

Public Survey 2013





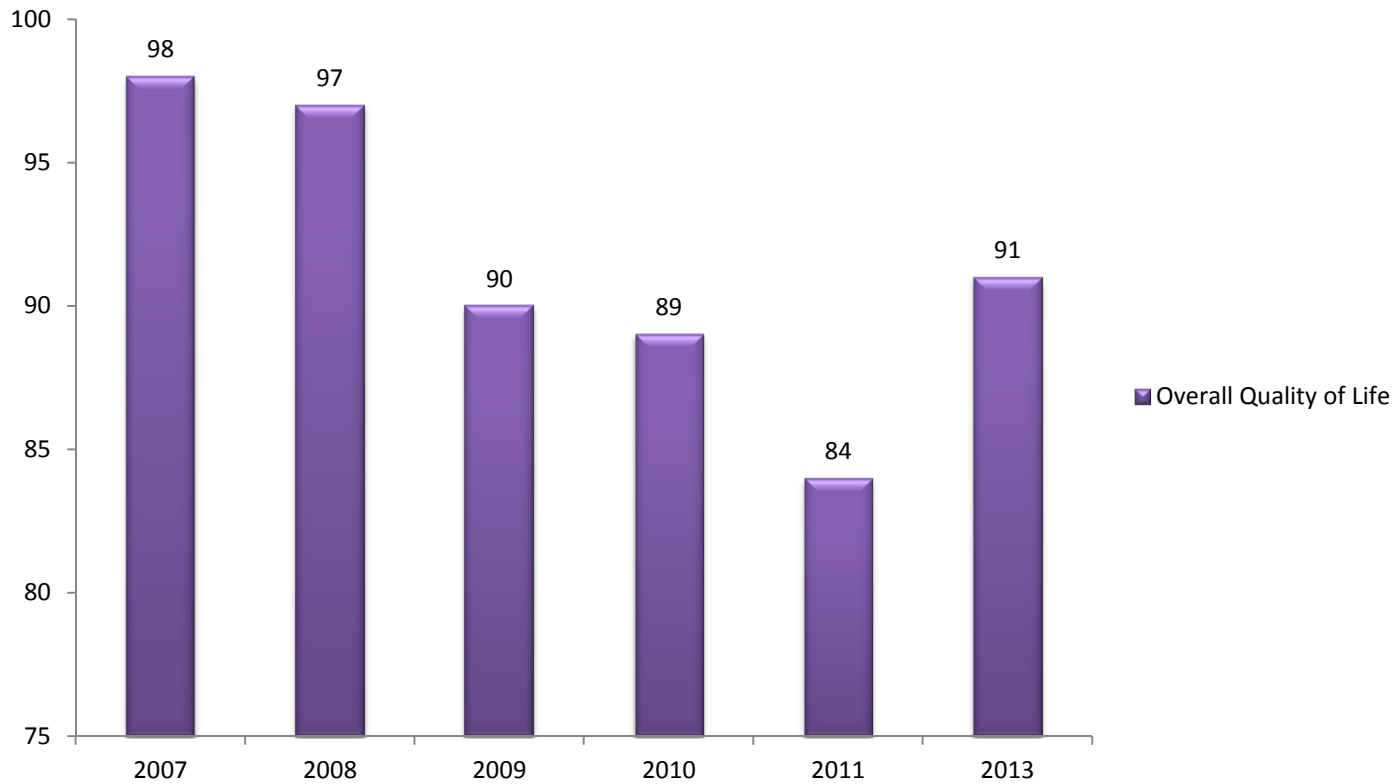
Public Survey 2013

- Phone Survey
- Conducted between February 19th and February 26th, 2013
- Made 7,318 phone calls
- Gathered 503 responses
- 6.9% response rate
- 95% confidence level (4.4 confidence interval)



