



**2014 CITIZEN SURVEY  
COMPARISON REPORT**

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# 2014 Citizen Survey 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.)

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). However, the percentages and number of respondents overall for the "No Contact" and "No Response" are shown in the gray.

	Excellent	Good	Fair	Poor	No Contact	No Response
Police	209 / 59%	115 / 32%	27 / 7%	6 / 2%	204 / 36%	9 / 2%
Fire	170 / 67%	79 / 31%	3 / 1%	2 / 1%	301 / 52%	15 / 3%
Public Works / Utilities	157 / 45%	158 / 45%	24 / 7%	11 / 3%	200 / 35%	20 / 3%
Recreation / Community Center	167 / 51%	133 / 41%	22 / 7%	3 / 1%	231 / 40%	14 / 2%
Garbage Collection	274 / 56%	180 / 37%	28 / 6%	5 / 1%	76 / 13%	7 / 1%
Building & Zoning	70 / 36%	89 / 46%	16 / 8%	17 / 9%	355 / 62%	23 / 4%
Court	51 / 43%	53 / 44%	9 / 7%	7 / 6%	419 / 74%	31 / 5%
Business Office / Civic Center	133 / 51%	108 / 42%	11 / 4%	8 / 3%	289 / 51%	21 / 4%
Mayor / City Council	128 / 54%	90 / 38%	13 / 5%	8 / 3%	311 / 55%	20 / 4%

# 2010 Citizen Survey 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.)

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). However, the percentages and number of respondents overall for the "No Contact" and "No Response" are shown in the gray.

	Excellent	Good	Fair	Poor	No Contact	No Response
Police	243 / 58%	140 / 33%	21 / 5%	15 / 4%	237 / 35%	16 / 3%
Fire	191 / 64%	96 / 32%	9 / 3%	3 / 1%	349 / 52%	24 / 4%
Public Works	147 / 40%	173 / 47%	31 / 9%	16 / 4%	271 / 40%	34 / 5%
Recreation Programs	153 / 45%	148 / 43%	28 / 8%	13 / 4%	300 / 45%	30 / 4%
Garbage Collection	359 / 63%	196 / 34%	11 / 2%	5 / 1%	86 / 12%	15 / 2%
Building & Zoning	84 / 37%	100 / 42%	33 / 13%	19 / 8%	397 / 58%	39 / 6%
Court	71 / 43%	78 / 47%	13 / 8%	3 / 2%	467 / 69%	40 / 6%
Business Office	169 / 48%	148 / 42%	22 / 6%	13 / 4%	290 / 43%	30 / 5%
Mayor / City Council	112 / 38%	125 / 42%	39 / 13%	21 / 7%	337 / 50%	38 / 5%

## 2014 Citizen Survey Results

### 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
<i>Not on 2014 Survey</i>					
City website	189 / 33%	193 / 34%	31 / 6%	82 / 14%	75 / 13%
City newsletter	447 / 78%	107 / 19%	9 / 2%	2 / 0%	5 / 1%
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%
<i>Not on 2014 Survey</i>					

## 2010 Citizen Survey Results

### 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
	225 / 33%	295 / 44%	58 / 9%	21 / 3%	73 / 11%

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

	Very useful	Somewhat useful	Not very useful	Never useful	No Response
<i>Not on 2010 Survey</i>					
City Survey	235 / 35%	297 / 44%	45 / 7%	27 / 4%	68 / 10%
City website	247 / 37%	228 / 34%	33 / 5%	60 / 9%	104 / 15%
City newsletter	489 / 73%	128 / 19%	25 / 4%	9 / 1%	21 / 3%
<i>Not on 2010 Survey</i>					
Utility bill message	282 / 42%	246 / 36%	44 / 7%	29 / 4%	71 / 11%
City Council Meetings	150 / 22%	244 / 36%	94 / 15%	48 / 7%	136 / 20%
Planning Commission Meetings	130 / 19%	223 / 33%	107 / 15%	54 / 8%	158 / 24%
Public Hearings	146 / 22%	239 / 36%	81 / 12%	56 / 8%	150 / 22%
Town Meetings	154 / 23%	237 / 35%	81 / 12%	53 / 8%	147 / 22%

