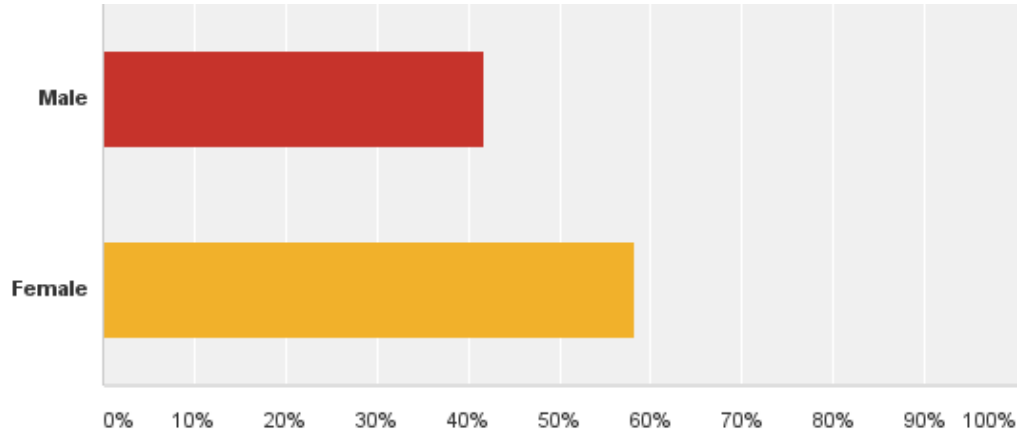


2016 Make Delta Great

129

- ▶ Total Responses
- ▶ Date Created: Thursday, August 11, 2016
- ▶ Complete Responses: 129

Q1: Are you:

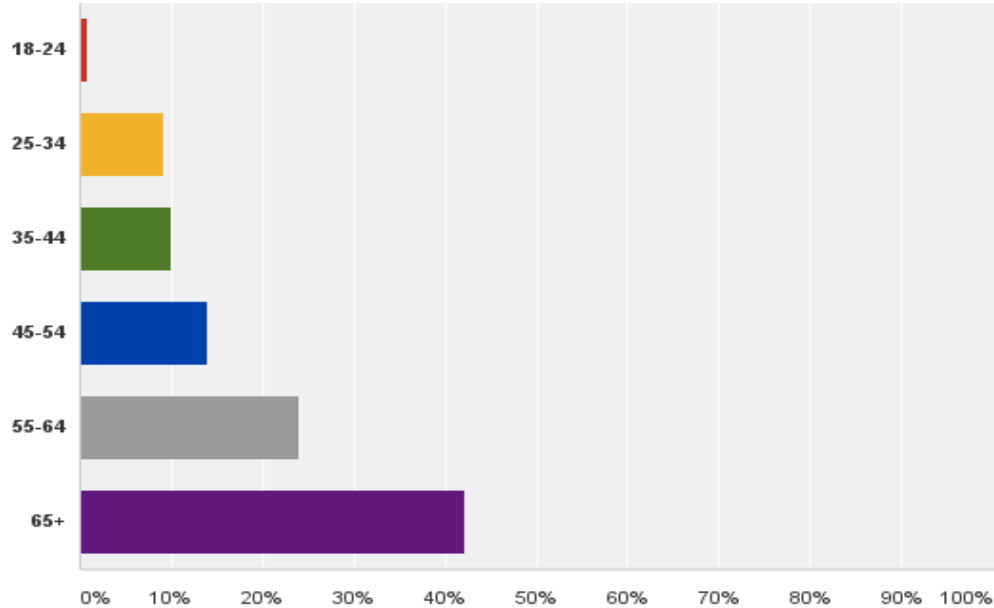


Q1: Are you:

- ▶ Answered: 108 Skipped: 21

Answer Choices	Responses
Male	41.67% 45
Female	58.33% 63
Total	108

Q2: What is your age group?



Q2: What is your age group?