Public Survey 2013

2013 Overall Quality of Life





Public Survey 2013

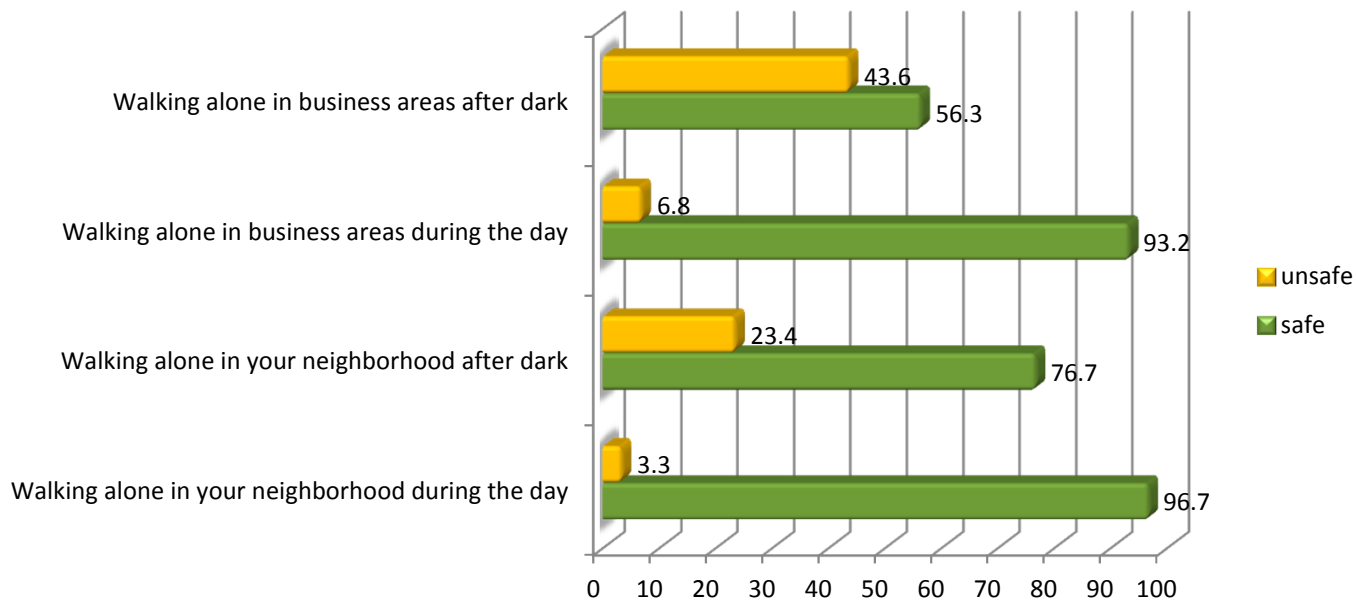
Citizen Concern - % Large/Medium Problem Rating

	2009	2010	2011	2013
Unemployment	87.5	91.2	93.8	88.5
Housing Market/Foreclosures	84.9	91.1	94.1	82.3
Gang Activity	n/a	n/a	76.1	73.7
Education/Schools	65.6	70.7	76.2	73.1
Graffiti	65.8	65.4	81.2	72.3
City Budget/Reduction in Services	73.1	75.3	77.3	71.0
Traffic Congestion	67.8	66.1	59	47.8
Taxes	42.6	42.3	48.9	46.8
Growth	61.8	54.5	49.8	44.8
Neighborhood Appearance	30.6	36.4	47.1	43.7
Fire Services	35.1	37.4	46.1	37.4
Police services	35.1	37.4	40.3	33.4
Flooding	30.6	35.9	29.4	26.5



