



**CITIZEN
SURVEY 2014
REPORT**

TABLE OF CONTENTS

Introduction.....	3
Riverdale City Citizen Survey 2014.....	4
2014 Overall Survey Results.....	9
Side-by-side Comparison with 2010 Survey.....	14
Comment / Suggestions / Other Responses	
Customer Service	
Question 1.....	23
Communication with the Public	
Question 3.....	28
City and Neighborhood Livability	
Question 4.....	32
Parks and Recreation	
Question 5.....	38
Question 6.....	42
Capital Projects and Improvements	
Other Responses.....	45
Question 7.....	47
Land Use and Development of the city	
Question 8.....	51
Question 9.....	54
Future Important Issues	
Question 10.....	56
Question 11.....	62
Question 12.....	64
General Quality of Life	
Question 14.....	65
Question 15.....	69
Follow-up	
Question 16.....	73



RIVERDALE CITY CITIZEN SURVEY 2014 REPORT

Riverdale City strives to offer excellent municipal services, with continual improvement, and accountability to our citizens. To help us understand how we are meeting this objective the city periodically conducts a Citizen Survey. The Citizen Survey assesses citizen satisfaction with the results of our work, identifies areas where programs are performing above or below expectations, and demonstrates our receptiveness to our citizens needs.

The Riverdale City Citizen Survey 2014 was conducted in October—November 2014. This report includes the overall results to each question, side-by-side comparison to the 2010 survey, and submitted comments / suggestions.

In the survey, citizens were asked to rate and provide comments on services provided by the city. The 2014 survey was patterned after previous surveys so that a comparative analysis can be made between years. The last mailed survey was in 2010. This report includes the 2010 survey results in a side-by-side layout for comparison.

The survey was mailed to all households of the city, a total of 3,312. A total of 570 surveys were returned to the city, a response rate of 17.2%.

Riverdale City Citizen Survey 2014





Citizen Survey 2014

Customer Service

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

	Excellent	Good	Fair	Poor	No Contact
Police	<input type="checkbox"/>				
Fire	<input type="checkbox"/>				
Public Works / Utilities	<input type="checkbox"/>				
Recreation / Community Center	<input type="checkbox"/>				
Garbage collection	<input type="checkbox"/>				
Building & Zoning	<input type="checkbox"/>				
Court	<input type="checkbox"/>				
Business Office / Civic Center	<input type="checkbox"/>				
Mayor / City Council	<input type="checkbox"/>				

Please list any concerns or comments you have about our customer service: _____

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Very useful	Somewhat useful	Not very useful	Never useful
City newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City website (www.riverdalecity.com)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social media (Facebook, Twitter)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Utility bill message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City Council Meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning Commission Meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Hearings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments / Suggestions: _____

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
City transportation / traffic flow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic speed enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Code enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residential property maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weeds, litter, trash	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Animal Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inoperable vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Christmas decorations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments / Suggestions: _____

Parks and Recreation

5. How would you rate Riverdale City:

	Excellent	Good	Fair	Poor	Have not participated or used
Old Glory Days	<input type="checkbox"/>				
Public parks	<input type="checkbox"/>				
Trails	<input type="checkbox"/>				
Recreation facilities	<input type="checkbox"/>				
Recreation programs	<input type="checkbox"/>				
Senior Center	<input type="checkbox"/>				
Roy Recreation Complex discount program	<input type="checkbox"/>				
Free Riverdale nights at the Roy Aquatic Center	<input type="checkbox"/>				

Comments / Suggestions: _____

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
Community Center	<input type="checkbox"/>				
Riverdale Park	<input type="checkbox"/>				
Riverdale Park Splash Pad	<input type="checkbox"/>				
Golden Spike Park	<input type="checkbox"/>				
River Parkway Trail	<input type="checkbox"/>				
Recreation programs	<input type="checkbox"/>				
Senior Center	<input type="checkbox"/>				
Street bicycle lanes	<input type="checkbox"/>				
Public transportation	<input type="checkbox"/>				

Comments / Suggestions: _____

Capital Projects and Improvements

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

Building Improvements	More	Same	Less	Streets and Sidewalks	More	Same	Less
Community Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Resurfacing streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Additional / improved sidewalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Street bicycle lanes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Riverdale Park				Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group pavilions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Golden Spike Park			
Picnic pavilions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Group pavilions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Picnic pavilions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amphitheater	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trails				New Construction?			
River trail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Intercity trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ball fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trail restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Soccer fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trail benches / picnic tables	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	BMX park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Skate park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Land Acquisition				Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Land for open space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Other Areas			
Land for parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	1. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	2. _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments / Suggestions: _____

Land Use in the City

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

	Excellent	Good	Fair	Poor
Quality of appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving access to services/shopping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments / Suggestions: _____

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

Quality of appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving your neighborhood's image	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments / Suggestions: _____

Future Important Issues

For planning purposes, are there issues you would like to comment on for consideration?

10. Immediate (this year or next): _____

11. Coming up (next 3-5 years): _____

12. Long range (over 5 years out): _____

General Quality of Life

13. Overall, how do you rate Riverdale City services? Excellent Good Fair Poor

14. Please give us any suggestions you might have for improving the quality of any Riverdale City services.

15. Please provide any comments of Riverdale City services that you are pleased with.

Follow-up

16. Do you have any specific problems or concerns that you would like to hear back from us? If so, please describe your concern and give us your contact information so we may respond to you.

Name: _____ Address: _____

Phone: _____ Email: _____

Demographic Information

17. Please tell us age group and gender:

Age group	Male	Female
24 & under	<input type="checkbox"/>	<input type="checkbox"/>
25-34	<input type="checkbox"/>	<input type="checkbox"/>
35-44	<input type="checkbox"/>	<input type="checkbox"/>
45-59	<input type="checkbox"/>	<input type="checkbox"/>
60 & over	<input type="checkbox"/>	<input type="checkbox"/>

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

19. Do you have children in your household under 18?

- Yes
- No

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

21. Are you a:

- Renter
- Home Owner

Thank you for taking the time to fill out and return this survey.

Overall Survey Results



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.)

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%

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:

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 percentages and number of respondents overall for 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%

Capital Projects and Improvements

7. How would you allocate city resources to <u>acquire</u>, <u>develop</u>, <u>construct</u> or <u>maintain</u> 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:			
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	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.

Side-by-Side Comparison of 2014 and 2010 Citizen Surveys



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, timeliness 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, timeliness 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
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%
Not on 2010 Survey					
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%
Not on 2010 Survey						
Not on 2010 Survey						
Not on 2010 Survey						

2014 Citizen Survey Results

Capital Projects and Improvements

7. How would you allocate city resources to <u>acquire</u> , <u>develop</u> , <u>construct</u> or <u>maintain</u> the following:				
Building Improvements	More	Same	Less	No Response
Not on 2014 survey				
Community Center	66 / 12%	418 / 73%	20 / 4%	66 / 11%
Senior Center	39 / 7%	437 / 77%	32 / 6%	62 / 10%
Riverdale Park				
Group pavilions	56 / 10%	437 / 77%	14 / 2%	63 / 11%
Picnic pavilions	72 / 12%	421 / 74%	15 / 3%	62 / 11%
Not on 2014 survey				
Restrooms	106 / 19%	394 / 69%	6 / 1%	64 / 11%
Amphitheater	44 / 8%	413 / 72%	34 / 6%	79 / 14%
Trails				
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%
Land Acquisition				
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 <u>acquire</u> , <u>develop</u> , <u>construct</u> or <u>maintain</u> the following:				
Building Improvements	More	Same	Less	No Response
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%
Riverdale Park				
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%
Trails				
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%
Land Acquisition				
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 <u>acquire</u> , <u>develop</u> , <u>construct</u> or <u>maintain</u> the following:				
Streets and Sidewalks	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%
Golden Spike Park				
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%
New Construction				
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 <u>acquire</u> , <u>develop</u> , <u>construct</u> or <u>maintain</u> the following:				
Streets and Sidewalks	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%
Golden Spike Park				
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%
New Construction				
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	No Response
	291 / 51%	228 / 40%	16 / 3%	33 / 6%
			2 / 0%	

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	No Response
	315 / 47%	311 / 46%	16 / 3%	29 / 4%
			1 / 0%	

2014 Citizen Survey Results

Demographic Information

17. Please tell us age group and gender:			
	Age group		Female
	24 & under	10 / 2%	9 / 90%
	25-34	59 / 10%	45 / 67%
	35-44	94 / 17%	64 / 63%
	45-59	146 / 26%	99 / 60%
	60 & over	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	No Response
20 / 4%	91 / 16%	101 / 18%	69 / 12%	17 / 3%
			272 / 47%	

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		Female
	24 & under	28 / 4%	23 / 74%
	25-34	95 / 14%	70 / 70%
	35-44	96 / 14%	71 / 70%
	45-59	188 / 27%	112 / 51%
	60 & over	293 / 41%	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	No Response
35 / 5%	127 / 19%	119 / 18%	109 / 16%	12 / 2%
			270 / 40%	

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

Customer Service

Comments and Suggestions



CUSTOMER SERVICE

Concerns or Comments

Question 1: Over the past 12 months, please evaluate the level of service you have received.

1. Need to enforce upkeep of rental properties. Too many are not taking care of yards and homes and it looks bad.
2. Riverdale has been the last place I would feel worse when certain officers make you feel scared and worthless.
3. Very Good.
4. Is it possible to get recycle garbage picked up every week?
5. PW/U do not seem interested in residents satisfaction. Stand offish when addressed with a problem.
6. Thank you for offering free utility with deployed military. It's always hard when my husband deploys and it's one less thing I need to worry about.
7. Garbage man is very friendly and even held the truck while I ran out with an extra bag.
8. Try and keep our tax money in Riverdale. There are other cities of larger size with businesses that can help other cities without the commerce that we have.
9. Customer service is great.
10. The Rec Center throughout the summer was hard to use due to many non-residents. Had to go to South Weber Rec to use B-Ball courts.
11. The current Mayor and Council concern me because they seem to be unduly influenced by "the squeaky wheel." I think remodeling a fire station for half a million dollars for a dept. that goes on an average of 2 medical calls a day is a poor use of tax payer dollars. The Council needs to research issues more before rubber stamping every proposal.
12. Do not agree with how new residential service works pertaining to building. It should not be based from when the loan closed but rather from when occupied by new owners!
13. We have a great Police force here in Riverdale. They do a great job!
14. Sometimes when we are out of town we have to take the black trash can out early - city left us a reminder not to do that again. I see nothing wrong with 1 day early (on occasion).
15. Open the restrooms on the trails year round!!
16. My kids were riding their bikes during the summer in the bike lane on 4400 S it was dark and they had to get off the sidewalk because the sprinklers were on at the church and the cop was the biggest jerk and even used the "F" word to them. Come on, don't we have bigger problems in Riverdale.
17. Garbage guys forget our street and it took them 2 days to get our garbage.
18. 911 call we made in January was answered beautifully within minutes. Would like to see a police car go by our home on 4075 S more often.
19. The city zoning people are rude and inconsiderate.
20. Hours of svc don't cater to resident's needs, only city's need. You should staff offices 8 to 5 and provide lunch hour personnel who are trained to work with residents who need assistance.
21. Overall I am very happy with Riverdale City. It's been a great place to live.
22. In May had an accident in home. The EMT and Police were here in minutes. Took excellent care of me.
23. Helpful, courteous and very efficient.
24. Animal control (Bonnie) has been very accommodating helping rid our yard of raccoons. We really appreciate her.
25. I've always thought that the guys that run the snow plows did a good job.
26. When you call the Police station the questions they ask take too much time and by the time they arrive the incident is over.
27. Need a new garbage can. Our black garbage can split on both sides where the lid hooks on. Can you get me a new garbage can? Thanks.
28. I wish you would take over the road and wet lands in shady grove.
29. Animal control (Bonnie) was very helpful.

Question 1: Continued

30. They did not clean up the gutter when a repair was made and we are still getting the dirt in front of our cleaned gutter that comes down the street.
31. Garbage driver leaves garbage lying around because she is careless. Could see more Police patrols.
32. You're always great!
33. They need to wipe out there staff or Teach them basic Customer Service. They are rude and act put out that you even step foot or ask a question.
34. Everyone is always helpful & friendly in any dept. that I've ever contacted.
35. I love that the Mayor keeps us aware of things going on in the community on Facebook.
36. Loved the door to door contact when the Police handed out invites to the neighborhood BBQ (even though at fist my heart was racing because I thought something was wrong).
37. I don't think the water meter is being read.
38. Quit being politically correct and strive to be correct.
39. We had two things happen this year when the Police had to come to our home twice, they were awesome! Very helpful.
40. Requested information as to how my personal information would be secured to meet privacy laws and why my social security number and birthdate required to rent a pavilion? Never received a reply.
41. I'm disappointed in code enforcement with foreclosures.
42. Elementary PE instructor is now Intramural director - kids would like a break.
43. Something needs to be done about the horrible eyesore in front of house on 5257 S 1050 W across their driveway. Its horrible ugly.
44. There were days when garbage wasn't pickup on the normal day and no advance notice given so a lot of cans stayed on the road for days longer than they should have.
45. I believe there have been many complaints about a home in my neighborhood. One email I sent to Mr. Eggett I've had no reply or seen any difference.
46. Mayor and City Council are doing a great job!
47. Keep up the good work.
48. In my opinion, some, not all, Riverdale PD officers are arrogant. One night I called in a complaint about loud music. One of the responding officers actually took the other side saying it wasn't that loud.
49. I needed a new garbage can, after three calls I got a newly used one. The city was out of new ones. The newly used one stunk. Great Job!
50. Put a stop sign on the corner of the Cherry creek apts. Across from the dealership.
51. Mayor good/ City Council Fair
52. Since the speed limit was changed on 700 West from Riverdale Rd to Parker Dr. People have been speeding on the road I have not seen police running radar on the road.
53. I find Mayor Searle very responsive.
54. We would have liked to be notified of work on the water tanks before it started. Our homes have been covered in sand for months. Shawn has been great about helping with shutting them down when needed. In the future we would like notice. It was stressful and required a lot of cleanup on our part and noise!
55. We love our new Mayor! Keep up the good work Mayor Searle!
56. There is a lady at the recreation center who works in the office - She is the most unfriendly person in the city. She acts like anyone talking to her is annoying her. Sorry, I don't know her name - but she has long fingernails and big hair.
57. Dealt with some public works due to water issues and they were not helpful getting problem solved.