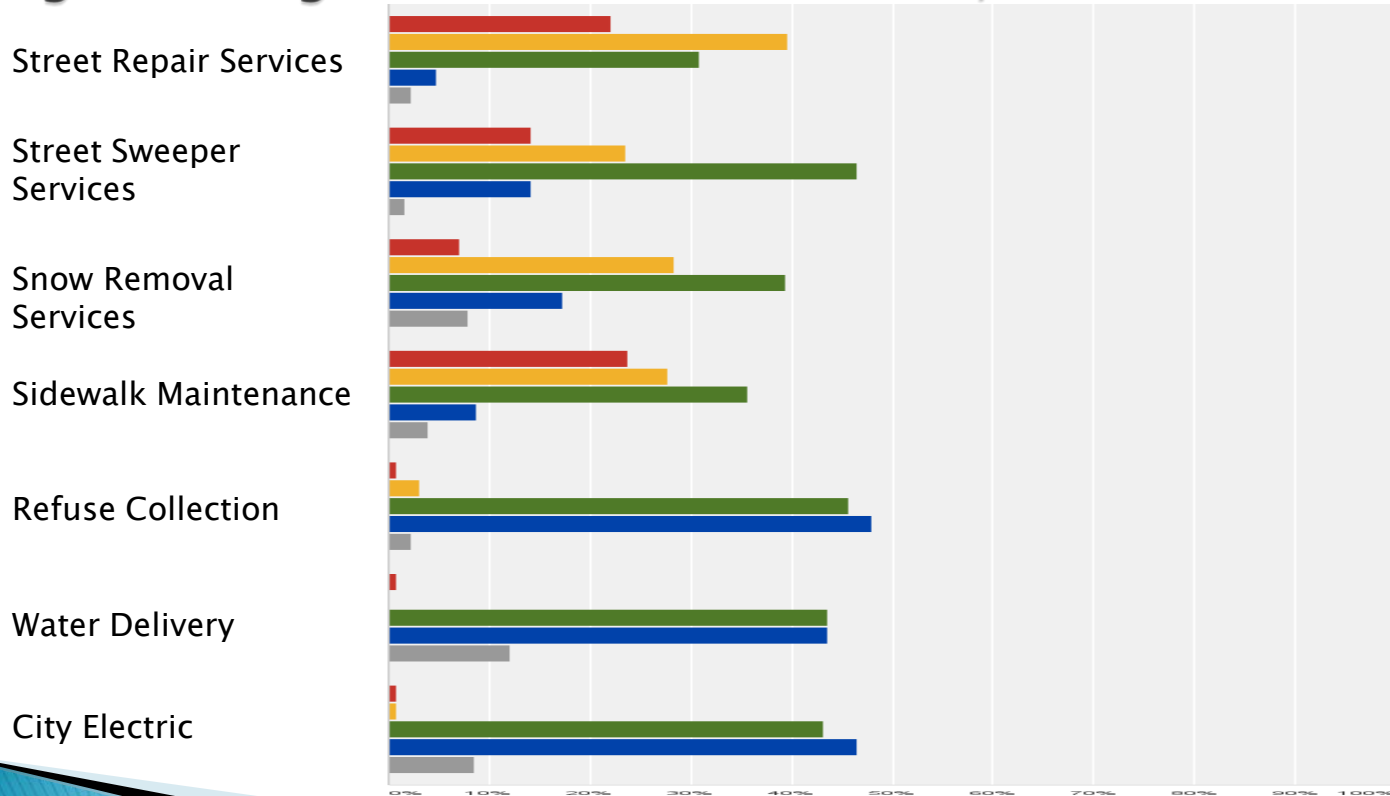
▶ Answered: 121 Skipped: 8

Answer Choices	Responses
18-24	0.83% 1
25-34	9.09% 11
35-44	9.92% 12
45-54	14.05% 17
55-64	23.97% 29
65+	42.15% 51
Total	121

Key

- ▶ Red = POOR
- ▶ Yellow = FAIR
- ▶ Green = GOOD
- ▶ Blue = EXCELLENT
- ▶ Grey = NO OPINION