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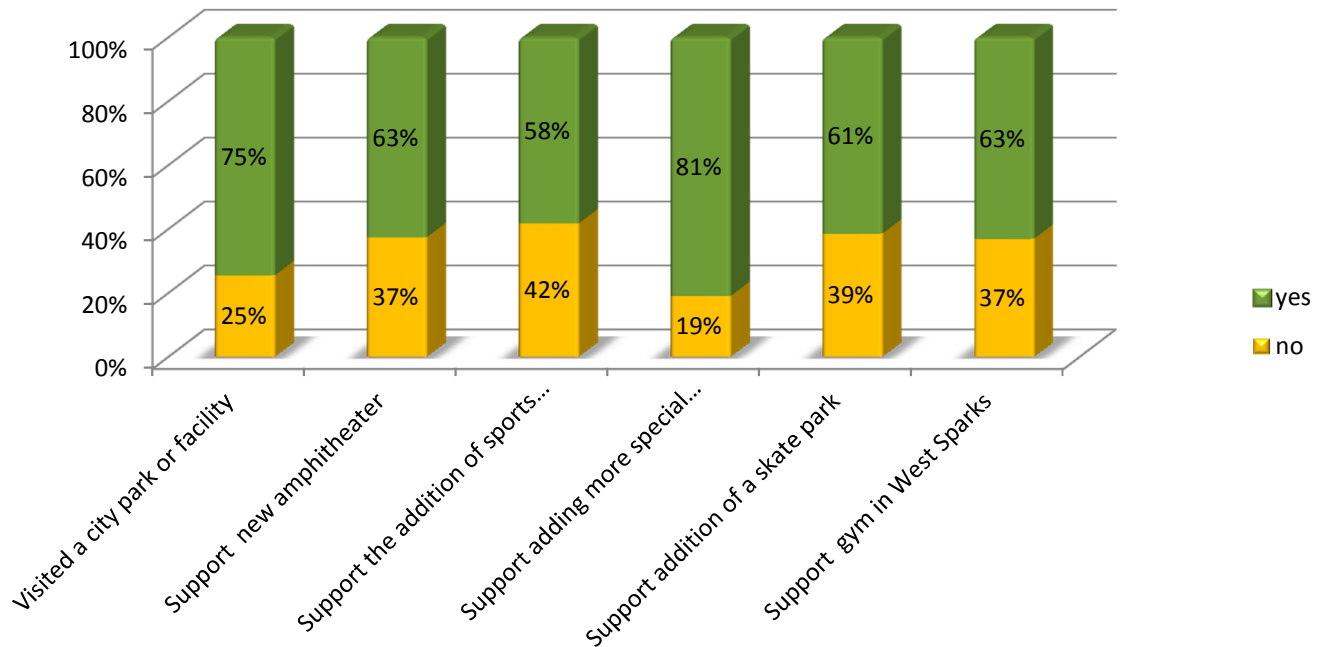
- Feeling safe while walking alone in business areas after dark dropped 6%