Question 1: Continued

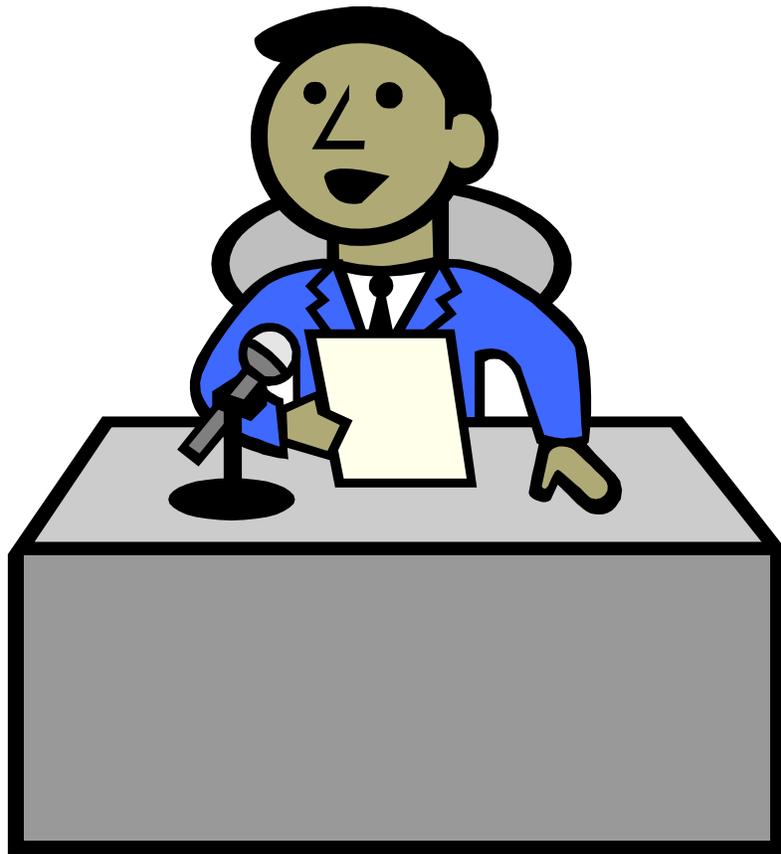
58. We on the east side do not have enough Police presents. We have lived here over 40 years and it has never changed.
59. I would like recycle pick up every week.
60. Everybody we have dealt with has been helpful, knowledgeable and courteous.
61. Can't get in touch with Public Works.
62. Would like to see high visibility Police cars, patrolling neighborhoods at night when not on calls. Current condition is low visibility Police cars doing speeding enforcement when not on calls.
63. Just recently moved here - no concerns at this time.
64. Police - We have had to call in noise complaints in our apartments several times and there is rarely any follow through. Garbage - trash is often left after pick up.
65. The block parties sponsored by the police are great for the community. Bonnie Jones is very responsive.
66. Yards with lots of junk. The splash pad is probably expensive and is used mostly by Ogden city residents. Not sure what the thinking was to install the pad.
67. Police should do their job- enforce the law- cell phone use during driving, running stop lights & signs, speeding I could go on. I hardly ever see anyone pulled over and infractions happen all day.
68. The police officer event on the 4th of July was not a good thing. Can we get a glass recycling bin similar to Ogden city?
69. Building dept. too lax. Look at the Cutrbus nightmare built on 4400. Not one person would buy them/ twin house across the street worse. Way over built for size of lot.
70. I moved into the Cherry creek apts on 8/1/2014 so I have not had very much to do with the city yet.
71. Great city!!
72. Because he (Mike) is new and the timeframe it took cost me money\$\$\$.
73. All doing a very good job - but always room for improvement.
74. Police officers not wearing seat belts. Garbage collection spillage left on street. Poorly maintained yards - employees of the city.
75. Home owners never see police on 1050 W, South Weber Dr, only at the top of Ritter Dr. Charter school. Also you get a poor rating on trash/garbage in people's yards, junk cars.
76. Splash water needs to close on Sundays.
77. All the above seen good. My only complaint would be the few times the garbage wasn't picked up on the scheduled day. Cans blow over, etc.
78. I only was late once for my payment and the bill came together with the new amount plus a "Last Notice Shut Off" I dislike when the new month its put together with the previous even if it was paid late, just a few days late.
79. I am extremely impressed with the Police dept. and the amazing things they do for our community. They go above and beyond the call of duty.
80. I see the police sitting in the trail parking lots, but seldom ever see them on the trail or at the swimming hole.
81. Secondary water would be nice.
82. No more corporate B_____! Victimless crimes make no sense, just revenue generator for the city! I would rather see peace officers not military / Police officers. They are to respond to not prevent crime! You cannot punish for something that has not happened yet! Traffic violations, code enforcement. Where is the victim? Without a victim there is no crime. The court, the Police, the prosecutor, the attorneys all know and work with each other and collect their paycheck from the same place. Huge conflict of interest!
83. I live in Riverdale trailer court. I can't give you my name because I am afraid of getting kicked out. Land lady new one frightens me all the time. Because I think I write more one a letter. I have lost my house in Ogden from the effort. Should its good and ?/ new buck in it again. Where is our freedom?

Question 1: Continued

84. Haven't really had any need to use any, so at this point everything is excellent.
85. Parks and Rec. staff unfriendly when asking questions about parks.
86. It would be great to just 1 time in 7 years to have our street's swept cleaned and sidewalk fixed that we have called about (5100 South).
87. Reaction to kayak park was slow - but end result was right on target.
88. Beautiful - no concerns.
89. I'm not impressed on how the utilities are conducted. If you're less than 15 to 30 days late you get your water turned off.
90. I hate going to use the bathrooms on the trail and having them locked at reasonable times between 7am-8pm. I wish the Community Center had a facility more equipped for group fitness classes (better floors).
91. Lack of recycling paper, plastic, glass. Recommend sites at the city building and recreation center or fire station. Excessive water / sewage rate.
92. We don't like how difficult it was to move in due to yard policy. Yard must be in prior to moving in. Difficulty with inspector.
93. Collection containers are falling apart from damage caused by collection trucks.
94. We need control of barking dogs! It's a dog pound here. The DA is available for 1 1/2 hours a week for 20 or more people?
95. Our sidewalk is broken to the point of danger. Several years ago we were told our sidewalk would be fixed. It didn't happen.
96. Employees are very qualified for their jobs. We have an excellent cook but sometimes need more help.
97. New city manager and utility clerk were an absolute nightmare to work with! Clerk was very unprofessional and hung up on a couple of people who were trying to resolve a utility water bill issue. Not impressed with the new city manager. South Weber made a good move getting rid of him. We made a poor move bringing him here. Both employees need training on better communication and human relation skills.
98. Police should not show favoritism because another citizen is also a Police officer in another city. Rules should apply to everyone regardless. Also, animal control officer should not feel threatened by ticketing someone who is also in law enforcement.
99. Animal control - excellent. Rec. / Comm. Center - needed to start "Fit for Life" on time.
100. Always great.
101. You have great excellent service all the time. Keep up the great service.
102. Gas can stolen out of garage. Also happened to neighbor.
103. Fire Dept. provided excellent response to a midnight emergency.
104. Emails sent to Mayor and Council Members do not often receive responses.
105. You would think some of the people at the city office don't work for a customer oriented population. The way they have treated others and myself has surprised me.
106. It would be nice if the street sweepers would get all of the gutters along the street, even the hard to reach ones. I know she has had a rough year, but the city recorder could be a little more pleasant when dealing with the public.
107. Needed new garbage cans and they responded that very day!
108. No concerns.
109. We are especially proud of the active police that monitor the school zone. Lots of traffic and bad drivers that the police are on top of, thank you thank you thank you!
110. Great city government.
111. I would like additional exercise programs offered beyond Zumba,(Yoga / Pilates, etc.).
112. The Fire Department changed my fire alarm batteries after my spouse passed.

Communication with the Public

Comments and Suggestions



COMMUNICATION WITH THE PUBLIC

Comments / Suggestions

Question 3: Please rate the following methods of communication with the public.

1. If I have no contact with them, it's hard to judge.
2. Never have attended City Council / Planning Commission meetings / public hearing. Don't know when / where or why we would go.
3. I don't attend meetings.
4. Road Dept. needs to do a better job of placing signage and informing residents of impending construction (work on 4350 S. this summer).
5. Excellent work, keep it up.
6. Excellent newsletter.
7. We don't use Facebook in our house.
8. No need to include envelope with utility bill. I would think most people pay online.
9. Have never attended any of these meetings.
10. Thank you for what you do for us.
11. If a Council member or planning commissioner votes against a proposal I think it would be valuable for the public to have the reason stated for the record if not previously done during the meeting discussion so when we vote to reelect these individuals we can understand their voting records even if we aren't able to attend or listen to every meeting.
12. I am not familiar with anything else.
13. Although in reality all these methods are useful ways of communicating with residents. It is just a matter of personal preference which determines what method is chosen. I rated the ones I use, very useful, the others I don't use.
14. Everything else not used.
15. Riverdale needs a newspaper of its own.
16. I think the group of people on the council & planning commission are the best and most accommodating I can remember in many years. The Mayor is the most involved Mayor I have seen & I have lived here for 50 years.
17. Attended the meet the candidate meeting - is that a public hearing?
18. In the newsletter you always list garbage pickup on Wednesday. Often when there is a holiday, the pickup is a day late. Find out which holiday weeks it will be a day late and indicate so correctly in the newsletter.
19. I feel that I am unable to rate the last four due to the fact that I have never been to any of the meetings / hearings, nor have we ever received a message on our utility bill other than just what we owe.
20. I'm sure the other methods are useful but I've never used them.
21. Never have attended council or planning meetings.
22. If someone is signed up for paperless auto pay don't send them a paper bill in the mail every month.
23. I've never really visited the website, valuation based on the way I perceive the city being ran.
24. Do not use any of these on a regular basis.
25. Don't attend meetings. Don't use Facebook / Twitter. Please fix the email billing messages.
26. I really appreciate the Facebook updates. I'd like to see more of them for events, meetings, recreation and etc.
27. Love the newsletter. (Keeps me informed). I think the city and the staff are awesome and very professional. I love this city and you all are doing a great job. Keep up the good work.
28. "Never useful" indicates I haven't used that channel to receive information.
29. The utility bill newsletter is great. More details about road construction projects would be nice, including schedules.
30. We don't have much contact - We are not actively involved in the community.
31. Get more information from Riverdale citizens then Riverdale Facebook page.

Question 3: Continued

32. Results from public hearings and meetings could be in the newsletter.
33. Didn't color in the ones I don't use.
34. Newsletter usually late, do not know when meetings are. Would like to know when new park will be open and why construction hasn't started.
35. The items not marked are because we have not been to these meetings.
36. I don't attend these other meetings.
37. We do not have internet.
38. Newsletter & Facebook are the best communication.
39. I don't presume to navigate the snares and tangles that you maneuver any better than you already do.
40. Didn't know we had social media. Advertise it more.
41. I never use far right "negatives".
42. I only marked the ones that I use.
43. I don't use social media or attend meetings and hearings so I can't rate them.
44. I only know because of the paper they put in w/the water bill.
45. Don't use social media.
46. Time is limited and valuable. It is hard to get to meetings and hearings because of everything that demands attention and time at the same time as meetings and hearings. Newsletter & Website I can access on my own time even at 1:00 am in the morning. Please keep giving essential information through these means.
47. Website could have more info.
48. I like the FB postings from the Mayor.
49. Just because I don't attend the meetings.
50. We need a bus route (UTA) that goes up and down 700 W. to Parker Dr. to 4400 S to Roy. It's terrible for those of us who live north of 4400 S/ Almost to Parker Dr. Especially in the winter season it's miserable. Please look into this. We non-drivers would really appreciate it. Thanks. We'll be watching and waiting.
51. Those I didn't mark are because I haven't attended.
52. The City newsletter should be more detailed in what is taking place with the City. Need information on when the City Council meeting is having meetings and what will be spoken about at the meetings.
53. Probably most people want the news to come to them rather than going out to find the news.
54. I appreciate the communication on official business online and the newsletter.
55. Facebook doesn't attract all age groups. I feel the city needs to hire someone that has a degree in mass communications.
56. Appreciate Mayor Searle's Facebook postings! On the flipside I wish his postings were more concise.
57. On the website there is the "Reverse Emergency Notification" registration. We are registered. When the fire on the trail occurred our neighborhood was blocked by Police and the fire trucks right by our house. I think this would have been an appropriate time to send a notification to our neighborhood so we'd be aware of the situation for our safety.
58. Good job on the newsletter. Always informative.
59. Only notice of meetings seems to be in Standard and sometimes that is after the fact.
60. I've not used any of these services so don't really know if their useful.
61. The last three are important but I need to be more involved.
62. Please make sure all city events are in the newsletter.
63. I'm sure the meetings would be very useful if I attended them.
64. Have not used the website or attended any meetings. Do not use social media at all.

Question 3: Continued

65. I am very elderly and don't go out very often. Usually I have no contact. My granddaughter locked the keys in her pickup. We called the police after we and neighbors couldn't open it. The police were there in no time flat and opened it right up with their equipment. We were very thankful to him.
66. Keep the newsletter!
67. The ones not marked, I don't use.
68. The social media accounts are not updated frequently.
69. I read the city newsletter each month.
70. Did not know that Riverdale had a Facebook account.
71. Never been to meeting.
72. Have never used Facebook or Twitter account, but have occasionally used the website. I always read the newsletter.
73. Clean city and I am happy to be living here.
74. Eliminate the monthly return envelope, it is wasteful where most pay online. Those who need one can buy at the store.
75. We love living in Riverdale.
76. Planning Commission - allowing home building projects that don't meet the same standards as the rest of the city. Whether it be public or private - setback, sidewalks, street width - why are there exceptions???? Different rules for different people.
77. City finds the funds for the (all seniors) in Weber County, but seem to hold back funds for code enforcement, sports, clean up on private property (issuing citations). Also South Weber Dr. water line needs to be replaced 1050 W (inadequate water line).
78. I do not seek info unless I see it on social media or the newsletter or it's something that might concern me, but I should. Right now I just read on Facebook about the billboard. I come from a very large city. Please trust me, we don't want more in Riverdale if our goal is to preserve the family.
79. When actually open to public... meetings are useful.
80. Called many times about my bills, says can't help. Can't tell my name because she will kick me out of Riverdale Mobile Estates.
81. Appreciate the newsletter - haven't used the other items.
82. Earlier response (with pictures) online or newsletter on fire concern.
83. I only rated never useful, because I've never used them.
84. You have a lot of folks in the community that are not connected to social media and website. Can upcoming meeting agendas be included with the newsletter?
85. If information from the City Council and Planning meetings is put in the newsletter it's helpful.
86. I don't have internet service at all so I don't have Facebook either. But guess it great what use on this matter.
87. Newsletter good information.
88. The place I rent from does not give us the city utility bill. This concerns me because we have had problems with our utility bill in the past.
89. If you are on auto pay you never look at the message on the bill but may read the newsletter.
90. Expand the city newsletter if needed. It is a great place to get information on the city.
91. I have appreciated the Mayor's updates on Facebook!
92. Most of these methods are not necessarily a complete solution as it depends on the person receiving the message actually going to that medium. Everyone gets a utility bill, so the included newsletter is the perfect way to get the message out. So please never drop it and always keep it comprehensive by assuming the other methods do not reach everyone.
93. By the time I get and see the newsletter in the utility bill, the month is half over.
94. Utility bill message? What is this? Assume it is more than just the bill we receive in the mail.
95. I enjoy getting the update from Anne via email and Facebook.

City and Neighborhood Livability

Comments and Suggestions



CITY AND NEIGHBORHOOD LIVABILITY

Comments / Suggestions

Question 4: What would you like to see happen in the following categories?

- 1 Better speed enforcement in residential areas!
- 2 Good job.
- 3 You could kill the weeds in front of your underground water storage (534 W 5400 S) just around sidewalk, not in the storage area.
- 4 Traffic speed enforcement: would like to see more but resources are not always there. They do a great job.
- 5 Patrol the neighborhoods better, way to fast on our road. Clean up yards!
- 6 I would like to see the street sweeper more often. Especially this fall with the leaves.
- 7 Clamp down on people who don't keep their yard up.
- 8 What is code enforcement?
- 9 It's time to make people take care of their Cats. They run wild and poop on your lawn and in our garden. Make them get a license like dogs.
- 10 Weed and trash in yards.
- 11 Overgrown plants blocking sidewalks.
- 12 Animal control's catch and release after spraying/neutering feral cats policy is frustrating. The animals are staying and need to be destroyed if they can't be adopted.
- 13 Too many stray cats.
- 14 Make all corners wheelchair/stroller accessible. Warnings or citations for homes with junk in yards & driveways. The animated Christmas lights in the roundabouts are kind of creepy.
- 15 Organize volunteer trash pickup parks and parkways.
- 16 If not broken, do not attempt a 'fix'.
- 17 Wish we could clean up some yards on 1150 West.
- 18 House at 5166 S 1250 W is a junkyard. Neighbor at 5126 S 1250 W has never repaired sidewalk or brought in fill and grass to redo lawn even after we and others have complained.
- 19 Animal control - excellent - I don't know about these.
- 20 Several neighborhood areas are not kept up. I.e. River Valley Dr. – un kept yards and items stored in driveways.
- 21 The viaduct pedestrian sidewalk is becoming over run with weeds and volunteer trees.
- 22 We should not have to pay (\$10) to turn in a cat we have trapped on our property.
- 23 It is a nice city. The traffic light is very long trying to get on 30th from Parker Dr.
- 24 Need to make the roundabouts a 4 way yield. Too many times all most hit.
- 25 Many sidewalks not wheelchair accessible in older neighborhoods. Many homes have weeds (not grass).
- 26 More street lamps like on 300 W. would be nice.
- 27 Sidewalks need to be clear of bushes, trees, weeds and snow.
- 28 Top of Ritter Drive needs to be two way.
- 29 Animal control needs to check out the house at 4650 S 1086 W. This house has 3 dogs. They are little but there are 3. Check trailers on streets in winter.
- 30 Thanks for working on the roads. Stray cats need to stay in their own yard.
- 31 There should be an animal control program to reduce the raccoon population in Riverdale.
- 32 Doing good!
- 33 People need to keep dogs off other people's yards or they need to clean after their dogs.
- 34 The construction work on Riverdale Road has been great. They have maintained good flow with construction.
- 35 I would like to see Riverglen neighborhood get re-surfacing. Streets have lots of loose gravel. Dangerous for bikes, scouters, etc.