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

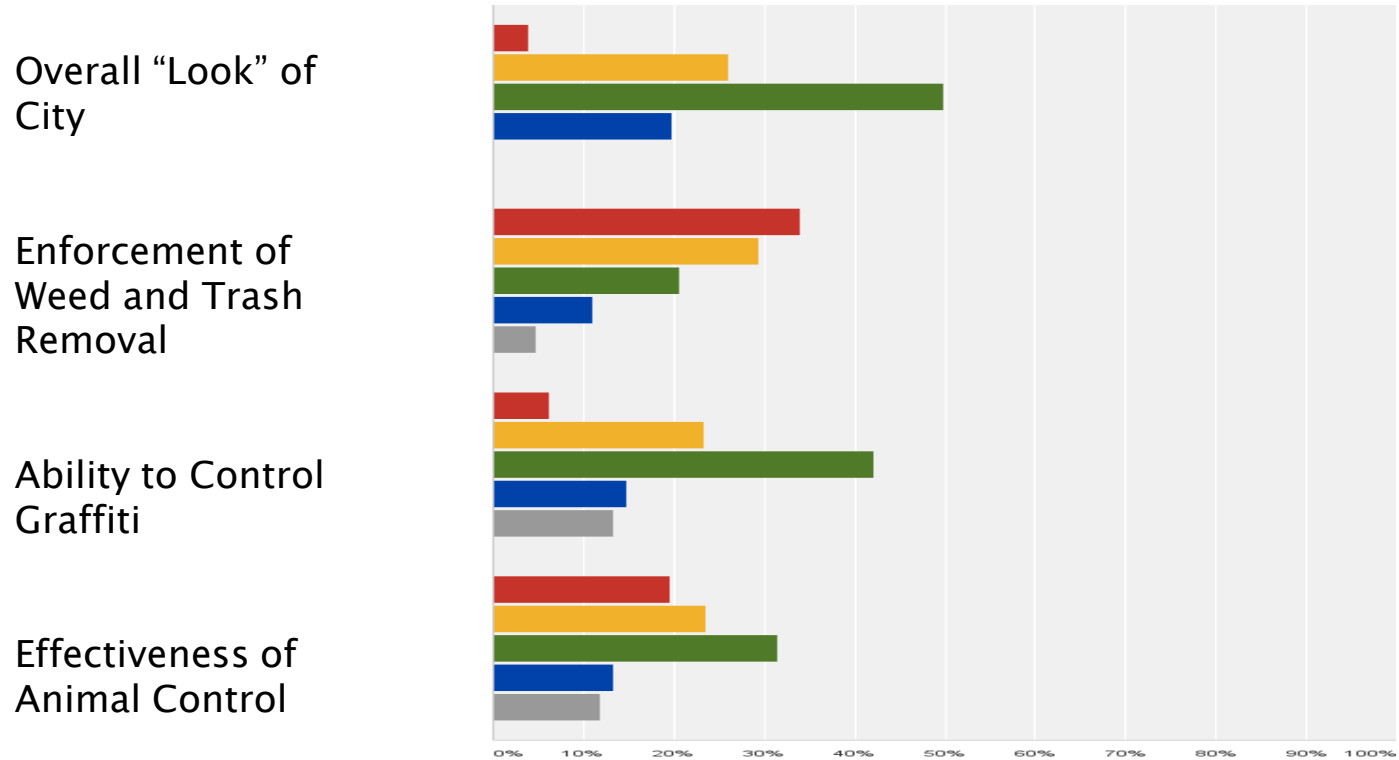


Q3: Please help us improve by rating the following City Services using the categories below:Public Works/Utilities

▶ Answered: 128 Skipped: 1

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Street Repair Services	22.22% 28	39.68% 50	30.95% 39	4.76% 6	2.38% 3	126
Street Sweeping Services	14.17% 18	23.62% 30	46.46% 59	14.17% 18	1.57% 2	127
Snow Removal Services	7.09% 9	28.35% 36	39.37% 50	17.32% 22	7.87% 10	127
Sidewalk Maintenance	23.81% 30	27.78% 35	35.71% 45	8.73% 11	3.97% 5	126
Quality of Refuse Collection Services	0.79% 1	3.15% 4	45.67% 58	48.03% 61	2.36% 3	127
Quality of Water Delivery Services	0.81% 1	0.00% 0	43.55% 54	43.55% 54	12.10% 15	124
Quality of City Electric Delivery Services (Not DMEA)	0.79% 1	0.79% 1	43.31% 55	46.46% 59	8.66% 11	127