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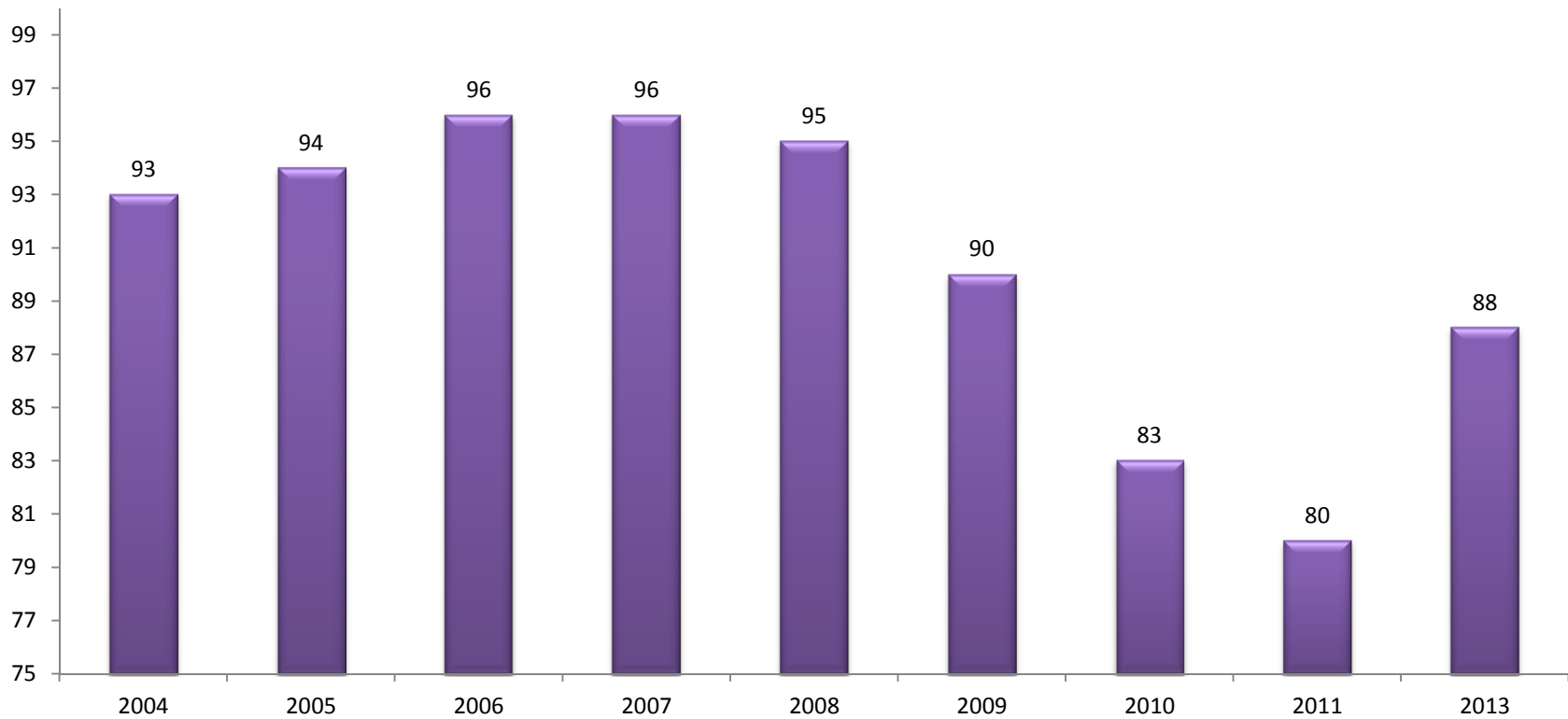
- Parks and Recreation had new questions this year, revolved around quantity of offerings
 - Overwhelming support for new offerings