Question 4: Continued

- 36 You're doing a wonderful job!
- 37 City is well managed in most aspects.
- 38 There are several homes at 4100 S that attention, cars, trash, weeds and litter.
- 39 Some traffic lights (7 West Riverdale) changes extremely fast not allowing turns for as many cars waiting to turn.
- 40 Good job and keep up with dog on leash code enforcements, tree and bushes free for sidewalk walkers and great police coverage at school. :0)
- 41 Cats! There has got to be something done with cats / homeowners! They poop in the yard - my dog eats it and toddler likes to pick it up.
- 42 I love this town so far.
- 43 Residential property maintenance is very poor in some areas.
- 44 Traffic from charter schools is awful! The parents picking up their kids park down both sides of the street and you can't drive down the street. They park behind the school and there is no traffic pattern, flow, safety to be seen. It's a joke. The officers monitor the front of the school but never the back and that is where most of the problems are. Something needs to be done. Please!
- 45 No right hand turn off Riverdale Rd to 1050 W. Left turn off Riverdale Rd to 1050 W. South bound too sharp.
- 46 Residential property maintenance is a problem. Landscaping not maintained, paint, junk in yards.
- 47 Rental houses on 1000 W need to be monitored, cleaned up. Trash and cars parked around owner's property.
- 48 We love this little town!!
- 49 Need some "checking" on all residential speeding!
- 50 More local activities like farmers market or something at park.
- 51 That would be fun to have Christmas lights and decorations in the Riverdale park to walk through. :0)
- 52 Certain areas of sidewalks need fixed.
- 53 Get rid of the druggies. Have property owners maintain their property, leaves, weeds and such.
- 54 Return Ritter Dr. back to two directions.
- 55 700 west needs repaved!
- 56 My neighbor's yard has been a mess for over 5 years. Corner 600 W 4275 S.
- 57 Better control over stray cats in the city. More repairs on sidewalks that are lifted.
- 58 Keeping taxes low while maintaining the current level of service should be the priority.
- 59 The city is doing an awesome job on fixing the roads.
- 60 There is a great need of Policemen control at the round-a-bouts on 4400 S. The traffic goes through 5-6 at a time never stopping.
- 61 Riverdale Rd seems always under construction.
- 62 Enforce dog pooping.
- 63 People's yards are starting to look bad, no weed control, mowing, etc.
- 64 Make Ritter lane a two lane road again. This would have been nice during the Riverdale road construction to have a back way around that disaster.
- 65 Riverdale city needs more Christmas decorations on Riverdale Rd. being that it is almost 100% commercial property.
- 66 Take initiative in letting residential home owners know of lack of maintenance and front and back yard trash/old vehicle buildup. Eyesores.
- 67 The speed limit on 700 West went from 25 mph to 30 mph and have yet to see any officer running radar and people use the road as a race way.
- 68 The bridge at Weber River and Riverdale Road is a graffiti magnet.
- 69 Don't see enough (Christmas decorations), need nativity scene.

Question 4: Continued

- 70 Ritter Drive is often becoming a super highway again and we are having trouble late on weekend nights in the summer with cars racing up the street side by side. Scary!
- 71 Please enforce street parking codes, especially of trailers being parked for longer than the code permits. Our neighbor parks theirs in the street for a week plus at a time. It's an eyesore and hard to see traffic with it is in the street.
- 72 Follow Ogden City's lead w/code enforcement. They cite for excessive weeds, watering, abandoned "looking" vehicles, etc....
- 73 Encourage, don't legislate residential property maintenance.
- 74 Some yards are in a sorry condition!
- 75 Abandoned residences, the banks need to be forced to maintain the yards and list for sale within 3 months.
- 76 Need to enforce leash rule for dogs on the trail.
- 77 Our neighborhood is fine at present.
- 78 Re: sidewalks, more access at street corners for wheelchairs i.e.: ramps.
- 79 I would love to have Ritter opened all the way. The traffic down by Larry Miller is bad!
- 80 Great.
- 81 Called animal control, left a message. My call was never returned.
- 82 The mobile homes north of Riverdale road are in disrepair. They need significant renovations.
- 83 Parking in neighborhood by river - very troublesome.
- 84 Much more for code enforcement. I never use the trail without seeing at least one dog not on a leash.
- 85 Needed at 4800.
- 86 Finish the construction on Riverdale Rd!!
- 87 I-15: place a "No air brake" sign adjacent to Parker Dr. A few homes have a few too many vehicles on their property.
- 88 I would love a street light on my street.
- 89 Change Parker Dr. to one speed the whole way 35 mph or 40, but going to 30 by storage shed? If people want an animal keep it in their yard. Tired of them in mine even when walking on a leash my yard is their toilet.
- 90 Because more people are out getting exercise at different times of daylight.
- 91 City employees that don't take care of their property. Maintenance.
- 92 Take a little more (pride) in the city, clean up Riverdale period.
- 93 Code enforcement is slacking big time. Favoritism shown.
- 94 People need to keep their pets on a leash and pick up after their pets. Please.
- 95 Cars on one property (too many junk cars).
- 96 Enforcement of mowing lawns for weed control, (dandelions) making certain sidewalks are not covered with weeds.
- 97 Some of the houses/properties are a mess! Yards littered w/old cars and trash. Need to be cited. Not just cite properties that are main busy roads.
- 98 Rental (homes): make them take care of the yards.
- 99 Traffic has flowed much better w/construction this time than it did when bridge over railroad tracks and the river were remodeled. Thank you.
- 100 On Ritter Dr. speed limit.
- 101 Need right turn off Riverdale onto 1050 - dumb, dumb, dumb.
- 102 I love our city! Please keep it this way. No more building, nor more attracting other people from all over. Let's keep it peaceful and safe.

Question 4: Continued

- 103 Please enforce speed limit on 4400 S. Vehicles often speed along the street.
- 104 Clinton takes such good care of their city. They have beautiful flower baskets on the sides of their streets and they take good care of grooming their city.
- 105 Dog catcher should learn more about dealing with people.
- 106 More officers on back roads to monitor traffic and increase enforcement.
- 107 Fix sidewalks.
- 108 We appreciate efforts to remove graffiti along the parkway. Garbage can placement is great as well.
- 109 Need street lights by the park. It's scary to run up there after dark.
- 110 Still would like the curb and sidewalks on our street (4350) repaired. They are 52 years old. Our home is fine. Our neighbors from 700 to 800 are awful.
- 111 So, so sick of our neighbors parking on their grass! And sick of the cars that don't work in driveway. Also, how long can people leave trash cans on the road? It's crazy our neighbors leave them and walk trash out to them but not pull them in for 2 weeks.
- 112 I don't like the animal figures put on the roundabout 700 W and 4400 S.
- 113 Folks are not stopping at stop signs and pedestrian walks. Slow the traffic on Riverdale Road.
- 114 With all the construction, it would be nice to have Ritter Drive open going both ways.
- 115 It has been years since the Craigdale subdivision has been re-surfaced!
- 116 We would like to see more sidewalk repair around the area of 4550 S.
- 117 Light synchronization on both sides of the bridge and left turn by Chili's southbound.
- 118 Just a little more care of the Senior Center lawns and trees, also water.
- 119 Highland Drive has a lot of fast moving traffic above 25 mph speed limit - with not a very high volume of Police presence.
- 120 Cats running everywhere. My car patio has been damaged by stray cats. Animal control told me no money for cat pickup.
- 121 Dirty bridge - weeds and debris eyesore.
- 122 Great service. Like to get more animal control.
- 123 Low spot at curb, water pools there. Once had a weed free lawn until new neighbor. Still have dog and now cat crap in my yard. I have no pets. Neighbor has cottonwood tree damaging vinyl fence I spent \$700 on.
- 124 Too many "roaming" cats. Weed control on business sidewalks by Toyota, Walmart, City Offices streets - goat head stickers in bike tires, shoes, dog feet. People letting trees grow over neighbor's yards and house - damage roofs and foundations.
- 125 I think you have done as good as job as you can with the traffic issues.
- 126 Traffic enforcement could focus more on roundabouts and traffic lights vs. speed.
- 127 Would like to see more Christmas light for Riverdale.
- 128 The intersection of 1150 and 4400 is a disaster all day. School time, night time when sun is setting what about another roundabout? Let's make people take care of their yards. This used to be a city where people took pride in their yards.
- 129 The pride that comes with home ownership is declining among some residents. Their lack of maintenance affects the surrounding properties. Stronger enforcement of the codes would be nice!
- 130 Some residential and business properties and their lack of landscaping maintenance really make our city look "ghetto".
- 131 In my opinion, any lack of lighting in a residential area is a concern. An example. On Parker Dr., which can be a high traffic area just for general use and because of the park, there is insufficient lighting. I believe historically we benefitted from the effect of the lighting on the highway, but the sound wall installation years ago took that away. One thing I love about Riverdale is that everyone feels safe to jog or take walks because of our neighborhoods and the conditions of sidewalks. There are a few gaps in lighting though and it would be nice to keep everyone safe.

Question 4: Continued

- 132 We have graffiti? If it is good, I might like to see it before it is removed.
- 133 Keeping up with the River parkway with unleashed dogs, sidewalk fixed and handicap accessible are the things I would like to see more of.
- 134 Residence should police the weeds, liter and trash in their neighborhoods.
- 135 Bonnie, in animal control, is a real asset to the city. She handles matters - both with animals and with people - in a way that doesn't ruffle too many feathers. Thank you, Bonnie.
- 136 A roundabout on 1050 W, South Weber Dr., Ritter Dr., and 1150 W would help traffic flow.
- 137 Open Ritter Drive to both directions of traffic at frontage road.
- 138 Now that the Riverdale Road project is complete what is necessary to open back up Ritter Drive to go east from the frontage road and make it convenient for us who live in Riverdale This is the only thing I dislike about living in Riverdale!

Parks and Recreation

Comments and Suggestions



PARKS AND RECREATION

Comments / Suggestions

Question 5: How would you rate Riverdale City (Parks and Recreation)?

1. Keep it up.
2. We really need a pool.
3. Would like the bathrooms along the trails opened earlier.
4. I was disappointed to learn Riverdale's Fire Dept. is no longer involved in CERT training to help residents prepare for disasters.
5. I don't like the splash pad or the traffic / parking issues it creates on Parker Drive. It is a safety hazard and clutters up our park!
6. Love the intramural program and the parkway trail.
7. More monitoring/patrolling on the trail.
8. Thanks so much for the Aquatic center time- Happy Family Affair.
9. Riverdale should have its own aquatic center!
10. Plan on going to the Senior Center in future.
11. We enjoy the trail.
12. I'd like to see a discount day at the golf course a few times a year for city residents.
13. We need our own Rec and aquatic center.
14. Awesome!
15. Swim time too short and shouldn't be limited - Maybe a small payment at any day.
16. Keeping the focus on residents rather than inviting all the other cities to come here when deciding things like the kayak park and splash pad.
17. Love the swim nights and the classes (Zumba) offered at the Rec. Center. Would love to see more! Would love if the parade would continue to the church on Parker Drive. Would allow for more seating and less congestion at the park with all the floats after the parade.
18. We love the swim nights! Wish there were more dates to go.
19. Love the Roy Aquatic Center.
20. Change menu on food.
21. Riverdale little league baseball / coach pitch does not measure up to other cities. Our kids are lacking in knowledge and understanding.
22. Proposed park behind Sam's Club sounds great.
23. Thanks for providing so many cost effective activities for families with a budget.
24. I am happy living in Riverdale.
25. Senior center should be allowed to have pets in apartments.
26. Looking forward to the new park.
27. Love the swim nights.
28. Awesome job!!
29. Have a better baseball program. Start calling "outs" when the kids are starting at age 8.
30. Trails need regulations posted and enforced! Rather than more parks that attract revenue we need to support our elementary that is falling apart and Riverdale citizens!!!
31. Riverdale needs our own Rec center something similar to the one in West Valley.
32. Recommend posting a Riverdale at Roy Aquatic Center schedule at kayak park notice board rail head next year.
33. Too many non-residents participate in Riverdale City programs often crowding out tax paying residents.
34. The Old Glory Days parade is great, but safety of children when candy is thrown is a concern. The parade would be great without candy. Also, the booths vendors and games used to be higher quality and had more of a fun hometown feel to them. Better booths should be encouraged.

Question 5: Continued

35. Garbage cans on trail
36. We like the new garbage cans on the parkway.
37. Everything I know about is fine.
38. Parks, restrooms always need work.
39. Need baby swings at Golden Spike park.
40. The parade route (extended in 2014) was much better. We want the 5k to bring back the "fit" t-shirt.
41. Racquetball courts - would be great!
42. Patrol the trails.
43. Love free swim nights!
44. Free swim nights: We love this! Thank you so much for doing it.
45. Due away with Roy Rec and aquatic. Use money elsewhere.
46. Old Glory days has went downhill- too commercialized. Do not enjoy parks too many "Ogdenites (gangs) use them.
47. More police presence, smoking, dogs off leashes, speed biking using both lanes for their lunch breaks.
48. Need recreation management change!
49. Love free swim and Live Fit.
50. Still people not picking up after their dogs.
51. Went one time to Old Glory days, the organizer was rude and catered to her friends, never went back.
52. Riverdale City budget less on seniors more on manpower programs, law enforcement, clean up.
53. Fantastic city to live in.
54. All great services.
55. Love the aquatic center. Thank you for providing the free nights!
56. Know more about Roy complex discount.
57. Trails look better. Thanks.
58. We love the Roy Complex and the trails!
59. When I go to the river walk, I would like to feel safer, also at the trail in Riverdale elementary. The firefighters are right there, but are they aware of the people walking, running when it starts to get dark?
60. I think we should have a Mrs. Riverdale pageant and community theatre. Maybe even Riverdale Idol singing contest during Old Glory Days.
61. Put more into the river trail.
62. It would be awesome to have drinking fountains at the restrooms along the trail.
63. Love the Senior Center and parks and river walk.
64. Would like to keep our own money in our own city.
65. Appreciate efforts to re-build from fire. Keep making them better! We use them every day!
66. When paying fees to use parks, folks are leaving trashy messes for next folks.
67. More participants in the parade. Lower prices for Riverdale resident's use of parks!
68. Currently there are no baseball parks or soccer facilities for our youth and no comp leagues for youth. Also no adult leagues. These programs and facilities need to be added. They've been discussed for years - time to take action!
69. Trail has dog feces, litter, smokers, and unleashed dogs. I wish I had a decent suggestion for the problems.

Question 5: Continued

70. Never mowed this year. Falling trees and debris everywhere.
71. Old Glory Days needs more floats, paid for by businesses and residents can volunteer to help make them. Free swim - many children and families benefit. Once a month daytime discount or free would be extra great.
72. Needs to repair bridges on walk way.
73. Thank you for the free aquatic park days!
74. I am not sure how possible, but it would be nice to have lights on the trail. When it is closer to dusk it does get really dark in some spots of the trail. Solar lights might work.
75. Have a facilities to use to dump trailer dump station as the one in Clinton. Would be easier for citizens in the area.
76. Aquatic Center nights are great, but why are people who have moved from the city still allowed to come in for free? I've seen many people who have moved who still use this perk at our expense. Tighten what is needed to get into the activity.
77. It would be nice to have a park near the police station that area is big enough and our parks could use a little work. The Washington Terrace park isn't really even a park and the Riverdale park brings in a lot of tourist since the splash pad opening. A park accessible from the River Parkway would be a perfect addition to our community and residence.
78. Free Riverdale nights and or discount program at the Roy aquatic center could be useful for the younger families.
79. Parks big toy needs to be fixed where kids cross to the slide someone is going to get hurt.
80. Why is the Kayak area gone - I understand that Mother Nature did a number there, but Riverdale is a wealthy city, and that was a fantastic area for the kayakers to practice and have fun - that area could be fixed back up for them. And the tree rope being cut down? I Heard the railroad owns that property - but that nobody actually got hurt because of the rope swing that had been there for many, many years and that they cut it down at the city's suggestion that someone might get hurt one day. Maybe I heard wrong and if I did, I'm terribly sorry. But if that is what happened, let me say ...If we all lived our lives not doing things because we might get hurt, none of us would do anything at all. We wouldn't use the trail because a snake might bite us or someone's dog might too, we wouldn't go to the Senior Center for lunch because we might choke on the food - these are likely scenarios that happen every day in the world. So, that is not a good reason to take good, clean fun away. People get hurt sometimes. That's how life works and it sucks but it's just how it goes. The city can do something to fix up that area and to bring a rope swing back for people to use. If they want to and dig out or fix up an area for kayakers too. We can do that.
81. Riverdale City should focus on the things in our own city and improve rather than go to Roy. An indoor pool, indoor track and room for exercise classes should be built in our own city.