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



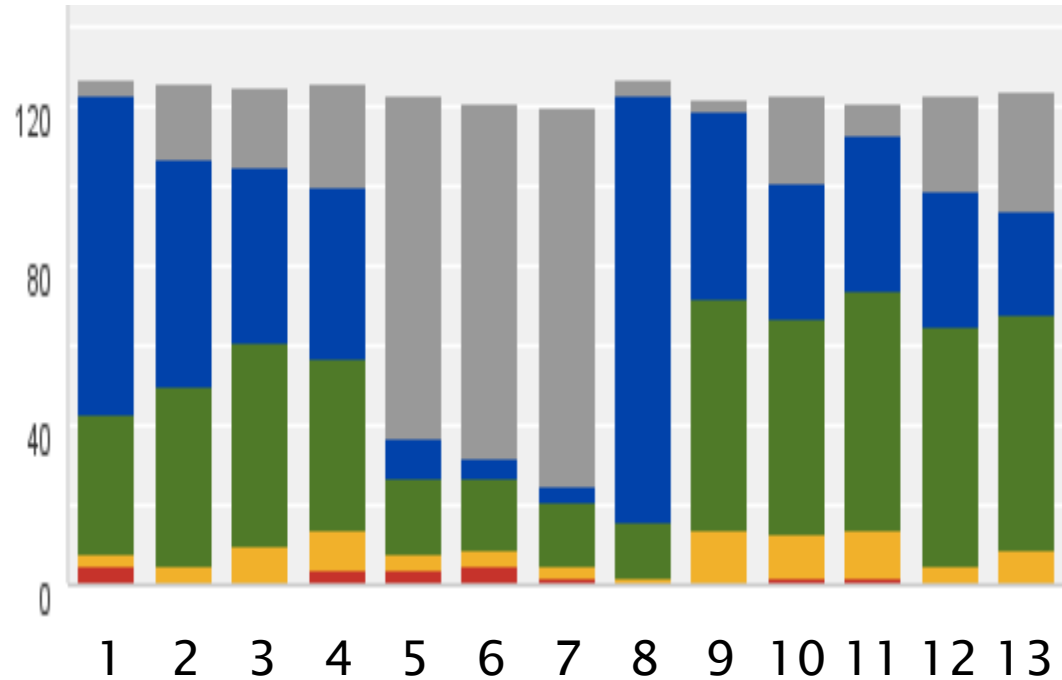
Q4: Please help us improve by rating the following City Services using the categories below:Community Development

▶ Answered: 128 Skipped: 1

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Overall "Look" of the City	3.97% 5	26.19% 33	50.00% 63	19.84% 25	0.00% 0	126
Enforcement of Weed and Trash Removal	34.13% 43	29.37% 37	20.63% 26	11.11% 14	4.76% 6	126
Ability to control graffiti	6.25% 8	23.44% 30	42.19% 54	14.84% 19	13.28% 17	128
Effectiveness of Animal Control	19.69% 25	23.62% 30	31.50% 40	13.39% 17	11.81% 15	127

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

1. Value of Rec Center
2. Customer Service (Front Counter)
3. Variety of Rec Center Programs
4. Value of Fees Compared to Service
5. Variety of Golf Services
6. Availability of Food Services (Golf Course)
7. Availability of Non-Golfer Services (Golf Course)
8. Flowers Program
9. Variety of City Parks
10. Access to Children's Play Structures
11. Access to City Trails
12. Access to Sports Fields
13. Quality of Sports Fields