## 2014 Citizen Survey Results

### 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%

## 2010 Citizen Survey Results

### City and Neighborhood Livability

4a. 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 streets traffic flow	136 / 20%	454 / 68%	21 / 3%	61 / 9%
Traffic speed enforcement	161 / 24%	423 / 63%	36 / 5%	52 / 8%
Condition of streets	181 / 27%	422 / 63%	8 / 1%	61 / 9%
Street lighting	172 / 26%	442 / 65%	3 / 1%	55 / 8%
Condition of sidewalks	185 / 28%	428 / 63%	6 / 1%	53 / 8%
Code enforcement	183 / 27%	394 / 59%	31 / 5%	64 / 9%
Property maintenance	228 / 34%	378 / 56%	11 / 2%	55 / 8%
Weeds, litter, trash	296 / 44%	318 / 47%	6 / 1%	52 / 8%
Animal Control	145 / 22%	450 / 67%	23 / 3%	54 / 8%
Inoperable vehicles	221 / 33%	370 / 55%	20 / 3%	61 / 9%
Graffiti removal	116 / 17%	483 / 72%	5 / 1%	68 / 10%
Christmas decorations	184 / 28%	397 / 59%	31 / 4%	60 / 9%

# 2014 Citizen Survey Results

## Parks and Recreation

### 5. How would you rate Riverdale City:

The "Excellent-Poor" selections are shown with the "Have not participated or used" and "No Response" results factored out to show an accurate evaluation of those who used these services. However, the overall percentages of the "Have not participated or used" and "No Response" are shown in the gray.

	Excellent	Good	Fair	Poor	Have not participated or used	No Response
Old Glory Days	256 / 58%	153 / 35%	26 / 6%	6 / 1%	116 / 20%	13 / 2%
Public parks	286 / 56%	198 / 39%	19 / 4%	3 / 1%	54 / 9%	10 / 2%
Trails	292 / 59%	176 / 35%	23 / 5%	3 / 1%	64 / 11%	12 / 2%
Recreation facilities	191 / 46%	188 / 45%	32 / 8%	4 / 1%	132 / 23%	23 / 4%
Recreation programs	154 / 43%	165 / 46%	31 / 9%	6 / 2%	190 / 33%	24 / 4%
Senior Center	196 / 63%	102 / 33%	11 / 4%	0 / 0%	242 / 43%	19 / 3%
Roy Recreation Complex discount program	169 / 56%	112 / 37%	19 / 6%	3 / 1%	241 / 42%	26 / 4%
Free Riverdale nights at Roy Aquatic Center	234 / 69%	97 / 28%	7 / 2%	2 / 1%	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%

# 2010 Citizen Survey Results

## Parks and Recreation

### 5. How would you rate Riverdale City:

The "Excellent-Poor" selections are shown with the "No Response" results factored out to show an accurate evaluation of those who used these services. However, the overall percentages of "No Response" are shown in the gray. The "Have not participated or used" option was not included in the 2010 survey.

	Excellent	Good	Fair	Poor	No Response
Old Glory Days	307 / 51%	246 / 41%	37 / 6%	9 / 2%	73 / 11%
Public parks	388 / 62%	217 / 34%	19 / 3%	4 / 1%	44 / 6%
Trails	392 / 64%	193 / 32%	25 / 4%	2 / 0%	60 / 9%
Recreation facilities	277 / 48%	252 / 43%	38 / 7%	11 / 2%	94 / 14%
Recreation programs	235 / 42%	258 / 47%	46 / 8%	16 / 3%	117 / 18%
<i>Not on 2010 Survey</i>					
Roy Recreation Complex discount program	247 / 46%	228 / 43%	46 / 9%	9 / 2%	142 / 21%
Free Riverdale nights at the Roy Aquatic Center	304 / 57%	192 / 36%	29 / 5%	10 / 2%	137 / 20%