PARKS AND RECREATION

Comments / Suggestions

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

1. Is there if you need it.
2. Would like to see a crosswalk put in at 4300 So. 700 W. A safe jogging lane for those of us who are not cyclists.
3. Wish the splash pad didn't have so many issues, but I don't know if anything can be done.
4. I would like more adult fitness classes added to the Rec Center besides just Zumba.
5. Get rid of the splash pad! It's basically a free water park for all of Ogden and it clutters up our park and streets.
6. We loved the Live Fit program!
7. I love having the wide sidewalks on 4400. I wish all the sidewalks in the city were wide like that.
8. Riverdale park seems too busy and crazy with non-residents. The splash pad seemed to make it worse.
9. Splash pad too small and too many people.
10. Riverdale Park highly occupied during the summer by non-residents.
11. Don't like the bicycle lanes - too close to cars. Bikes need to just ride on the sides of road or trails.
12. Splash pad too crowded - residents stay away because park gets taken over and messed up.
13. Need close bus route for people living on Parker Dr. Seniors are getting old and sick and can't walk that far to the route.
14. Riverdale's section of the river trails is the nicest, best maintained of the whole system.
15. We love this city!
16. We don't drive so we stay close to home.
17. Public transportation is difficult to access in subdivisions.
18. The splash pad and our park is usually too busy most of the summer. Ogden needs a splash pad there.
19. Trax is great. Well worth the cost and very convenient!
20. Love the Zumba classes, would like more days offered. Tues, Thurs, Saturday classes would be great!
21. Too many bicycles.
22. Use the river trail almost every day, but the restrooms should be open earlier.
23. I love Riverdale, best place to live - Lord Bless you all!!
24. Splash pad is and was a waste of money.
25. Is there any way to slow some of these bicyclist down? They seem to think the walkway is their own raceway. Almost been hit numerous times.
26. Splash pad is too crowded with non-Riverdale residents!
27. My only complaint is concerning public transportation. I ride the bus and front runner a lot and it's quite a walk from Parker Road and 700 W to 4400 S. I wish there was a route that came up or down 700 W to Parker Drive.
28. We love free nights at Roy Aquatic Center.
29. Lives in the senior center.
30. There should be a way to make it so there are not so many nonresidential people using the splash pad. It's so hard to enjoy time with family because too many kids not even accompanied by parents.
31. Great job improving bike safety.
32. Splash pad very crowded, maybe longer hours. Community center too expensive to rent.
33. We pay to maintain a splash pad that inner city Ogden gets to use. We don't get to use the park when the splash pad is open because everybody and their dog are there. Maybe turn it off at 6:00 so Riverdale residents can actually use the park in the evening. The splash pad was the fall of the use of Riverdale park for Riverdale residents.

Question 6: Continued

34. Because the park and splash pad have been taken over by a majority of neighboring cities, most young mothers take their children to So. Ogden's splash pad. They fear for the safety of their children!
35. I would use a rec center if we had one of our own.
36. Love the Trail!
37. I know a lot of mothers of small children who are Riverdale residents who no longer use the splash pad. It's too crowded by non-residents. Riverdale Park also is not as enjoyable and quiet as it once was. I miss our little park. Love the river trail!
38. Is there any public transportation?
39. I intend to start using Senior Center.
40. We like how Riverdale is bicycle friendly.
41. Have not been here long but looking forward to using the public transportation, bike lanes, and more time on the trail.
42. Intramural sports: please start the program at 2nd grade versus 8th birthday.
43. Somehow it would be nice to have our parks used by residents.
44. Love the splash pad.
45. Would like to see a bike path built into Roy on 4400 someday.
46. I love the river trail.
47. Need bus to go through south end.
48. Riverdale Park splash pad is always over crowded.
49. Great job on the fine parkway cleanup! Improve the rest of the bridges.
50. Living on the hill, by Rohmer Park, makes these services inconvenient. I would use these if I lived closer.
51. Splash pad always crowded by non-residents.
52. Splash pad should charge for non-residents.
53. Thank you for the trails and parks.
54. I want to use public transportation every time it storms. But I don't want the stops closer to my house. I'd rather walk. No more buses, no more stops. We are ok.
55. We think Riverdale park is very nice. We choose not to go down after because too many people. (But I guess that's a good thing.)
56. I don't get around; when we were younger we enjoyed all.
57. We still work full-time but will use more when we retire - soon - we won't leave.
58. I live in the Senior Center, it is a beautiful facility.
59. Public transportation - What is it? Where is it?
60. Great Senior Center, will be extensively utilized.
61. We love the river parkway trail.
62. I am a senior in my 70's - don't use the above.
63. The splash pad is so overcrowded with out of towners it's not even fun to try and go there. Why do we need to go to Roy for a pool? Shouldn't we be able to afford one?
64. Why all the focus on bike lanes? Spend money on things that the entire city can either use or appreciate. We have enough. Move on to other projects. Spruce up the trail a bit. It is clear, not in a good way, when you move from the Ogden part of the trail to Riverdale. Let's do some work there to improve the look and feel. Plus, there are a number of hazard trees along the trail. Have a certified arborist take and inventory and remove the hazard trees before they fall on someone. Finally, the splash pad is a joke. I'd be happy if it was eliminated.
65. Enjoyed Live Fit.

Question 6: Continued

66. I would like to see Riverdale get its own indoor pool.
67. Not many bicycle lanes south of Riverdale Road.
68. I don't have small children, but these are wonderful things. Bring in concerts, please!! Outdoors or indoors - either one.
69. Splash pad is a joke; residents can't even enjoy it because too many people from other cities come here to use ours. As a resident I don't feel that I am able to use it and enjoy it like I should be able to because it's overcrowded. The argument that it's good for the city because it brings people to Riverdale and they spend their money here is weak, 90% of the people bring everything they need with them which they purchased in their home town.
70. Please put more money into the Community Center...exercise class room, indoor pool, indoor track.
71. More bicycle lanes would be nice.

Capital Projects and Improvements

Comments and Suggestions



CAPITAL PROJECTS AND IMPROVEMENTS

Other: Written in the 'Other' line, all requesting 'More' unless noted.

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

Building Improvements

1. Make Civic Center ADA compliant.
2. Needs cleaned throughout inside.
3. Bus service.
4. Fire and Police
5. Bike path
6. Trail swimming hole

Riverdale Park

1. Clean park facilities in the picnic area more often.
2. Fix broken equipment
3. Christmas lights
4. Love the trees!
5. Soap in bathrooms
6. Parks
7. Empty garbage
8. Access
9. Trail/ running path

Trails

1. Fishing areas.
2. Open them! (restrooms)
3. Pet waste cleanup stations
4. Trash cans
5. Access
6. Keep swim hole and rapids
7. Drinking Fountains
8. Rules and Reg.
9. Do you have dog waste bags?

Land Acquisition

1. Dog Park
2. "Big Box" stores (Less)
3. Group fitness area
4. Sports complex
5. Schools

Streets and Sidewalks

1. Street sweeping
2. Round-a-bouts
3. Repair curbs

Golden Spike Park

- 1 Where is this park? (No check)
- 2 Track surface
- 3 update swings
- 4 playground
- 5 Clean out old brush on side hill in trees.
- 6 Infant Swing
- 7 Tennis Courts
- 8 Basketball court

New Construction

- 1 Clean up fall/spring
- 2 RC vehicle park
- 3 Spend less until the economy warrants investments. (Less)
- 4 Aquatic Center
- 5 Bridge
- 6 Tennis / Pickleball courts
- 7 Dog park by city offices
- 8 Swimming
- 9 Better tennis courts and more of them.
- 10 Schools

Other Areas

1. Dog Park
2. Pool
3. Farmer's Market.
4. Aquatic Center
5. Parker Drive
6. Add park to Court / Police area
7. Pickleball courts
8. Riverdale aquatic center
9. Walking bridge
10. River swim and tube
11. dog park
12. Dog Park
13. Dog Park
14. Dog Park
15. Develop Existing Land

CAPITAL PROJECTS AND IMPROVEMENTS

Comments / Suggestions

Question 7: How would you allocate City resources to acquire, develop, construct or maintain the following?

1. Riverdale needs a skate park! Plenty of open space behind Walmart near the river. Skateboarders in Riverdale need a place to ride. They are going into other cities to skate which are profiting from this.
2. In my opinion the east bound restriction on Ritter Drive is inconveniencing the entire population for the comfort of a few!
3. We need a great dog park. One for small dogs and one for large dogs. Somewhere where our dogs can run and play with other dogs.
4. Open park restrooms longer.
5. Why isn't there a curb side pickup service available? Could set a time during clean up to have a truck come by for pickup.
6. The city owns land south of the Civic Center (disc golf area), north of Riverside Storage, and now 17 acres behind Walmart. I would like to see one parcel developed at a time and commercial/civic partnerships to create unique features in Riverdale, not just more parks. Partnerships would also help fund maintenance of these features.
7. Let's quit over populating Riverdale! And why do I have to pay \$400 a year for public school when I don't even have children? Charge those who have multiple kids more and don't charge those of us who don't have kids!
8. I don't know what to do when handlers refuse to be responsible for picking up after pets- or purchase dog license.
9. Riverdale should really consider putting in a skate/BMX park!
10. It would be fun to have a park like the high adventure park in Ogden.
11. I don't know about these things.
12. It would be nice to have pedestrian path available from Roy to Riverdale.
13. We would like to see more parking for trails so they do not park in neighborhoods (4300 S & 600 W.)
14. Needs to be snow removed on sidewalks in winter.
15. I love the round-a-bouts, but think they would work better if they all had raised sidewalk crossings to slow the traffic...especially at 4400 S. and Parker Dr.
16. My husband and I are not physically able to use many facilities and so cannot make a comment.
17. River trail is used about 10 months out of the year but restrooms are open during warm months. Heat them and keep them open more.
18. Baseball / Softball fields are out dated and poorly maintained. We should have concession stands available for rental by groups to sell during games / events.
19. Would like to see street lights and sidewalk on Parker Drive north end from storage unit out to 31st street.
20. Get our new park going behind Walmart and include a Rec center with aquatic center.
21. Great job!
22. Not much open space left
23. Why is Riverdale road always under construction? It seems we just get it finished and someone is digging it up. Need better planning.
24. Add park to court/police area. Keeping up with broken park play, like zip line or swings that are not flat. The U shaped swing seats are easier for kids to use. Trees for shade at the swings would add shade for the children playing and parents pushing.
25. Partially subsidized taxi for senior citizens and disabled.
26. Field behind Sam's Club need attention - moved cleaned up.
27. The new asphalt and covered bus stops are very nice. Roundabouts could use more landscaping, more trees. Get landscape architecture students from Utah State to design up master plan. Create RFP.

Question 7: Continued

28. Ran out of toilet paper on Old Glory Days at Riverdale Park.
29. Would be nice to expand summer youth programs for kids out of school.
30. More roads means more traffic. Read Walkable city. We need TRAX line all along Riverdale Rd and fewer lanes for cars.
31. All good - my grandson uses it.
32. I think the new park area would be great soccer and lacrosse fields.
33. New park ought to provide a unique tie to river trail. We don't need ball fields or soccer.
34. No parking signs need to be put up west of Riverdale Park on Parker Drive.
35. It would be nice if there were a couple drinking fountains or water spouts along the trail to fill up / refill water bottles or to get a drink out of a fountain.
36. Riverdale is a beautiful place to live. We're in the middle of everything but you wouldn't know it because it's so peaceful. Except in the middle of the night when the train yard is extremely loud. Almost every night.
37. I have heard people including myself wish we had a dog park.
38. I feel for those living close to Riverdale park and splash pad. It is so busy. Perhaps it could be moved and sold to a private operator - speaking of the splash pad.
39. More benches/ picnic tables only invites destruction and garbage to the trail areas!
40. Dog park.
41. Large rec center, somewhere for kids to ride bikes, skate boards, other than street. There is a large open field on 700 W that would make a great park for dogs.
42. Riverdale really needs a "BIG" BMX park, like the one in Layton.
43. City swimming pool not in favor off. Prefer using the Roy facility. Acquisition of open space can be used to maintain water / aquifer consumption.
44. Sure would like another city park!
45. The city needs a park on the north end - near the storage sheds.
46. I do not know enough about these to give honest educated opinion.
47. We would like a cemetery in Riverdale before we pass on.
48. Please smooth and widen the asphalt parkway behind the Ken Garff Nissan dealership. Keep undeveloped the land south of the city offices. 750 W. needs sidewalk seams ground smooth. Make park out of land between Wal-Mart and Weber River.
49. There is often dog poop at the park by the swings and play equipment.
50. In a newsletter it was mentioned the retired Larry Hansen was looking at land for another park. I think the two we have is suffice. I would like to see a complex and swimming like Rush in Syracuse in Riverdale.
51. Get "Riverdale Rd & 700 W" - up and going business development. It is becoming an eyesore!
52. Public swimming areas at the River.
53. Riverdale parks are not used by residents they are forced out by others.
54. Will be glad to see the new park behind Walmart.
55. Plant replacement trees; throw wildflower seeds for good measure.
56. Do we have intercity trails? Where?
57. We have plenty of businesses. We need more parks and open spaces for residents.
58. I have to leave Riverdale for the post office, not even a small stamp mailbox area, car wash, doctor, dentist etc...
59. Like to see the trail bridge from beside the trailer court by Johnny's Dairy finished and re done with a bridge to Riverdale trail over the river.
60. Trails get ????? Out of it.
61. Don't feel qualified to answer the above. But I'm always for open space, parks, and anything to encourage the kids to be outside and active.

Question 7: Continued

62. I don't want our city to grow. I want the same quality of life because the more we attract people, the more damage we are doing to our safety, homes, families, etc. Trails: just focus that they are safe. No pets either.
63. A place like Farmington Station would be great! It would be wonderful in the BMX park was more of a race course rather than jumps. It needs to be groomed more often.
64. The river gets more use by tubers than any other park. But very little put into it.
65. If you guys want to do something, help the people here. She changes the rules out the time but her husband can do what he wants and he has a felony, not supposed to be here.
66. It would be nice if the restrooms by the BMX course along the trail stayed open later than October 16th.
67. Don't know if the city has a noxious weed or nuisance tree and weed department or if that is a county problem, but I see quite a start of the "trees of heaven" or as some call it tree of "paradise." You can drive on Ritter from 1500 N toward east is one place they are. Hard to stop once started. Some places have declared them noxious growth and have programs.
68. Restrooms on the trail need to be opened during the winter - consider this please! Emergency phones on trails - need to respond to fires quickly.
69. Please, a dog park. The one up behind ShopKo is nasty. Maybe a fenced in area in our park like the one in Pioneer Park, SLC.
70. Stop signs should be yield signs. The one on 500 W 4525 So is over halfway in the corner.
71. Don't use most, so no comment.
72. We would like the sidewalk to be finished on our corner (700 W 4350 S) so we can rollerblade, bike, and stroller around the block. Thanks for listening.
73. The round-a-bout traffic is really bad at 4600.
74. Is there a way to provide safer crossing on Riverdale Road? Maybe a food center on north side of Riverdale Road for elderly.
75. Bike lane on Ritter, very badly.
76. More upkeep on the Senior Center. There is no cleaning of the outside and they haven't hired a maintenance person except for Shaun.
77. The tennis courts and nets have been in such poor shape we have to go outside of the city to play. Adding pickleball lines was a terrible idea - add pickleball courts if there is a demand but I haven't seen anyone use them for pickleball yet. Also, keep bikes and skateboarders off the tennis courts. It ruins the surface.
78. More signs on trails for no smoking and pickup after pets!
79. River trail should have rules and speed control. Bikes should call out "on your left" when passing to avoid accidents, or have a bell or horn on the bike so people can get there animals out of the way. Should have signs at every trail entry.
80. Fix the curb along 1200 West by 5175 South. It is falling apart.
81. I would like to see the land west of the river behind Joann's and Walmart used as a park. A nice playground and pavilion with benches along the river.
82. For the pavilion at Golden spike the restroom is just fine. They could be cleaner at Riverdale park. Let's take care of the parks we have and not build more.
83. BMX park? Too much of a liability. Take it out. Please, please, please . . . in the planning for a new park behind Wal-Mart, take a serious look at what will go there and the impact it will have on the surrounding community. The splash pad is a good example of what not to do.
84. If we feel behind on sidewalks and/or bicycle lanes, then I am all for a little increase to get on top of them so we can go completely into maintenance mode.
85. Shoulder of Freeway Park Drive has greatly depreciated over last six months (during nearby construction) and has become dangerous to bicyclists due to east side potholes and divots.