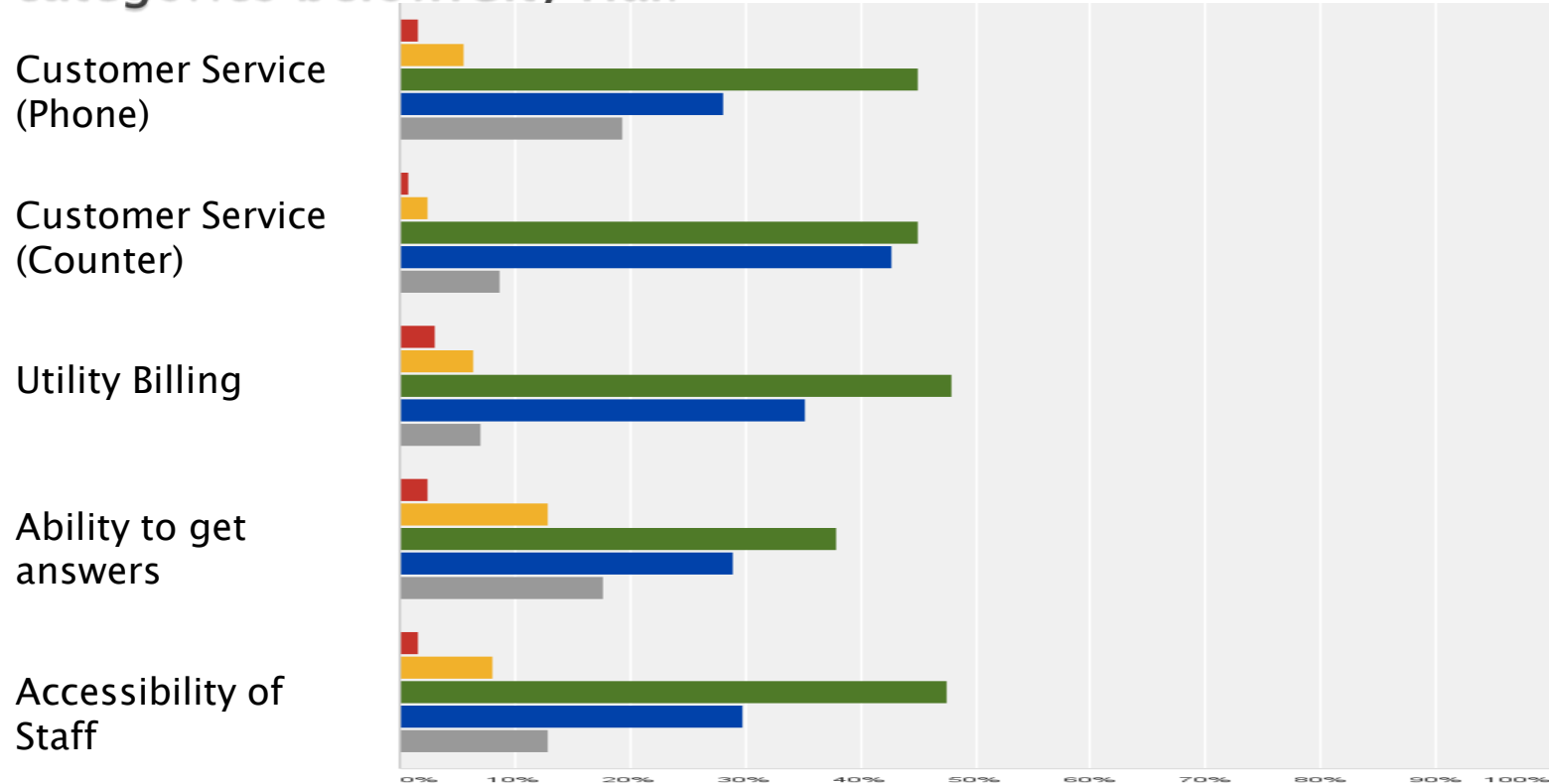


Q5: Please help us improve by rating the following City Services using the categories below: Parks/Recreation/Golf Department