Public Survey 2013

**Satisfaction with Overall Quality of City Services
% Good to Excellent**





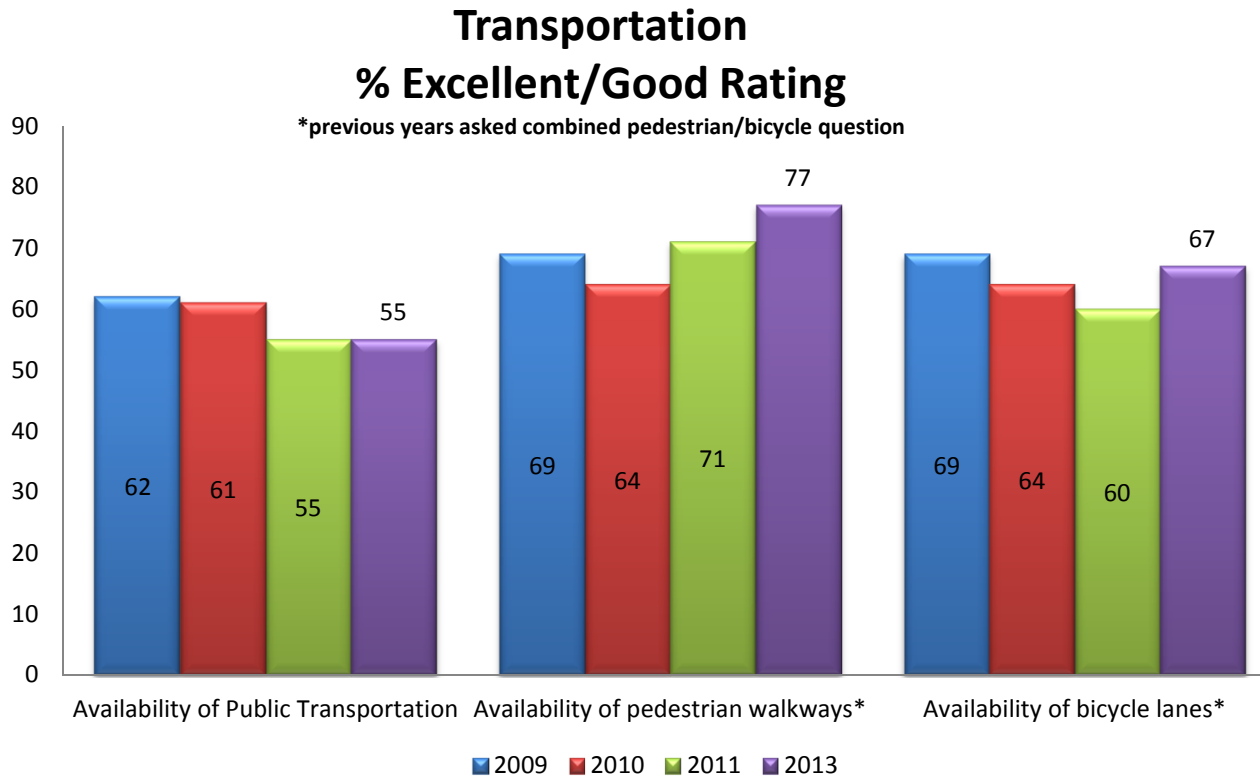
Public Survey 2013

- City Services:
 - In general, all indicators in this category rose from the previous survey
 - Quality of snow removal rose almost 20%: 48.4 to 67% approval
 - Quality of Fire Services rose 10%
 - Quality of Police Services rose 14%
 - Many comments about Pyramid/McCarran



Public Survey 2013

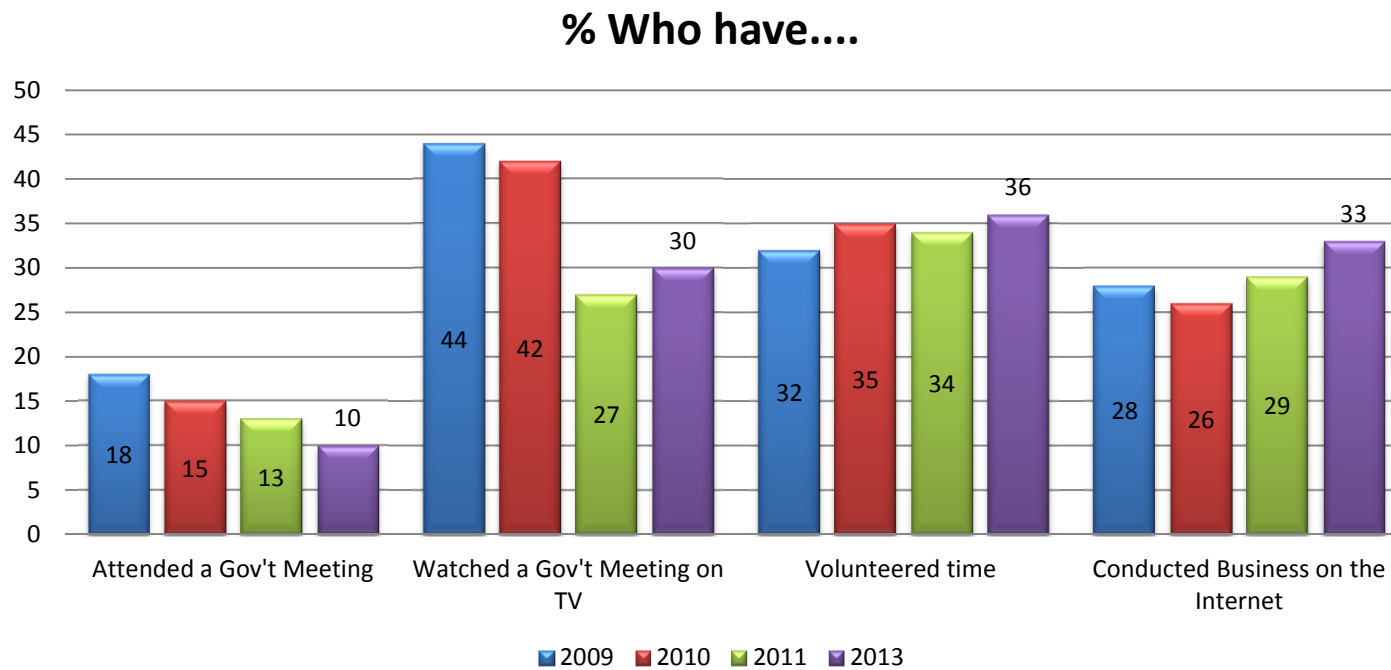
- Transportation
 - Citizens would like more bus access