Question 7: Continued

86. Would rather see a park put in over by the police station rather than a skate park or ball park.
87. What's with all the bicycle lanes? Yeah I get it, Mike Staten is an enthusiast, he wants motorists to be considerate of bikers, from what I've seen, when Mike is riding a bike he's not considerate of motorists, you want 3 feet? How about you don't ride your bike in the middle of the traffic lane. I had a situation where I was pulling a wagon with my kids on the sidewalk and Mr. Staten was riding his bike on the side walk, do you think he moved out of our way? That's right I had to go on the grass around him. I thought bikes were to be rode in the street? Oh I get it, you want it both ways, everybody just needs to cater to bikes no matter where they are huh?
88. I would love to see our playground areas made to be accessible for all patrons. We have a number of special needs children in our community and very few places that they can play. The closest parks that I am aware of are in Logan, West Jordan and Salt Lake (Liberty park).
89. The Ogden High Adventure Park is a good example of the equipment we should look to put in a new park in our community. We need more parks. Upscale skate park, less money on kayak and splash pad. The elementary school needs more land and an updated building. The school has no windows in any classroom.
90. Repair bleachers, been in disrepair for two years.
91. BMX and skate park? The city is not obligated to meet every request it receives. Please be frugal and wise with our tax dollars. Invest in projects that benefit the larger community, not just a few.
92. It would be great to a get basketball court at Golden Spike park. The one in South Ogden is great.

Land Use and Development of the City

Comments and Suggestions



LAND USE AND DEVELOPMENT OF THE CITY

Comments / Suggestions

Question 8: How would you rate the commercial land use development (shopping, offices) in the city?

1. Use more vacant buildings instead of building more.
2. Great place to live.
3. Better once road construction is complete.
4. Could use better layout to access shops.
5. I see more temporary signs and banners and lawn signs than I did a year ago on businesses and would like this to change. I think it makes our commercial district look gaudy.
6. Plenty of businesses.
7. Riverdale Road sucks! It's dangerous and over populated!
8. We have too much open/available commercial space.
9. Get some businesses in The Crossing!!
10. Frisbee golf course could use a little more green grass.
11. Too many giant vacant buildings and how about attracting more medical / dental / professional business?
12. Cars continually turn in the first entrance to Walmart on 900 W off of Riverdale Rd. Need to install concrete divider so people cannot turn in there. Traffic gets backed up.
13. Better business, less check cashing / pawn shops. Get rid of Castle of Chaos!
14. Incorporate more trees / landscaping in retail zones; some stores need facelift.
15. Stop Cutruba Cadillac from parking on the street next to Arby's.
16. Why hadn't land next to Best Burger ever been developed? Prime location. Also, why is 700 W mall/ Buffalo Wild Wings still empty? Can city help move those along?
17. Riverdale road is still too busy but when construction is completed it will be better.
18. Many spaces are vacant, it would be nice to fill the vacancies and retain current tenants.
19. I think traffic flows pretty good considering how busy Riverdale Rd is.
20. No more pawn shops, Title shops or smoke shops or cash for gold type shops. It Cheapens our city.
21. Too much parking, less big box stores, lacks character needs a "theme", or "style", push stores closer to street with parking behind.
22. Keep bringing in new business and filling the empty buildings.
23. Fill empty buildings
24. Riverdale Road construction.
25. Petersen Marine sidewalks looks terrible - weeds everywhere.
26. Our city always looks clean and nice. Would love to see more holiday street décor.
27. Some areas need improved access - area by Best Buy, China Buffet, etc. hard to maneuver.
28. Too many empty buildings.
29. Some areas along (860 W) Riverdale Rd. You cannot turn left into businesses.
30. Do something with the Riverdale crossing buildings at 700 W and Riverdale Rd.
31. Would like to see better restaurants come into the city, no more payday shops or e-cig shops.
32. Too many car lots - although they do increase tax base - hard to balance.
33. Need another grocery store like Winco. Spend my money out of Riverdale, with Walmart being the only full grocery store - I do not like supporting Walmart so I support Ogden, Smiths, Fresh Market, Winco and Macey's..
34. Can we make them turn off all the signs at midnight?
35. We have enough business buildings in the city. Don't allow any new construction until vacant buildings are full.
36. Side road on 1150 W needs to be kept better.

Question 8: Continued

37. It's all good now. With the exception of the billboard. If they want to make more business, they are attracting the kind of people we don't want in our neighborhood.
38. Tall lighting hurts my eyes when traveling early morning specifically tall lights by Shoe Carnival
39. Too much scenery and not enough parking.
40. Need shopping on north side of Riverdale Road.
41. There are a couple of vacant lots with tall weeds.
42. Walmart parking lot perimeter is full of trash.
43. More trees in parking lots.
44. I don't want to see more strip malls.
45. The inlet and exit near Home depot and across the street on 900 is terrible and always almost always crowded and accidents happening.
46. Less pawn shops, less cash for gold shops.
47. Too many signs on Riverdale Road between I-15 and viaduct. Very confusing.

LAND USE AND DEVELOPMENT OF THE CITY

Comments / Suggestions

Question 9: How would you rate the residential land use development in the city?

1. Weed Control on Ritter Drive and on private land.
2. It's great.
3. 1150 W. north of Riverdale Road has some homes that need clean up.
4. Working on it.
5. City residents with weeds.
6. I would like the city to plant trees in the park strips and between the freeway and residences on Parker Drive and Freeway Park Drive and Ritter Drive working with UDOT, to beautify ugly areas in our city.
7. There are some bad looking houses along 1150 W.
8. Again, getting over populated. Quit building - I've been here since 1976 - I miss the woods and having less homes and people.
9. Would like to see stricter enforcement of residential properties: weeds, trash, junk, etc.
10. Do not mix commercial with residential or put duplex in residential.
11. Management in mobile home park (ARC) needs replacing and appearance needs improving.
12. Neighbors yards not being maintained. We feel that our neighborhood needs to have improvements on image and appearance. Maybe by enforcing "residential property maintenance."
13. Please enforce weed removal. Entering from 700 W or River Valley Dr. several homes and yards are unkept and have items stored in front yard/driveway. Piles of trash cans, old trucks, boats, wood, misc. items.
14. 4100 S. - up clean all.
15. Foreclosed homes need to be taken care of and/or put up for sale quickly before quality suffers.
16. Residents could take more pride in the city, their homes, yard and possessions.
17. Depends on area. Feels like residents don't always care and city should.
18. Need more code enforcement in every neighborhood. Could do better in this area.
19. We love our neighborhood.
20. There are always 1 or 2 people who don't take care of their property.
21. Big houses on small lots... not sure how nice that is?
22. New sidewalks! And weed removal along overpass/ bridge on Riverdale Road.
23. No buffer(s) between homes/neighborhoods exist.
24. Too many unkept rentals.
25. Some yards look terrible. It would be great if people took more pride in their house, yard, etc... I'm tired of looking at the house around my corner that is only partly painted.
26. I don't see much in road or sidewalk improvements in my neighborhood.
27. Except for two properties.
28. Houses in the area around 4200 S 800 W "rentals" yards are not maintained by renters. Three houses.
29. Not a lot of pride unfortunately in my neighborhood of 950 W.
30. Riverdale has been too lenient on homeowners not keeping yards clean.
31. I found the old city program to consult with the master gardener was helpful.
32. Many homes are becoming run down. Yards are not maintained - bushes grow across sidewalks - trees hang down in your face.
33. Roundabouts are not very attractive.
34. I think it could be better but it is the responsibility of individuals not the city. Properties that are used as rentals not owner occupied, I think the city should regulate the appearance like commercial property.

Question 9: Continued

35. Some areas need work - mobile park by bridge is an eye sore. A few older homes need attention but overall not too bad.
36. Yard maintenance and junk collecting needs to be enforced more!
37. Lots of run down homes & trashy yards need to develop and enforce standards.
38. Our neighborhood has cars parked on lawns, over grown weeds, lawn, etc... Two cars have not been moved in over 10 years.
39. Wish there was more affordable, green housing.
40. Start by "enforcing" junk ordinance city passed in this City of Riverdale. (Code enforcement do your job) 1050 W 1150 W So. Weber Dr. The city is junkie.
41. Some neighborhoods look beautiful, but others back or east of Riverdale elementary are bad! I think some people need to have a citation for the condition of their property. Junk vehicles, overgrown with weeds.
42. I wish the entrance to Combe Farms subdivision looked better. The entrance is very bumpy.
43. Homes that have become rentals are in disrepair and yards are sad.
44. Keep code enforcement up so neighborhoods don't look like the ghetto.
45. Lots with unkept weeds and trees should be tended.
46. As I wrote before, if the city can't beautify our neighborhood the people in older homes will also lose interest. 52 years ought to warrant some help.
47. Help get rid of neighbors cars parked everywhere! Yard and streets due to no room in driveway.
48. We have a vacant home in our area. It's kept pretty good as far as the lawn. We seem to get a lot of cars that appear to be looking at it. Maybe more security.
49. There seems to be a lack of code enforcement (i.e.: trees and bushes over the sidewalk and street; garbage cans on the street 3-5 days after collection).
50. Some houses have way too many vehicles, boats, RV's, etc. Temp is fine but long term should be moved if over a certain number of vehicles. 2 boats and RV and cars even on the grass.
51. Clean up neighborhoods that have unused cars and trucks in use. Clean up yards.
52. Great service.
53. Could hold families accountable for lawn upkeep and tree care.
54. Invading trees in neighbor's yard or house foundation - at least trimming to prevent roof damage or a fence or other to neighbor's property.
55. Houses in neighborhoods that have been rented out look awful. I am talking single family homes. These people won't take the time or energy to mow a lawn or water it. This is killing our property value.
56. Again, the pride of ownership is lacking with some property owners. Let's encourage people to keep a nice yard.
57. Increased dog poop policing. For having no animals, my yard sure gets used often without owners cleaning up.
58. Some new houses built are too big for the lots.
59. We would like access to secondary water for yards.
60. Fine for people who don't upkeep yards or affordable program to help with upkeep.
61. I wish we could have privacy slats on Riverdale Road to give trailer park privacy.

Future Important Issues

Comments and Suggestions



FUTURE IMPORTANT ISSUES - IMMEDIATE (THIS YEAR OR NEXT)

Comments / Suggestions

Question 10: For planning purposes, are there issues you would like to comment on for consideration?

1. I wish there are more recreation center for children which will educate them. More healthy food restaurants in the city.
2. HOA's to part of the city.
3. How do we reduce the number of rentals in our city and increase home ownership?
4. School crossing guards, crosswalks, places for children / walkers improve.
5. Park complex behind Sam's Club.
6. Sidewalk improvements.
7. Repave 700 West.
8. Crosswalk at 4300 So. And 700 W.
9. Finish the top of Riverdale Road.
10. Open Ritter Drive back up from freeway drive, especially during the road construction.
11. Rent or sell empty business buildings.
12. Use of Ritter Drive to be used both ways.
13. You're doing a great job!
14. Utilize the river running through the city better.
15. The 17 acres behind Walmart would be ideal for a commercial / open space partnership unique to Riverdale, something like Gardner Village in West Jordan Utah or Thanksgiving Point in Lehi.
16. No more growth! Just improve the quality of what already exists.
17. We need to figure out how to use our taxes for us, not everyone else.
18. Additional doggy bag station at kayak parking area, refill the one at Riverdale park more frequently. I do start with a bag from home.
19. Skate/BMX park.
20. Snow removal could be better- trashy yards need city notices, they pay no attention to neighbors
21. Picnic area in the field North of old shrimp parking place.
22. No, maybe getting the new park bought and developed ASAP.
23. Fix residential roads for nicer neighborhoods 5100 S- really bad (1150 W & 5050 S)
24. Aquatic Center.
25. A Riverdale City pool would be very nice. Probably by the splash pad.
26. I would like Ritter Drive to open and be a two way street again.
27. More community activities, programs.
28. It would be very appreciated if you would improve snow removal. Not very happy with how long you let it sit in residential areas.
29. I have seen an alarming amount of people smoking marijuana openly. Is marijuana illegal in Utah?
30. Tear down or find new tenants for out of business buildings.
31. Fix the kayak park.
32. More speed control on 4400 S as well as residential streets. Too many driving over 25 mph.
33. Shady Grove - I do not like it being private.
34. Ritter Drive - two way.
35. The Walmart turn in from last page. (install a concrete barrier)
36. Get rid of cotton trees, help citizens do it. Keep spraying for mosquitoes.
37. New park on Parker Drive.
38. I believe there needs to be more street lighting, especially Riverdale Road itself.
39. Bicycle rules and laws need to be taught to public users - i.e. many ride down Ritter Drive do not stop at 1150 West.

Question 10: Continued

40. Many areas need major cleanup issues 9/10 this is the residents or owners.
41. More street lights on Parker Dr.
42. You guys are always making improvements. This is a wonderful city to live in.
43. Use for old Wal-Mart building.
44. I would like to see easier/safer pedestrian & bicycle access along 31st street.
45. Smoothing the sidewalk levels between sections of concrete.
46. More awareness of activities in the city.
47. Sidewalk fixes and completion (700 W), sidewalk corners all handicap compliance, Move trains north of 31st.
48. Please address the issue of the cars of the students' parents parking behind the charter school. It's awful!
49. I love Riverdale!
50. Better trim down bushes on middle strip of 300 W. I turn left out of Highland Drive onto 300 W. and it's really hard to see some of the cars coming, especially the smaller cars. Please increase visibility and make this safer!
51. Enforce code, keep neighborhoods looking as well as we can!
52. Landscaping/trails/RFP.
53. The upkeep of people's yards. Our neighbors have trashy yards and it's very annoying, plus embarrassing to invite friends to visit.
54. New paving of old side streets
55. A bike lane to be put on Parker Drive.
56. Improve the condition of the streets, not just a few like 700 - Parker Dr. needs help and re-striping.
57. Better control on "speed" in residential streets!
58. Better public transit. How about a bus route that goes to the Roy Station Not Clearfield.
59. Biking trail to So. Weber to help get bikers off the busy So. Weber Drive
60. Extend/install concrete divider/block at I-84 intersection west past the Carl's Jr. and Pawn Shop road to avoid additional accidents.
61. Purchase land south east of Walmart.
62. Change Ritter Drive back to 2 way traffic.
63. Riverdale aquatic center and pool would be cool.
64. See my comments on the new park (great for soccer fields and lacrosse fields).
65. Main park grass is being destroyed from over-use. Close field when it is wet.
66. Road repaving - not Riverdale Road, 700 West.
67. Round-a-bouts on 1050 West.
68. Maybe a drinking fountain or water spouts along the trail to fill up water bottles.
69. Dog park and neighborhood enforcement.
70. New 17 acre park.
71. 2 lots, one on 4400 S near 700 W, and one on 700 W (has speed meter on it) can use for parks or public use lands.
72. Traffic flow on 4400 S. round-a-bout, in order that they work as plan, to sit on Parker Av. While 5 -6 cars pass is not good.
73. Keeping cost down. We seem to always look to other cities to determine costs to preserve a good quality of life for residents while accommodating many who pass through.
74. The empty Macy's building maybe an outlet store example Cabella's or a Trader Joes.
75. Open up Ritter Drive to 2 lanes again.