▶ Answered: 127 Skipped: 2

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Value of Bill Heddles Recreation Center to the Community	3.94% 5	2.36% 3	27.56% 35	62.99% 80	3.15% 4	127
Customer Service at Front Counter	0.79% 1	3.17% 4	35.71% 45	45.24% 57	15.08% 19	126
Variety of Rec Center Programs	0.00% 0	8.00% 10	40.80% 51	35.20% 44	16.00% 20	125
Value of Rec Center Fees Compared to Services	3.17% 4	7.94% 10	34.13% 43	34.13% 43	20.63% 26	126
Variety of Golfing Services (Tournaments, Lessons)	3.25% 4	3.25% 4	15.45% 19	8.13% 10	69.92% 86	123
Availability of Food Services and Catering at Golf Course	4.13% 5	3.31% 4	14.88% 18	4.13% 5	73.55% 89	121
Availability of non-golfer services (Weddings, Reunions) at Golf Course	1.67% 2	2.50% 3	13.33% 16	3.33% 4	79.17% 95	120
Downtown Flowers Program	0.79% 1	0.79% 1	11.02% 14	84.25% 107	3.15% 4	127
Variety of City Parks	0.82% 1	10.66% 13	47.54% 58	38.52% 47	2.46% 3	122
Access to Children's Play Structures	1.63% 2	8.94% 11	43.90% 54	27.64% 34	17.89% 22	123
Access to City Trails	1.65% 2	9.92% 12	49.59% 60	32.23% 39	6.61% 8	121
Access of Sports Fields	0.81% 1	3.25% 4	48.78% 60	27.64% 34	19.51% 24	123
Quality of Sports Fields	0.81% 1	6.50% 8	47.97% 59	21.14% 26	24.39% 30	123

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

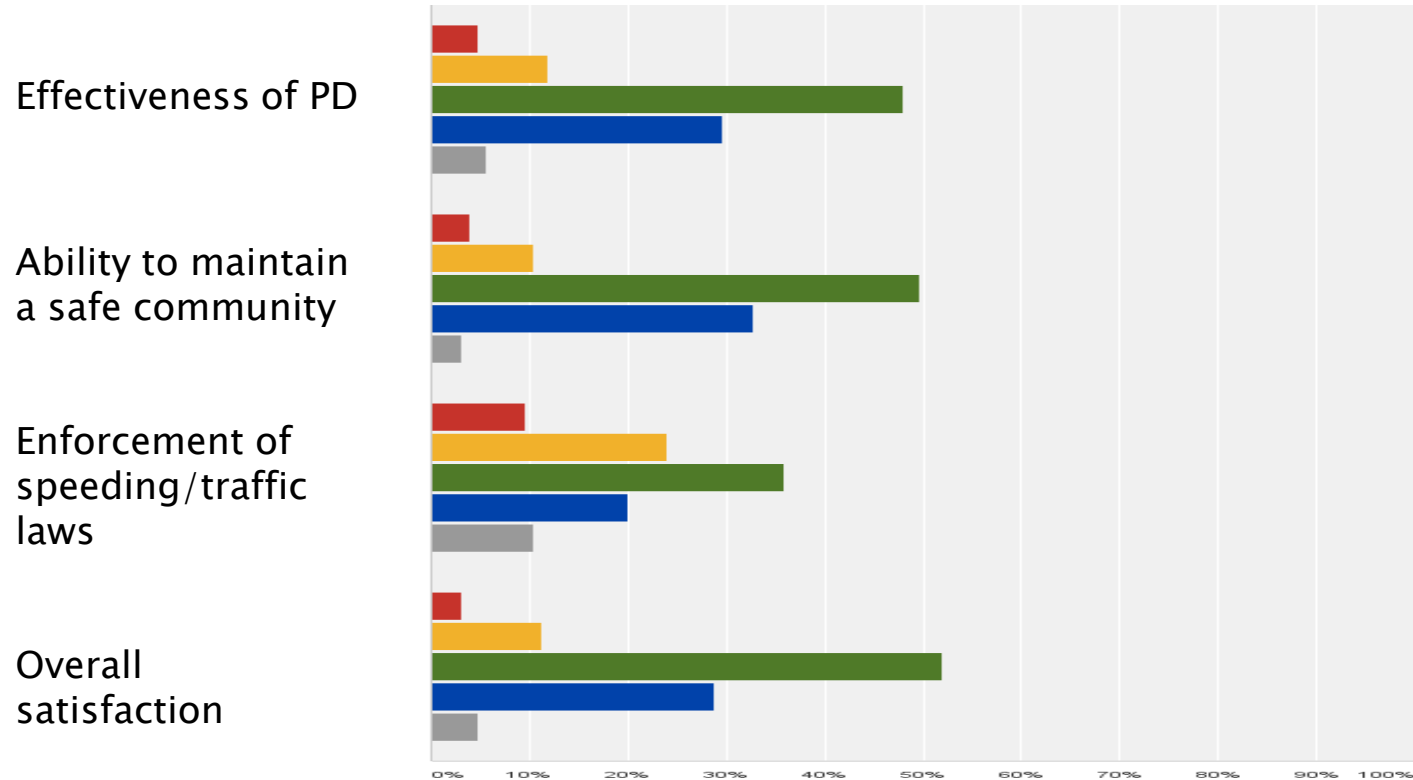


Q6: Please help us improve by rating the following City Services using the categories below: City Hall