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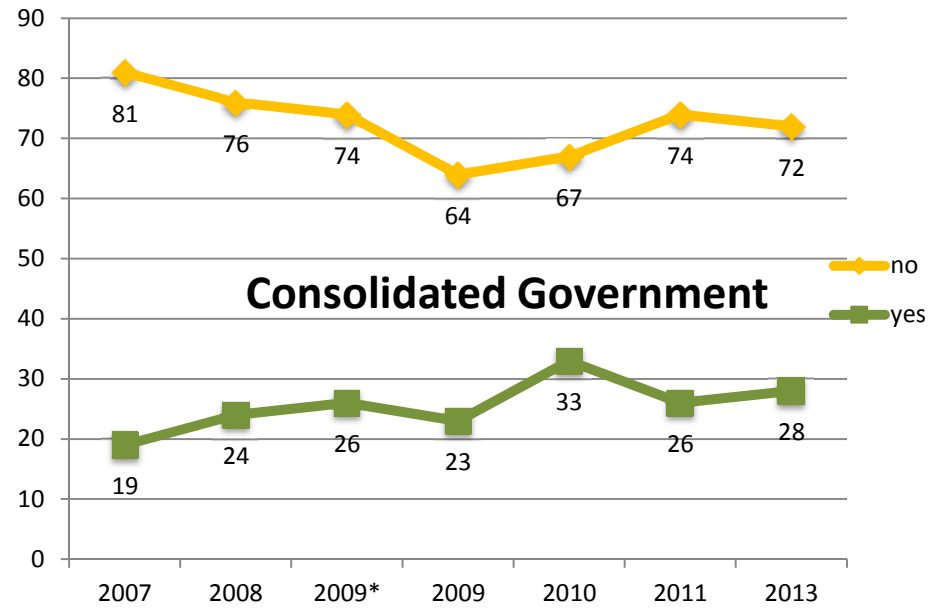
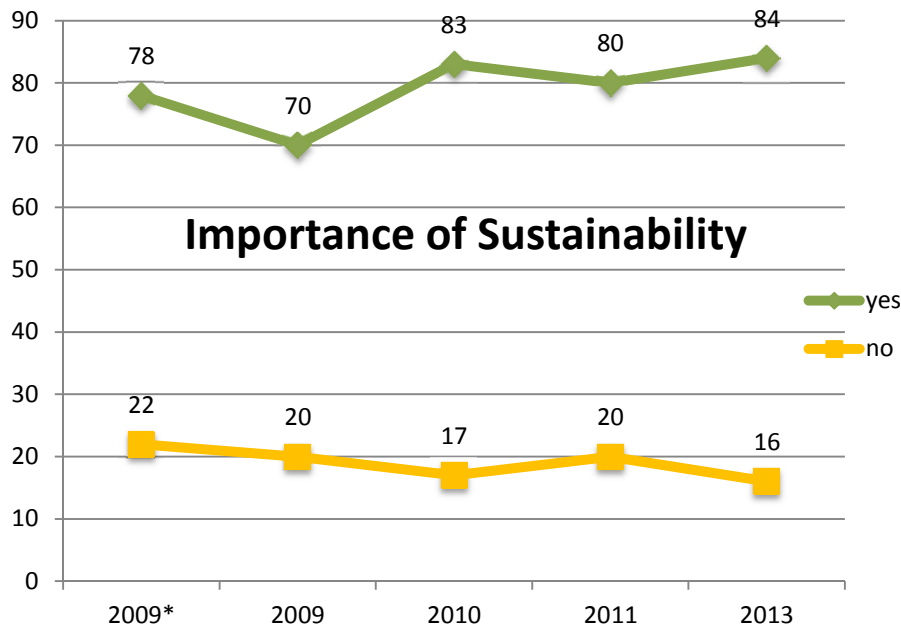
- Citizen Participation