Question 10: Continued

76. I feel it was a huge mistake to spend 1.8 million on another park! We already have so many problems with drinking, drugs, and sex acts at our current park. Let's fix this problem by making it a positive for citizens. I propose that we move the splash pad and picnic areas to the newly purchased 17 acres. Then those that visit the park are closer to our business and restaurants. That is what most city officials are worried about, "bringing in more revenue." Let's then make the old park into soccer and baseball fields so that our young citizens that attend Riverdale elementary can use them and the community center that houses the basketball and indoor sports, all sports facilities would be together.
77. Sound walls on entrance to I-15.
78. Would like to development of more restaurants.
79. BMX park.
80. Sales tax revenue important to fund city services.
81. More employees at the Senior Center for lunch service - should not rely on senior volunteers!
82. Hold Riverdale citizens accountable for how their homes, streets, etc. are maintained.
83. Concerned about drug use at the kayak park. I would like it safe and good examples set for young ones.
84. I would like to have a public vote on the people's desire for a cemetery in our city.
85. Prevent development along the river.
86. More covered picnic areas along the river trail, specifically near 30th street parking lot. Continue paving trail going south.
87. Park on vacant lot between Highland and Cherry Dr.
88. Keep it pretty. Don't destroy nature, improve it!
89. A complex like Rush with swimming, bowling, batting cages, laser tag, lazy river.
90. Trail/park maintenance.
91. Empty commercial buildings.
92. Road maintenance, sidewalk replacement, utility line upgrades.
93. Anything with trails.
94. Recruit businesses for the Crossing at 700 W Riv. Rd.
95. Better law enforcement of traffic rules - speeding, running stop signs and light, following to close reckless driving.
96. A lot of streets need to be replaced along with curb and gutters, spend money on them for a couple years. High quality restaurants.
97. Roads.
98. Park development near Walmart on new property, street lights.
99. We need another entrance/egress street into Riverdale for safety and convenience.
100. Stop illegal parking.
101. Road and Lane markings made clear and cats eyes to light the freeways and ramps.
102. Walking bridge as noted. (From Johnny's Dairy path to river trail).
103. Parking at residences in back yards off of pavement.
104. Clinic/24 hour fitness.
105. Tax.
106. Animal control: more ability to enforce roaming dogs - control and barking dogs concerns.
107. Public swimming pool.
108. Clearing dead wood on the trails (organize with church groups and boy scouts).
109. Sidewalks on Ritter Dr.
110. Complete river trail with Uintah.

Question 10: Continued

111. Stay focused on the family, unity, no more business, no more buildings, no more pollution, no more attracting attention to our city. The hardworking, honest and kind people will find us and will stay. I want my grandchildren to enjoy the same quality of life in Riverdale. Major problems arise mainly in large cities. We don't want a large city.
112. Speeding on 4400 s is dangerous for neighborhood.
113. Fix sidewalks that need repair.
114. Community Theatre and Mrs. Riverdale program during OGD.
115. Improve the river trail and promote use of the river. It is a great resource that is not given enough attention.
116. No more corporate b_____! No victim (statute) no crime!
117. Yes, I'm the next one to get kicked out of here. Some love it there before Brandx took over. Like cooking outside. Have all most let my place burn up since I been cooking inside. Can't cook inside.
118. Bigger or a second splash pad.
119. Connect trail system to Bonneville shore line trail - money will follow to Riverdale!
120. Group fitness classes have been growing strong. If there was a better floor to work on, not hard cement and linoleum, I think a lot more would come and I think there's a lot of potential for expanding group fitness classes if the facility allows. There are several instructors doing it inside their homes with growing classes, so big there's not enough space.
121. Slow the traffic on Riverdale Road and 4400 South.
122. At the bottom of Ritter Drive and South Weber Drive, I would like to know who is responsible for that road (state or city?).
123. Clean up vacant lots.
124. Custodian, lawns, windows, trees, parking lot, regular maintenance of apartments.
125. Change needs to be made in Riverdale City's billing policies. New homeowners should not be responsible to pay for previous owner's delinquent utility water bills. Riverdale City's failure to collect the past due water bill is not the new owner's responsibility and it is not the title company's responsibility either. Contact me on this matter. I'm still furious about the way our city employees handled this. Change needs to be made now!
126. Sidewalks.
127. Pick up cats. My car hood top and truck covered in dents. I have called and spoke to Animal Control officer and she said no money for cats, just dogs. Stray cats can get rabies; they eat birds and bats.
128. Replace all the gutters on 5050 S, there is a lot of standing water.
129. Putting safety signs for pedestrians on river trails to prevent accidents with bicycles.
130. Stop the people from leaving shopping carts everywhere.
131. Street - curb repair. Pet control. Fence damage, tree removal.
132. Sound wall on east side of I-84 on ramp.
133. Please reopen Ritter Drive. There doesn't need to be an expensive traffic flow workup, it just needs to be quietly re-opened. That has been such a pain, especially the traffic problems by Larry Miller. New park behind Walmart.
134. Find tenants for vacant commercial space.
135. Bigger area for exercising with weights.
136. Resurfacing 4225 South west of 600 West.
137. Marking of cross-walks on 700 West. There is no crosswalk except at the roundabout. Crossing 700 West during certain times of the day is like playing Russian roulette.
138. Show leadership on issues such as holding line on taxes and policies to promote water conservation.
139. Yard care enforcement by residents and homes that have become rentals.

Question 10: Continued

140. Fix the intersection by the LHM dealership! It's a joke ever since Ritter Drive was closed off.
141. I would like to see Riverdale consider a non-discrimination ordinance. Currently, the state has failed to pass this on the state level. There are 19 municipalities that have passed their own. Non-discrimination is an important issue for employers and Riverdale is very business centric (which gives us low property taxes that I do enjoy as a resident). Times are changing for non-discrimination to become a differentiator for businesses. This is a no cost effort, so it doesn't require budgetary resources and the wording can easily be culled by the efforts of the 19 municipalities that have already put ordinances in place. Information can be obtained at the following web site and that group would be more than willing to assist where needed. <http://www.equalityutah.org/nondiscrimination>.
142. Restrict parking on west side of Parker Drive during summer. It is a dangerous condition for motorists and the children crossing the street. Make it no parking and start ticketing and people will get the message.
143. Fill the shopping centers.
144. Move trains back to Ogden.
145. Box Elder bug infestation along river trail at 4375 Weber River Dr., please control them.
146. We need better lighting at corner of 800 and 4375 - there has been no light for at least 14 years and now there is graffiti and other problems. It's always been a safety issue. Why have you allowed all those houses to have garages backing onto 4400? This in addition to the traffic circle. This is so unsafe for school children walking past there two times each day. When those first houses were going up, the city promised us that would not happen - that the garages would not open onto 4400 - I didn't see the announcement where it was suddenly deemed safe and appropriate. Where suddenly our children would be safe to have cars backing out towards them. How did that become safe? And now there are even more. It's mostly the kids in the mobile home community who have to walk that way to school so that sends a very loud message. One which I am very uncomfortable with. You should be as well.
147. New park with updated and nice equipment, expand community center with indoor track and exercise room for classes.
148. The intersection by the LHM dealership. This has been a joke since traffic on Ritter Drive was limited. Please come up with a solution or reopen Ritter.
149. Schools - elementary, Jr. high, high school.
150. Ritter Drive - remove the road closed signs so those that live in the area can use it to travel east.
151. Making residents keep up their property and take trash cans off the streets on non-trash days.
152. Privacy slats on fence by trailer park, quite an eyesore. Some homes are maintained while others are not.

FUTURE IMPORTANT ISSUES - COMING UP (NEXT 3-5 YEARS)

Comments / Suggestions

Question 11: For planning purposes, are there issues you would like to comment on for consideration?

1. Do not add more junk food chain restaurants. Look at along Riverdale Rd., what do you see for healthier food places other than McD, BK, Arbys, Taco Time, Chick-fil-a, In & Out, Panda Express, and Buffalo Wild Wings?
2. Fire and flood issues.
3. Heavy traffic.
4. Availability of secondary water.
5. More lighting on 4400 South. It is an older area but needs more lights.
6. Street maintenance.
7. You're doing a great job!
8. More restaurants, less car lots.
9. The West Bench would be ideal for outlets like Traverse Mountain in Lehi.
10. A dog park.
11. Try to get some businesses to move into some of the vacant buildings that are scattered.
12. Work with county (not Ogden) to create a visible and viable commercial and general aviators airport.
13. Aquatic Center.
14. More stuff for the east side kids, upgrade park play area.
15. Sidewalks.
16. Ritter Drive - two way.
17. More street lighting in neighborhoods. Speed bumps on high traffic neighborhood streets (not including 700 W and 4400 S.).
18. Plant other trees, not cottonwoods.
19. Thanks for all of you - hard workers - and for all you do for us.
20. Commercial growth near America First corporate buildings.
21. It would be nice to connect river trail to weber canyon.
22. More natural land spaces and park.
23. Possible community cleanup more than twice a year.
24. Widen road directly in front of elementary school. Add children's park by court/police area.
25. Parks/open space.
26. No more Franchises!
27. Continue building businesses on Riverdale Rd.
28. More parks - ball / soccer fields by Walmart?
29. Build a sea food place like "Red Lobster."
30. Continue traffic and bike improvement, develop West bench.
31. Building for homeless where they can work and live.
32. Another park. Lighting on streets.
33. Put a real workout area in the community center like Roy has. No swimming pool, just a decent weight/cardio area.
34. Sound walls on entrance to I-15.
35. Skate park, encircle a new park with a walkway- like the Riverdale park, picnic tables and benches next to the city offices.
36. A nice rec center with indoor pool, track, weightlifting room etc...
37. Commercial blight - empty buildings.
38. Addition of park or open space at north end of the city - near storage sheds or Parker Dr.

Question 11: Continued

39. Easy access to front runner. Bike rental stations. Fill empty businesses (I'm sure that's already being worked).
40. Fill empty buildings.
41. Upgrade/maintain existing parks.
42. Would love to see more restaurant choices in Riverdale. Would also love to see space for soccer.
43. Public swimming areas on the river.
44. Roads.
45. Keep transportation routes up-to-date, autos, bike, walking.
46. Too many vehicles parked on street in front of other residences. 5-6 cars at one home even in winter.
47. Tax.
48. Tennis courts.
49. Community Garden.
50. Maintain Kayak park.
51. I like to see Riverdale with a Barnes and Noble, Great Harvest, Baskin Robbins, Kneaders.
52. More local business.
53. Promote more restaurants. Finalize the Crossing! C'mon, too many years left blank.
54. Food stores north side of Riverdale Road.
55. Soccer fields.
56. Internet broadband improvements. I'd like to see some more competition available; I currently have no option but Comcast at my location. Development of technologies that will become more vital to individuals and businesses such as true broadband internet and fiber technologies.
57. Clean up the park strips that the city created by installing curb and sidewalk down 4400. It makes our city look bad and has for years.
58. The new park behind Wal-Mart - make it a park where people can enjoy a relaxing, green, open space. No sports fields, lots of trees, pavilions, play areas, etc. Many of our parks are taken over by sports teams not from the city. Let's give the residents somewhere they can relax and enjoy their tax dollars.
59. Add a park by the police station.
60. Box Elder bug infestation along river trail 4375 Weber River Dr., please control them.
61. Better access to south park of trail from Riverdale Road...going under Riverdale Road and through trailer park and behind car lot is unsafe and scary. Then there is no sign telling travelers which way to go next. No one knows they need to turn left, go over bridge, cross street and continue traveling. Need more signs or a better route.
62. Open space Please keep it, don't develop it.
63. Schools.
64. More trails and public transit.

FUTURE IMPORTANT ISSUES - LONG RANGE (OVER 5 YEARS)

Comments / Suggestions

Question 12: For planning purposes, are there issues you would like to comment on for consideration?

1. Buy out duplexes, rip down, and build houses (single family) in their place.
2. Expand walking trails.
3. Same as past.
4. Don't need more businesses - crowded with enough traffic now!
5. Make Ritter Drive a through street again.
6. You're doing a great job!
7. As new shopping districts are built like Station Park, Riverdale needs to keep its image fresh, clean, unique to compete and avoid truing into Roy.
8. Regional airport that serves / draws customer / travelers from Davis, Morgan, Weber, and Box Elder counties. Ogden is not doing this now. (owner of KOGD).
9. Aquatic Center.
10. Ritter Drive - two way.
11. Bike / walking trail from South Weber Drive to river trail (avoiding roads).
12. Focus on better long-term business in city. Maintain and improve Public Safety - Fire / Police.
13. Not a real lot to develop.
14. It would be nice to have a walkable urban community.
15. Keeping Riverdale a little the same for our community.
16. Maybe train connections that are so loud can go back to where they did it before, 1 to 2 years ago.
17. Design guidelines/master plan.
18. Trax line along Riverdale Rd.
19. Invest in utility improvements and cell towers.
20. Park in river trails west bench developed.
21. Jobs / more jobs.
22. Preservation of parks and open space to buffer residential from traffic and business.
23. Sound walls on entrance to I-15.
24. Additional east-west roads in and out of the city. Too much reliance on Riverdale Road and Hinckley Drive.
25. Water use availability. I see it more of a potential city impact from everyone else.
26. More river recreation - kayaks, tubes etc. Walking / bike bridge from trail over to businesses / mall (safety).
27. New park/pool.
28. Riverdale elementary needs to be enlarged and rebuilt.
29. Tax.
30. Trail extension and park on south side of Riverdale Rd.
31. Pool with year round use.
32. Outdoor shopping area similar to Farmington station.
33. City pride - homes left unattended, poor years.
34. Movie centers on southern Riverdale areas.
35. Think about building our own pool.
36. Wider variety of commercial offerings. We don't need any more car dealerships. Less restaurant chains, more local businesses.
37. Add an indoor swimming pool and newer exercise complex to the Community center.
38. Box elder bug infestation along river trail 4375 Weber River Dr., please control them.
39. Elementary school with updated facilities, classroom with windows. More land so the people at the park do not have easy access to seeing the children playing at recess. The park and the school so be separate for the children's safety.
40. Look at the city. Many homes and yards are starting to look shabby and neglected. If something is not done, our neighborhoods are going to start looking run down.
41. Schools.
42. More trails and public transit.

General Quality of Life

Comments and suggestions



GENERAL QUALITY OF LIFE

Comments / Suggestions

Question 14: Please give us any suggestions you might have for improving the quality of any services?

