

Riverdale City Citizen Survey 2014 Results

Customer Service

1. Over the past 12 months, please evaluate the level of service you have received: (Overall performance, courtesy of employees, timelines of service, ability to resolve the issue, ease of contacting correct personnel.)

	Excellent	Good	Fair	Poor	No Contact	No Response
Police	209 / 36%	115 / 20%	27 / 5%	6 / 1%	204 / 36%	9 / 2%
Fire	170 / 30%	79 / 14%	3 / 1%	2 / 0%	301 / 52%	15 / 3%
Public Works / Utilities	157 / 28%	158 / 28%	24 / 4%	11 / 2%	200 / 35%	20 / 3%
Recreation / Community Center	167 / 30%	133 / 23%	22 / 4%	3 / 1%	231 / 40%	14 / 2%
Garbage Collection	274 / 48%	180 / 32%	28 / 5%	5 / 1%	76 / 13%	7 / 1%
Building & Zoning	70 / 12%	89 / 16%	16 / 3%	17 / 3%	355 / 62%	23 / 4%
Court	51 / 9%	53 / 9%	9 / 2%	7 / 1%	419 / 74%	31 / 5%
Business Office / Civic Center	133 / 23%	108 / 19%	11 / 2%	8 / 1%	289 / 51%	21 / 4%
Mayor / City Council	128 / 22%	90 / 16%	13 / 2%	8 / 1%	311 / 55%	20 / 4%

1. Listed below are the Customer Service numbers of only those who rated the service given ('No Contact' and 'No Response' columns have been factored out).

	Excellent	Good	Fair	Poor		
Police	209 / 59%	115 / 32%	27 / 7%	6 / 2%		
Fire	170 / 67%	79 / 31%	3 / 1%	2 / 1%		
Public Works / Utilities	157 / 45%	158 / 45%	24 / 7%	11 / 3%		
Recreation / Community Center	167 / 51%	133 / 41%	22 / 7%	3 / 1%		
Garbage Collection	274 / 56%	180 / 37%	28 / 6%	5 / 1%		
Building & Zoning	70 / 36%	89 / 46%	16 / 8%	17 / 9%		
Court	51 / 43%	53 / 44%	9 / 7%	7 / 6%		
Business Office / Civic Center	133 / 51%	108 / 42%	11 / 4%	8 / 3%		
Mayor / City Council	128 / 54%	90 / 38%	13 / 5%	8 / 3%		

Communication with the Public

2. Overall, how would you rate the city at keeping you informed of city matters affecting you and your neighborhood?

	Excellent	Good	Fair	Poor	No Response
	186 / 33%	264 / 46%	46 / 8%	10 / 2%	64 / 11%

3. Please rate the following methods of communicating with the public:

	Very useful	Somewhat useful	Not very useful	Never useful	No Response
City newsletter	447 / 78%	107 / 19%	9 / 2%	2 / 0%	5 / 1%
City website (www.riverdalecity.com)	189 / 33%	193 / 34%	31 / 6%	82 / 14%	75 / 13%
Social Media (Facebook, Twitter)	94 / 17%	104 / 18%	65 / 11%	167 / 29%	140 / 25%
Utility bill message	238 / 42%	175 / 31%	48 / 8%	42 / 7%	67 / 12%
City Council Meetings	96 / 17%	177 / 31%	78 / 14%	84 / 15%	135 / 23%
Planning Commission Meetings	85 / 15%	155 / 27%	90 / 16%	94 / 16%	146 / 26%
Public Hearings	99 / 17%	161 / 29%	74 / 13%	92 / 16%	144 / 25%