▶ Answered: 125 Skipped: 4

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Customer service on the phone	1.61% 2	5.65% 7	45.16% 56	28.23% 35	19.35% 24	124
Customer service at the counter	0.81% 1	2.42% 3	45.16% 56	42.74% 53	8.87% 11	124
Utility Billing services	3.20% 4	6.40% 8	48.00% 60	35.20% 44	7.20% 9	125
Ability to get answers to your questions	2.42% 3	12.90% 16	37.90% 47	29.03% 36	17.74% 22	124
Accessibility of staff	1.61% 2	8.06% 10	47.58% 59	29.84% 37	12.90% 16	124

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

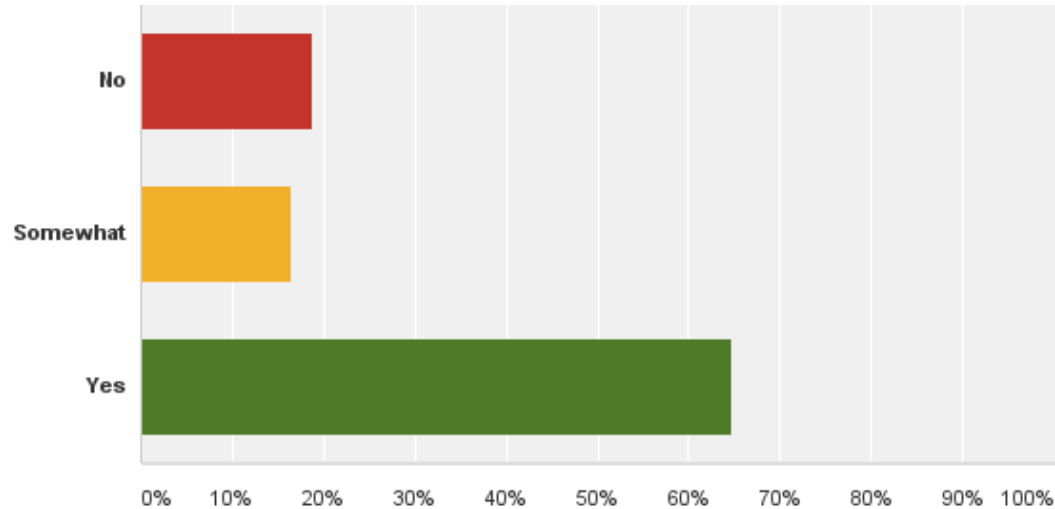


Q7: Please help us improve by rating the following City Services using the categories below: Police Department

▶ Answered: 126 Skipped: 3

	Poor	Fair	Good	Excellent	No Opinion	Total Respondents
Effectiveness of the police department	4.80% 6	12.00% 15	48.00% 60	29.60% 37	5.60% 7	125
Ability to maintain a safe community	4.00% 5	10.40% 13	49.60% 62	32.80% 41	3.20% 4	125
Enforcement of speeding/traffic laws	9.60% 12	24.00% 30	36.00% 45	20.00% 25	10.40% 13	125
Overall satisfaction with services provided	3.20% 4	11.20% 14	52.00% 65	28.80% 36	4.80% 6	125

Q8: All City of Delta utility customers have the option to sign up for reoccurring online bill pay?