1. Very good.
2. Police officers that think because I have a badge I can do anything even if citizens are getting a criminal charge.
3. Road condition, weed control, snow removal.
4. Recycle every week if even just thru the holidays when we tend to have more.
5. Provide flags at crosswalks. Trim tree limbs covering crosswalks sign on 1150 W. at 4575 S. (east side).
6. When you have a problem they need to call you back.
7. Weed control please!
8. Curb side pickup on spring and fall clean up.
9. The few times I have needed to talk to the City Attorney he is never in his office and hasn't returned my phone call messages. When I did catch him in he was wearing gym clothes. It appears Riverdale could save money contracting out its legal services since it is functioning fine without the City Attorney present.
10. Residents are talking more about drug trafficking.
11. Get all these junk cars out of sight.
12. If the park strips belong to the city then the city should maintain them!
13. More Police patrols thru neighborhoods residential areas. We have been vandalized twice in the last 12 months.
14. You should offer tackle football so we don't have to go to Washington Terrace.
15. Uphold laws equally - unhitched trailers in the street and parking after a snowstorm.
16. On the 4th and 24th of July the fireworks in our neighborhood are from out of state. It scares all of us old people, we think our homes will catch on fire.
17. I've noticed a lot of cars running lights long after the light has changed. Sometimes 3 to 4 cars, and I'm surprised there haven't been more wrecks and injuries.
18. Lower our bills, sometimes it's really hard for people to pay.
19. Use of more, newer, technologies (social media, email, texting, etc.) to communicate with residents.
20. A few more street lights to help improve safety and security.
21. I don't know if these things are things you can do something about, but there are certain billboards that I would love removed or changed. Things I don't want my children seeing. Particularly the one right before you go over the river. I would also love it if there was a way with improving neighborhood appeal, house value.
22. More recycling.
23. I have not lived here long enough to comment on some things in this survey.
24. Improve snow removal in residential areas.
25. Our neighborhood feels left out of the block parties. Our area has only been invited once. 5100 S to 5175 S and 1250 W to 1275 W.
26. Keeping the sidewalks clean in winter.
27. Would like an email notification with the amount I owe to the city on a monthly basis. The system in place now does not work properly.
28. I'd like to see the county take over the Fire and ambulance service so the most common user of such (non-residents that crash cars) can help bear the burden of cost. The growth of their budget seems to be out of control compared to population growth.
29. Need more traffic control on side streets between 4400 So. And Riverdale Road. Specifically 1025 W.
30. Maybe residents can be contacted more than once before shut off due to utility bill failure. I only got one notice before shut off for only being one month behind. Then had to pay a turn back on fee plus the bill which I couldn't afford at the time.
31. Better recreation programs and services. Fully staffed Public Safety.
32. Use the gutter broom more - keep city employees busy.

Question 14: Continued

33. Either enforce the speed limit between Lowes and the viaduct or raise it to a reasonable level. Enforce the law regarding turning into the correct lane and changing lanes without signaling at 300 W. and 700 W. on Riverdale Rd.
34. Riverdale is starting to feel old and rundown in certain areas.
35. Having owners responsible for removal and trimming of trees in their yards. There is a terrible mess of terrible trees on 1150 W. and 4575 S. These homes have never done a thing with the filthy trees. Seeds from these trees are popping in everyone's yard. The city should take care of it if the residents refuse or sue them to do it. Being lazy is no excuse! This is too nice of a city to let that go.
36. Have more Police on 4400 So. For the speeders.
37. It would be nice to have a bigger rec center w/racquetball courts and such but I understand we are a small city.
38. All I can say is Staff at the Community Center need to be more friendly.
39. Trains! We moved into this house 4 years ago and never really heard them, then about 1-2 years now bang and crash making our house shake and wake up our kids all night, 2am! Maybe they could do that a little more North on the tracks by 31st instead of right by the houses? Thank you.
40. Save vaccine records for dogs so I don't have to provide the same ones every year. Some of my dogs vaccines are good for 3 years. Same with spaying information - if it's shown / recorded once, I shouldn't need to provide it again for the same dog.
41. Pleased with Riverdale but room for improvement.
42. Does the sidewalk that goes along Jonny's Dairy go straight to go across the river yet? I know they were planning it at one time.
43. Have more events for residents.
44. Allow installation of cell towers/fiber optics to improve reception in the area for cellular phones, internet, and cable.
45. Park use is mainly by people who are not from Riverdale. Perhaps a graduated fee schedule could be used.
46. Send a form in the newsletter to replace worn out garbage cans.
47. Senior apartments should allow pets- it improves quality of life for seniors , other facilities allow them.
48. We seem to have the best of everything - Police, Fire, city equipment. I hope we can afford it.
49. Would like to receive the newsletters earlier in the month.
50. More radar enforcement on 700 W, how about photo radar at traffic lights to stop red light runners.
51. I enjoy living in Riverdale very much. I am 72 years old and I don't get out much to enjoy your facilities. People comment about how nice the trails and parks are.
52. Speed on Highland Drive - Heavy traffic driving very fast.
53. Don't put so much chlorine in the water.
54. I wish we had enough kids to have the older sports teams play with kids from Riverdale on their teams and that flag football had enough teams to just play each other, Riverdale refs were great but Clearfield had all different rules.
55. No issues at present.
56. We need to increase police patrol - since living in Riverdale 11 years we have had auto broken into 2 different times. Patrol of neighborhoods needs increasing.
57. Open Ritter!!
58. More new updated street lighting in "Carter Farms". Would like to see lighting like River Glen.
59. River entertainment area - Kayak park area - We have good citizens that will be moving from our town if something is not done. More monitoring and parking!
60. Utility service is excellent..
61. Expensive.
62. Train whistles and slamming together all night should be stopped.
63. Separate the (men's) (women's) work out rooms at the senior center or enlarge the existing exercise room... pretty much upgrade the senior center gym.

Question 14: Continued

64. Tell Salt Lake to go to h___ when they want our tax funds.
65. Doing a great job.
66. Small, keep it small.
67. Garbage holiday schedules would be nice to know. More notices from Planning Commission.
68. The water bill: Do not combine the two months if one payment is late but paid in 3 days after the due date. I've had bad luck with businesses; they are not honest in their dealings.
69. Snow plowing in neighborhoods and nor throwing the snow in front of residents driveways.
70. Find out what's going on at Riverdale trailer court. About landlord is ripping the people off that live on SSI and is raising rent again.
71. Just putting drinking fountains at the restroom facilities along the trail. Also having garbage cans near the benches if possible.
72. Fix our sidewalks. Sweep our street or at least make an effort.
73. More fire awareness notices / bulletins posted at parkway during cottonwood season.
74. Not be so quick to shut someone's water off when they are only 2 weeks past due. Things do happen and oversights do occur, they should come to the door to try to collect if they have a shut off order.
75. We don't always feel safe on the river park way. Surveillance? Police watch?
76. Slow traffic. Less pan handlers. There seems to be the same group around Walmart that also go to Layton. Causes a traffic concern. Are there laws to help them with resources?
77. I think you need a recycle can for plastics and cans.
78. Fire the city manage and utility clerk and replace them with people who know how to professionally interact with others. Change the existing ordinance that requires new homeowners to be responsible for past due utility water bills. It is illegal and unethical to charge someone for a bill owed by someone else! Not to mention poor public awareness for our city!
79. Please pickup stray cats.
80. Thank you for all you do especially saving our homes from fire and floods. Thanks for cleaning up the problem at the swimming hole.
81. Area by Johnny's Diary trees trimmed and walkway clean up.
82. On 775 W off of 4400 S, sidewalks need weeds cleaned up, cannot even use the sidewalk because of stickers growing on the sidewalks. Big mess, have to walk in streets.
83. Little concerned with theft issue (gas can), neighbor also.
84. We love living in Riverdale. It is kept up nicely with great parks. I think you use the city's money wisely. Thank you.
85. I do not like that you have to pay for recycle cans so someone else makes money from those materials. It should be free to us and they should provide the containers.
86. Very good, but not quite excellent. I have no concrete suggestions.
87. More for older teenagers to do at Old Glory Days.
88. I think the city needs to be more concerned with public housing such as the trailer park I rent from now. The bill the city gives the trailer park never matches with the bill that is given to me. The city is losing money.
89. More emphasis on efficient movement within city i.e. some speed limits on collector streets need to be revaluated.
90. Again code enforcement on messy yards. Mostly residential single family homes that have now been rented. Make citizens responsible to keep our city clean. Maybe a yard beautification contest.
91. Widen the street directly in front of school to allow more space for drop off and pick up of Riverdale Elementary school children.
92. Courts can be a lot more friendlier to people without judging clients.
93. Update parks, Community Center, Trail under Riverdale Road...create a better path to South end of trail. The new bridge doesn't go anywhere... wasted money?
94. Reopen Ritter Drive to avoid congestion at the intersection by Larry H. Mille dealership.

GENERAL QUALITY OF LIFE

Comments / Suggestions

Question 15: Please provide any comments of Riverdale City services that you are pleased with?

1. Animal services: Bonnie is great, however, she is stretched thin.
2. All services pretty good.
3. Good officers, good city. Recommend filling empty buildings with new businesses.
4. Fire and ambulance services very awesome.
5. Police and Fire doing excellent job!
6. Law enforcement is outstanding.
7. I called about the weeds around water storage and early next morning they were taken care of - Thank you.
8. Police.
9. Trails and office personnel pleased with.
10. Secretary is always friendly.
11. Love my garbage guy!!!
12. Corner replacements (storm drains) was original, quick and final result looked great.
13. Your Public Works staff appears to work very hard. I love the trail, parks, and rec center and my interactions with Police and Fire although limited have been positive.
14. Fire Dept. / Police Dept.
15. The Police Dept. does a great job at keeping our city low on crime. Fire Dept. does a great job too!
16. Everything is going about A to A- as graded.
17. Senior Center and staff.
18. We have called dispatch and the bombs did stop within minutes Thank You!!!
19. We really like the swim nights at the Roy aquatic! Please keep doing them. Bonnie (dog catcher) is great at doing her job and being kind while doing it Thanks!
20. Having groceries building stores and restaurants close by - in other words convenient.
21. The police do a great job and I thank them for being at the elementary school, makes the kids feel safe.
22. Police are awesome! The atmosphere is wonderful.
23. Anytime I call to make my payment the lady is always very nice!
24. Water, sewer, trash, office staff.
25. Traffic roundabouts and bike lanes.
26. Fourth of July parade and activities are great.
27. It is a wonderful place to live.
28. The Police Department is great. I feel very safe.
29. Parks are well cared for. Enjoy the discounted rates to the Roy Complex and the swim nights at the Roy Aquatic Center.
30. We love being a part of the Riverdale community! It feels as though it is a tight knit community and love all the fun family activities.
31. They were great when I called about my storage unit being labeled with a city sign.
32. We have been pleased with Riverdale City services. Police are good to patrol neighborhoods and enforce speed limits.
33. Parks.
34. I love the recycle program and I hope it becomes weekly because my can gets overfull on a bi weekly basis.
35. The quality and cleanliness of the trails.
36. I love the parks and senior citizen services. My kids have all grown up and don't use senior services too much.
37. There's never an issue with any utilities.

Question 15: Continued

38. Animal control – Bonnie.
39. The town is always clean and free of garbage littering highways and residential areas.
40. Police and Fire and Ambulance do a great job.
41. Recycling.
42. Excellent Public Safety!
43. Thanks for taking the bad bumps out of 700 West.
44. I appreciate the increased patrols on the parkway trail. Thank you.
45. Mayor seems open and willing to communicate and listen. Police seem genuinely concerned and want to help residents.
46. I just love our community!
47. They do a good job, but not enough are stopped.
48. Police department.
49. Newsletter, upkeep of trail, Riverdale discounts w/Roy Military discounts and recognition. We love living in Riverdale.
50. Good police and fire depts. I personally miss many of the folks that retired.
51. It was extremely easy and pleasant to obtain a business license.
52. I love the intramurals for kids and Santa visiting the neighborhoods. Free swim nights are awesome.
53. Your parks and rec areas are great. Thanks... The community letters are always read--very important.
54. Police dept. in our community are awesome! I love to see them at the school when the kids go to and from school.
55. Everything. Thank you all for all you do!
56. For the most part this is a great place to live!
57. Police Dept. is wonderful. I love that they are always near the school before school starts!
58. I was very pleased with how fast the trail was fixed after the fire.
59. Love the newsletter!
60. I am happy with Riverdale overall. It's a great community.
61. Snow removal, garbage pickup.
62. Communication and access to services, love the river trail! Thanks for fixing "our bridge!!
63. Love the Parkway.
64. Police, trails, utilities.
65. Garbage collection.
66. Glory Days, parks (although it would be nice if it was limited to resident's only.) splash pads etc...
67. City offices - The individual at the front desk are always helpful, friendly and attentive. Police and fire are approachable and friendly.
68. Old Glory Days.
69. Mayor and City Council.
70. Friendly, helpful and knowledgeable city staff.
71. Riverdale has a good group of employees. Let's keep them.
72. I really like all the youth programs.
73. Animal control excellent officer.
74. Garbage pickup.
75. Everyone is so friendly and willing to give a helping hand if needed and it's very family oriented.
76. Great Mayor - very pleased - police doing very well also. Great city to live in.

Question 15: Continued

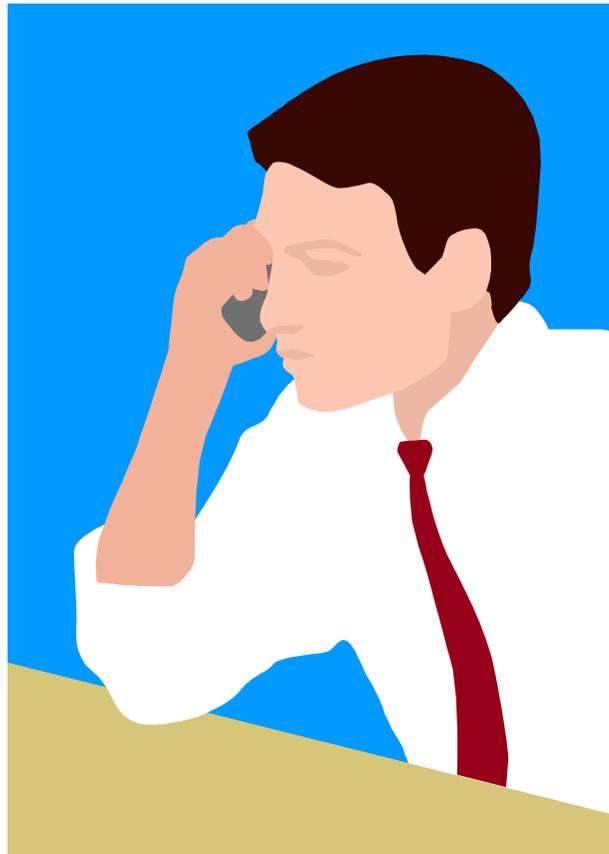
77. I love the recreation and intermural programs for my kids! Thank you so much!
78. I love Riverdale. I hope to stay here a long time. I love free swim nights at the Roy aquatic center.
79. Bonnie and Animal Control are fast to respond and take care of things, very kind and polite.
80. Mayor and City Council are doing an excellent job.
81. The Community Center and Rec. programs are great! Very nice program and the employees are very nice!
82. Access to all kinds of services.
83. Police / fire neighborhood party was very nice.
84. Mayor, city Council, courtesy to citizens by administration office. Great Police presence.
85. Overall great.
86. We have awesome police/men and women. Thank you for your service.
87. Thank you for the opportunity to express our thoughts!
88. Overall Riverdale is a great city to live in and I am pleased with most services.
89. Riverdale is a great place to live!!
90. The new bike lanes on 4400 S. are helpful.
91. Appreciate the Rec program for our kids. Love the river trail!
92. Snow plow services are excellent - thank you!
93. I am proud of Riverdale and its services. We use to have good/better water.
94. I love all the sports activities and the affordable cost, the Rec. Center, parks, and Roy swim nights.
95. Police officers are friendly and helpful.
96. I love living in Riverdale.
97. Like the river trail.
98. We love free swim nights, discounted Roy complex and intramurals and summer fun.
99. Utility, Senior Center, parks.
100. Garbage pickup and snow removal very good.
101. Love living in Riverdale! And thank you city workers for all your hard work!
102. Riverdale is a clean, safe place to live. When I have dealt with the offices they have all been friendly.
103. Quiet neighborhood.
104. Good to see the new business in Riverdale giving service and jobs to the area.
105. Improvement of streets and bridges. They are great.
106. Parks, rec. trails, people.
107. Love the recycling program!
108. Love the way the pathway has been maintained and the way the bike lanes are freshly painted.
109. Police, Fire and Paramedics good. Water usage formula is good.
110. Veteran's Memorial, Senior Center.
111. Lower taxes and I feel safe in my neighborhood.
112. Thank you for trails and parks
113. I know I can call the city Police or fire and they'll be prompt. I know my concerns will be taken care of if I need them. Thank you!
114. Utility office/animal licensing very helpful, considerate.
115. Loans to improve homes in some areas. The friendliest group of people in all offices.
116. Excellent PD.
117. Afraid of getting out of here and not knowing what to do. Don't want to give you my name and address.