City and Neighborhood Livability

4. What would you like to see the city do in the following categories in regards to time, effort, manpower, and money?

	More	Same	Less	No Response
City transportation / traffic flow	127 / 22%	375 / 66%	12 / 2%	56 / 10%
Traffic speed enforcement	134 / 23%	381 / 67%	18 / 3%	37 / 7%
Condition of streets	181 / 32%	344 / 60%	8 / 1%	37 / 7%
Street lighting	171 / 30%	353 / 62%	4 / 1%	42 / 7%
Condition of sidewalks	190 / 33%	341 / 60%	4 / 1%	35 / 6%
Code enforcement	156 / 27%	353 / 62%	12 / 2%	49 / 9%
Residential property maintenance	231 / 40%	290 / 51%	9 / 2%	40 / 7%
Weeds, litter, trash	251 / 44%	285 / 50%	6 / 1%	28 / 5%
Animal Control	124 / 22%	392 / 68%	15 / 3%	39 / 7%
Inoperable vehicles	181 / 32%	334 / 58%	11 / 2%	44 / 8%
Graffiti removal	94 / 17%	427 / 75%	2 / 0%	47 / 8%
Christmas decorations	126 / 22%	375 / 66%	20 / 4%	49 / 8%

Parks and Recreation

5. How would you rate Riverdale City:

	Excellent	Good	Fair	Poor	Have not participated or used	No Response
Old Glory Days	256 / 45%	153 / 27%	26 / 5%	6 / 1%	116 / 20%	13 / 2%
Public parks	286 / 50%	198 / 35%	19 / 3%	3 / 1%	54 / 9%	10 / 2%
Trails	292 / 51%	176 / 31%	23 / 4%	3 / 1%	64 / 11%	12 / 2%
Recreation facilities	191 / 33%	188 / 33%	32 / 6%	4 / 1%	132 / 23%	23 / 4%
Recreation programs	154 / 27%	165 / 29%	31 / 6%	6 / 1%	190 / 33%	24 / 4%
Senior Center	196 / 34%	102 / 18%	11 / 2%	0 / 0%	242 / 43%	19 / 3%
Roy Recreation Complex discount program	169 / 30%	112 / 20%	19 / 3%	3 / 1%	241 / 42%	26 / 4%
Free Riverdale nights at Roy Aquatic Center	234 / 41%	97 / 17%	7 / 1%	2 / 0%	203 / 36%	27 / 5%

6. How often did you or your household use each of the following during the past 12 months?

	Never	Once or Twice	3 to 5 times	6 to 10 times	More than 10 times	No Response
Community Center	273 / 48%	151 / 27%	48 / 8%	19 / 3%	59 / 10%	20 / 4%
Riverdale Park	106 / 19%	160 / 28%	112 / 19%	72 / 13%	109 / 19%	11 / 2%
Riverdale Park Splash Pad	311 / 55%	100 / 17%	78 / 14%	36 / 6%	26 / 5%	19 / 3%
Golden Spike Park	316 / 55%	119 / 21%	37 / 6%	33 / 6%	43 / 8%	22 / 4%
River Parkway Trail	111 / 19%	90 / 16%	74 / 13%	72 / 13%	209 / 37%	14 / 2%
Recreation Programs	367 / 65%	82 / 14%	40 / 7%	18 / 3%	39 / 7%	24 / 4%
Senior Center	372 / 65%	77 / 14%	32 / 6%	24 / 4%	54 / 9%	11 / 2%
Street bicycle lanes	350 / 61%	63 / 11%	37 / 7%	29 / 5%	74 / 13%	17 / 3%
Public transportation	485 / 85%	30 / 5%	7 / 1%	5 / 1%	23 / 4%	20 / 4%