### 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	321 / 48%	188 / 28%	44 / 7%	19 / 3%	65 / 9%	35 / 5%
Riverdale Park	111 / 17%	197 / 29%	125 / 19%	95 / 14%	122 / 18%	22 / 3%
Riverdale Park Splash Pad	348 / 52%	129 / 19%	96 / 14%	46 / 7%	25 / 4%	28 / 4%
Golden Spike Park	372 / 55%	151 / 22%	52 / 8%	25 / 4%	40 / 6%	32 / 5%
River Parkway Trail	133 / 20%	106 / 16%	90 / 13%	77 / 12%	244 / 36%	22 / 3%
Recreation Programs	423 / 63%	128 / 19%	40 / 6%	17 / 2%	32 / 5%	32 / 5%
<i>Not on 2010 Survey</i>						
<i>Not on 2010 Survey</i>						
<i>Not on 2010 Survey</i>						

# 2014 Citizen Survey Results

## Capital Projects and Improvements

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

<b><i>Building Improvements</i></b>	<b>More</b>	<b>Same</b>	<b>Less</b>	<b>No Response</b>
<i>Not on 2014 survey</i>				
Community Center	66 / 12%	418 / 73%	20 / 4%	66 / 11%
Senior Center	39 / 7%	437 / 77%	32 / 6%	62 / 10%
<b><i>Riverdale Park</i></b>				
Group pavilions	56 / 10%	437 / 77%	14 / 2%	63 / 11%
Picnic pavilions	72 / 12%	421 / 74%	15 / 3%	62 / 11%
<i>Not on 2014 survey</i>				
Restrooms	106 / 19%	394 / 69%	6 / 1%	64 / 11%
Amphitheater	44 / 8%	413 / 72%	34 / 6%	79 / 14%
<b><i>Trails</i></b>				
River trail	180 / 32%	323 / 57%	6 / 1%	61 / 10%
Intercity trails	120 / 21%	360 / 63%	10 / 2%	80 / 14%
Trail restrooms	173 / 30%	322 / 57%	8 / 1%	67 / 12%
Trail benches / picnic tables	157 / 28%	331 / 58%	13 / 2%	69 / 12%
<b><i>Land Acquisition</i></b>				
Land for open space	139 / 24%	294 / 52%	33 / 6%	104 / 18%
Land for parks	179 / 32%	262 / 46%	31 / 5%	98 / 17%

# 2010 Citizen Survey Results

## Capital Projects and Improvements

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

<b><i>Building Improvements</i></b>	<b>More</b>	<b>Same</b>	<b>Less</b>	<b>No Response</b>
City Hall	10 / 2%	520 / 77%	46 / 7%	96 / 14%
Community Center	58 / 9%	495 / 73%	25 / 4%	94 / 14%
Senior Center	55 / 8%	493 / 73%	37 / 6%	87 / 13%
<b><i>Riverdale Park</i></b>				
Group pavilions	68 / 10%	473 / 70%	21 / 3%	110 / 17%
Picnic pavilions	90 / 13%	460 / 68%	17 / 3%	105 / 16%
Splash pad	60 / 9%	439 / 65%	60 / 9%	113 / 17%
Restrooms	109 / 16%	448 / 67%	10 / 2%	105 / 15%
Amphitheater	58 / 9%	433 / 64%	50 / 7%	131 / 20%
<b><i>Trails</i></b>				
River trail	207 / 31%	366 / 54%	8 / 1%	91 / 14%
Intercity trails	151 / 22%	382 / 57%	20 / 3%	119 / 18%
Trail restrooms	193 / 29%	366 / 55%	9 / 1%	104 / 15%
Trail benches / picnic tables	207 / 31%	343 / 51%	17 / 2%	105 / 16%
<b><i>Land Acquisition</i></b>				
Land for open space	154 / 23%	335 / 50%	48 / 7%	135 / 20%
Land for parks	190 / 28%	313 / 47%	38 / 6%	131 / 19%