Question 15: Continued

118. Love the Senior Center and river walk.
119. Parks and our Police are great.
120. Concern over water leak issues and response to restoring and communicating the fire.
121. Excellent services.
122. None.
123. Love the trails and benches. Love the round-a-bouts and seasonal décor. It looks very classy.
124. Overall we are pleased with Riverdale services.
125. We love using the parks and trail.
126. Good job by all employees. Thank you.
127. Very dependable and ready to help.
128. Do a good job bringing business to Riverdale.
129. Manager of the Senior Center is very good, so is the manager of the apartments of the Senior Center.
130. Sargent Jones is a valuable member of the Police force. He is friendly, fair, and professional.
131. I think Public Works Department does an excellent job at keeping the city looking nice and responding quickly to issues.
132. All great.
133. Block party want better publicity and turn out. Police, fire services is great. Love, love our parkway. Sad to see kayak park go.
134. The quick response of cutting down a tree that could fall on the new bridge on the trail and danger to pedestrians crossing.
135. Attitude of personnel.
136. We love Riverdale. It is a great place to live!
137. Police seem to do a good job on being fast to react.
138. Upkeep of city's parks and river trail makes these assets very valuable to residents.
139. The police handle things well when they are called to these residential homes that have been turned into rentals.
140. I have interacted with the Riverdale Police on multiple occasions and have always found them to be fantastic and very professional. I specifically want to recognize Officer Peterson as I have talked with him on multiple occasions over the years and he is a true professional and a credit to his squad.
141. Appreciate the excellent job the mayor and city council are doing. Much better than before.
142. Police are amazing at protecting our residents and our school children. Fire Dept. are quick responders and I feel safe knowing they are on top of it.
143. Appreciate the mayor and city council for their professionalism!
144. Fire department is awesome. Would like to watch and know more about their training i.e. river rescue and etc. maybe put out a public notice or mailer so we can see just how professional they are.
145. Police, Fire and Community Center are great resources.
146. Police, Fire Dept. and especially the Animal Control Officer are excellent! We are so fortunate to have a caring and knowledgeable Animal Control Officer. Bonnie is exceptionally hard working. She has set a standard that other communities are struggling to achieve.
147. The Police are active, prompt, and very professional.
148. Use of Roy Aquatic Center nights, park services.
149. Love the trails.
150. Fire and Emergency Service so polite and caring. Could not have asked for better help.

Follow-up

Questions from Residents Requesting a Response



FOLLOW-UP**Problems or Concerns**

Question 16: Do you have any specific problems or concerns that you would like to hear back from Us? If so, please describe your concern and give us your contact information so we may respond to you.

	Citizen Issue	Action Taken
1.	The protected area. Individuals dam up the water and use it to water lawn. It's encroached by gardens, veg and planted flowers and shrubs. Someone should walk that and take care of it!	Public Works called her and gave her the phone number of the Shady Grove president and also passed the information along to our Code Enforcement Officer to follow up.
2.	Cars blocking sidewalks. Plants blocking sidewalks.	Code Enforcement Officer called the citizen and left a message but did not hear back. He then responded to the area of the complaint and issued notices on items noted in the complaint.
3.	1. Why is Ritter Drive one way west from 1500 W to Freeway frontage road. 2. Is there any way to improve left turns from Riverdale Road onto 1050 W going south.	Administration called the resident but was unable to talk to him. A message was left but no return phone call was received.
4.	Stop signs should be yield signs to cut down on sickness.	Public Works sent an email and explained how it is decided what type of signs are placed at intersections.
5.	Follow these on nuisance neighbors who do deliberate things to other neighbors just out of spite.	Code Enforcement will follow up on the issue.
6.	Just concerning group fitness classes, cause it's what I deal with directly.	The Community Services Coordinator spoke in person with the citizen about her ideas and thoughts. It was explained that budget constraints limited the ability of what could be done. She expressed understanding and appreciated the follow up.
7.	Dogs barking at night east of 700 West along 3950 South area.	Animal Control Officer contacted citizen by phone and advised that they need to contact the Police when the problem is occurring, to document, and get address so dog owner can be contacted.
8.	We love celebrating "Old Glory Days". I only have one concern. The motorcycle Police drive way to fast at the beginning of the parade. It will only take one excited child to run out and be killed. Please slow them to possible weaving slowly.	The Police Department contacted the citizen by phone and assured her that the children's safety is of utmost importance to us. Assured her that safety is the main objective and her comments would be taken into consideration for future parade planning.
9.	Are people allowed to park in/on front lawn? It makes our neighborhood look gross! People leaving trash cans on road for weeks.	Code Enforcement Officer spoke by phone to the resident. Complaint was about neighbor parking on the lawn. Asked him to call back when it occurred again. He called a few days later and a notice was issued to the neighbor.
10.	Our sidewalk getting finished.	Public works called and explained that we are aware of areas that lack sidewalks and are completing sections as funds become available.
11.	Both roundabouts in Riverdale are very bad! Nobody yields.	Police Department contacted the citizen by phone and explained the use of roundabouts, traffic flow, and traffic laws. Told her we would pass her concerns to other officers and we would extra patrol roundabouts when possible.

Question 16: Continued

12.	The Veterans Memorial: Please make a large (name only) Riverdale Vets who could not afford a plaque.	Administration made a personal contact with the resident and explained how the name plaques for the Veterans Memorial are acquired and purchased and that names can be placed on a common plaque at the memorial for free.
13.	What can be done about drivers not following correct procedures at the roundabouts?	Police Department contacted the citizen by phone and advised on the roundabout laws and apologized for discourteous drivers.
14.	A lot of stray cats, dogs, and no poop pick up. Start fining folks for poops.	Animal Control Officer spoke to citizen about extra patrol of the area. Asked that he call back if additional action was needed.
15.	Why was Ritter Dr. made one way? With all the backed up traffic due to construction, it would make my commute time a lot less if I didn't have to sit in traffic on the frontage road for an hour.	Administration called the resident and discussed the reasons behind Ritter Drive being made one-way and informed that the issues will be addressed in future meetings.
16.	Streets need re-surfacing and some sidewalks improved!	Public Works called the residents and explained how streets are evaluated to decide which streets are overlaid.
17.	I wish there was an ordinance for noises during the day. Barking dogs, slamming doors, etc. Some people sleep during the day because of night shift work or other situations.	Animal Control Officer contacted citizen in person. She said that the dog owner had been contacted by Animal Control about the problem after she sent in the survey and the problem is now resolved.
18.	Barking dogs.	Animal Control Officer contacted citizen by phone and advised that the area would be checked and the dog owners contacted.
19.	Only consideration of replacing out sections of broken sidewalk.	Public Works contacted the resident and explained the 50/50 program with him. An estimate was given to him on his cost for replacement.
20.	Comcast should provide a rate to the Senior Center or we should be able to change providers.	RDA Apartment Manager contacted the resident and explained that this has been addressed in the past and if enough residents at the Senior Center Apartments desired different options it would be looked at again.
21.	Please refer to item 1- (utility billing issue for new home owners). Do not have the city manager or utility clerk call me. They were terrible to work with. I've sold homes in several cities in various counties and never had a buyer treated so poorly or been treated so poorly when trying to resolve an issue. I do want to talk to the Mayor and City Council members about this issue. This ordinance is wrong and needs to be changed! How many of you paid the previous owners utility bill when you purchased your home?	Mayor sent the resident a letter inviting her to address and discuss the issue in City Council meeting.
22.	Animal control is not able to do their job sufficiently due to fear of retaliation. There are dogs in my neighborhood that are not taken care of and nothing is being done because the owner is also law enforcement. The rules (laws) don't seem to apply to him.	Police made an in person visit. Problem animal has been removed from the area after Animal Control contacted on 11-4-2014.

Question 16: Continued

23.	The property at 756 W 4300 S has had an unplanted backyard for the last 3 summers. I was led to believe it needed to be planted to be "in code".	Code Enforcement Officer called the citizen and explained the code to him. He asked if there were any other questions, he stated he did not and thanked him for calling.
24.	I would like more Police patrol on Parker Drive. To many speeders.	Police Department attempted contact by phone. Message was left advising of future patrols of the area in question.
25.	Traffic.	Administration sent an email to follow up on the question but has not heard back from the resident. No phone number was given.
26.	I would like to switch what kind of tree is in my park strip.	Public Works contacted and explained the process of filling out a tree permit to get approval before planting the trees.
27.	Cats. The person who lives next to me feeds all stray cats and gives them shelter. During the times when at work they sit on my car (many dents). I was told by animal control no money for cats, just dogs. Why?	Animal Control Officer contacted citizen by phone and offered traps. Also contacted Four Paws Rescue to help with the stray cats.
28.	I've notice more regular air traffic in an east flight pattern from OGD airport. I would like our management to put a little pressure on Ogden City to keep the regular air traffic on the west flight pattern as originally intended.	Administration contacted the resident and explained that the Ogden Airport operations are out of our jurisdiction and that Ogden City needs to be contacted.
29.	Snow removal in out cul-de-sac. There are 2 good places to push the snow to but they push it feet high and wide in front of the mailboxes and driveway. Mail delivery or even getting to it is impossibly difficult. Why can't they use the available spaces that wouldn't cause problems.	Public Works contacted by phone and explained our snowplow policy. He was also given a contact number if there are any problems this winter.
30.	Clean behind trailer parks walkway. Trees trim and taken out if dead. Make it look nice empty place by Jonny's Diary	Public Works called the resident and explained that a committee was being put together to plan for a new park in this area.
31.	The clean up on some homes that yards - unused vehicles park in yard and cars on the streets!	Code Enforcement Officer called and spoke with the resident and informed her that the weeds on the corner home were cleaned up. Also informed her that cars parked in the driveway are not a violation of code.
32.	Slats should be inserted on the chain link fence on the overpass entering into Riverdale heading west. The trailer court roofs and swamp coolers are not what people should see entering the beautiful city heading westward. It would be a big improvement to our city.	Administration sent an email explaining UDOT's policy of maintenance and placement of slats.
33.	Better patrol on 300 W Riverdale Road from Chevron all the way up the road by Senior Center (Washington Terrace). A lot of trash people leave liter around street and sometimes in businesses parking lot.	Police Department contacted the citizen by phone and discussed the concern about speeders and litterbugs. She was directed to contact them with any further concerns.
34.	Just what we wrote up above (replace gutters on 5050 S). We have complained numerous times before about the bad gutters with standing, nasty water in the summer. We even sent pictures	Public Works has address this issued in the past with this resident. An email was sent to the resident which explained our policy of replacing curb that is holding more than 3/4 inches of water when we do an overlay on the street.

Question 16: Continued

35.	I was concerned with why there was never a yield sign on the north side of the intersection of 4300 S and 600 W. I've had close calls turning left off 4300 S and cars not yielding going south on 600 W.	Public Works contacted by phone and informed the resident that a yield sign would be installed shortly.
36.	Barking dogs.	Animal control Officer contacted citizen by phone. The citizen said that the neighbor had been contacted and the barking had stopped. She was applicative of the contact.
37.	So I currently live in the Bayshore Riverdale Estates park, this park was very nice when I moved here a year ago but they have changed owns and now all I have is problems with the management. For example they take the overall gas bill and split it by our square footage. Now I don't think this is in anyway fair because my husband and I both work full time and are not home most of the time, and if I shut off my gas I would still get a bill because the guy next to me likes his house as a sauna?! Also we keep all of the bills we get from the park and this last month our water bill jumped from 5000 gals of water used to 89000 gals of water used the next month, How is this even possible? We used 5000 gals for June, July, and August But for the month of September it jumps up 84000 gals? Now I'm not a math major but I am pretty good at common sense and I happen to know we used less water for September because we did not water the lawn (it rained most of the month), we shut off our swamp cooler at night (we did not need it due to cooler weather), and we are still working full time jobs meaning no one is home till late at night (so no showers, or chores). Our water should have gone down but it jumped up and even if we take the 5000 gals we normally use there would still be 84000 gals that would have to go some where right? We have checked for leaks and we have none. While on my search for this missing water I found out we had a new reader installed. I and the home owner never got any notice to have this installed, Does this have to be installed and read by a certified meter reader? When I went to the park manager they told me I had to deal with the bill! So I told them I wanted someone to come look at it. When the maintenance guy came out he told me the meter was reading backwards and tried to tell me it was my fault! This park is a joke and this concerns me that the City of Riverdale does not see this is happening and they are losing money to this joke of a company. I would like to talk to someone about this problem. Thank you for taking the time to read about my issue.	Public Works contacted by email and outlined how the city bills the trailer park and noted that the trailer park bills the residents and sets the pricing inside the park. Also game the resident some contacts for complaints against the management.
38.	After heavy snow storms the snow plows throw the snow from the road onto the sidewalk on the lower part of Ritter Drive. Sometimes 1 and a half feet thick of heavy packed snow. I think the city should help remove it.	Public Works contacted the resident by phone. Resident was upset that he was cited a few years ago for not removing snow from his sidewalks. He stated that he understands that the city won't shovel his sidewalks for him. Advised him that we will do what we can to help when plowing the snow in this area.
39.	The fence damage that is going on due to the cottonwood tree is my main concern. I am not sure how to address the issue. Do I need to talk to the neighbor first.	Code Enforcement Officer attempted to contact the citizen. A message was left on his cell phone. The citizen has not returned the call.

Question 16: Continued

40.	Yes.	Code Enforcement Officer contacted the citizen by phone. She was concerned about weeds and cats. Informed her that the weed issue behind Walmart would be taken care of. The citizen said that she would call Animal Control if she had any more issues with roaming cats.
41.	Input on I-84 sound wall.	Administration emailed the resident and explained that the sound wall is an issue that needs to be addressed with UDOT.
42.	Ritter Drive access - would like to know what is required to reopen the street now that Riverdale Road construction is complete.	Administration contacted by phone and explained the historical context of Ritter Drive and the potential opportunity of discussion and action on the issue.
43.	More info regarding disaster preparedness	Question was forwarded to the Fire Department to make contact.

Question 16: The following comments were made in the follow-up section but no contact information was given.

44. Too many weeds.
45. Sometimes my recycle is not picked up every 2 weeks.
46. Riverdale city budgets more for seniors than younger families. I would like to know how much we spend on older (seniors) activities to youth, young couples
47. Snow plows need to be more considerate of citizens
48. It seems as though yard inspections are lacking. Vehicles parked in or on grass and soil. Too many vehicles at one residence. Looks like salvage yard. No tickets.
49. Residents not cleaning or picking up after their pets in my yard and also on the river trails.
50. To see if we can get ride off all this drugs ???
51. Cars and trailers are always parked on or extend over the sidewalk around 5600 S 1200 W. Area and it forces pedestrians out into road.
52. Need more police officers and keep them in Riverdale as residence not from other cities, police need to reside in Riverdale.
53. Why aren't Riverdale businesses recycling? Do you see the recycle materials that are put in the dumpsters? Its shameful. Maybe businesses who do not recycle should pay more. Please address this in the newsletter.
54. Finish the road construction soon.
55. I don't need to hear back but I am concerned about the pan-handling that is going on over by Wal-Mart area. I've seen people that have been out walking confronted and harassed by the pan-handlers. I know I wouldn't feel safe walking in that area.
56. In Combe Farms we have residents who leave vehicles on the street too long. Especially a boat that has been parked on 575 W all summer. I've heard their neighbors complain about it often.
57. Have e-mailed some city departments and never heard back. Should be a 24 hour turn around if possible.
58. Riverdale exit sign coming from the north before the I-84 off ramp.
59. Please consider seniors on fixed incomes - When you meet to discuss rising taxes or fees for services. We are already stretched to the maximum.

Question 16: Continued

60. When recycling started those of us who signed up were told that we would have a reduced garbage fee. There hasn't been any reduction for those who pay extra for the recycling. Those who didn't sign up are benefitting from those of us who did.
61. Keep police on trails - Thanks.
62. Traffic on Ritter Dr. speed bumps residents only
63. Ritter Drive could be a two way road when construction is finished.
64. Please watch for new people coming to our city. Watch for the wondering ones. Hopefully no more bikes stolen. Fortunately I haven't heard of that incident anymore.
65. Please, please patrol 4400 S for speeding vehicles - I would even like to see speed limit reduced to 25 so people would slow down to 30- people speed every day.
66. I can't take my dogs to any dog park in this town. In Park City I had several places even a pond/park just for dogs, animals have rights too.
67. What is going wrong with her. She is trying to kick anybody out that complains to her about it.
68. Keep up the good work. Riverdale great place to live.