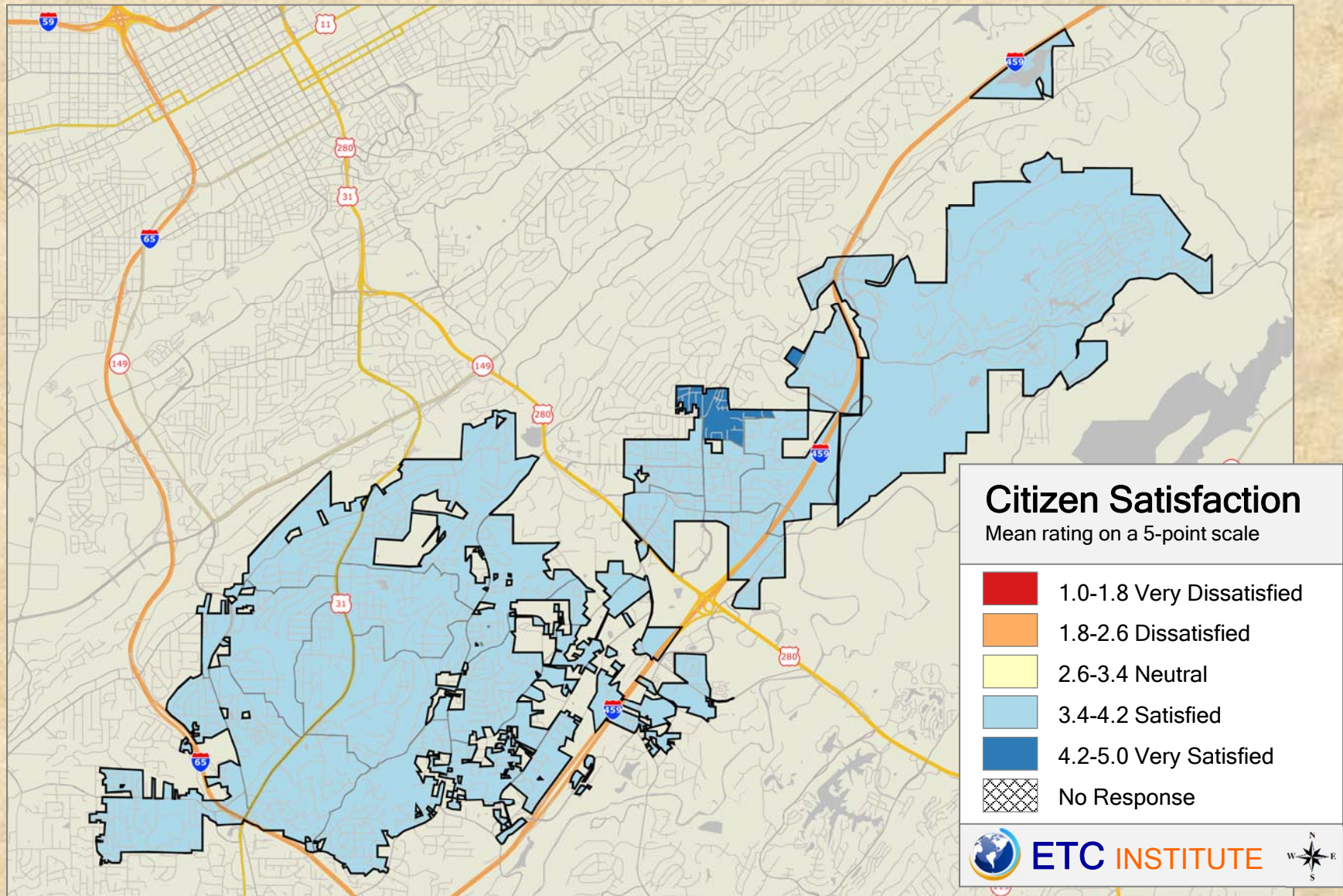
Q30-03 Satisfaction with recycling programs



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q30-04 Satisfaction with litter control along major streets



2017 City of Vestavia Hills Citizen Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)