# 2014 Citizen Survey Results

## Capital Projects and Improvements

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

<i>Streets and Sidewalks</i>	More	Same	Less	No Response
Resurfacing streets	186 / 33%	311 / 54%	9 / 2%	64 / 11%
Additional / improved sidewalks	203 / 36%	297 / 52%	5 / 1%	65 / 11%
Street bicycle lanes	109 / 19%	322 / 56%	67 / 12%	72 / 13%
<b><i>Golden Spike Park</i></b>				
Group pavilions	32 / 6%	408 / 71%	17 / 3%	113 / 20%
Picnic pavilions	43 / 7%	403 / 71%	15 / 3%	109 / 19%
Restrooms	61 / 11%	388 / 68%	10 / 2%	111 / 19%
<b><i>New Construction</i></b>				
Parks	168 / 30%	265 / 46%	39 / 7%	98 / 17%
Ball fields	83 / 15%	334 / 59%	55 / 9%	98 / 17%
Soccer fields	100 / 18%	317 / 56%	55 / 9%	98 / 17%
<i>Not on 2014 Survey</i>				
BMX park	77 / 13%	292 / 51%	95 / 17%	106 / 19%
Skate park	89 / 16%	261 / 46%	109 / 19%	111 / 19%

# 2010 Citizen Survey Results

## Capital Projects and Improvements

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

<i>Streets and Sidewalks</i>	More	Same	Less	No Response
Resurfacing streets	141 / 21%	410 / 61%	23 / 3%	98 / 15%
Additional / improved sidewalks	213 / 32%	357 / 53%	8 / 1%	94 / 14%
Street bicycle lanes	200 / 30%	322 / 48%	50 / 7%	100 / 15%
<b><i>Golden Spike Park</i></b>				
Group pavilions	48 / 7%	455 / 68%	19 / 3%	150 / 22%
Picnic pavilions	59 / 9%	444 / 66%	20 / 3%	149 / 22%
Restrooms	75 / 11%	432 / 64%	14 / 2%	151 / 23%
<b><i>New Construction</i></b>				
Parks	163 / 24%	334 / 50%	45 / 7%	130 / 19%
Ball fields	104 / 16%	371 / 55%	61 / 9%	136 / 20%
Soccer fields	115 / 17%	358 / 53%	64 / 10%	135 / 20%
Splash pads	102 / 15%	333 / 50%	102 / 15%	135 / 20%
<i>Not on 2010 Survey</i>				
Skate park	130 / 19%	285 / 42%	124 / 19%	133 / 20%

## 2014 Citizen Survey Results

### 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?

	Excellent	Good	Fair	Poor	No Response
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%

## 2010 Citizen Survey Results

### 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	230 / 34%	349 / 52%	43 / 6%	12 / 2%	38 / 6%
Improving access to services/shopping	189 / 28%	369 / 55%	52 / 8%	10 / 1%	52 / 8%

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

	Excellent	Good	Fair	Poor	No Response
Quality of appearance	134 / 20%	394 / 59%	75 / 11%	14 / 2%	55 / 8%
Improving your neighborhood's image	122 / 18%	350 / 52%	106 / 16%	34 / 5%	60 / 9%

### General Quality of Life

13. Overall, how do you rate Riverdale City services?

	Excellent	Good	Fair	Poor	No Response
	315 / 47%	311 / 46%	16 / 3%	1 / 0%	29 / 4%



# 2014 Citizen Survey Results

## Demographic Information

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

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

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	6 to 10 years	11 to 15 years	More than 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%

# 2010 Citizen Survey Results

## Demographic Information

17. Please tell us age group and gender:				
	Age group		Male	Female
	24 & under	28 / 4%	8 / 26%	23 / 74%
	25-34	95 / 14%	30 / 30%	70 / 70%
	35-44	96 / 14%	30 / 30%	71 / 70%
	45-59	188 / 27%	109 / 49%	112 / 51%
	60 & over	293 / 41%	177 / 48%	191 / 52%
Gender Totals (all age groups)			354 / 43%	447 / 57%

18. Please tell us the geographical area in which you live:			
East of Weber River	West of Weber River, South of Riverdale Road	West of Weber River, North of Riverdale Road	No Response
69 / 10%	172 / 26%	419 / 62%	12 / 2%

19. Do you have children in your household under 18?			
	Yes	No	No Response
	221 / 33%	429 / 64%	22 / 3%

20. How long have you been living in Riverdale City?					
Less than 1 year	1 to 5 years	6 to 10 years	11 to 15 years	More than 15 years	No Response
35 / 5%	127 / 19%	119 / 18%	109 / 16%	270 / 40%	12 / 2%

21. Are you a:			
	Renter	Home Owner	No Response
	56 / 8%	600 / 89%	16 / 3%