Capital Projects and Improvements

7. How would you allocate city resources to acquire, develop, construct or maintain the following:

<i>Building Improvements</i>	More	Same	Less	No Response	<i>Streets and Sidewalks</i>	More	Same	Less	No Response
Community Center	66 / 12%	418 / 73%	20 / 4%	66 / 11%	Resurfacing streets	186 / 33%	311 / 54%	9 / 2%	64 / 11%
Senior Center	39 / 7%	437 / 77%	32 / 6%	62 / 10%	Additional / improved sidewalks	203 / 36%	297 / 52%	5 / 1%	65 / 11%
<i>Riverdale Park</i>					Street bicycle lanes	109 / 19%	322 / 56%	67 / 12%	72 / 13%
Group pavilions	56 / 10%	437 / 77%	14 / 2%	63 / 11%	<i>Golden Spike Park</i>				
Picnic pavilions	72 / 12%	421 / 74%	15 / 3%	62 / 11%	Group pavilions	32 / 6%	408 / 71%	17 / 3%	113 / 20%
Restrooms	106 / 19%	394 / 69%	6 / 1%	64 / 11%	Picnic pavilions	43 / 7%	403 / 71%	15 / 3%	109 / 19%
Amphitheater	44 / 8%	413 / 72%	34 / 6%	79 / 14%	Restrooms	61 / 11%	388 / 68%	10 / 2%	111 / 19%
<i>Trails</i>					<i>New Construction</i>				
River trail	180 / 32%	323 / 57%	6 / 1%	61 / 10%	Parks	168 / 30%	265 / 46%	39 / 7%	98 / 17%
Intercity trails	120 / 21%	360 / 63%	10 / 2%	80 / 14%	Ball fields	83 / 15%	334 / 59%	55 / 9%	98 / 17%
Trail restrooms	173 / 30%	322 / 57%	8 / 1%	67 / 12%	Soccer fields	100 / 18%	317 / 56%	55 / 9%	98 / 17%
Trail benches / picnic tables	157 / 28%	331 / 58%	13 / 2%	69 / 12%	BMX park	77 / 13%	292 / 51%	95 / 17%	106 / 19%
<i>Land Acquisition</i>					Skate park	89 / 16%	261 / 46%	109 / 19%	111 / 19%
Land for open space	139 / 24%	294 / 52%	33 / 6%	104 / 18%					
Land for parks	179 / 32%	262 / 46%	31 / 5%	98 / 17%					

Land Use and Development of the City

8. How do you rate the commercial land use development (shopping, offices) in the city?

	Excellent	Good	Fair	Poor	No Response
Quality of appearance	193 / 34%	310 / 55%	31 / 5%	6 / 1%	30 / 5%
Improving access to services/shopping	164 / 29%	313 / 55%	51 / 9%	6 / 1%	36 / 6%

9. How do you rate the residential land use development in the city?

Quality of appearance	116 / 20%	336 / 60%	68 / 11%	10 / 2%	40 / 7%
Improving your neighborhood's image	104 / 18%	291 / 51%	106 / 19%	26 / 5%	43 / 7%

General Quality of Life

13. Overall, how do you rate Riverdale City services?					
	Excellent	Good	Fair	Poor	No Response
	291 / 51%	228 / 40%	16 / 3%	2 / 0%	33 / 6%

Demographic Information

17. Please tell us age group and gender:				
Age group			Male	Female
24 & under	10 / 2%		1 / 10%	9 / 90%
25-34	59 / 10%		22 / 33%	45 / 67%
35-44	94 / 17%		38 / 37%	64 / 63%
45-59	146 / 26%		67 / 40%	99 / 60%
60 & over	258 / 45%		147 / 48%	159 / 52%
Gender Totals (all age groups)			275 / 42%	376 / 58%

18. Please tell us the geographical area in which you live:			
	West of Weber River, South of Riverdale Road	West of Weber River, North of Riverdale Road	No Response
East of Weber River	136 / 24%	345 / 61%	37 / 6%
52 / 9%			

19. Do you have children in your household under 18?			
	Yes	No	No Response
	180 / 32%	368 / 64%	22 / 4%

20. How long have you been living in Riverdale City?					
Less than 1 year	1 to 5 years	5 to 10 years	10 to 15 years	15 + years	No Response
20 / 4%	91 / 16%	101 / 18%	69 / 12%	272 / 47%	17 / 3%

21. Are you a:			
	Renter	Home Owner	No Response
	36 / 6%	513 / 90%	21 / 4%

Please note: Questions 10, 11, 12, 14, 15, and 16 were written response only questions.