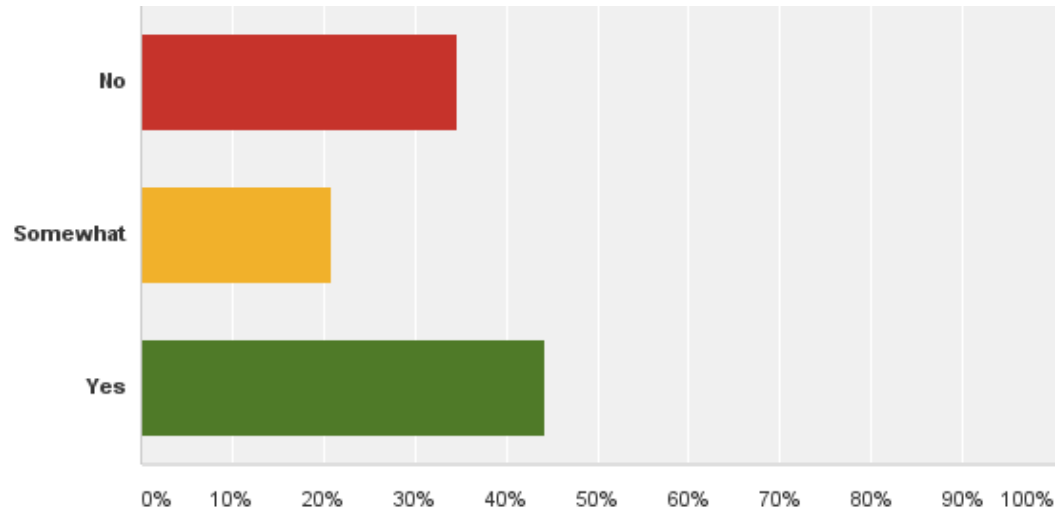


Q8: All City of Delta utility customers have the option to sign up for reoccurring online bill pay?

▶ Answered: 122 Skipped: 7

Answer Choices	Responses
No	18.85% 23
Somewhat	16.39% 20
Yes	64.75% 79
Total	122

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

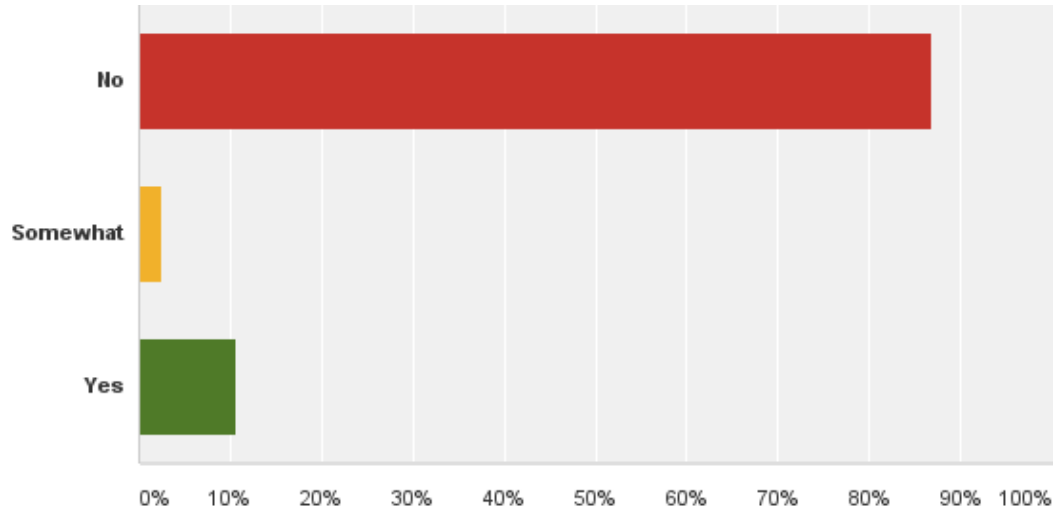


Q9: The City of Delta partners with organizations such as Delta County Economic Development, the Chamber of Commerce, and Region 10 to help improve the quality of life in Delta?

▶ Answered: 124 Skipped: 5

Answer Choices	Responses	
No	34.68%	43
Somewhat	20.97%	26
Yes	44.35%	55
Total		124

Q10: During the summer Devil's Thumb Golf Course holds music on the patio monthly on Friday evenings?



Q10: During the summer Devil's Thumb Golf Course holds music on the patio monthly on Friday evenings?

▶ Answered: 122 Skipped: 7

Answer Choices	Responses
No	86.89% 106
Somewhat	2.46% 3
Yes	10.66% 13
Total	122