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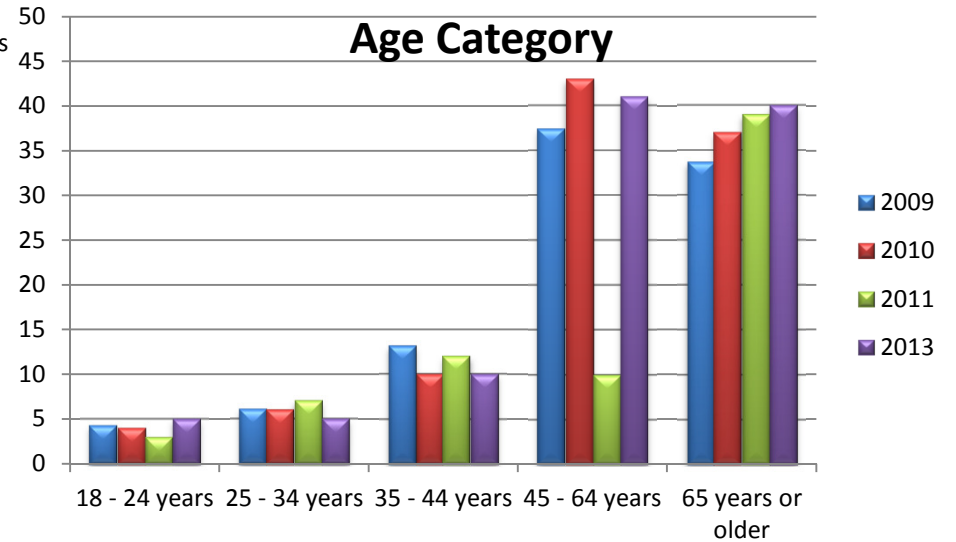
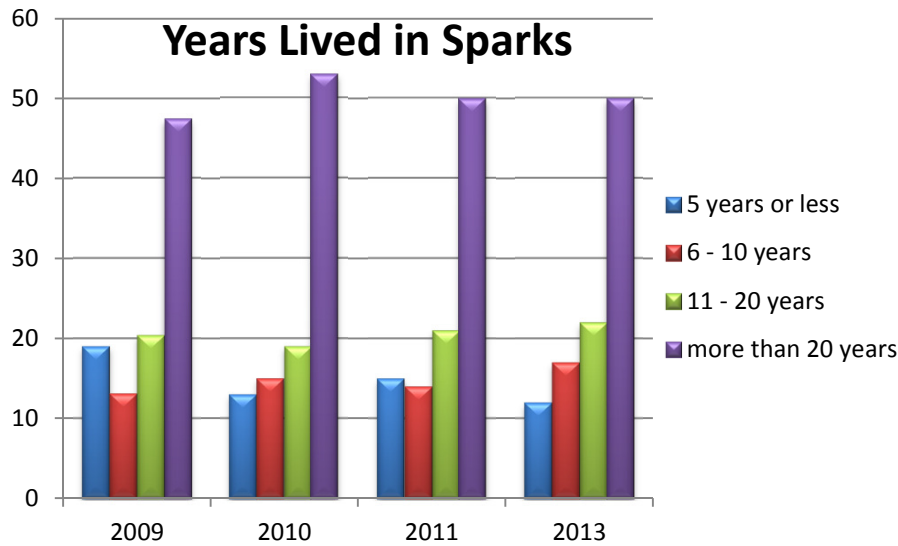
Miscellaneous Questions of Interest





Public Survey 2013

Demographics





Thank You Public Survey Callers

- The Public Survey was conducted using a combination of volunteers (18 hours) and temporary staff (173 hours)
- Conducted over 5 nights (no weekends) from 3:30 p.m. to 8:30 p.m.
- Volunteers: Sydney Frandsen, Rob Kintz, Andre' Stigall, and Chantell Whaley

- Questions

